State of Oklahoma

Learning Management System

Module 1: Getting Started

QMES
OFFICE OF MANAGEMENT
& ENTERPRISE SERVICES
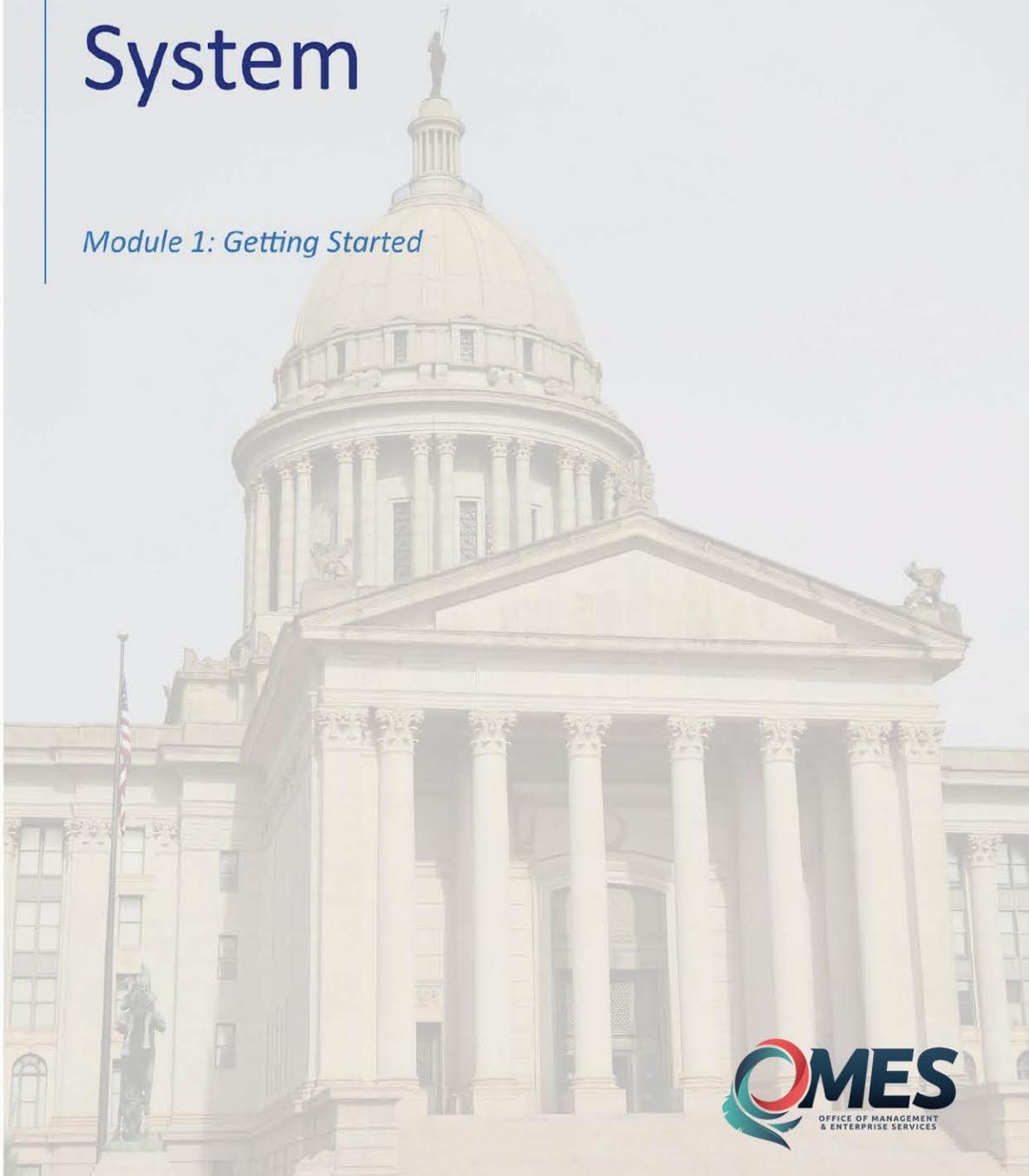
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1.1 Notes

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1.2 Preface

This user guide consists of eleven total modules, titled:

Module 1: Getting Started

Module 2: Managing Learning Resources

Module 3: Managing User & Organizational Data

Module 4: Creating Learning Activities

Module 5: Managing Learning Programs and Certifications

Module 6: Administering Training

Module 7: Talent Management

Module 8: Reporting

Module 9: Supervisor View

Module 10: Instructor View

Module 11: User View

These user guides were developed with the input and assistance of state employees from various agencies functioning as Subject Matter Experts, or "SMEs". The Learning Management System is an exciting step toward the goal of enhancing the quality and accessibility of adult learning to users across Oklahoma, and beyond. The information in these guides will be updated periodically as our use of this new learning platform helps to refine our use of the system.

If additional information is desired, please consult the "User Resources" section located at the end of each module.

1.3 Terminology

Assessment/Surveys:

A process used to systematically evaluate a user's skill or knowledge level.

Assessment Item: A measurable activity (such as a question) used to determine whether a learner has mastered a learning objective.

A learning task or project given to a learner.

With Learn Center, you can create, manage, and grade assignments from the Assignments menu of the Control Panel.

You can add Assessments, Surveys, and Appraisals that can be used to measure knowledge before and after a training intervention. You can also use Assessments/Surveys to gather feedback about training or customer satisfaction. In addition, you can use these features to solicit input about a user's performance from multiple levels in the company, such as from an employee's Supervisor and the employee's team leader.

The following terms define the types of assessments you can add.

- Assessment - Can be associated with Web-based training (WBT) Classes or used independently. They can also be graded.
- Surveys/Evaluation - Can be associated with WBTs or used independently. They are not graded.
- Appraisals - Associated with one reviewer at a time, and are used independently.

Assignment

A learning task or project given to a learner. With Learn Center, you can create, manage, and grade assignments from the Assignments menu of the Control Panel.

Class

A complete body of prescribed studies that constitutes a curriculum. An aggregate of courses. In Learn Center, a publishing format for SCORM Content. A SCORM Class is made of SCORM content objects (SCOs). See Also: Course

Course

A unit of a class. In Learn Center, AICC content, content created in Learn Center's Course Editor, and single SCOs.

Classes/Courses Dynamic Objects

Once you have created Courses and assigned them to Users, you can make them available for Users to find by using dynamic objects. The following dynamic objects are available:

- Class Link
- Course Category
- Courses Completed
- Courses Started
- Your Course Link

Asynchronous Learning

Learning in which people are not online at the same time and interaction does not occur without a time delay, allowing people to participate according to their own schedules. Examples include Email, discussion groups, and self-paced courses delivered via CD-ROM or the Internet.

Synchronous Course

A course in which people are online at the same time and interaction occurs in real time (without a time delay). Students are required to attend at specific times.

Dynamic Objects

Dynamic Objects (formerly known as Dynamic Content Tags) are the main tools used in creating custom Learn Center pages. Dynamic Objects enable you to:

- Display all kinds of Learn Center information to Users such as Enrollment information, the ecommerce Shopping Cart, or Courses completed (among many others).
- Personalize each user's Learn Center experience, such as "Welcome, Jane".
- Customize what each user sees on a page based on his/her profile, such as My Training or My Courses Started.

Some Dynamic Objects have optional properties or settings you can define to customize how it displays to end users. For example, you can choose to display **Filter** tools or certain columns of information to your end Users.

View Types

The Dynamic Objects are divided into four types of views.

- No Content Views (No Content objects do not require any properties and a label with the description of the dynamic object is placed on the page.)
- Static Views (Static objects are displayed as option buttons or check boxes.)
- Dynamic Views (Dynamic Objects are displayed as drop-down lists.)
- Wizard (The Wizard view requires the user to complete steps and answer a series of questions.)

Enrollments

Once you have added learning events, you should add Enrollments to sign Users up (or enable them to sign themselves up) for them. For example, if you added a new Instructor Led Training (ILT) event, but did not add an Enrollment for it, the ILT event will appear on calendars, but Users will not be able to enroll or reserve seats. Once you have added an Enrollment for an event, you or other Administrators can manage the roster and wait list.

You can add Enrollments for:

- ILT Sessions
- Online Courses
- Classes
- Online Synchronous Courses
- Learn Centers
- Virtual ILT Sessions
- Assessment Instances
- Self-Study
- Chat Rooms
- Forums

Events

A gathering or activity for a learning activity like an instructor led training (ILT) session.

ILT Events are the highest level in the ILT hierarchy. Generally they are named for the topic covered during training. For example, Event Name: New Employee Orientation (NEO). Events can contain multiple Tracks and Sessions. You can add new Events, edit those Events, and even make copies of Events. Only Instructors and Administrators for an ILT Event can add Enrollments for ILT Events. Remember to add yourself as an instructor for an Event if you will also be adding the Enrollment for that Event.

Setting up an ILT
There are several steps involved in preparing your Learn Center to manage ILT. Some steps are performed just once as part of initial setup, other steps will be performed on an on-going basis.

Group

An aggregation of people or objects. In Learn Center, creating groups enables Administrators to class certain users together for easier user management and the assignment of group permissions. Groups can have sub groups.

Instance

In Learn Center, a set of properties that defines how an assessment behaves. A single assessment can have multiple instances so that the assessment behaves differently in different situations.

Instructor Led Training (ILT)

The Instructor Led Training (ILT) menu enables you to add and set up information for learning events that take place in actual physical locations with live instructors. You can also use this menu to add a database of Assets (instructors, locations, equipment) that are used for ILT Events.

Adding a New ILT Event

On the Control Panel, click the black arrow on the ILT menu to expand it. On this menu you can:

Set up Instructor Led Training (ILT Events, Tracks, Sessions, and Quick Sessions)

Learning Plan

Description of learner activities, such as the learner will be studying and when.

Learning Plans are any combination of training items ranging from independent self-study content like assignments, to guided learning activities including mentoring, web based training, and instructor-led or virtual instructor-led training (VILT).

Learning Plans can include assessments, surveys, and virtual community activities like chat rooms and forums.

You can sequence the training items mapped to a Learning Plan so Users complete training items in the order you prescribe. You can sequence training items by due date, alphabetically by name, or in a custom sequence you devise. You can enforce sequencing, make sequencing optional, or have no sequencing. You can specify a due date or a time frame during which a Learning Plan must be completed.

Learning Object

Reusable, media-independent collection of information used as a modular building block for e-learning content. Learning objects are most effective when organized by a Meta data classification system and stored in a data repository like an LCMS.

Learning object

From Wikipedia, the free encyclopedia

A learning object is "a collection of content items, practice items, and assessment items that are combined based on a single learning objective".[1] The term is credited to Wayne Hodgins, and dates from a working group in 1994 bearing the name.[2] The concept encompassed by 'Learning Objects' is known by numerous other terms, including: content objects, chunks, educational objects, information objects, intelligent objects, knowledge bits, knowledge objects, learning components, media objects, reusable curriculum components, nuggets, reusable information objects, reusable learning objects, testable reusable units of cognition, training components, and units of learning.

The core idea of the use of learning objects is characterized by the following: discoverability, reusability, and interoperability. To support discoverability, learning objects are described by Learning Object Metadata, formalized as IEEE 1484.12 Learning object metadata.[3] To support reusability, the IMS Consortium proposed a series of specifications such as the IMS Content package. And to support interoperability, the U.S. military's Advanced Distributed Learning organization created the Sharable Content Object Reference Model.[4] Learning objects were designed in order to reduce the cost of learning, standardize learning content, and to enable the use and reuse of learning content by learning management systems.[5]

Learning Object Manager

The Learning Object Manager (LOM) provides a graphical way to manage your Learning Objects. You can access it from the Management Control section of the main LearnCenter page by either clicking Resource Manager or Learning Object Manager (LOM).

Prerequisites

The Prerequisites feature enables you to enforce the order in which users take training. Using this feature, you can require that users complete certain learning items before attempting another. For example, you may want users to take Class A and B before they can take Class C. You have the ability to add, edit, and delete prerequisites for the following LearnCenter items:

- Assignments
- Courses
- Classes
- Enrollments
- ILT Sessions

Resources Manager

The Resource Manager stores all uploaded multimedia and files used in the various editors. All multimedia and file resources you want to use on site pages and courses must be uploaded to the Resource Manager before they can be used. Once uploaded, resources can be used in an unlimited number of pages and courses.

Resource Manager contains a set of standard folders labeled by file type. You can upload your resources into these folders according to their type. Think of this as a shared folder.

Sessions

1. An assembly of people for a common purpose or because of a common interest.
2. A period of time devoted to a specific activity.
3. The term or duration of time that is taken by an instructional meeting.

Once you have added an ILT Track, you can add Sessions for it. ILT Sessions are the level in the ILT hierarchy. Sessions include the date and time the ILT Event takes place.

They also specify:

- Location
- Instructors
- Session Properties, if applicable

  Example Session Name: NEO Corporate 06/01/10

Tracks

A course of study to which students are assigned according to ability, achievement, or needs.

Once you have added an ILT Event, you can add Tracks for it. Tracks are the second level in the ILT hierarchy. They are typically used identify either different audiences (Sales, Customer Service) or locations (NC or FL) or for organizing Sessions by audience, location, or date. Tracks can have one or more ILT Sessions.

Example Track Names:

NEO: Corporate HQ (2012)

NEO: Southeast Regional Office (2012)

Training Offering:

You can add new Training Offerings. A Training Offering is a single, reportable, collection of similar or equivalent activities that have different delivery methods. Completion of one activity in the collection satisfies the Training Offering requirement. You can include Courses, Classes, External Training, Enrollments, ILT Events, ILT Sessions, ILT Tracks, and Instances in a Training Offering. You can have an unlimited number of items mapped to a Training Offering. Users only need to complete one item for the Training Offering to be marked as complete.

Virtual ILT

Virtual ILT (VILT) Events are training sessions or meetings offered virtually instead of in a traditional meeting room or classroom. Training is administered using a third party Internet application and a conference line. Learn Center integrates with several third party providers to enable you to add, host, attend, and track attendance to VILT sessions directly from Learn Center. Learn Center currently integrates with the following providers: Classes offered on the Web and accessible via telecommunication services such as Cisco WebEx™, Microsoft® LiveMeeting, iLinc™ AT&T Connect®, Adobe® Connect™

WBT

Web-based training. Training or education delivered over the Internet and accessible using a browser. May incorporate the use of an instructor or facilitator. In Learn Center, self-paced or asynchronous content. Includes, but is not limited to SCORM, AICC, and Learn Center Course Editor content.

Webinar

Web + seminar. A small, synchronous online learning event in which a presenter and audience members communicate via text chat or audio. Concepts are often illustrated using online slides and an electronic whiteboard. Webinars can be archived as well for asynchronous, on-demand access.

1.4 Manual Icons and Visual Cues

Use the following locally designed icons for their indicated purpose. Ensure that icons are justified to the right when used.

Agency Information: Use this icon to indicate agency specific information or procedures.

Informational: Use this icon to indicate non-procedural, but helpful, information.

Tips: Use this icon to emphasize a great idea or tip to remember.

Process: Use this icon to indicate a process that must be followed to ensure success.
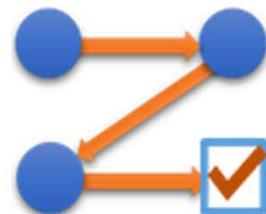
Important: Use this icon to indicate information that is important to emphasize.

Numbered rectangles indicate that user actions must be performed in a sequence, using system menu buttons. Rectangles indicate user entry areas, and other important information. See below:

Numbered Rectangles: Used to indicate user action (button click, menu item)
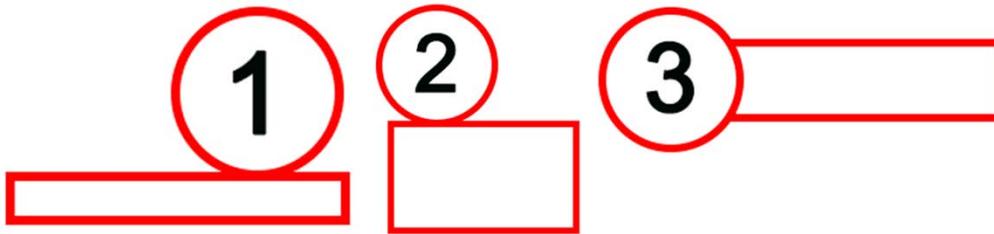
Rectangle: Used to highlight text entry area or other information

1.5 Basic Navigation

1. Log into the Learning Management System, using your Username (Employee ID) and Password.

2. Click Enter.
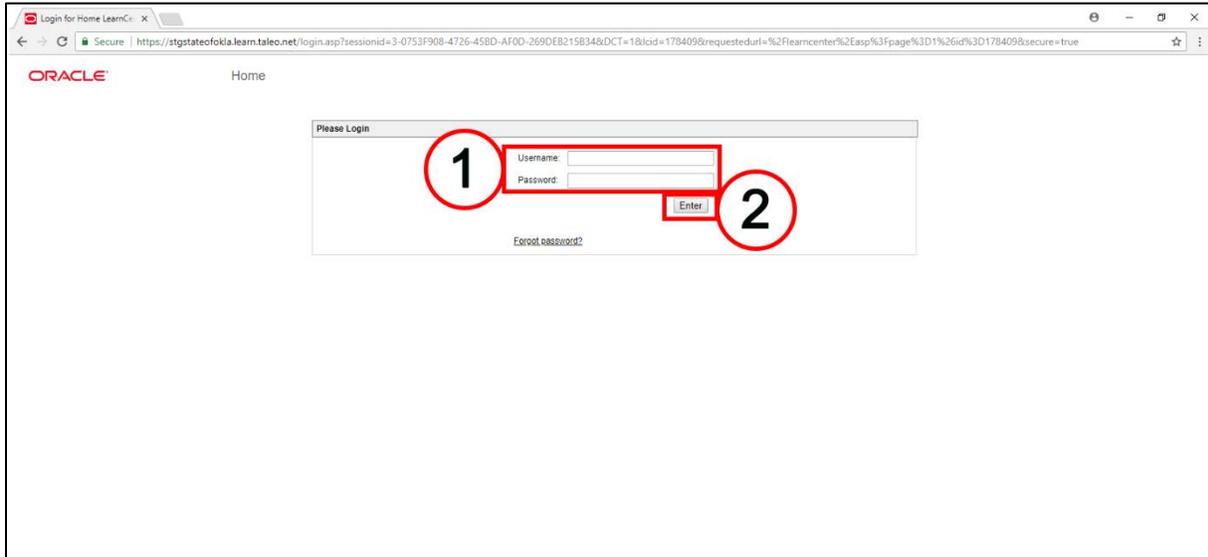
3. Click the State of Oklahoma link to access the state's Learn Center.
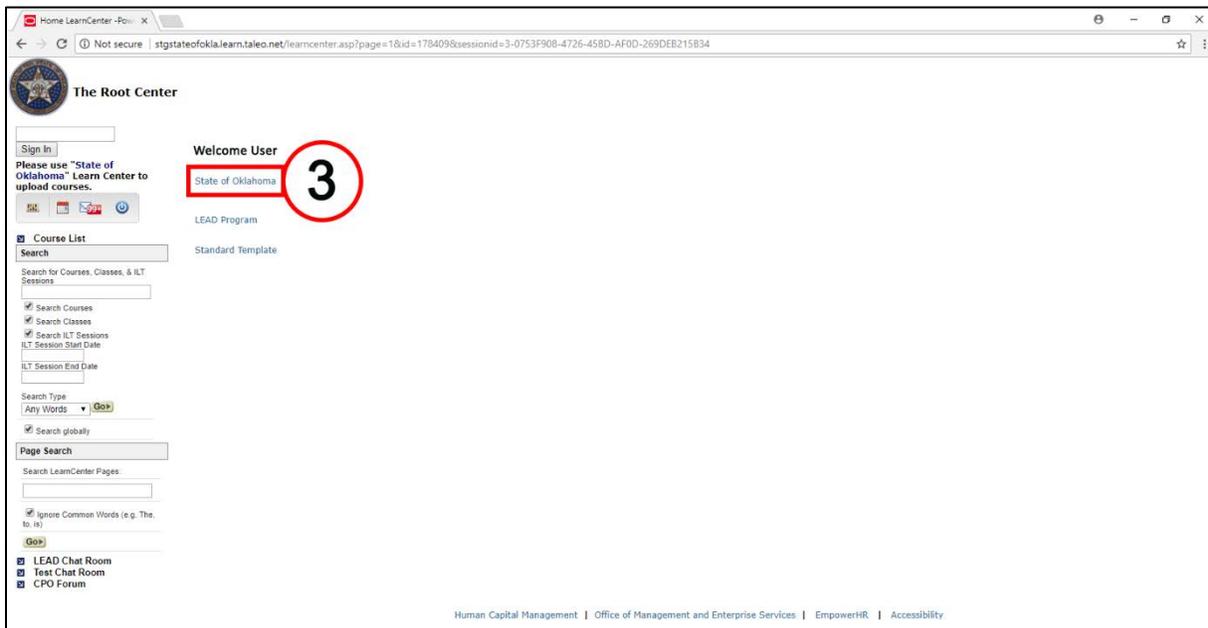
4. Enter the Management Access Code into the text box, and click the Sign In button.
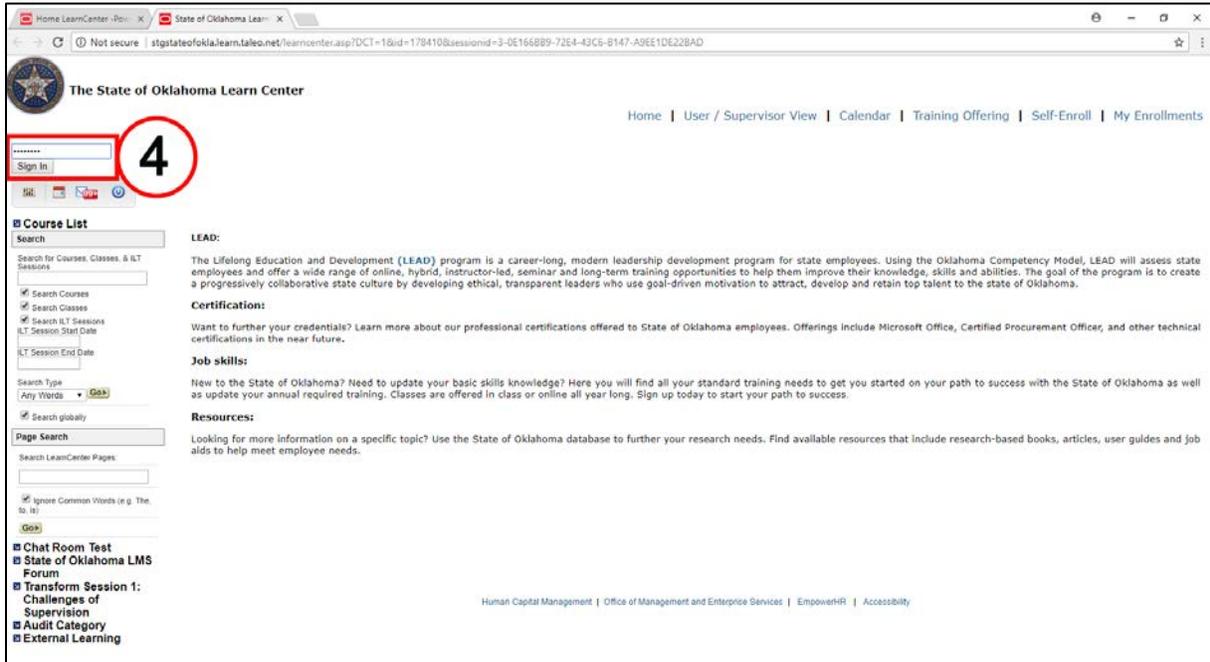
Rest your pointer on the gear icon to display a drop-down menu.
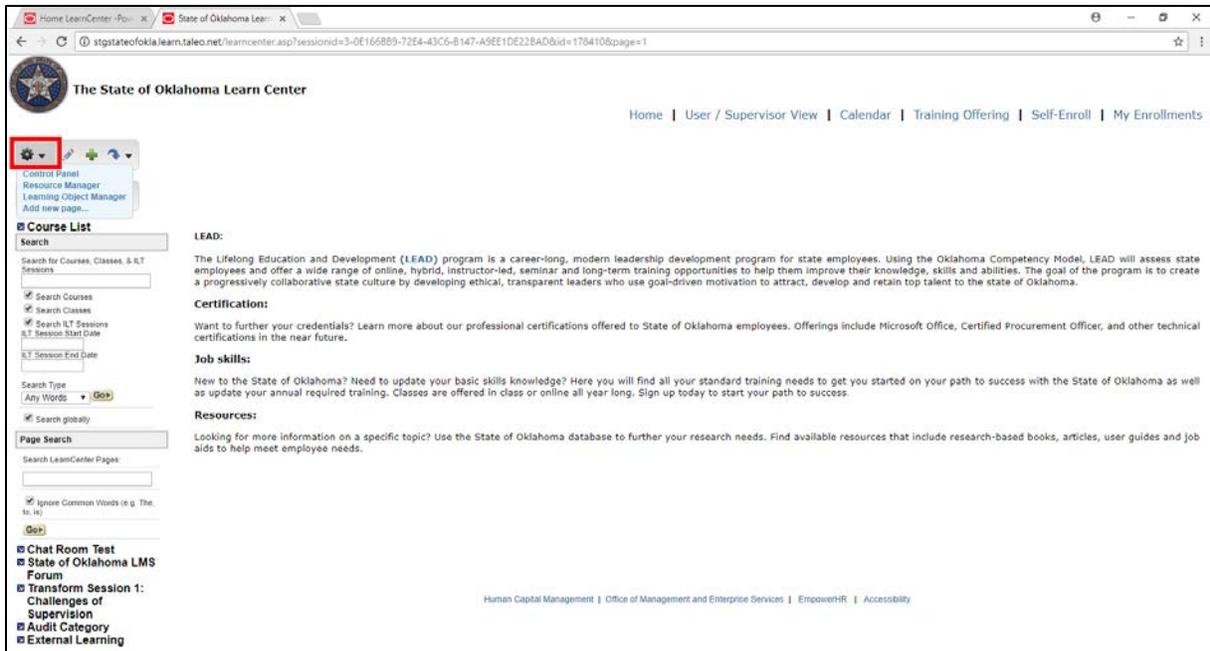
5. Click on Control Panel.
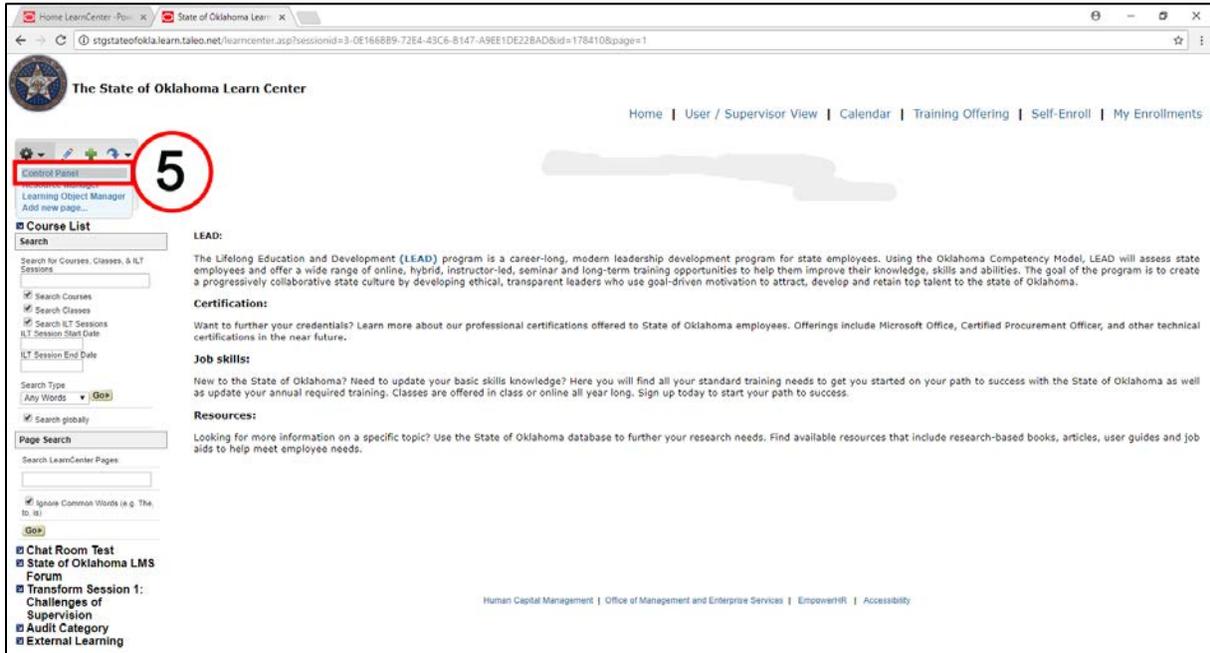
1.6 Using the Control Panel

The Control Panel has three areas:

- Control Panel Icons - the icons at the top of the navigation bar enable you to expand, collapse, and reset the menus, as well as to quickly navigate to the Home page
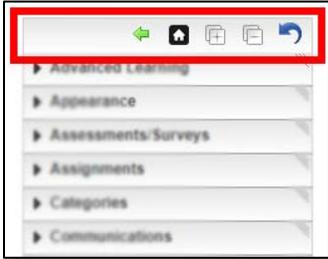
- Navigation Bar – the left side of the page that displays each menu and their corresponding options.
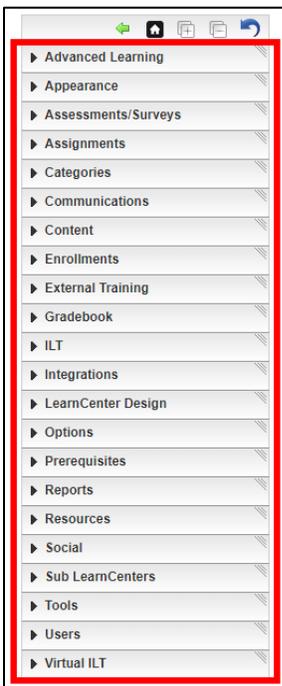
The Control Panel Navigation Bar is comprised of menus that contain links to additional functionality. The menus are alphabetized to make it quick to locate the feature you want to use. Click the black arrow next to any menu name to expand it. When a menu is expanded, the menu options (links) to the tools and features related to that menu become visible. These menu options are alphabetized. Click the arrow again to collapse the menu.

You can rearrange the menus to suit your preference. Your changes are automatically saved and are viewable each time you log in. Click in the upper right corner of a menu and drag the menu to the new desired location on the Navigation Bar.

Content Area – the right side of the page displays the content and tools for each menu.

The icons at the top of the Control Panel enable you to expand, collapse, and reset the menus. Additional icons enable you to quickly navigate to the Learn Center (close the Control Panel) or the Control Panel Home page. Click the icons (shaded in darker gray below) to initiate each of the four actions.

You can maximize your computer screen's visible space by using a toggle icon on the right side of the navigation bar. Click the icon once to hide the ControlPanel. Click it again to re-display the ControlPanel.
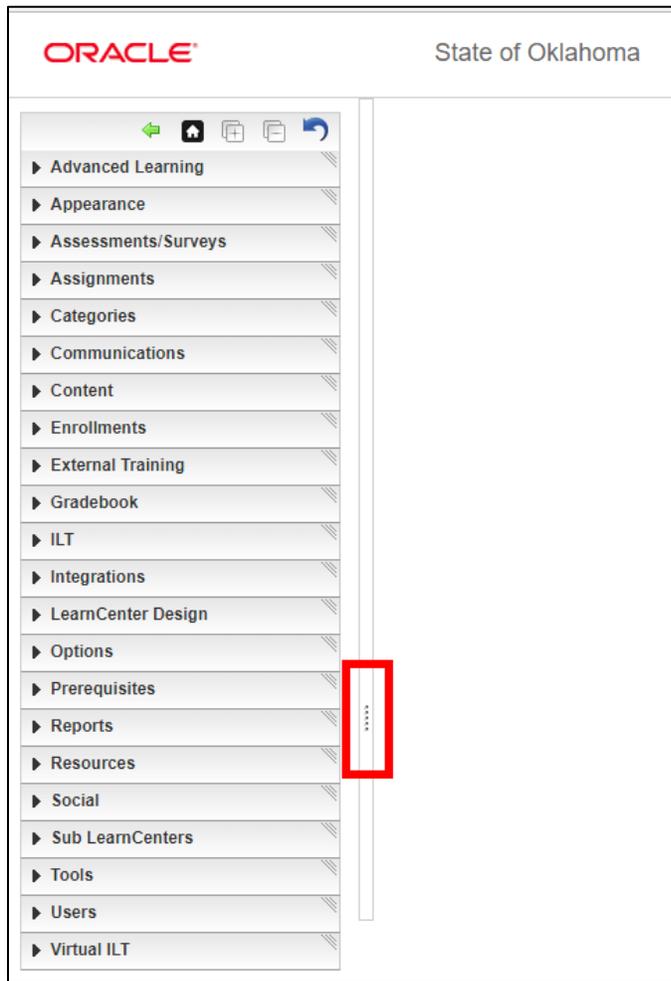

Click the green Back to Learn Center arrow to close the Control Panel.

1.7 Changing the Status of an Object

You can make certain Learn Center items inactive (unavailable for use). Navigate to the page that contains the items you want to make Inactive, for example, Enrollments.

1. From the Control Panel, click the black arrow to expand the Enrollments menu.
2. Click Enrollments.
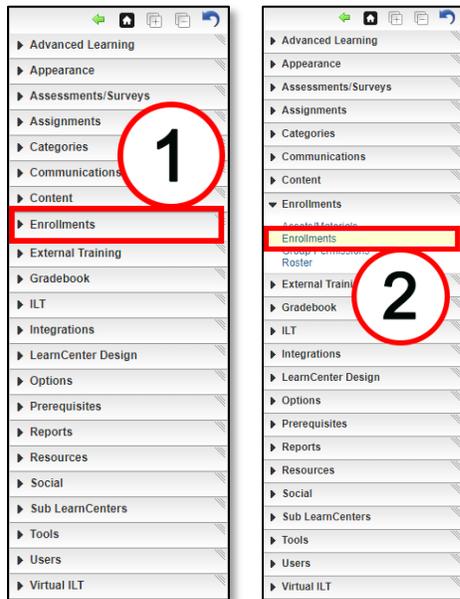
Use the Filters section (if appropriate) to search for the items you want to work with. If no content is listed, hit "Reset" to show all content.

NOTE: If the Filters section is not visible, then click the Filters expand black triangle located in the top left hand corner of the window.

Click the check boxes next to the items you want to make Inactive or click to select all items using the green check mark located to the right of the word ACTIONS.

3. Click Change Status.

Follow any additional prompts that may appear. To make an item Active (available for use), navigate to the page that contains the items you want to make Active. This is generally the page that displays a Filters section and an item list. Note: Additional Learning Items that are available in the Filters section will automatically navigate you to different pages.

Use the Filters section (if appropriate) to search for the items you want to work with. Be sure to select Active, Inactive or Both from the Status drop-down list to display items that are currently set to be Active or Inactive.

Click the check boxes next to the items you want to make Inactive or click to select all items using the green check mark located to the right of the word Actions.

Click Change Status.

Follow any additional prompts that may appear. Note: Once an Enrollment or other Learning Item has been assigned a status of Inactive, the Learning Item will NOT be visible if the Filter is set to Active.

User Resources:

Additional information can be found by visiting www.help.learn.com.

If further help is required, please contact the OMES Service Desk at (405) 521-2444 or by e-mail/IM at servicedesk@omes.ok.gov.