



NA Training Partner Conference

Virtual experience | 7-9 Sept, 2021

 **Open** collaboration,
learning **anywhere** 

Welcome Instructors!

Kiersten Grey

Director, Learning Platforms

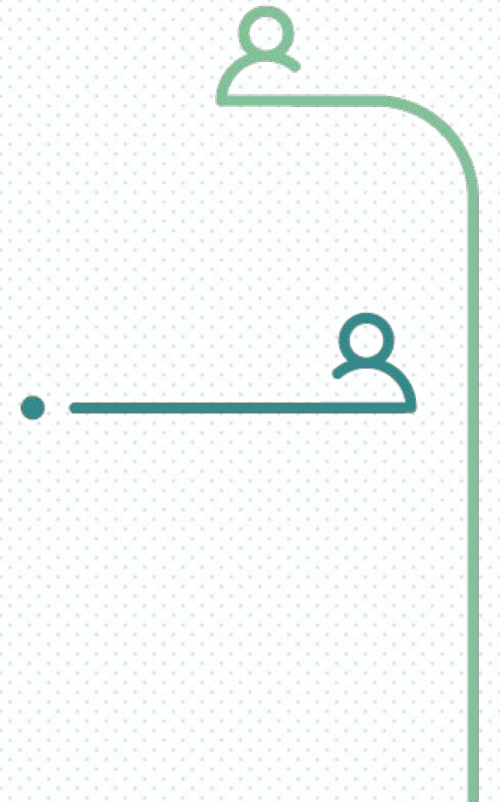
Jackie Sell

Senior Manager, Global
Delivery

Connie Petlitzer

Senior Content Manager,

Learning Platforms



Agenda

- ▶ Survey Reporting Application
- ▶ Virtual Training Environment Updates and Roadmap
- ▶ What is new with RHLS
- ▶ Delivery updates - Jackie?

Introduction to the Survey Reporting Application

The screenshot displays the Red Hat Training and Certification Survey Reporting Application. The interface includes a navigation sidebar on the left with categories like Offering Information, Offering Statistics, Event Information, Customer Information, Customer Preparation, Course Feedback, Instructor Feedback, Facilities Feedback, Customer Impressions, and Customer Comments. The main content area shows a search bar for 'Modality', a query filter set to 'Last 14 days', and a table of results. The table has columns for Offering, Start Date, End Date, Modality, Course, Location, Instructor, Instructor Name, Name, and Region. Two rows of data are visible, both for offering 44457864, course RH294OS, and instructor sindhumol.

| Offering | Start Date | End Date | Modality | Course | Location | Instructor | Instructor Name | Name | Region |
|------------|------------|------------|----------|---------|-------------|------------|--------------------|---|--------|
| > 44457864 | 2021-08-23 | 2021-08-27 | OSVT | RH294OS | [IN] Onsite | sindhumol | Sindhu Karunakaran | Red Hat Enterprise Linux Automation with Ansible (RH294OS) - IN | apac |
| > 44457864 | 2021-08-23 | 2021-08-27 | OSVT | RH294OS | [IN] Onsite | sindhumol | Sindhu Karunakaran | Red Hat Enterprise Linux Automation with Ansible (RH294OS) - IN | apac |

The Survey Reporting Application provides **instant access to data from customer surveys** for individual instructors through the UI views and downloads.

It is not designed to show trends or provide visual analysis. It also doesn't show private customer information.

Surveys - Getting Started

- ▶ All NA instructors should have received an email on Sep. 8 with access information for the survey tool.
 - If you didn't receive an email, please confirm that Geoff has included you in the user list provided to the platform team.
- ▶ There is a user doc attached to the email with more information about using the tool.
- ▶ Office hours have been scheduled in the next couple of weeks to go over any questions that you may have when you start using the tool.
- ▶ A form has been created to gather feedback, the link is in your invite email.
- ▶ Note that instructors can only access survey information for courses they have taught.

Surveys - How do you access NPS scores?

Filter Saved queries

- Last 24 hours
- Last 7 days
- Last 14 days
- Last 30 days
- Last 90 days
- Last 6 months
- Last 1 year

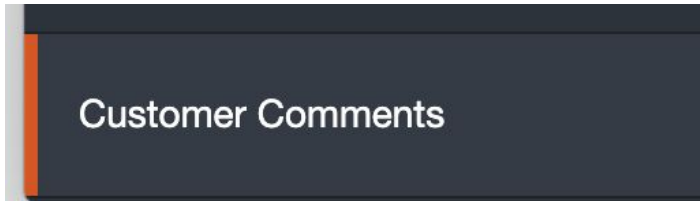
- 2019Q1
- 2019Q2
- 2019Q3
- 2019Q4
- 2020Q1
- 2020Q2
- 2020Q3
- 2020Q4

1. Choose a date filter.
2. To see calculated NPS scores for a course, go to "Offering Statistics" in the left menu.
3. You can add and arrange columns to get different data views.

The screenshot shows a web application interface with a left-hand navigation menu and a main content area. The navigation menu includes: Offering Information, Offering Statistics (highlighted with an orange bar), Event Information, Customer Information, and Customer Preparation. The main content area displays a table of results with 42 items. The table has columns for Offering, Start Date, Course, Location, # Enrollments, # Submissions, NPS, Overall Average, and Instructor Average. The NPS column is highlighted with a red box. Above the table, there are buttons for 'Add column' and a refresh icon. Arrows from the text on the right point to the 'Filter' button, the 'Offering Statistics' menu item, and the 'Add column' button.

| Offering | Start Date | Course | Location | # Enrollments | # Submissions | NPS | Overall Average | Instructor Average |
|------------|------------|---------|-------------|---------------|---------------|-------|-----------------|--------------------|
| > 44297014 | 2021-08-02 | DO500OS | [US] Onsite | 11.00 | 7.00 | 86.00 | 4.86 | 4.93 |
| > 44297014 | 2021-08-02 | DO500OS | [US] Onsite | 11.00 | 7.00 | 86.00 | 4.86 | 4.93 |
| > 44297014 | 2021-08-02 | DO500OS | [US] Onsite | 11.00 | 7.00 | 86.00 | 4.86 | 4.93 |
| > 44297014 | 2021-08-02 | DO500OS | [US] Onsite | 11.00 | 7.00 | 86.00 | 4.86 | 4.93 |

Surveys - How do you access customer comments?



- 4. Go to "Customer Comments" in the left menu to see all comments.
- 5. Download a data file to see all results for your filter.

| | Offering | Course | Curriculum Comments | Instructor Comments | Facilities Comments | Overall Comments |
|---|----------|---------|---|--|---|-----------------------------|
| > | 44457864 | RH294OS | | | | |
| > | 44457864 | RH294OS | it was very good training session and over all content was very good. | Excellent training session. I have learned a lot in the training class. Sindhu explained very well about each and every topics . | it was a very good experience and great training session. | |
| > | 44457864 | RH294OS | | Very well explained. Best trainer ever! | | Must recommend for others.! |
| > | 44457864 | RH294OS | | | | |



Timeline for accessing survey data

| Survey Tool Access | Release Information |
|---|---|
| Delivery Managers, Operations, Curriculum | August 11 - Email sent to user list for early access feedback |
| Instructor Advisory Board | August 16 - Email sent to user list for early access feedback |
| NA Instructors | September 8 - Email sent to provided list, set up office hours and Google form for feedback |
| EMEA, APAC, LATAM Instructors | September 13 - Email to provided list, set up office hours and Google form for feedback |

Survey Application Walk-through



Virtual Training Environment

- New changes
- Roadmap

New: Making Surveys Non-Anonymous

Class Dashboard - test VT

The screenshot shows the 'Enrollments' tab of the 'test VT' class dashboard. At the top right, there are buttons for 'MARK CLASS COMPLETE' (green), 'ACTIONS -' (red), and 'COURSE SURVEY' (blue). Below these are navigation tabs for 'Overview', 'Enrollments', 'Labs', and 'Resources'. A search bar and a '+ ADD MANUAL ENROLLMENT' button are also present. The main table has columns for 'Name', 'Red Hat Login', 'Email', 'Attended?', 'Survey', and 'Actions'. Two rows are visible: 'student 10' with login 'cathaldaly' and 'student 11' with login 'test'. Both have green checkmarks in the 'Attended?' column. The 'Survey' column for both rows has 'Yes' and 'No' respectively, and this column is highlighted with a red border. The 'Actions' column contains 'Mark student as' buttons.

We will be releasing an update soon that will show which students have completed surveys in the enrollment tab of the class dashboard and the total number of completed surveys in the class list.

The screenshot shows the 'Class List' page. At the top right, there are buttons for '+ CREATE NEW CLASS' (red) and 'GENERATE CERTIFICATES' (grey). Below these are search filters for 'Start Date range', 'End Date range', and 'Instructors'. There are also dropdowns for 'Modalities' and 'Status', and a 'Search Terms' input field. A 'FILTER' button is located below the filters. The main table has columns for 'Title', 'Status', 'Start Date', 'End Date', and 'Actions'. One row is visible for 'test VT' with status 'Scheduled', start date 'Sun Aug 08 2021 16:52:36 GMT-0200', and end date 'Tue Aug 09 2022 16:52:41 GMT-0200'. Below the table, there is a 'Surveys' row with a red border around it, showing '1' survey completed. Below that, it says 'Instructor(s): instructor'.

This will allow instructors to know which students have completed their surveys.

New: UX Update to VT Dashboard Layout

MARK CLASS COMPLETE COURSE SURVEY

Overview Enrollments **0** Labs Resources Actions

Introduction to Containers, Kubernetes, and Red Hat OpenShift

| | |
|--------------------|--|
| Description | <p>Introduction to building and managing containers for deployment on a Kubernetes and Red Hat OpenShift cluster</p> <p>Introduction to Containers, Kubernetes, and Red Hat OpenShift (DO180) introduces you to building and managing containers for deployment on a Kubernetes cluster. This course helps you build core knowledge and skills in managing containers through hands-on experience with containers, Kubernetes, and the Red Hat® OpenShift® Container Platform needed for multiple roles, including developers, administrators, and site reliability engineers.</p> <p>This course is based on Red Hat OpenShift Container Platform 4.5 and Red Hat Enterprise Linux® 7.6.</p> <p>Course content summary</p> <ul style="list-style-type: none">Understand container and OpenShift architecture.Create containerized services.Manage containers and container images.Create custom container images.Deploy containerized applications on Red Hat OpenShift.Deploy multi-container applications. |
| Offering ID | 43934023 |
| Format | VT |
| Start Time | Mon Aug 30 2021 02:00:00 GMT-0700 |
| End Time | Thu Sep 02 2021 08:00:00 GMT-0700 |

Expanded Table Width

We're making the VT dashboard more responsive and easier to use with smaller screens by making the table full-screen width and moving the "Mark Class Complete" and "Course Survey" buttons to the top of the screen.

New: UX Update to VT Dashboard Layout

The screenshot shows a dashboard interface with a navigation bar at the top containing 'Overview', 'Enrollments 0', 'Labs', 'Resources', and 'Actions'. Below the navigation bar is a teal header for the course 'Introduction to Containers, Kubernetes, and Red Hat OpenShift'. Two buttons, 'MARK CLASS COMPLETE' (green) and 'COURSE SURVEY' (blue), are positioned above the 'Actions' tab. The 'Actions' tab is active and displays a table of actions:

| | |
|---|--|
| <input checked="" type="checkbox"/> ENABLED | Enable ebook download for students. |
| <input checked="" type="checkbox"/> ENABLED | Show course survey link. |
| <input checked="" type="checkbox"/> ENABLED | Enable labs for students. |
| EDIT CLASS | Edit class parameters such as start date, end date, etc. |
| DELETE CLASS | Delete this class permanently. |

Consolidated Action Tab

Actions will be consolidated under one tab, including ebook download, course survey link, enable labs, edit class*, and delete class.

*Admin only

Virtual Training Roadmap



Instructor Dashboard improvements:

- Page loading
- Improved Filtering
- Survey visibility

Changes to VT Dashboard:

- Email notification with survey link
- ROL access for students (copy / paste)

Survey Reporting Application:

- Updating download options
- Scheduled queries
- Other updates based on feedback



What's new with RHLS?

- RHLS Premium
- Roadmap

RHLS Premium Features

New features since Release

- ▶ Request Sessions
- ▶ Schedule All sessions of a course
- ▶ Reschedule Sessions
- ▶ Certificate of Attendance

The screenshot displays two main components of the RHLS Premium interface:

- Request Form:** A modal window titled "Cloud Storage with Red Hat Ceph Storage" with a "REQUEST" button. It includes fields for "Select date range" (Next month), "Select preferred time" (Morning), and "Select timezone" (America/New_York). A checkbox for "Notify me via email when sessions are available to schedule" is also present.
- Course Progress:** A view for "RH294 - Red Hat System Administration III: Linux Automation with Ansible" showing session details and a progress bar. The progress bar indicates 10 sessions, with 3 scheduled and 2 attended. Individual session cards show details like "RH294 - RH294 Session 1" with start times, durations, and "RESCHEDULE" buttons.

Progress Report

CHRIS SCHUNKE
NAME

Red Hat System Administration III: Linux Automation with Ansible(RH294)
COURSE

| SESSION | DATE OF ATTENDANCE |
|--------------------|---|
| RH294 - session 1 | Monday, 07 June, 2021 16:00 PM +0000 UTC |
| RH294 - session 2 | Monday, 07 June, 2021 20:30 PM +0000 UTC |
| RH294 - session 3 | Tuesday, 08 June, 2021 16:00 PM +0000 UTC |
| RH294 - session 4 | Tuesday, 08 June, 2021 20:30 PM +0000 UTC |
| RH294 - session 5 | Wednesday, 09 June, 2021 16:00 PM +0000 UTC |
| RH294 - session 6 | Wednesday, 09 June, 2021 20:30 PM +0000 UTC |
| RH294 - session 7 | Thursday, 10 June, 2021 16:00 PM +0000 UTC |
| RH294 - session 8 | Thursday, 10 June, 2021 20:30 PM +0000 UTC |
| RH294 - session 9 | Not attended, yet. |
| RH294 - session 10 | Not attended, yet. |

Certificate of Attendance

THIS IS TO CERTIFY THAT

CHRIS SCHUNKE

HAS SUCCESSFULLY ATTENDED ALL SESSIONS IN

Red Hat System Administration III: Linux Automation with Ansible (RH294)

June 11, 2021



RHLS Roadmap

| | CY21 Q3 | | | CY21 Q4 | | | CY22 Q1 | | | CY22 Q2 | | |
|---------------------------------------|---------|--|---|---------|---|---|---------|---|---|---------|--|---|
| Reporting | | | | | | | | | | | | |
| Add Data to reports | | | ✓ | | | | | | | | | |
| Management Reporting enhancements | | | | | | | ✓ | | | | | |
| Summary Reports for Management | | | | | | ✓ | | | | | | |
| Customized Training Experience | | | | | | | | | | | | |
| Customized Skills Paths | | | | | | ✓ | | | | | | |
| Assigning Skills Paths | | | | | | | | ✓ | | | | |
| Skills Path tracking and reporting | | | | | | | | ✓ | | | | |
| Customer LMS Integration | | | | | | | | | | | | |
| SSO Integration | | | | | | | | | | | | ✓ |
| RHLS Catalog API | | | | | | ✓ | | | | | | |
| RHLS User Progress API | | | | | ✓ | | | | | | | |
| RHLS Premium Enhancements | | | | | | | | | | | | |
| Expanding GEOs | | | | ✓ | | | | | | | | |
| Calendar integration | | | | | | | | | ✓ | | | |

Thank you!

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