



A Quarterly Newsletter from
The Strength Maintenance Training Center (SMTC)



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1SG Alan Myers; 79T NCOA Deputy Commandant: Written
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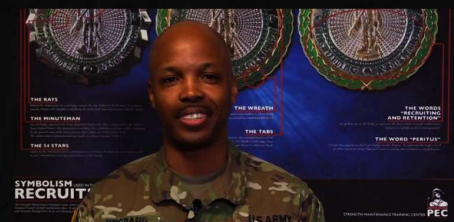
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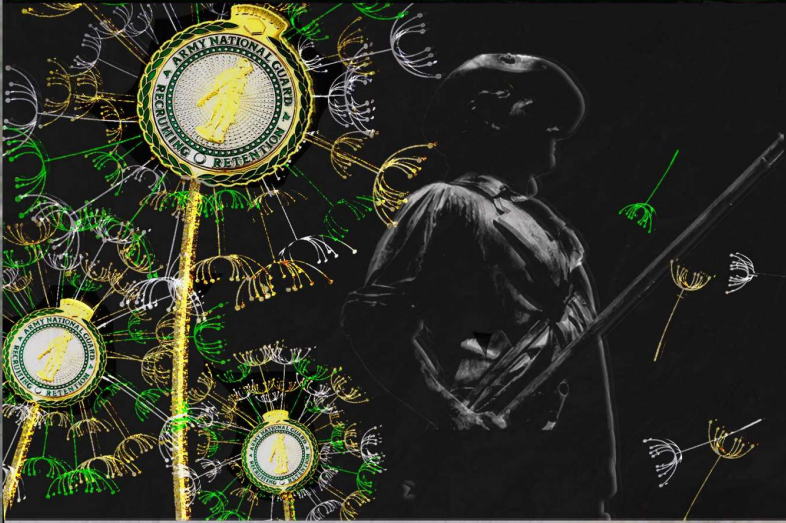
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Contribution

Message From The Chief

MAJ Carlos T Woodard
Chief, SMTC

The SMTC has undergone numerous changes since our last publication, most of them due to the COVID-19 pandemic. We had to adjust our method of instruction to an online platform via a live-stream virtual classroom in a relatively short amount of time in order to continue with our SQI4 courses. The transition to virtual classrooms has presented some challenges previously unseen by the SMTC. However, the SMTC team has responded in a remarkable manner which allowed us to deliver the first ever online SQI4 class with just under a month of preparation. At the time of this publication, we will have completed three online classes of SQI4. We continue to adapt to the current environment and have recently expanded our online classes to four additional courses which will be conducted in the first quarter of FY21. As we continue to monitor the operational environment and are presented with new requirements, we look for ways to improve service to our customers and stakeholders. Additionally, in August we commenced with our Recruiting and Retention College assessment which goes towards TRADOC accreditation. Due to COVID-19, this is conducted as a virtual assessment and we expect the results in the first quarter of FY21. As always, the SMTC team stands ready to support the ARNG Recruiting and Retention Force!





Welcome to SMTC

SGM Karen Alara, SMTC Chief Instructor

The Strength Maintenance Training Center (SMTC) is always looking for new instructors with a desire to mentor and train upcoming RRNCO's. Our instructors serve the Recruiting & Retention Force by imparting best practices of successful RRNCOs. They come into contact with thousands of leaders throughout the RRF and strive to make every contact meaningful to each person's career development. I would like to introduce and welcome the newest members of our team at the SMTC:



SSG Deneka Szafran comes from the WVARNG. She served as a RRNCO for four years. During that time, she earned her Master Badge while working within the WVU ROTC Program. When not working, SSG Szafran enjoys spending time with her dog, Dixie, trying new foods, and doing anything outdoors. Her greatest attribute would be coming to work with a positive attitude and always being authentic. Best practice as a RRNCO is to always build good rapport with everyone around you and, most importantly, the Soldiers you enlist.

"Soldier care should be your number one priority and that means continuing service and leadership after the sale"
- SSG Deneka Szafran



SFC Christopher Larson comes from the MIARNG. He served as a RRNCO for seven years. During that time, he earned his Master Badge and his Drill Sergeant Badge. He is married with one child. SFC Larson spends his spare time taking day trips with his family, working on his physical fitness, and furthering his civilian education. His ability to motivate others to success is his best attribute. He enjoys being a husband and a father above all things. SFC Larson lives by the motto, "Lead, Train and Mentor". He lives this in all facets of his life, especially when raising his son. In 18 years of service he has learned that "Honesty and loyalty" will get you through all trials. He is very excited to be at SMTC and looks forward to assisting in shaping a better Army and Army National Guard.



SFC Steven Mann comes from the ORARNG. He served as a RRNCO for nine years. He earned his Master Badge and was selected for a special assignment to recruit in American Samoa. SFC Mann is married with two children. His hobbies include sports of any kind, golf, and anything he is offered to try or do. Analytical insight brought him success in recruiting. His best practice is to attack any problem quickly and efficiently. He lives by all of the Army Values but, most notably, personal courage in standing up for what he believes to be right.

The SMTC has received several outstanding Soldiers from the field and look forward to them making the center better. Again, we are always looking for highly motivated NCO's to serve as instructors for the SMTC and NCOA. Please contact SGM Karen Alara, SMTC Chief Instructor, at karen.d.alara@mail.mil or 501-319-5039 if interested.

THERE ARE CURRENTLY FIVE MASTER TRAINERS (ONE EACH IN KY, MN, NY, GA, AND VT) WHO ARE COMPLETELY CERTIFIED ACROSS THE RRF TO TEACH THE R2TLC



Recruiting & Retention Team Leader Course (R2TLC)

1SG Alan Myers, 79T NCO Academy Deputy Commandant

Greetings from the 79T NCO Academy (NCOA), it is a wonderful time of the recruiting year. The old FY recruiting mission is ending, or has ended, and now it is time for a new mission and a chance to improve on the skills developed as a 79T Soldier/leader.

Changing and evolving is fundamental to the success of every organization; the NCOA and the Recruiting & Retention Force (RRF) are no different. In FY21, Strength Maintenance Advisory Group (SMAG) Region IV, in coordination with the SMTC, will teach the first iteration of the R2TLC. SMAG IV is leading the way on standing up the first course. While the R2TLC is only a piece of the 79T ALC Constructive Credit process, it is an important piece. SMAG IV will conduct the R2TLC in Indiana during the month of October

There are currently five Master Trainers (one each in KY, MN, NY, GA, and VT) who are completely certified across the RRF to teach the R2TLC. There are an additional eight Master Trainers that over half way through the certification process. The 79T NCOA has oversight of the R2TLC and will conduct the next Master Training certification training from 19-27

October 2020 via MS Teams.

If anyone in MOS 79T has any questions related to the conduct, educational aspect, or certification process to teach the R2TLC please reach out to me anytime at alan.w.myers.mil@mail.mil or 501-212-4694. Have a wonderful Recruiting year out there, Leaders!

CVR Self-Service Portal

Mr. Mike Langston, SMTC Knowledge Manager

As the SMTC continues to support the Army National Guard (ARNG) Recruiting and Retention Force (RRF) through online training, we rely more on the Commercial Virtual Remote (CVR) environment. Through CVR we are able to access Microsoft (MS) Teams which is the virtual classroom delivery platform.

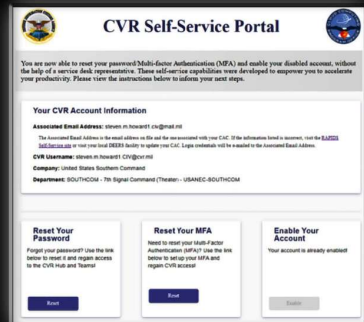
The biggest issues with using MS Teams has been resetting passwords and unlocking accounts. In most cases when you have an issue, the person you should go to is your Automation NCO. Unfortunately, the Automation NCOs do not have administrative rights in this system.

The good news is that the DoD CVR team has

developed a CAC-protected self-service tool that allows CVR users to reset their password, reset their MFA or enable their account themselves. If you getting ready to go to a course at the SMTC and are having issues logging into MS Teams, you should first use the CVR Self-Service Portal below.

The portal is best utilized with the Google Chrome, EDGE, or Firefox browser and using the authentication certificate.

<https://disa.deps.mil/ext/cop/gsd/cvr/index.html#/>



The Path to Success

MSG Christopher M. Latham, 79T Senior Career Management NCO

John F. Kennedy, 35th President of the United States, stated, "Leadership and learning are indispensable to each other." Great leaders have long understood that leadership and learning are inextricably linked – it's hard to have one without the other. Today's successful leaders are nimble learners - people who learn quickly, are open to the new and unfamiliar and can find learning in all types of experiences. In October 2019, the Recruiting and Retention College provided leaders within Career Military Field (CMF) 79 to improve their leadership potential by participating in the Society of Human Resource and Management (SHRM) Certification Program (CP) pilot program. For those holding MOS 79T, the pilot program is an overwhelming success.

Please join me in congratulating the following 79T Senior Recruiting and Retention professionals in their quest to earn the coveted SHRM-CP: SGM Matthew Krenz (ARNG G1 SGM), SGM Matthew Roberts (in-coming ARNG HRR Division SGM), SGM Scott Spigelmyer (FORSCOM RC Command Career Counselor), CSM Michael Moss (PA RRB CSM), MSG Matthew McCain (101st Senior Reserve Component Career Counselor), SFC Mark Edwards (IA RRNCO), and SFC Robert Gehres (Fort Benning Reserve TRADOC Liaison).

The ARNG 79T MOS achieved the highest test pass rate within CMF 79, at an 88% test pass rate. The national average pass rate for the SHRM-CP is 66%. The outstanding performance by these ARNG Recruiting and Retention leaders ensures that MOS 79T will continue to participate in the SHRM-CP credentialing program and seek out new credentialing opportunities

Here are a few comments from the SR RRNCOs who took the exam:

CSM Michael Moss, PA RRB CSM, stated, "The SHRM-CP certification process was challenging, but it is definitely

achievable. The learning management system prepared me to take and pass the examination. I found that many of the lessons were directly related to what I currently do as an Army leader, even though the terminology differed from what we use. The examination was the single most stressful test that I have ever taken."

SFC Robert Gehres, Fort Benning Reserve Component TRADOC Liaison, "I would say that with the SHRM-CP process that the biggest key to success is making the time at least two to three days a week to set aside the time to study and work through the Skill port and SHRM learning systems. I personally averaged about 10 hours a week of just review material. I also utilized flashcards that my spouse helped me review with, and the day before my examination, I retook every quiz available in the SHRM learning Portal to ensure I was at or above the 85% mark."

For great leaders, personal and professional development is an ongoing process. As a new year brings new players and new ideas to the table, Army leaders need to be prepared to face a new set of challenges. Are you prepared to meet the challenges of tomorrow? We are projected to begin the second round of the SHRM-CP pilot program in October 2020.

If you up for the challenge, you must meet the following criteria: hold MOS 79T with a minimum of three years of experience in the MOS, must be able to obtain written consent from the first LTC (O5) or higher within your chain of command, and must be able to commit at least 10 hours or more a week preparing for the exam. The SHRM CP exam is stimulating, so if you are looking for a way to challenge yourself while improving the organization, **HERE IS YOUR CHANCE!**

If you are interested in the program or have questions, contact MSG Christopher Latham, 79T Senior Career Management NCO, at christopher.m.latham.mil@mail.mil.

Automation 20-002

Mr. Mike Langston
Automation Course Manager
CompTIA Network+, CompTIA Security+

The Strength Maintenance Training Center (SMTC) conducted the ARNG Recruiting & Retention Automation (AUTO) Class 20-002 in July 2020. The course was taught using Microsoft (MS) Teams as the virtual classroom delivery platform. This is the first course conducted at SMTC utilizing the MS Teams system.

The ARNG Recruiting and Retention AUTO NCO course is a 2-week (10-day) course designed to develop competent and technical ARNG Information Support Specialist (Automation NCOs) by providing the knowledge, skills, and techniques required to perform their jobs. At the end of this course, the learners are able to maintain individual RSID, establish and maintain an individual ARISS user account, prepare recruiter work station (RWS) for issue, troubleshoot and maintain RWS, and manage a PICAT as well as the duties of the information assurance technical level I or information assurance officer.

We experienced a few issues with the Army Learning, ATSC LLC Blackboard site, but the MS Teams site functioned flawlessly. The comments below are from the students regarding their learning experience:

"The virtual environment is a very cost effective and efficient way to teach courses when travel is not possible or needed. Being able to work from home or office during course contributed greatly to my success and allowed me to use my newfound skills from class to image real recruiters ARISS computers for issue.

"Although facilitated virtually, we were able still able to access everything, live and training sites, as if it were resident.

The MS Teams environment allowed us the opportunity to make learning fun.

Below you see the popular Jeopardy game with the Categories of Troubleshooting, Software, Hardware, Network, Reports and Address (Computer).



A comment from one of the students shows that the games were well received.

"Mr. Mike Langston did a great job converting this course to work successfully in an online environment. His use of games and check on learning tools was very helpful and lightened the mood. Mr. Arthur Hacker and Richard Vermillion both did an awesome job helping in the background while instructors were teaching. Mr. Jeff Blodgett is an amazing assess and SME who made the course successful. His years of experience and tricks of the trade have helped prepare me to be a better Automation NCO."



It is ok for the instructors to have a little fun as well. Pictured is Mr. Richard Vermillion, ARISS Training Team and an Assistant Instructor. He is bringing donuts to class because his phone rang during the middle of a class. All phones must be either turned off or on silent, a Golden Rule of MS Teams online courses.

Special thanks to Mr. Jeff Blodgett and Mr. Richard Vermillion both from Systems Branch, Training, Development and Support Team, ARNG-S-TDS

The Graduating Class of ARNG Recruiting & Retention Automation Class 20-002

Top row: SSG John E Hancock - NM, SSG Travis L Wilson - MI, SSG Erinteddine M Retuyan - GU Bottom row: SPC Kaitlyne B Lockridge - SC, SFC Kerry K Williams - NC, SGT Benjamin K Sanders - OK

