

APN March Professional Development Session

Online training by Metrix Learning and
MyWorkSource

AGENDA

- Welcome and Announcements
- Context for online training by Metrix Learning
- Supporting customers with My Worksource accounts
- Metrix overview and highlights
- Benefits to customers and staff
- Rollout update
- Questions, feedback and more info needs

Welcome +
Announcements

Context for online training

Why online training?

- Convenient since customers can access courses 24/7 on web-enabled devices
- Free and low risk way to try courses before committing to additional training or further education in specific sector
- Flexible training allows for learning at own pace
- Courses range from soft skills to industry tracks to education requirements for certifications

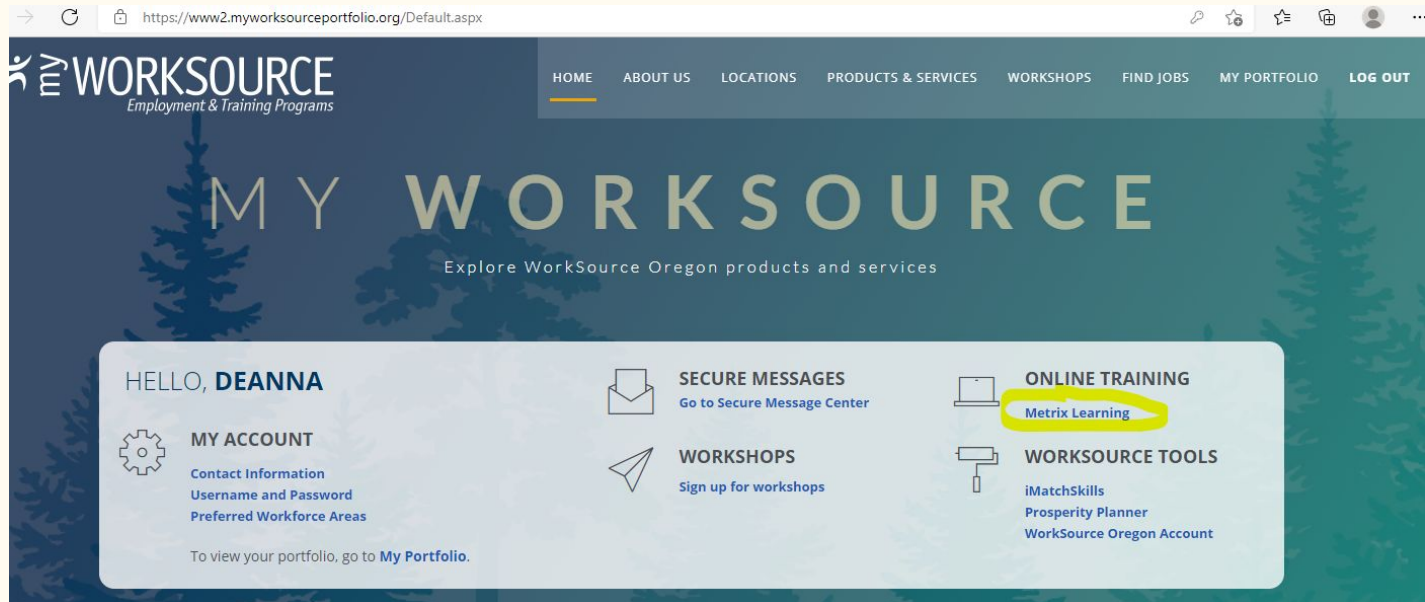
Who may be interested in this resource?

Customers looking to:

- Make career changes and could benefit from access to foundational skills via online training courses
- Explore online training for in-demand careers
- Take test preparation courses for industry certifications such as Microsoft, Project Management, CompTIA, Cisco, and more

How do customers access this resource?

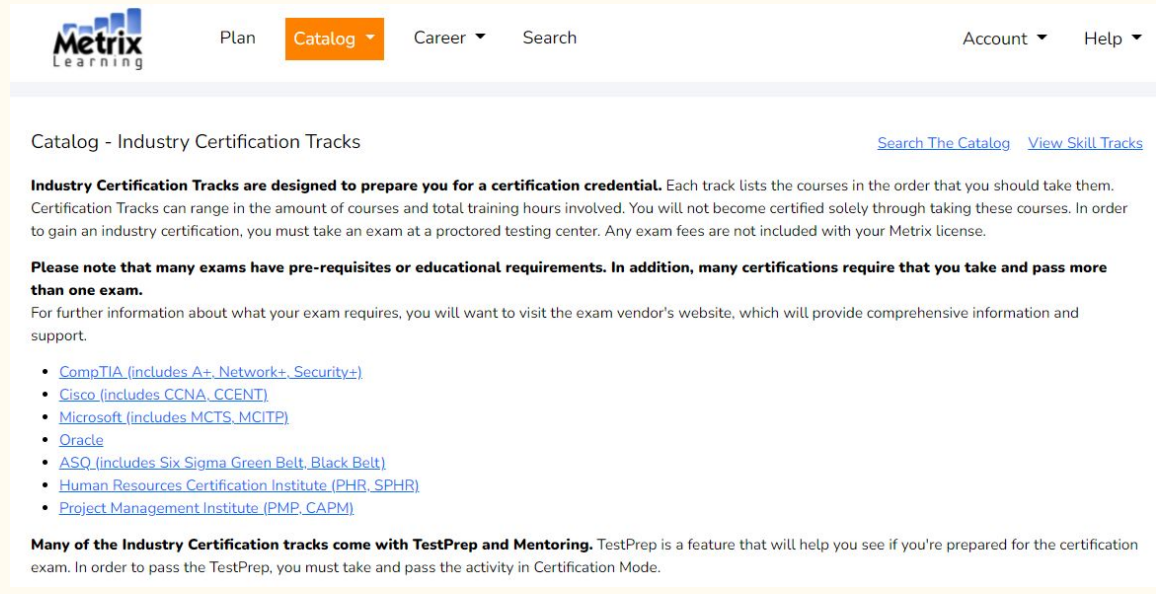
All Portland-Metro customers with a My Worksource account will have self-service access to online training with Metrix



The screenshot shows the My Worksource website interface. At the top, there is a navigation menu with links for HOME, ABOUT US, LOCATIONS, PRODUCTS & SERVICES, WORKSHOPS, FIND JOBS, MY PORTFOLIO, and LOG OUT. The main header features the 'my WORKSOURCE' logo and the tagline 'Employment & Training Programs'. Below this, the text 'MY WORKSOURCE' is prominently displayed, followed by 'Explore WorkSource Oregon products and services'. A user profile card is visible, identifying the user as 'HELLO, DEANNA'. This card contains several sections: 'MY ACCOUNT' with links for contact information, login, and preferred areas; 'SECURE MESSAGES' with a link to the message center; 'WORKSHOPS' with a sign-up link; 'ONLINE TRAINING' with a link to 'Metrix Learning' (highlighted in yellow); and 'WORKSOURCE TOOLS' with links for iMatchSkills, Prosperity Planner, and WorkSource Oregon Account. At the bottom of the card, there is a link to view the user's portfolio.

Industry Certification Education

Industry Certification Tracks are designed to prepare customers for a certification credential. While the educational courses are free, the exam fees for certifications are not included.



The screenshot shows the Metrix Learning website interface. At the top, there is a navigation bar with the Metrix Learning logo on the left, and links for Plan, Catalog (highlighted in orange), Career, and Search in the center. On the right side of the navigation bar are links for Account and Help. Below the navigation bar, the page title is "Catalog - Industry Certification Tracks". To the right of the title are two links: "Search The Catalog" and "View Skill Tracks". The main content area contains a paragraph explaining that Industry Certification Tracks are designed to prepare users for a certification credential, listing courses in order and noting that exam fees are not included. A bolded section titled "Please note that many exams have pre-requisites or educational requirements. In addition, many certifications require that you take and pass more than one exam." follows. Below this is a paragraph advising users to visit exam vendor websites for more information. A bulleted list of certification vendors is provided, including CompTIA, Cisco, Microsoft, Oracle, ASQ, Human Resources Certification Institute, and Project Management Institute. At the bottom, a paragraph states that many tracks include TestPrep and Mentoring, explaining that TestPrep is a feature to help users prepare for the certification exam.

Metrix Learning Plan **Catalog** Career Search Account Help

Catalog - Industry Certification Tracks [Search The Catalog](#) [View Skill Tracks](#)

Industry Certification Tracks are designed to prepare you for a certification credential. Each track lists the courses in the order that you should take them. Certification Tracks can range in the amount of courses and total training hours involved. You will not become certified solely through taking these courses. In order to gain an industry certification, you must take an exam at a proctored testing center. Any exam fees are not included with your Metrix license.

Please note that many exams have pre-requisites or educational requirements. In addition, many certifications require that you take and pass more than one exam.

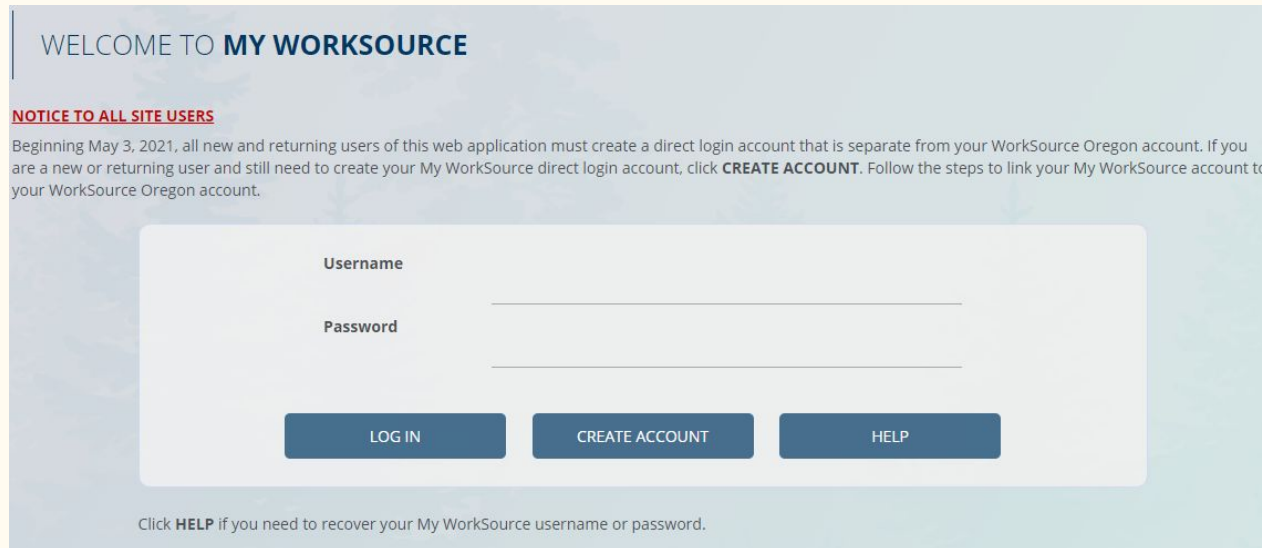
For further information about what your exam requires, you will want to visit the exam vendor's website, which will provide comprehensive information and support.

- [CompTIA \(includes A+, Network+, Security+\)](#)
- [Cisco \(includes CCNA, CCENT\)](#)
- [Microsoft \(includes MCTS, MCITP\)](#)
- [Oracle](#)
- [ASQ \(includes Six Sigma Green Belt, Black Belt\)](#)
- [Human Resources Certification Institute \(PHR, SPHR\)](#)
- [Project Management Institute \(PMP, CAPM\)](#)

Many of the Industry Certification tracks come with TestPrep and Mentoring. TestPrep is a feature that will help you see if you're prepared for the certification exam. In order to pass the TestPrep, you must take and pass the activity in Certification Mode.

Password reset

Since Metrix is only available by logging into My Worksource accounts, password resets would be for My Worksource which customers can do themselves via the HELP option and without staff support.



WELCOME TO **MY WORKSOURCE**

NOTICE TO ALL SITE USERS

Beginning May 3, 2021, all new and returning users of this web application must create a direct login account that is separate from your WorkSource Oregon account. If you are a new or returning user and still need to create your My WorkSource direct login account, click **CREATE ACCOUNT**. Follow the steps to link your My WorkSource account to your WorkSource Oregon account.

Username

Password

[LOG IN](#) [CREATE ACCOUNT](#) [HELP](#)

Click **HELP** if you need to recover your My WorkSource username or password.

Medcom and Amatrol Licenses

We currently have 30 Medcom and 30 Amatrol licenses available for the full network. Best practices for managing limited licenses include:

- Make sure customer requesting advanced license is WIOA enrolled
- Confirm customer completed the accessible courses leading up to the advanced licensing courses
- Assign license and within 14 days to see if customer used it. This info can be viewed by any admin. If licenses is not used, connect to see what additional support is needed. If customer does not start the courses within 14 days an admin can recycle the license for other customers to use

Coaches can email ddsouza@worksystems.org to request Medcom and Amatrol licenses for customers that meet the parameters above.

Rollout update

Staff training sessions

General training- Metrix staff led general training sessions which gave an overview of Metrix, explained the benefits to customers and to staff, and reviewed how to navigate within the system. This was an introduction to Metrix Learning from a customer perspective.

Administrator training- Metrix staff led admin training sessions which covered everything in the general training, plus how to access and use the administrator dashboards for reports and editing accounts. This was an introduction to Metrix Learning from a customer and admin perspective.

General and Admin Access

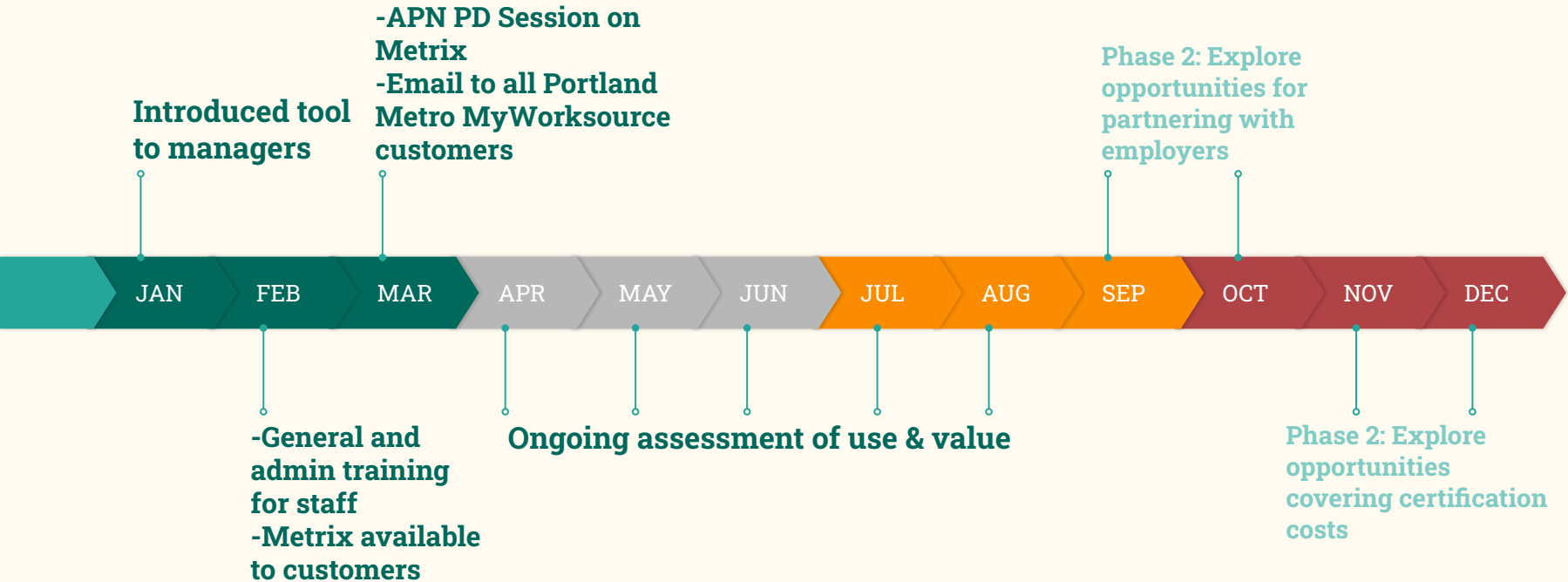
General access

- Same access the customers have
- Launch and complete courses

Administrator access

- Same access the customers have plus
 - Administrator dashboard
 - View agency specific reports
 - Editing customer accounts to pre-assign pathways

Rollout Timeline and Update



Questions and Feedback

References and Resources

Certificates of Completion

- Customers can print out or email the certificates of completion to bring to interviews to show prospective employers that they have been trained on topics listed in job descriptions/qualifications. Those certificates of completion are accessed within My Plan > Report tab > scroll to the course(s) that were completed and click the icon highlighted in yellow, to the right of the completion date, to generate a PDF.



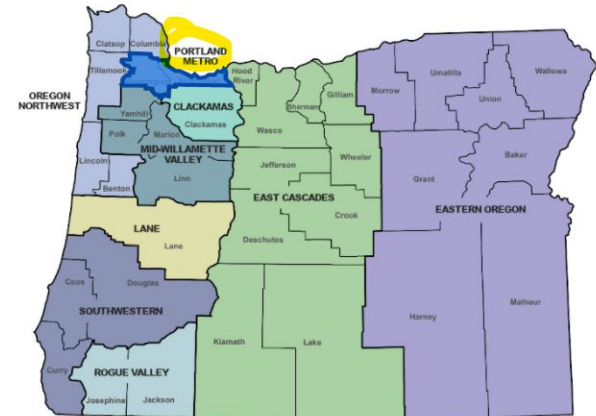
- Sharing certificates of completion with an employer is more common for technical courses (ex: advanced IT programming or networking courses) or to show progress towards completing the training required for to pass the exam for an industry recognized credential.

Setting a Preferred Workforce Area

For Metrix Learning to be visible, customers must select “Portland Metro” under Preferred Workforce Areas

Preferred Workforce Areas

There are approximately 50 WorkSource centers across Oregon. To have a better user experience, click in the map below to identify the workforce area(s) where you live, work or that interest you.



Links to resources

- Please visit [Metrix Learning – Knowledge Base \(worksystems.org\)](https://worksystems.org) for additional information including reference documentation
- Getting started tutorial:
https://www.youtube.com/watch?v=ml_EIgBtHH0&t=3s