



# NA Training Partner Conference

Virtual experience | 7-9 Sept, 2021

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



# Red Hat Learning Community

# Agenda:

- ▶ **Red Hat Learning Community**

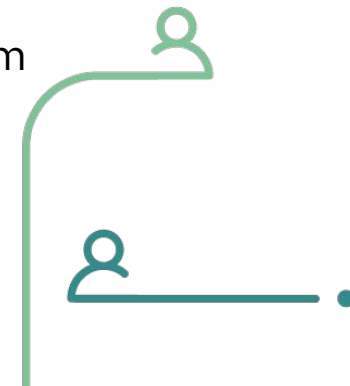
- Program Overview
- Features
- Future Program Plans
- Reporting Insights

# Initial Program Goals

- ▶ Satisfy the 70 - 20 - 10 rule of learning.
- ▶ Compliment GLS offerings with a social learning platform.
- ▶ Connect learners as they upskill on Red Hat technology.
- ▶ Enable customers to bring what they learned in the classroom, on the job.
- ▶ Enable Red Hat product affinity amongst RHA students, instructors and open source learners.
- ▶ Support and connect Red Hat Training Instructors.
- ▶ Be the source of truth community for learning how to work with Red Hat technology.
- ▶ Consolidate sub-communities.

## What value does RHLC bring open source learners?

- ▶ Connection between learners with like-minded goals.
- ▶ Access to subject matter experts, curriculum developers, industry veterans, etc.
- ▶ Source of truth for course and exam releases, announcements, release notes, etc.
- ▶ Platform focused on Red Hat technical skill adoption.
- ▶ Network and resources that support on the job success and troubleshooting.
- ▶ Quick and reliable community support when navigating and consuming Red Hat Training offerings.
- ▶ Channel to provide feedback to curriculum and exam stakeholders on offerings in play.





## Example: How instructors can provide feedback during the course development cycle.



### Question: Which version control system do you use?

We are working an exciting new course and want to know which version control system do you use - and...



by **ADMIN** [Deanna](#) • Community Manager • in [General](#) • Friday

# Infographic Asset

For Red Hat Academy Instructors  
to share with students



Red Hat  
Learning Community

## Join a community dedicated to learning open source

The Red Hat® Learning Community is a collaborative platform for users to accelerate open source skill adoption while working with Red Hat products and experts.



**Network** with tens  
of thousands of  
community members



**Engage** in thousands  
of active conversations  
and posts



**Join and interact** with  
hundreds of certified  
training instructors



**Unlock** badges as you  
participate and  
accomplish new goals



This knowledge-sharing platform creates a space  
where learners can connect, ask questions, and  
collaborate with other open source practitioners.

**Access** free Red Hat training videos

**Discover** the latest Red Hat Training and Certification news

**Connect** with your instructor—and your classmates—before,  
during, and after your training course.

**Join** peers as you explore Red Hat products



Join the conversation at [learn.redhat.com](https://learn.redhat.com).

 Red Hat

# How learners leverage the RED HAT LEARNING COMMUNITY

**BUILD** your skills and proficiency of Red Hat technologies through our open, collaborative learning platform.

**CONNECT** with a global base of 75,000+ open source learners, subject matter experts, mentors, certified instructors and technical professionals.

**FUEL** your learning goals, career objectives and on the job application of open source technology.



[learn.redhat.com](https://learn.redhat.com)

PEER TO PEER LEARNING

JOIN DISCUSSIONS

ASK QUESTIONS

WATCH LEARNING VIDEOS

FOLLOW SUBJECT MATTER  
EXPERTS & INSTRUCTORS

UNLOCK BADGES

STAY UPDATED ON LEARNING  
TOOLS & RESOURCES

PERSONALIZED  
EXPERIENCE



# Users of RHLC

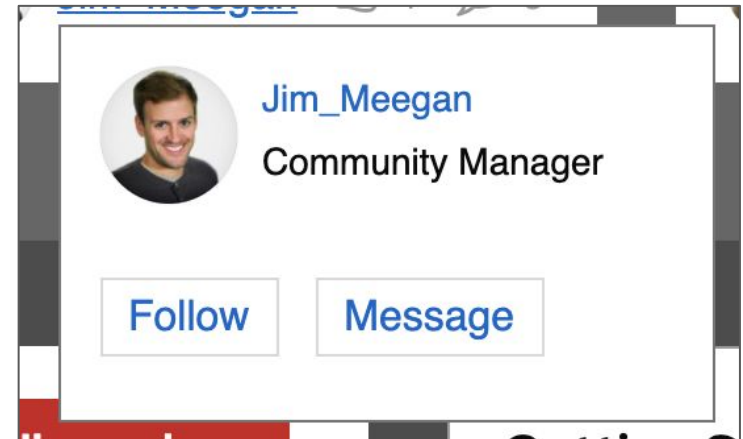
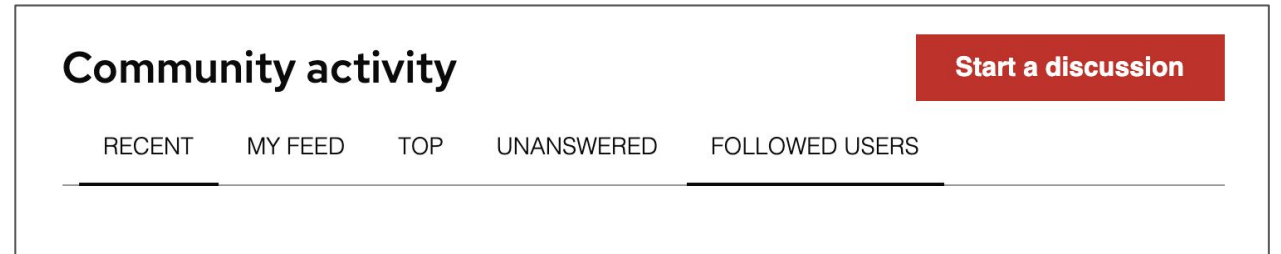
- ▶ Red Hat Training Instructors
- ▶ RHLS Subscribers
- ▶ Red Hat Training customers
- ▶ Subject matter experts
- ▶ Open source learners of all skills levels
- ▶ Developers, sys admins, on the job Red Hat technology practitioners, etc.
- ▶ Red Hatters
- ▶ Moderators
- ▶ Curriculum developers
- ▶ Certification team
- ▶ Global delivery team

# Next Steps: Refresh your profile

1. Go to [learn.redhat.com](https://learn.redhat.com)
2. Sign-in with your external SSO ID - if you do not have one yet, you may need to create one. Your first time logging-in, will require the creation of a display name.
3. Add your ID, display name, etc. to this [sheet](#) (so I can add you to a platform team member role).
4. Add a community [bio](#) that may include your job title, learning interests, personal goals, career goals, hobbies, achievements, or anything that you would like to share with the community.
5. Customize your RHLC [signature](#) (recommended not required)
6. [Upload an avatar](#) (recommended not required)
7. Subscribe to areas of the community you would like to stay engaged with, here is a [tip](#) on how to subscribe and manage your RHLC notifications.
8. [Introduce yourself](#)
9. Start engaging, asking questions and contributing to our collaborative community that backs open source skill development.

# Features to leverage

1. Member Follow
2. Unanswered Questions
3. Subscriptions
4. Reply by Email
5. Instructor Bio
6. Bookmarks
7. Submit Knowledgebase Articles  
(coming soon)



# Future Program Opportunities

- ▶ RHLC groups (DEMO)
- ▶ Moderator program
- ▶ Super-user program
- ▶ Contest series
- ▶ Collaboration Programs
- ▶ Send a private message to Deanna at [learn.redhat.com](https://learn.redhat.com) if you would like to be involved in any of the above programs!

## Group Information



### Pilot: RHLC Groups

The purpose of this group is to allow the delivery team to gain access to the groups feature and provide feedback during the RHLC Groups Pilot.

12 members

Owned by [Deanna](#)

Hidden group

Created 3 weeks ago

# Red Hat Learning Community

Updated 9.1.21

## Data Snapshot

75K

Members

2.6 Million

Page Views

880K

Site Visits

750K

Unique Visitors

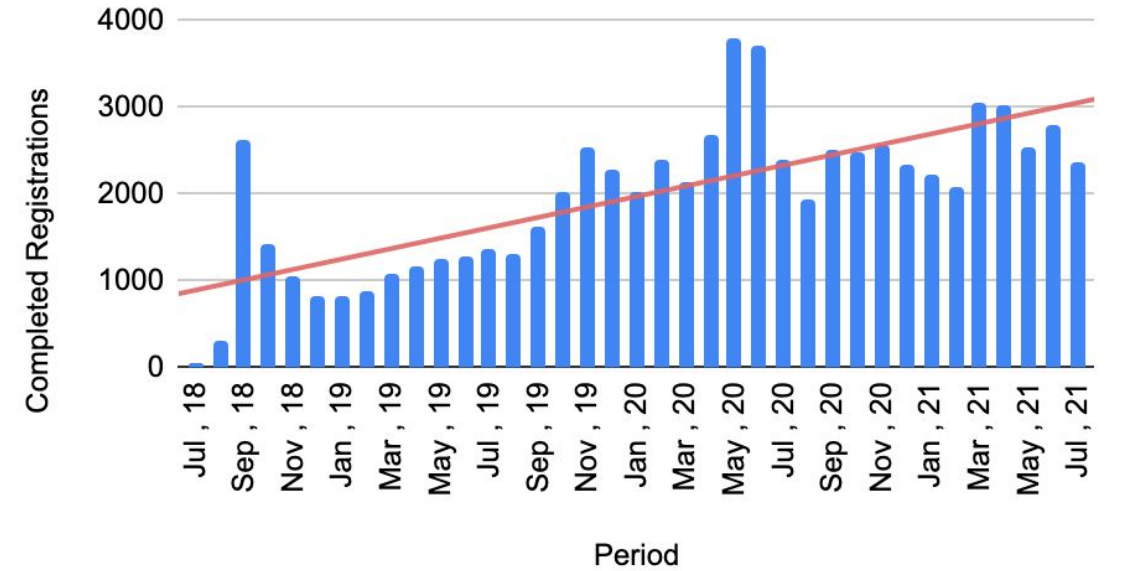
15.4K

Overall Posts

9K

Kudos Given

## Monthly Registrations





# 2021 Data Snapshot

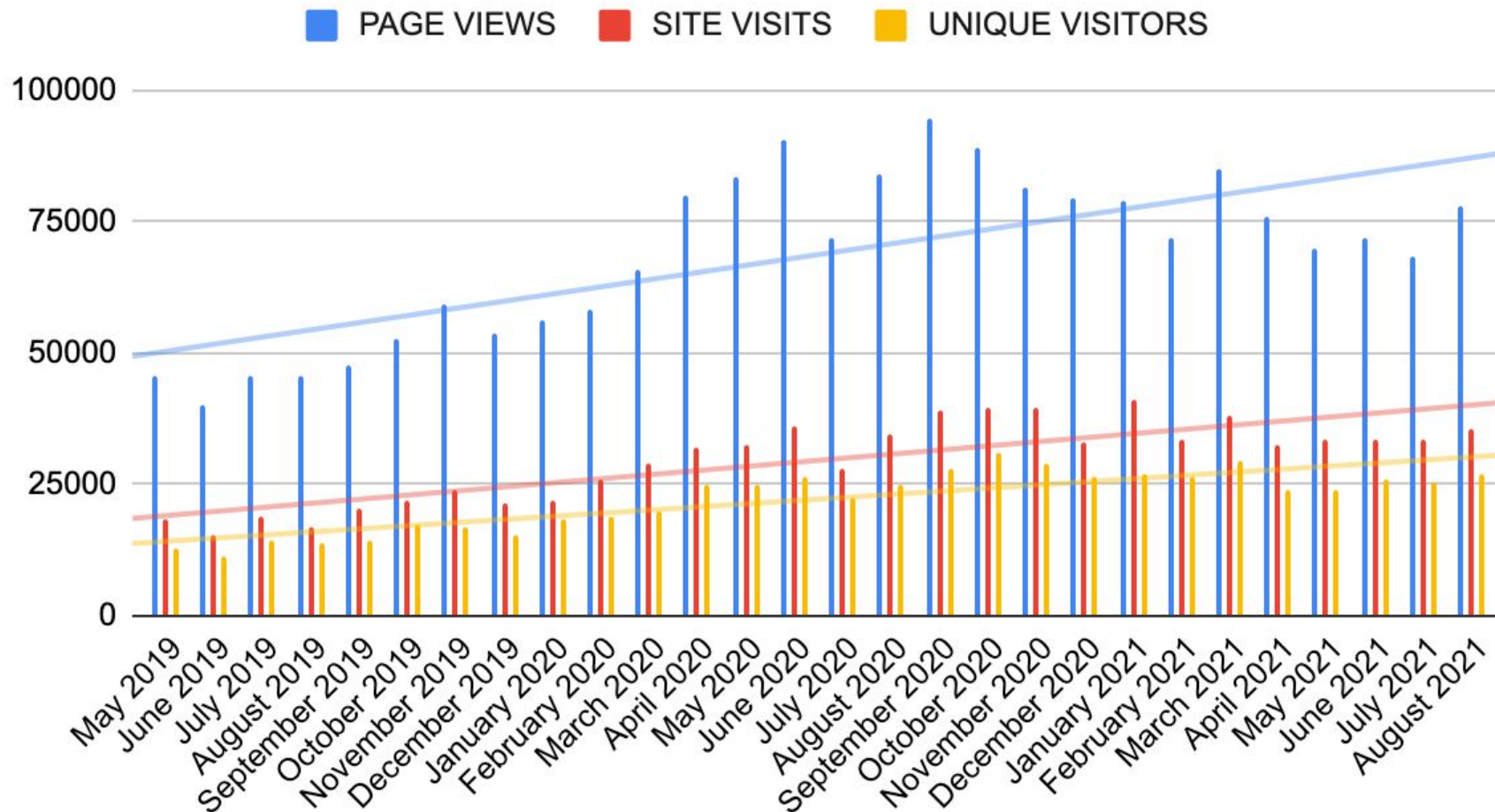
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- ▶ **2,989 Overall Posts** (373 avg. per month)
- ▶ **20,763 Registrations** (2,607 avg per month)
- ▶ **284,476 Visits** (35,559 avg. per month)
- ▶ **197,666 Unique Visits** (24,708 avg. per month)
- ▶ **611,850 Page Views** (76,481 avg. per month)

# Red Hat Learning Community Health Trends KPI's

Updated 9.1.21

## PAGE VIEWS, SITE VISITS and UNIQUE VISITORS



### Data insights show:

- Higher level of page views compared to visits demonstrate our visitors are gaining value throughout multiple areas of RHLC.
- Higher number of visits compared to unique visitors indicated our users come back to consume/contribute content in RHLC.











# 2021 Discussion Snapshot

CONFIDENTIAL designator

	Topics	Page Views (% Total) ▾	Visits	Unique Visitors	RSS Feeds	Replies	Spam	Marked Not Spam	Kudos Given
1	<a href="#">Questions about getting ready for your Red Hat remote exam?</a>	11,307 (8.0%)	6,070	4,585	13	246	0	0	47
2	<a href="#">timedatectl: NTP enabled = yes but not ntpd service running ?</a>	4,714 (3.3%)	4,042	4,275	0	0	0	0	0
3	<a href="#">How to schedule the RHCSA exam</a>	3,847 (2.7%)	3,484	2,576	1	9	0	0	4
4	<a href="#">podman vs CRI-O vs RunC</a>	3,118 (2.2%)	3,070	2,798	6	0	0	0	0
5	<a href="#">RedHat Remote Exam supported hardware (cameras, mice, keyboards)</a>	3,002 (2.1%)	2,066	1,495	3	20	0	0	5
6	<a href="#">Learn OpenShift for FREE!</a>	2,770 (1.9%)	3,010	2,127	0	0	0	0	0
7	<a href="#">How do I reschedule or modify my exam booking?</a>	2,595 (1.8%)	2,489	1,776	0	0	0	0	2
8	<a href="#">What Red Hat training course(s) have you completed?</a>	2,487 (1.8%)	2,016	2,008	54	22	0	0	8
9	<a href="#">df -h hangs</a>	2,060 (1.4%)	1,941	1,889	0	0	0	0	0
10	<a href="#">Using tmux to execute commands on servers in parallel</a>	1,941 (1.4%)	1,895	1,603	0	0	0	0	0
11	<a href="#">RHEL Workstation vs. Server</a>	1,878 (1.3%)	1,729	1,604	0	0	0	0	0
12	<a href="#">what is the issue - signal Segmentation fault (11)</a>	1,860 (1.3%)	1,669	1,600	1	0	0	0	0
13	<a href="#">There is no space left on the device</a>	1,615 (1.1%)	1,472	1,492	6	0	0	0	0
14	<a href="#">what are the Linux file system corruption causes</a>	1,393 (1.0%)	1,340	1,213	0	0	0	0	0
15	<a href="#">Ansible hostvars with jinja2 template</a>	1,389 (1.0%)	1,342	1,132	7	0	0	0	2

# 2021 Discussion Board Snapshot

CONFIDENTIAL designator

	Location Name	Page Views (% Total) ▾	Visits	Posts	Kudos Given	Solutions Accepted
1	 <a href="#">Platform &amp; Linux</a>	41,078 (26.5%)	36,443	82	31	5
2	 <a href="#">General</a>	34,168 (22.0%)	21,368	581	159	17
3	 <a href="#">Red Hat Learning Subscription</a>	24,003 (15.5%)	16,293	213	60	10
4	 <a href="#">Containers, DevOps &amp; OpenShift</a>	23,803 (15.4%)	18,668	219	109	13
5	 <a href="#">Automation, Management &amp; Ansible</a>	12,201 (7.9%)	10,366	66	27	3
6	 <a href="#">Red Hat Academy</a>	9,340 (6.0%)	6,039	110	48	2
7	 <a href="#">Cloud &amp; OpenStack</a>	3,008 (1.9%)	2,244	21	3	2
8	 <a href="#">Developer &amp; Middleware</a>	2,840 (1.8%)	2,433	6	8	1
9	 <a href="#">Covid-19</a>	2,403 (1.6%)	1,758	2	0	0
10	 <a href="#">Storage</a>	1,660 (1.1%)	1,433	4	0	0



# Questions?



# Thank you!

Red Hat is the world's leading provider of enterprise open source software solutions. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500.



[linkedin.com/company/red-hat](https://www.linkedin.com/company/red-hat)



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