

Navigating eServices

DURATION: 30 minutes

TEACHING METHOD: Discussion/Demonstration

READING: Student Guide

LESSON OBJECTIVE: Confidently and competently navigate the eServices areas frequently used by commanders.

Desired Learning Outcomes:

1. Know how to choose the applications you will use frequently.
2. Know how and where to complete approvals and validations in eServices, and how to change permissions for your staff.
3. Know how to find and where to input data for promotions, SUIs, and ordering supplies.
4. Know where to go and how to give credit for Mentor Inputs/Skills Evals in the Learning Management System.
5. Know where to go and how to upload the monthly Vehicle Data.
6. Know where to go and how to start your inventories.

LESSON STRATEGY: This lesson is designed to describe the areas that are used most often by unit commanders other than the Commander's Dashboard. Live connectivity to eServices is strongly recommended.

INSTRUCTOR NOTE: Spend the time necessary on the areas of eServices. When you think the students understand what is available in each section, move on to the next. It would be easy to get into the weeds of things like "Inspections." However, the objective of this lesson is to show the student where to access the information and not go into detail on the specifics of the area. If you have internet access the best way to go through the lesson is to actually look at a unit in real time. Focus on the items commanders need to use most often.

REVIEW: Ask students if they have any questions about eServices in general. If they have questions, answer them. Ask students how they rate their knowledge of eServices. Use this knowledge to tailor what you show them. Encourage all students to participate.

BRIDGE: It sounds like there is a variety of skill levels. Let's take a look at the areas commander use most often in eServices. After we look at the most common areas, we can explore your specific questions about eServices. Use the discussion questions below to guide your demonstration.

SUGGESTED DISCUSSION QUESTIONS: Feel free to add or adjust questions as necessary to meet the students' needs as well as the conditions unique to your wing.

Lead off Question: What applications do squadron commanders use most often in eServices?

Supporting Question: Where can you approve an award? Validate an ES qualification? Change permissions for staff members?

Supporting Question: Where would you go to approve a promotion? Check on an SUI? Order supplies? What will a commander most likely have to do in this area?

Supporting Question: How do we use the LMS? Where is it located?

Supporting Question: Where would you go to enter vehicle use data?

Supporting Question: Where would you go to begin annual inventories or check the status of an item?

Supporting Question: Where would you go to review a safety item?

Supporting Question: What reports would be of the most interest to a squadron commander?

Supporting Question: Where would you go to get a list of the email addresses of unit members?

CLOSURE: eServices can be intimidating at first glance, but what you just learned should have you feeling confident that you can easily and quickly enter, complete, and approve awards and promotions. While you will need many more resources, this lesson is meant to give you a head start as a quick guide/resource for eServices during your time as a commander.

CLOSELY RELATED LESSONS: Introduction to Commander's Dashboard