



# SKILLUP<sup>®</sup> NEW JERSEY

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## METRIX LEARNING<sup>®</sup>

*A New York Wired for Education solution*



# AGENDA

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- Metrix Learning<sup>®</sup> - What is it/Features
- Benefits for Customers
- System Requirements
- System Walk Through
- Best Practices
- Customer Access
- Help/Support
- Questions/Reactions



## WHAT IS METRIX LEARNING®?

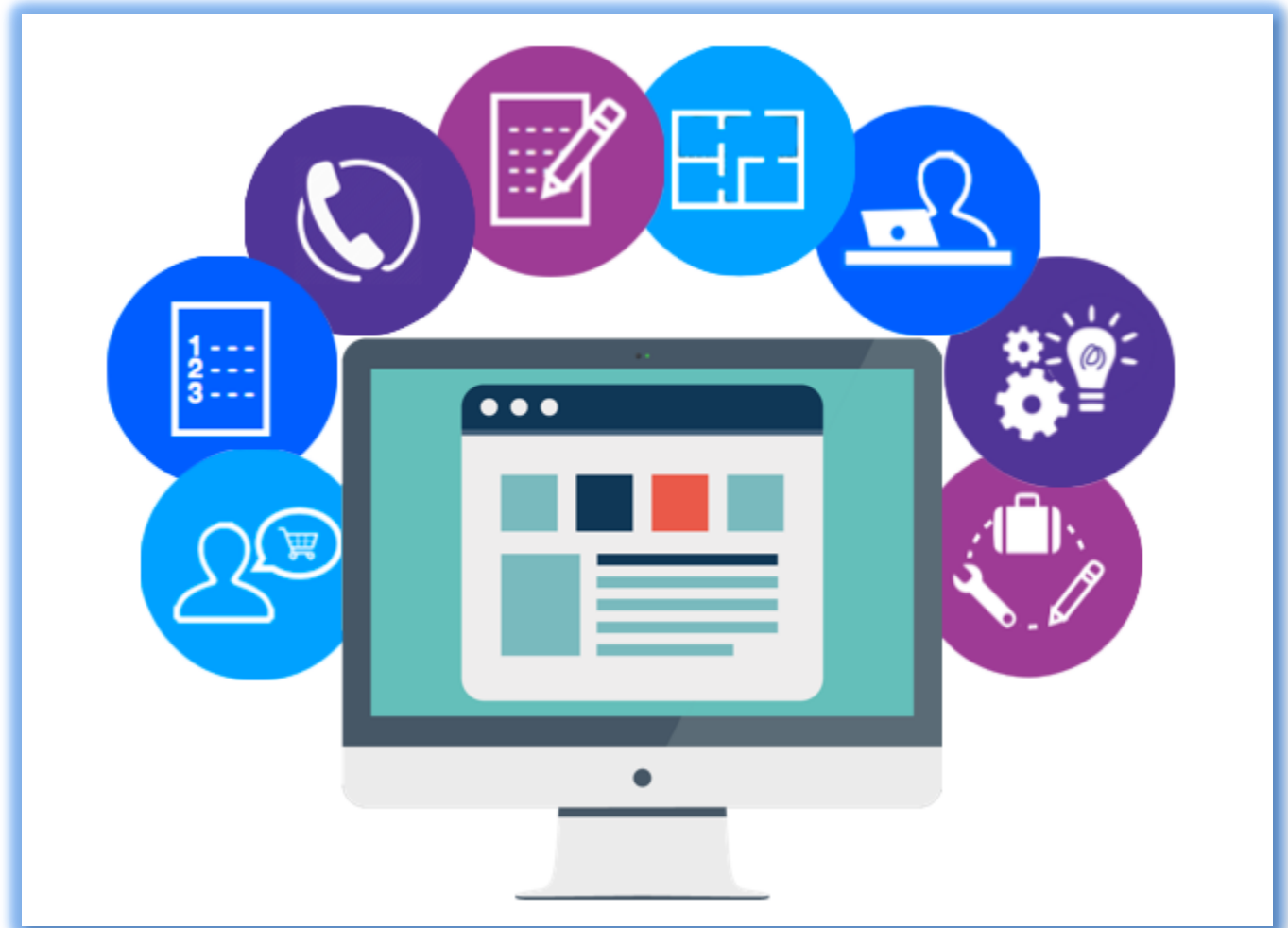


Metrix Learning is an online learning platform designed to help people upgrade existing skills or learn new skills. The self-paced courses are accessible 24/7 from any computer with internet access.



# METRIX LEARNING® FEATURES

- Virtual Registration
- 6000+ courses (multilingual options) provided by Skillsoft
  - Soft skills
  - IT
  - Business
- 10 career pathways, 200 in-demand occupations
- 100+ industry certification prep tracks
- Integrated Indeed.com job search





# BENEFITS FOR CUSTOMERS

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- Unlimited access to over 6,000 courses for 6 months
- Free – there is no cost to take any of the courses
- Flexible - Courses are available 24/7
- Acquire and/or upgrade skills that employers want
- Access to recognized industry certification courses
- Career Pathways - explore in demand occupations with skill gap analysis
- Technical support available via email Mon – Fri



# SKILLUP<sup>®</sup> NEW JERSEY ACTIVITY - MARCH 22<sup>ND</sup> TO MAY 26<sup>TH</sup>

<b>Metrix Registrations</b>	<b>7736</b>
NJ Portal	5971
WDBs	1765
Selected Pathways	1296
Courses Launched	6562
Completions	4136
Hours	4664

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# SYSTEM REQUIREMENTS





# BASIC COMPUTER REQUIREMENTS

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- High-speed internet access
- Updated web browser (e.g. Google Chrome, Safari, Windows Edge)
- Allow pop-up windows







# MOBILE REQUIREMENTS & RECOMMENDATIONS

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- Tablets recommended
- Browser: Chrome or default on Androids, Safari on iPads
- Screen size: larger screens are best
- Not all courses are mobile-compatible



# SYSTEM WALKTHROUGH



Home

My Plan

Catalog ▾

My Career ▾

My Account

Help ▾

Administration ▾

Welcome [Christine Peng](#) [Sign Out](#)

## Christine Peng

Albany, NY



License Expires: 07/31/2019



Explore Career Pathways

Select Industry Path



Browse the Catalog

Skill Tracks



Find a Job

Management

### My Progress

[View My Plan](#)

In Progress

Course Completions

Training Hours

284

190

135

#### Upcoming Courses

Adobe Photoshop CS6

CompTIA A+ 220-1001: Installing Hardware and Display Components

Uncovering and Utilizing Your Talents and Skills

Bloodborne Pathogens Awareness - Cal/OSHA

### Popular Courses

1. [+ Becoming More Professional through Business Etiquette](#)
2. [+ Roadblocks to Excellent Listening](#)
3. [+ Writing Effective E-mails and Instant Messages](#)
4. [+ The Art and Science of Communication](#)
5. [+ Time Management: Quit Making Excuses and Make Time Instead](#)
6. [+ Essential Skills for Professional Telephone Calls](#)
7. [+ Being an Effective Team Member](#)
8. [+ Thinking Critically: Coming to Terms with Assumptions](#)
9. [+ Communication Methods that Make Sense -](#)

### Jobs

Title/Skill





# BEST PRACTICES

## HOW TO USE METRIX LEARNING® TO BENEFIT YOUR CUSTOMERS

- **Staff Access**

- Get to know the course catalog and Career Pathways tool
  - Take a course or 2
  - Take the self assessment and explore Career Pathways

- **Career Pathways**

- Encourage customers to explore Industries and In Demand Occupations with Career Pathways
  - Identify skill gaps and creates a learning plan to mitigate skill gaps
  - Great tool for ISY/OSY, WorkFirst, DW identifying transferrable skills



# BEST PRACTICES

## HOW TO USE METRIX LEARNING® TO BENEFIT YOUR CUSTOMERS

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- **Skill Tracks – Digital Badges**

- Identify skill tracks for specific programs/groups
  - OSY/ISY
  - Summer Youth
  - WorkFirst
  - Pre-qualification for ITAs
  - Custom tracks can be created for programs/groups
- Digital badges are earned after completing/passing all courses within the Skill Track
  - Examples include: Personal skills, Workplace skills, Digital skills, Job Search skills



# BEST PRACTICES

## HOW TO USE METRIX LEARNING® TO BENEFIT YOUR CUSTOMERS

- **Industry Certifications**

- For customers ready for the next level – 130+ industry certifications are available to prep for

- **Current ETPL list**

Metrix ETPL Courses

- CompTIA A+ - Part 1
- CompTIA A+ - Part 2
- CompTIA Network+ Certification
- CompTIA Security+
- Microsoft Office Specialist - Word 2016
- Microsoft Office Specialist - Excel 2016
- Six Sigma Green Belt
- Six Sigma Black Belt
- Cisco Interconnecting Cisco Network Devices - CCNA Part 1
- Cisco Interconnecting Cisco Network Devices - CCNA Part 2
- Certified Associate in Project Management (CAPM)
- Project Management Professional (PMP)
- QuickBooks Certified User 2017



## BEST PRACTICES

# HOW TO USE METRIX LEARNING® TO BENEFIT YOUR CUSTOMERS

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- **Hiring Events/Job Developers/Business Services**

- Talent Bank - Identify Metrix customers, completing courses in specific skills/industries to participate in hiring events/fill local job openings

- **Outreach – Customers need to know SkillUp NJ exists**

- Promote on website, social media, targeted email blasts
- In center promotion – fliers/brochures
- Provide SkillUp NJ orientation sessions – in person/virtually
- Incorporate into other workshops where appropriate – new member orientations, RESEA sessions
- Identify staff person(s) as ‘Metrix Champion’ by program and/or industry



# CUSTOMER ACCESS – ONLINE REGISTRATION

- New Customers select ‘Click Here to Sign Up for Metrix Learning’
- Complete a brief online registration form
- Account is active for 180 days (6 months) from date of registration
- Training is accessible 24/7
- No limit on the number of courses a customer can complete
- Customers are assigned to WDB by zip code

The screenshot shows the SkillUp NJ registration page. At the top center is the DOL logo, which is a blue oval containing a map of New Jersey and the text 'THE NEW JERSEY DEPARTMENT OF LABOR & WORKFORCE DEVELOPMENT' and 'DOL'. Below the logo is the text 'New SkillUp NJ User?' in blue. Underneath is a blue button with white text that reads 'CLICK HERE TO SIGN UP FOR SKILLUP NJ'. Below the button, the text 'Current Customer:' is displayed. Underneath this text are two input fields: the first is labeled 'Username' and the second is labeled 'Password'.



## CUSTOMER ACCESS – ONLINE REGISTRATION

Area	Website
Cumberland	<a href="http://Cumberlandnj.metrixlearning.com">Cumberlandnj.metrixlearning.com</a>
Greater Raritan	<a href="http://Thegrwdb.metrixlearning.com">Thegrwdb.metrixlearning.com</a>
Mercer	<a href="http://Mercer.skillupamerica.org">Mercer.skillupamerica.org</a>
Monmouth	<a href="http://Sdmonmouthnj.metrixlearning.com">Sdmonmouthnj.metrixlearning.com</a>
Newark	<a href="http://Nwdb.metrixlearning.com">Nwdb.metrixlearning.com</a>
Passaic	<a href="http://Sdpassaicnj.metrixlearning.com">Sdpassaicnj.metrixlearning.com</a>
All Other Areas	<a href="http://Nj.metrixlearning.com">Nj.metrixlearning.com</a>





# HELP/SUPPORT - TUTORIALS

- Customers needing technical support, can visit the Help tab to troubleshoot
- The Tutorials page provides helpful How-To videos on using Metrix

## Tutorials

Please select from the Tutorials listed below. Each Tutorial is designed to provide you with a complete demonstration of how to use a specific feature of Metrix Learning. For additional assistance please check the [Metrix Learning Support](#) page or our [Frequently Asked Questions](#).

### Getting Started

- [Getting Started](#)
- [Getting Started \(Chinese\)](#)
- [Getting Started \(Spanish\)](#)
- [Career Pathways Tutorial](#)
- [Administration](#)
- [Self Directed Administrator Tutorial](#)

### For Administrators

- [Create New Group](#)
- [Creating a New User](#)
- [Reports](#)
- [Dashboard](#)

### For Employers

- [Employer Dashboard Tutorial](#)

### For Job Seekers

- [Getting Started](#)
- [Career Exploration Tools](#)
- [Choosing Courses](#)



# HELP/SUPPORT – SUPPORT TICKETS

- If additional assistance is needed customers can click **Create a New Support Ticket** to reach Metrix Learning support
- Support staff is available Monday – Friday 9am-5pm EST

## Metrix Support

User Support Area

Are you having trouble with using the Metrix Learning system? We have all of the answers to your questions.

1

Did you view our Tutorials?

We have helpful How-To videos on how to use Metrix, such as getting started and adding courses.

[View the Tutorials](#)

2

Have you checked our Knowledgebase?

It contains common problems users encounter and detailed steps for solving the problems. Some common issues include launching courses and course scores.

[View the Knowledgebase](#)

3

Is your problem is not listed or still not resolved?

Support staff is available:  
*Monday - Friday*  
*9am-5pm Eastern Time*  
We will respond within 1-2 business days.

[Create a New Support Ticket](#)  
[View My Open Tickets](#)  
[View My Closed Tickets](#)



# HELP/SUPPORT - FAQ

- FAQ page, there is a knowledgebase of solutions to common problems
- Detailed steps are provided

## Help - Frequently Asked Questions

### Getting Started with Metrix Learning

#### What should I do first?

If you are new to Metrix Learning, you can view this [Getting Started Tutorial Video](#) which will help orient you to all of the tools available.

If you are Metrix Learning Administrator, view the [Administrator Tutorial](#) video.

#### How do I add a course to My Plan?

To add a course or assessment to your My Plan, select either "Browse the Catalog" from the left hand side navigation panel or select "Catalog -> Alphabetically" from the navigation panel located across the top of your screen. The Catalog, in its entirety, will be listed. Use the Keyword Search box if you have a specific course or skill upgrade in mind (Excel, Word 2007). For a description of the course and an estimated length of time, select the (+) located to the left of the Course Title. To add a course to your plan, select the "add to my plan" button located to the right of the course title.

To view the Catalog Categorically, select "Catalog -> Categorically" from the navigation panel located across the top of your screen. Click on the plus sign (+) or folder icon to expand each group of learning activities. Courses are grouped by specific Curriculum clusters and Certifications, which are a predefined series of courses that serve as 'prep' for specialty certifications. To add a course to your plan, select the course title.

#### How do I launch a course from My Plan?

To launch a course from My Plan, select either "View My Activities" from the left hand side navigation panel or select "My Plan -> View My Plan" from the navigation panel located across the top of your screen. From the "My Plan - Scheduled Activities" screen, you can launch a course by either selecting the 'Launch Activity' icon, green arrow located to the right of the course title, or by clicking the course title and selecting "Launch Learning Object" from the Tasks Menu located on the right side of the screen.



## HELP/SUPPORT- EMAIL

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- Assistance via email:
  - Lost Passwords/Username
  - Technical Questions
  - Site Navigation
  - Weekly Q&A Sessions available to all customers
- **Customer Service: [njsupport@metrixlearning.com](mailto:njsupport@metrixlearning.com)**



# QUESTIONS/REACTIONS

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Please contact us for a Metrix Learning license

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[Christine.peng@metrixlearning.com](mailto:Christine.peng@metrixlearning.com)

**Thank you for your time!**