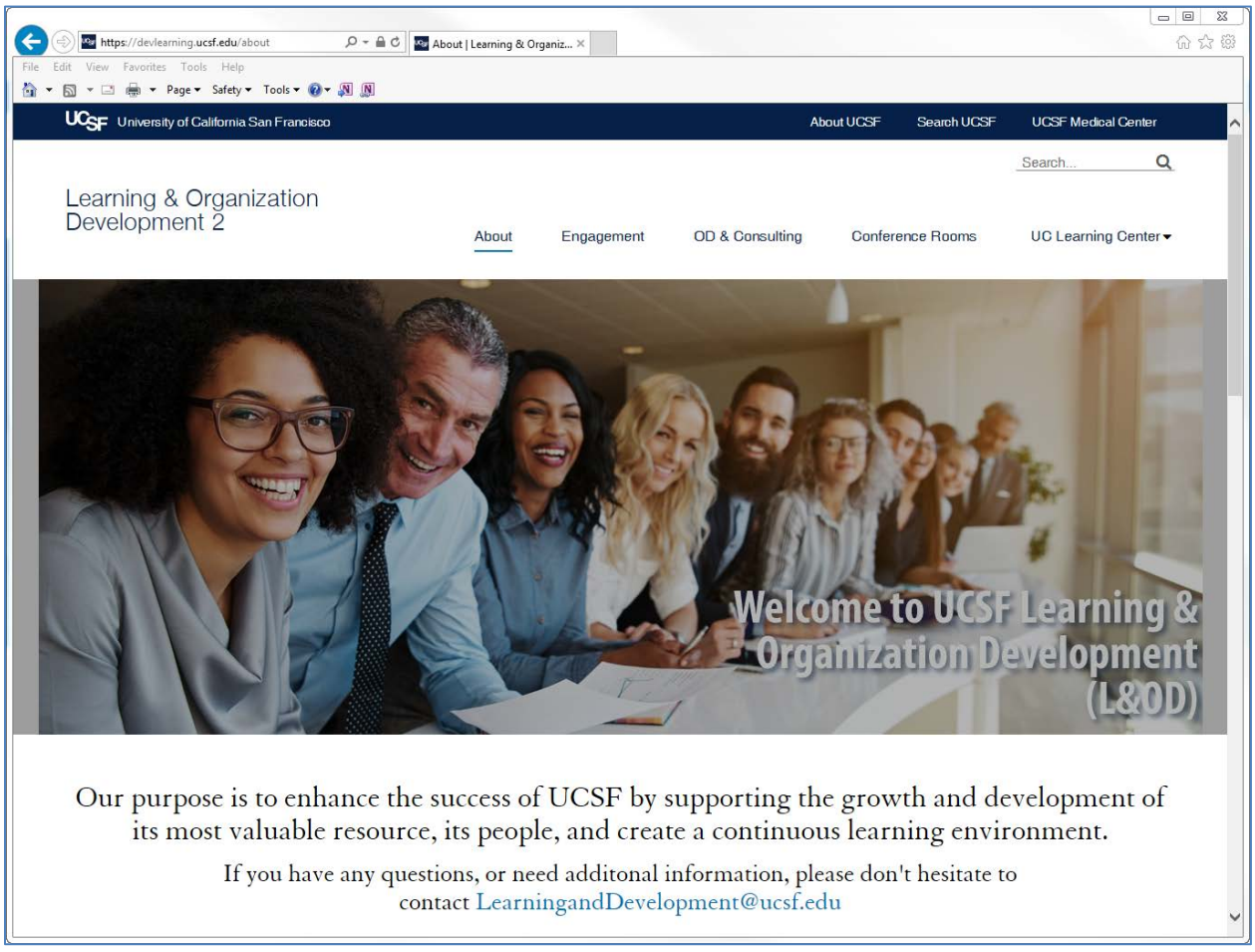
L&OD Drupal Website (Prototype) Documentation



https://devlearning.ucsf.edu

Submitted 3/22/18

Designed by Max Ferman, M.Ed.
Instructional Designer/eCourse Developer
Learning & Organization Development

Drupal™

Responsive web design

HTML CSS

WCAG 2.0

Contents

Designer Notes 4

Menu 5

About (Home page) 7

Conference Rooms 10

Engagement 17

OD & Consulting 19

UC Learning Center 21

Available CEU and Certification eCourses 27

Calendar 30

Compliance Training 32

L&OD Managed Courses 34

Resources 39

L&OD Course Descriptions Template 45

Events 50

Blocks 53

Designer Notes

The new L&OD website was designed using UCSF's Drupal Site Builder, is compliant with all UCSF template and identity standards, and follows **responsive design** requirements needed to maintain the integrity of the page design when resizing for mobile devices.

This website is **508 compliant**, and meets WCAG 2.0 standards as required by law as a public institution.

Content was created referencing the existing L&OD website https://learning.ucsf.edu, and reorganized using the principles of **Information Architecture (IA)** and **User Experience (UX)** best practices to support usability and navigation.

> **Information architecture** (IA) focuses on organizing, structuring, and labeling content in an effective and sustainable way. The goal is to help users find information and complete tasks.

Specific attention to detail was given to the redesign of the UC Learning Center login page, L&OD Course Catalog, L&OD Managed Course Descriptions, L&OD Training Calendar (Events module), and Resources web pages.

Additional content and design work is needed where noted:

"< - PLACE HOLDER - Pending Revised and Edited Content - >"

For some web pages in this prototype, I have manually coded or customized inline CSS to over-ride design limitations of the UCSF Drupal Site Builder template. All custom inline CSS styles do maintain UCSF branding and accessibility standards, and were created specifically to ensure usability in **Responsive Design**.

This document notes where custom inline CSS styles are used, and provides the HTML/CSS code for reference in order to maintain design integrity and consistency.

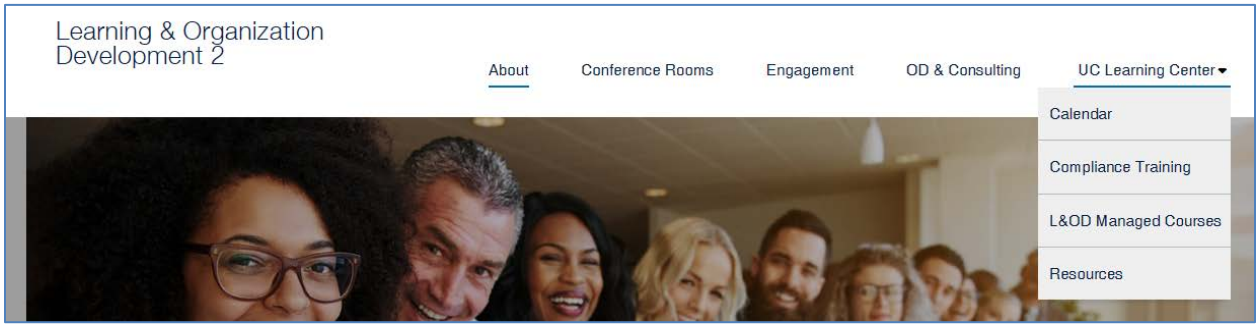
Recommendations

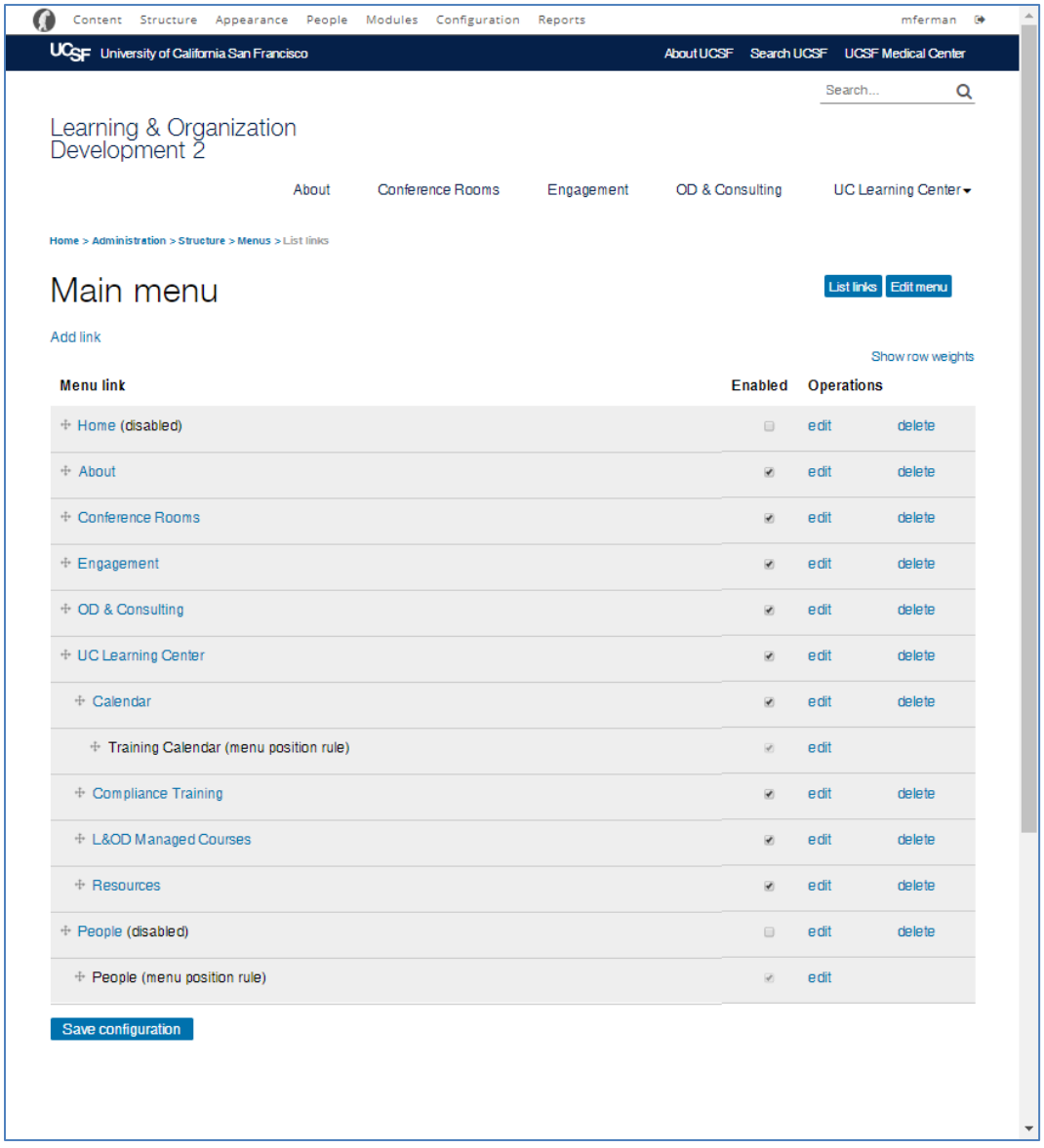
- Throughout this document, I have included notes with recommendations for best practices of **Information Architecture (IA),** and **User Experience (UX)** and **Responsive Design** to ensure usability when managing L&OD content.

- Specific attention was given in selecting and sizing images, fonts, and the layout of each web page to adhere to Responsive Design requirements and accessibility standards.

Menu

https://devlearning.ucsf.edu/admin/structure/menu/manage/main-menu/list?destination=node/11





Recommendations

- UX best practices recommend that menus and submenus be limited to 1-2 words, and listed in alphabetical order.

- Direction was given to me by Nancy to use the UC Learning Center page as the "gateway" to all L&OD training, and create a submenu to L&OD content.
  - From a usability perspective, some submenus may be overlooked by users – particularly using mobile devices.

  - Because of usability and accessibility issues with important content found on the submenus listed under the UC Learning Center, I have also designed special sections on the UC Learning Center web page which link to Compliance Training, L&OD Managed Courses, and the Resources web pages.

  - This rationale is detailed in the UC Learning Center section of this document.

About (Home page)

https://devlearning.ucsf.edu/about

Tech Notes

1. **Home Page Slider**
    a. Welcome image designed in Photoshop/Illustrator w/text: 1280 x 500 px
2. **Add Block:** Starting Point – Local Events (Training Calendar)

< - PLACE HOLDER - Pending Revised and Edited Content - >

Pillars (TBD)

Add Text – 3 Column layout – 33% - 33% - 33%

- Add inline CSS to correspondence with UCSF pillars document colors.
- Use UCSF Digital Color Palette
    - SAMPLE inline CSS:
      ** **

Icons

- Created in Illustrator
    - PNG (transparent)
    - width 100 px
- To ensure responsive design:
    - Manually add code to <img>: **style="width:auto; height:auto; float:left"**
    - Remove code: width="100" – (which is automatically inserted by Drupal and is not responsive design)

Recommendations

- From a usability standpoint, I do not recommend Splash pages or Carousels:
    - Splash Pages: Pros and Cons
    - Don't Use Automatic Image Sliders or Carousels
        - If you do want to use carousels, feature limited images and topics in Homepage Slider.
        - Keep slider current with (3-5) new featured events/information.
        - Users will not view more than 3-5 featured photos.

- More information is needed to "map" and link L&OD content if you wish to refer to UCSF pillars.

UCSF University of California San Francisco
About UCSF
Search UCSF
UCSF Medical Center
Search...
Learning & Organization Development 2
About
Engagement
OD & Consulting
Conference Rooms
UC Learning Center
Welcome to UCSF Learning & Organization Development (L&OD)
Our purpose is to enhance the success of UCSF by supporting the growth and development of its most valuable resource, its people, and create a continuous learning environment.
If you have any questions, or need additonal information, please don't hesitate to contact LearningandDevelopment@ucsf.edu
< - PLACE HOLDER - Pending Revised and Edited Content - >
Map to Pilar - Patient Experience
Lorem ipsum dolor sit amet, ex labore vivendo laboramus has, vel at putant legendos. Quod appareat id eos, noster malorum et mea.
Map to Pilar - Quality and Safety
Lorem ipsum dolor sit amet, ex labore vivendo laboramus has, vel at putant legendos. Quod appareat id eos, noster malorum et mea.
Map to Pilar - Our People
Lorem ipsum dolor sit amet, ex labore vivendo laboramus has, vel at putant legendos. Quod appareat id eos, noster malorum et mea. Lorem ipsum dolor sit amet, ex labore vivendo
Map to Pilar - Financial Strength
Lorem ipsum dolor sit amet, ex labore vivendo laboramus has, vel at putant legendos. Quod appareat id eos, noster malorum et mea.
Map to Pilar - Strategic Growth
Lorem ipsum dolor sit amet, ex labore vivendo laboramus has, vel at putant legendos. Quod appareat id eos, noster malorum et mea.
Map to Pilar - Learning Health System
Lorem ipsum dolor sit amet, ex labore vivendo laboramus has, vel at putant legendos. Quod appareat id eos, noster malorum et mea.
Training Calendar
SEE MORE
FRI 23 Managing Challenging Patient Behaviors (1 day)
Date: March 23, 2018
Time: 8:30:00 AM PDT - 5:00:00 PM PDT
MON 26 New Leader Onboarding (1/2 day)
Date: March 26, 2018
Time: 12:00 PM PDT - 4:00 PM PDT
THU 05 Leading the Frontline (5 week series)
Date: April 5, 2018
Time: 8:30am
TUE 10 Professional Staff Development (PSD) for Campus (5 week series)
Date: April 10, 2018
Time: 8:30 AM PDT - 12:30 PM PDT
UC Learning Center
LOGIN
SUPPORT FORM
Contact
LearningandDevelopment@ucsf.edu
© 2018 The Regents of the University of California

Sample HTML / CSS

https://devlearning.ucsf.edu/about

```
<div class="wysiwyg_threecols layout--33-33-33">
<div class="wysiwyg_threecols--first bg--undefined bg--transparent">
<div style="padding: 20px; margin-left: 10px; margin-right: 10px; background-color: #F48024;">
<h3><img alt="Patient Experience" src="/sites/devlearning.ucsf.edu/files/wysiwyg/White6.png"
style="width:auto; height:auto; float:left" />Map to Pilar - Patient Experience</h3>

<p>Lorem ipsum dolor sit amet, ex labore vivendo laboramus has, vel at putant legendos. Quod appareat
id eos, noster malorum et mea.</p>
</div>
</div>

<div class="wysiwyg_threecols--second bg--undefined bg--transparent">
<div style="padding: 20px; margin-left: 10px; margin-right: 10px; background-color: #178CCB;">
<h3><img alt="Quality and Safety" height="97"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/White5.png" style="width:auto; height:auto; float:left"
/>Mapto Pilar -  Quality and Safety</h3>

<p>Lorem ipsum dolor sit amet, ex labore vivendo laboramus has, vel at putant legendos. Quod appareat
id eos, noster malorum et mea.</p>
</div>
</div>

<div class="wysiwyg_threecols--third bg--undefined bg--transparent">
<div style="padding: 20px; margin-left: 10px; margin-right: 10px; background-color: #18A3AC;">
<h3><img alt="Our People" height="97" src="/sites/devlearning.ucsf.edu/files/wysiwyg/White4.png"
style="width:auto; height:auto; float:left" />Map to Pilar - Our People</h3>

<p>Lorem ipsum dolor sit amet, ex labore vivendo laboramus has, vel at putant legendos. Quod appareat
id eos, noster malorum et mea.Lorem ipsum dolor sit amet, ex labore vivendo</p>
</div>
</div>
</div>
```

Conference Rooms

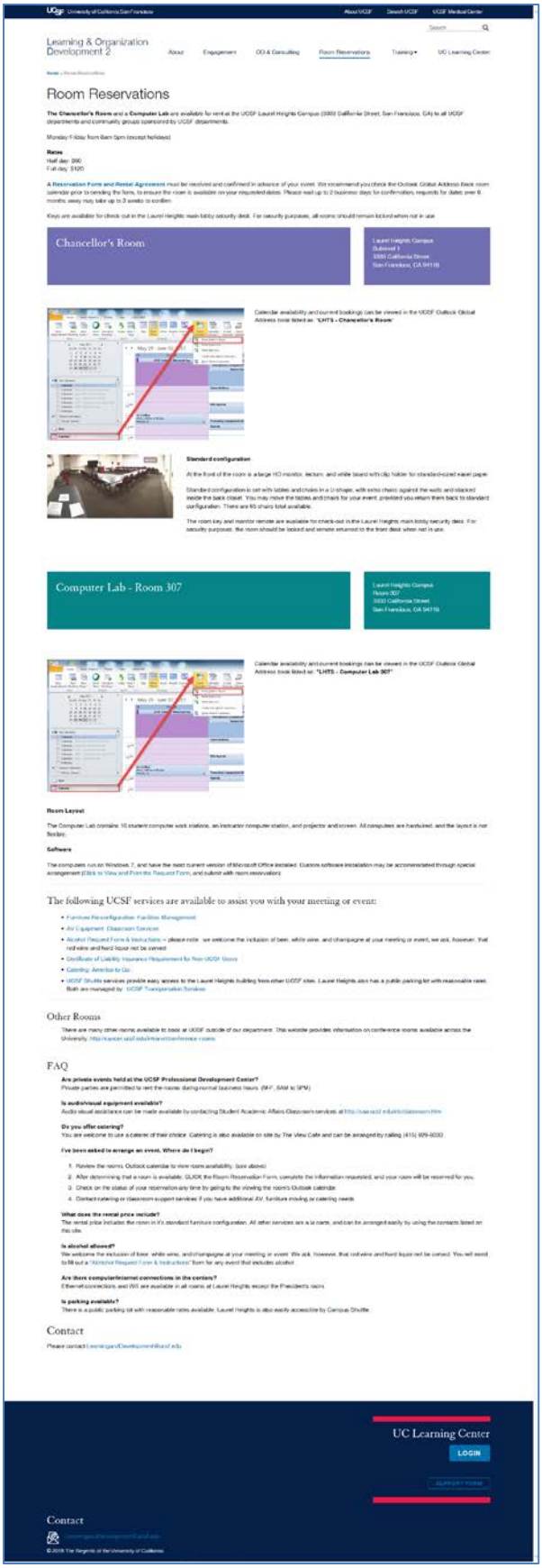
https://devlearning.ucsf.edu/room-reservations

Page Title: **Conference Room Reservations**

Content edited slightly from original web page for consistency

Recommendations

- Take higher quality photos of the conference rooms.
- Give CJ editing privileges to this page to add Ambassador Courses, content, and links to current materials.


Learning & Organization Development 2
Room Reservations
Chancellor's Room
Computer Lab - Room 307
The following UCSF services are available to assist you with your meeting or event:
Other Rooms
FAQ
Contact
UC Learning Center
LOGIN
Contact

HTML / CSS

https://devlearning.ucsf.edu/room-reservations

```
<p><strong>The Chancellor's Room</strong> and a <strong>Computer Lab </strong>are available for rent at the UCSF Laurel Heights Campus (3333 California Street, San Francisco, CA) to all UCSF departments and community groups sponsored by UCSF departments. </p>

<p>Monday-Friday from 8am-5pm (except holidays)</p>

<p><strong>Rates</strong><br />
Half day: $60<br />
Full day: $120</p>

<p>A <strong><a
href="http://training.ucsfmedicalcenter.org/_assets/drupal/doc/ChancellorsRm_RentalAgreement.pdf"
target="_blank">Reservation Form and Rental Agreement</a></strong> must be received and confirmed in advance of your event. We recommend you check the Outlook Global Address Book room calendar prior to sending the form, to ensure the room is available on your requested dates. Please wait up to 2 business days for confirmation; requests for dates over 6 months away may take up to 3 weeks to confirm.</p>

<p>Keys are available for check-out in the Laurel Heights main lobby security desk. For security purposes, all rooms should remain locked when not in use.</p>

<div class="wysiwyg_twocols layout--70-30">
<div class="wysiwyg_twocols--first bg--interactive-purple">
<h3>Chancellor's Room</h3>
</div>

<div class="wysiwyg_twocols--second bg--interactive-purple">
<p>Laurel Heights Campus<br />
Sublevel 1<br />
3333 California Street,<br />
San Francisco, CA 94118</p>
</div>
</div>

<p style="text-align: center;"> </p>

<article about="/chancellors-room" role="article" typeof="sioc:Item foaf:Document">
<p><img alt="Outlook calendar - Open Calendar from Address Book" data-delta="1"
src="https://learning.ucsf.edu/sites/learning.ucsf.edu/files/styles/starter_kit_half/public/Calendar%20Screenshot.png?itok=Qik_lbMt" style="float:right" typeof="foaf:Image" /></p>

<p>Calendar availability and current bookings can be viewed in the UCSF Outlook Global Address book listed as: "<strong>LHTS - Chancellor's Room</strong>" </p>

<p> </p>

<p> </p>
```

```
<p> </p>

<p> </p>

<p> </p>

<p> </p>

<p> </p>

<p> </p>

<div class="wysiwyg_twocols layout--30-70">
<div class="wysiwyg_twocols--first bg--transparent">
<p><img alt="" data-delta="2"
src="https://learning.ucsf.edu/sites/learning.ucsf.edu/files/styles/starter_kit_third/public/Chancellors%20Room%20Setup.jpg?itok=GLIa8RK3&amp;c=38e5abc1adb4b69fb2212533391341e9"
typeof="foaf:Image" /></p>
</div>

<div class="wysiwyg_twocols--second bg--transparent">
<p><strong>Standard configuration</strong></p>

<p>At the front of the room is a large HD monitor, lecturn, and white board with clip holder for standard-sized easel paper.</p>

<p>Standard configuration is set with tables and chairs in a U-shape, with extra chairs against the walls and stacked inside the back closet. You may move the tables and chairs for your event, provided you return them back to standard configuration. There are 65 chairs total available.</p>

<p>The room key and monitor remote are available for check-out in the Laurel Heights main lobby security desk. For security purposes, the room should be locked and remote returned to the front desk when not in use.</p>

<p> </p>
</div>
</div>

<p> </p>

<div class="wysiwyg_twocols layout--70-30">
<div class="wysiwyg_twocols--first bg--interactive-teal">
<h3>Computer Lab - Room 307</h3>
</div>

<div class="wysiwyg_twocols--second bg--interactive-teal">
<p>Laurel Heights Campus<br />
Room 307<br />
3333 California Street,<br />
San Francisco, CA 94118</p>
</div>
</div>
```

```
<ul>
</ul>

<p style="text-align: center;"> </p>
</article>

<article about="/computer-lab-room-307" role="article" typeof="sioc:Item foaf:Document">
<p><img alt="Outlook calendar - Open Calendar from Address Book" data-delta="1"
src="https://learning.ucsf.edu/sites/learning.ucsf.edu/files/styles/starter_kit_half/public/Calendar%20Screenshot.png?itok=Qik_lbMt" style="float:right" typeof="foaf:Image" /></p>

<p>Calendar availability and current bookings can be viewed in the UCSF Outlook Global Address book listed as: <strong>"LHTS - Computer Lab 307"</strong></p>

<p> </p>

<p> </p>

<p> </p>

<p> </p>

<p> </p>

<p> </p>

<p> </p>

<p> </p>

<p><strong>Room Layout</strong></p>

<p>The Computer Lab contains 16 student computer work stations, an instructor computer station, and projector and screen. All computers are hardwired, and the layout is not flexible.</p>

<p><strong>Software</strong></p>

<p>The computers run on Windows 7, and have the most current version of Microsoft Office installed. Custom software installation may be accommodated through special arrangement (<a
href="https://learning.ucsf.edu/sites/learning.ucsf.edu/files/Special%20Software%20Installation%20Request%20Form.pdf" target="_blank" title="Click to View and Print the Request Form">Click to View and Print the Request Form</a>, and submit with room reservation).</p>

<hr />
<h4>The following UCSF services are available to assist you with your meeting or event:</h4>

<ul style="margin-left: 40px;">
        <li><a href="http://campuslifeservices.ucsf.edu/facilities/" title="Furniture Re-configuration, Facilities Management">Furniture Re-configuration: Facilities Management</a></li>
        <li><a href="http://edtech.ucsf.edu/classroom-services" title="">AV Equipment: Classroom Services</a></li>
        <li><a
href="https://learning.ucsf.edu/sites/learning.ucsf.edu/files/alcohol_requestForm.pdf">Alcohol Request
```

```
Form &amp; Instructions</a> -- please note:  we welcome the inclusion of beer, white wine, and champagne at your meeting or event; we ask, however, that red wine and hard liquor not be served</li>
	<li><a href="https://learning.ucsf.edu/sites/learning.ucsf.edu/files/Certificate%20of%20Liability%20Insurance%20Requirement.pdf">Certificate of Liability Insurance Requirement for Non-UCSF Users</a></li>
	<li><a href="https://campuslifeservices.ucsf.edu/retail/21/introducing_america_to_go_catering">Catering: America-to-Go</a></li>
	<li><a href="http://campuslifeservices.ucsf.edu/transportation/services/shuttles/routes_timetables">UCSF Shuttle</a> services provide easy access to the Laurel Heights building from other UCSF sites. Laurel Heights also has a public parking lot with reasonable rates. Both are managed by:  <a href="http://campuslifeservices.ucsf.edu/transportation">UCSF Transportation Services</a></li>
</ul>

<hr />
<h4>Other Rooms</h4>

<p style="margin-left: 40px;">There are many other rooms available to book at UCSF outside of our department. This website provides information on conference rooms available across the University: <a href="http://cancer.ucsf.edu/intranet/conference-rooms" target="_blank">http://cancer.ucsf.edu/intranet/conference-rooms</a></p>

<hr />
<h4>FAQ</h4>

<p style="margin-left: 40px;"><strong>Are private events held at the UCSF Professional Development Center?</strong><br />
Private parties are permitted to rent the rooms during normal business hours. (M-F, 8AM to 5PM)</p>

<p style="margin-left: 40px;"><strong>Is audio/visual equipment available?</strong><br />
Audio visual assistance can be made available by contacting Student Academic Affairs Classroom services at <a href="http://saa.ucsf.edu/irts/classroom.htm">http://saa.ucsf.edu/irts/classroom.htm</a></p>

<p style="margin-left: 40px;"><strong>Do you offer catering?</strong><br />
You are welcome to use a caterer of their choice. Catering is also available on site by The View Cafe and can be arranged by calling (415) 929-9333.</p>

<p style="margin-left: 40px;"><strong>I've been asked to arrange an event. Where do I begin?</strong></p>

<ol style="margin-left: 40px;">
	<li style="margin-left: 40px;">Review the room's Outlook calendar to view room availability. (see above)</li>
	<li style="margin-left: 40px;">After determining that a room is available, CLICK the Room Reservation Form, complete the information requested, and your room will be reserved for you.</li>
	<li style="margin-left: 40px;">Check on the status of your reservation any time by going to the viewing the room's Outlook calendar.</li>
	<li style="margin-left: 40px;">Contact catering or classroom support services if you have additional AV, furniture moving,or catering needs.</li>
```

```
</ol>

<p style="margin-left: 40px;"><strong>What does the rental price include?</strong><br />
The rental price includes the room in it’s standard furniture configuration. All other services are a la carte, and can be arranged easily by using the contacts listed on this site.</p>

<p style="margin-left: 40px;"><strong>Is alcohol allowed?</strong><br />
We welcome the inclusion of beer, white wine, and champagne at your meeting or event. We ask, however, that red wine and hard liquor not be served. You will need to fill out a “<a href="http://ucsfhr.ucsf.edu/files/alcohol_request.pdf">Alchohol Request Form &amp;amp; Instructions</a>” form for any event that includes alcohol.</p>

<p style="margin-left: 40px;"><strong>Are there computer/internet connections in the centers?</strong><br />
Ethernet connections and Wifi are available in all rooms at Laurel Heights except the President's room.</p>

<p style="margin-left: 40px;"><strong>Is parking available?</strong><br />
There is a public parking lot with reasonable rates available. Laurel Heights is also easily accessible by Campus Shuttle.</p>

<h3>Contact</h3>

<p>Please contact<a href="mailto:LearningandDevelopment@ucsf.edu?subject=Room%20Reservation">LearningandDevelopment@ucsf.edu</a></p>
</article>
```

Engagement

https://devlearning.ucsf.edu/employee-engagement

Title: Employee Engagement

Tech Notes

1. **Secondary Page Banner** Image: 500 x 333 px

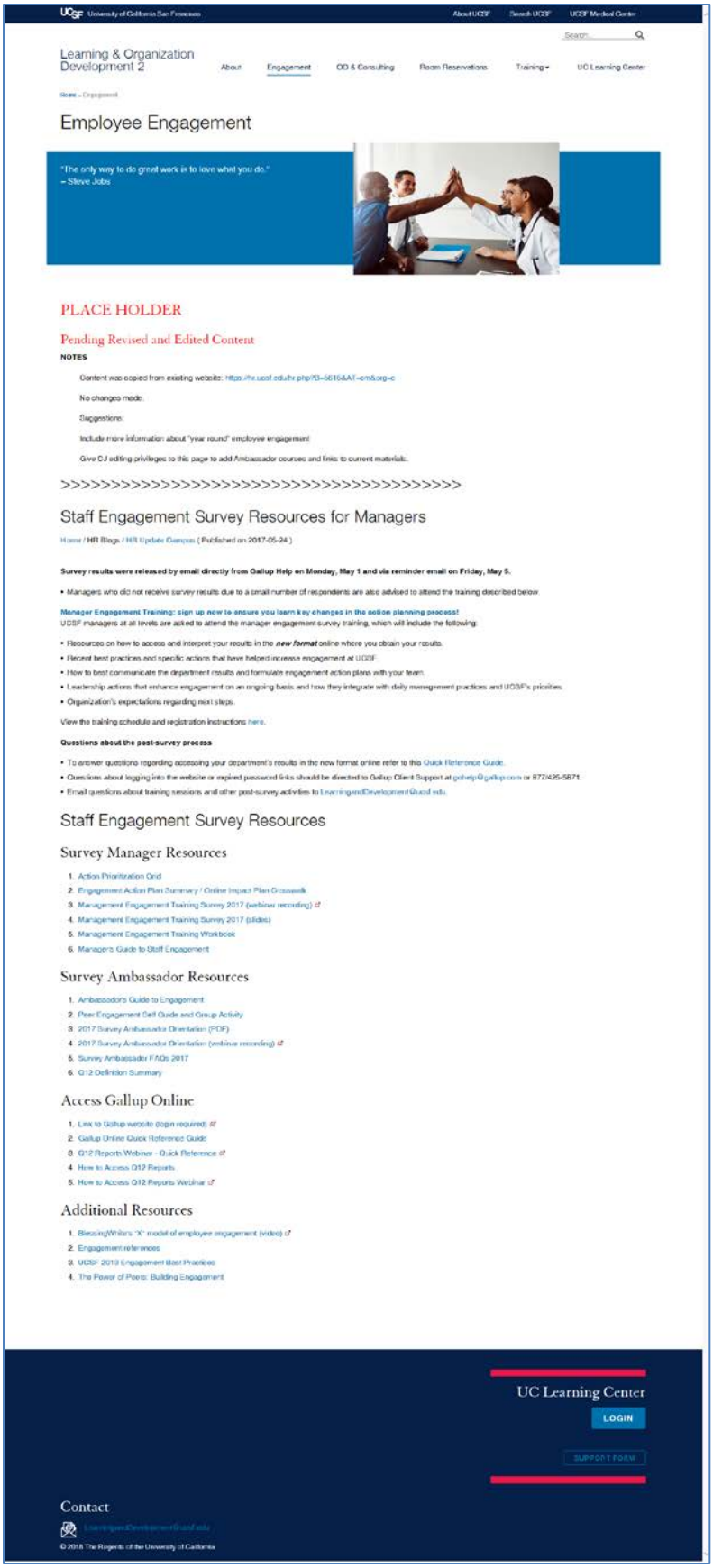
< - PLACE HOLDER - Pending Revised and Edited Content - >

NOTES

Content was copied from existing website:
https://hr.ucsf.edu/hr.php?B=5616&AT=cm&org=c
No changes made.

Recommendations

- Include more information about “year round” employee engagement information and resources.
- Give CJ editing privileges to this page to add Ambassador Courses, content and links to current materials.
- Page should be redesigned to be more accessible to users following UX standards and best practices for responsive design.


UCSF University of California San Francisco
About UCSF
Search UCSF
UCSF Medical Center
Search
Learning & Organization Development 2
About
Engagement
OD & Consulting
Room Reservations
Training
UC Learning Center
Home » Engagement
Employee Engagement
"The only way to do great work is to love what you do."
– Steve Jobs
PLACE HOLDER
Pending Revised and Edited Content
NOTES
Content was copied from existing website: https://hr.ucsf.edu/hr.php?ID=5616&AT=cm&org=c
No changes made.
Suggestions:
Include more information about "year round" employee engagement
Give OJ editing privileges to this page to add Ambassador courses and links to current materials.
>>
Staff Engagement Survey Resources for Managers
Home / HR Blogs / HR Update Campus (Published on 2017-05-24)
Survey results were released by email directly from Gallup Help on Monday, May 1 and via reminder email on Friday, May 5.
• Managers who did not receive survey results due to a small number of respondents are also advised to attend the training described below
Manager Engagement Training: sign up now to ensure you learn key changes in the action planning process!
UCSF managers at all levels are asked to attend the manager engagement survey training, which will include the following:
• Resources on how to access and interpret your results in the new format online where you obtain your results.
• Recent best practices and specific actions that have helped increase engagement at UCSF
• How to best communicate the department results and formulate engagement action plans with your team.
• Leadership actions that enhance engagement on an ongoing basis and how they integrate with daily management practices and UCSF's priorities.
• Organization's expectations regarding next steps.
View the training schedule and registration instructions here.
Questions about the post-survey process
• To answer questions regarding accessing your department's results in the new format online refer to this Quick Reference Guide.
• Questions about logging into the website or expired password links should be directed to Gallup Client Support at gohelp@gallup.com or 877/425-5871
• Email questions about training sessions and other post-survey activities to LearningandDevelopment@ucsf.edu.
Staff Engagement Survey Resources
Survey Manager Resources
1. Action Prioritization Grid
2. Engagement Action Plan Summary / Online Impact Plan Crosswalk
3. Management Engagement Training Survey 2017 (webinar recording)
4. Management Engagement Training Survey 2017 (slides)
5. Management Engagement Training Workbook
6. Managers Guide to Staff Engagement
Survey Ambassador Resources
1. Ambassador's Guide to Engagement
2. Peer Engagement Self Guide and Group Activity
3. 2017 Survey Ambassador Orientation (PDF)
4. 2017 Survey Ambassador Orientation (webinar recording)
5. Survey Ambassador FAQs 2017
6. Q12 Definition Summary
Access Gallup Online
1. Link to Gallup website (login required)
2. Gallup Online Quick Reference Guide
3. Q12 Reports Webinar - Quick Reference
4. How to Access Q12 Reports
5. How to Access Q12 Reports Webinar
Additional Resources
1. Blessing/White's "X" model of employee engagement (video)
2. Engagement references
3. UCSF 2013 Engagement Best Practices
4. The Power of Peers: Building Engagement
UC Learning Center
LOGIN
SUPPORT FORM
Contact
LearningandDevelopment@ucsf.edu
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OD & Consulting

https://devlearning.ucsf.edu/organization-development-od-and-consulting

Page Title: **Organization Development (OD) and Consulting**

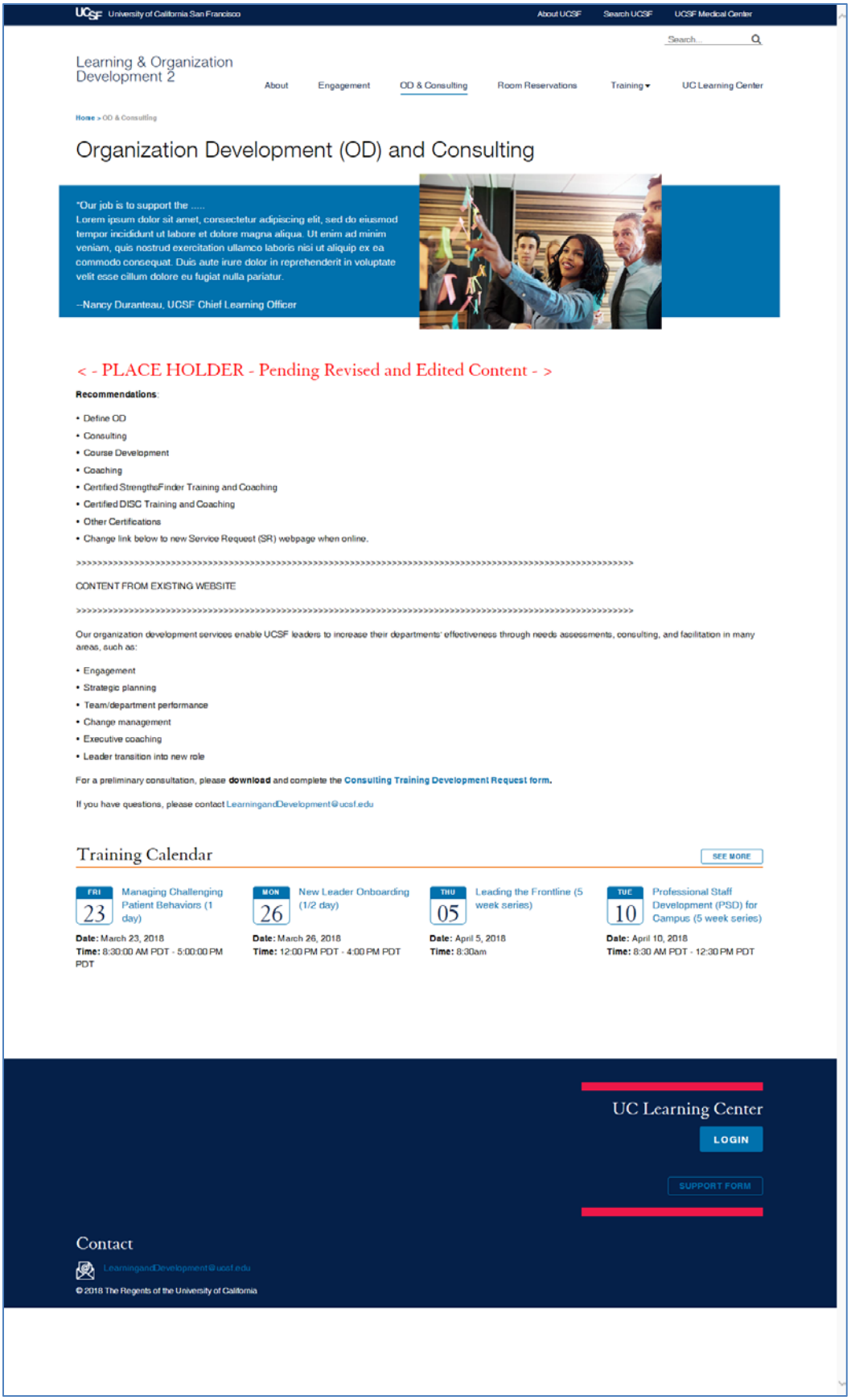
Tech Notes

1. **Secondary Page Banner** Image: 500 x 333 px
2. **Add Block:** Starting Point – Local Events (Training Calendar)

< - PLACE HOLDER - Pending Revised and Edited Content - >
More information is needed on this page.

Recommendations

- Add quote from Nancy Duranteau in Banner
- Include more content:
  - Define OD
  - Consulting
  - Course Development
  - Coaching
  - Certified StrengthsFinder Training and Coaching
  - Certified DISC Training and Coaching
  - Other certifications
  - Link to new Service Request (SR) web page when online.


UCSF University of California San Francisco
About UCSF
Search UCSF
UCSF Medical Center
Search...
Learning & Organization Development 2
About
Engagement
OD & Consulting
Room Reservations
Training
UC Learning Center
Home > OD & Consulting
Organization Development (OD) and Consulting
"Our job is to support the .....
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.
--Nancy Duranteau, UCSF Chief Learning Officer
< - PLACE HOLDER - Pending Revised and Edited Content - >
Recommendations:
• Define OD
• Consulting
• Course Development
• Coaching
• Certified StrengthsFinder Training and Coaching
• Certified DISC Training and Coaching
• Other Certifications
• Change link below to new Service Request (SR) webpage when online.
>>>

UC Learning Center

https://devlearning.ucsf.edu/uc-learning-center

Login Page

Tech Notes

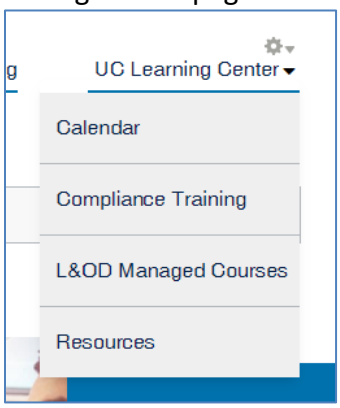
1. **Secondary Page Banner** includes "SYSTEM STATUS" message.
    a. **NOTE:** System Status message is responsive and scales to fit on smart phones. Text does not scale text beyond 65 characters with spaces. No formatting or CSS allowed.
2. **Add Block:** Starting Point – Local Events (Training Calendar)

Icons

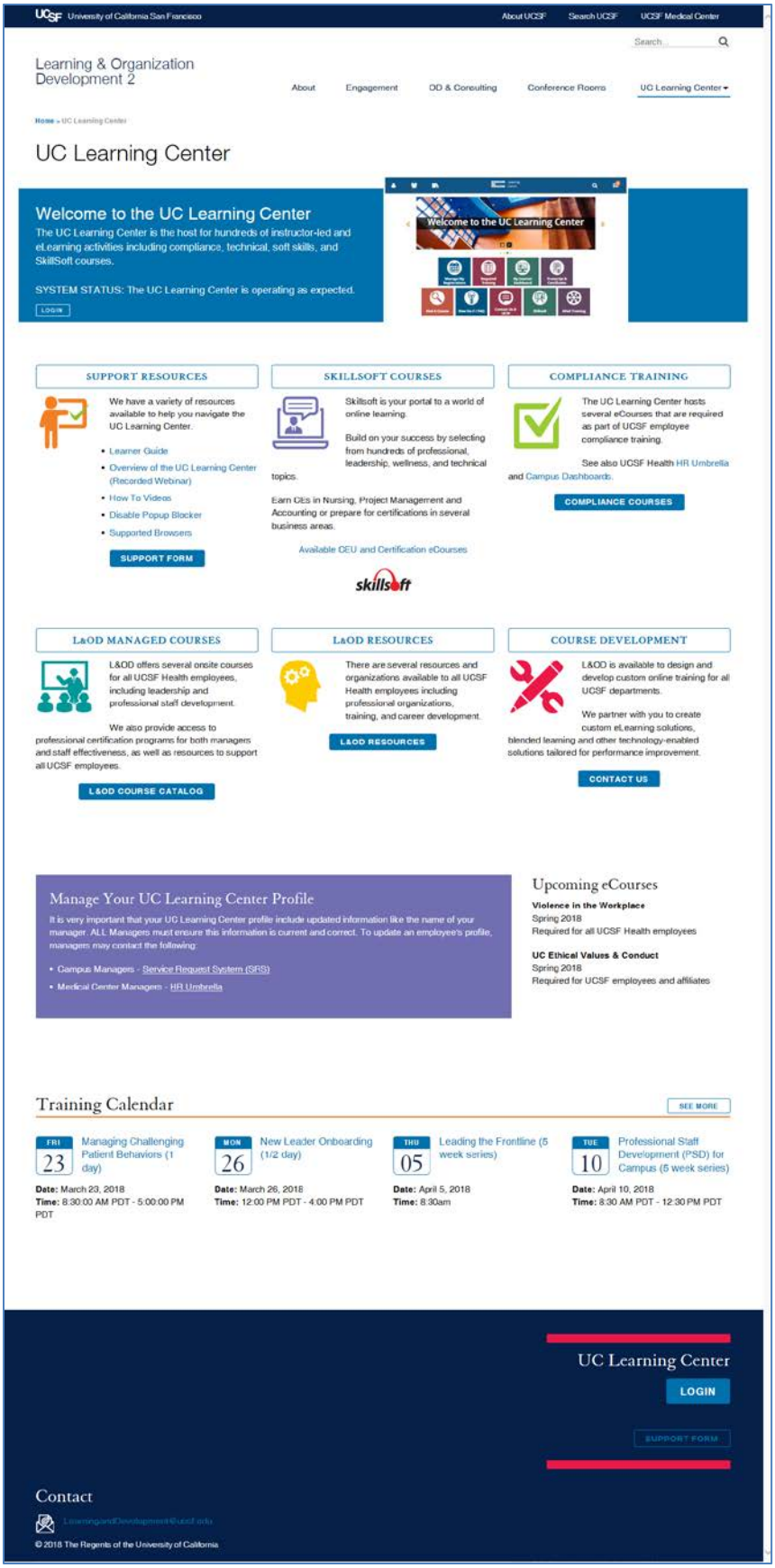
- Created in Illustrator
    - PNG (transparent)
    - width 100 px
- Manually add code to <img>: **style="width:auto; height:auto; float:left"**
- Remove code: width="100" – (which is automatically inserted by Drupal and is not responsive design)

Recommendations

- Based on discussions with Nancy, I have nested the Calendar, Compliance Training, L&OD Managed Courses, and L&OD Resources under the UC Learning Center menu. However, to ensure this information is not lost in stacking menus, I have also built a second section on the UC Learning Center page which links those recourses as well.



- If the UC Learning Center page is to be the “gateway” to all L&OD courses, it is important to adhere to best practices of IA and UX and not clutter the page with too much content.
    - To assist with usability and navigation, I have created clean constant icons to visually organize and present links to content which appears in the UC Learning Center submenus.


UCSF University of California San Francisco
About UCSF
Search UCSF
UCSF Medical Center
Search
Learning & Organization Development 2
About
Engagement
OD & Consulting
Conference Rooms
UC Learning Center
Home » UC Learning Center
UC Learning Center
Welcome to the UC Learning Center
The UC Learning Center is the host for hundreds of instructor-led and eLearning activities including compliance, technical, soft skills, and SkillSoft courses.
SYSTEM STATUS: The UC Learning Center is operating as expected.
LOGIN
Welcome to the UC Learning Center
SUPPORT RESOURCES
We have a variety of resources available to help you navigate the UC Learning Center.
Learner Guide
Overview of the UC Learning Center (Recorded Webinar)
How To Videos
Disable Popup Blocker
Supported Browsers
SUPPORT FORM
SKILLSOFT COURSES
Skillsoft is your portal to a world of online learning.
Build on your success by selecting from hundreds of professional, leadership, wellness, and technical topics.
Earn CEs in Nursing, Project Management and Accounting or prepare for certifications in several business areas.
Available CEU and Certification eCourses
skillsoft
COMPLIANCE TRAINING
The UC Learning Center hosts several eCourses that are required as part of UCSF employee compliance training.
See also UCSF Health HR Umbrella and Campus Dashboards.
COMPLIANCE COURSES
L&OD MANAGED COURSES
L&OD offers several onsite courses for all UCSF Health employees, including leadership and professional staff development.
We also provide access to professional certification programs for both managers and staff effectiveness, as well as resources to support all UCSF employees.
L&OD COURSE CATALOG
L&OD RESOURCES
There are several resources and organizations available to all UCSF Health employees including professional organizations, training, and career development.
L&OD RESOURCES
COURSE DEVELOPMENT
L&OD is available to design and develop custom online training for all UCSF departments.
We partner with you to create custom eLearning solutions, blended learning and other technology-enabled solutions tailored for performance improvement.
CONTACT US
Manage Your UC Learning Center Profile
It is very important that your UC Learning Center profile include updated information like the name of your manager. ALL Managers must ensure this information is current and correct. To update an employee's profile, managers may contact the following:
Campus Managers - Service Request System (SRS)
Medical Center Managers - HR Umbrella
Upcoming eCourses
Violence in the Workplace
Spring 2018
Required for all UCSF Health employees
UC Ethical Values & Conduct
Spring 2018
Required for UCSF employees and affiliates
Training Calendar
SEE MORE
FRI 23 Managing Challenging Patient Behaviors (1 day)
Date: March 23, 2018
Time: 8:30:00 AM PDT - 5:00:00 PM PDT
MON 26 New Leader Onboarding (1/2 day)
Date: March 26, 2018
Time: 12:00 PM PDT - 4:00 PM PDT
THU 05 Leading the Frontline (5 week series)
Date: April 5, 2018
Time: 8:30am
TUE 10 Professional Staff Development (PSD) for Campus (5 week series)
Date: April 10, 2018
Time: 8:30 AM PDT - 12:30 PM PDT
UC Learning Center
LOGIN
SUPPORT FORM
Contact
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HTML / CSS

https://devlearning.ucsf.edu/uc-learning-center

FIRST 3-COLUMN SECTION

```
<div class="wysiwyg_threecols layout--33-33-33">
<div class="wysiwyg_threecols--first bg--undefined bg--transparent">
<h4><a class="btn--large btn--white--underline btn--full-width" href="http://support.learning.ucsf.edu/"
target="_blank">Support Resources</a></h4>

<p><a href="href=" http:="support.learning.ucsf.edu="><img alt="Support Resources" height="333"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/Support100x333.jpg" style="width:auto; height:auto;
float:left" /></a>We have a variety of resources available to help you navigate the UC Learning
Center.</p>

<ul>
        <li><a>Learner Guide</a></li>
        <li><a href="https://training.ucsf.edu/learner-recorded-webinar" target="_blank">Overview of
the UC Learning Center (Recorded Webinar)</a></li>
        <li><a>How To Videos</a></li>
        <li><a
href="https://learningcenter.ucsfmedicalcenter.org/assets/disablePopups/disablepopups.html"
target="_blank">Disable Popup Blocker</a></li>
        <li><a href="https://content.learning.ucsf.edu/noSSO/doc/LMS/Compatibility_Matrix.pdf"
target="_blank">Supported Browsers</a></li>
</ul>

<p><a class="btn--small btn--blue" href="https://support.learning.ucsf.edu/" target="_blank">Support
Form</a></p>

<p> </p>
</div>

<div class="wysiwyg_threecols--second bg--undefined bg--transparent">
<h4><a class="btn--large btn--white--underline btn--full-width" href="/node/206"
target="_blank">SkillSoft Courses</a></h4>

<p><a href="/node/206"><img alt="SkillSoft" height="97"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/SkillSoft-100x97.jpg" style="width:auto; height:auto;
float:left" target="_blank" /> </a>Skillsoft is your portal to a world of online learning. </p>

<p>Build on your success by selecting from hundreds of professional, leadership, wellness, and technical
topics.</p>

<p>Earn CEs in Nursing, Project Management and Accounting or prepare for certifications in several
business areas.</p>

<p style="text-align: center;"><a href="/node/206">Available CEU and Certification eCourses</a></p>

<p style="text-align:center"><a href="/node/206" target="_blank"><img alt="Skillsoft" height="42"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/skilsoft100x41.jpg" style="width: auto; height: auto;"
/></a></p>
```

```
</div>

<div class="wysiwyg_threecols--third bg--undefined bg--transparent">
<h4><a class="btn--large btn--white--underline btn--full-width" href="/node/221"
target="_blank">Compliance Training</a></h4>

<p><a default.aspx="" href="href=" http:="" trainingrequests.ucsfmedicalcenter.org=""><img
alt="Compliance Training" height="97"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/Compliance100x97.jpg" style="width:auto; height:auto;
float:left" /></a>The UC Learning Center hosts several eCourses that are required as part of UCSF
employee compliance training.</p>

<p>See also UCSF Health <a href="https://hrumbrella.ucsfmedicalcenter.org/Compliance"
target="_blank">HR Umbrella</a> and <a href="https://reports.learning.ucsf.edu/SSOassigned"
target="_blank">Campus Dashboards</a>.</p>

<p style="text-align: center;"><a class="btn--small btn--blue" href="/node/221"
target="_blank">Compliance Courses</a></p>
</div>
</div>
```

SECOND 3-Column SECTION

```
<div class="wysiwyg_threecols layout--33-33-33">
<div class="wysiwyg_threecols--first bg--undefined bg--transparent">
<h4><a class="btn--large btn--white--underline btn--full-width" href="/node/36"
target="_blank">L&amp;amp;OD Managed Courses</a></h4>

<p><a href="/node/36"><img alt="L&amp;amp;OD Managed Courses"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/CourseCatalog100x97.jpg" style="width:auto; height:auto;
float:left" /></a>L&amp;amp;OD offers several onsite courses for all UCSF Health employees, including
leadership and professional staff development.</p>

<p>We also provide access to professional certification programs for both managers and staff
effectiveness, as well as resources to support all UCSF employees.</p>

<p style="text-align: center;"><a class="btn--small btn--blue" href="/node/36">L&amp;amp;OD Course
Catalog</a></p>

<p>&amp;nbsp;</p>
</div>

<div class="wysiwyg_threecols--second bg--undefined bg--transparent">
<h4><a class="btn--large btn--white--underline btn--full-width" href="/node/131"
target="_blank">L&amp;amp;OD Resources</a></h4>

<p><a href="/node/131"><img alt="L&amp;amp;OD Resources"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/L%26OD-Resources100x97.jpg" style="width:auto;
height:auto; float:left" /></a>There are several resources and organizations available to all UCSF Health
employees&amp;nbsp;including professional organizations, training,&amp;nbsp;and career development.</p>

<p>&amp;nbsp;</p>
```

```
<p style="text-align: center;"><a class="btn--small btn--blue" href="/node/131">L&amp;OD
Resources</a></p>

<p> </p>
</div>

<div class="wysiwyg_threecols--third bg--undefined bg--transparent">
<h4><a class="btn--large btn--white--underline btn--full-width"
href="http://trainingrequests.ucsfmedicalcenter.org/Default.aspx" target="_blank">Course
Development</a></h4>

<p><a href="http://trainingrequests.ucsfmedicalcenter.org/Default.aspx" target="_blank"><img
alt="Course Development" src="/sites/devlearning.ucsf.edu/files/wysiwyg/CourseDev100x97.jpg"
style="width:auto; height:auto; float:left" /></a>L&amp;OD is available to design and develop custom
online training for all UCSF departments.</p>

<p>We partner with you to create custom eLearning solutions, blended learning and other technology-
enabled solutions tailored for performance improvement.</p>

<p style="text-align: center;"><a class="btn--small btn--blue"
href="http://trainingrequests.ucsfmedicalcenter.org/Default.aspx" target="_blank">Contact Us</a></p>
</div>
</div>
```

THIRD 2-COLUMN SECTION

```
<div class="wysiwyg_twocols layout--70-30">
<div class="wysiwyg_twocols--first bg--interactive-purple">
<h4>Manage Your UC Learning Center Profile</h4>

<p>It is very important that your UC Learning Center profile include updated information like the name of
your manager. ALL Managers must ensure this information is current and correct. To update an
employee's profile, managers may contact the following:</p>

<ul>
        <li>Campus Managers - <a href="https://srs.ucsf.edu/index.php/myhr/srs?loginas=0"
target="_blank">Service Request System (SRS)</a></li>
        <li>Medical Center Managers - <a href="https://hrumbrella.ucsfmedicalcenter.org/"
target="_blank">HR Umbrella</a></li>
</ul>
</div>

<div class="wysiwyg_twocols--second bg--transparent">
<h4>Upcoming eCourses</h4>

<p><strong>Violence in the Workplace</strong><br />
Spring 2018<br />
Required for all UCSF Health employees</p>

<p><strong>UC Ethical Values &amp; Conduct </strong><br />
Spring 2018<br />
Required for UCSF employees and affiliates</p>
</div>
</div>
```

Available CEU and Certification eCourses

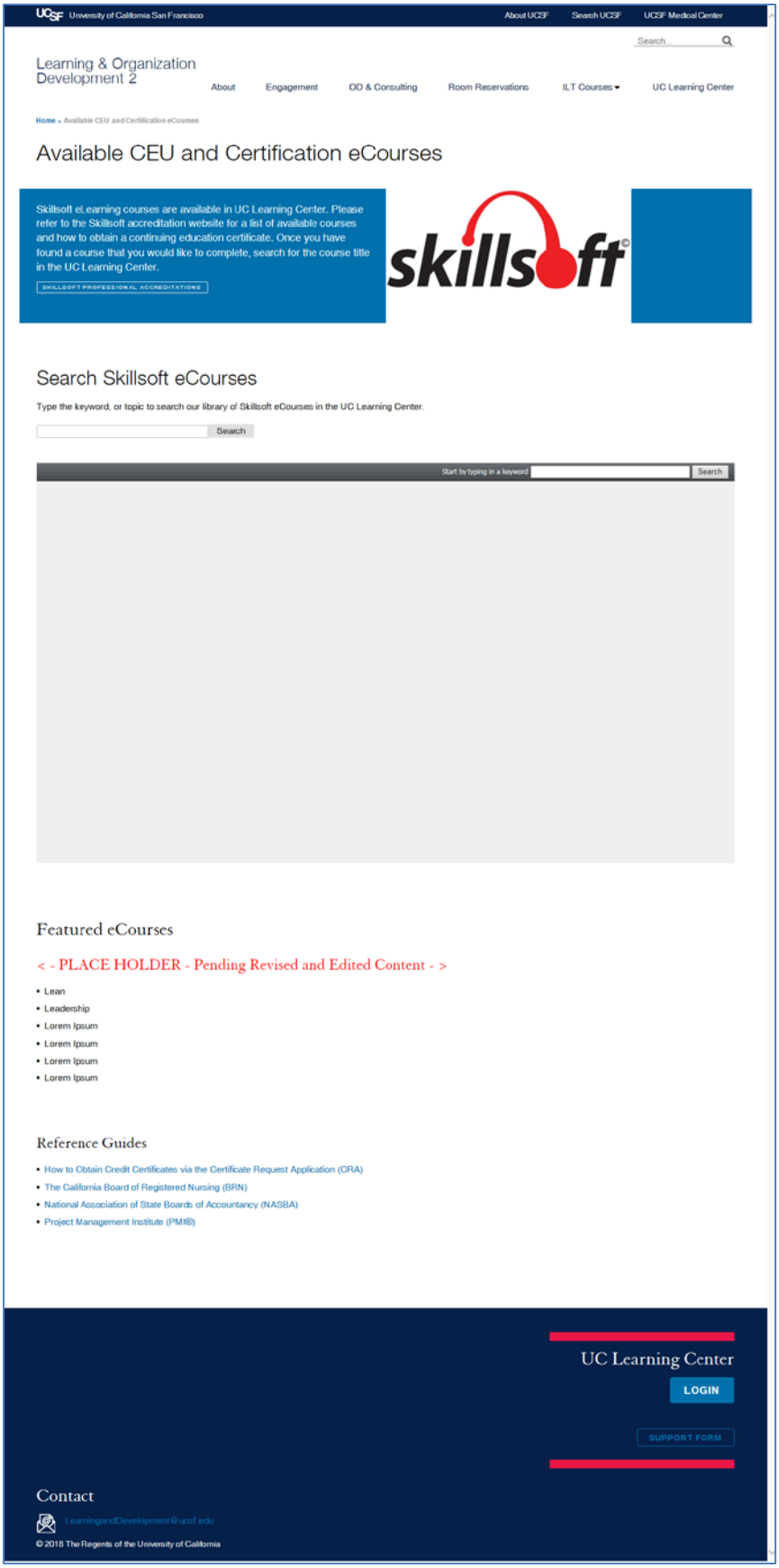
https://devlearning.ucsf.edu/available-ceu-and-certification-ecourses

Recommendations

- The current L&OD website includes iframes listing dozens of Skillsoft eCourses in accordion scripts which is not responsive design, and difficult to navigate.
- Because Skillsoft Accreditation courses are constantly being updated and maintained in and Excel database available through their site, it is not efficient to maintain and present all of these courses on a website.
- The volume of data available through Skillsoft makes presenting this type of information on a website too time intensive and inefficient to maintain. From a usability perspective, there are too many courses listed, making it very difficult for users to navigate
- I also researched other UC's websites, and did not find any other UC Learning Centers that present Skillsoft certification courses as currently presented on the existing L&OD website.
- Should you want to "feature" a few Skillsoft courses (less than 10) on the website, i.e. LEAN, Leadership, etc., they could be curated in the appropriate section. You can also consider the new "Manage Library" function through the LMS and provide a link to that list.
- I have designed a web page which links to the Skillsoft Accreditations Programs, which is similar to the UC Davis website where users can locate the through Skillsoft's Excel database.
- I have also included Desmond's existing code which links to his Skillsoft database that allows users to Search our existing library. This database is easily maintained, and part of Desmond's process in uploading Skillsoft eCourses to the LMS.

< - PLACE HOLDER - Pending Revised and Edited Content - >

- Featured Skillsoft eCourses (less than 10)


UCSF University of California San Francisco
About UCSF
Search UCSF
UCSF Medical Center
Search
Learning & Organization Development 2
About
Engagement
OD & Consulting
Room Reservations
ILT Courses
UC Learning Center
Home > Available CEU and Certification eCourses
Available CEU and Certification eCourses
Skillsoft eLearning courses are available in UC Learning Center. Please refer to the Skillsoft accreditation website for a list of available courses and how to obtain a continuing education certificate. Once you have found a course that you would like to complete, search for the course title in the UC Learning Center.
SKILLSOFT PROFESSIONAL ACCREDITATIONS
skillsoft
Search Skillsoft eCourses
Type the keyword, or topic to search our library of Skillsoft eCourses in the UC Learning Center.
Search
Start by typing in a keyword
Search
Featured eCourses
< - PLACE HOLDER - Pending Revised and Edited Content - >
Lean
Leadership
Lorem Ipsum
Lorem Ipsum
Lorem Ipsum
Lorem Ipsum
Reference Guides
How to Obtain Credit Certificates via the Certificate Request Application (CRA)
The California Board of Registered Nursing (BRN)
National Association of State Boards of Accountancy (NASBA)
Project Management Institute (PMI®)
UC Learning Center
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HTML / CSS

https://devlearning.ucsf.edu/available-ceu-and-certification-ecourses

```
<h2>Search Skillsoft eCourses</h2>

<p>Type the keyword, or topic to search our library of Skillsoft eCourses in the UC Learning Center.</p>

<form action="https://skillsoftcatalog.learning.ucsf.edu/nosso/search/search.aspx" id="search"
method="GET" target="Stack"><input maxlength="100" name="q" style="width:300px;" type="text" />
<input type="submit" value="Search" />
<p> </p>

<p><iframe height="700" name="Stack"
src="https://skillsoftcatalog.learning.ucsf.edu/nosso/search/Default.aspx" style="border:none"
width="100%"></iframe></p>

<h3> </h3>

<h3>Featured eCourses</h3>

<h4 style="color:red">&lt; - PLACE HOLDER - Pending Revised and Edited Content - &gt;</h4>

<ul>
	<li>Lean</li>
	<li>Leadership</li>
	<li>Lorem Ipsum</li>
	<li>Lorem Ipsum</li>
	<li>Lorem Ipsum</li>
	<li>Lorem Ipsum</li>
</ul>

<h4> </h4>

<h4>Reference Guides</h4>

<p style="color:red">Are all guides still necessary if they are already included on the Skillsoft
website?</p>

<ul>
	<li><a
href="https://skillsoftcatalog.learning.ucsf.edu/nosso/_assets/pdf/CE_HRCI_PDU_CPE.pdf"
target="_blank">How to Obtain Credit Certificates via the Certificate Request Application (CRA)</a></li>
	<li><a href="https://skillsoftcatalog.learning.ucsf.edu/nosso/_assets/pdf/CE_BRN.pdf"
target="_blank">The California Board of Registered Nursing (BRN)</a></li>
	<li><a href="https://skillsoftcatalog.learning.ucsf.edu/nosso/_assets/pdf/datasheet_nasba.pdf"
target="_blank">National Association of State Boards of Accountancy (NASBA)</a></li>
	<li><a href="https://skillsoftcatalog.learning.ucsf.edu/nosso/_assets/pdf/datasheet_pmi.pdf"
target="_blank">Project Management Institute (PMI®)</a></li>
</ul>
</form>
```

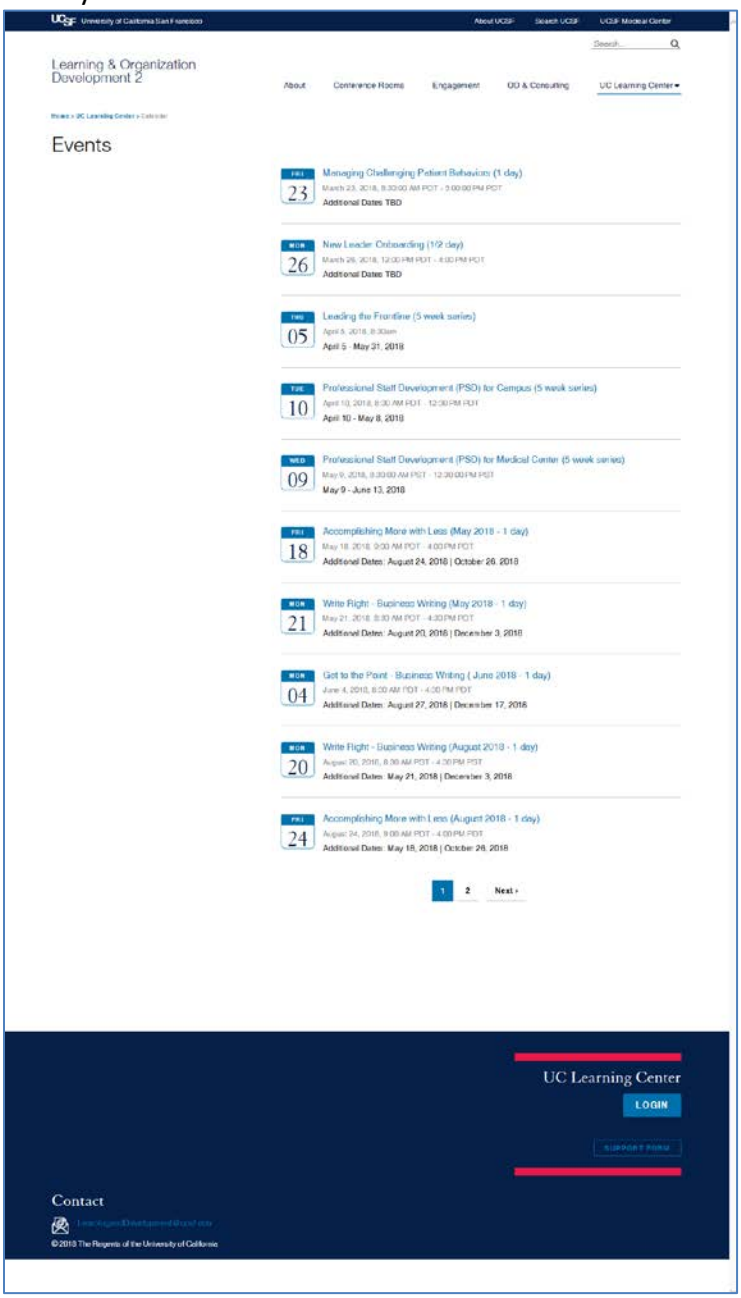
Calendar

(Submenu to “UC Learning Center”)

https://devlearning.ucsf.edu/events

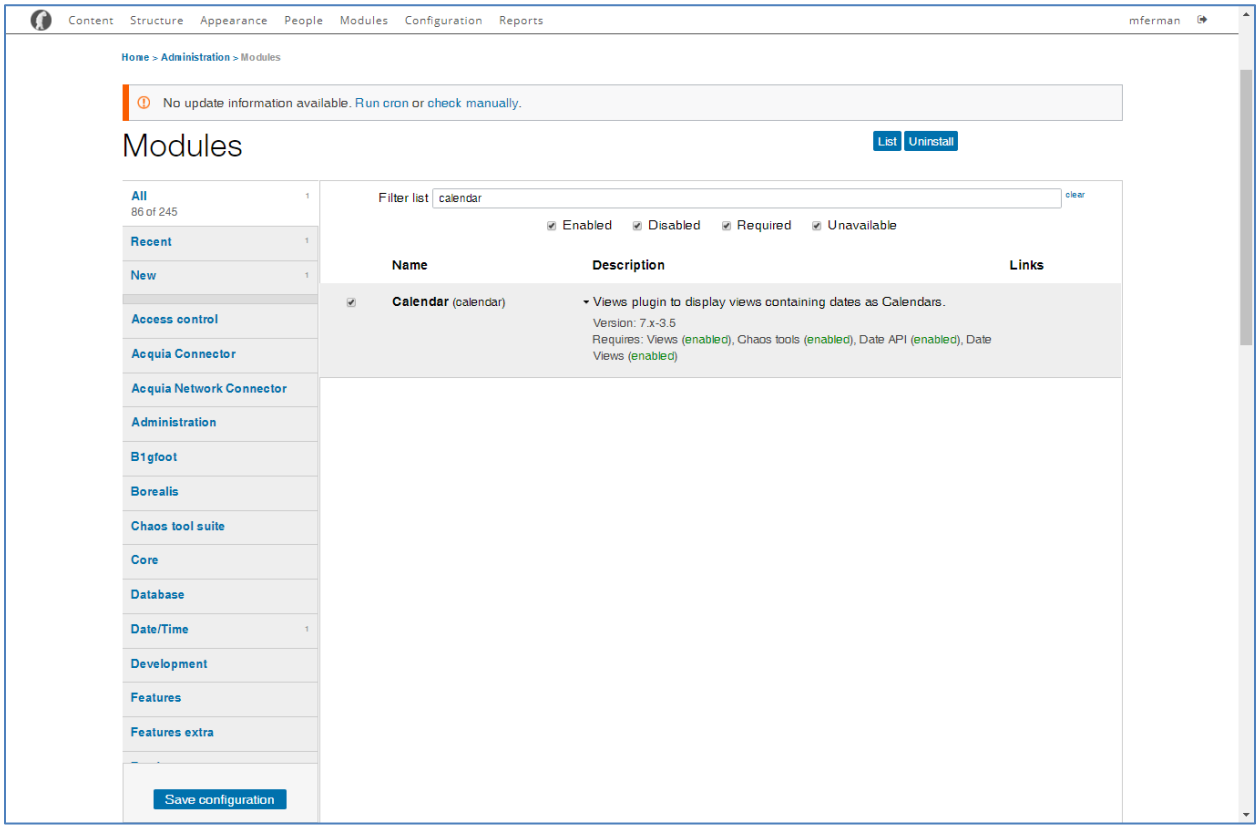
Tech Notes

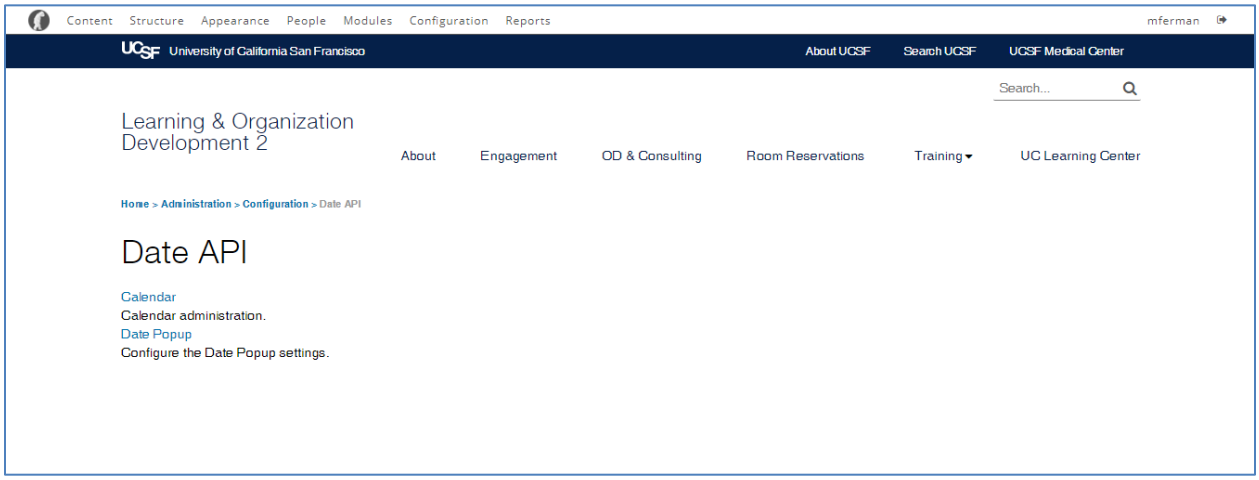
This page is automatically populated from the **Date API, Calendar and Date Popup Modules** which have been manually enabled.



Modules

All events appear on Sidebar Block: **'Starting Point - Local Events' block**
And at the bottom of each course description page





Compliance Training

(Submenu to “UC Learning Center”)

https://devlearning.ucsf.edu/ucsf-compliance-training

Page Title: **UCSF Compliance Training**

< - PLACE HOLDER - Pending Revised and Edited Content (Donna)- >
ALPHA ORDER ALL COURSES
(Should mirror HR Umbrella/Dashboard)

Recommendations

- Course list should replicate required training as listed on the HR Umbrella and UC Learning Center Dashboards, in alpha order with links to UC Learning Center.

UCSF University of California San Francisco
About UCSF
Search UCSF
UCSF Medical Center
Search...
Learning & Organization Development 2
About
Conference Rooms
Engagement
OD & Consulting
UC Learning Center
Home » OD Learning Center » Compliance Training
UCSF Compliance Training
The UC Learning Center hosts several eCourses that are required as part of UCSF employee compliance training.
Consult with your manager or supervisor to confirm which courses are required for your position.
HR UMBRELLA
< - PLACE HOLDER - Pending Revised and Edited Content (Donna)- >
ALPHA ORDER ALL COURSES
(Should mirror HR Umbrella Dashboard)
See also UCSF Health HR Umbrella and Campus Dashboards.
Annual Safety Training (AST) *
Audience: All UC Health Staff
Required: Annually
Versions:
Clinical (Staff in Hospital, Outpatient and other Clinical Environment)
Test-Out (80%+)
Ancillary Staff (Staff in Office and Non-clinical Environment
Test-Out (80%+)
Cyber Security Awareness Training *
Audience:All UC Health, UC Campus and Office of Graduate Medical Education*
Required: Annually
Languages:Mandarin,(Tagalog, Russian, Cantonese)
Cyber Security Awareness Training - Refresher
To be completed each year after taking the initial training
Audience: All UC Health,UC Campus, and Office of Graduate Medical Education *
Required: Annually
Languages: Mandarin,(Tagalog, Russian, Cantonese)
Infection Control Training *
Audience: Supervisors, Faculty, Staff, Students*
Required: Annually
Versions:
Clinical (for Nurses only)
Test-Out (80%+)
Ancillary Staff
Test-Out (80%+)
Safe Patient Handling Training *
Audience: Health Staff- HOD, PCA, CRC
Required: Annually
Sexual Violence and Sexual Harassment Prevention Training for Supervisors and Faculty *
Audience:All Supervisors and Faculty in UC Health, UC Campus and Office of Graduate Medical Education
Required:Every 2 years
Languages:Mandarin, Spanish, Tagalog
Sexual Violence and Sexual Harassment Prevention Training for Non-Supervisory Staff *
Audience: All Non-Supervisory Staff in UC Health,UC Campus and Office of Graduate Medical Education *
Requirements: Every 2 years
Languages: Mandarin, Spanish, Tagalog
Workplace Violence Prevention in Healthcare *
Audience: All UC Health
Required: Annually
*Required
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L&OD Managed Courses

(Submenu to "UC Learning Center")

https://devlearning.ucsf.edu/lod-course-catalog

Page Title: **L&OD Course Catalog**

Tech Notes

1. **Secondary Page Banner** Image: 500 x 333 px
2. **Sidebar:** Starting Point – Local Events
3. **Add Block:** Starting Point – Local Events (Training Calendar)

Content was completely redesigned and edited with attention to Information Architecture (IA) and consistency.

.

Page Content

- Alpha list of all Resources
- Manually add <hr/> above each <h4>
- Include <a> and tags within <h4>

NOTE: Detailed attention was paid to designing and developing the L&OD Course Catalog which links to each Course Description and Training Calendar.

Online Certificate Programs

Currently links to existing web pages.

- Pending full redesign of three certificate program landing pages

Recommendations

- All L&OD Managed courses are presented as an alpha list as best practice to allow users to easily locate content. Because there are less than 12 courses in the catalog, courses do not need to be divided into separate categories, as brief course descriptions specify target audience as leadership or staff. All course titles link to detailed course descriptions, and users can access the Training Calendar to register.

- The Online Certificate pages currently link to the existing website, and need to be redesigned following UX best practices to improve usability.

Learning & Organization Development 2
L&OD Course Catalog
Training Calendar
Instructor Lead Training (ILT)
Accomplishing More with Less
The Experience of Communication
Get to the Point - Business Writing
Leading the Frontline
Management Practice Series
Managing Challenging Patient Behaviors
Microsoft Excel Onsite Training
New Leader Onboarding
Professional Staff Development
Write Right - Business Writing
Online Certificate Programs
Manager Effectiveness
Staff Effectiveness
UC People Management Series and Certificate
Training Calendar
UC Learning Center
LOGIN
Contact

HTML / CSS

https://devlearning.ucsf.edu/lod-course-catalog

```
<h3>Instructor Lead Training (ILT)</h3>

<h4><strong><a href="/accomplishing-more-less-1-day" rel="bookmark">Accomplishing More with Less</a></strong></h4>

<article about="/leadership-development" role="article" typeof="sioc:Item foaf:Document">
<p style="margin-left: 40px;">This workshop is intended for leaders to enhance their presentations, engage audiences, and create high impact.</p>

<hr />
<h4><strong><a href="/node/96" rel="bookmark">The Experience of Communication</a></strong></h4>

<p style="margin-left: 40px;">This unique program is designed for participants to attend with a partner who they frequently interact with in their job and is designed to allow participants to become more skilled in a style of communication that fosters collaboration and support through facilitated experiential learning activities. <br />
Prior to registering, please contact <a href="mailto:paul.axelrod@ucsf.edu?subject=The%20Experience%20of%20Communication%20Web%20Inquiry">Paul Axelrod</a> to schedule an interview.<br />
Note: Participants must enroll with a partner whom they frequently interact with in their job.</p>

<hr />
<h4><a href="/node/181"><strong>Get to the Point - Business Writing</strong></a></h4>

<p style="margin-left: 40px;">This all day workshop focuses on the crucial writing issues: purpose and audience.</p>

<hr />
<h4><strong><a href="/leading-frontline-5-week-series">Leading the Frontline</a></strong></h4>

<p style="margin-left: 40px;">Enhance the effectiveness and engagement of frontline leaders with a focus on UCSF competencies. Provides frontline leaders the information and tools needed to strengthen team performance and achieve greater success.</p>

<hr />
<h4><strong><a href="/management-practice-series">Management Practice Series</a></strong></h4>

<p style="margin-left: 40px;">This series is required for all new UCSF Medical Center and Campus Directors, Managers, and Supervisors, and recommended as a periodic refresher for existing managers. Each course in the series is presented by the experts responsible for administering the respective policy/practice, and necessary for UCSF leaders to understand our management policies and best practices </p>

<p style="margin-left: 40px;">Registration is available to UCSF Medical Center Directors, Managers, and Supervisors, and required for each course.</p>

<hr />
```

```
<h4><strong><a href="/node/111" rel="bookmark">Managing Challenging Patient
Behaviors</a></strong></h4>

<p style="margin-left: 40px;">This course provides a framework for understanding common challenging
patient behaviors and engaging them with a balance of empathy and respectful limit setting.</p>

<hr />
<h4><strong><a href="/node/201">Microsoft Excel Onsite Training</a></strong></h4>

<p style="margin-left: 40px;">We offer beginning, intermediate and advanced level Microsoft Excel
Workshops taught onsite at the UCSF Laurel Heights Campus.</p>

<hr />
<h4><strong><a href="/node/121">New Leader Onboarding</a></strong></h4>

<p style="margin-left: 40px;">This program is offered monthly to UCSF Medical Center Managers and
Supervisors who are new to UCSF or internally promoted into their first supervisory/ management role. Its
key focus is to facilitate a successful transition for participants by addressing UCSF's structure and culture,
the first 100 days plan, and development resources.</p>

<hr />
<h4><a href="/node/146"><strong>Professional Staff Developpment</strong></a></h4>

<p style="margin-left: 40px;">A comprehensive professional&amp;nbsp;development experience for all UCSF
non-supervisory staff that includes five interactive sessions with assignments.</p>

<hr />
<h4><strong><a href="/node/161">Write Right - Business Writing</a></strong></h4>

<p style="margin-left: 40px;">This all day workshop covers practical ways you can organize, format and
write a communication, such as an email, so that the reader quickly gets the point and act on it.</p>

<hr />

</article>
```

Online Certificate Programs Section

Currently links to existing web pages.

- Pending full redesign of three certificate program landing pages

```
<p><img alt="Online Certification Programs" height="155"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/onlineCerti150x155.png" style="width:auto; height:auto;
float:left" /></p>

<p>&amp;nbsp;</p>

<h2><strong>Online Certificate Programs</strong></h2>

<p>&amp;nbsp;</p>

<p>&amp;nbsp;</p>
```

```
<div class="wysiwyg_threecols layout--33-33-33">
<div class="wysiwyg_threecols--first bg--undefined bg--transparent">
<h4><a href="https://learning.ucsf.edu/manager-effectiveness-online-certificate"
target="_blank"><strong>Manager Effectiveness </strong></a></h4>

<p>A series of eCourses selected to enhance professional effectiveness for UCSF employees with
supervisory or management responsibilities. </p>

<p>Designed for current frontline supervisors and managers, or those new to their role.</p>

<p style="text-align:center"><a href="http://learning.ucsf.edu/manager-effectiveness-online-certificate"
target="_blank"><img alt="Skillsoft" height="43"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/SkillSoft200x82_0.png" width="100" /></a></p>

<p> </p>
</div>

<div class="wysiwyg_threecols--second bg--undefined bg--transparent">
<h4><a href="https://learning.ucsf.edu/staff-effectiveness-online-certificate"
target="_blank"><strong>Staff Effectiveness </strong></a></h4>

<p>Two online certifcates in Communication and Productivity are available to all UCSF staff who are new
to professional development, as well as those who seek to refresh their skills and knowledge.<br />
<br />
 </p>

<p style="text-align:center"><a href="http://learning.ucsf.edu/staff-effectiveness-online-certificate"
target="_blank"><img alt="Skillsoft" height="43"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/SkillSoft200x82_0.png" width="100" /></a></p>

<p> </p>
</div>

<div class="wysiwyg_threecols--third bg--undefined bg--transparent">
<h4><a href="https://learning.ucsf.edu/uc-people-management-series-and-certificate"
target="_blank"><strong>UC People Management Series and Certificate</strong></a></h4>

<p>A UC Systemwide Certificate Program consisting of Core and Elective Courses, including systemwide
eCourses &amp; locally identified online and instructor-led courses.</p>

<p>Topics include: Performance Management, Managing People, Managing Implicit Bias,
Administration &amp; Operations, Change Management and Communications.</p>

<p style="text-align:center"><a href="http://www.ucop.edu/local-human-resources/your-career/people-
management-certificate.html" target="_blank"><img alt="People Management Series and Certificate
2018" height="96" src="/sites/devlearning.ucsf.edu/files/wysiwyg/UCOPlogo_200x96.jpg" width="200"
/></a></p>

<p> </p>
</div>
</div>
```

Resources

(Submenu to “UC Learning Center”)

https://devlearning.ucsf.edu/training-and-development-resources

Page Title: **Training and Development Resources**

Content was completely redesigned and edited for organization and consistency.

Tech Notes

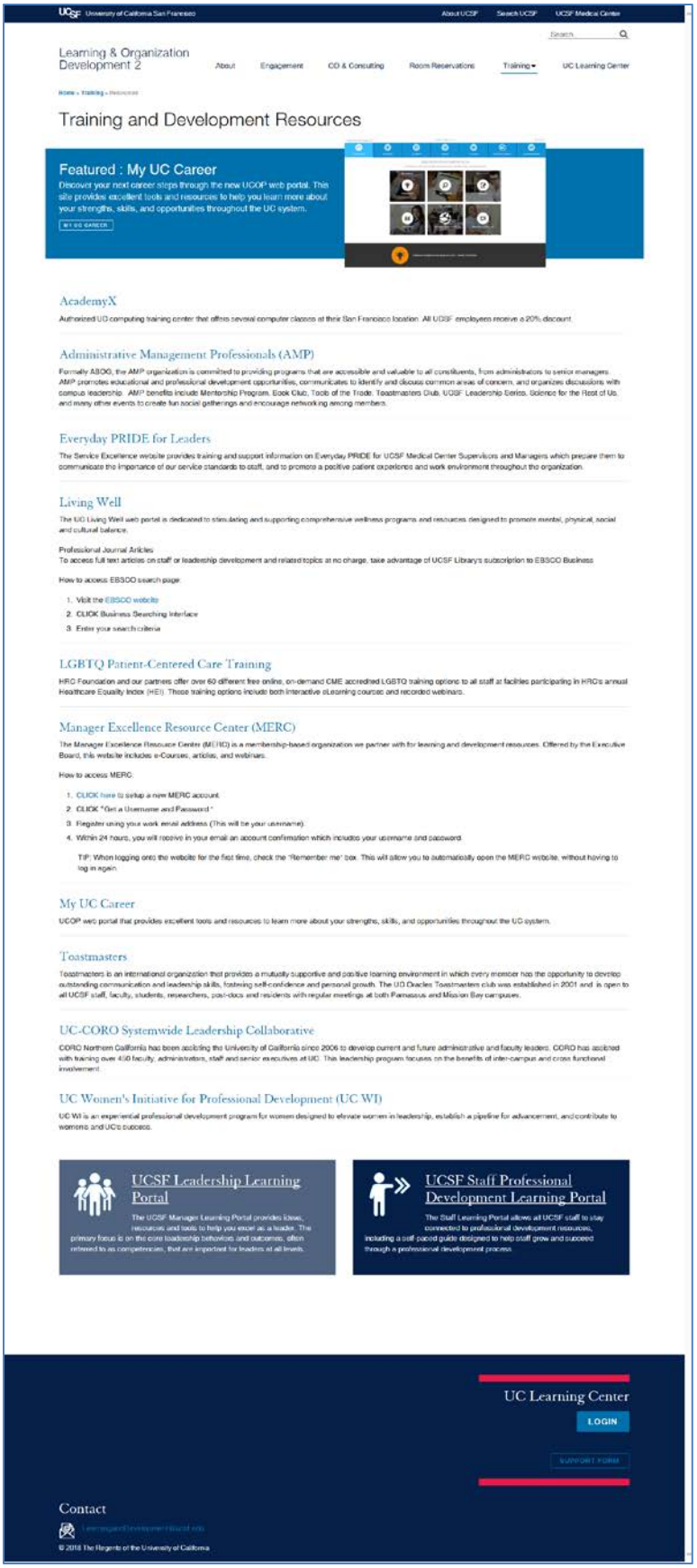
1. **Secondary Page Banner** Image: 500 x 333 px
2. **Add Text for 2 column Learning Portals Links**

Page Content

- Alpha list of all Resources
- Manually add <hr/> above each <h4>
- Include <a> tag> within <h4>
- Include target="_blank" in all external links

Recommendations

- This page lists several relevant external resources regarding L&OD, Training and Professional Development. Following UX best practices, this list should not display “everything,” and should be a managed and contained list of top recommended vendors and known resources.


UCSF University of California San Francisco
About UCSF
Search UCSF
UCSF Medical Center
Learning & Organization Development 2
About
Engagement
OD & Consulting
Room Reservations
Training
UC Learning Center
Training and Development Resources
Featured : My UC Career
Discover your next career steps through the new UCOP web portal. This site provides excellent tools and resources to help you learn more about your strengths, skills, and opportunities throughout the UC system.
MY UC CAREER
AcademyX
Authorized UC computing training center that offers several computer classes at their San Francisco location. All UCSF employees receive a 20% discount.
Administrative Management Professionals (AMP)
Formally ABOG, the AMP organization is committed to providing programs that are accessible and valuable to all constituents, from administrators to senior managers. AMP promotes educational and professional development opportunities, communicates to identify and discuss common areas of concern, and organizes discussions with campus leadership. AMP benefits include Mentorship Program, Book Club, Tools of the Trade, Toastmasters Club, UCSF Leadership Series, Science for the Rest of Us, and many other events to create fun social gatherings and encourage networking among members.
Everyday PRIDE for Leaders
The Service Excellence website provides training and support information on Everyday PRIDE for UCSF Medical Center Supervisors and Managers which prepare them to communicate the importance of our service standards to staff, and to promote a positive patient experience and work environment throughout the organization.
Living Well
The UC Living Well web portal is dedicated to stimulating and supporting comprehensive wellness programs and resources designed to promote mental, physical, social and cultural balance.
Professional Journal Articles
To access full text articles on staff or leadership development and related topics at no charge, take advantage of UCSF Library's subscription to EBSCO Business.
How to access EBSCO search page
1. Visit the EBSCO website
2. CLICK Business Searching Interface
3. Enter your search criteria
LGBTQ Patient-Centered Care Training
HRC Foundation and our partners offer over 60 different free online, on-demand CME accredited LGBTQ training options to all staff at facilities participating in HRC's annual Healthcare Equality Index (HEI). Those training options include both interactive eLearning courses and recorded webinars.
Manager Excellence Resource Center (MERC)
The Manager Excellence Resource Center (MERC) is a membership-based organization we partner with for learning and development resources. Offered by the Executive Board, this website includes e-Courses, articles, and webinars.
How to access MERC
1. CLICK here to setup a new MERC account
2. CLICK "Get a Username and Password"
3. Register using your work email address (This will be your username)
4. Within 24 hours, you will receive in your email an account confirmation which includes your username and password
TIP: When logging onto the website for the first time, check the "Remember me" box. This will allow you to automatically open the MERC website, without having to log in again.
My UC Career
UCOP web portal that provides excellent tools and resources to learn more about your strengths, skills, and opportunities throughout the UC system.
Toastmasters
Toastmasters is an international organization that provides a mutually supportive and positive learning environment in which every member has the opportunity to develop outstanding communication and leadership skills, fostering self-confidence and personal growth. The UD Oracles Toastmasters club was established in 2001 and is open to all UCSF staff, faculty, students, researchers, post-docs and residents with regular meetings at both Parnassus and Mission Bay campuses.
UC-CORO Systemwide Leadership Collaborative
CORO Northern California has been assisting the University of California since 2006 to develop current and future administrative and faculty leaders. CORO has assisted with training over 400 faculty, administrators, staff and senior executives at UC. This leadership program focuses on the benefits of inter-campus and cross functional involvement.
UC Women's Initiative for Professional Development (UC WI)
UC WI is an experiential professional development program for women designed to elevate women in leadership, establish a pipeline for advancement, and contribute to womens and UC's success.
UCSF Leadership Learning Portal
The UCSF Manager Learning Portal provides ideas, resources and tools to help you excel as a leader. The primary focus is on the core leadership behaviors and outcomes, often referred to as competencies, that are important for leaders at all levels.
UCSF Staff Professional Development Learning Portal
The Staff Learning Portal allows all UCSF staff to stay connected to professional development resources, including a self paced guide designed to help staff grow and succeed through a professional development process.
UC Learning Center
LOGIN
SUPPORT FORM
Contact
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HTML / CSS

https://devlearning.ucsf.edu/training-and-development-resources

```
<h4><a href="https://www.academyx.com" target="_blank">AcademyX</a></h4>

<p>Authorized UC computing training center that offers several computer classes at their San Francisco location. All UCSF employees receive a 20% discount.</p>

<hr />
<h4><a href="https://amp.ucsf.edu/" target="_blank">Administrative Management Professionals (AMP)</a></h4>

<p>Formally ABOG, the AMP organization is committed to providing programs that are accessible and valuable to all constituents, from administrators to senior managers.  AMP promotes educational and professional development opportunities, communicates to identify and discuss common areas of concern, and organizes discussions with campus leadership.  AMP benefits include Mentorship Program, Book Club, Tools of the Trade, Toastmasters Club, UCSF Leadership Series, Science for the Rest of Us, and many other events to create fun social gatherings and encourage networking among members.</p>

<hr />
<h4><a href="http://serviceexcellence.ucsfmedicalcenter.org/service-excellence.html" target="_blank">Everyday PRIDE for Leaders</a></h4>

<p>The Service Excellence website provides training and support information on Everyday PRIDE for UCSF Medical Center Supervisors and Managers which prepare them to communicate the importance of our service standards to staff, and to promote a positive patient experience and work environment throughout the organization.</p>

<hr />
<h4><a href="http://livingwell.ucsf.edu/" target="_blank">Living Well</a></h4>

<p>The UC Living Well web portal is dedicated to stimulating and supporting comprehensive wellness programs and resources designed to promote mental, physical, social and cultural balance.  </p>

<p>Professional Journal Articles<br />
To access full text articles on staff or leadership development and related topics at no charge, take advantage of UCSF Library's subscription to EBSCO Business</p>

<p>How to access EBSCO search page:</p>

<ol>
        <li>Visit the <a href="http://tinyurl.com/ucsfmc-ebsco">EBSCO website</a></li>
        <li>CLICK Business Searching Interface</li>
        <li>Enter your search criteria</li>
</ol>

<hr />
<h4><a href="http://www.hrc.org/hei/the-national-lgbt-health-education-center" target="_blank">LGBTQ Patient-Centered Care Training</a></h4>
```

HRC Foundation and our partners offer over 60 different free online, on-demand CME accredited LGBTQ training options to all staff at facilties participating in HRC's annual Healthcare Equality Index (HEI). These training options include both interactive eLearning courses and recorded webinars.

<hr />
<h4>Manager Excellence Resource Center (MERC)</h4>

The Manager Excellence Resource Center (MERC) is a membership-based organization we partner with for learning and development resources. Offered by the Executive Board, this website includes e-Courses, articles, and webinars.

How to access MERC:

CLICK here to setup a new MERC account.
CLICK "Get a Username and Password."
Register using your work email address (This will be your username).
Within 24 hours, you will receive in your email an account confirmation which includes your username and password.

TIP: When logging onto the website for the first time, check the "Remember me" box. This will allow you to automatically open the MERC website, without having to log in again.

<hr />
<h4>My UC Career</h4>

UCOP web portal that provides excellent tools and resources to learn more about your strengths, skills, and opportunities throughout the UC system.

<hr />
<h4>Toastmasters</h4>

Toastmasters is an international organization that provides a mutually supportive and positive learning environment in which every member has the opportunity to develop outstanding communication and leadership skills, fostering self-confidence and personal growth. The UC Oracles Toastmasters club was established in 2001 and is open to all UCSF staff, faculty, students, researchers, post-docs and residents with regular meetings at both Parnassus and Mission Bay campuses.

<hr />
<h4>UC-CORO Systemwide Leadership Collaborative</h4>

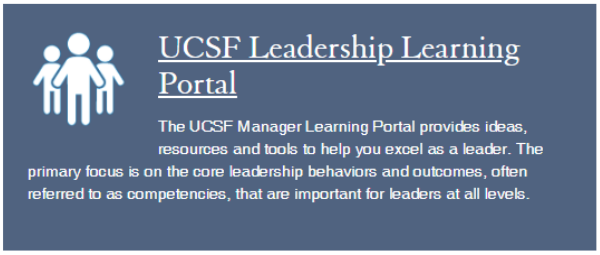
<article about="/uc-coro-systemwide-leadership-collaborative" role="article" typeof="sioc:Item foaf:Document">
<footer>CORO Northern California has been assisting the University of California since 2006 to develop current and future administrative and faculty leaders. CORO has assisted with training over 450 faculty, administrators, staff and senior executives at UC. This leadership program focuses on the benefits of inter-campus and cross functional involvement.</footer>

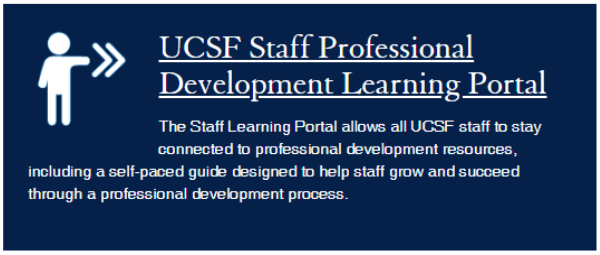
```
</article>

<hr />
<h4><a href="/uc-womens-initiative-professional-development-uc-wi">UC Women's Initiative for Professional Development (UC WI)</a></h4>

<p>UC WI is an experiential professional development program for women designed to elevate women in leadership, establish a pipeline for advancement, and contribute to women's and UC's success.</p>
```

Add Text for 2 column Learning Portal Links





PENDING

- Develop full eCourses to replace the UCSF Leadership Learning Portal and UCSF Staff Professional Development Learning Portal content.
- Placeholders were created that link to existing web pages, pending development of eCourses.

Icons

- Created in Illustrator
  - PNG (transparent)
  - width 100 px
- Manually add code to <img>: style="width:auto; height:auto; float:left"
- Remove code: **width="100"** – (which is automatically inserted by Drupal and is not responsive design)
- Include <a> and <img> tags within <h3>

HTML / CSS

```
<div class="wysiwyg_twocols layout--50-50">
<div class="wysiwyg_twocols--first bg--interactive-light-navy">
<h3><a href="https://learning.ucsf.edu/leadership-development/manager-learning-portal" target="_blank"><img alt="UCSF Leadership Learning Portal" height="97" src="/sites/devlearning.ucsf.edu/files/wysiwyg/LeadershipPortal100x97.png" style="width:auto; height:auto; float:left" />UCSF Leadership Learning Portal</a></h3>

<p>The UCSF Manager Learning Portal provides ideas, resources and tools to help you excel as a leader. The primary focus is on the core leadership behaviors and outcomes, often referred to as competencies, that are important for leaders at all levels.</p>
</div>

<div class="wysiwyg_twocols--second bg--interactive-dark-blue">
```

```
<h3><a href="https://learning.ucsf.edu/staff-development/staff-learning-portal/professional-development-guide"><img alt="Staff Professional Development Learning Portal" height="97" src="/sites/devlearning.ucsf.edu/files/wysiwyg/StaffPortal100x97.png" style="width:auto; height:auto; float:left" />UCSF Staff Professional Development Learning Portal</a></h3>

<p>The Staff Learning Portal allows all UCSF staff to stay connected to professional development resources, including a self-paced guide designed to help staff grow and succeed through a professional development process.</p>
</div>
</div></div>
```

L&OD Course Descriptions Template

Tech Notes

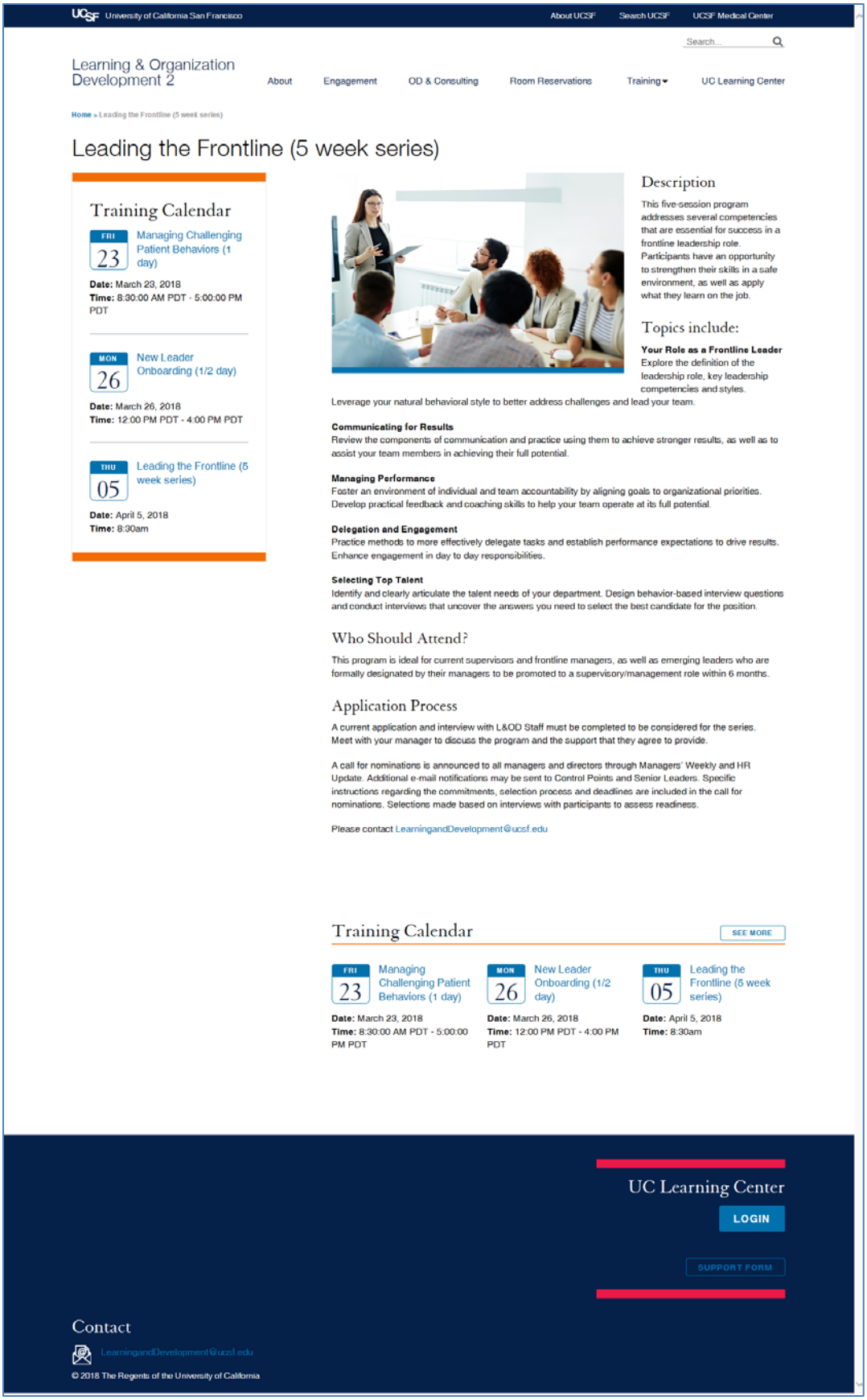
1. **Secondary Page Banner** Image: 500 x 333 px
2. **Add Block:** Starting Point – Local Events (Training Calendar)

Particular attention was paid to ensure consistency and accessibility to the Training Calendar on all course descriptions web pages.

Recommendations

- Several ILT course descriptions from the existing L&OD website include links to PowerPoint files as "flyers." To ensure UX best practices and improve accessibility for users, convert all PowerPoint decks to a PDF file to link from websites.

- At this time, content from all PowerPoint decks need to be reviewed and edited to ensure information is current and correct, then converted into pdf. Links to all PowerPoint files or "flyers" were not included in this prototype.


University of California San Francisco
About UCSF
Search UCSF
UCSF Medical Center
Search...
Learning & Organization Development 2
About
Engagement
OD & Consulting
Room Reservations
Training
UC Learning Center
Home » Leading the Frontline (5 week series)
Leading the Frontline (5 week series)
Training Calendar
FRI 23
Managing Challenging Patient Behaviors (1 day)
Date: March 23, 2018
Time: 8:30:00 AM PDT - 5:00:00 PM PDT
MON 26
New Leader Onboarding (1/2 day)
Date: March 26, 2018
Time: 12:00 PM PDT - 4:00 PM PDT
THU 05
Leading the Frontline (5 week series)
Date: April 5, 2018
Time: 8:30am
Description
This five-session program addresses several competencies that are essential for success in a frontline leadership role. Participants have an opportunity to strengthen their skills in a safe environment, as well as apply what they learn on the job.
Topics include:
Your Role as a Frontline Leader
Explore the definition of the leadership role, key leadership competencies and styles.
Leverage your natural behavioral style to better address challenges and lead your team.
Communicating for Results
Review the components of communication and practice using them to achieve stronger results, as well as to assist your team members in achieving their full potential.
Managing Performance
Foster an environment of individual and team accountability by aligning goals to organizational priorities. Develop practical feedback and coaching skills to help your team operate at its full potential.
Delegation and Engagement
Practice methods to more effectively delegate tasks and establish performance expectations to drive results. Enhance engagement in day to day responsibilities.
Selecting Top Talent
Identify and clearly articulate the talent needs of your department. Design behavior-based interview questions and conduct interviews that uncover the answers you need to select the best candidate for the position.
Who Should Attend?
This program is ideal for current supervisors and frontline managers, as well as emerging leaders who are formally designated by their managers to be promoted to a supervisory/management role within 6 months.
Application Process
A current application and interview with L&OD Staff must be completed to be considered for the series. Meet with your manager to discuss the program and the support that they agree to provide.
A call for nominations is announced to all managers and directors through Managers' Weekly and HR Update. Additional e-mail notifications may be sent to Control Points and Senior Leaders. Specific instructions regarding the commitments, selection process and deadlines are included in the call for nominations. Selections made based on interviews with participants to assess readiness.
Please contact LearningandDevelopment@ucsf.edu
Training Calendar
SEE MORE
FRI 23
Managing Challenging Patient Behaviors (1 day)
Date: March 23, 2018
Time: 8:30:00 AM PDT - 5:00:00 PM PDT
MON 26
New Leader Onboarding (1/2 day)
Date: March 26, 2018
Time: 12:00 PM PDT - 4:00 PM PDT
THU 05
Leading the Frontline (5 week series)
Date: April 5, 2018
Time: 8:30am
UC Learning Center
LOGIN
SUPPORT FORM
Contact
LearningandDevelopment@ucsf.edu
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SAMPLE HTML / CSS

L&OD Course Descriptions Template

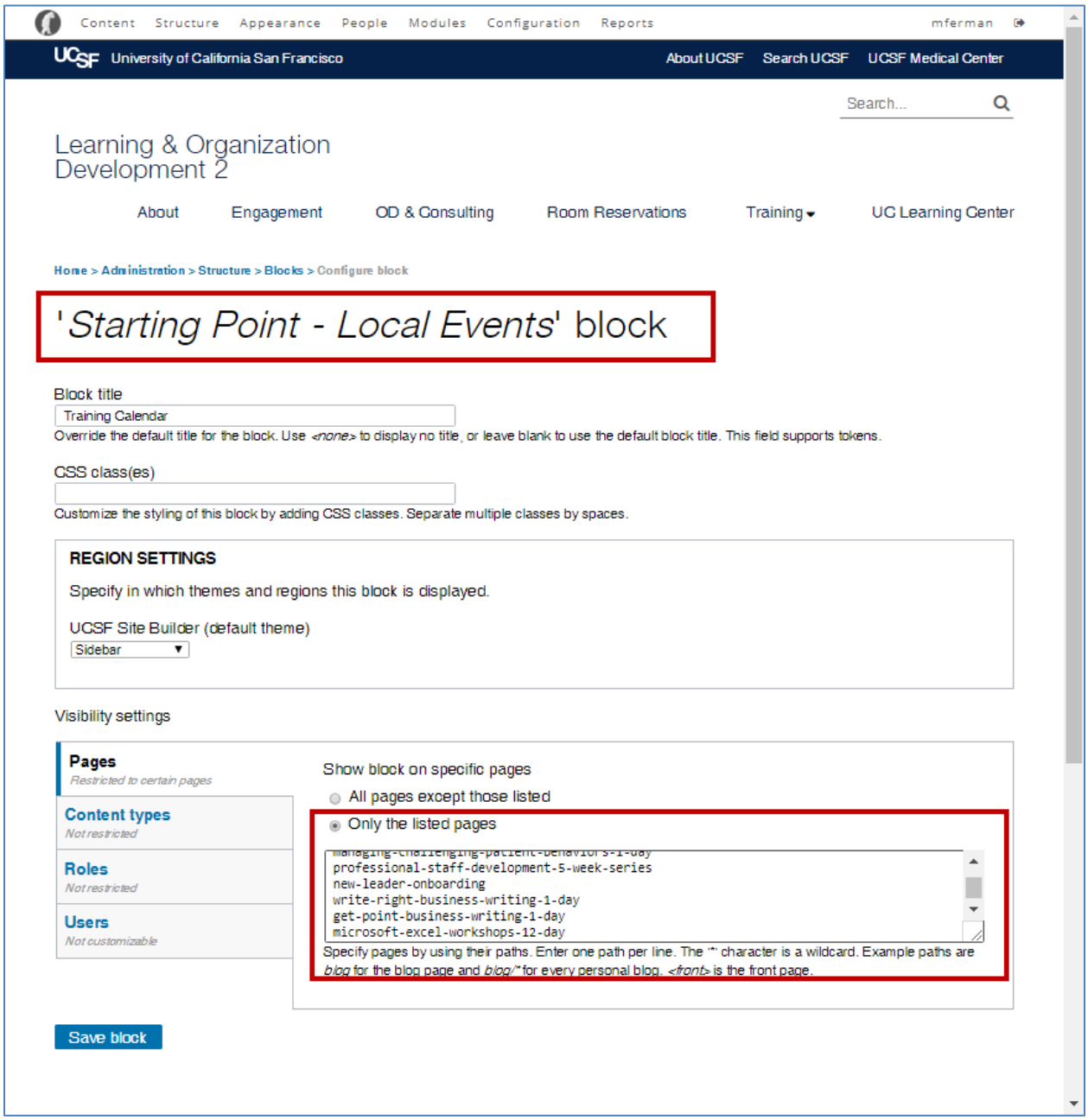
```
<div class="wysiwyg_featured_content">
<div class="wysiwyg_featured_content--image_area">
<p><img alt="Leading the Front Line" height="333"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/Course1-500 x 333 px.jpg" style="float:left" width="500"
/></p>
</div>

<div class="wysiwyg_featured_content--body">
<h4>Description</h4>

<p>This five-session program addresses several competencies that are essential for success in a frontline
leadership role. Participants have an opportunity to strengthen their skills in a safe environment, as well
as apply what they learn on the job.   </p>

<h4>Topics include:</h4>

<p><strong>Your Role as a Frontline Leader</strong><br />
Explore the definition of the leadership role, key leadership competencies and styles. Leverage your
natural behavioral style to better address challenges and lead your team.</p>

<p><strong>Communicating for Results</strong><br />
Review the components of communication and practice using them to achieve stronger results, as well as
to assist your team members in achieving their full potential.</p>

<p><strong>Managing Performance</strong><br />
Foster an environment of individual and team accountability by aligning goals to organizational priorities.
Develop practical feedback and coaching skills to help your team operate at its full potential.</p>

<p><strong>Delegation and Engagement</strong><br />
Practice methods to more effectively delegate tasks and establish performance expectations to drive
results. Enhance engagement in day to day responsibilities.</p>

<p><strong>Selecting Top Talent</strong><br />
Identify and clearly articulate the talent needs of your department. Design behavior-based interview
questions and conduct interviews that uncover the answers you need to select the best candidate for the
position. </p>

<h4>Who Should Attend? </h4>

<p>This program is ideal for current supervisors and frontline managers, as well as emerging leaders who
are formally designated by their managers to be promoted to a supervisory/management role within 6
months. </p>

<h4>Application Process</h4>

<p>A current application and interview with L&amp;amp;OD Staff must be completed to be considered for the
series.<br />
Meet with your manager to discuss the program and the support that they agree to provide. </p>
```

A call for nominations is announced to all managers and directors through Managers' Weekly and HR Update. Additional e-mail notifications may be sent to Control Points and Senior Leaders. Specific instructions regarding the commitments, selection process and deadlines are included in the call for nominations. Selections made based on interviews with participants to assess readiness.

Please contact LearningandDevelopment@ucsf.edu

NOTE: To enable the Training Calendar to appear on the sidebar of each L&OD course description web page, manually add ALL course description page names to the **Visibility Settings** of the 'Starting Point – Local Events' block:

https://devlearning.ucsf.edu/admin/structure/block/manage/views/events-events_block/configure



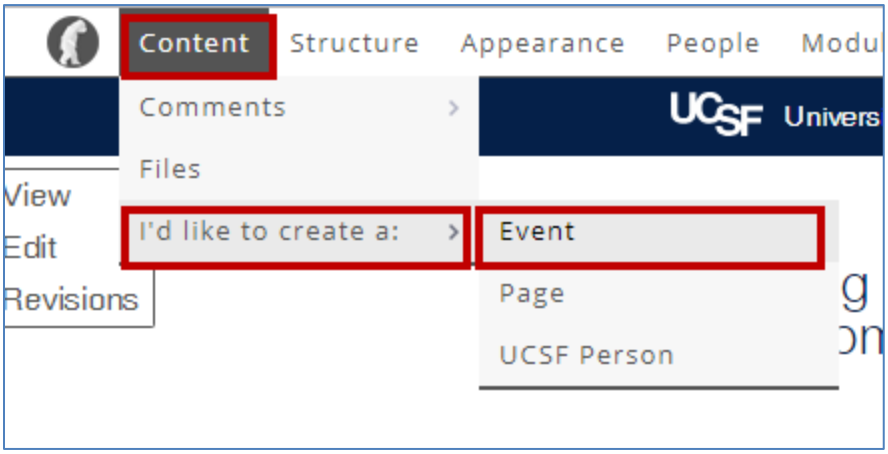
Events

https://devlearning.ucsf.edu/events

Tech Notes

Create a new event for any course that has dates in the LMS:

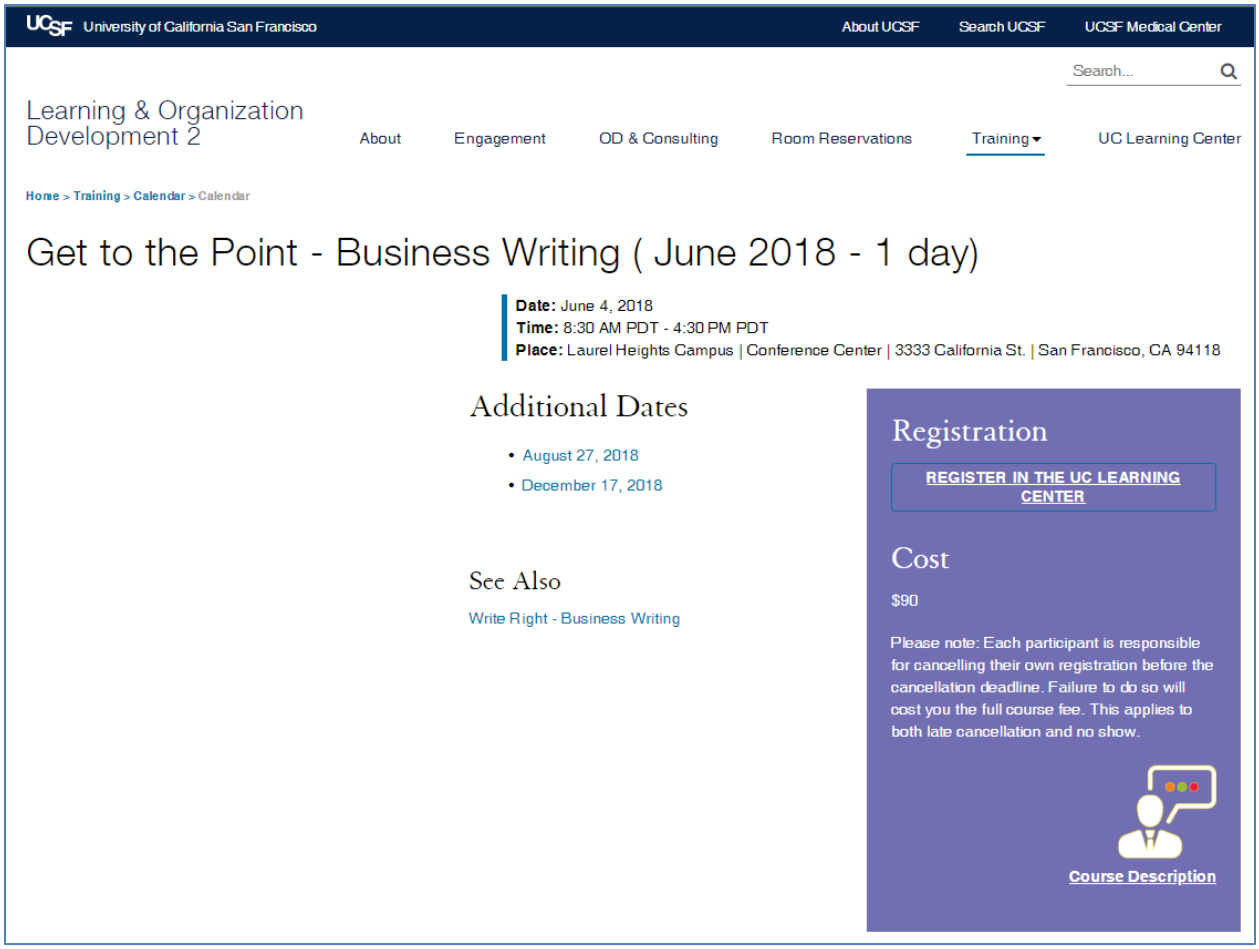
Content > I'd Like to create an > Event



All events appear on Sidebar Block: **'Starting Point - Local Events' block**
And at the bottom of each course description page

Links include:

- Additional Dates
  - Event page for additional dates course is offered
- Register in LMS
- Course Description page



Recommendations

- Give CJ editing privileges to manage the dates of each course, which automatically populates the Events page and Training Calendar sidebar and Block.

HTML / CSS

```
<div class="wysiwyg_twocols layout--50-50">
<div class="wysiwyg_twocols--first bg--transparent">
<h3>Additional Dates</h3>

<ul style="margin-left: 40px;">
        <li><a href="/node/191">August 27, 2018</a></li>
        <li><a href="/node/196">December 17, 2018</a></li>
</ul>

<p> </p>

<h4>See Also</h4>

<p><a href="/node/161">Write Right - Business Writing</a></p>

<p> </p>
</div>

<div class="wysiwyg_twocols--second bg--interactive-purple">
<h3>Registration </h3>

<p><a class="btn--small btn--white--underline btn--full-width"
href="https://uc.sumtotal.host/core/pillarRedirect?relyingParty=LM&amp;url=app%2Fmanagement%2FLMS_ActDetails.aspx%3FActivityId%3D313057%26UserMode%3D0&amp;Domain=5"
target="_blank">register in the UC Learning Center</a></p>

<h3>Cost</h3>

<p>$90</p>

<p>Please note: Each participant is responsible for cancelling their own registration before the cancellation deadline. Failure to do so will cost you the full course fee. This applies to both late cancellation and no show.</p>

<p style="text-align: right;"><a href="/node/181"><img alt="Course Description" height="97"
src="/sites/devlearning.ucsf.edu/files/wysiwyg/CourseDescription-4-100x97-trans.png" width="100" />
</a><br />
<strong><a href="/node/181">Course Description</a></strong></p>
</div>
</div>
```

Blocks

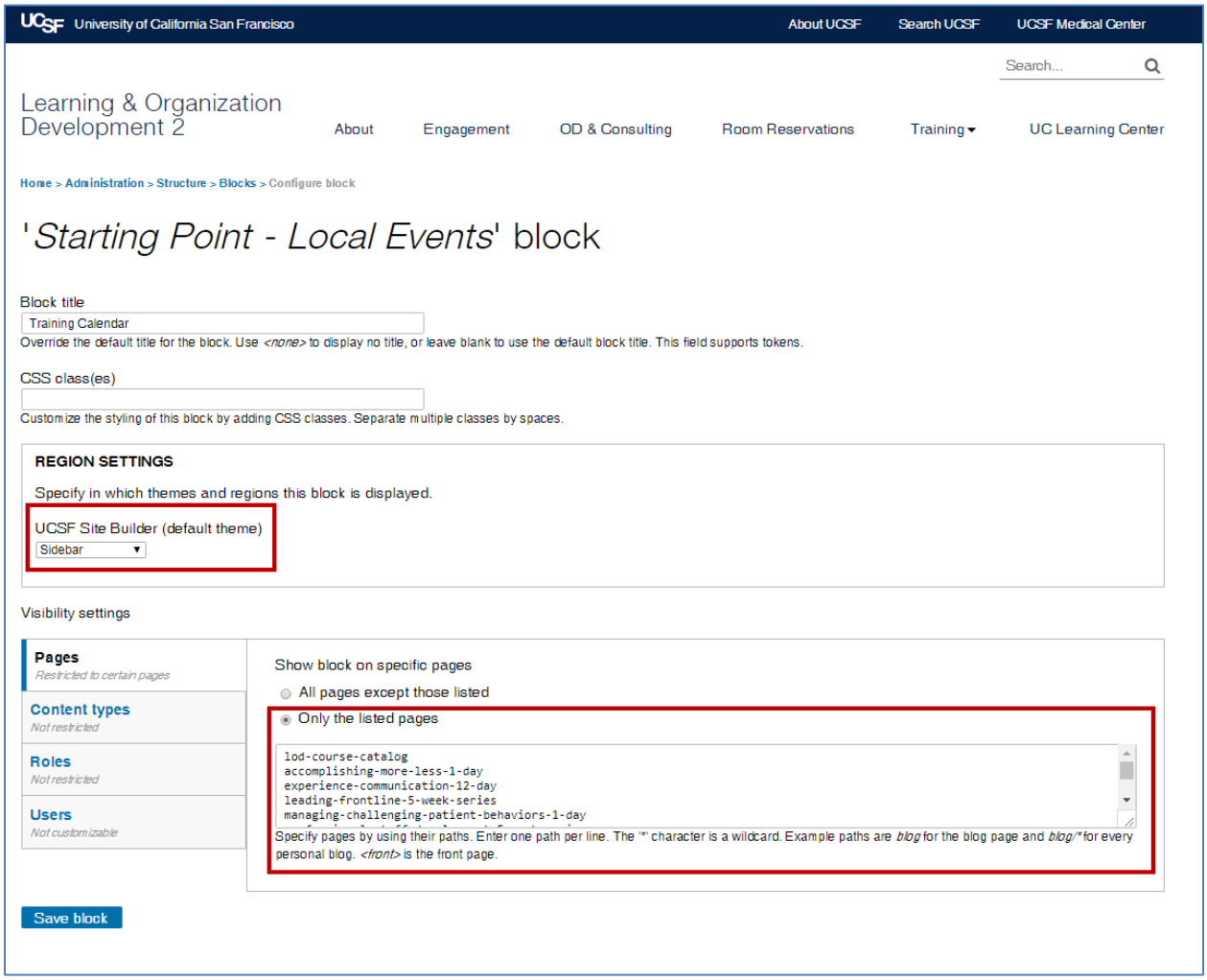
https://devlearning.ucsf.edu/admin/structure/block/manage/views/events-events_block/configure

Tech Notes

Training Calendar
'Starting Point - Local Events' block

Region Settings: Sidebar

Visibility Settings:
Manually add course description page name to Sidebar Block: Starting Point – Local Events:



'Starting Point - Local Events' block (cont'd)

Listed Pages:

- lod-course-catalog
- lod-managed-course-catalog
- accomplishing-more-less-1-day
- experience-communication-12-day
- leading-frontline-5-week-series
- managing-challenging-patient-behaviors-1-day
- professional-staff-development-5-week-series
- new-leader-onboarding
- write-right-business-writing-1-day
- get-point-business-writing-1-day
- microsoft-excel-workshops-12-day