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# DCHA/PPM LEARNING AND TRAINING SUPPORT QUARTERLY REPORT

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# DCHA/PPM Learning and Training Support Quarterly Report



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DCHA/PPM Learning and Training Support Task Order (TO)

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# DCHA/PPM LEARNING AND TRAINING SUPPORT QUARTERLY REPORT

## Overview

MSI is the prime contractor on the DCHA/PPM Learning and Training Support Task Order (TO). Under this TO, MSI supports USAID's DCHA Bureau in their learning and training activities as well as analysis through training curriculum design and delivery, assessing learning through evaluation, and knowledge management through dissemination of electronic information and e-learning. In the area of knowledge management and e-learning, MSI is supported by its subcontractor, CAMRIS. The Fourth quarter of this three-year contract marked a significant period under this task order. The second iteration of the DCHA Essentials Course was successfully completed and recommendations for the future design and development of DCHA Essentials Courses were submitted. The DCHA Professional Development and Learning portal (DCHA PD&L) underwent major advances in the areas of content development, design, structure and accessibility. In addition, the preliminary planning phase for the regional workshop was initiated. In order to facilitate the efficient implementation of these projects, weekly planning meetings were held with the COTR and the quarterly accruals report was submitted to the COTR for review and final approval. This first year was slated to include two domestic iterations of the DCHA Essentials training course, including a DCHA introductory course; one overseas DLI Workshop; and a DCHA Professional Development & Learning Portal.

This quarterly report covers the Fourth Quarter, FY2011 (July 1, 2011 through September 30, 2011).

## Highlights

- Successfully conducted the DCHA Essentials' Summer 2011 Course in Washington, DC from June 13 - July 19, 2011 which included the modified "DCHA 101", a three and a half day course providing DLIs with an orientation and introduction to the DCHA Bureau and each of the individual DCHA Offices;
- Compiled extensive participant evaluations and submitted recommendations based on feedback gathered from those evaluations on course design and curriculum to be implemented in future iterations of the course;
- Initiated the preliminary planning phase for the DCHA Regional Workshop to take place in Africa;
- Improved the navigational structure of the DCHA Training and Learning Portal to make it more user-friendly by exploiting the social-media capability of the platform;
- Developed and uploaded new material to DCHA Training and Learning Portal such as the Course Catalog
- Streamlined previously developed materials to conform to the new navigational structure.

## Activities

The fourth quarter of this three year contract was marked by several noteworthy activities. Weekly planning meetings were held with the COTR to provide regular updates and make decisions on moving forward. Additionally, the major activities undertaken this quarter included the following:

**DCHA Essentials Course:** During this quarter, the DCHA Essentials Summer 2011 Course was held in Washington, DC from June 13 - July 19, 2011. The course was offered to 11 DLI participants and included the introduction of the modified DCHA 101, a three and a half day course providing DLIs with an orientation and introduction to the DCHA Bureau and each individual DCHA Office. This three and a half day orientation was then followed by technical training offered by each of the DCHA offices. Participant evaluations were compiled for both the DCHA 101 course and the technical training sessions and recommendations on future design and curriculum, which include opening the DCHA 101 Course as well as the technical training courses to all DCHA staff, were submitted.

**DCHA Regional Workshop:** During this quarter, the preliminary planning phase was initiated. A workplan and timeline were developed with a target date for the Workshop of April 23 – 27, 2012 and with Nairobi, Kenya being the anticipated location. An overall staff needs assessment will be developed and conducted in order to facilitate effective conference design and development. Workshop logistics will continue to be discussed with the COTR and internally with USAID colleagues.

**DCHA Platform:** During this quarter, the DCHA Training and Learning Portal's navigational structure was significantly improved with the implementation of the built-in category based navigation system. The new navigational structure provides the user with efficient access to information by streamlining of data into categories and sub-categories that can be easily accessed both by links as well as by an intuitive dropdown menu system. Additionally, in order to facilitate greater collaborative social learning, the portal has been developed and refined with a "many-to-many" model instead of the "one-to-many" model which most websites utilize.

A new Course Catalog was developed in a format that allows users to have a quick overview of basic information and an original security system was implemented to only permit users with USAID recognized emails (usaid.gov, state.gov, msi-inc.com, camris.com). The front page settings were altered to allow viewing of content only after users login to the portal successfully. New "roles" and "cohorts" were created that empower trainers to have a greater direct access with authenticated users and to modify and update courses with up-to-date information. An Interactive Glossary Activities were created to help users comprehend the meaning of different acronyms used for DCHA offices, programs and professional terms.

## DCHA PD&L Portal Current Appearance



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### DCHA Professional Development & Learning Portal

*Supporting the development and retention of skills to better address crises, stabilization, and governance worldwide*

Home ► Courses ► About ... Introduction and Welcome

Course categories: About ... Introduction and Welcome

Search courses:

## Welcome!

**Supporting Professional Development and Learning by ...**

*providing professional development including training and learning opportunities aimed at improving staff capability as technical experts and leaders in the sector by providing resources, sharing knowledge, building capacity, maximizing and synergizing learning opportunities.*

Welcome to the Democracy, Conflict and Humanitarian Assistance (DCHA) Bureau's professional development and learning website. The professional Development and Learning (PD & L) activities represent the DCHA Bureau's commitment to growing and retaining talent by supporting professional including career development activities and learning opportunities worldwide. Activities are learner-centered and performance-based building on the BS-76 Crisis, Stabilization and Governance core set of competencies and proficiencies. The recently developed [DCHA PD&L Framework](#) provides the foundation for the design and delivery of activities and opportunities that respond to staff needs as well as USAID's new operating environment.

PD&L Categories of Activities offered include:

**Settings**

▼ Category: About ... Introduction and Welcome

- Turn editing on
- Assign roles
- Permissions
- Check permissions
- Cohorts
- Filters

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► My profile settings

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► Site administration

## DCHA PD&L New Navigational Structure – The Link Option



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### DCHA Professional Development & Learning Portal

*Supporting the development and retention of skills to better address crises, stabilization, and governance worldwide*

**Course categories**

- [Home ... Activity Feature Page](#)
- [About ... Introduction and Welcome](#)
- [Orientation](#)
- [Training and Learning](#)
- [Resource Library](#)
- [Career Development](#)
- [Knowledge Network](#)
- [Contacts](#)

**Calendar**

◀ October 2011 ▶

Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

**Forums**

DCHA/PPM Learning and Training Support Quarterly Report 4Q, FY2011

3

## DCHA PD&L New Navigational Structure - The Dropdown Option

The screenshot shows the DCHA Professional Development & Learning Portal. At the top left is the USAID logo with the text "FROM THE AMERICAN PEOPLE". To the right are three small images: an elderly man, a group of people in a community setting, and two men in a meeting. Below the logo is the title "DCHA Professional Development & Learning Portal" and the subtitle "Supporting the development and retention of skills to better address crises, stabilization, and governance worldwide".

The navigation path is: Home ► Courses ► Training and Learning ► Training Catalog. A search bar is located on the right with a "Go" button. A dropdown menu is open, listing various course categories and topics, including "Orientation", "Training and Learning / Training Catalog", "Training and Learning / Technical Training Courses", and "Resource Library".

On the right side, there is a "Settings" panel with options like "Turn editing on", "Assign roles", "Permissions", "Check permissions", "Cohorts", and "Filters". A "Search" button is also present in the settings panel.

At the bottom of the page, there are several icons: a question mark, a magnifying glass, an information icon, a printer icon, and a refresh icon.

## A View from the Course Catalog

**Technical Core Courses**

Course Title (live/online)	Course Objective	Target Audience	BS-76 Required	Duration	Frequency	Description
Programming in Conflict-Prone Environments (PCE)				3 days		
Monitoring and Evaluation Overview				5 days		
Foreign Assistance Monitoring & Evaluation online course				Self- directed		

Database for Technical Core Courses

## Lessons Learned

The lessons learned over the course of this quarter were that there is substantial interest for the DCHA Essentials course by non-DLI staff within the DCHA Bureau. Given this and the fact that future DLI classess are being reduced by the Agency, uture DCHA Essentials courses will be expanded to accommodate interested DCHA staff. Meetings and additional coordination will be planned with DCHA office trainers to ensure smooth planning for future iterations of the course.

The DCHA Professional Development and Learning has reached a stage where it will be launched to DCHA staff. Therefore, adequate promotion and accessibility of the site as well as the ability of the user to efficiently navigate the content are paramount its success. Additionally, DCHA Trainers should continue to take an active part in improving the functionality of the Portal. This interest is critical because the enhancement of the portal depends on collaboration of subject matter experts, trainers and portal administrators.

## Plans for Next Quarter

- Coordinate with DCHA training officers to develop consistent and cohesive training materials across all offices;
- Expand and tailor the DCHA 101 Course and technical training courses to include DCHA staff as well as DLIs;
- Conduct an assessment of DCHA and field staff in order to effectively develop goals, priorities and material for the DCHA Regional Workshop;
- Conduct a cost and feasibility analysis of the proposed locations for the DCHA Regional Workshop;
- Begin development of material for DCHA Regional Workshop;
- Modify and prepare curriculum and course material for next iteration of the Crises, Stabilization and Governance Workshop;
- Coordinate with Office of Conflict Management and Mitigation to facilitate the various trainings given under the office;
- Plan and conduct training session(s) for Trainers and Managers so that they develop confidence in the use of the Portal's Content Management System in order to take active part in making the portal interactive;
- Manage the information for the newly created categories of the DCHA PD&L Portal.