

**The Department of Homeland Security (DHS)  
Federal Emergency Management Agency  
(FEMA)/ National Training and Education  
Division (NTED)**

**Registration and Evaluation System (RES)**

**December 20, 2010**



**FEMA**

# Overview of the RES

## NEED

A comprehensive, centralized database of training participant numbers and training evaluations

Enhances ability to manage the quality of their sponsored courses and provide performance reporting

## SOLUTION

A dedicated system and accompanying processes

- Collection of registration information (to collect training numbers)
- Level One: Post course evaluation
- Level Two: Pre-and-post performance test

Established standard processes and operating procedures for submitting course registration and evaluation data



FEMA

## RES Data Collection: Process

Only data for the NTED approved courses should be collected and submitted

- Data from unapproved courses will not be accepted

Training Partners (TP) are responsible for:

- Ensuring that each submitted form contains data for all the required fields
- Validating the data to maintain data integrity (e.g. Course location zipcode contains five digits and is a valid zipcode).



FEMA

## RES Data Collection: Forms

TPs may choose to use either the approved NTED forms or create their own forms

- If the TP decides to create their own forms, they must collect ALL the data fields that are indicated on the NTED forms and will be responsible for their own scanning

There are three approved NTED forms available:

- **Batch Header Form\***: Collects course information and level II pre/post test data fields
- **Registration Form**: Collects student information
- **Level I Evaluation Form**: Collects student's ratings and evaluation of the course and instructors

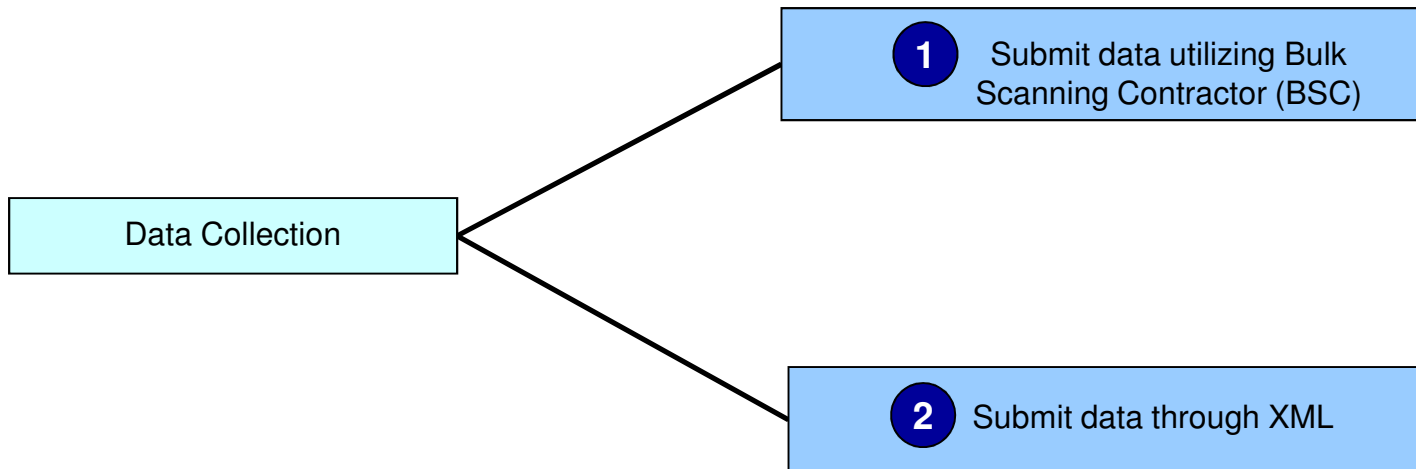


FEMA

\*Note: Level II pre/post test information was previously submitted to FEMA on a monthly basis. That process will no longer exist as each TP will report pre/post test scores on a course level basis through the batch header form

## Data Submission: Two Scenarios

Once data collection is complete, there are two scenarios to submit data to the RES



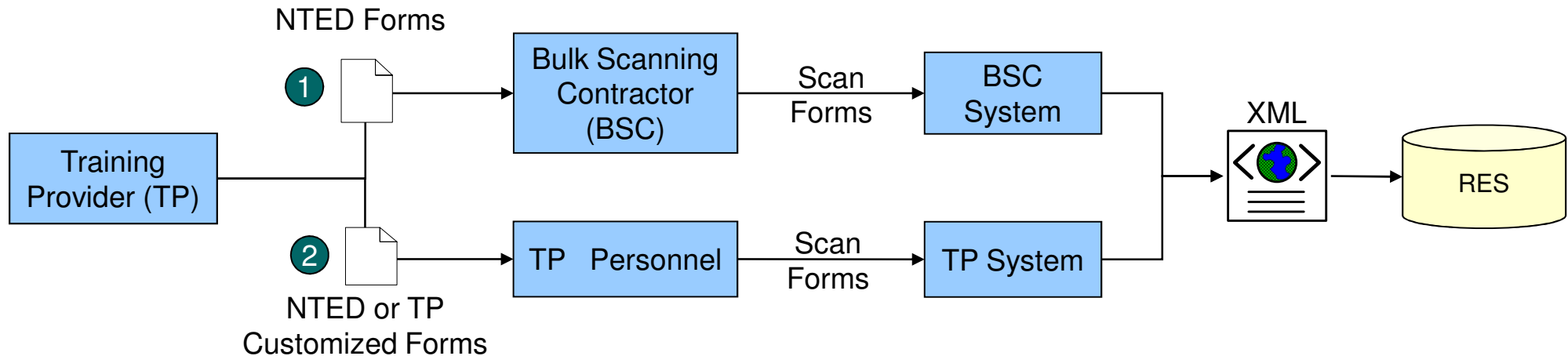
Once the data is collected, TPs may choose either of the following:

- 1 Scenario 1: Submit hard paper copies of the completed NTED standard forms to the Bulk Scanning Contractor (BSC) for scanning
- 2 Scenario 2: Submit hard paper copies of either customized or NTED standard forms to TPs personnel for scanning



FEMA

# Key to Success: Process of Data Collection and Submission



- ① Scenario 1: The TP will be responsible for sending the forms to the BSC. The BSC will scan the forms, output the XML file, and upload the XML to the RES
- ② Scenario 2: The TP will be responsible for scanning the forms, outputting the XML file, and uploading the XML to the RES



FEMA

## Scenario 1: Data Submission to Bulk Scanning Contractor, QAI

Who is QAI?

- QAI (Quality Associates, Inc) is a bulk scanning contractor
- They are responsible for scanning submitted forms, extracting the data, and submitting the data as an XML file into the RES for each TP at no charge

Who should use this scenario?

- A TP that plans on using the standard NTED forms
- A TP that does not have a scanning system in place to extract data elements from the forms
- A TP that does not collect data electronically and will not be submitting an XML file

What are the available resources?

- Job Aids and detailed instructions available online
- User Support

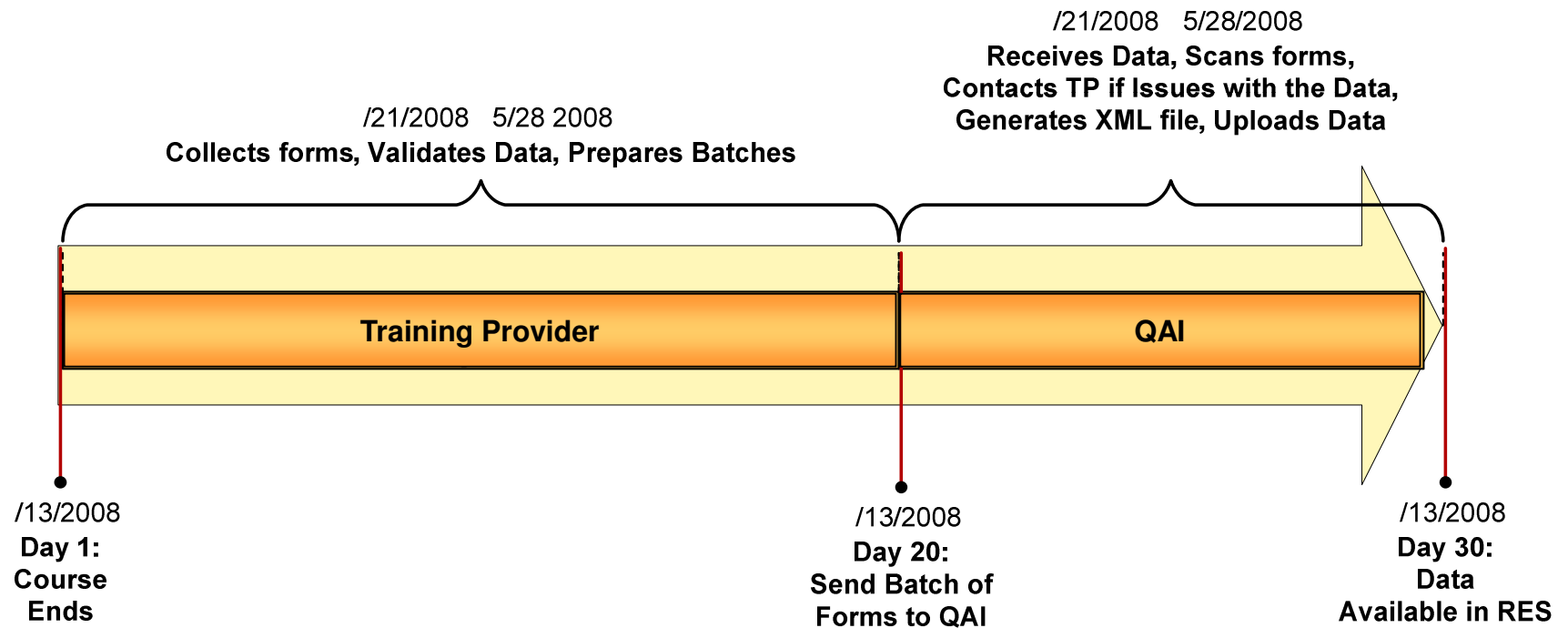


FEMA

## Scenario 1: Timeline for Data Submission Using QAI

TP will have 20 days after the course ends to send validated data to QAI

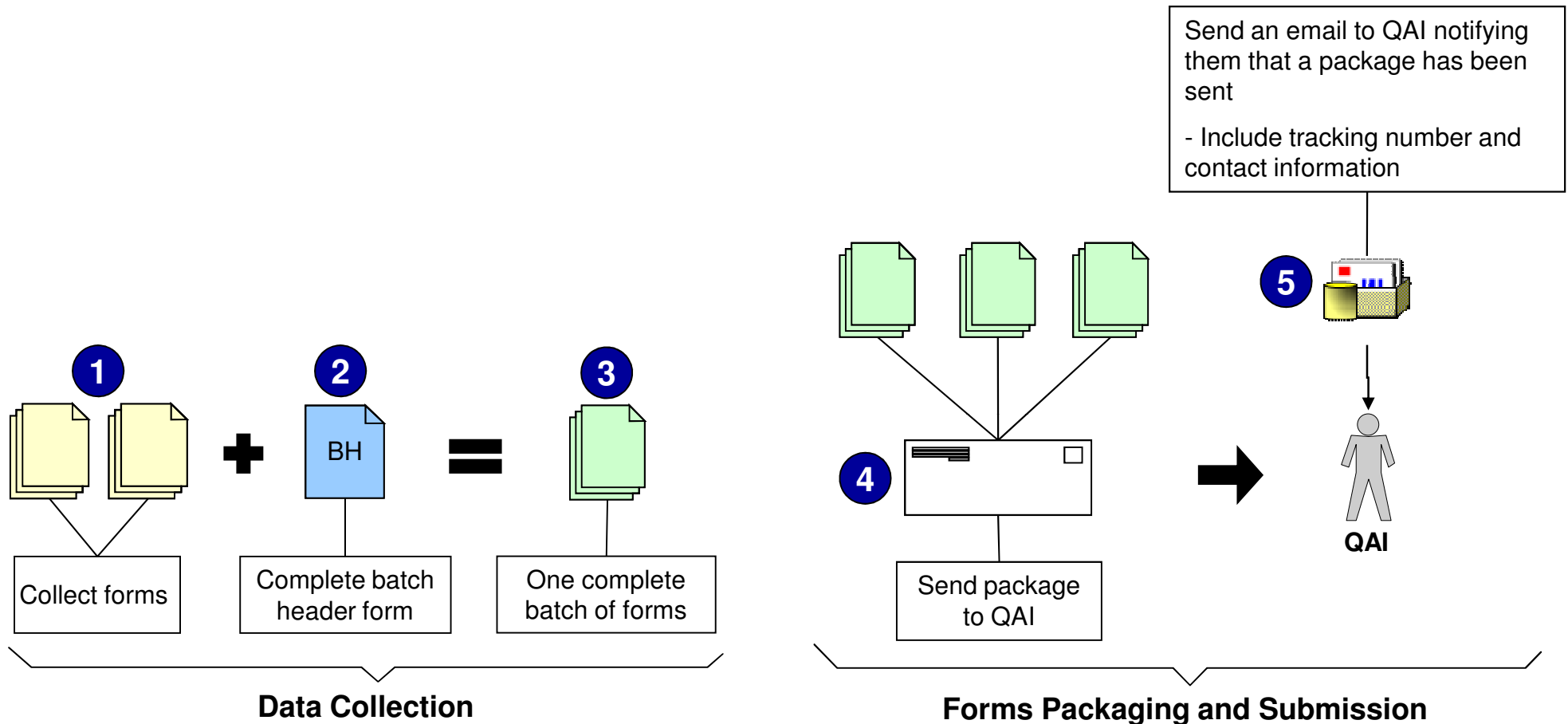
Data will be available in the RES 30 days after the course ends



FEMA



# Scenario 1: Workflow Diagram for QAI Data Submission



FEMA

## 6 TP Headquarters

- Keep track of the packages that have been sent by maintaining the corresponding shipment tracking numbers

## Scenario 1: Detailed Instructions for QAI Data Submission

The following are steps that need to be taken in order to properly send forms for scanning:

1. If possible, please print the forms in color.
2. Collect all Registration and Level I Evaluation forms for each class.
3. The designated Batch Preparer must complete ONE Batch Header form per class.
4. The Batch Header form should be used as the coversheet and placed on top of the Registration and Evaluation forms for each class. Each batch of forms should be secured with a binder clip. *\*Please do not use staples or rubber bands to bind the batches and do not fold any of the pages. Multiple batches can be sent to the Scanning Contractor within the same package.*
5. Submit forms to the Scanning Contractor:  
RES Project  
C/O Chris Swidersky  
Quality Associates, Inc.  
8161 Maple Lawn Blvd, Second Floor  
Fulton, MD 20759
6. Send an email notifying the Scanning Contractor ([RES@qualityassociatesinc.com](mailto:RES@qualityassociatesinc.com)) that a package of forms has been sent. Please include the tracking number and your contact information in the email.
7. Keep track of the packages that have been sent to the Scanning Contractor by maintaining the corresponding shipment tracking numbers.



FEMA

## Scenario 1: TPs Notification on Data Submission

QAI will notify the TP through a Chain of Custody Email that the submitted data has been received

If there are any issues (missing registration forms, missing data from required fields, etc.) with the data, the TP POC will be notified through phone or email

- The batch is put on hold until the issues can be resolved

Once all of the forms have been scanned and the data has been extracted, QAI will upload the XML file into the RES

- The TP POC will receive an email notification from the RES to let you know that the data is now available in the RES

## Scenario 2: Data Submission Using XML

### What is XML?

- XML is an Extensible Markup Language (XML)
- The primary purpose of XML is to facilitate the sharing of structured data across different information systems
- It is a generic framework to store data in a tree structure
- Allows the technical team to define the XML tags
- Example:

```
<trainingprovider>  
  <lastname>Doe</lastname>  
  <firstname>John</firstname>  
  <phone>1234567890</phone>  
</trainingprovider>
```



FEMA

## Scenario 2: Data Submission Using TP System XML Output

Who should use this scenario?

- A TP that has a scanning system that can extract data elements from the forms
- A TP that collects data electronically and is able to submit an XML file

What are the available resources?

- An XML Standard Operating Procedure (SOP) will be provided
- User Support

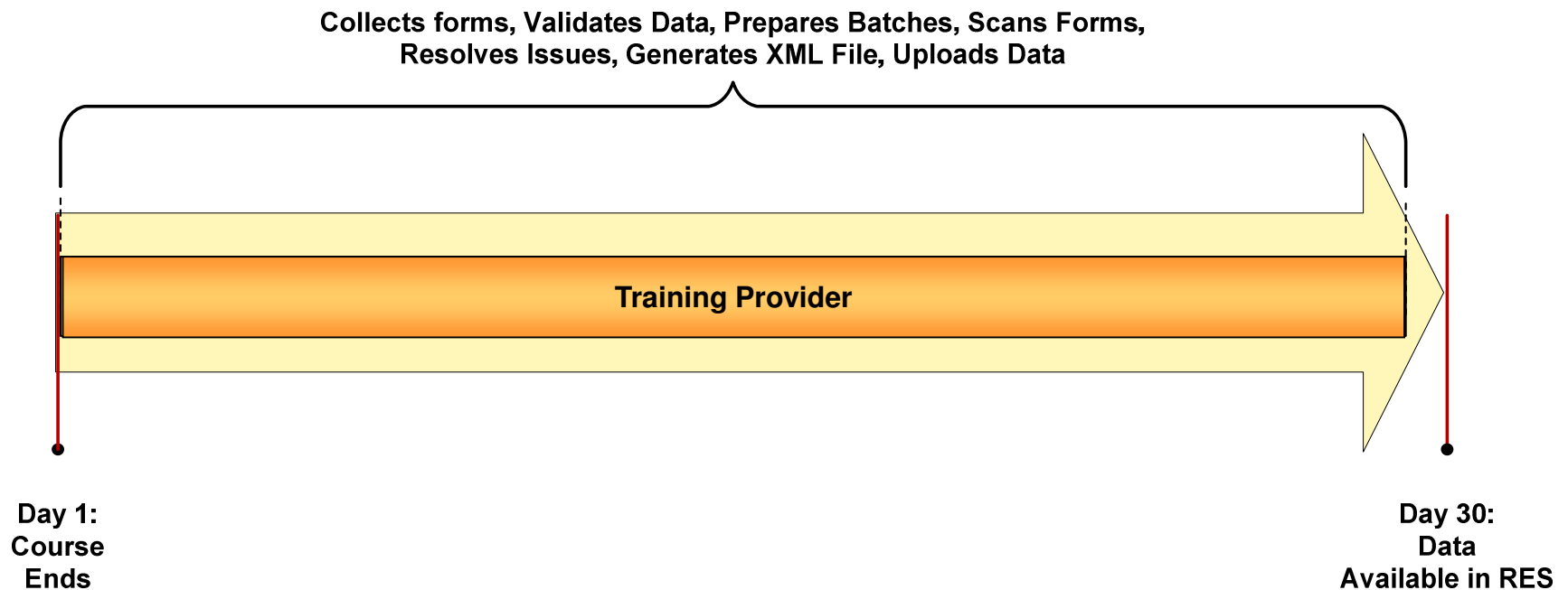


FEMA

## Scenario 2: Timeline for XML Data Submission

TP will have 30 days after the course end date to submit their data

Data will be available in the RES immediately after upload



FEMA

# User Support Contact Information

RES Help Desk and Support

– Email [res@dhs.gov](mailto:res@dhs.gov)



FEMA



FEMA