

**Adjunct Trainer:** A trainer whose primary job is not to train or develop training; usually a subject matter expert who conducts training sessions in their area of expertise.

**Asynchronous Training:** Self-paced training; usually online but may also include offline activities such as reading materials, homework assignments, etc.

**Audience Type:** Defines who has access to training in Training Central. Three audience types are used.

- Internal: all NMSU employees are internal users and have access to all training in Training Central. If a user has an Aggie ID number, they should have an Internal account. Students and affiliates are granted internal access by request only.
- External: accounts given to non-NMSU employees. Most trainings in Training Central are not accessible to External users. Course must be specifically identified as available to External users.
- Guest: Guest audience types allow users to view course/offering descriptions and information without logging into the system. In order to register for an offering, the user will need to log in.

**Blended Training:** A combination of synchronous and asynchronous training delivered as part of an overall course or program.

**Certification:** A group of training courses with a prescribed path of completion, target date for completion, and recertification path.

Training Central defines certifications as...

Credentials earned by demonstrating mastery in a subject area. They generally expire after a specific period of time to ensure learners maintain current knowledge in that area. This requires learners to be recertified if they wish to continue the certification.

Certifications are primarily used when a skill or knowledge set a legal, safety, or occupational requirement for a job and a company wishes to have a standard to assess their employees' competency.

Saba Certification Administrator Guide, pg 10

**Consultant:** A person who provides analysis, advice, and expertise to a person or group. Consultants understand the needs of the customer and apply their skills and knowledge to the situation; provide solutions; consultants are *content experts*

**Consultation:** One-on-one technical assistance (i.e. computer training) or small group assistance to solve a specific problem or gain a specific result in a subject area.

**Content Owner:** Directors, department heads, or deans with ultimate responsibility for the system, process, or subject matter covered in the course or supporting documentation.

**Course:** A course is the highest level in the learning offering hierarchy. It represents a learning subject that can be delivered in a variety of forms.

**Curriculum:** Curricula are used to encompass a group of trainings a learner must complete to achieve an area of specialization based on job requirements or roles. Curricula vary from certifications in that curricula do not expire and do not have a recertification process.

**Customized Training:** Design, development, & delivery of training material for a single organization or group. Requires tracking on the project matrix and a Training Project Request Form. At the conclusion of the project, customized trainings may be added to CLPD's regular training offerings.

**Delivery Type:** In Training Central, the class delivery method is called a delivery type. There are 4 delivery types used by CLPD – Instructor-Led, Web-based Training, Virtual Session, and Blended.

*Note:* online and instructor-led trainings are formal trainings that are tracked, assessed, and evaluated. Informational Sessions, Documentation/Job Aids, Handouts, Tutorials, and Recordings are not assessed and may/may not be tracked or evaluated. Learner objectives are limited to understanding without active participation from the learner. In Training Central, however, online training, tutorials, and recordings are grouped together under the heading of “Web-based Training”.

**Documentation/Job Aids:** Acquisition of knowledge through documents or supporting references in text and image format for use before, after, or in place of training.

**Facilitator:** A person who does not take an active role in obtaining objectives and who assists participants with the process of learning, discussion, or decision-making. Facilitators have the ability to apply a set of methods, tools, and communication skills to help a team be more effective in coming *to their own conclusions*. Facilitators are *process experts* versus content experts.

**Guidelines:** Principles, rules, and policies formulated or adopted by an organization to reach its long-term goals. In lieu of the term “policy”, CLPD uses the term “guideline” for internal policies to avoid confusion with University policy.

**Handout:** A document used in the course of training delivery to assist learners, reinforce objectives, or for assessment of learners.

**Informational Sessions:** Acquisition of knowledge through trainer-led instruction with no or limited learner participation. May also be called a **presentation** or briefing. Learner participation is generally limited to question & answer.

**Instructor:** A university teacher below the rank of assistant professor; also used in Training Central to refer to trainers.

**Instructor-Led Training (ILT):** Acquisition of knowledge through trainer-led instruction and learner assessment at a specified time and location. Also known as face-to-face training or classroom training.

**Learning Content Management System (LCMS):** A system designed for the management of course content rather than learner activity. These tools are mainly for course developers rather than learners. The system is used to create, store, reuse, and manage courses and training materials all in the same program. In short, with an LCMS you typically get all the features of an LMS plus the added benefits of a Content Management System (CMS).

**Learning Management System (LMS):** A system designed to allow learners to take courses and attend online events, instructors to track learners' progress and scores, administrators to check reports, and more. It provides one software package that delivers, assesses, and reports on online training programs (i.e. Grovo, Blackboard, Canvas).

**Lesson Plan:** A lesson plan is the trainer's guide to be used in the classroom. Also known as a Facilitator's Guide in professional development (soft-skills) training. At a minimum, a lesson plan should include key points in bulleted or numbered sequence, instructor notes, and data entry specifics or examples to be used in class. It should be formatted in a way that makes it easy for a trainer to quickly glance at it without disrupting the class flow.

**Offering:** An instance of courses, where each offering inherits the properties of its parent course. An offering is available for registration on a specific date/time (for ILT and Virt sessions) or on demand for WBT.

**Online Training:** Acquisition of knowledge through instruction and learner assessment using a computer or mobile device as the primary communications method. May be synchronous, asynchronous, or blended.

**Outline:** A document used during the design phase of course development to determine key topics for discussion, durations, delivery methods, evaluation methods, exercises, and other considerations needed for course design. Usually in bulleted or table format.

**Peer Review:** In-house (CLPD only) review of design and development prior to pilot for all new and versioned courses. Peer reviews are in the form of document review and in-classroom run-throughs for all or part of a course. In-classroom peer reviews should be open to all CLPD

personnel. Document reviews should be conducted by supervisor and/or experienced specialists. The intent of peer reviews is to ensure course materials and presentations meet the Quality Design Standards established by CLPD prior to premiering the course to the public.

**Pilot:** Pilot classes are conducted for the purpose of determining 1) if all training materials meet the course objectives, 2) if all training activities & assessments support the course objectives and work as intended, 3) if training materials and presentation are received properly by participants and help learners achieve the course objectives and 4) to verify the course time components. Pilots are the **final** run-through before going live with a course. Pilot classes are conducted as if they are a live class with the exception that the trainer will conduct a facilitated discussion following the class soliciting feedback from participants about what worked well and what areas need improvement. Pilot class participants should represent a mix of proficiency levels and learning styles and possess good interpersonal/communication skills (both written and oral). Participants may include the content owner and subject matter experts.

**Prerequisite:** A training requirement that must be met prior to registering/attending a related course offering.

**Procedure:** The sequence of actions or instructions to be followed in solving a problem or accomplishing a task; the step-by-step actions used to complete a task.

**Process:** A series of progressive and interdependent steps by which an end is attained; a series of interrelated procedures usually crossing department lines or roles.

**Project:** Temporary, unique activity with a defined start & stop time requiring multiple tasks, processes, and resources (i.e. content owners, SME's, data custodians, systems, costs, etc.) to complete. Projects are tracked on the Project Matrix and usually require a Training Project Request Form.

**Project Manager/Lead:** Individual assigned to coordinate, oversee, and manage implementation, system, or process projects. This may or may not be the Content Owner but is often delegated approval authority by the Content Owner.

**Subject Matter Expert (SME):** Individuals who have content expertise and who assist in the training design.

**Synchronous Training:** Training delivered by a trainer at a specified date, time, & location. May be conducted online (see Virtual Session).

**Talking Points Paper:** A white-paper designed to capture the essence of a course and the research or reasoning behind the course content. Usually applicable to professional development (soft-skill) courses but may also be used in technical courses. This document is used as a

resource document for new trainers who may not have been involved in the course analysis and design or who are less familiar with the topic.

**Task:** A short-term, single assignment; does not require tracking on the project matrix but tasks out of the normal, day-to-day operations should be reported on a weekly status report

**Trainer:** Someone who's primary job is to train people on defined knowledge, skills, and competencies for a particular job or profession.

**Training Central:** (aka SABA); NMSU Training Central is a unified catalog of professional development and training offerings available to NMSU employees and affiliates. The goal of Training Central is to ensure maximum efficiency and effectiveness in the delivery of training and professional development opportunities to the NMSU community.

**Training Management System (TMS):** A system designed to manage both classroom and online training with the emphasis on registering people and tracking and recording the activity (i.e. SABA/Training Central).

**Tutorial:** Acquisition of knowledge through a computer program whose purpose is to assist users in learning about a software application, concept, overview, method of review, and/or transition to additional modules.

**Virtual Session:** Also known as webcast or webinar. Virtual sessions are synchronous delivery of facilitated or instructor-led training over the internet using systems including, but not limited to, Adobe Connect, GoToMeeting, or Zoom. Participants may communicate with the trainer via chat or voice via telephone or computer microphone (VOIP). Virtual sessions may be recorded for future access and loaded to Training Central as web-based training.

**Workshop:** Instructor-led training where learner participation is an integral part of the training; generally used with technical training and leadership/management training. Also known as Activity-Based Learning or "hands-on" training.