



ADMINISTRATIVE PRACTICES MANUAL

SUBJECT: DEPARTMENT-LEVEL LEARNING DEVELOPMENT AND OVERSIGHT IN NEOGOV

1. PURPOSE

The purpose of this policy is to establish a standardized, countywide framework that allows Dane County departments to independently develop, manage, and maintain department-level learning within the NeoGov Learning Management System (LMS), while ensuring appropriate quality control, consistency, and compliance through oversight by the Department of Administration (DOA). This policy clarifies roles, responsibilities, definitions, and approval processes related to department-created learning modules.

2. POLICY STATEMENT

Dane County supports decentralized learning development to meet department- and program-specific operational, regulatory, and workforce development needs. Departments are authorized to create and manage learning modules within NeoGov through designated department-level Content Builders. To ensure consistency, accessibility, and alignment with County standards, all department-level learning modules are subject to review, auditing, and approval by DOA staff. This policy balances departmental autonomy with centralized oversight to maintain the consistency of the County's learning infrastructure.

3. DEFINITIONS

- 3.1 **Content Builders:** A department-designated employee who has completed required NeoGov LMS training and has been approved by DOA staff to create, build, upload, assign, and maintain department-level learning content within NeoGov.
- 3.2 **Content Experts:** A subject matter expert within a department or program who provides expertise on subject matter, policies, procedures, regulations, or operational practices. Content Experts advise and collaborate with department-level Content Builders on learning content accuracy, relevance, and instructional intent but are not responsible for building courses within NeoGov unless separately designated as a Content Builder.
- 3.3 **Department of Administration Staff:** Designated staff within the Department of Administration responsible for governance of the NeoGov LMS, including establishing standards, providing learning and technical guidance, reviewing and approving department-created learning modules, conducting audits, and ensuring compliance with County, State, and Federal requirements.
- 3.4 **Department Level Learning:** Learning modules created by a department to address department-, division-, or program-specific knowledge, skills, compliance requirements, or operational practices. These learning modules are distinct from County-wide required or annual learning modules assigned by DOA.
- 3.5 **Learning Module—** A structured training delivered through the NeoGov Learning Management System (LMS), including but not limited to courses, modules, or training programs, that are designed to build employee knowledge, skills, or awareness and may be assigned, tracked, and documented for completion.

3.6 NeoGov Learning Management System (LMS): An online platform used by Dane County to assign, deliver, track, and document employee learning and required annual learning requirements.

4. RESPONSIBILITIES

4.1 Department-Level Content Builders: Department-level Content Builders are responsible for coordinating the development of department-level learning modules in NeoGov. This includes working collaboratively with designated Content Experts to identify learning needs, define learning objectives, and ensure content accuracy. Content Builders are responsible for designing, building, uploading, and configuring courses within NeoGov in accordance with County standards and DOA guidance. They must submit all completed learnings to DOA staff for review and approval prior to publication or enrollment. Once approved, Content Builders are responsible for enrolling appropriate staff, communicating expectations and timelines, monitoring completion, and maintaining courses over time to ensure content remains current, accurate, and compliant.

4.2 Content Experts: Experts are responsible for providing subject matter expertise during the learning module development process. They support department-level Content Builders by advising on policies, procedures, regulations, and operational practices relevant to the learning topic. Content Experts review draft content for accuracy, clarity, and applicability, and provide recommendations on learning objectives, course structure, and practical application. While Content Experts guide content development, they are not responsible for building or managing modules within NeoGov.

4.3 DOA Staff: DOA staff are responsible for governing the NeoGov LMS and ensuring consistency, quality, and compliance across all learnings modules housed within the system. This includes establishing and maintaining standards for course configuration, accessibility, instructional design, and documentation; providing required learning and technical guidance to department-level Content Builders; reviewing and approving department-level learnings prior to publication; and conducting periodic audits to assess alignment with County standards and requirements. DOA staff also provide technical assistance related to NeoGov functionality and may require revisions, updates, or removal of learnings modules that do not meet established standards.

5. POLICY

5.1 Authorization and Training of Content Builders

- 5.1.1 Departments must identify employees to serve as department-level Content Builders.
- 5.1.2 Content Builders must complete DOA-provided training on NeoGov LMS functionality, standard course configuration, and County learning standards.
- 5.1.3 DOA staff must formally approve Content Builder access prior to course development.

5.2 Learning Module Development Process

- 5.2.1 Departments shall follow a stepped development process:
 - 5.2.1.1 Identify learning need and target audience.
 - 5.2.1.2 Collaborate with Content Experts to define objectives and content.
 - 5.2.1.3 Build learning modules in NeoGov using County-approved standards.
 - 5.2.1.4 Submit learning modules to DOA staff for review and approval.

- 5.2.2 Learning modules may not be published or assigned to employees until DOA approval is granted.

5.3 DOA Review and Approval

- 5.3.1 DOA staff will review submitted learning modules for:
 - 5.3.1.1 Alignment with County policies and standards.
 - 5.3.1.2 Appropriate course design, structure and configuration.
 - 5.3.1.3 Accessibility and usability considerations.
 - 5.3.1.4 Duplication or conflict with existing Countywide learnings modules.
- 5.3.2 DOA Staff may require revisions prior to approval.

5.4 Use of Approved Templates

- 5.4.1 When learning content includes Microsoft PowerPoint slide decks or similar presentation materials uploaded to NeoGov, department-level Content Builders must use a DOA-approved template.
 - 5.4.1.1 Approved templates may include standard Dane County templates or department-specific templates that have been reviewed and approved by DOA staff.
 - 5.4.1.2 Templates are intended to promote consistency, accessibility, branding alignment, and ease of use across County learning materials. DOA staff may require revisions to slide decks that do not meet approved template or accessibility standards.
- 5.4.2 If learning modules are created using an alternative software, such as Articulate, department-level Content Builders will need to use DOA staff approved color themes, fonts, and logos.
 - 5.4.2.1 Each department-level Content Builder can work with DOA staff to establish a uniform theme that is to be used, similar to approved MS PowerPoint slide decks.

5.5 Assignment, Enrollment, and Tracking

- 5.5.1 Once approved, department-level Content Builders are responsible for enrolling employees and managing timelines.
- 5.5.2 DOA staff will not actively manage department-level learning module assignments or completion unless otherwise required.

5.6 Maintenance and Auditing

- 5.6.1 Departments are responsible for ongoing maintenance and timely updates of their learning modules.
- 5.6.2 DOA staff will conduct periodic audits to ensure continued compliance, accuracy, and adherence to standards.

- 5.6.3 DOA staff may require updates, revisions, or removal of learnings modules that no longer meet County standards.

5.7 Compliance

- 5.7.1 Failure to adhere to this policy may result in revocation of Content Builder privileges and/or removal of non-compliant learnings modules from NeoGov.

END OF POLICY

SUBJECT: DEPARTMENT-LEVEL LEARNING DEVELOPMENT AND OVERSIGHT IN NEOGOV
(PROCEDURES)

Forms/Documents Needed:

Dane County's Guide to Creating Effective Learning Modules OR

Checklist: Creating, Launching, and Maintaining an Effective Learning Module

<u>RESPONSIBILITY</u>	<u>ACTION</u>
Department Head or identified leadership	1. Department leadership, managers, and operational staff, shall identify learning needs that warrant formal training. a. Learning needs may arise from regulatory or compliance requirements, changes to policies or procedures, system or process updates, identified performance gaps, risk mitigation strategies, onboarding requirements, or workforce development initiatives. b. At this stage, the department leadership or administrators should determine whether the need can be met through existing County-wide or department-level training before proceeding with new course development.
Department-level identified Content Builders	2. Once a learning need is identified, the Content Builder, in consultation with a Content Expert, shall conduct a preliminary assessment to determine the following: a. Appropriate training format b. Scope c. Anticipated audience size d. Frequency of delivery e. Maintenance requirements 3. This assessment should consider whether the learning is one-time or recurring, mandatory or optional, and whether completion must be tracked for compliance or auditing purposes.
Department-level identified Content Builders and Content Experts	4. The Content Builder shall identify and engage one or more Content Experts with direct subject matter expertise relevant to the learning topic. 5. Content Experts should be involved early in the process to ensure alignment with current policies, procedures, laws, and operational realities. 6. Roles and expectations should be clarified, including review timelines and responsibilities for validating accuracy. 7. In collaboration with Content Experts, the Content Builder shall define clear, measurable learning objectives that describe the knowledge, skills, or behaviors learners are expected to demonstrate upon completion.

	a. Learning objectives should be appropriate to the audience and aligned with department and County expectations.
Department-level identified Content Builders	8. The Content Builder shall determine the overall instructional approach, including course length, delivery method (e.g., self-paced, blended), use of assessments, and segmentation into modules, if appropriate. 9. The design should prioritize clarity, usability, and accessibility, and avoid unnecessary complexity. a. By accessing the Dane County's Guide to Creating Effective Learning Modules, the Content Builder will have resources to help guide in this process. 10. The Content Builder is responsible for developing all training materials, which may include NeoGov-native content, written documents, videos, quizzes, job aids, and Microsoft PowerPoint slide decks. b. When PowerPoint or similar presentation materials are used, a DOA-approved template must be utilized. c. Approved templates include Dane County standard templates or department-specific templates that have been reviewed and approved by DOA staff. 11. Materials must meet accessibility standards and be written in clear, plain language appropriate for the audience. 12. The Content Builder shall create the course within NeoGov using County-approved configuration standards. d. This includes entering course descriptions, learning objectives, completion requirements, assessment settings, and appropriate categorization for reporting. e. Courses must be clearly labeled as department-level training and remain unpublished during development and review. 13. Prior to submission to DOA, the Content Builder shall conduct an internal review with Content Experts and, where appropriate, department leadership. f. This review confirms content accuracy, alignment with learning objectives, clarity of instructions, and readiness for broader use. g. Revisions identified during internal review must be completed before submission. 14. Once internal review is complete, the Content Builder shall submit the course to DOA staff following the established submission process. h. They will need to email NeoGovLearn@danecounty.gov requesting a review of the training module. It should be

	in NeoGov with all materials and setting configured, but NOT published. i. The email should also CC the department Director to demonstrate awareness by leadership. j. Submission signifies that the department has approved the content internally and that the course is ready for County-level review.
DOA staff	15. DOA staff will review submitted courses to ensure alignment with County standards, NeoGov configuration requirements, accessibility expectations, and consistency with existing Countywide trainings. 16. DOA staff will also assess potential duplication, conflicts, or risks. 17. DOA may approve the course, approve with required revisions, or return the course for further development. 18. Courses may not be published or assigned until DOA approval is formally granted.
Department-level identified Content Builders	19. If revisions are required, the Content Builder shall address all feedback provided by DOA staff and resubmit the course for approval. a. Additional rounds of review may be required depending on the nature of the revisions. 20. Upon receiving DOA approval, the Content Builder may publish the course in NeoGov, making it available for assignment. a. Published courses must not be materially altered without further review if changes affect learning objectives, compliance content, or assessments. 21. The Content Builder is responsible for enrolling or assigning learners, setting completion timelines, and communicating expectations to employees and managers. 22. Departments retain responsibility for managing compliance with department-level trainings. 23. Content Builders shall monitor participation and completion using NeoGov reports and dashboards. 24. Follow-up with learners and managers regarding incomplete or overdue training should occur in accordance with department expectations and timelines. 25. Departments are responsible for the ongoing maintenance of department-level trainings. Content Builders shall periodically review courses to ensure continued accuracy, relevance, and alignment with current practices. a. Content Experts must be consulted when substantive changes occur.

	26. When a training is no longer accurate, relevant, or needed, the Content Builder shall update, retire, or deactivate the course in NeoGov. a. DOA Staff must be notified of significant changes, retirements, or deactivations. 27. DOA Staff may conduct periodic audits of department-level trainings. a. If deficiencies are identified, DOA may require corrective action, temporary unpublishing, or removal of the course until issues are resolved.
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END OF PROCEDURES