

## 2024 NC Wing Conference Seminar – Education and Training Navigating the Education & Training Program and eServices

### Slide 1

#### Welcome

This presentation slides and notes are posted on the Wing Education and Training Resources webpage. The 2022 Conference E&T presentation, which is about taking a prospective member through the beginning of Level II, is also posted there. Our monthly Education and Training newsletters regularly communicate information about education and training, other articles, and announcements.

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It's important for you to meet our wing staff. We all have many years of experience, have held multiple duty positions at different levels, and continue to wear multiple hats. However, education is at the core of what we do.

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Why does Civil Air Patrol have an Education and Training program? This is from the 2023-2027 Strategic Plan. Even though we have a new 2024-2026 strategic plan, I still wanted to use it as it explains things well.

“Education and skills training are the means with which all successes are achieved. Without skills training, the newest of equipment become useless assets. Without education, CAP's leadership at any level faces unwelcomed credibility critique and countless risks. When a skilled expert possesses professionally developed leadership talent, amazing things are made possible”.

Hopefully, this gives you some information from the previous strategic plan as to why we have a program. If you want to access the 2024-2026 plan, go to the national website. In the search box on the webpage, type Strategic Plan, and you will get the link to it.

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We briefly discussed the Why; now let's look at Who Has Roles and Responsibilities.

The National Education and Training Team is the office of primary responsibility for the program and the overall focal point for program implementation, curriculum development, and policy management.

- The Chief of Education and Training is Col Bryan Cooper
- The Director of Mentoring is Lt Col Deborah Kolos; the Specialty Tracks Coordinator is Col John Knowles; and Volunteer University Provost, Lt Col Michael Bryant, work with the Chief to implement the program.

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The Region Deputy Chief of Staff Education and Training for the Mid-Atlantic Region is Col Jack Ozer

The Wing Director of Education and Training is Lt Col Kathy Nicholas

Then, we have Group and Squadron Education and Training Officers at the local levels

Did you know that CAPP 30-1 CAP Sample Position Descriptions detail the responsibilities of the various duty positions, including yours? You might want to check it out.

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Most importantly, we all have a responsibility to further our own education! Let's talk about expectations for a moment. We expect CAP to provide the materials, tools, and resources for us to learn and perform our roles and duties. In return, CAP expects members to engage in active learning and performing our missions. By taking advantage of what our organization offers (free programs), we serve our communities and our fellow members, and another great result is that we grow ourselves.

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So, what exactly is the Education and Training Program?

CAPR 40-1 Senior Member Education and Training Program is the regulation that details the Levels and requirements.

There are five Levels: Onboarding, Learning, Leadership, Senior, and Executive, better known as Levels I through V in Volunteer University. VolU is just one component. There are other requirements, as you can see on this slide.

#### Slide 8

This is the one-page Senior Member Education and Training and Promotion Eligibility Chart. This chart is not the national chart. We expanded what is in CAPR 40-1 for our Wing. A special thank you goes to Lt Col Danny Guadalupe for converting this chart into a fillable one. I filled in a few things so you can see how it works. In this example, the member completed Level II and a couple of items in Level III. It is posted on the NC Wing E&T Resources webpage.

- Level I – Onboarding – introduction, basic knowledge, what members need to begin service in CAP
- Level II – Learning – provides opportunities to learn new skills, choose a duty assignment, and more information about how we operate  
Note the other requirements at this Level and for all the Levels
- Level III – Leadership – provides members with skills necessary for a squadron-level leader, such as managing and leading
- Level IV – Senior Leadership – expands leadership skills, program development and building a more holistic view of CAP, prepares members for serving at the group or wing level
- Level V – Executive Leadership – primary focus is on developing a strategic view of CAP and continued tools for leadership, preparing members for serving at region or higher

Members must complete all the requirements for the entire Level before gaining access to the VolU modules at the next Level. However, you can and should be working on completing the other requirements at the higher levels; you just do not have access to the next Level's VolU modules in the LMS system. That does not prohibit you from downloading the Level's module materials from the national website.

When the conference verification document comes out, if you are not working in Level III yet, save it on your computer so you can upload it to the Level III requirement when you are. The same goes for presentations, mentoring, and serving on staff at approved activities at the other Levels. CAPR 40-1 contains the details for each Level.

Levels I and II are set up to be completed and instructed at the squadron level. Level III is at the group level, Level IV is at the wing level, and Level V is at the region level. We need more Level II and III events hosted by groups. We need ETOs throughout the state to get these set up and help host them. We have all the templates and the "how to"; we just need you to host. You have our full support in lining up instructors and whatever else is needed. Non-ETOs encourage this to take place with commanders and ETOs in your units. You can see anyone on our team to talk more about it so we can get this going.

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##### Volunteer University Modules

- Synchronous—on-site in-person, Virtual In-Residence Program (ViR), or other classes using various technologies. Examples are the Level II & III moderated module sessions, which were held in person yesterday. Level III also had a virtual component, which was conducted last Saturday. Since January, Level IV moderated modules have continued, with four modules concluding the series in person at NCWG HQ on 27 July. The region is offering Level V on April 13-17. SCC is scheduled for April 20-21 at Wing HQ.
- Asynchronous – online through the Learning Management System (LMS). As we speak, a new LMS is being developed and tested and will be rolled out this summer. The company is Absorb. It is better and has more capabilities and flexibility than AXIS. NHQ has been designing it with input from many members.

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- Automated Modules – available anytime to members in the LMS
- Moderated Modules – require completion with a VolU instructor in an onsite in-person class, through the ViR program, other virtual class, or a cohort.

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The Virtual In-Residence Program is one of the ways members can complete Level I through IV moderated modules and, at certain times of the year, SCC & GCC. What you see when you access the ViR webpage on the national website is in the box at the top left corner of this slide. Currently, you register for ViR sessions through this site. The link to the ViR calendar is the red *Visit the ViR Calendar* button. On the right side of the screen is the calendar showing the course offerings by date. To get an easier readable list, click on the word Agenda in the top right corner. A list like the example at the bottom left of the screen will appear. From either screen, you can register for a class. There are very specific instructions to follow. We have a document that will help you go through the process step-by-step. [This document is posted on the NC Wing E&T Resources webpage.](#)

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Where do you find the student guides with the course material? On the national website [gocivilairpatrol.com](http://gocivilairpatrol.com), you click on Members, then on the dropdown menu, click Education and Training, then select the Level. In this example for Level II, I scrolled down that page until the *Link to Level II Module Content Files* appeared. When you click on this link, you will get a zip file with all the modules to download to your computer.

The National Curriculum Team, which I lead, is working on updating and revising all 152 modules. It is a very long process.

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On this same page, right above the Link to the Module Content Files, is the Link to the Module Summary Sheets.

#### Slide 14

This is an example of the Level II New Member path module summary sheet. Again, we thank Lt Col Danny Guadalupe for converting this document into a fillable one. This document is posted on the NC Wing E&T Resources webpage.

I circled the moderated modules in red on this slide so you distinguish them. We just talked about automated and moderated modules. This self-kept chart helps to give a member an at-a-glance look at where they are with the modules.

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Since we used Level II as our example, we'll briefly talk about the four paths – New Member, Former Cadet, Former Military, and Professional. There are paths because CAP recognizes that members bring different experiences and training when they join as senior members. For example, a former cadet is transitioning, so they have certain knowledge about CAP. They now need to understand things from a senior perspective. Someone who has served in the military understands customs and courtesies, uniforms, and drill; however, they need to understand some of the differences in CAP. They don't need to go through the basic information our members without this background need. Professionals such as medical, educators, CPAs, attorneys, and chaplains also bring different things to CAP that are recognized.

ETOs and Personnel Officers must work together to get the new member in the correct path. CAPR 35-5 Personnel Procedures explains how some new members may receive an advanced grade. Also, if they are former military, whatever path is chosen, please make sure their DD-214 and other school information go to national for evaluation for Professional Military Education (PME) credit.

#### Slide 16

Professional Levels in eServices provides a member with the entire Level picture of the VolU modules and other level requirements. This slide describes the steps to access information. We are not going to go through it here due to time constraints. This document is posted on the NC Wing E&T Resources webpage. Give prize. Please contact your unit's ETOs or one of us to explain this area further.

As an aside, our Wing E&T staff recognizes our members when they complete a Level by emailing them a letter from our wing commander, Col Dennis Bissel, congratulating them on their achievement. The module summary sheet for the next Level and the SM E&T and Promotion Eligibility Chart are also attached to the email. The squadron commander and primary ETO are copied.

#### Slide 17

Specialty Tracks were developed so members could obtain the training and tools needed to become proficient in their duty positions. Each rating has four areas – service, training, activities, and knowledge. With the assistance of a mentor, CAP provides the resources members need. Specialty tracks are currently being revised. National is also considering creating new subcategories. For example, there are no transportation officer or maintenance officer specialty tracks. The PAO specialty track will be under the new marketing and strategic communications program, so that will be a change. It is still on the list to eventually have the checklists in eServices. Unfortunately, there are other items that have a higher priority with IT at the current time.

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The specialty track guides are located under pamphlets on the main CAP website. Members work with a mentor or subject matter expert to review each rating's requirements. They sign off on the checklist before it is submitted to the commander for approval. After approval, the commander enters the rating in eServices.

At each level, a member learns more and becomes more experienced. The technician rating earns the Leadership ribbon, a senior rating earns a bronze star, and a master rating earns a silver star.

This slide also shows an example of some of the specialty track badges. Aerospace Education and cadet programs have one badge with a star replaced for each of the three ratings, shown on the bottom right row. The other specialties have different badges for each rating.

We need to recognize our senior members for their achievements in their units. The Level I Achievement Certificate is printed at the squadron level. ETOs should coordinate with squadron commanders on the printing and presentation. Certificates for the Level II through V Awards come to the wing from NHQ. Group commanders have access to a spreadsheet where the wing administrator logs in the certificates. They notify her how the certificate will be presented. The squadron commander presents Levels I and II. The group commander typically presents levels III and IV. Level V, the Gill Robb Wilson Award, is typically presented at a Wing conference, as you saw today, or at a commander's call.

#### Slide 19

There are plenty of tools and resources for ETOs and members. We are aware that you don't know what you don't know, and therefore, you might not know where to find things. We have a section in the monthly E&T newsletter, *How Do I ... Find, or Do, or other helpful tips* to assist members.

NC Wing Education and Training webpages <https://ncwg.cap.org>

eServices <https://www.capnhq.gov>

- My Account & Favorite Apps; Professional Levels; Member Search how to get a personnel report; Registration Zone; Member Reports; Online Learning; Operations Qualifications; News

CAP Website <https://www.gocivilairpatrol.com> - make it a favorite on the browser, all the different areas

#### Slide 20

A new LMS is in development. The platform/company is Absorb. It replaces AXIS. NHQ hopes to get it out by mid-June with a definite deadline of 1 August, as that is when the contract ends for AXIS. This is for all online training, just like AXIS. You can imagine it is a monumental task. All Volunteer University, senior and cadet testing, emergency services, specialty track tests, and everything that is in AXIS, plus more capabilities, will be in this new platform.

NHQ has been working with members like me to give input on what we want to see. It is a very robust system; from what I've seen so far, it has a lot of flexibility. I will show some screens that are part of the design and testing process with the caveat that everything is subject to change. This should give you a general idea of things. Whatever you think of after seeing this brief introduction, email me your questions and what you, as a user and especially ETOs, would like to see and know. This screen would be what you see after logging in. Under My Courses, at the bottom of the screen, are the courses that are started. For this example, we have Level I modules. The catalog box would be the place to go to see all the courses offered. If we click on it...

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This example includes a few courses. To complete Aircraft Ground Handling, the member clicks the enroll button in that block. The member has already enrolled and started the Level I curriculum, so they will click the resume button to continue. When the Resume button is clicked...

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The page opens to all 14 Level I modules. To the right of the page, 7% of the modules have been completed so far. The completed course is shown in green. OPSEC and Cybersecurity have been started and will now be resumed.

#### Slide 23

This is an example of what members would see when completing the OPSEC & Cybersecurity module. The left side of the screen shows the module's introduction and Desired Learning Objectives. To continue with the module, click the red Resume button. Then, as shown on the right side of the screen, the member picks up where they left off.

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This is a typical screen for the quiz part. One thing I requested that we didn't have that I requested is that the correct answer be displayed if the member selects an incorrect answer.

#### Slide 25

This is something new. For the moderated modules that the Virtual In-Residence program will offer, there will be a way to sign up for the class in the LMS instead of the national website and Google Calendar. Also, what you see on this screen is potentially how a member can enroll in a cohort for a moderated course. National E&T is working on a different way of handling cohorts that will work better for students and instructors. Since that has not been finalized yet, we'll wait to discuss it when I have more information.

Look at the Advance CAP Communications module listing on this slide. If we click on the Choose Session button for Virtual In-Residence...

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We would see a screen with dates and times for enrolling in a ViR session. I don't have anything further to show you at this time for continuing with a ViR enrollment.

#### Slide 27

This is a proposed look for completing a module online in the LMS. Again, I'm not able to go further into it right now as more changes are happening. One change from AXIS to this LMS is that NHQ wants to use

the module's student guide as the main material for the online version. As you know, the student guides are on the main CAP website, [gocivilairpatrol.com](http://gocivilairpatrol.com), on each Level's webpage. While updating the module's curriculum, our curriculum team is modifying the guide to include information about completing the assignments in the LMS.

I will make sure we get the instruction material and will set up virtual training. I've also requested NHQ to produce instruction manuals/guides with screenshots and videos on learning the new system.

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On behalf of our Wing E&T staff, I thank you for all you do and your service in Civil Air Patrol!

Lt Col Kathy Nicholas  
NC Wing Director of Education and Training  
March 23, 2024