FAQs for Program Learners

Q: What is Learning on Demand (LOD)?

A: Learning on Demand (LOD) is the State of Ohio's e-learning portal. It is training on-demand and provides an online resource and tool that will enhance a learner's professional and technical skills. LOD is a self-paced tool that contains a variety of library content such as books, videos, online courses, job aids, SkillBriefs and challenge activities.

Q: Who can access Learning on Demand(LOD)?

A: State of Ohio exempt employees with agencies participating in the Employee Development Fund (EDF), as well as all Information Technology (IT) professionals (bargaining unit and exempt).

Q: I am a new employee; how do I create a LOD account?

A: New accounts are created from the HCM database after every payroll processing period. Once your account is created you will receive a welcome letter with your account credentials. If you do not receive a letter within 30 days of hire, please contact: Mary Cornwell, Training Program Manager, DAS Office of Talent Management, LearningonDemand@das.ohio.gov or call 614-995-0154.

Q: Does LOD offer a catalog of courses? Where are, they located?

A: In addition to the list of LOD course, you will find it includes the State of Ohio Learning Programs and the Professional Development Library. The catalog of courses includes the SkillSoft library, State of Ohio Learning Programs and State of Ohio Competency Library. The catalog of courses can be found in Browse the Library on the top navigation bar, click here for more information.

Q: How do I search for courses on a particular topic?

A: You can search by using words or phrases for the topic that you are interested in finding. Use the search bar located in the top right corner of the navigation bar, click here for more information.

Q: Can I get a Certificate of Completion for Credit-Based Courses?

A: Using Learner Transcripts, you can print a certificate of completion for any completed courses associated with a training credit program. To print a certificate of completion for training credits, follow the steps below:

1. Click Quick Links in the header. The Quick Links menu displays.
2. Click Learner Transcript. By default, the Core Data transcript displays.
3. Click Change in the upper-left corner. A list of available transcripts displays.
4. Select the name of the credit program. You can select from all of the programs to which you are entitled.
5. Click Ok.
6. Locate a completed credit-based course.
7. In the course's, Actions column, click View Certificate.

Q: What is Community?

A: LOD has a social learning feature known as Community. Community facilitates collaboration and social networking within LOD. Within the community, you can share recommendations on content, post comments, and even follow people within your agency or the enterprise. You can also share information about yourself including your areas of interest and/or expertise.

Q: What are SkillBriefs and why are they helpful?

A: SkillBriefs are single-page, condensed summaries of the instructional content of a course topic. Use SkillBriefs as an instant reference after you have completed a course. If a SkillBrief is available for a particular course, you can launch it from the course summary page.

Q: Are their Job Aids available to help me?

A: Job aids are stand-alone documents that support the transfer of knowledge and skills from courses to the workplace. They are performance-support tools designed to be used on an ongoing basis, or around a specific work-focused events, such as performance reviews, interviewing, or strategic planning. Job aids are not dependent on course content. If a job aid is available for a particular course, you can launch it from the course summary page.

Q: Is Learning on Demand mobile accessible?

A: LOD is available anytime and anywhere there is an internet connection. It can be accessed on mobile devices such as laptops, tablets, and Smartphones –both Apple and Android. Also available is the Skillsoft Learning app for download at the Apple App Store or at Google Play.

Q: Does Learning on Demand offer learners an opportunity to earn academic credit toward undergraduate degrees, professional certifications, continuing education units (CEUs) or continuing professional education (CPEs)?

A: Yes, it does.
LOD offers professional development curricula. The following are a few organizations that accept Skillsoft courses that can be applied toward certification and continuing education credits: 1) Project Management Institute (PMI); 2) Human Resources Institute (HRCI); and 3) Six Sigma

Also, these courses are accepted at several academic institutions. The following are the institutions that have partnered with Skillsoft to offer academic credits: 1) University of Phoenix; 2) Drexel University; and 3) George Mason University. For a full list of certifications and universities, click here.

Q: Is Learning on Demand 508 conformant?

A: LOD meets 508 conformances.   The software functions with several assistive technologies, which are any electronic or information technologies that allow individuals with disabilities to utilize information on a computer that they would not be able to access otherwise.

- The State of Ohio supports and promotes Web Accessibility in its applications and courseware.   LOD supports the following assistive technologies:
    - Screen reader software (a speech synthesizer technology that converts text to audio);
    - Shortcut keys for all mouse actions;
    - Alternative images to replace animated graphics;
    - Elimination of screen refresh rates between 5Hz and 55Hz, which can cause seizures for some individuals; and
    - If you require the support of one of more of the above technologies, enable Web Accessibility.

Q: Who do I contact for Skillsoft technical support?

A: For phone support: 1-866-SKIL-HELP (1-866-754-5435), or click on these links for the Support Site or Live Chat.

Q: Who do I contact for program information?

A: For LOD program questions, contact Mary Cornwell, DAS Office of Talent Management, LearningonDemand@das.ohio.gov or call 614-995-0154. Visit the Learning on Demand web page for additional Information: http://das.ohio.gov/Divisions/HumanResources/LearningandProfessionalDevelopment/LearningOnDemand.aspx

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