



Memorandum

#15-101

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: September 22, 2015

SUBJECT: TexasWIC.org Web Class Update

Web classes on the TexasWIC.org website have been performing slower than usual over the past few weeks. In order to improve the performance, IT staff is making adjustments to the website. One result is that the amount of time that “in progress” classes can be saved in the system must be reduced.

When a client completes a web class, the system will save the certificate for 5 years so that when the client logs in to the system again she can see and print her certificate. However, when a client starts a web class but does not complete this particular class in one session, the system will save her progress for 3 days. During these 3 days she can return to the site and resume her progress in that class. Previously the system would save “in progress” classes for longer, and this was overloading the system with data and contributing to the class pages loading slowly. The Class Welcome page on TexasWIC.org is being edited to inform clients of this.

IT staff is continuing to optimize the TexasWIC.org site. There may continue to be a small delay in the loading of some class pages, but clients should still be able to complete a class and receive a certificate. The web lessons are working; however it is possible that during times of high activity slowdowns could occur. Therefore, until further notice if a client comes in and states that she attempted a web lesson but was unable to complete it, please use code FT-000-01 and issue benefits to the client. Please refer client concerns regarding accessing the TexasWIC.org website to 1-800-942-3678.

If you have any questions or require additional information, please contact Erica Harris, Nutrition Education Consultant, Nutrition Education/Clinic Services Unit, at (512) 341-4588 or erica.harris@dshs.state.tx.us.