



Comprehensive System Skills (CSS) Training Program on SOLAR

Special points of interest:

- SOLAR is serving as Marshall's launch pad for accelerating its latest "Knowledge on Demand" initiative to expand engineering knowledge capture and transfer.
- The SOLAR team and Marshall engineers are collaborating to transform the highly successful Comprehensive System Skills (CSS) Training Program curriculum into new e-learning opportunities...

Providing the catalyst for more active sharing of knowledge and skills across scientific and technical disciplines, organizational structures, and cultural boundaries to enhance engineering excellence and innovation is paramount to the objectives of the Engineering Learning Organization Initiative underway at NASA's Marshall Space Flight Center. As NASA's Learning Content Management System, SOLAR is serving as Marshall's launch pad for accelerating its latest "Knowledge on Demand" initiative to expand engineering knowledge capture and transfer.

The SOLAR team and Marshall engineers are collaborating to transform the highly successful Comprehensive System Skills (CSS) Training Program curriculum into new e-learning opportunities that will supplement classroom experiences, increase access to CSS content and enable new professional interactions with subject

matter experts outside the classroom experience. The CSS framework provides a system perspective of the interrelatedness, interdependencies, and interfaces of the aerospace engineering disciplines that will also serve as the foundation for navigating the new engineering site on SOLAR.

Four CSS e-learning prototypes, consisting of more than ten modules, have already been developed and are currently undergoing focus group testing and refinement before their upcoming debut on SOLAR. Plans for transforming more of the CSS classroom curriculum into SOLAR e-learning modules will be shaped by user feedback and the lessons learned in developing the four prototypes.

*(Article submitted by Sally Ann Little
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New Courses on SOLAR — IT Security 2004

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[Basic IT Security for 2004](#) (ITS-012-03)

The Basic Information Technology Security 2004 course provides an examination of security issues concerning technology systems and their information. Topics address how to use your system in a secure manner, how to recognize possible security incidents, and practices for protecting your systems and information. The course also covers "Security Facts" that will inform you of recent events in IT Security and how they affect you. All NASA employees, (civil servants and contractors), are required to complete this training within FY 04.

(Metrics: 3728 users have completed this course as of November 17, 2003.)

[IT Security for Managers 2004](#) (ITS-013-03)

Information Technology Security for Managers 2004 covers the basic concepts, processes, and practices of IT security addressed in the Basic Information Technology Security 2004 course. In addition, the course covers IT security roles and responsibilities for managers, along with an overview of the concepts and practices of risk management. This training is mandatory for all (CS and JPL Cal Tech) managers. SSC managers are encouraged to complete this training in place of the Basic course.

(Metrics: 329 users have completed this course as of November 17, 2003.)

Single Sign On—Have You Logged In Yet?

The implementation of Single Sign On (SSO) is moving forward as more users log into the system.

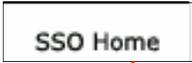
You may access SSO directly by going to the SOLAR site and clicking the SSO home button. Some current SOLAR users will be asked to provide important information on the user profile form in order to match their SOLAR user IDs with their AdminSTAR training records.

To facilitate the upcoming interface with AdminSTAR, a user should complete the form to ensure synchronization with his/her training record in AdminSTAR. This is a one-time request to update the user profile.

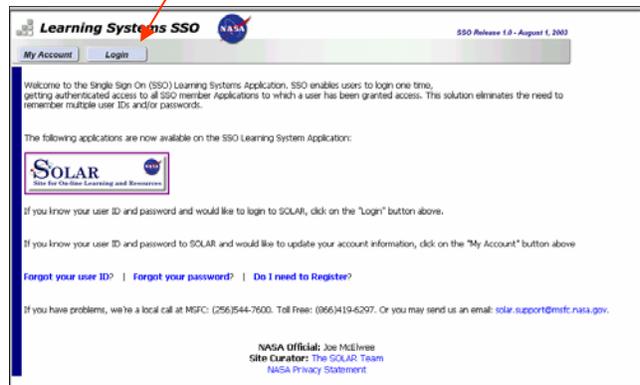
All NASA employees and contractors are encouraged to login by visiting the SSO page and clicking the "Login" button:

<https://solar.msfc.nasa.gov/sso/delivery/cgi-bin/SSOMenu.cgi>

If you are a contractor and have accessed SOLAR in the past, it is especially important for you to sign in again and update your profile information.



If you know your user ID and password and would like to log in to SOLAR, click on the "Login" button.



E-Learning/SOLAR Exhibit Held at MSFC



An e-Learning/SOLAR Exhibit was held at Marshall Space Flight Center on Wednesday, October 29.

Over 150 people stopped by the booth to learn about the different e-learning opportunities at Marshall's Self-Study

Learning Center and at the Site for Online Learning and Resources (SOLAR).

Marshall's Self-Study Learning Center currently offers 1500 web-based courses from SkillSoft. Addi-

tionally, this state-of-the-art training facility has four classrooms available, two computer training rooms, and ten learning carrels for individual training.

Self-study materials are available in VHS, books, audio/CD, and CD-ROM formats.

The Site for Online Learning and Resources (SOLAR) offers mandatory training, such as IT security, as well as over 120 online courses in the following disciplines: Ethics, Export Control, Financial and Resource Management, Human Resources, Information Technology Security, Occupational Health, and Safety and Mission Assurance. Other courses include wireless communications technologies, security awareness, travel manager, and technology transfer.

The Gov Online Learning Center

The Gov Online Learning Center is a premier government-wide e-training site. The GOLC site can be accessed using Netscape 4.7 or Internet Explorer 5.0 (or higher) at www.golearn.gov.

The site contains over thirty **FREE** courses in the following topic areas: Communication, Customer Service, e-Learning, Human Resources, IT Security, Legislatively Mandated and Agency Required Topics, Management, Microsoft Office 2000, Personal Development, Professional Development, and Project Management.

To access the courses, you must register as a user using your .gov or .mil email address. Click the "New User" button to display the New User page. Then click the "Registration Form" link to open the New User Registration page. Once you complete the required fields, click the "Create" button. You will receive a welcome email confirming your registration and activating your account.

In addition to the free training courses, you may access e-Books, a library of more than 50 electronic books in the following curriculum areas: Business and Professional Development; Information Technology; Desktop; and Internet/Intranet.

The Resource Center, another feature of the GOLC site, is a gateway to sources of information located around the world. Some of the resources include links to Libraries, Reference Guides, Encyclopedias, Periodi-

cals, Search Engines, Training and Education sites, and Human Resource Development sites.

The GOLC provides a centralized page or personal learning portal where you may view information such as the list of courses you enrolled in, course status, your transcript, notes you have taken using the note feature, and your user profile.

Make sure to tap into this wonderful resource. GOLC's plans for the future include the release of additional products and services, including many new training courses.



E-Learning Best Practices-Key Components for Marketing e-Learning

(Article based on The Federal CIO Council Best Practices Committee E-Training White Paper, E-Gov Initiative.)

One of the questions addressed in this white paper by the Federal CIO Council Best Practices Committee and the Industry Advisory Council is the challenge of defining key components in developing short and long term education and marketing strategies for e-learning. The committee based its review on data gathered by an ASTD/Masie study¹ which made the following recommendations:

1. "Use intentional, dynamic, and continuous marketing activities, as well as traditional marketing methods,

such as face-to-face discussions and print advertising." Follow-up is especially important during course registration, according to the committee.

2. "Create a learning culture: encourage and show appreciation for e-learning. Successful e-learning requires a top-down and bottom-up approach." Upper management needs to create the expectation that employees are always learning, according to the committee, and reward those that do so.

3. "Develop an environment in which peer support is endemic." Peers can play an important role in motivating employees to take advantage of e-learning opportunities.

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<https://solar.msfc.nasa.gov>

Customer Service

Need help using the system to access or complete courses?

Contact the Help Desk at:

Help Desk (256) 544-7600
Toll Free (866) 419-6297
Email: solar.support@msfc.nasa.gov

Interested in using SOLAR for your training needs?
Please contact:

Dan Costello (816) 304-1902

For technical development questions, please contact:

Marisa Wofford (256) 544-7482
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E-Learning Best Practices-Key Components for Marketing e-Learning (cont'd)

4. "Develop incentive programs beyond candy bars and meaningless certificates, like job ladders and peer recognition." According to the committee, organizations must demonstrate that the culture as a whole will reward their e-learning efforts through personal development plans that support acquisition of new skills and knowledge that lead to rewarding careers.

5. "Blend e-learning with other complementary forms of instruction." Some individuals may not feel comfortable with e-learning. By offering blended learning solutions, these individuals will be able to ease into the experience and may encourage peer support from those that feel comfortable with the technology.

In addition to the five recommendations, analysis of the data revealed that the promotional activities outlined below significantly increased the number of learners attracted to a course.

- The use of formal means of communication.
- The use of testimonials.
- Having an internal champion.
- Purposefully using managers and supervisors to promote a course.
- Informing people about training more than once.

"Likewise, learners who were given ample notice were well informed, and who received extensive promotional information exhibited a greater willingness to begin the courses they were offered."¹

You may review the white paper at the following site:

http://www.cio.gov/documents/etraining_white_paper.pdf

¹ ASTD and the Masie Center, "E-Learning : 'If We Build It, Will They Come?'" 2001

Letter from the Editor



We hope you enjoy reading this issue of the NASA e-Learning Newsletter. The previous issues are available online at the SOLAR website:

<https://solar.msfc.nasa.gov>

A special thank you to the individuals that contributed to this issue: Sally Little and Gretchen Morris.

The next publication is due in January. We wish you a safe and joyous holiday season!