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MEMORANDUM

October 20th, 2023

TO: Agency Personnel Liaisons
Training Staff
State Employees
DHRM Listserv Recipients

FROM: Mandee Bowsmith, Administrator *Mandee Bowsmith*
Division of Human Resource Management

SUBJECT: NVeLearn Platform Upgrade – Instructor and Student Information

The Office of the Chief Information Officer (OCIO) will be upgrading the platform versions for NVeLearn on 11/16/2023. This cutover requires communication to (and some action from) the platform users, both teachers and students. Please read the following information to ensure you are informed and ready for this transition.

For Students:

Students should ensure they have taken/finished any immediately required online courses by 11/16/2023. We advise you to download/print your completion certificates if they may be needed on or after the platform upgrade. However, you will still have the option of enrolling and retaking the courses after the cutover is complete.

Additionally, a notice will be placed on the NVeLearn home page to inform all users (including non-state employees) of the upcoming transition and any required downtime.

For Teachers/Instructors:

The OCIO staff is presently in the process of migrating all of the current courses to the newer platform version. Once that migration is complete, they are asking for assistance from teachers/instructors in verifying that the course migration was successful. This

involves checking your course to verify it functions properly. Starting on 10/20/2023, please go to the following link - <http://nvelearnnew.nv.gov/moodle/> - and test your course. After you've tested your course(s), please report any issues to the HR Help Desk at hrhelpdesk@admin.nv.gov or 775-687-9099. *(Note: If you've made any recent changes to your course(s), please reach out to the Help Desk so that they can be re-migrated.)*

By the end of 2023, OCIO will work to decommission the old environment. While issues with the NVeLearn upgrade are not anticipated, the HR Help Desk will be available to assist.

Please share this information with any relevant staff in your agency as appropriate.