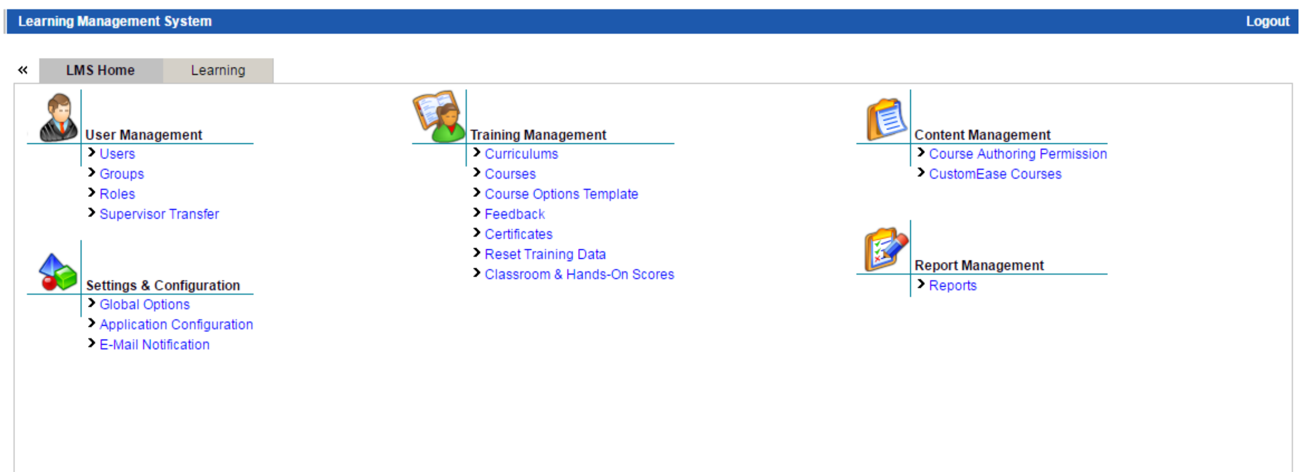
DuPont™ eLearning Suite
LEARNING MANAGEMENT SYSTEM

System Administrator
LMS Training Guide



Name: ______________________________

Customer ID: __________________________

URL: http://__________LMS.claritynet.com

Your Login: ___________/______________

Technical Support: 800-946-8584

Technical Support: (US) 800-946-8584; (International) +1-757-306-7474 www.training.dupont.com Version 20160817-G

DuPont Sustainable Solutions
LEARNING & DEVELOPMENT

Table of Contents

Initial Set Up of the Learning Management System

In order for End-Users of the Learning Management System to have the best experience, it is important that the following System Requirements are met:

ICON KEY

- Valuable information
- ☑ Tips and Tricks

Popup Blockers turned **OFF**, or allow popups from ***.claritynet.com** and ***.training.dupont.com**

Recommended minimum screen resolution 1024 x 768

Adobe Flash Player installed, version 9.0 or higher
Internet Explorer installed, version 7 or higher
Latest Windows Media Player installed, operating system dependent

For the IT Department:

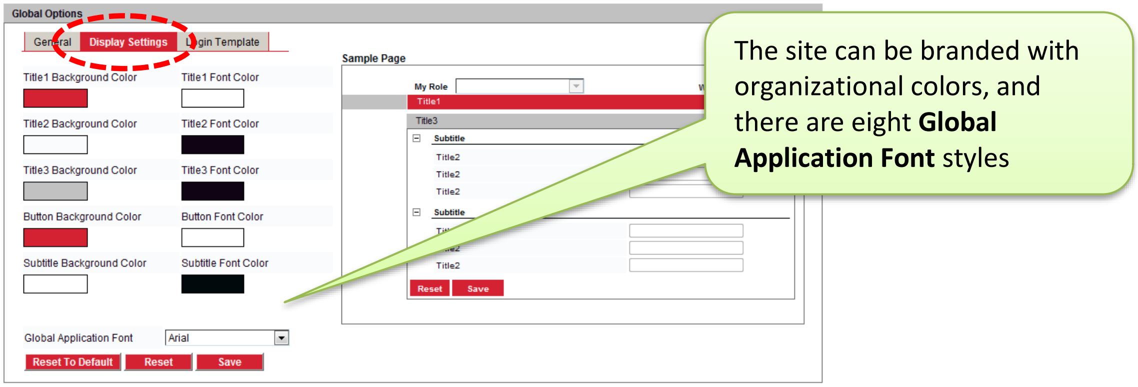
- Ensure that firewall is not blocking:
  a) Video or Audio data
  b) Anything from "**claritynet.com**" domain and "**training.dupont.com**" domain

Ensure noreply@claritynet.com is on the network SPAM filter's "white list", if E-mail Notification is used.

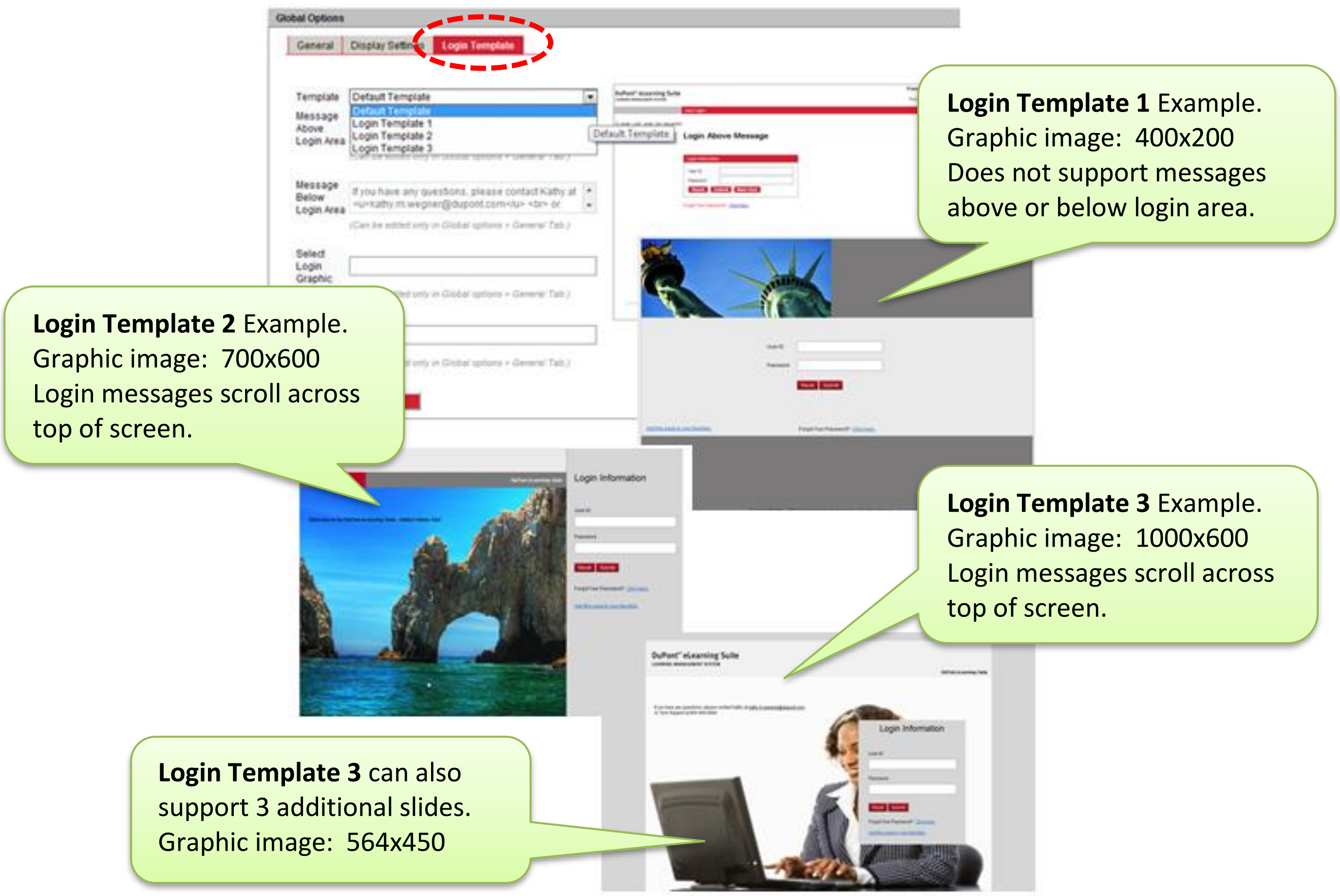
Site Branding and Design

LOGIN PAGE GRAPHICS

System Admins with Permissions can brand their site under **Global Options**. Use the **Display Settings** tab to change colors and font style.

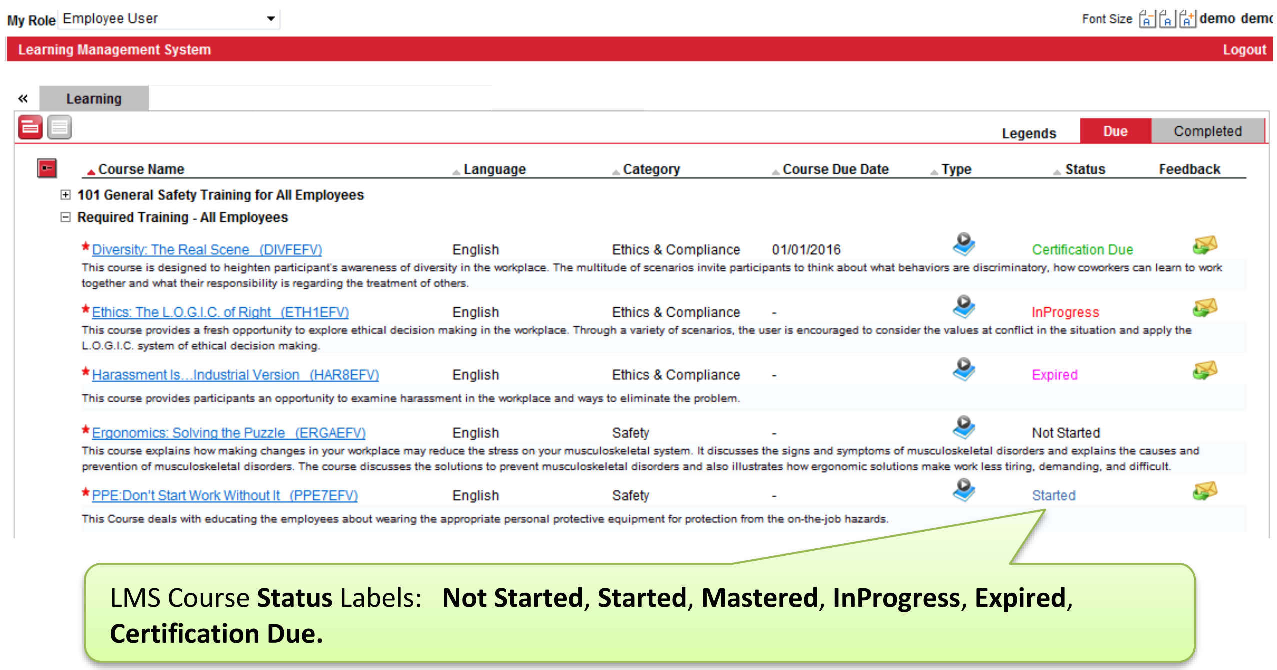


Under the **Login Template** tab, multiple templates are available for changing/customizing the login screen.

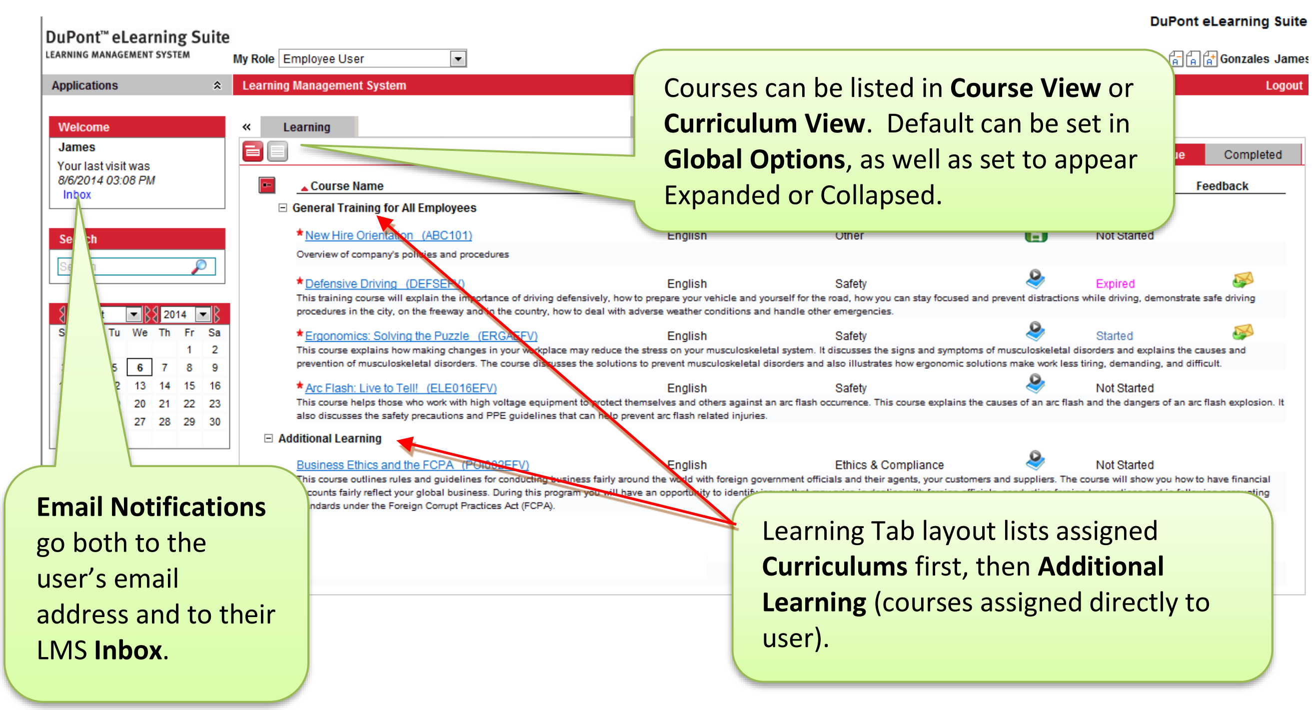


THE LEARNING TAB

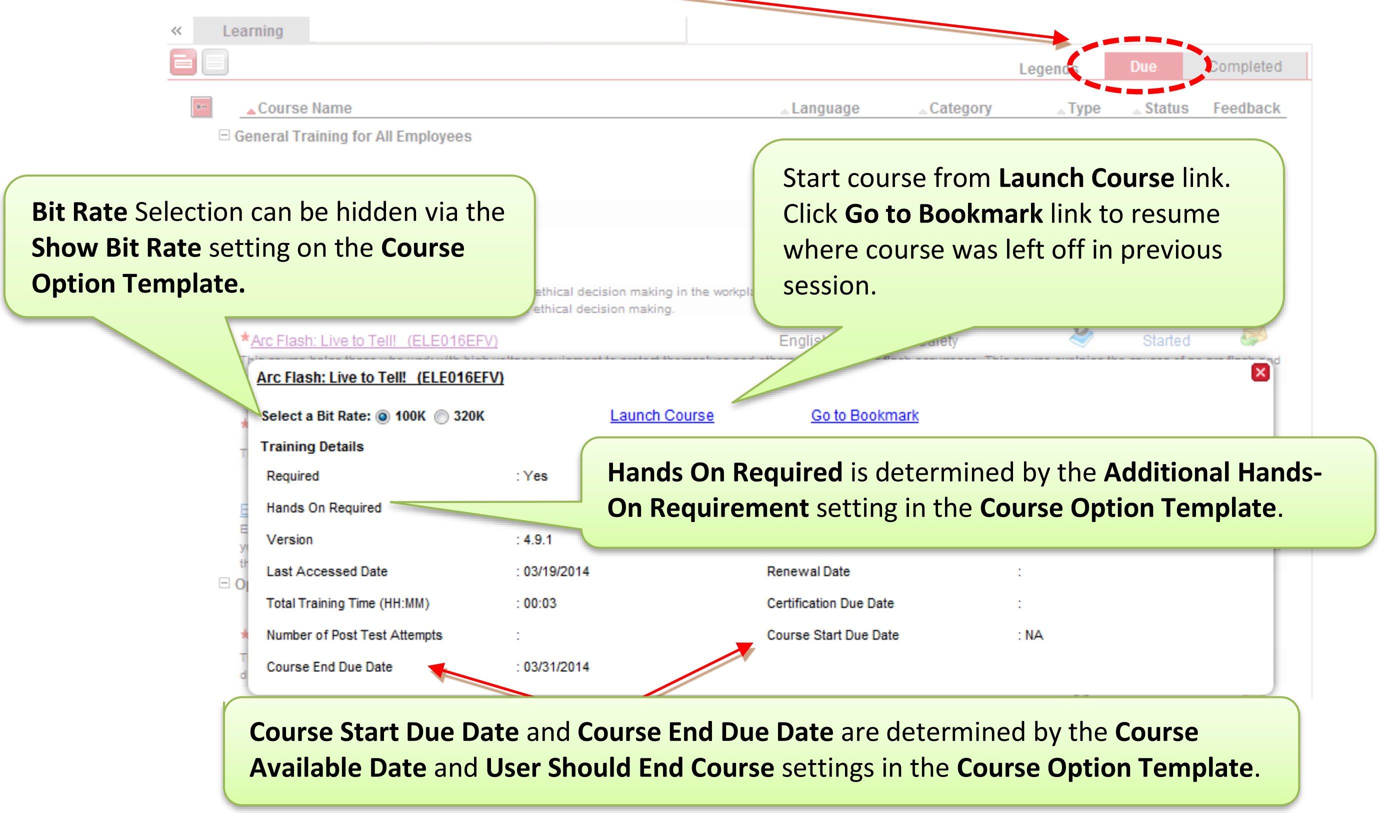
The **Learning Tab** lists all assigned Courses.



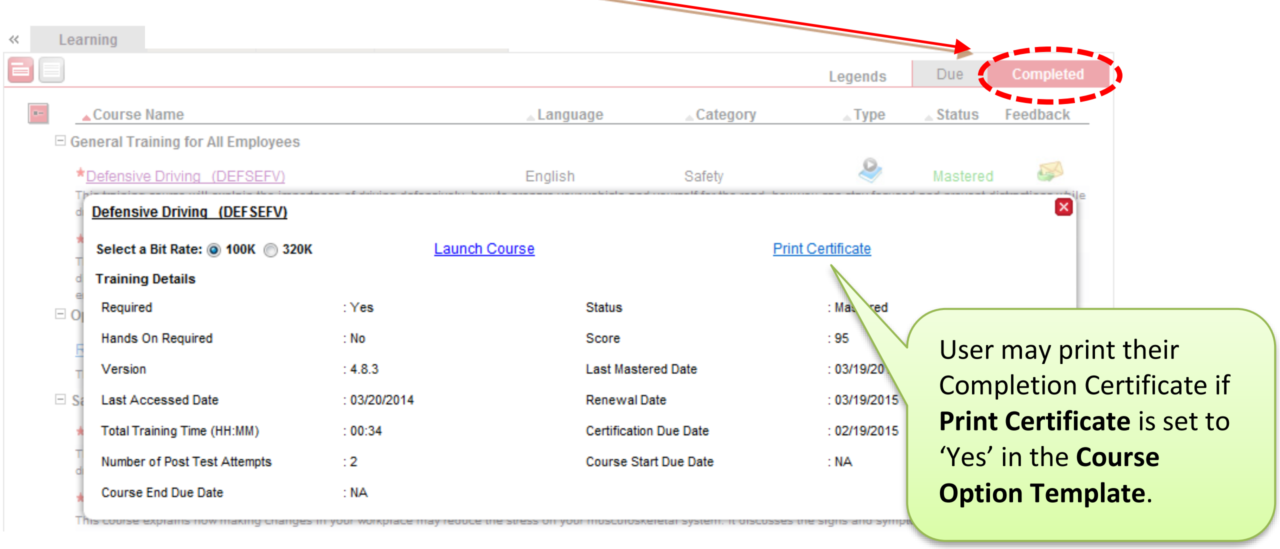
The **Employee User** Experience:

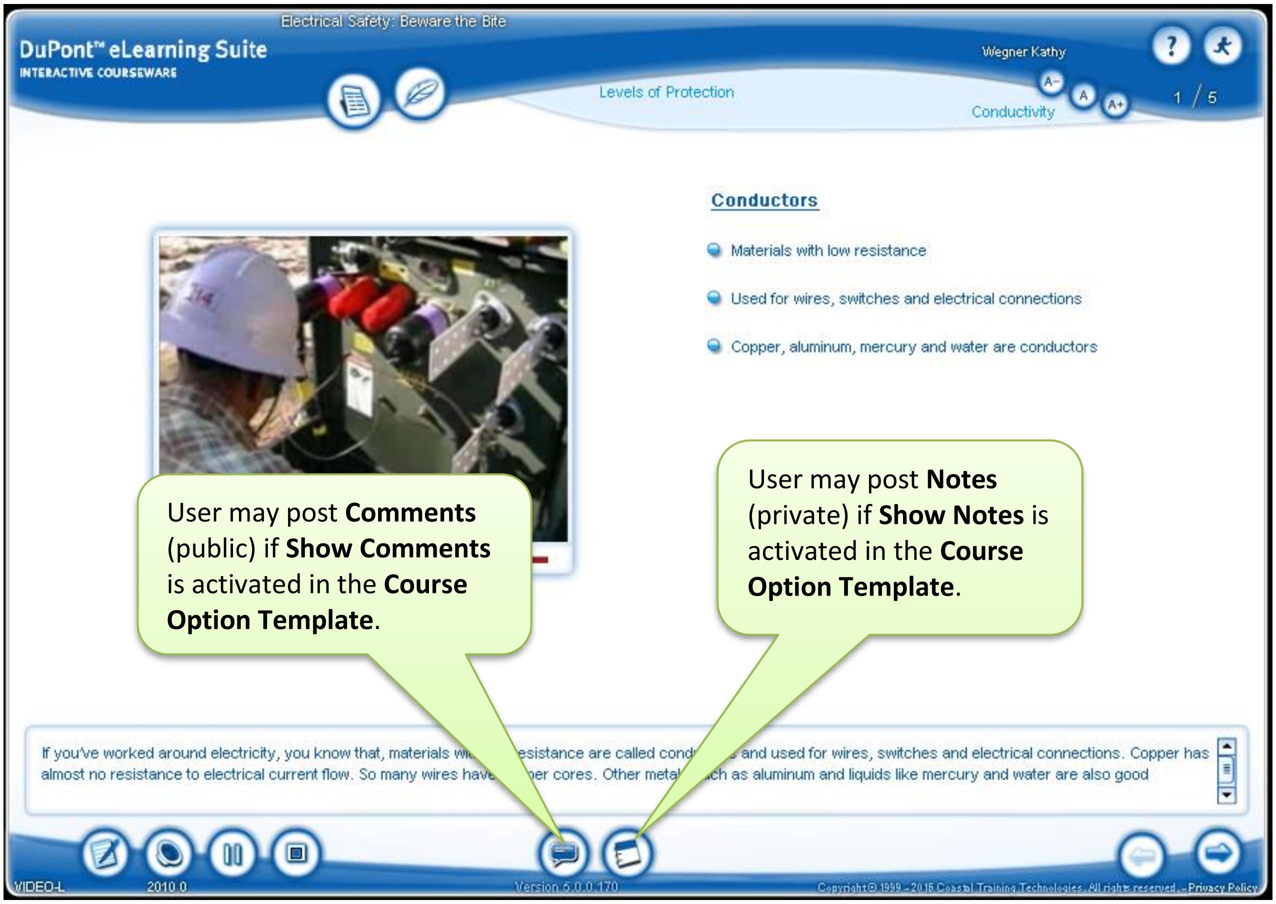


From the **Employee User** Role, click the Course link to launch the course (from pop-up window) and see **Training Details** about the Course. Courses due to be taken appear on the User's Learning **Due** tab.

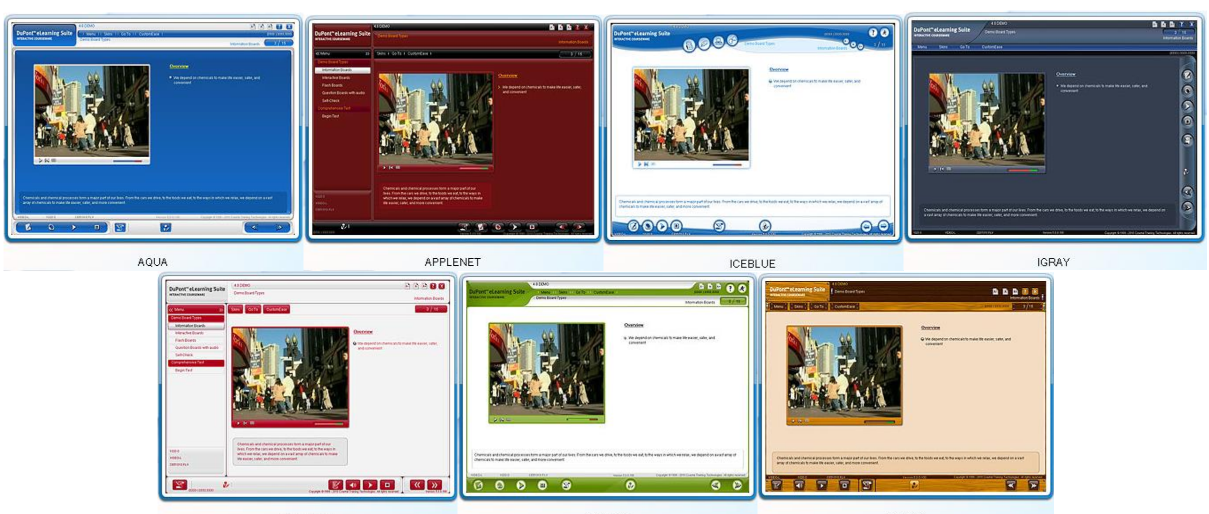


When Courses are Completed/Mastered, they will automatically be moved from the Learning **Due** tab to the **Completed** tab.

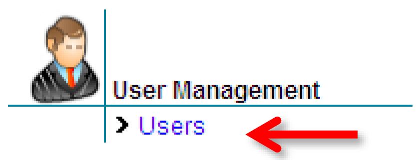




SEVEN SKIN OPTIONS TO CHOOSE FROM:

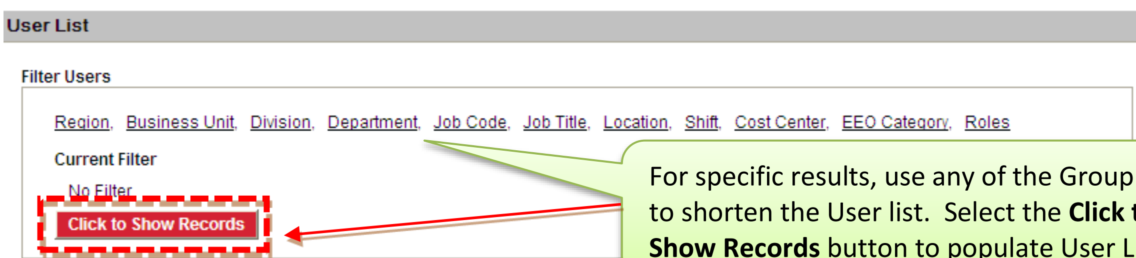


Users



It is recommended that users initially be added to the LMS database using a batch process (electronic user import) versus adding individuals manually. The **Users** section can be used to make individual edits to users, as well as to add new users and de-activate users manually.

Select the **Click to Show Records** button to view the all records in the database.

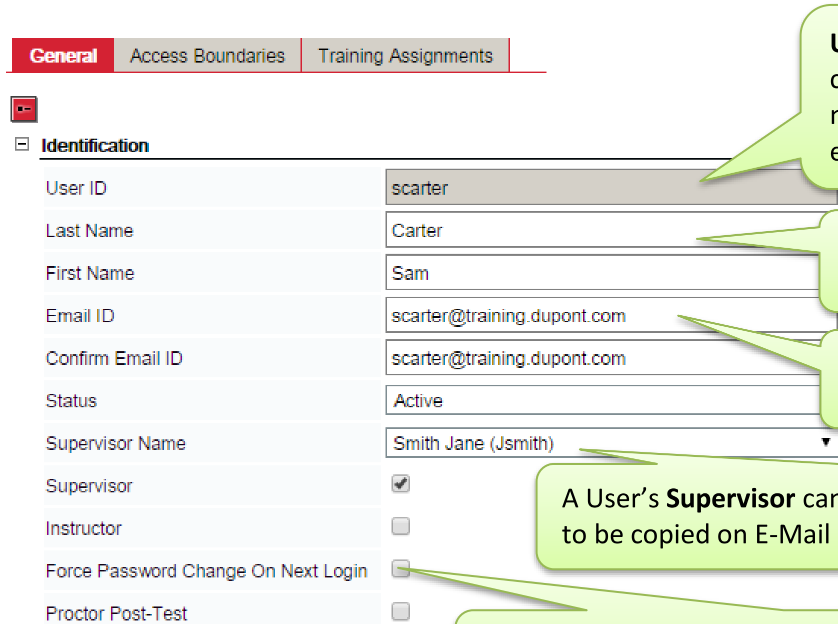


For specific results, use any of the Group Filters to shorten the User list. Select the **Click to Show Records** button to populate User List.

The **Add**, **Edit** buttons are located at the bottom of the **User List** dialog box to help system administrators modify user profiles as needed.

ADDING/EDITING USERS

The basic elements that are required to successfully access the LMS are **User ID**, **Password**, and **Role**. **User ID** and **Password** are required to log into the LMS. **Role** is required for users to access the navigation structure (LMS functionality) and complete the tasks that are assigned to them.



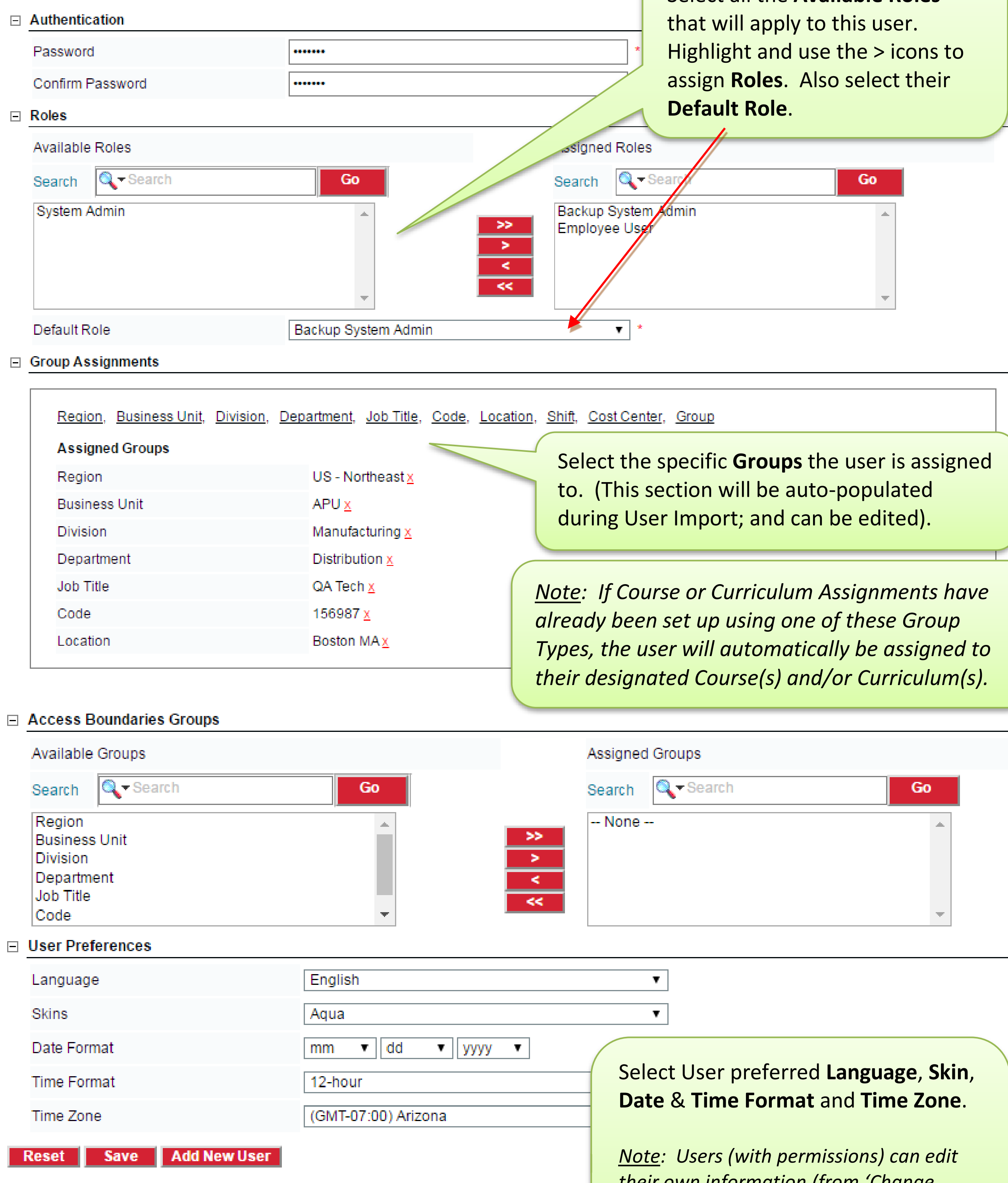
User ID Character Limit: 256 characters, alphanumeric and no spaces. Can accommodate email addresses. Can be edited.

Last & **First Name Character Limit: 64** characters

Email ID Character Limit: 512 characters

A User's **Supervisor** can be identified for Reporting and to be copied on E-Mail Notifications.

Checking "Force Password Change" here will only apply to this user. To apply to ALL users, use **Global Options** setting.



Select all the **Available Roles** that will apply to this user. Highlight and use the > icons to assign **Roles**. Also select their **Default Role**.

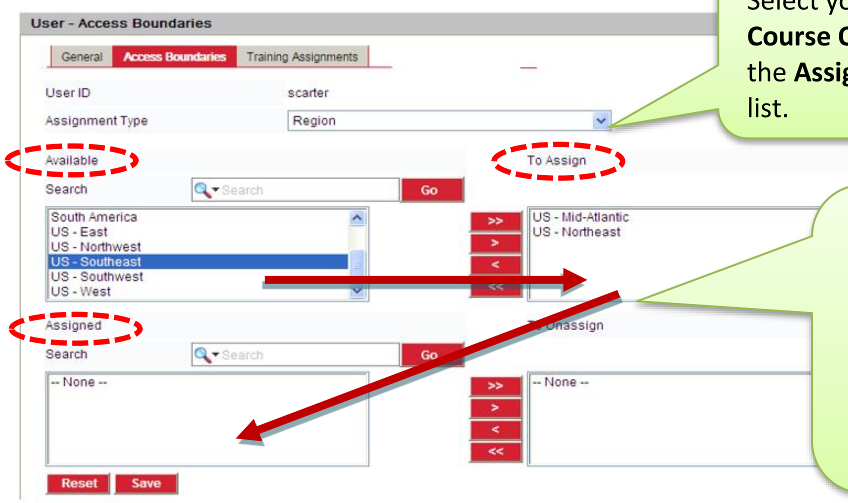
Select the specific **Groups** the user is assigned to. (This section will be auto-populated during User Import; and can be edited).

<u>Note</u>: If Course or Curriculum Assignments have already been set up using one of these Group Types, the user will automatically be assigned to their designated Course(s) and/or Curriculum(s).

Select User preferred **Language**, **Skin**, **Date** & **Time Format** and **Time Zone**.

*<u>Note</u>: Users (with permissions) can edit their own information (from 'Change Profile' link in left column by clicking **Applications** bar.)*

Under the user's **Access Boundaries** tab the system administrator can assign the user to Groups, Curriculums, and Course Option Templates that the user should have access to. The settings here will serve as a filter for this user when they run Reports, make Training Assignments and view their Users list. The user will only see the Groups/Curriculums/Course Option Templates and Users for which they have been assigned.



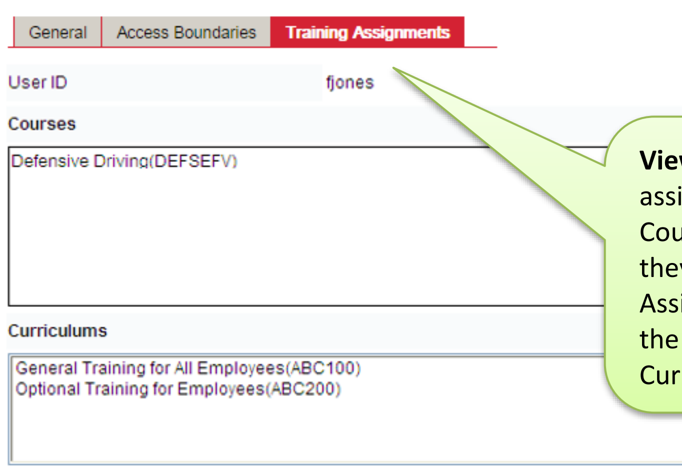
Select your **Group**, **Curriculum**, or **Course Options Template** from the **Assignment Type** dropdown list.

Select the relevant group name(s) from the **Available** list and use the arrow keys to move selected item(s) to the **Assigned** box (by clicking the **Save** button).

In this example, this administrator will only have access to the US-Mid-Atlantic and US-Northeast list of users; all other users will be inaccessible.

USER TRAINING ASSIGNMENTS

System administrators can view a user's training assignments by clicking the **Training Assignments** tab. This tab is for viewing purposes only; no changes can be made here. All training assignments are made from the **Assignments** tab within **Curriculums** or **Courses**.

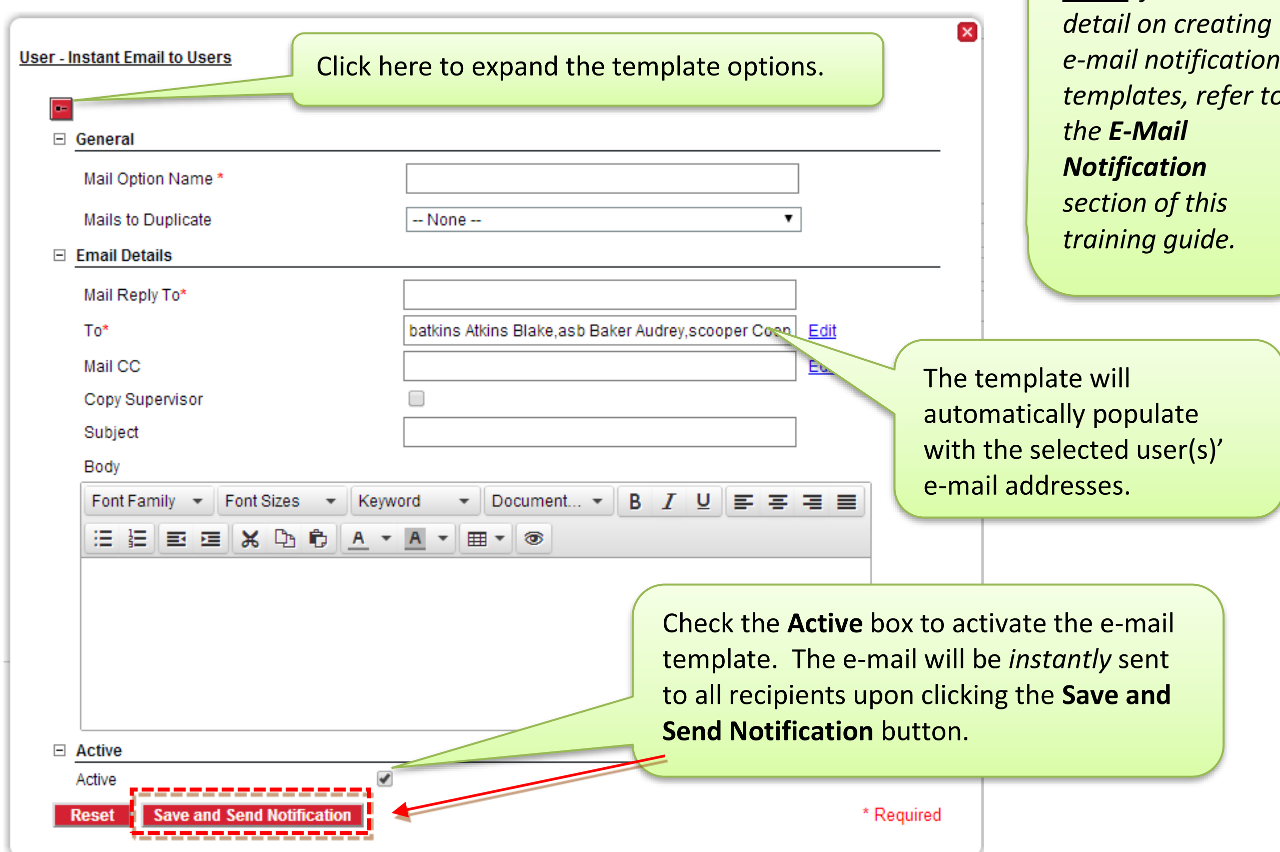


View a user's training assignments to see what Courses and/or Curriculums they are assigned to. Training Assignments are made from the **Assignments** tab within Curriculums or Courses.

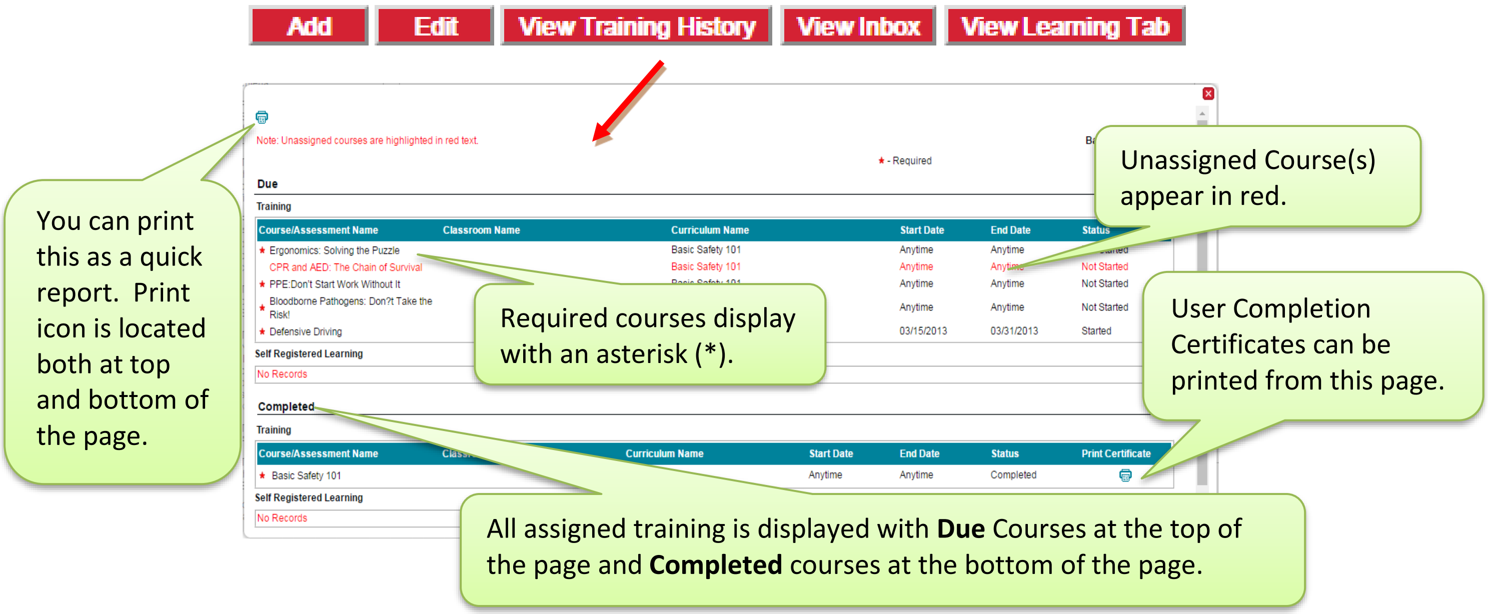
System administrators can send out Ad Hoc Instant E-Mail Notifications to any registered user appearing on the User List simply by selecting the User Name(s) and clicking the **Notify Users** button to create an e-mail that will be sent out immediately to the designated recipients.

The E-Mail Notification Template will open to create your email:

*Note: for more detail on creating e-mail notification templates, refer to the **E-Mail Notification** section of this training guide.*

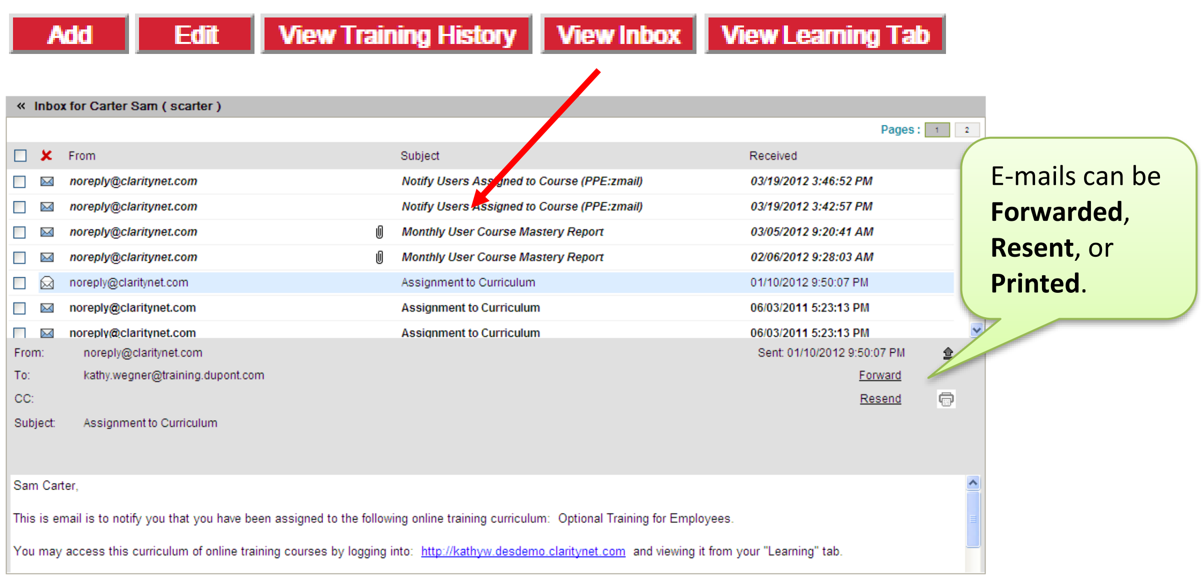


Highlight a User Name from the User List, then the **View Training History** button to view that user's training history, which will open in a separate window. Access to this button is controlled by user Permissions.

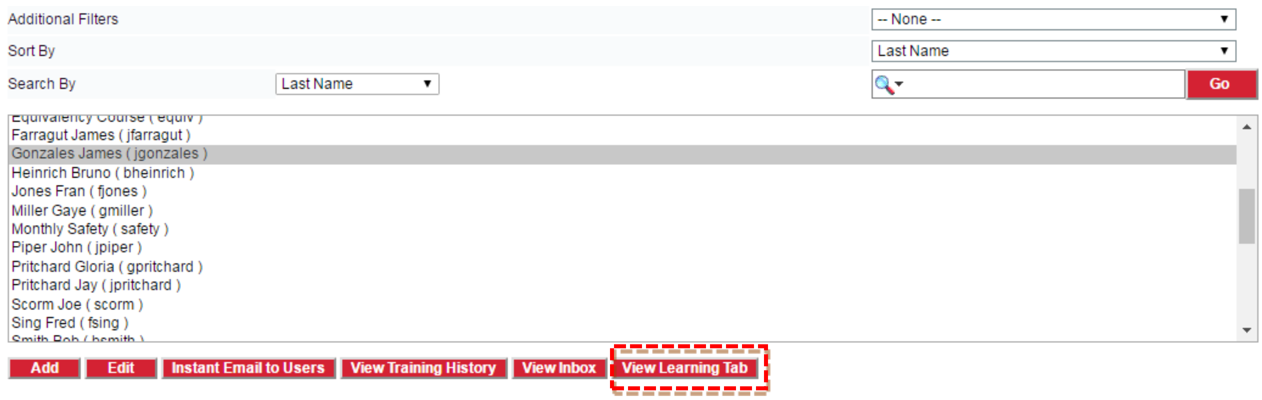


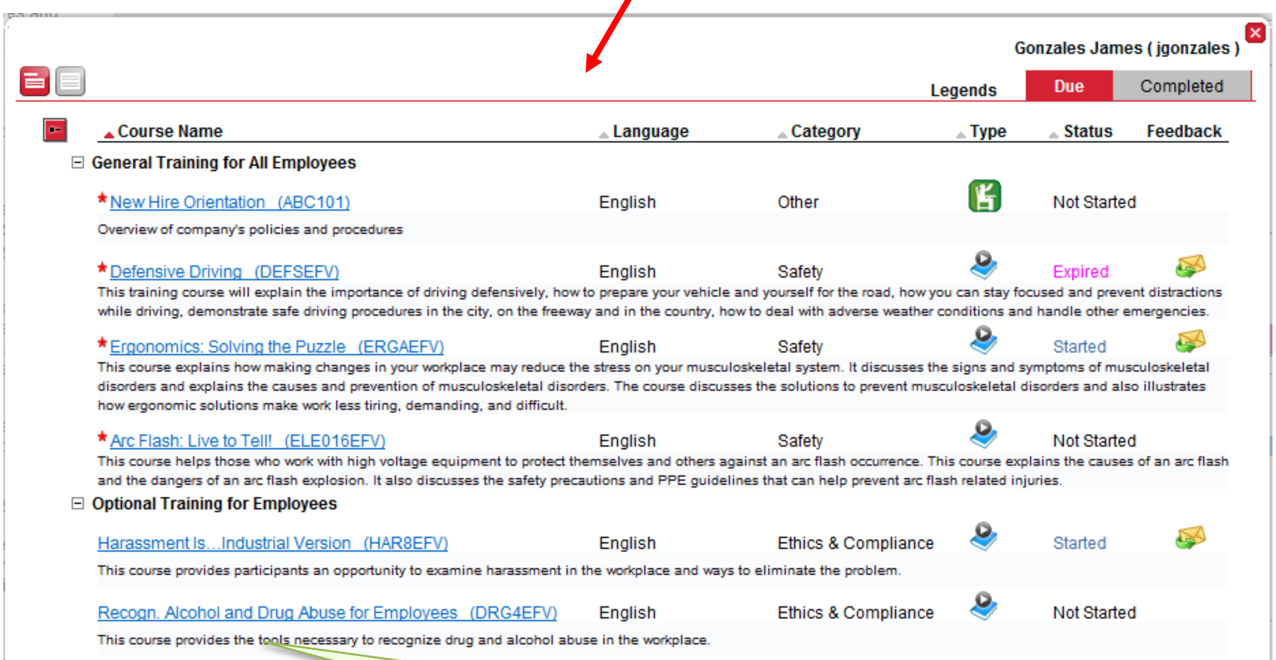
VIEW INBOX

System administrators with Permissions can highlight a User Name from the User List, then click the **View Inbox** button at the bottom to view the user's inbox, as well as **Forward**, **Resend** or **Print** e-mails. Access to this button is controlled by user Permissions.



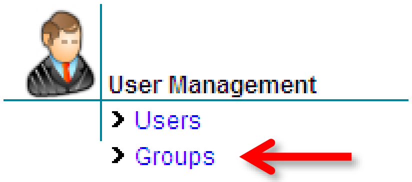
System administrators with Permissions can highlight a User Name from the User List, then click the **View Learning Tab** button to view the user's Learning Due and Completed tabs, just as the Employee User sees it.





Note: Although course links are active (will open 'Training Details' page), Courses cannot be launched from this view.

Groups

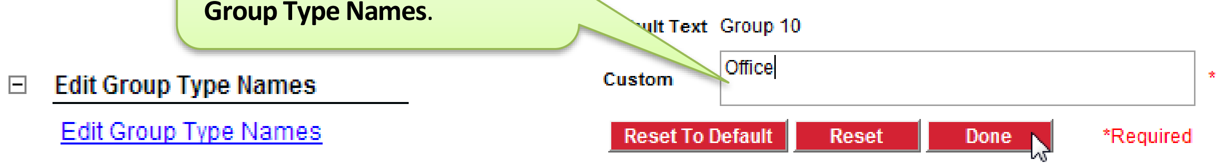


There are 12 Main Grouping Fields/Sort Criteria used for making Training **Assignments** (Curriculums), setting **Access Boundaries** and filtering **Reports**.

There are 5 Default Groups named in the LMS: Region (Group 1), Group (Group 2), Division (Group 3), Department (Group 4), and Title (Group 5). These default names can be changed.

Groups can be hidden or displayed under **Groups** in **Application Configuration**.

To rename **Groups**, go to **Global Options** and click **Edit Group Type Names**.

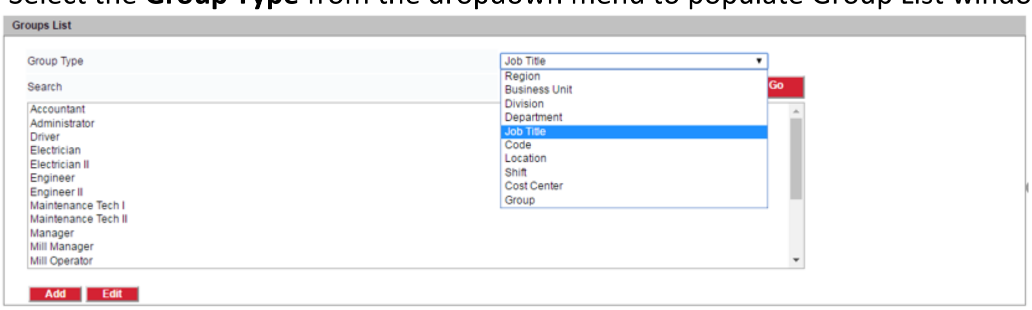


NOTE:

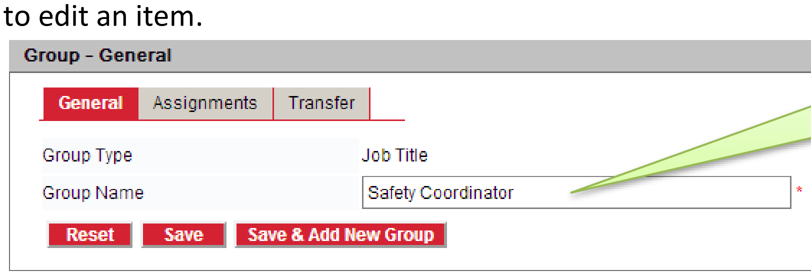
Groups will be utilized in the LMS for these important functions: Training **Assignments** (Curriculums), **Access Boundaries**, and **Reports**.

Adding/Editing Groups

Select the **Group Type** from the dropdown menu to populate Group List window.

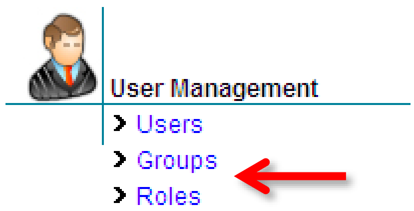


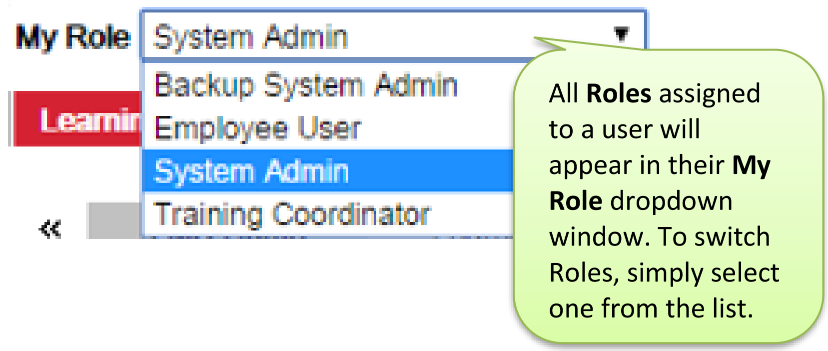
Select the **Add** Button to add a new item to the list, or highlight an item and select the Edit button to edit an item.



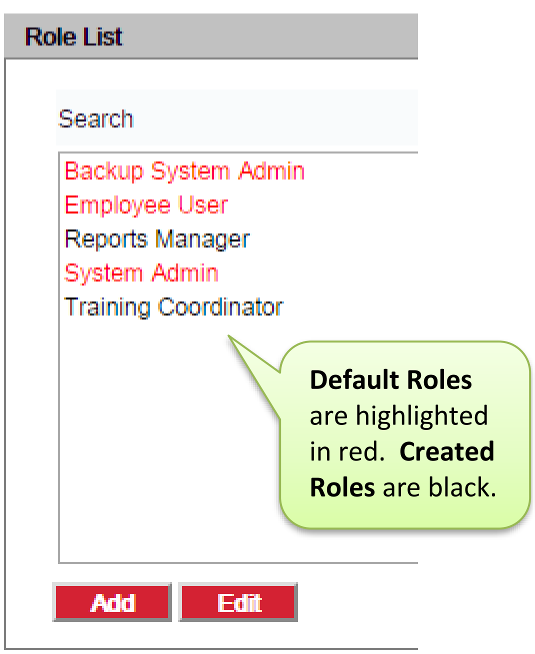
Character Limit: **64** characters, alphanumeric

Roles





Roles enable users to access **LMS** features. They are defined by a set of **Permissions** which enables dashboard tabs on the user's dashboard. Based on the task a user needs to accomplish, they can be given either **Read** only or **Full** access rights. Multiple **Roles** can be assigned to a user based on the multiple tasks they need to manage. When multiple Roles are assigned to a user they can toggle between roles by selecting from the **My Role** dropdown menu at the top of their screen. Users with appropriate permission can Add and Edit Roles from the Role List. **Default Roles** (in red) are provided with the LMS; permissions can be edited. New **Roles** can be created, depending upon organizational needs.



DuPont eLearning Suite

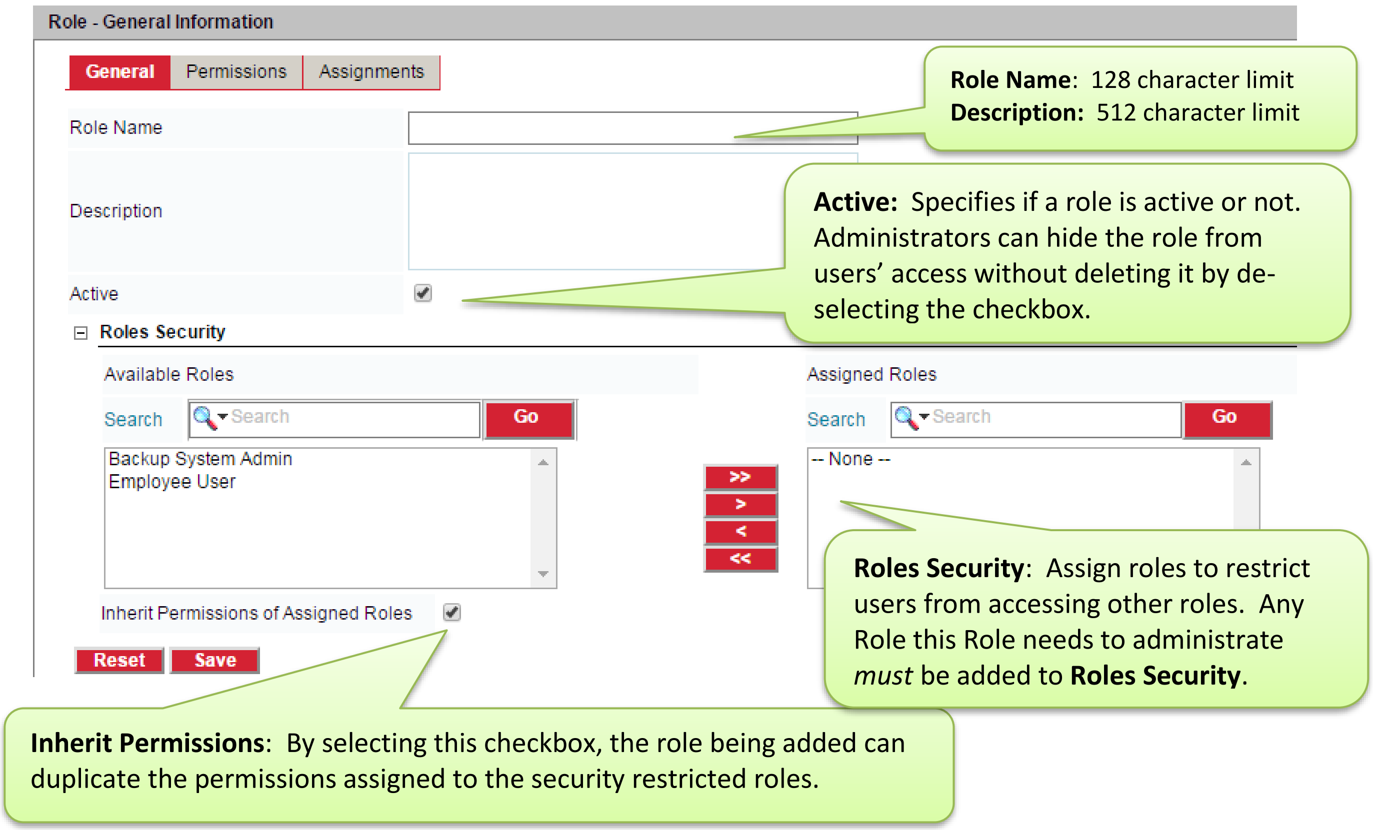
Default Roles:

Employee User: Full access to the Learning tab. Only has permission to take assigned courses and has no access to administrator functionality.

System Admin: Full access permissions to roles and to LMS functionality.

Backup System Admin: Same permissions as System Admin, can be edited.

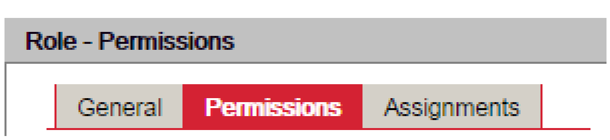
System Admins who have full access permission to **Roles** can add and edit user roles.



A suggested best practice for System Admins when creating a new Role: Move both **Backup System Admin** and **Employee User** from the **Available Roles** box (left) to the **Assigned Roles** box (right) and select the checkbox for **Inherit Permissions of Assigned Roles**. Then when you go to the Role – Permissions tab (next step below), it will be quicker to de-select unneeded functionality vs. re-creating the Role completely from scratch.

ROLE PERMISSIONS

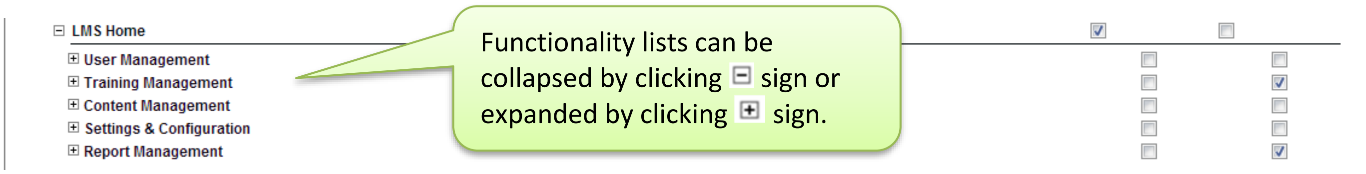
Once the Role has been created and named, users with full access permissions can then set the **Permissions** and make **Assignments**. First, click on the **Permissions** tab:



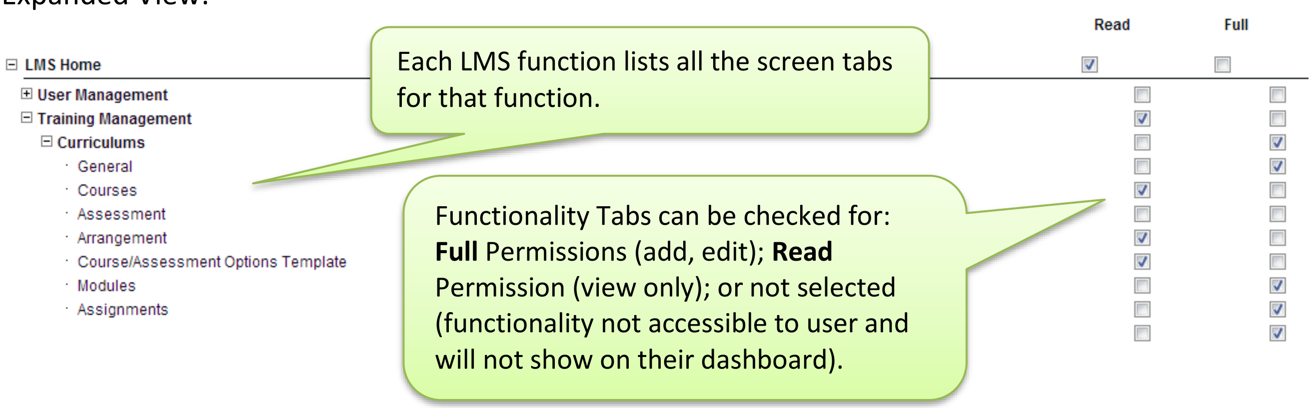
In the example below, the Permissions for **User Management, Content Management,** and **Settings & Configuration** are unchecked; therefore, the user cannot view these areas. The Permissions for **Training Management** and **Report Management** includes a mix of **Full** or **Read** Permissions, giving the user various access rights to this LMS functionality.

<u>Administrator **Permissions** page</u>:

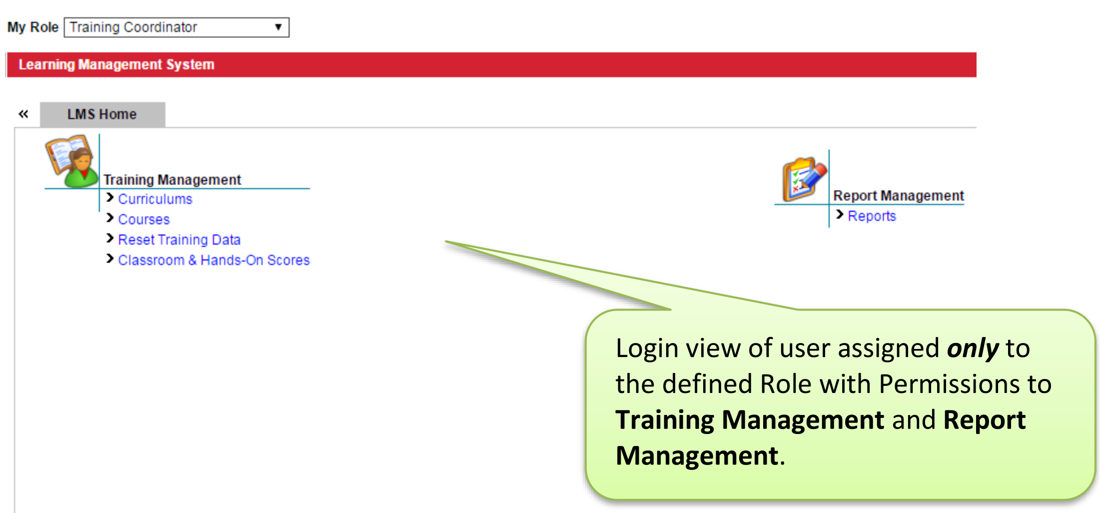
Collapsed View:



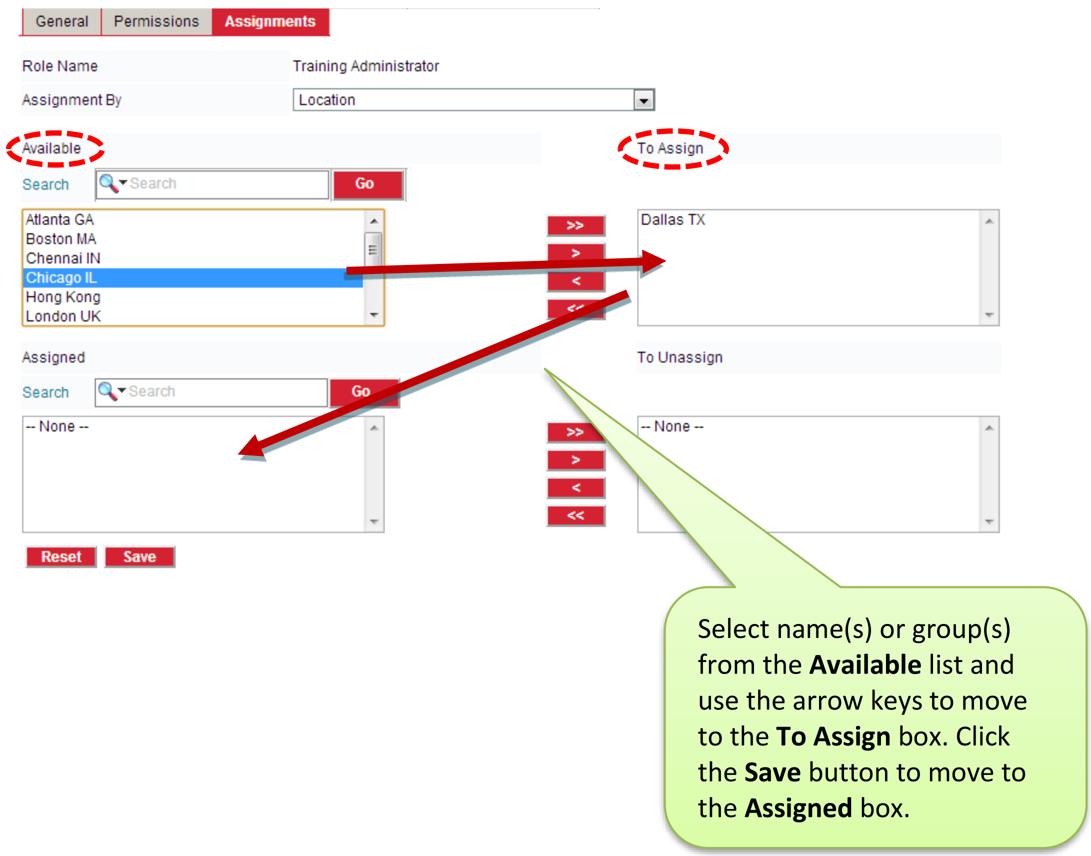
Expanded View:



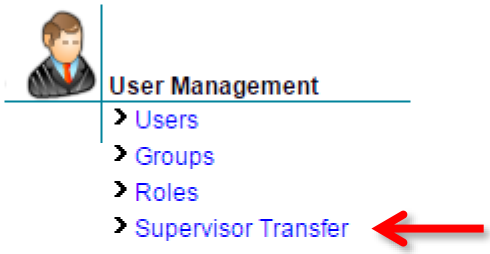
<u>User **LMS Home** view:</u>



Use **Assignments** to assign Users and Groups to Roles and to remove Users and Groups from Roles.

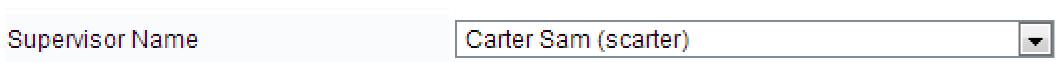


Supervisor Transfer

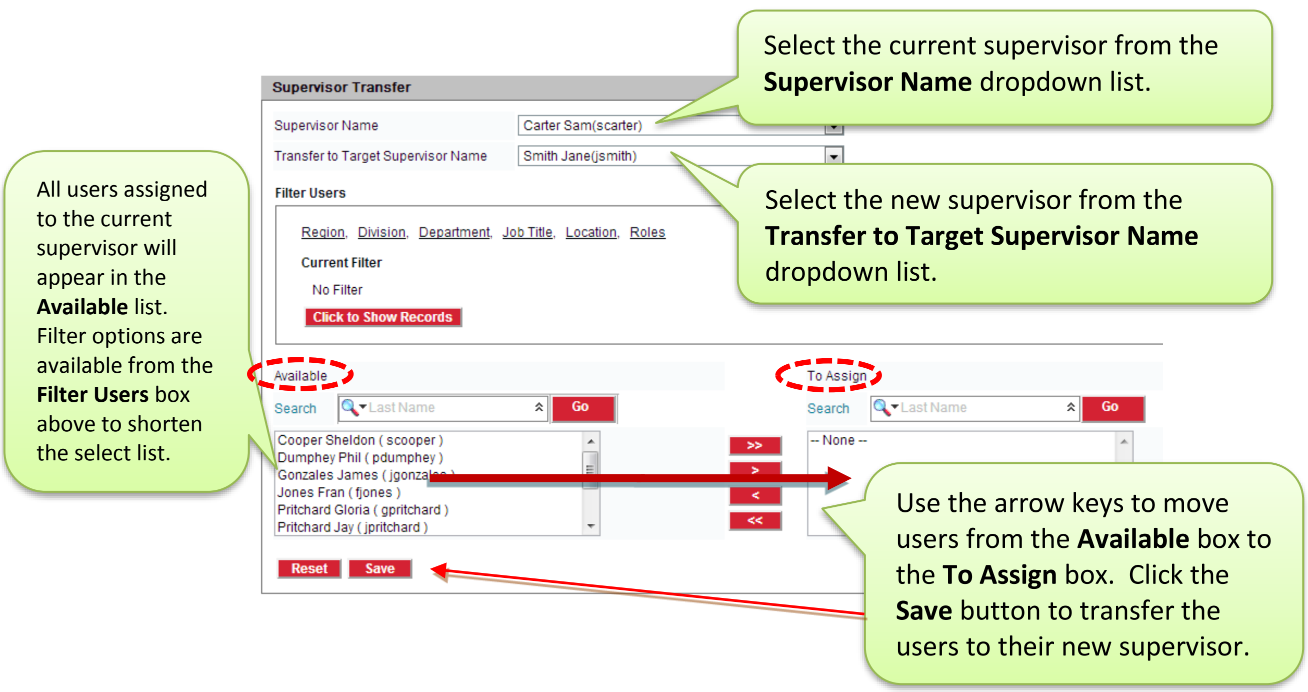


Supervisor Transfer enables system administrators (with permission) to change or transfer bulk users from one supervisor to another supervisor.

The **Supervisor Name** for a specific user can be updated (either manually or electronically) on that user's **User-General** information page under **User Management** where indicated in the screen shot below:



However, in circumstances where the Supervisor Name will be changing for multiple users, that task can be handled quickly under the **Supervisor Transfer** link:



NOTE:

Only users designated as Supervisors on their profile page will appear on the **Supervisor Name** and **Transfer to Target Supervisor Name** dropdown lists.

Global Options

Settings & Configuration

› Global Options

Global Options are available to enable customization of the entire system. The Global Options link contains settings for various LMS features that can be modified according to organizational requirements.

INFORMATION/LOGIN SETTINGS/COMPANY GRAPHICS

Global Options Information

Language	English
Date Format	mm / dd / yyyy
Time Format	12-hour
Time Zone	(GMT-04:00) Eastern time (USA & Canada)
Show Additional Information	(•) Yes ( ) No

The **Language** option pertains only to the LMS user interface, not to the language of the Interactive Courses.

Login Settings

Logout Time	90 (Minutes) *
Passwords Enabled	(•) Yes ( ) No
Force Password Change On First Login	( ) Yes (•) No
Unsuccessful Login Attempts Allowed	0 *
Password Minimum Length	0 *
Password Expires Every	0 (Days) *
Password Complexity	NONE
Message Above Login Area	Welcome to the DuPont eLearning Suite!
Message Below Login Area	If you have any questions, please contact

Set to **Yes** to force ALL users to change their password upon first login.

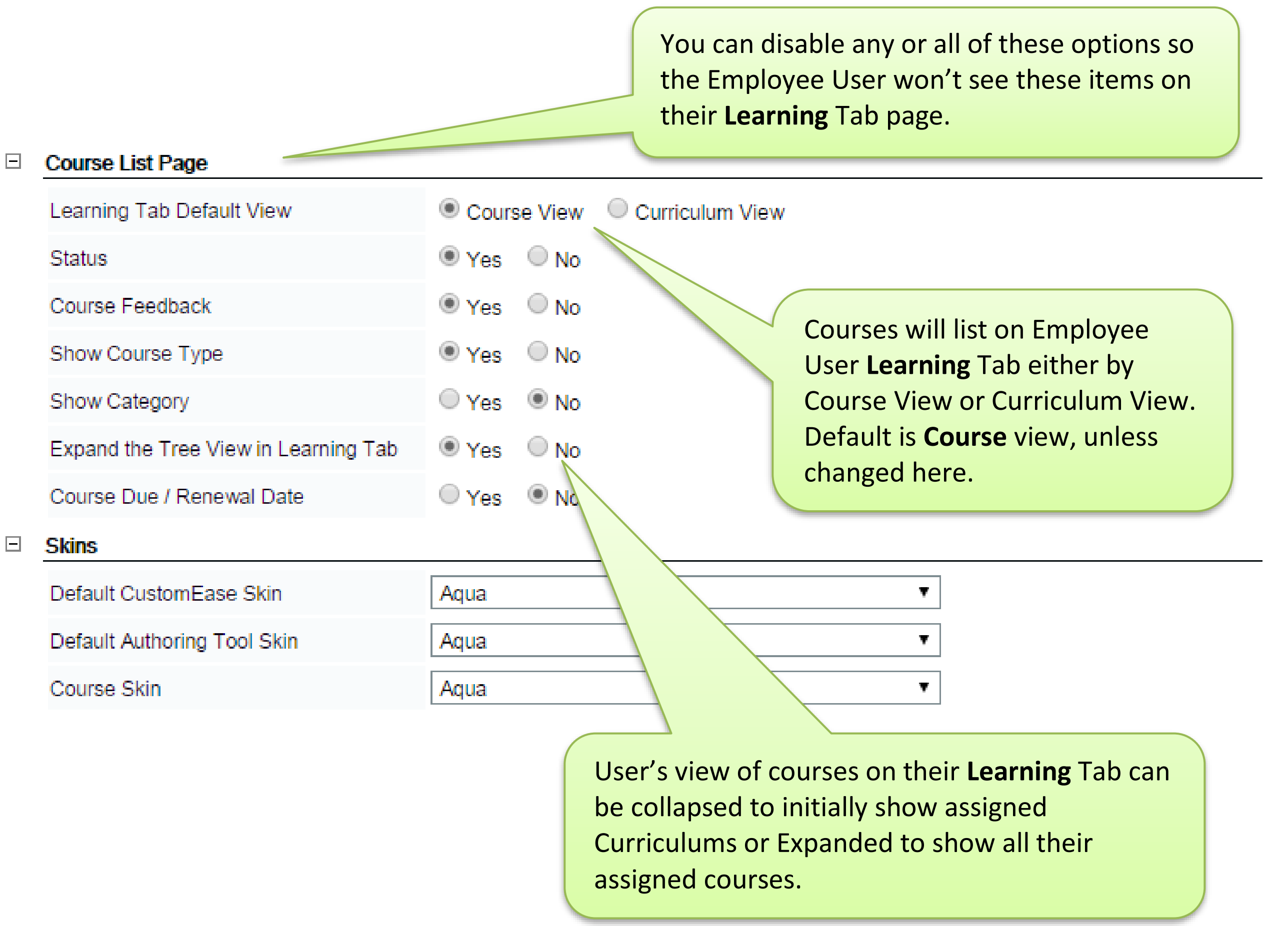
Company-specific **Messages** can be added above and below the Login area.

1,024 character limit for ‘Above’ box; 10,000 character limit for ‘Below’ box.

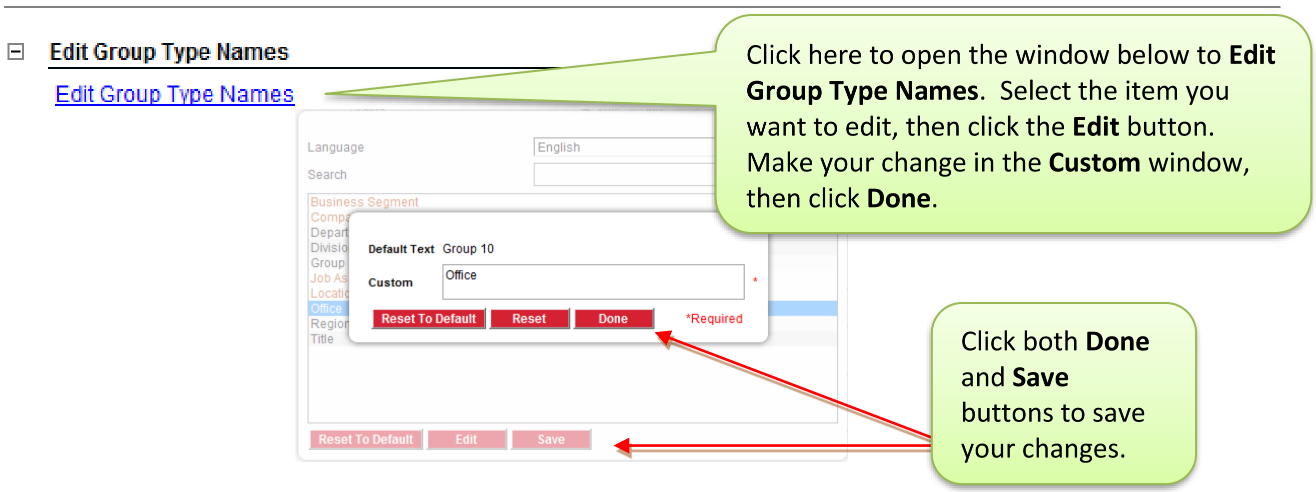
Company Graphics

		(Width x Height)
Select Login Graphic	Edit...	
Select Application Logo	Edit...	(200 X 64)

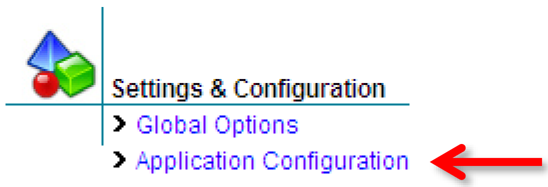
Company Graphics: Logo or other images can be uploaded by clicking the Edit... link (file types: jpg or png)



EDIT GROUP TYPE NAMES

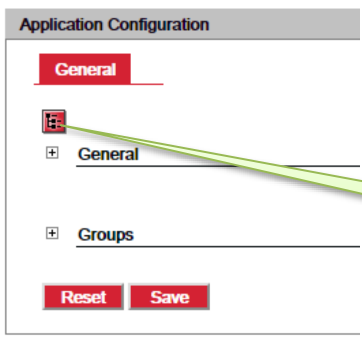


Application Configuration



Application Configuration is the location for the following functions:

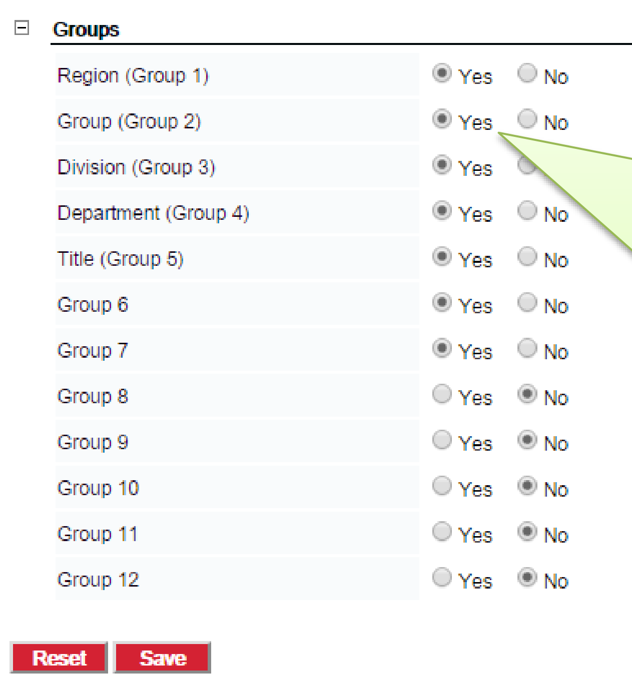
- **General** - change the **Company Name** as it appears in the upper right hand corner of the LMS screen.
- **Groups** - Enable or disable any or all of the available 12 **Group Types.**



Click the **Expand Tree** icon.

GROUPS – ACTIVATION/DE-ACTIVATION

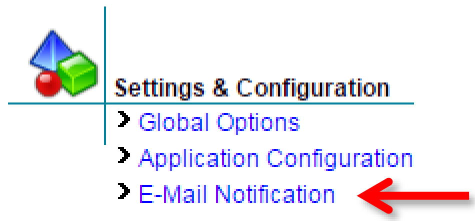
System Admins with permissions can enable or disable any of the available 12 group types by selecting the Yes or No radio button. By default, the first 5 types are pre-labeled: Region (Group 1), Group (Group 2), Division (Group 3), Department (Group 4) and Title (Group 5) and are enabled.



Each of the Group Types can be enabled by clicking the **Yes** radio button, or disabled by clicking the **No** radio button.

Group Types are renamed in **Global Options** under **Edit Group Type Names**.

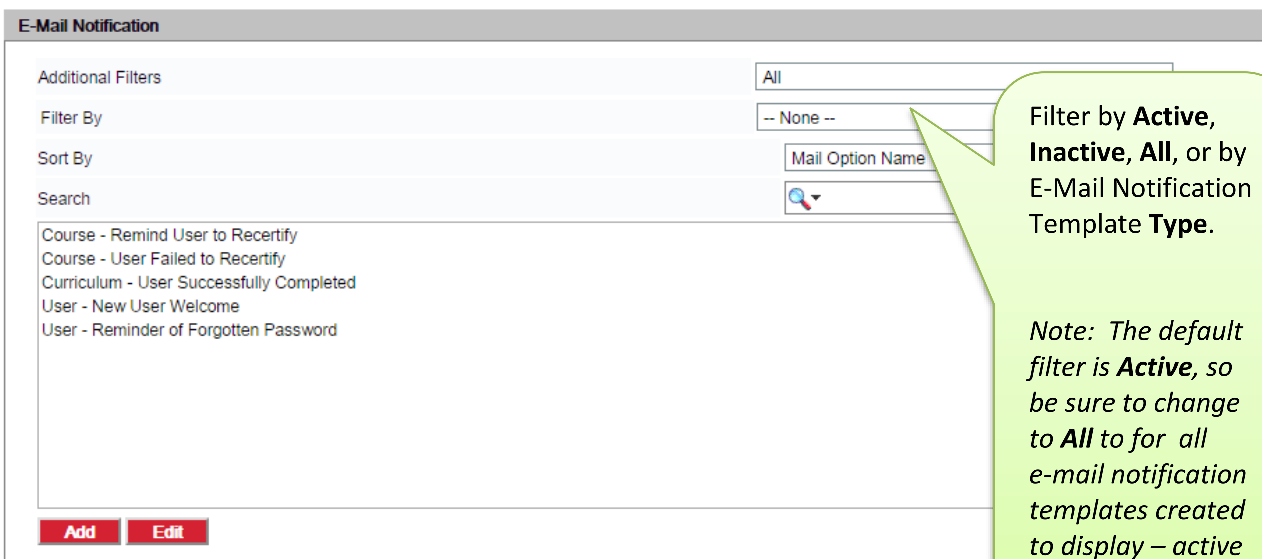
E-Mail Notification



E-Mail Notifications are available to provide instant, auto-generated, or scheduled e-mail communications to system users.

E-Mails will be sent both to the **Email ID** designated in the user's profile, as well as to the LMS **Inbox** (for individuals without e-mail addresses). Generic e-mail templates are created by system administrators which will be sent to users based upon automated system triggers or specific scheduled times.

System Admins can **Add** and **Edit** E-Mail Notification Templates. The E-Mail Notifications list can be filtered by E-Mail Notification Template Type. E-Mails can also be sorted by Mail Option Name or Creation Date, as well as Search by specific name.



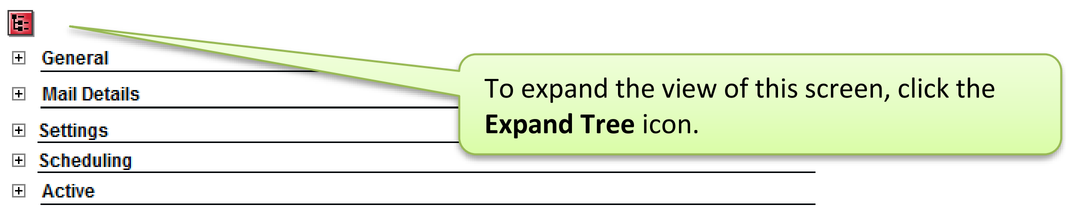
Filter by **Active**, **Inactive**, **All**, or by E-Mail Notification Template **Type**.

*Note: The default filter is **Active**, so be sure to change to **All** to for all e-mail notification templates created to display – active and inactive.*

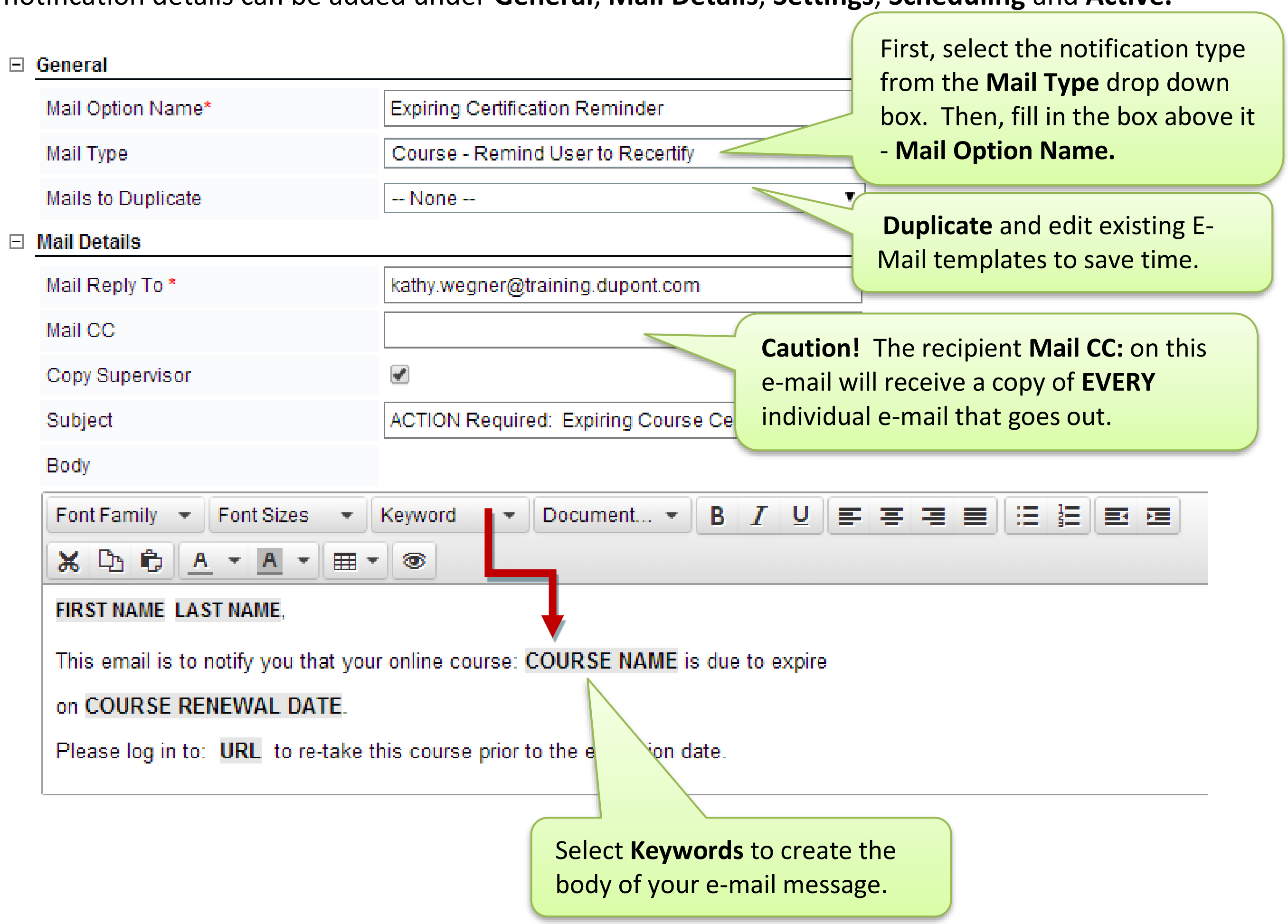
A helpful tip: There are *2 crucial steps* involved in activating notifications:
1-CREATE - A generic template is created for each E-Mail Notification type.
2-ACTIVATE – Check the active box to activate the template.

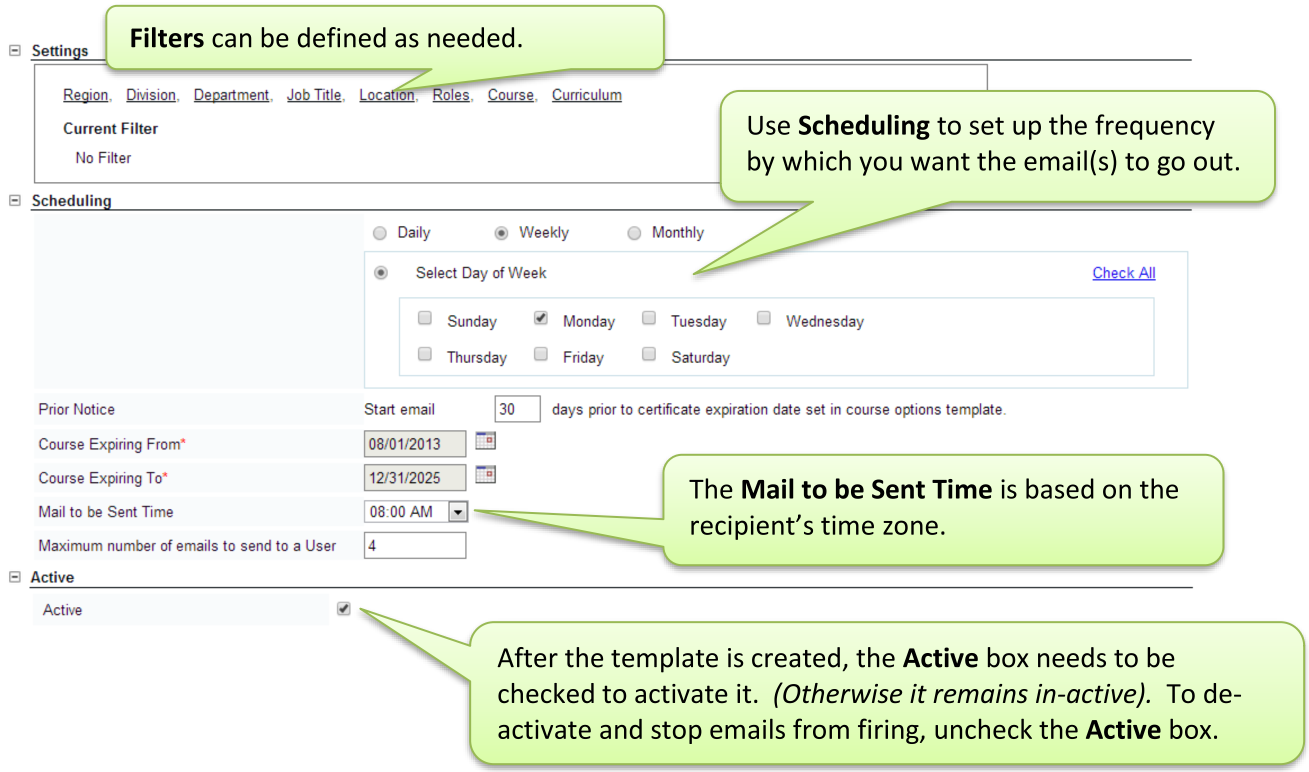
Both steps need to be completed before the e-mails will be automatically generated. Also the template needs to be created and activated *prior to* the action that triggers the e-mail.

Roles with full access permission to **E-Mail Notifications** can add notifications. To add a notification, click the **Add** button.



After expanding the view of the screen, the E-Mail Notification template page opens where the notification details can be added under **General**, **Mail Details**, **Settings**, **Scheduling** and **Active.**





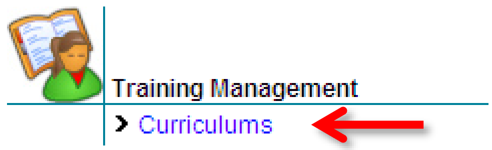
LIST OF AVAILABLE E-MAIL NOTIFICATIONS:

E-Mail Notification and Description	E-Mail Notification Trigger
User - New User Welcome This e-mail is sent to a user when they have been added to the LMS database.	This e-mail is triggered by clicking the **Save** button after adding a new user or when a User Import is done. *(Note: E-mail notification must be activated prior to the import or manual save).*
User - User Made Active This e-mail is sent to inform a user that they have been activated in the LMS.	This e-mail is triggered by a system administrator changing a User Status (on User-General Information page) from **Inactive** to **Active**.
User - Reminder of Forgotten Password This e-mail is sent to users who request a password reminder.	This e-mail will be generated immediately upon request from the **Forgot Password** link on the User's Login Page, after user submits their e-mail address.
User – Instant Email to Users This is an ad hoc e-mail that can be generated for any reason	There is no system trigger. This notification can be scheduled to go out at a designated time, or according to a designated schedule.
User – Instant Email to a Group This is an ad hoc e-mail that can be generated for any reason.	There is no system trigger. This notification can be scheduled to go out at a designated time, or according to a designated schedule.
	Continued on next page…

Course - Individual Training Summary This is an ad hoc e-mail that can be generated to notify users of their course statuses. Users are qualified to receive this notification based on the **Course Status** at the moment the e-mail is generated. It will continue to fire until the user no longer qualifies or total number of e-mails to be sent is reached.	The system trigger is based upon the **Keywords** used in the body of the e-mail notification. It will only fire to users who qualify based on the keyword trigger used. There are 6 possible keyword triggers, starting with "**List Courses that**…": **User has Not Started**, **User has Not Started Past Course Start Date**, **User has Not Completed**, **User has Not Completed Past Completion Date**, **User has Mastered/Completed**, **Have Expired for the User**.
Course - Instant Email to Users Assigned This is an ad hoc e-mail that administrators can send out at to all users assigned to the Course.	There is no system trigger tied to this e-mail. This e-mail can be sent out immediately at will upon clicking the **Save and Send Notification** button.
Course - User Was Assigned This e-mail is sent to the user when they are assigned to the selected course.	Moving the user from **Available** to **Assigned** on the Course **Assignments** tab. *note: e-mail template needs to be created & activated <u>*before*</u> assigning users
Course - User Was Unassigned This e-mail is sent to a user when they are removed from a course.	Moving a user from **Assigned** to **To Unassign** on the Course **Assignments** tab**.**
Course - Remind User to Recertify This e-mail is sent to users before their course certification is due to expire.	The notification is sent to users whose course status is **Mastered** and is triggered by the user's course **Renewal Date.**
Course - User Failed to Recertify This e-mail is sent to inform user that their course has expired because they failed to retake it by the renewal date.	When the user fails to renew the course before the **Renewal Date**; this e-mail is triggered when course status changes from Mastered to **Expired**.
Course - User Failed to Achieve Passing Score This e-mail is sent to notify users that they have not Mastered the course.	The notification is triggered by the **Post-Test Passing Score** set in the **Course Options Template**.
Course - User's Certification Status was Reset This e-mail is sent to users when their course certification data is reset.	Resetting training data (Certification Status or Hands-On Complete) for users using the **Reset Training Data** application link will immediately trigger e-mails.
Curriculum - Instant Email to Users Assigned This is an ad hoc e-mail that administrators can send out at to all users assigned to the Curriculum.	This e-mail can be sent out immediately, at will, upon clicking the **Save and Send Notification** button. No system trigger.
	Continued on next page…

Curriculum - User Was Assigned This e-mail is sent to the user when they have been added to a curriculum.	**Assignment** of a User to a Curriculum on the Curriculum **Assignments** tab. *note: e-mail template needs to be created & activated *before* assigning users
Curriculum - User Was Unassigned This e-mail is sent to a user when they are removed from a curriculum they were assigned to.	Moving a User from **Assigned** to **To Unassign** to the Curriculum **Assignments** tab.
Curriculum - Course Was Added This e-mail is sent to users assigned to this curriculum when a course is added to it.	Moving course(s) from **Available Courses** to **Assigned Courses** on the Curriculum **Courses** tab.
Curriculum - Course Was Removed This e-mail is sent to users assigned to a curriculum when a course is removed from the curriculum.	Moving course(s) from **Assigned Courses** to **To Unassign** on the Curriculum **Courses** tab.
Curriculum - User Successfully Completed This e-mail is sent to users upon completion of a Curriculum.	This e-mail will be generated immediately upon completion of all the **Required** courses in the Curriculum.

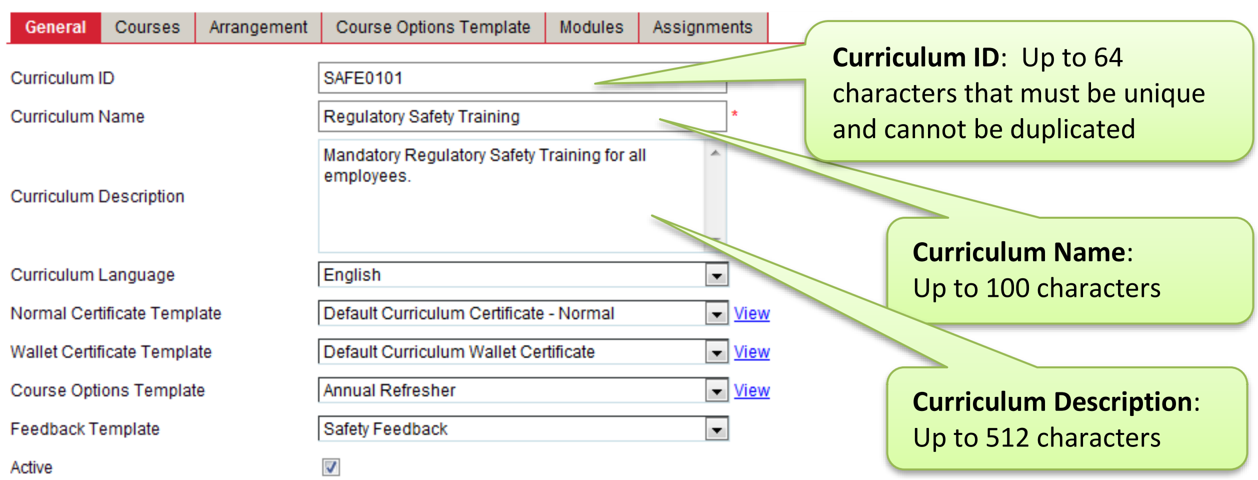
Curriculums



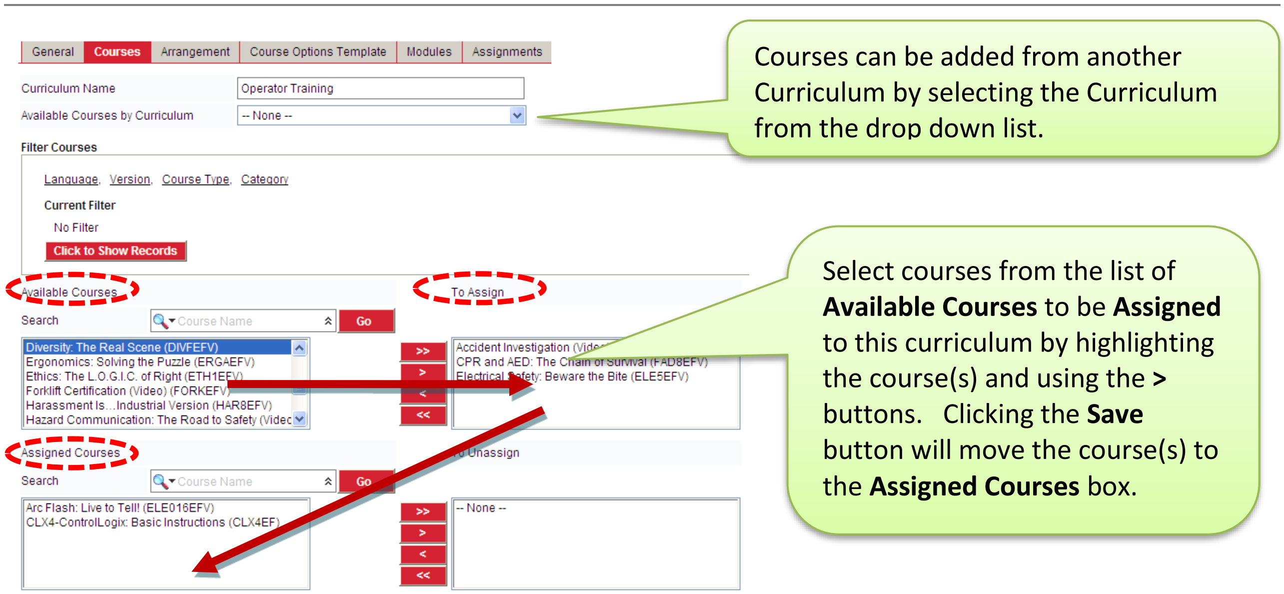
Curriculums is the tool to help meet the training requirements of a specific group – by assigning users or groups of users to single or multiple courses at once. Users may be assigned to more than one **Curriculum** at a time.

ADDING/CREATING CURRICULUMS

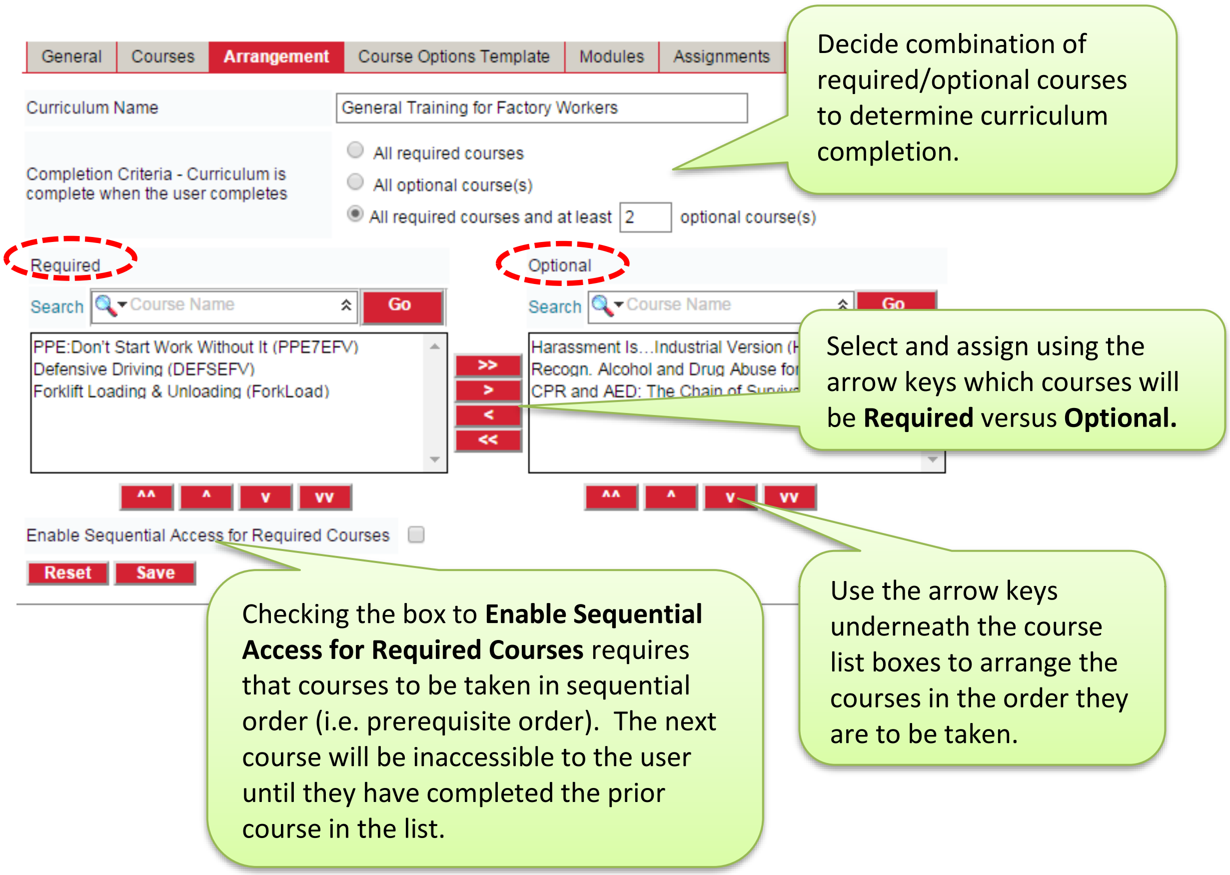
Users that have been assigned roles with full access permission to **Curriculums** are able to Add and Edit Curriculums. Under **Training Management**, select **Curriculums** and the **Add** button to create a new curriculum.



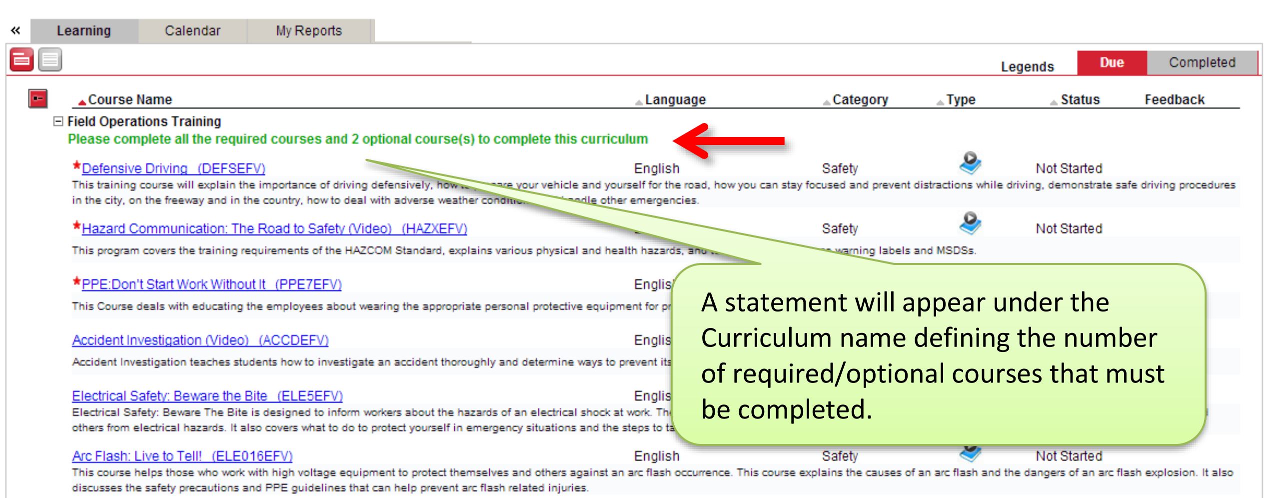
ADDING COURSES TO A CURRICULUM



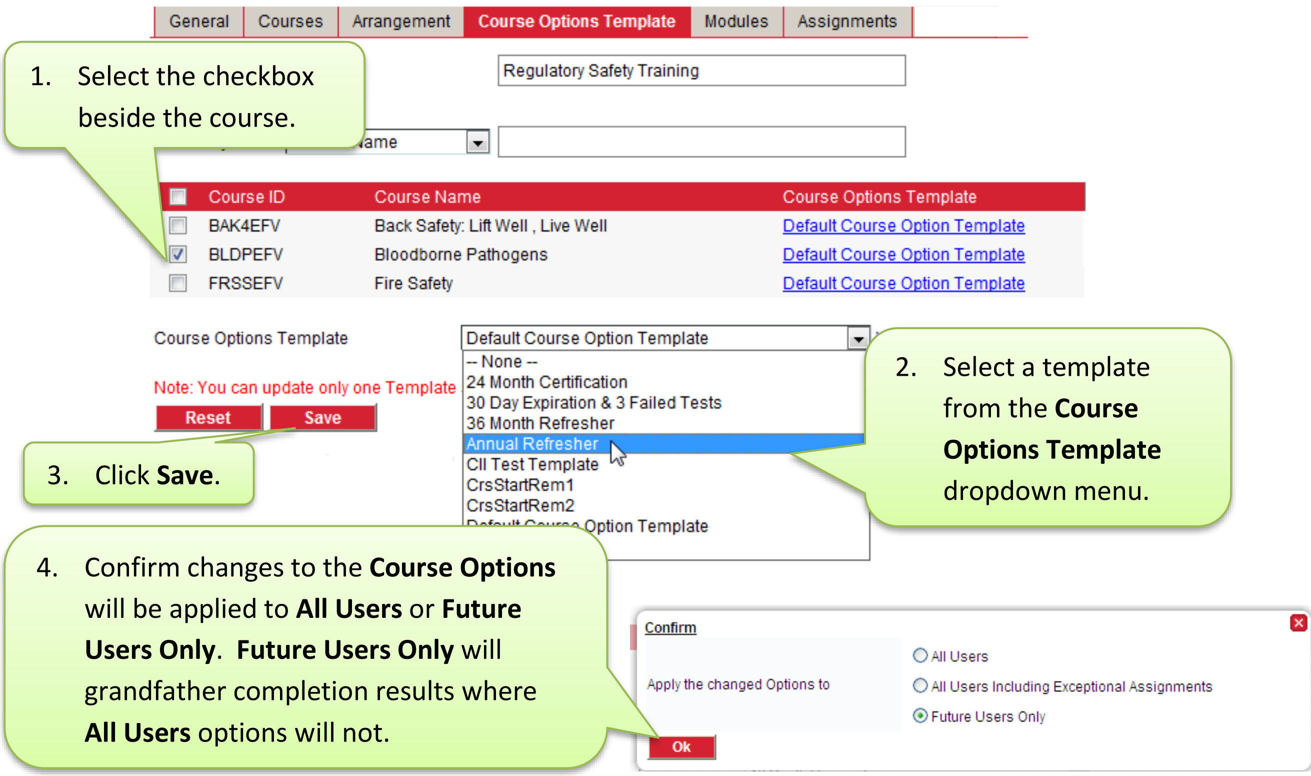
Once courses have been added to the Curriculum, administrators may list the courses in a specific order, arrange courses as **Required** or **Optional**, define the **Completion Criteria,** and/or enable **Sequential Access** to courses, if required.



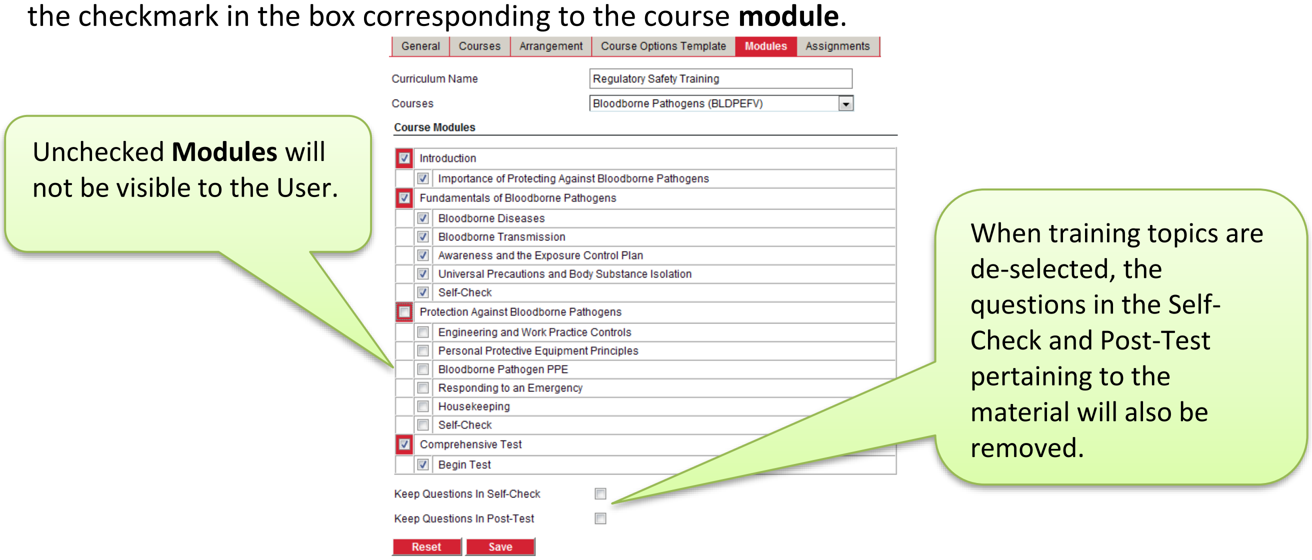
How Curriculum **Completion Criteria** will show on the User's Learning **Due** tab:



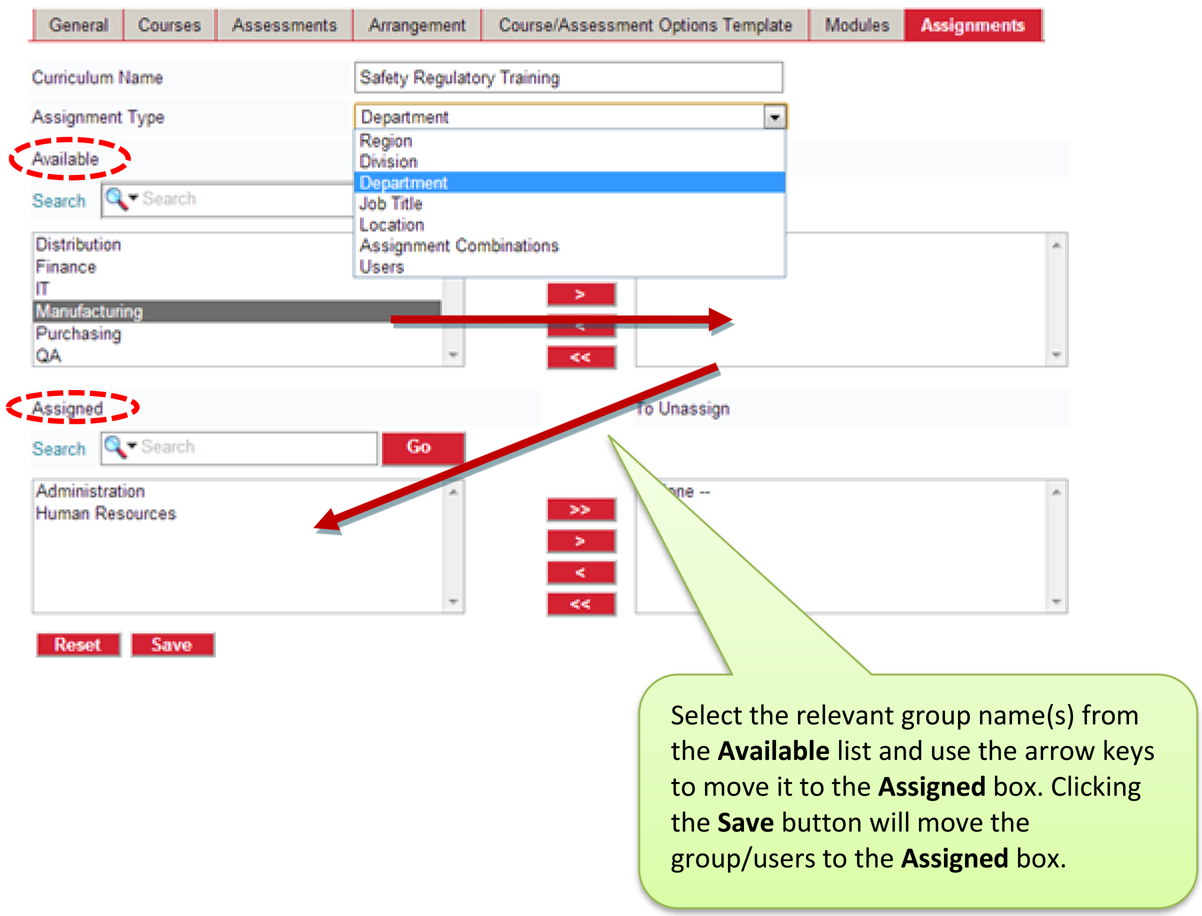
This tab allows system administrators to change the **Course Options Template** assigned to the courses in the curriculum. To change a course options template for a course:



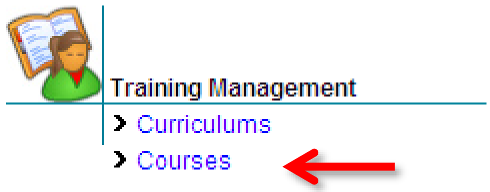
System administrators can de-select **modules** (training topics) within the course to hide material that may not be pertinent to the needs of the user(s) assigned to the course by simply removing the checkmark in the box corresponding to the course **module**.



Users may be assigned to Curriculums by selecting from the Group types, Assignment Combinations or Users in the **Assignment Type** dropdown menu.



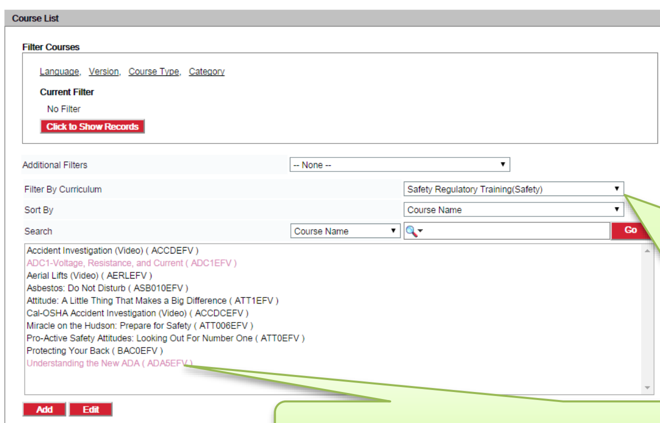
Courses



User roles assigned full access permission can Add and Edit **Courses**. The types of course that may be added include: **Classroom**, **Custom**, **Video**, **Place Holder** and **Other**.

EDIT COURSES

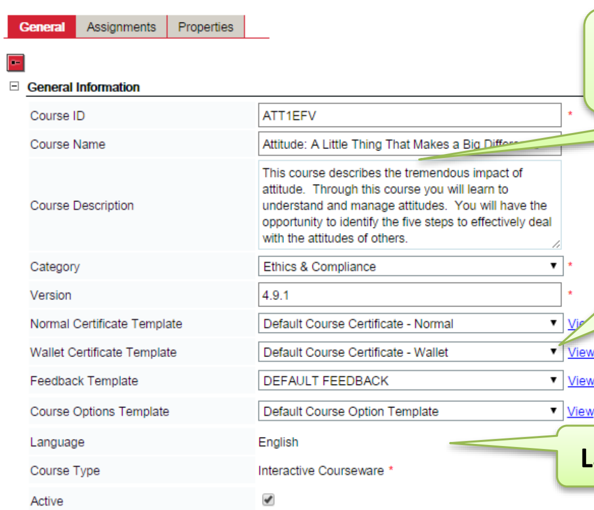
System Admins (with permission) can **Add** and **Edit**, Courses from the Course List. From the Course List, be sure to **Filter by Curriculum** first to ensure that the desired version of a course is the one edited.



If the course has already been added to a Curriculum, be sure to **Filter by Curriculum** *first* to ensure the correct version of the course is edited. This will refresh the course list. Otherwise, only the default version of the course will be edited and those edits will not be reflected in the course assigned to a Curriculum (or Curriculums).

Inactive courses will appear in a different color.

To edit a course, highlight the course name and selected the **Edit** button.

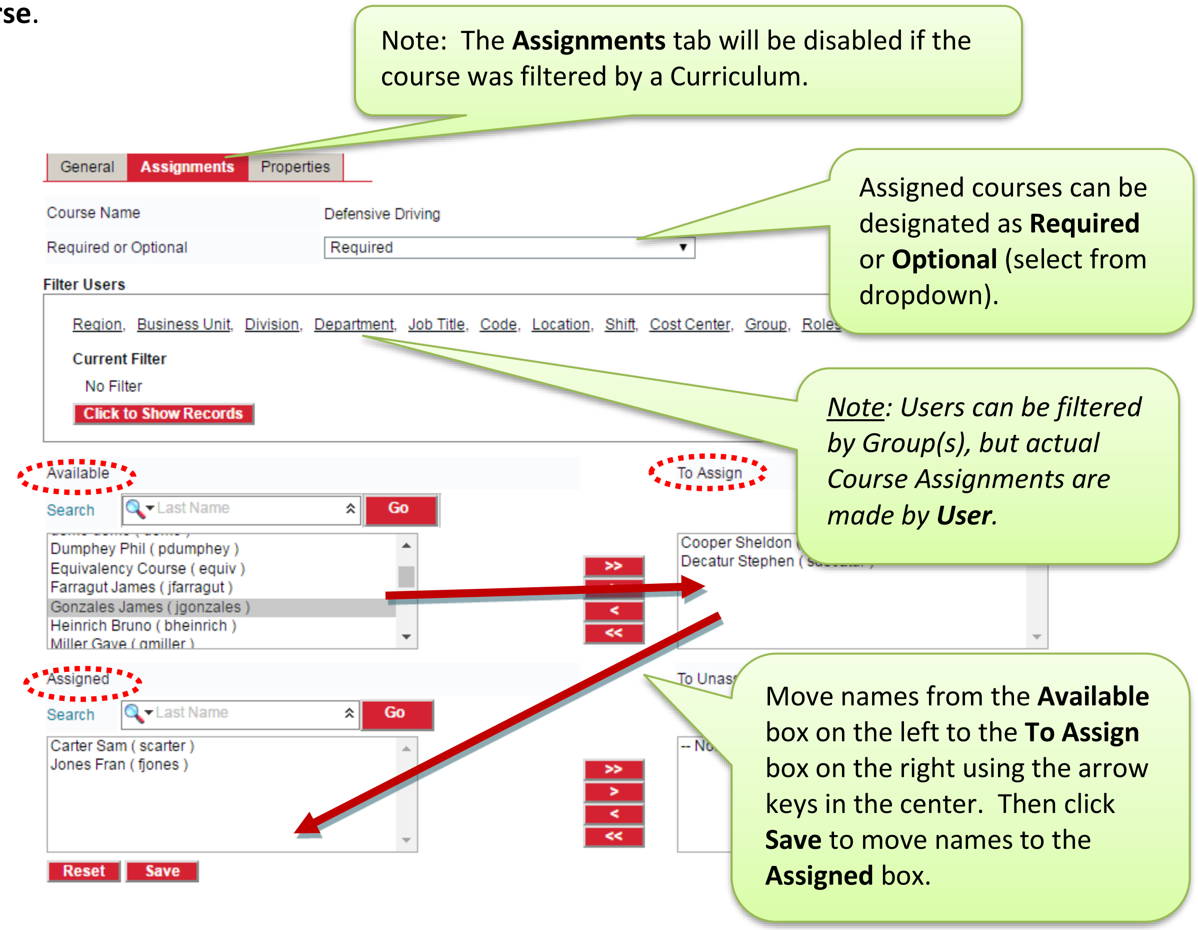


Course ID (up to 64 characters & allows hyphens), **Name** and **Description** can be changed.

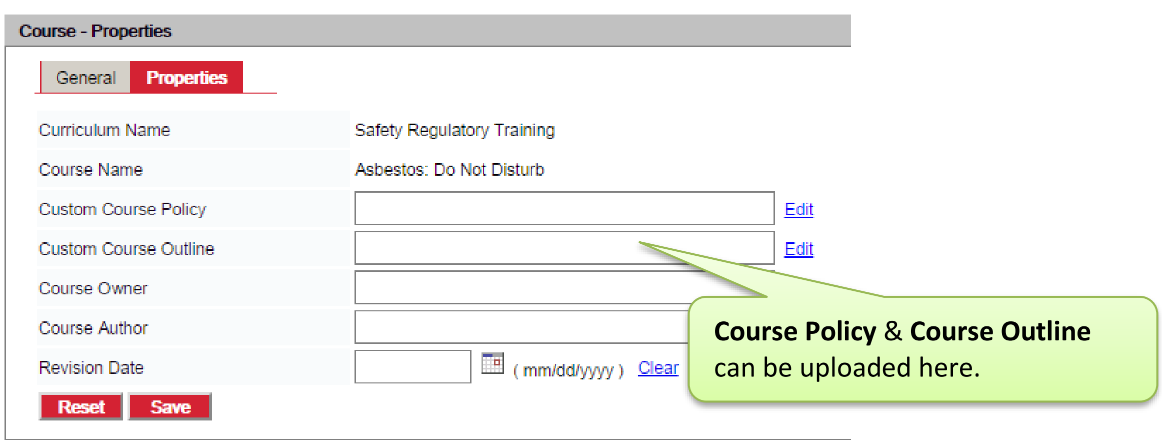
Certificate, **Feedback**, and **Course Option Templates** can be assigned to the course by selecting the appropriate template from the dropdown list.

Language and **Course Type** may not be changed.

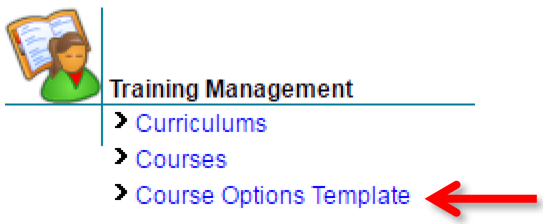
Under the Course **Assignments** Tab, Individual Users can be assigned to, or unassigned from, the **Course**.



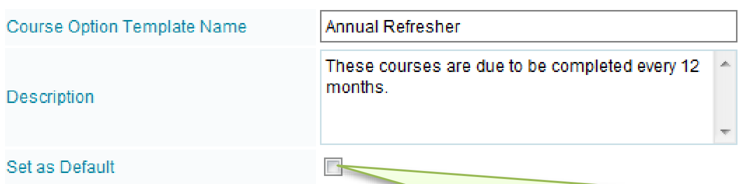
Course properties can be set from the **Properties** tab.



Course Options Template



System Admins use the **Course Options Template** to determine various course options and settings that will apply to the Employee User experience. All courses are assigned a **Course Options Template.**

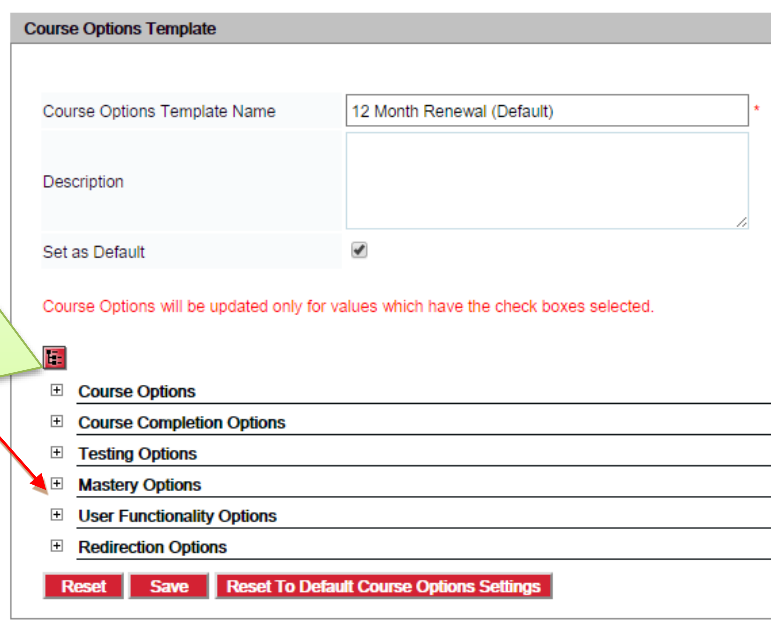


Character Limit: 128 characters

The **Set as Default** option indicates which of the available templates will be the default template. In the Course Options Template List, the default template displays in red font and is automatically assigned to all courses.

System Admins with full permissions can Add and Edit Course Option Templates in the LMS. They can change the default settings for Interactive Courses via the **Course Option Template** assigned to the Course.

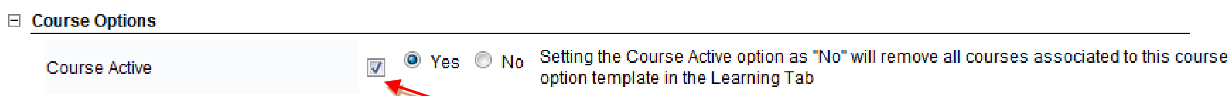
The **Course Options Template** page opens with the Course Options collapsed. To expand the entire page, click the Expand Tree icon. Or click the plus sign **+** next to each item to expand the content of that section.



Listed below are screen shots and definitions of each option/setting, by section:

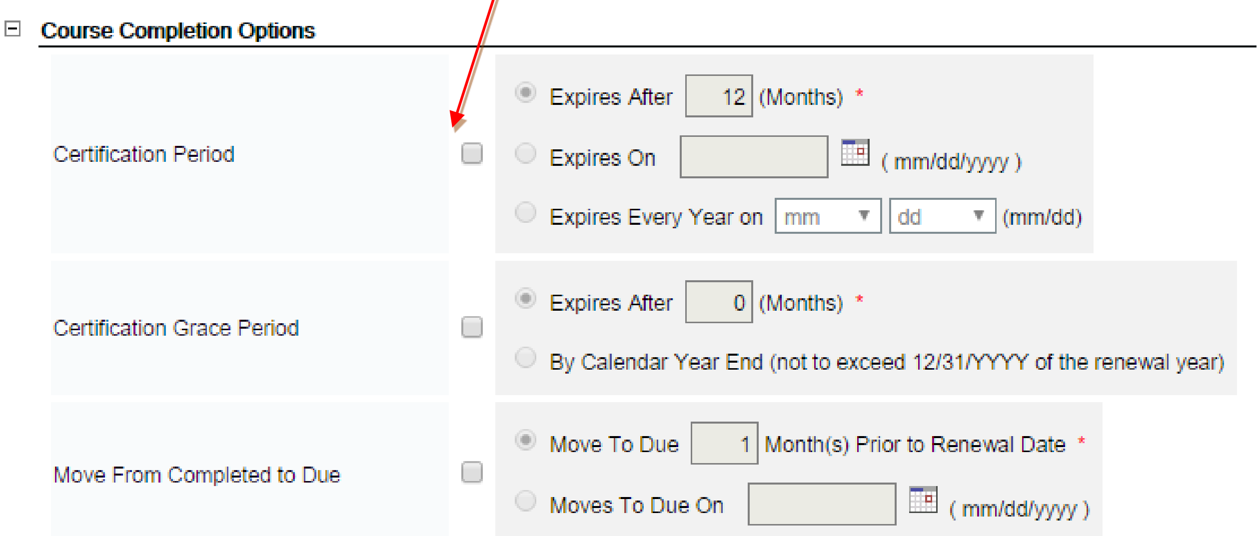
Course Active: Default is Yes, the course will be displayed in the user's learning tab. If No, the course will not be displayed for end users. The course will be listed for administrators and can still be customized, if inactive.

Course Options



Check box to activate & edit options next to the checkbox

Course Completion Options

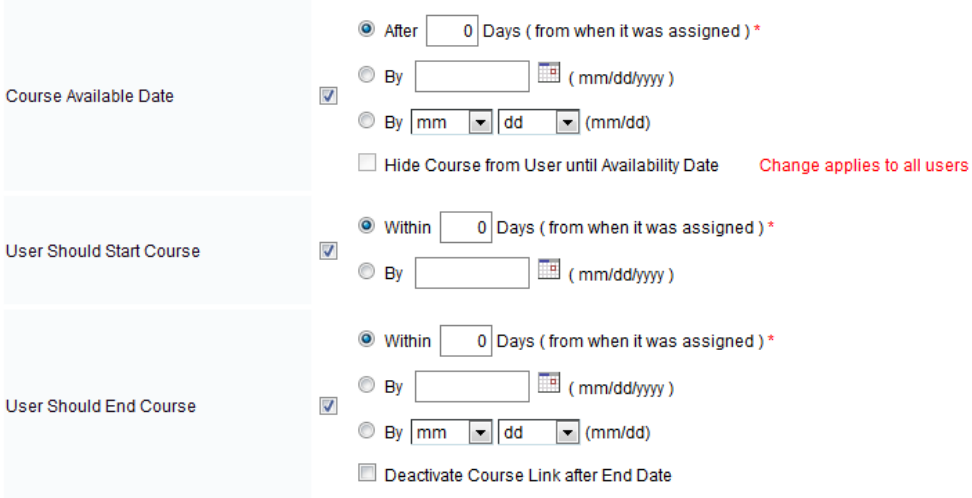


Certification Period: Default is 12 months. Can be changed to any monthly period. Enter the numeric value of zero (0) if the course only has to be passed one time.

Certification Grace Period: To extend the certification period for a course (if user fails to recertify in time); to extend "Mastered" status for a specified period of time before the course changes to "Expired" status.

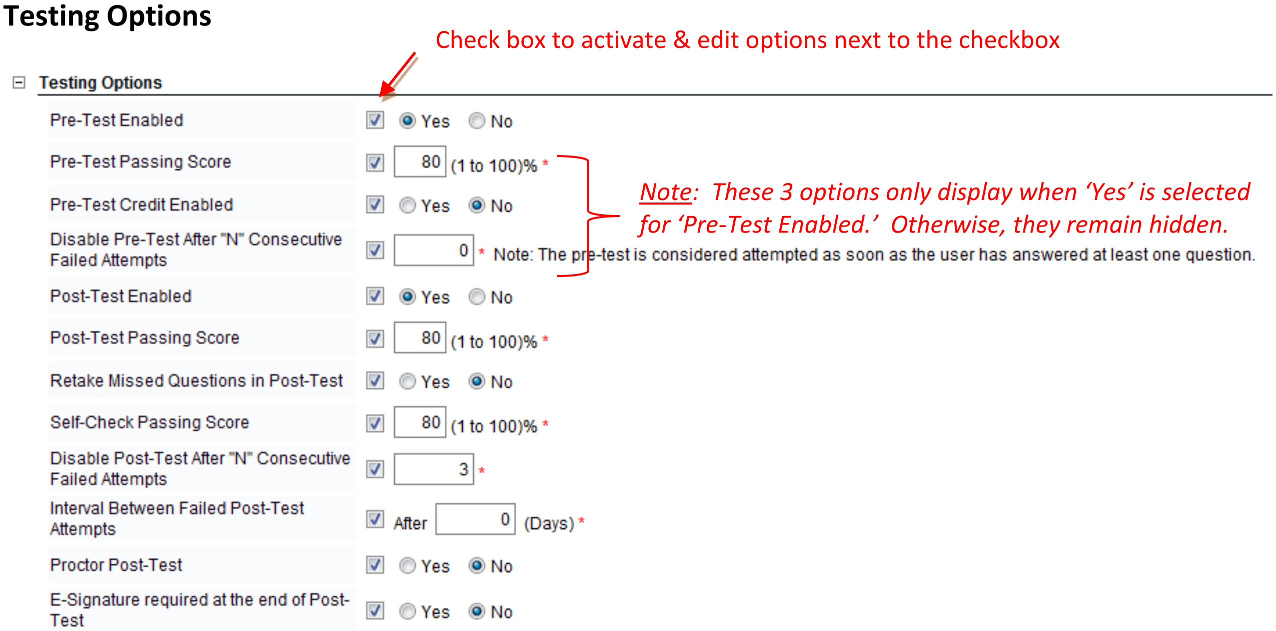
Move From Completed to Due: Date at which a course that is up for renewal will be transferred from the "Completed" tab (Mastered Status) and placed on the User's "Due" Learning tab with a "Certification Due" status. Default is 1 month in advance and can be edited.

Course Completion Options - Continued



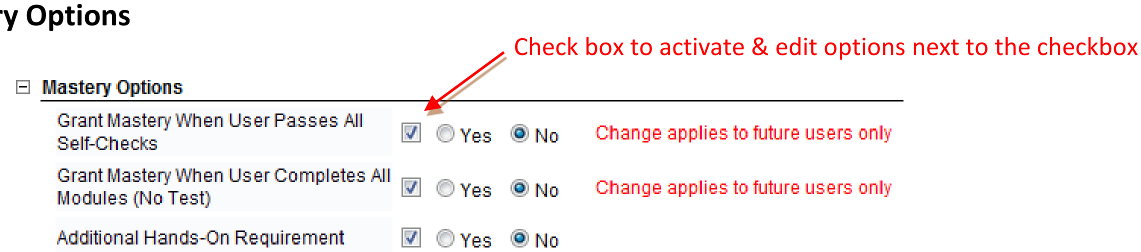
<u>Course Available Date</u>: Requires a specific number of days or actual date that a user must wait to access a course after it has been assigned. The course link will appear on User's Learning Tab in red and will be inactive until specified start date or hidden if **Hide Course from User until Availability Date** box is checked.
<u>User Should Start Course</u>: Specifies the period of time that a user have to start the course.
<u>User Should End Course</u>: Defines the period of time, or specific date user has to complete the course. Course can also be deactivated if **Deactivate Course Link after End Date** box is checked.

Testing Options



Pre-Test Enabled: Default is No. If Yes, the Pre-Test runs first and user must complete the Pre-Test before being allowed to enter a course.
Pre-Test Passing Score: Default is 80% and can be edited.
Pre-Test Credit Enabled: Default is No. If Yes, a user (with passing score) gets credit for the Pre-Test and tests-out of the course (does not have to take the training).
Disable Pre-Test After "N" Consecutive Failed Attempts: Specify the number of times ("N") an employee user may fail a pre-test before pre-test is disabled.
Post-Test Enabled: Default is Yes. Used to track course mastery with a score when a user passes a course. If disabled, the Post-Test won't appear in a course and a user won't get credit for having taken a course. (Can't track user completions).
Disable Pre-Test After "N" Consecutive Failed Attempts: Specify the number of times ("N") an employee user may fail a pre-test before pre-test is disabled.
Post-Test Passing Score: Default is 80% and can be edited.
Retake Missed Questions in Post-Test: Default is No. If Yes, the user can retake wrongly-answered questions in the Post-Test. (Exact questions, not question-bank randomized.)
Self-Check Passing Score: Default is 80% and can be edited.
Disable Post-Test After "N" Consecutive Failed Attempts: Specify the number of times ("N") an employee user may fail a post-test before course is disabled by the LMS.
Interval Between Failed Post-Test Attempts: Specify user wait time between re-take attempts after user has failed the Post-Test.
Proctor Post-Test: Default is No. If Yes, a user cannot take a Post-Test until an authorized* administrator enters their User ID and Password. (***Audit Post Test** checkbox on User List User's General tab).
E-Signature required at the end of Post-Test: Default is No. If Yes, user is required to re-enter credentials after they complete the Post-Test in order to view score screen.

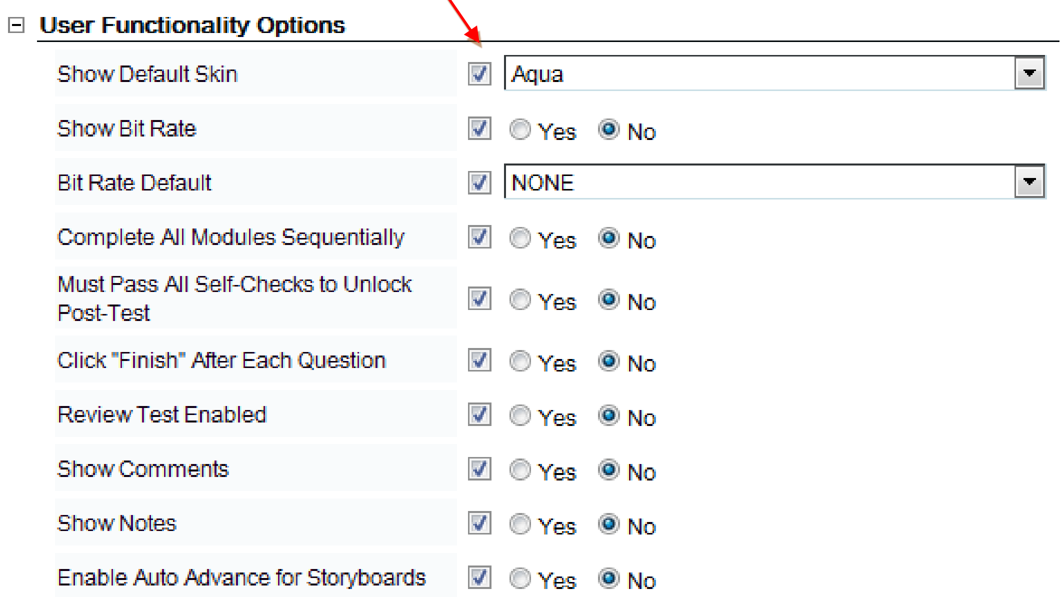
Mastery Options



Grant Mastery When User Passes All Self-Checks: Default is No. If Yes, user can pass a course by successfully mastering all Self-checks and not have to take the Post-Test.
Grant Mastery When User Completes All Modules (No Test): Default is No. If Yes, user can pass a course by successfully completing all modules without having to take the Post-Test.
Additional Hands-On Requirement: Default is No. If Yes, user can only master a course if both the mastery level is achieved and after an administrator gives credit for "Hands-On Complete" in **Classroom & Hands-On Scores**. Also, the course will have a "Hands-On Required" icon beside it in the "Course listing" screen to indicate that the course requires hands-on completion.

User Functionality Options

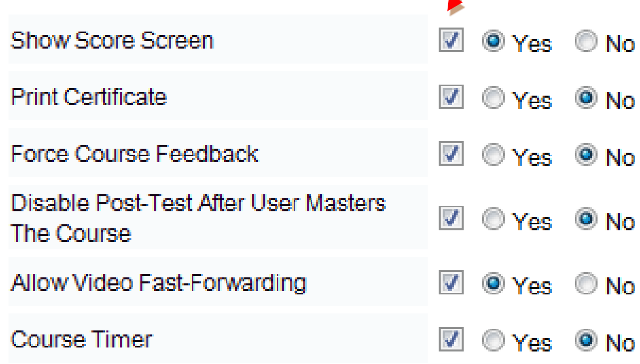
Check box to activate & edit options next to the checkbox



Show Default Skin: Select skin for each course. Will override Global Options setting.
Show Bit Rate: Default is Yes. No, will hide the bit rate selection from user.
Bit Rate Default: Default set to 100Kbps (minimal bandwidth).
Complete All Modules Sequentially: Default is No. If Yes, user will be forced to go through all the training modules in the course menu in sequential order. Topics remain grayed out until previous topics are completed.
Must Pass All Self-Checks to Unlock Post-Test: Default is No. If Yes, user cannot take Post-Test unless all Self-Check modules are mastered. *Note: this option will not be displayed if 'Complete All Modules Sequentially' is set to Yes.*
Click "Finish" After Each Question: Default is No. If Yes, user will need to click a 'Finish' button before proceeding to the next question.
Review Test Enabled: Default is No. If Yes, upon finishing test and before submitting for score, user can choose to go back and change answers. Once submitted for score, user can still choose to review test and will see the correct answers displayed for those questions missed.
Show Comments: Default is No. If Yes, enables user to write comments. These comments can also be reported on and are available for others to see, publicly.
Show Notes: Default is No. If Yes, user can take notes on each storyboard in the course. Notes are only available to that user (private); others will not see their notes.
Enable Auto Advance for Storyboards: Default is No. If Yes, as soon as audio or video completes, the screen will automatically advance to the next screen.

Check box to activate & edit options next to the checkbox

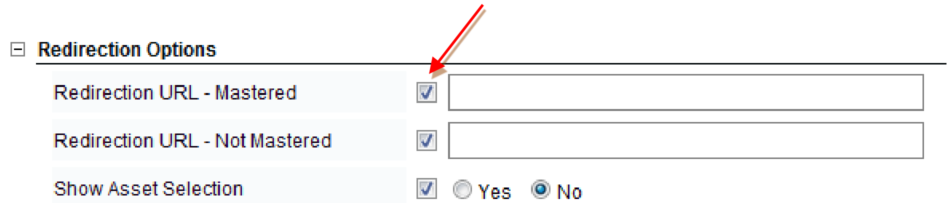
User Functionality Options – Continued



<u>Show Score Screen</u>: Default is Yes (will display score screen at completion of test). If No, the score screen will be hidden from employee user.
<u>Print Certificate</u>: Default is No. If Yes, users can print their own completion certificates.
<u>Force Course Feedback</u>: Default is No. If Yes, it will require user to complete the feedback survey, as part of the course, prior to receiving the results of the course.
<u>Disable Post-Test After User Masters the Course</u>: Default is No. If Yes, the Post-Test link will be disabled once the user masters the course.
<u>Allow Video Fast-Forwarding</u>: Default is Yes. If No, video progress bar is disabled to prevent user from fast-forwarding video clip.
<u>Course Timer</u>: Default is No. If Yes, a small clock timer will appear on both the Course Menu and top of course storyboards to record active time user spends on course.

Redirection Options

Check box to activate & edit options next to the checkbox

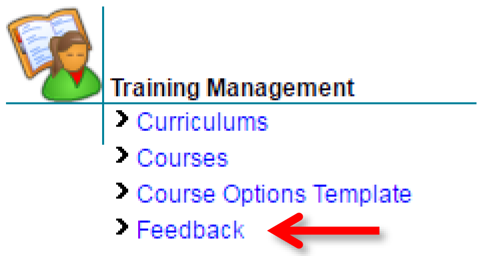


<u>Redirection URL – Mastered</u>: When a User masters a course, the user will automatically be redirected to the URL specified in this tab.

<u>Redirection URL - Not Mastered</u>: When a User fails the Post-Test, the user will automatically be redirected to the URL specified in this tab.

<u>Show Asset Selection</u>: The default is No. If Yes, it will provide users with an asset path to access assets while launching an Interactive Course.

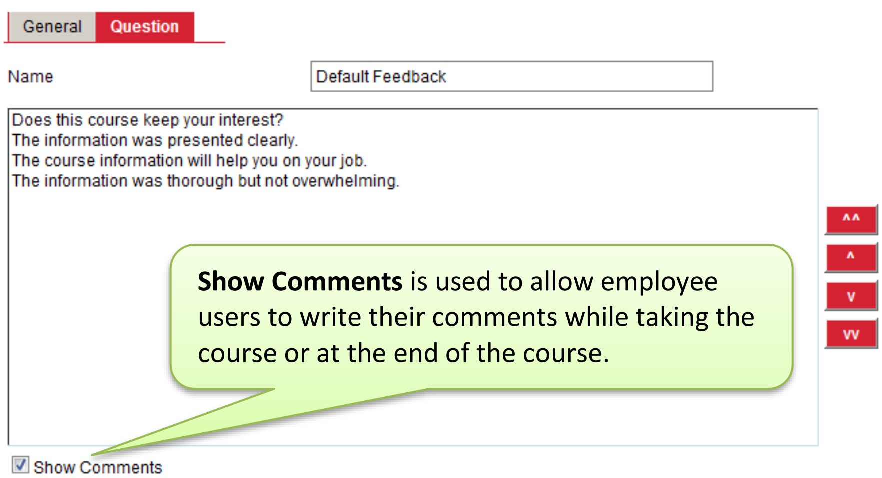
Feedback



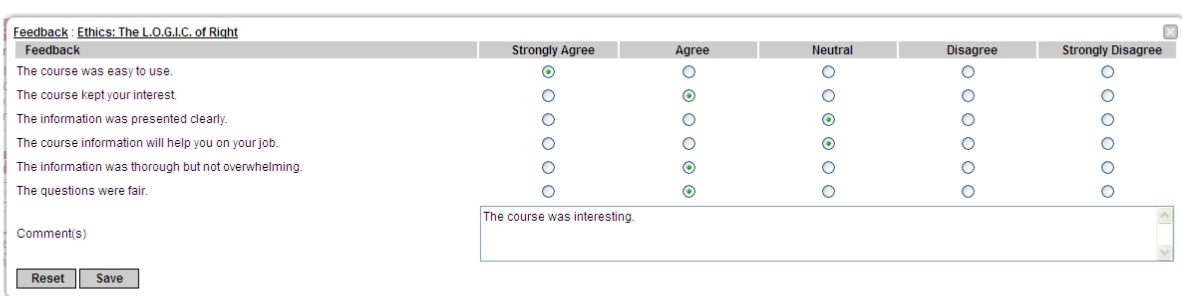
The **Feedback** feature is available for system administrators to collect user feedback and comments that the employee wants to submit about their training. **Feedback** surveys can be set up as Optional or Mandatory (via the 'Force Course Feedback' **Course Options Template** setting.)

Using features available in the **Feedback** tool, system administrators may add additional questions, modify existing questions, change the sequence of questions and delete any questions that are not needed. System administrators can run the Course Feedback report to view feedback submitted by users.

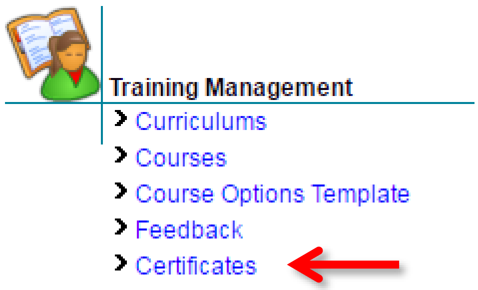
To add a question to the list of options in the Feedback List, select the **Question** tab. System administrators may use the **Move buttons** available to adjust the order of feedback questions.



Below is a sample of what the user will see:



Certificates



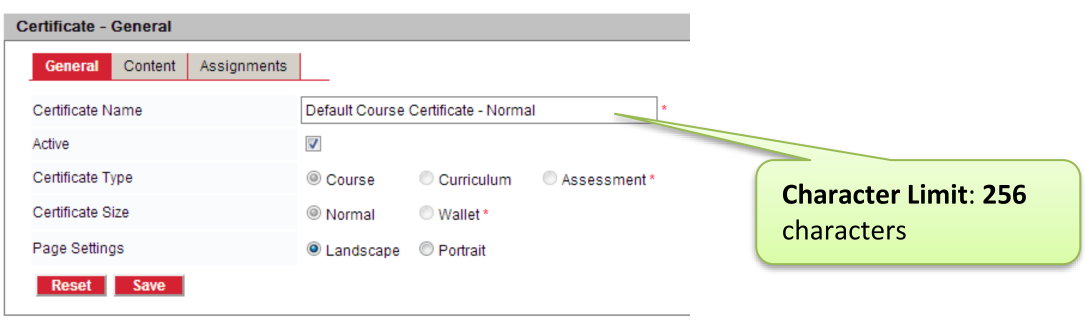
System Admins have the ability to add **Certificates** and customize them according to their organizational needs. These certificates may be used to record the achievements of participants. As many **Certificate**s can be created as needed; there is no limit.

Course completion certificates may be generated for users when they have successfully met the course requirements of a course or curriculum. Users may view and print certificates in two different sizes: **Normal** and **Wallet**. The default certificate templates provided are:

- ***Default Course Certificate-Normal**: standard 8 ½ x 11 paper size*
- ***Default Course Certificate-Wallet**: approximately the size of a business card*
- ***Default Curriculum Certificate-Normal:** standard 8 ½ x 11 paper size*
- ***Default Curriculum Certificate-Wallet:** approximately the size of a business card*

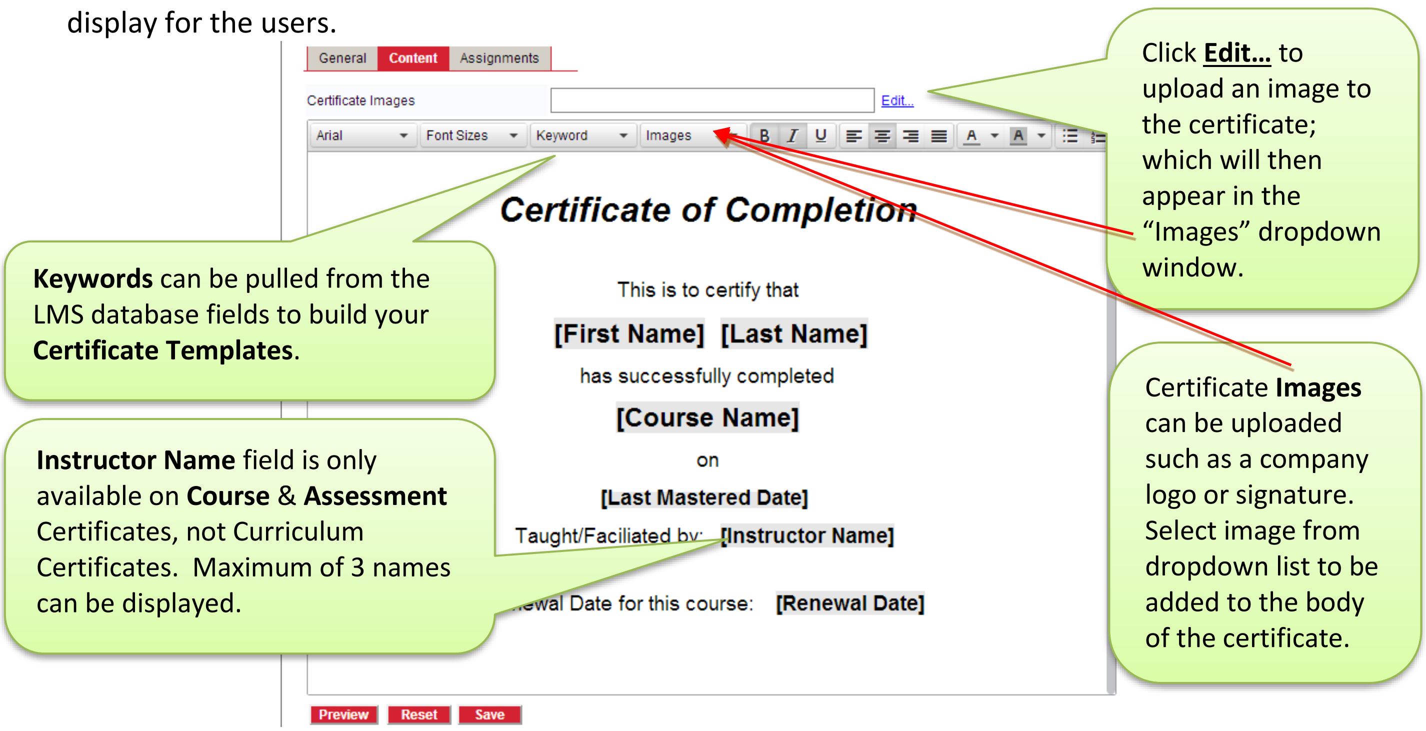
ADDING AND EDITING CERTIFICATES

Administrators are able to add or edit **Certificate Templates** for courses and curriculums as well as having the option to change the size of the certificate templates. Certificate details may be added using the **General** tab, including **Certificate Name**, **Type** and **Size**. The Certificate can be made available for selection by other users by checking the **Active** checkbox.



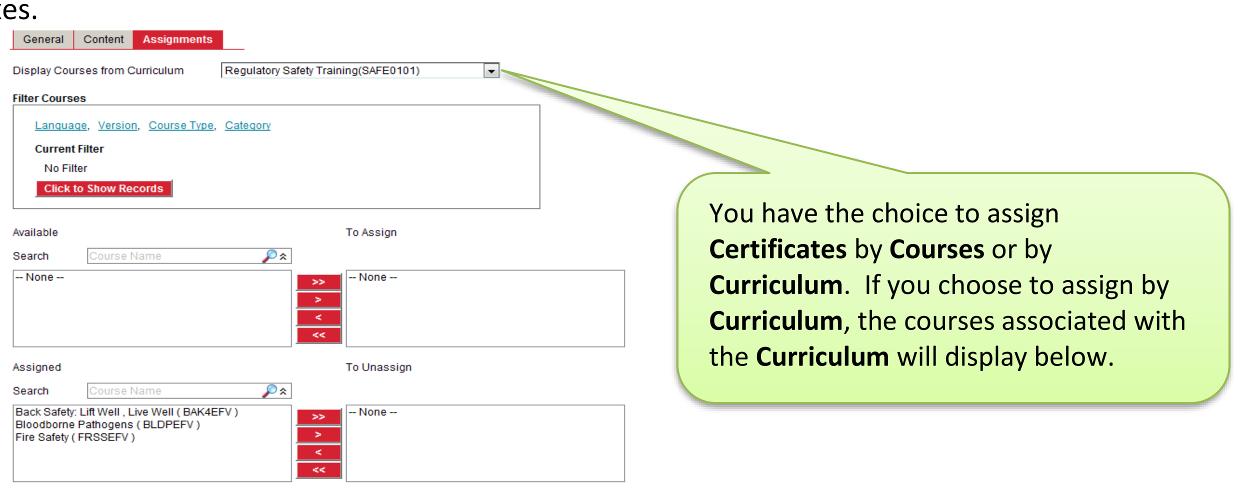
A helpful tip: In the **Certificate** list page, the certificate templates that are highlighted in red are the default certificates; templates in black are the created certificates. The **Active, Certificate Type** and **Certificate Size** options will not be available for modification. Certificates cannot be deleted without un-assigning them from the Course or Curriculum they are assigned to.

System administrators may customize the certificate template with their own content using **keywords** to edit the certificate content with information of their choice and to embed User's Identity (who), Training Information (Course Name, Course ID, and Delivery ID), Mastered date (When) and Groups Information. Keywords pull the information from the LMS database and display for the users.

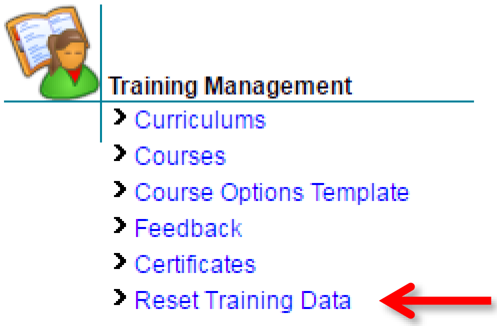


ASSIGNING CERTIFICATE TEMPLATES

To assign courses or curriculum to certificate templates, move them from the **Available** list box to the **To Assign** list box using the navigation buttons seen between the **Available** and **To Assign** list boxes.



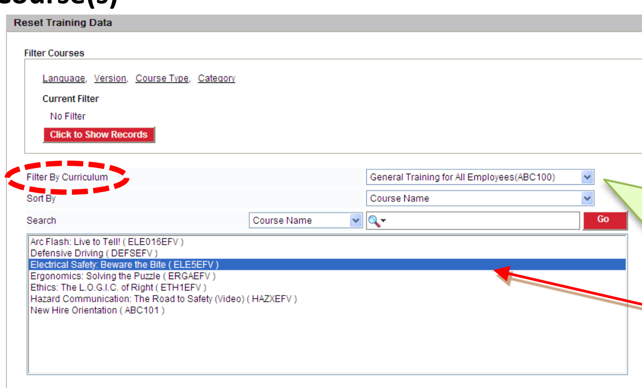
Reset Training Data



System Admins with access to **Reset Training Data** are able to clear training records from the LMS that have been recorded for a course.

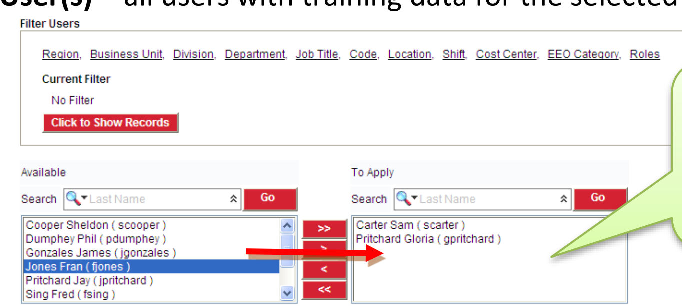
Options are available to reset each of the individual records or all the records for a user.

Select Course(s)



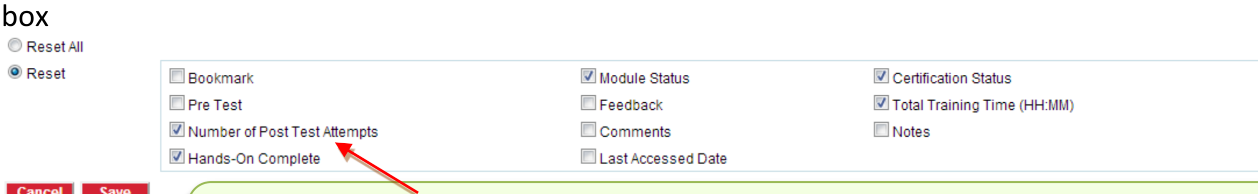
If the course has been added to a Curriculum, be sure to **Filter by Curriculum** *first* to ensure that training data is being reset for the correct version of the course. Filtering by Curriculum will refresh the course list to display only the courses assigned to the selected Curriculum. Then highlight the desired course(s).

Select User(s) – all users with training data for the selected course will appear in the list.



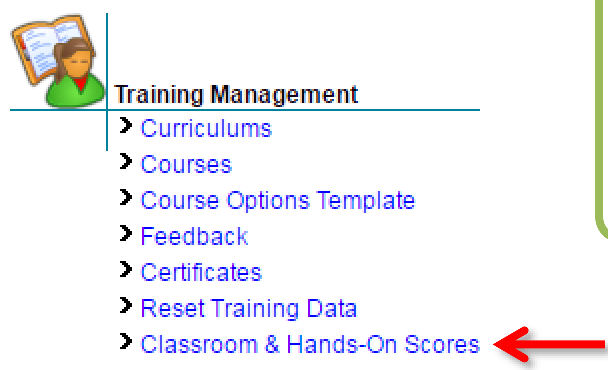
Select the user(s) from the **Available** list and use the arrow keys to move selected name(s) to the **To Apply** box for user(s) who need their training data reset.

Reset All or **Reset** select training data. System administrators indicate the data to be reset by placing a check in the box provided to the left of the item listed in the Reset Training Data dialog box



If 'Disable Post-Test' option(s) have been utilized in the **Course Options Template** to lock out the user, it can be reset here to unlock the user, re-enabling their access to the Post-Test.

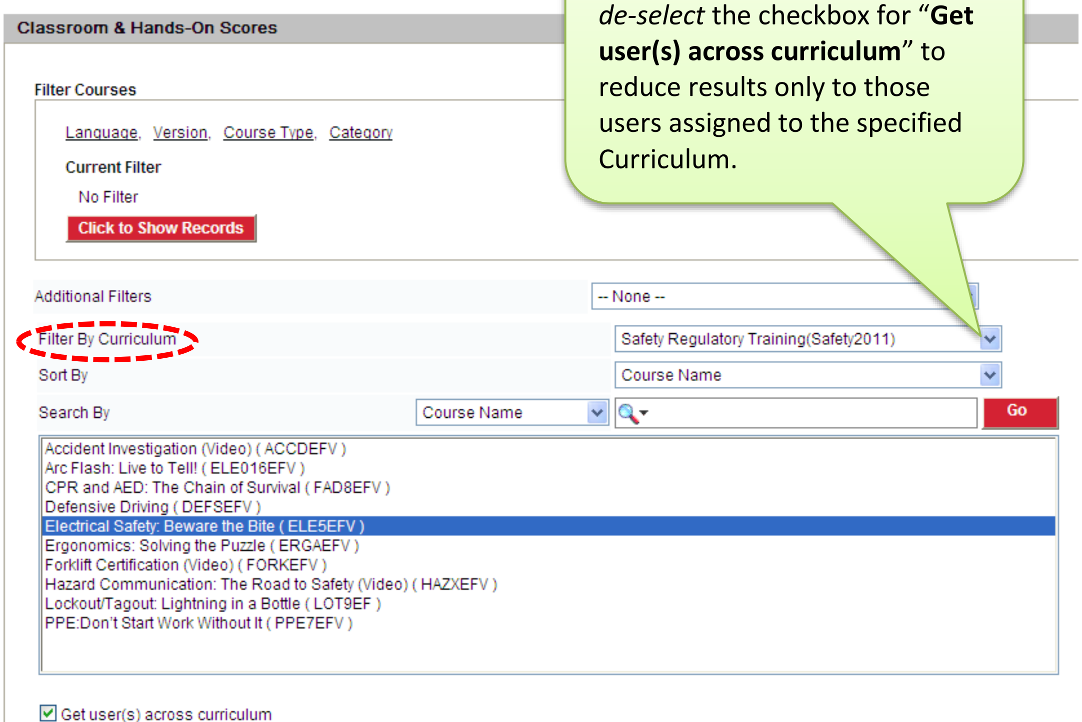
Classroom & Hands-On Scores



The **Classroom & Hands-On Scores** feature allows instructors to apply scores for users of Classroom courses. Courses can be found using **Filter by Curriculum**, Sort by Course Name or Course ID, or Search by Course Name or Course ID.

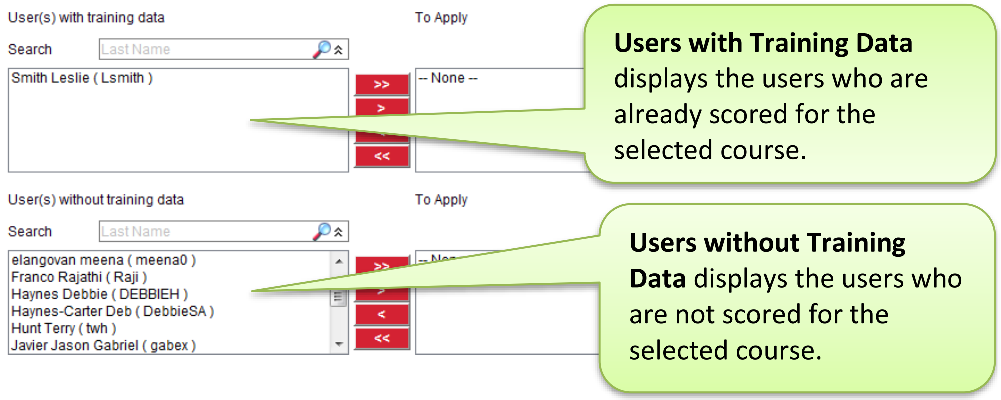
Classroom & Hands-On Scores enables system administrators to manually give credit to users for all Courses/**Course Types** that are in the system – Interactive Courseware, Classroom, Place Holder, etc.

Select **Filter by Curriculum** and *de-select* the checkbox for "**Get user(s) across curriculum**" to reduce results only to those users assigned to the specified Curriculum.



Note: **Get user(s) across curriculum** is checked by default and will select all users across all curriculums containing the course, unless de-selected (un-checked).

Once the course is selected, system administrators may choose the users they need to score. There are two user list boxes displayed, **Users with Training Data** and **Users without Training Data**:

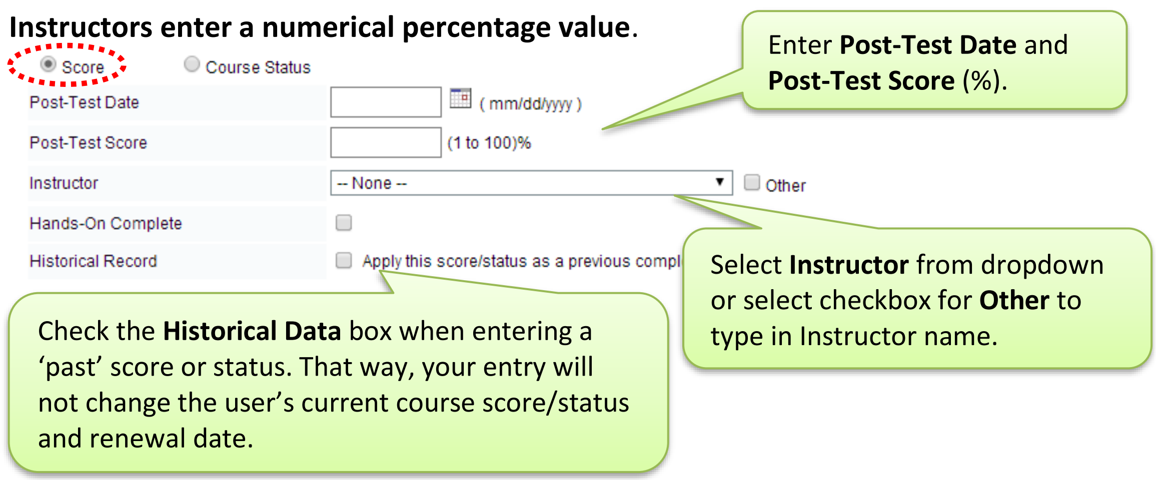


NOTE:

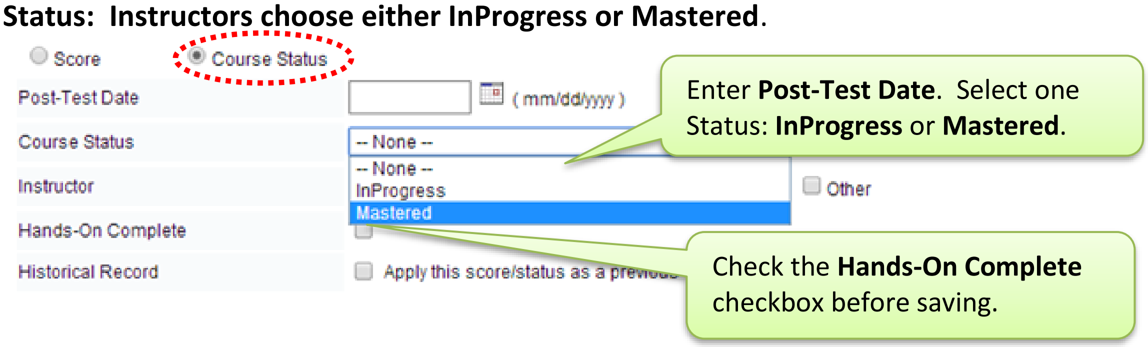
User(s) must be already **Assigned** to the course for their names to appear in the list.

Select the user(s) to score that do not have training data. Choose from the following options:

Score: Instructors enter a numerical percentage value.

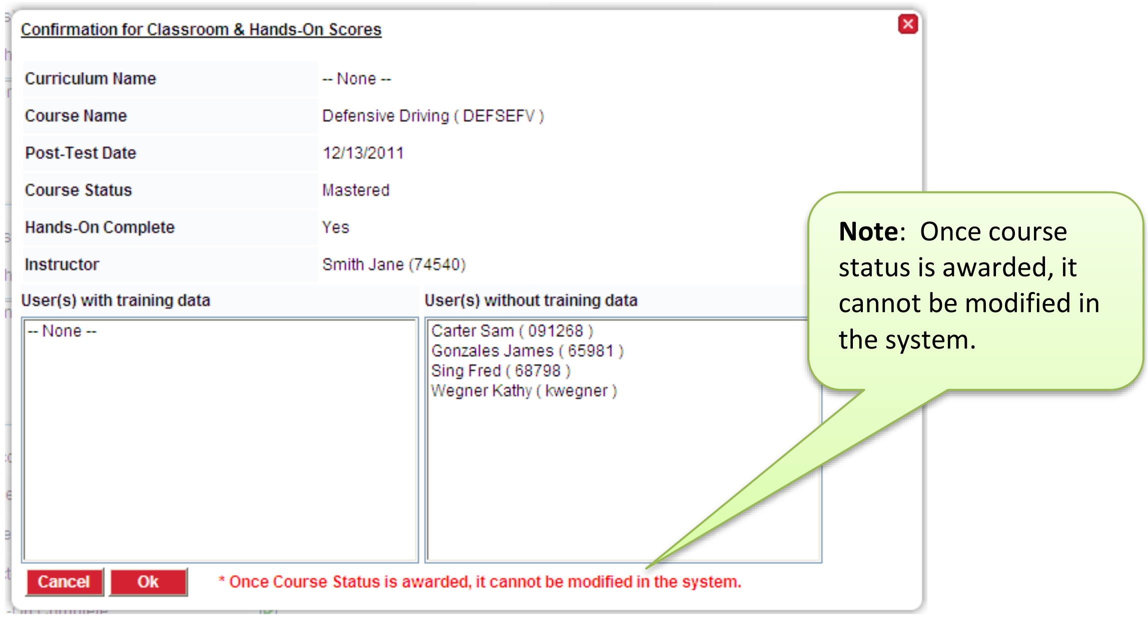


Course Status: Instructors choose either InProgress or Mastered.



Confirmation

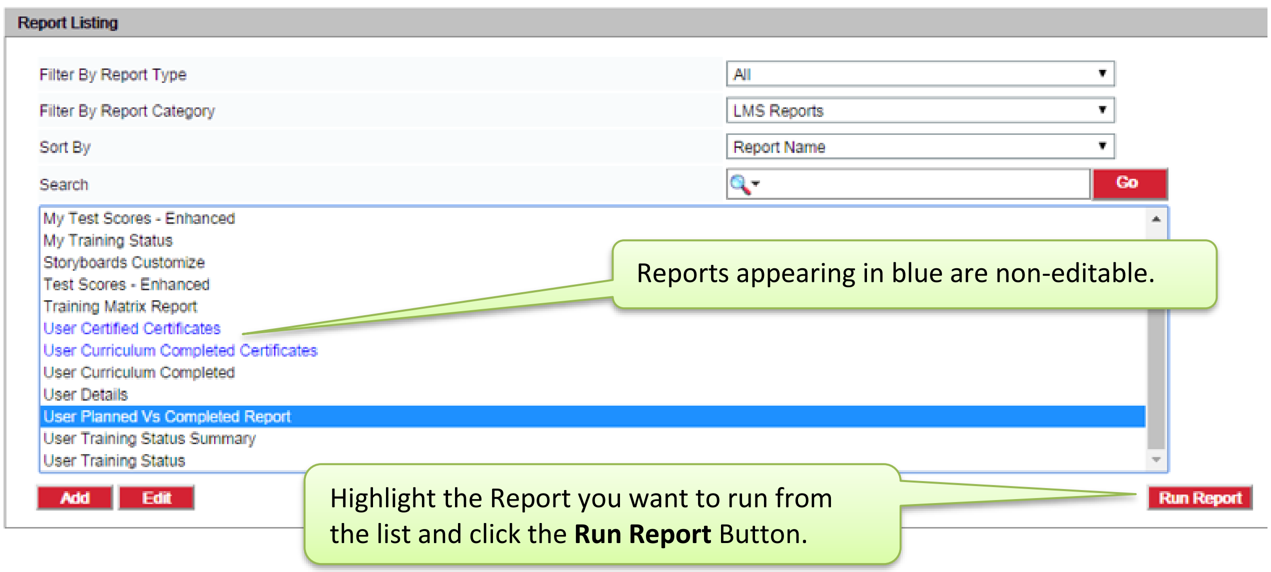
A confirmation box (shown below) will appear when you click the **Save** button. This is to ensure that the system administrator awards the correct score/status to correct persons. To award the score click the **OK** button. Click the **Cancel** button to make desired changes.



Reports

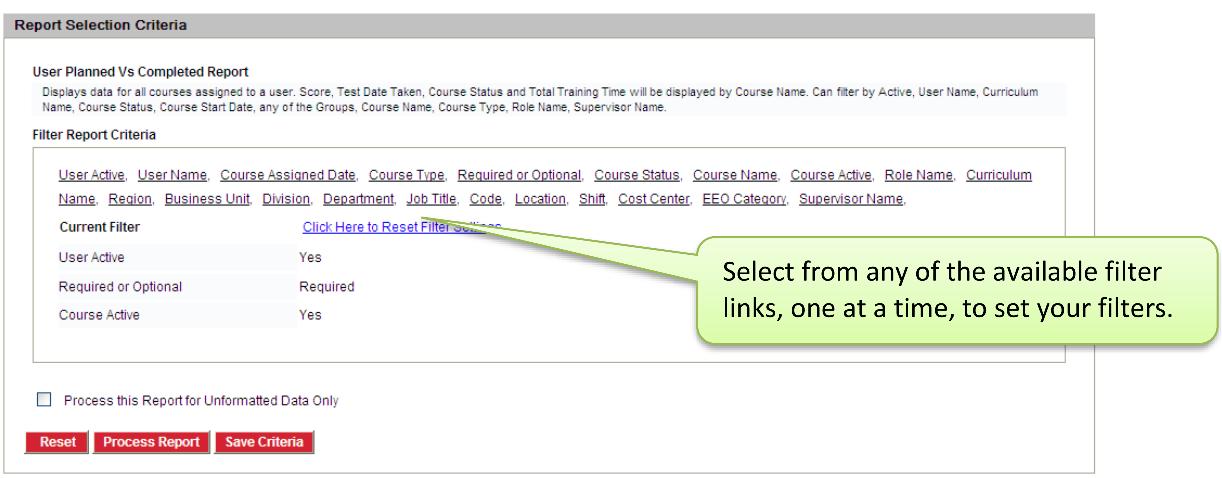
Report Management enables users with full access permissions to Add, Edit, Design and Run Reports. Reports are delivered through HTML Reports and can be exported into .XLS, .PDF, and .CSV formats.

Click on the **Reports** link to get to the Report Listing.

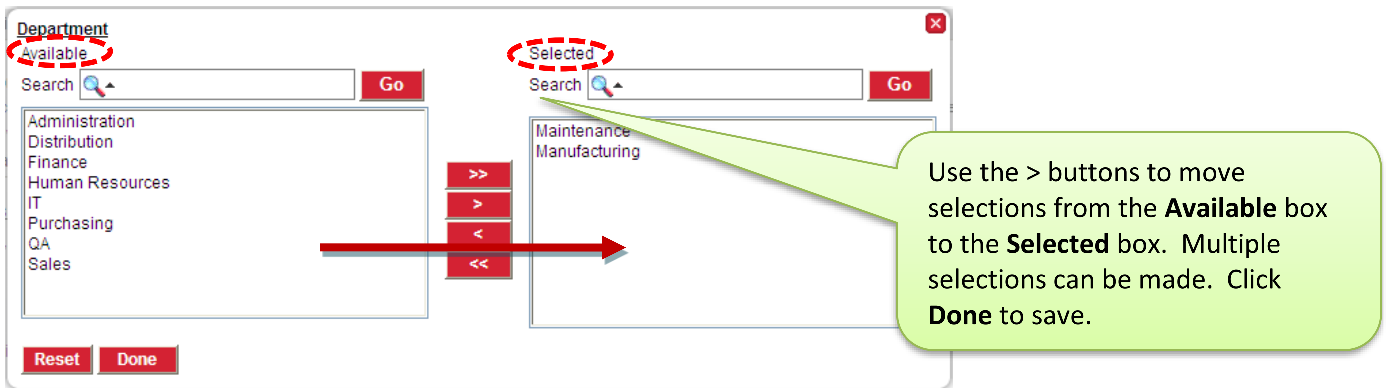


FILTER REPORT CRITERIA

Select your desired Report from the Report Listing Page and use the **Filter Report Criteria** section to filter the report results. All the available filter links are displayed.

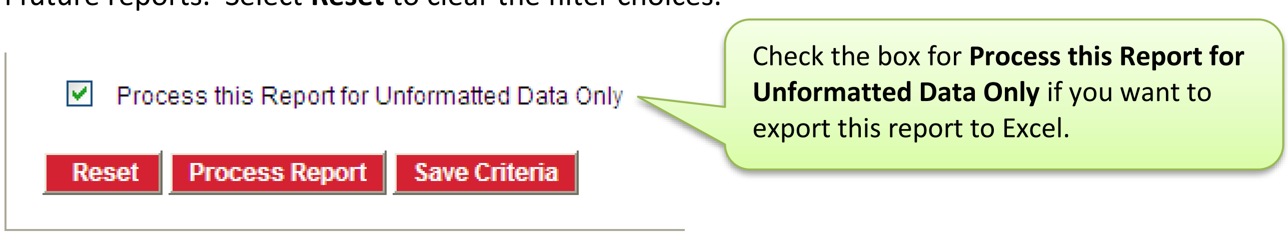


Below is an example of **Filter** selection, using the **Group** field **Department**. What appears on the list is determined by the **User Access Boundaries** set by the system administrator. Select from any, or all, of the available options listed.

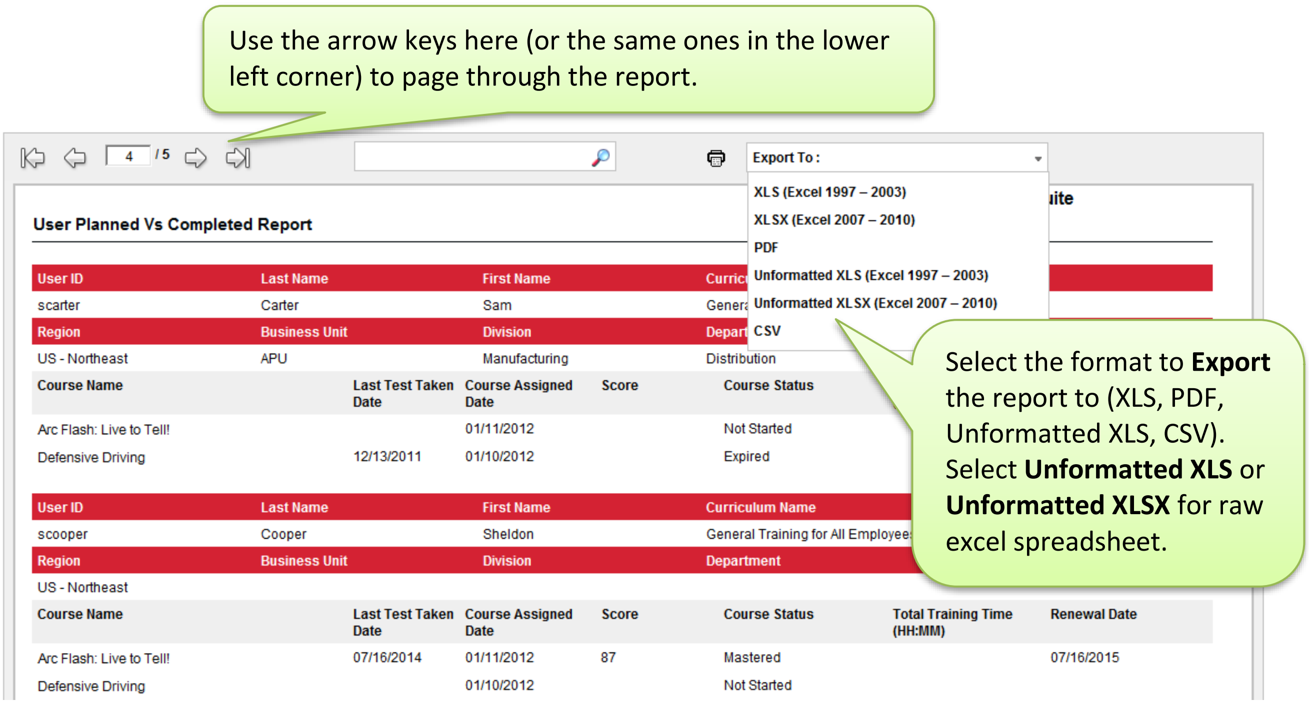


Below is an example showing the results of multiple filters that have been set for this report.

Select **Process Report** to run the report. Select **Save Criteria** to save the filter criteria selected to run future reports. Select **Reset** to clear the filter choices.



Your report results will display. Select from the **Export To:** dropdown window in the upper right corner to Export the report to desired format. Click the **Printer** icon to print the report.



LIST OF AVAILABLE LMS REPORTS:

Course Details: Provides a comprehensive list of all course details.
Course Feedback: Shows results of Course Feedback submitted by users. Can filter by User Name, Course Name, Course Started Date, Curriculum Name. This report cannot be edited.
Course Options Template – Courses: Lists Course Options Template details assigned to selected courses. Can filter by Curriculum Name, Template Name, Course Name, Course Type.
Course License Status: Lists the license status (Available, Used, Remaining) of all installed courses. Can filter by Course Type, Course Name.
Storyboards Customize: Lists the details of storyboards that have been customized, including the Storyboard Number, Date Last Customized, Name of user who made the customizations. Can filter by User Name, Curriculum Name, Course Name.

Test Scores – Enhanced: This report displays the list of the Pre-Test, Self-Check and Post-Test scores of the users.

> ***NOTE:***
>
> The LMS stores and maintains the scores secured by every single user registered in the LMS in the courses they are assigned to. Test scores may be drawn even for courses and users that are deleted from the LMS database. This report also displays the scores of the user even when the user is unassigned from the course/curriculum. The records of users who are not associated with the course any longer displays in red font.

Training Matrix Report: This report displays the groups/assignment combinations that are associated with a curriculum and other curriculum details such as the courses that are assigned to the curriculum, the course id, the required/optional status of the courses and the certification period.

User Certified Certificates: User Completion Certificates are stored electronically and can be printed (8.5x11 size). System administrators may filter by User Active, User Name, Course Name, Required Vs Optional, Last Test Taken Date, Course Type, Certificate Name, Curriculum Name, Role Name, or Group. This report cannot be edited.

User Curriculum Completed Certificates: Certificates of users who have mastered all the required courses of a curriculum are stored electronically and can be printed (8.5x11 size). Can filter by User Active, User Name, Certificate Name, Role Name, Curriculum Name, any of the Groups. This report cannot be edited.

User Details: This report lists the general details of users, including: Name, Email address, Group Information, Role Information, Preferred Display Settings, and any additional information.

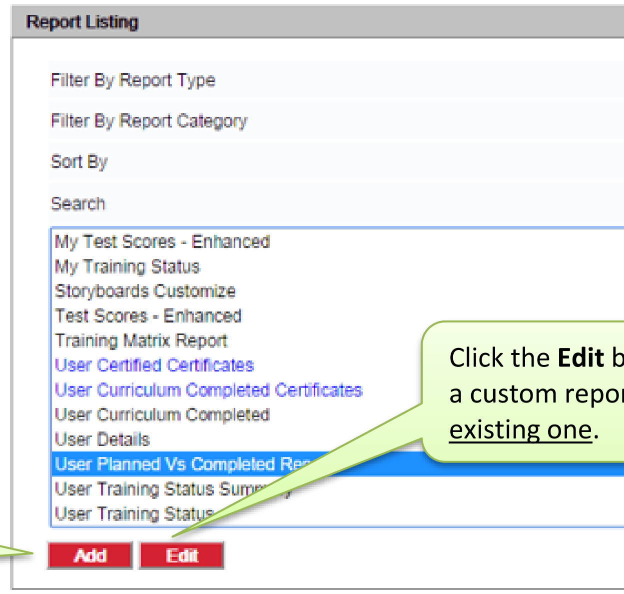
User Planned Vs Completed: Displays data for all courses assigned to a user. Score, Test Date Taken, Course Status and Total Training Time will be displayed by Course Name. Can filter by Active, User Name, Curriculum Name, Course Status, Course Start Date, any of the Groups, Course Name, Course Type, Role Name, Supervisor Name.

User Training Status: This report displays the course status, event registration status and event attended status of the users. The tabulation displays the different status sets available under each category.

User Training Status Summary: This is a summary report that displays the percentage of courses that the users have started, not started, failed to complete, mastered and the percentage of courses for which the certification has expired. This is an enhanced summary report and enables the administrator to group the data by Curriculum or Supervisor Name or by any activated Group Type.

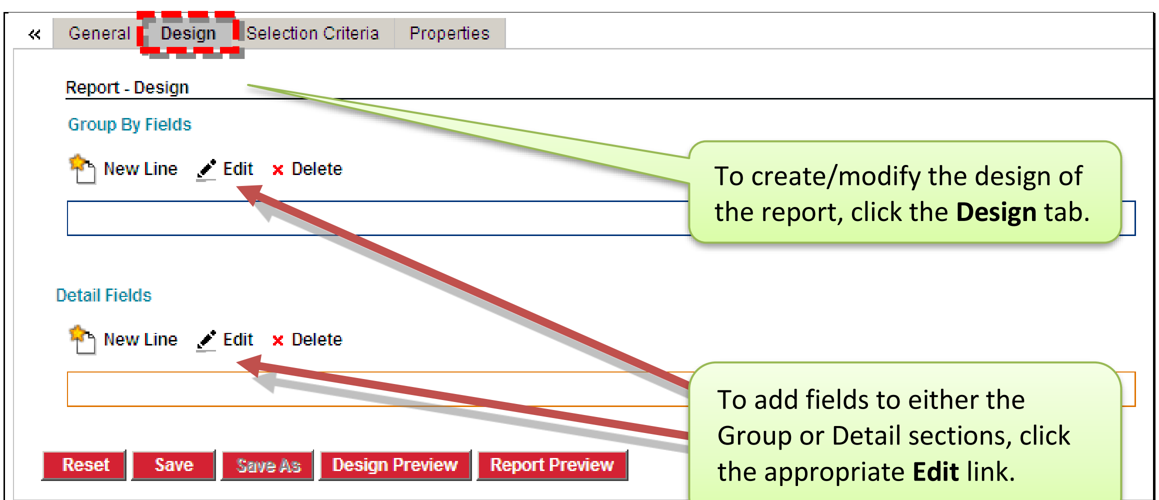
If the desired information is not found in one of the standard LMS reports, system administrators with full access permissions can create new reports or edit existing reports.

Custom Reports may be created from scratch OR by editing an existing report. If one of the existing reports is similar to a report you want to produce, you have the option to add/remove data from that report.



Click the **Edit** button to create a custom report <u>from an existing one</u>.

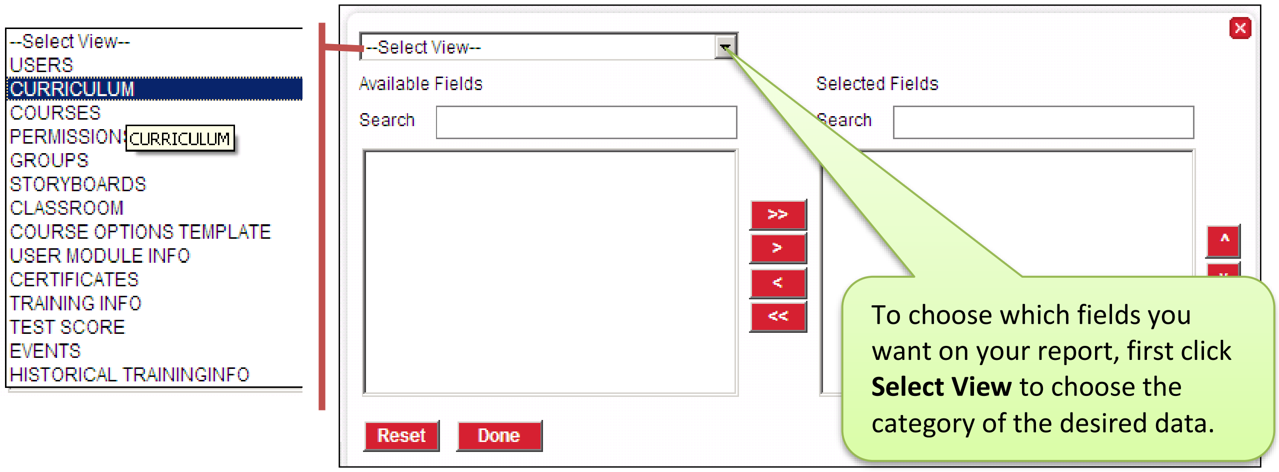
Click the **Add** button to create a new report <u>from a blank template.</u>

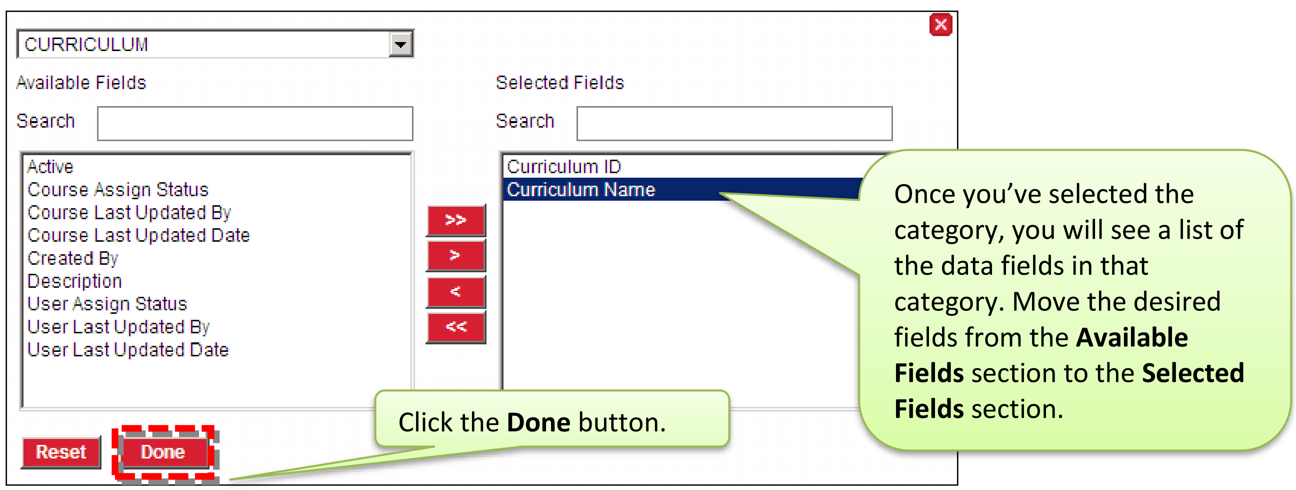


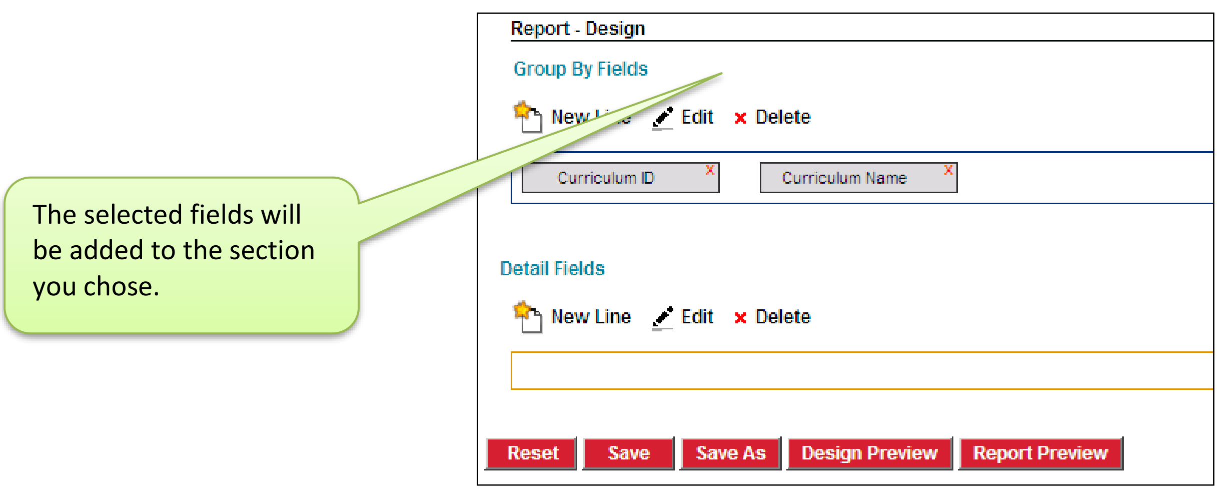
To create/modify the design of the report, click the **Design** tab.

To add fields to either the Group or Detail sections, click the appropriate **Edit** link.

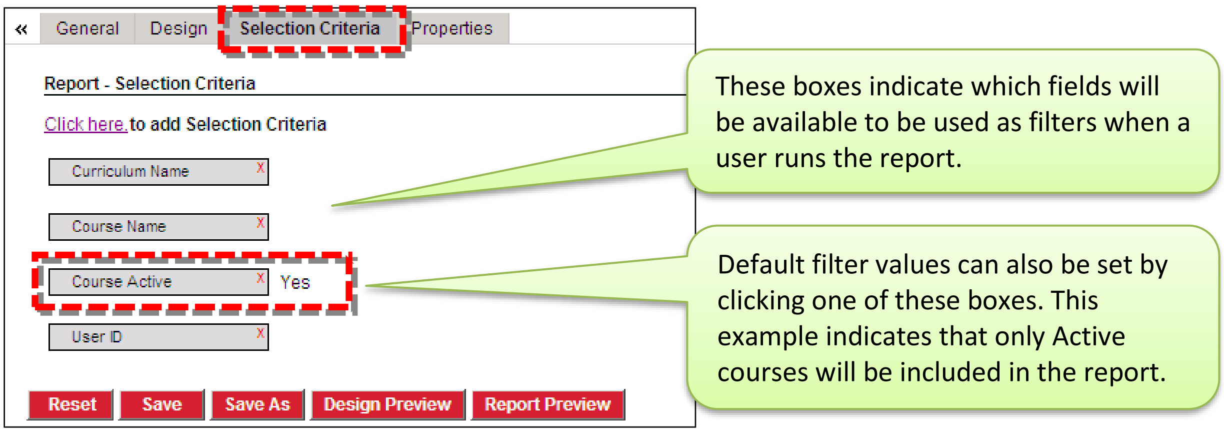
The **Design** tab will define how the data will be organized on the report by defining how data records will be *grouped* and what *details* will be displayed.





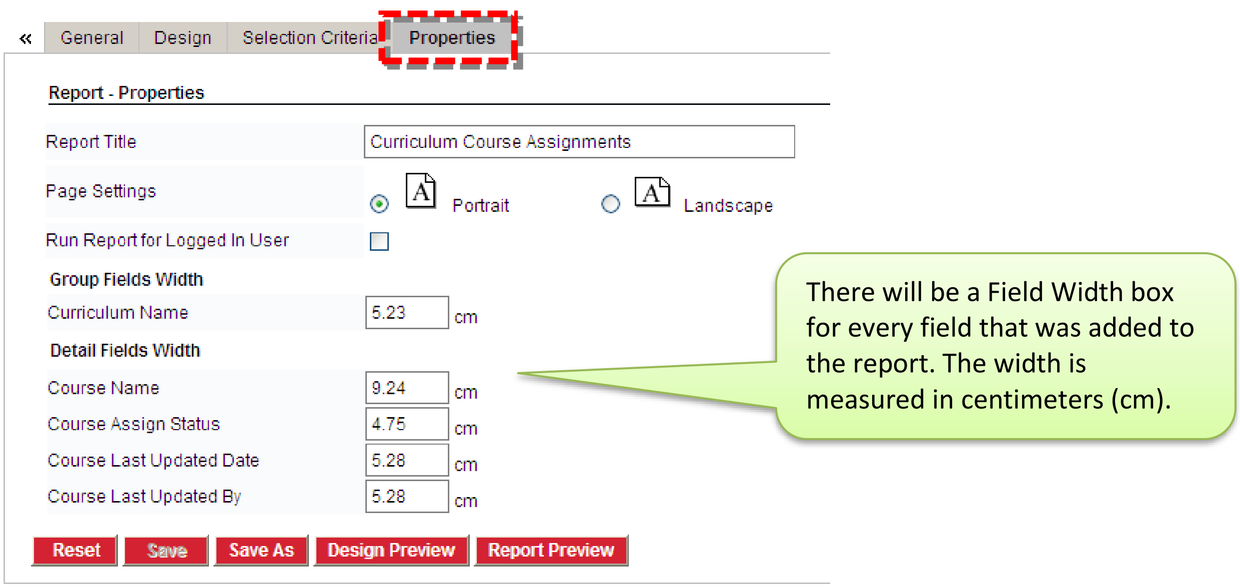


The **Selection Criteria** tab allows the designer to select which field(s) can be used to filter report data.



Any criteria that you want to be used *every* time the report is run may be selected by clicking the appropriate criteria field and the selecting the value from the list of options.

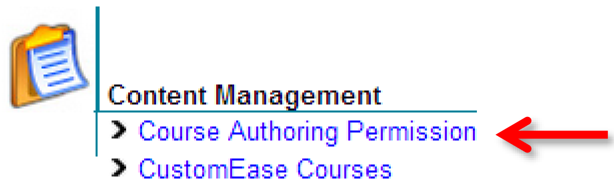
The last tab in the create/modify report process is the **Properties** tab.



Use this tab to define:

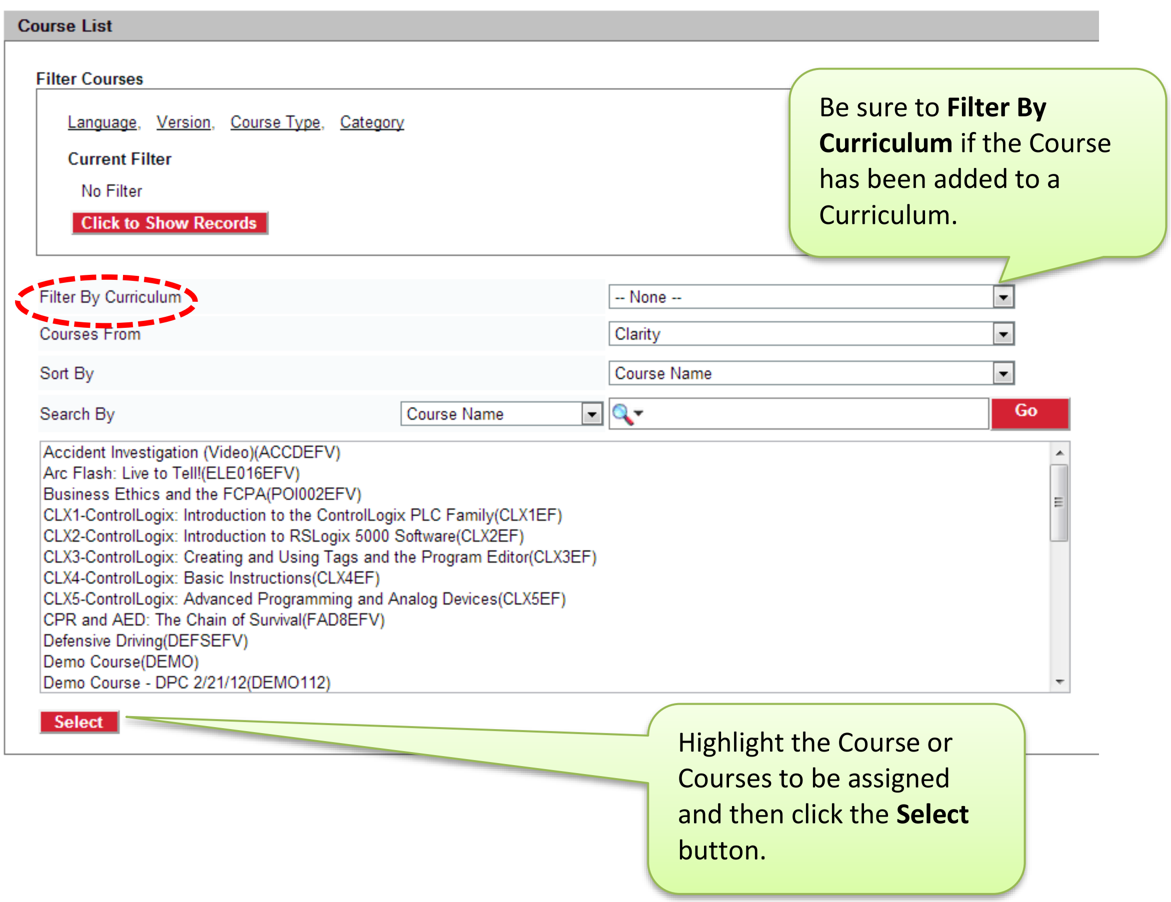
- Whether the report will print Portrait or Landscape.
- What format the report will print in by default. The choices are Crystal Reports, Microsoft Excel, Microsoft Word or Adobe PDF.
- The width of each data field displayed on the report (measured in centimeters (cm)).

Course Authoring Permission

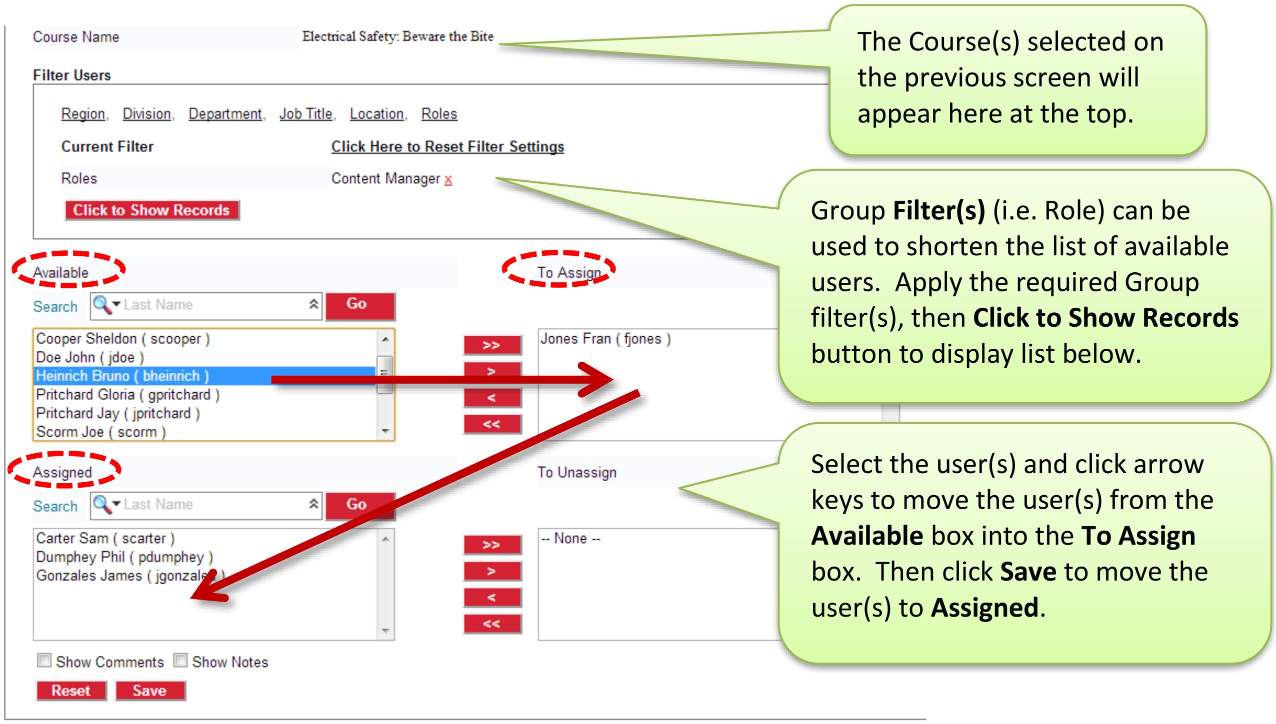


Course Authoring Permission is used to give administrative users the right to access and customize Interactive Courses. They will only have access to courses which they have been assigned.

Users with assigned permissions can access **CustomEase.** Initial permissions are established through **Roles** under **User Management** via the **Permissions** tab. Additionally, under **Course Authoring Permission** select users can be assigned to specific Interactive Courses. The purpose of assigning permission to a Course is to limit who can access and make edits to the Course via **CustomEase**. This is important for version control and locking down any potential of **CustomEase** editors overwriting each other's work.



Administrator assignments can be made by applying filters by **Groups** or **Roles** to narrow down the list of users. After applying the filter, click the **Click to Show Records** button.



Asset Formats – Summary

For best results, the following file formats are recommended:

Audio	**mp3, wma**	**32 Kbps, 44.1 KHz, 16 bit, mono, CBR**
Video	**flv, wmv**	**High Bit Rate: 400x300dpi, 320 Kbps, 15fps** **Low Bit Rate: 320x240dpi, 100Kbps, 15fps**
Graphics	**jpg, gif, swf, png**	**Standard size: 400x300x72dpi**

Helpful tips:
Documents: PDF preferred
Hyperlinks: Allowed
Text: All copied text will be stripped of formatting.
Largest file that can be uploaded: 10MB

Graphics – jpg, gif, and png format images can be used. Images created at 400 x 300 x 72 dpi will fit most image windows. Other sizes used are 240 x 180, 320 x 240, 960 x 720, 640 x 385 and 1024 x 768. Images will be stretched or shrunk to fit most windows. PowerPoint (ppt) slides can be converted from within the ppt to jpeg format with a set resolution of 960 x 720 x 96 dpi and can be directly used in the FS Graphic image template. Images are not stretched or shrunk in the FS Graphic template; the bottom 80 pixels of ppt slides that have been converted to images will be hidden by the navigation bar in FS Graphic template; you may have to make allowances for this and adjust information at the bottom of your ppt slides.

NOTE:

Raw file formats such as: tif or bmp are not accepted; you will need to convert into final edited format: jpg, gif, or png.

Flash – swf format is an Adobe animation format. A resolution of 640 x 385 will fill the window in the Flash template. Smaller resolution sizes will work also but will be centered in the template window. Flash files can be created with or without embedded audio. Use of supplementary audio is also allowed.

Audio – mp3, wma, mpa and asf format can be used. Good quality audio can be created at 32 Kbps, 44.1 KHz, 16 bit, mono, and CBR.

NOTE:

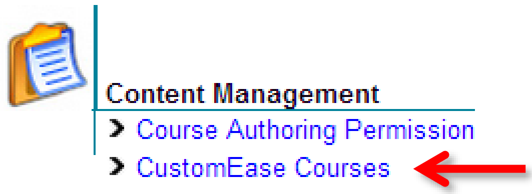
Raw file formats such as: wav, cda and aif are not accepted; you will need to convert into final edited format: mp3, wma, asf, or mpa (mp3 is preferred.)

Video – flv, wmv format can be used. High bit rate video can be created at 400 x 300 dpi, 300/320 Kbps and low bit rate video can be created at 320 x 240 dpi, 100 Kbps. The overall bit rate is a combination of the video and audio bit rates and it is also suggested to use a frame rate of 15fps for both bit rates.

NOTE:

Raw file format such as avi, mpg and mov are not accepted; you will need to convert into final edited format: flv or wmv. (flv is preferred.)

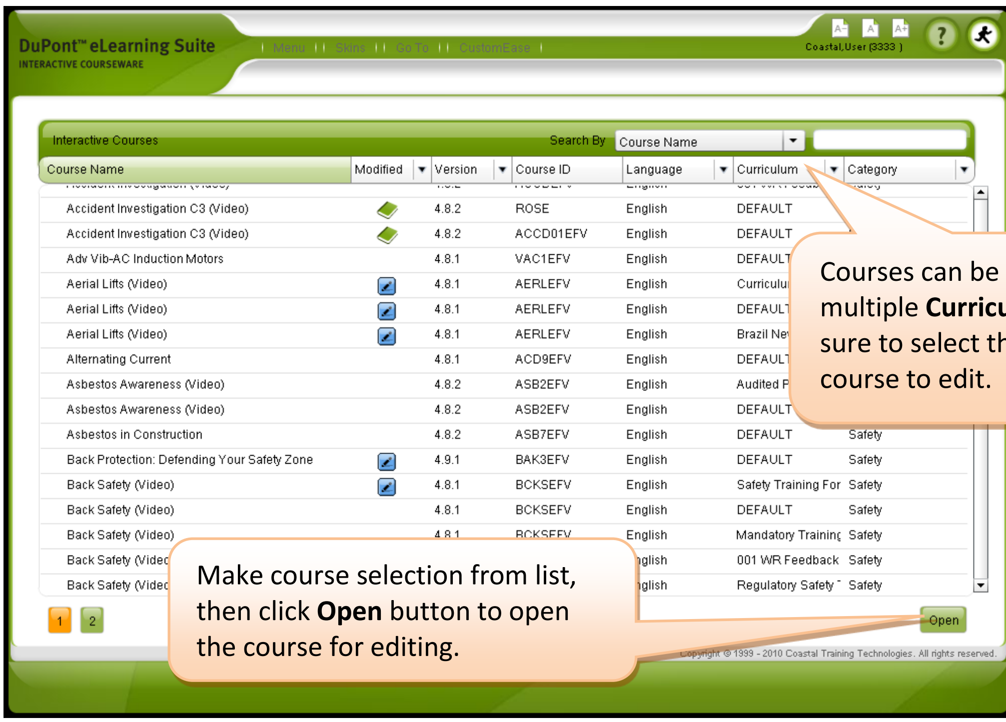
CustomEase



With **CustomEase** administrators (with permission) can:

- Customize and make modifications to existing **Interactive Courseware**
- Add, Edit or Delete Storyboards

Note: **CustomEase** and **Authoring Tool** share the same interface.



Courses can be assigned to multiple **Curriculums**; be sure to select the correct course to edit.

Make course selection from list, then click **Open** button to open the course for editing.

NOTE:

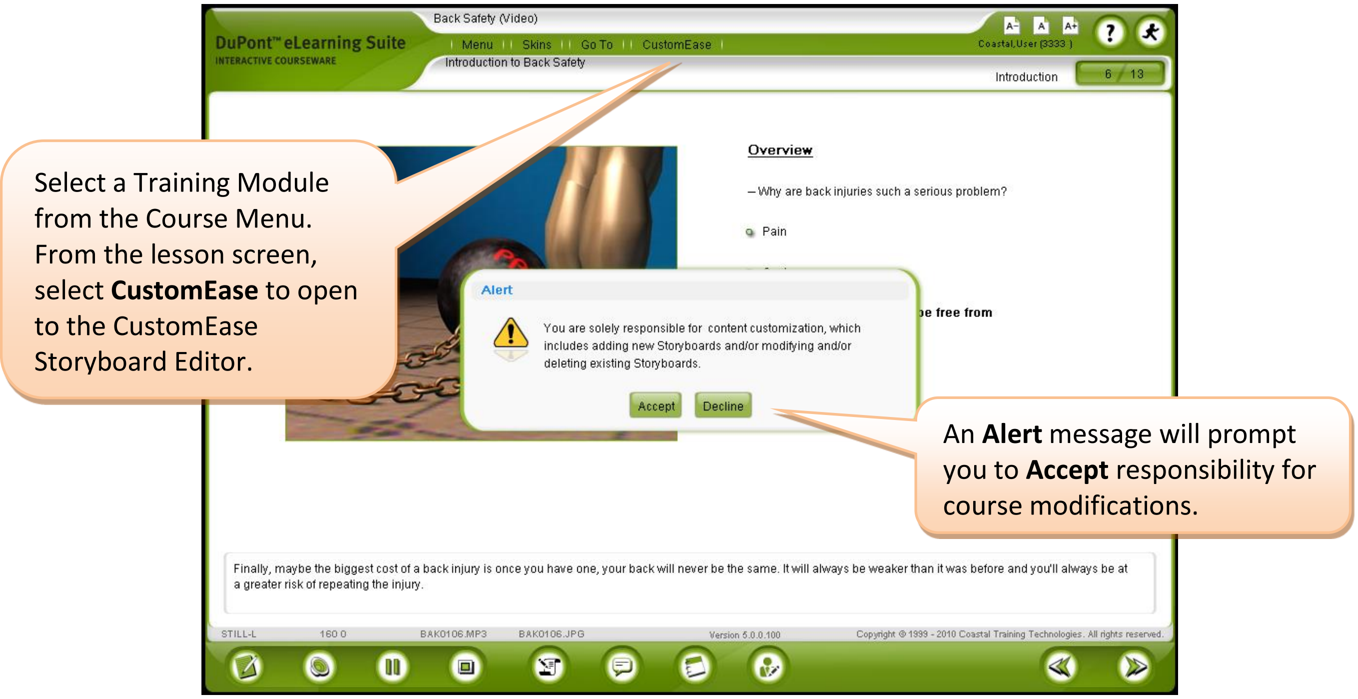
The course list that will be displayed is dependent upon the initial permissions established through **Roles & Permissions** of the **Learning Management System** and what specific courses this user has been assigned to under the **Course Authoring Permissions**.

Managing Course Editing:

The '**Checked-Out**' icon will display when a user is currently editing a course; all other users will be 'locked' from opening the course – to prevent multiple users from editing the same course at the same time.

Using CustomEase – Storyboard Editor

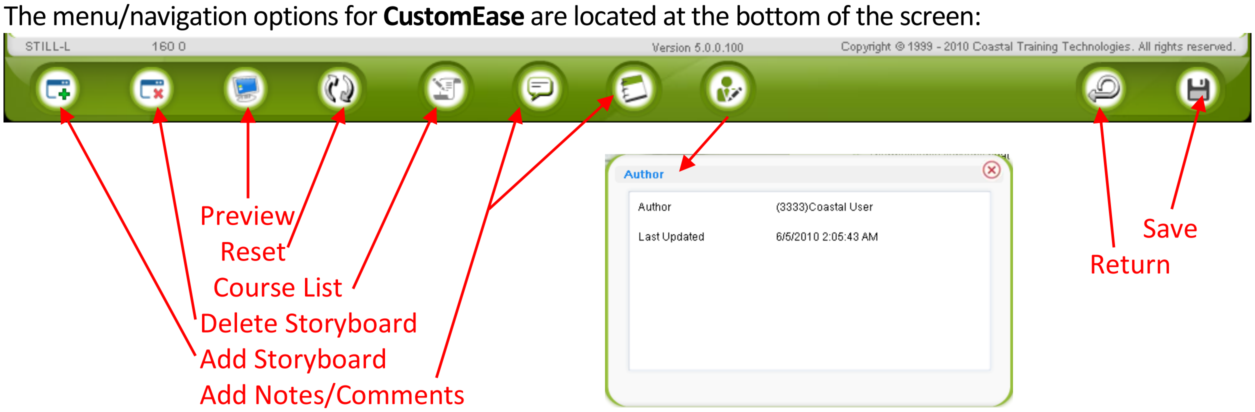
Enter the course. To access **CustomEase**, select a Training Module from the Course Menu:



NOTE: Even though the look and feel of CustomEase is very similar to the Authoring Tool, CustomEase has limited functionality compared to the Authoring Tool. In CustomEase the Course Menu cannot be modified, Storyboards cannot be moved, and new Glossary terms cannot be created. The **Author** icon will display the user who modified the storyboard, along with the date and time the information was modified.

Navigating CustomEase – Options

The menu/navigation options for **CustomEase** are located at the bottom of the screen:

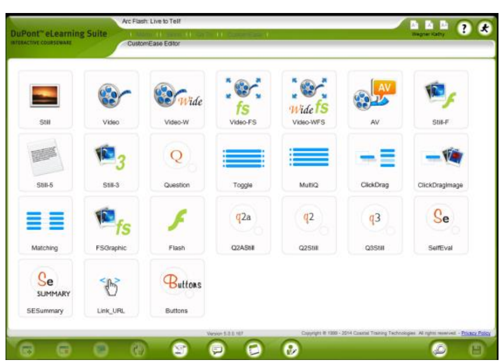


Preparing to Customize Your Interactive Course

1. **Review Course & Determine Changes**. A thorough review of the existing course is recommended to determine what changes will need to be made to 'customize' the course.
2. **Document Changes**. Document the storyboard number (or exact location) of the storyboard that will need to be changed or deleted. Document the exact location you want to add a new storyboard to the course. Storyboards will be added immediately following the selected storyboard. *Note: Within CustomEase, the Course Menu cannot be modified; nor can storyboards be moved around within the course*.
3. **Develop and Organize Course Assets**. Assets are digital files that contain essential course content. They include audio, video, graphics, and text files. Before customizing a course, make sure your assets meet the following criteria: (a) You must have legal right to use the assets; (b) The assets are in a final edited form and format (*see pages 92 & 93 of this guide for detail*). The CustomEase Tool does not provide the capability convert assets. Audio files can be created and edited within the Audio Editor. Images can be edited within the Image Editor.
4. **Asset Housekeeping**
    a. Store assets in a convenient directory structure; using common naming convention for all assets
    b. Create a folder for the course, named after the course to hold all assets
    c. Create sub-folders for Graphics, Audio, Video and Text

Adding Storyboards

Click the  **Add Storyboard** button in the lower left-hand corner and the **Storyboard Type** page will open, as depicted below:

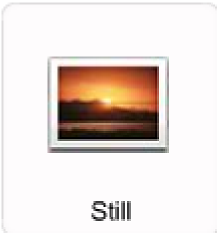


Select a Storyboard by clicking on its icon. Each Storyboard icon is described in more detail in the upcoming pages.

Storyboard Types

Six Types of Storyboards:
VIDEO
STILL
FLASH
INTERACTIVE EXERCISE
LINK_URL
QUESTION

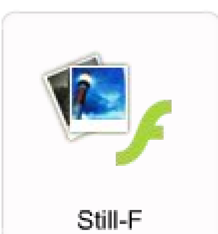
- There are 6 **Types** of Storyboards: Video, Still, Flash, Interactive Exercise, Link_URL, Question.
- There are 24 different storyboard **Templates** available.
- Each Storyboard is designed for a specific purpose or function.
- The **VIDEO** storyboard is the only one that can contain video clips. FLV and WMV are the only file format types it is designed it accept. It cannot accept JPG, MP3 or any other type of file format. Audio should be embedded within the FLV file; there is no ability to upload a separate audio file (MP3) on the Video storyboard – only on the AV storyboard.
- **STILL** storyboards are designed to accommodate JPG, GIF, PNG, SWF files for the Graphic upload and MP3, WMA files for the Audio upload. They are not designed to accept Video (FLV, WMV) files. Storyboard variations include: Still, FS Graphic, Still-F, Still-3, Still-5
- The **FLASH** storyboard is designed to run SWF files – with or without embedded audio.
- **INTERACTIVE EXERCISE** storyboards include: Buttons, ClickDrag, ClickDragImage, Matching, MultiQ, SelfEval, SeSummary, Toggle. These storyboards can only be used in a Training Module (as part of a lesson). They are not available as 'test' questions (in the Self-Check Module).
- The **LINK_URL** storyboard is designed accept a web address (include the full http:// part of the URL). This storyboard can be used to direct the user to a website or to attach a document within the course.
- **QUESTION**. There are two types of questioning techniques utilized within the Authoring Tool:
    1. **Embedded (Content) Questions** – part of a lesson module, to provide remediation. Created in 'Training Module.' Not for test score.
    2. **Test Questions** (Self-check, Post-test) for a SCORE. Created in the Self-Check Module. Post-Test questions pull from Self-Check question banks. All questions pulled randomly from question banks.



STILL: Graphic Image can be Left, Right or Centered at 400x300x72dpi. JPG, PNG, GIF, animated GIF. Support 9 Elements (except centered) and can be expanded. Narration Box, Audio file. Element image: 240x180

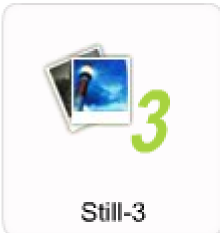
VIDEO: Video display can be Left, Right or Centered at 400x300x72dpi. FLV, WMV. Supports 9 Elements (except centered) and can be expanded. Narration Box. Element image: 240x180. Audio must be embedded in FLV file.
VIDEO-W: same as Video (above), except video display can be Left, Right or Centered at 448x252x72dpi.
AV: same as Video (above); except that Video and Audio files can be uploaded separately, to playback simultaneously.

VIDEO-FS: Video display can be Left, Right or Centered at 400x300x72dpi. FLV, WMV. Supports 9 Elements (except centered) and can be expanded. Narration Box. Element image: 240x180. User can select full screen mode, 903x678.
VIDEO-WFS: same as Video-FS (above), except video display can be Left, Right or Centered at 448x252x72dpi.



STILL FADE: Graphic Images can be Left, Right or Centered at 400x300x72dpi. JPG, PNG. Support 9 Elements (except centered) and can be expanded. Narration Box, Audio file. Images (2-9) fade in/out at 3-60 second intervals (set by Author) at same location. (Single image will remain still, not flash.) Element image: 240x180

STILL-5: Left or Centered. 9 Elements (and can be expanded), Narration Box, Audio File. Image files (part of Element Text only) can be maximum of 640 wide and unlimited heights. Scroll bar created if screen is overly long.



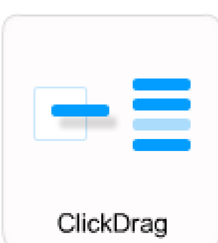
STILL-3: Graphic Image in 2 Columns at 400x300x72dpi. JPG, PNG, GIF. 9 Scrollable images (with scroll bar). Narration Box. Audio file. (No place for text elements/ bullet points)

QUESTION: Question with 2-9 text answers. 1 correct answer. Graphic image 400x300x72dpi. Audio File. Self-Check & Training Module. Remediation in Training Module only.

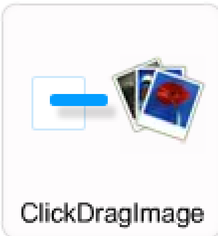
QUESTION BANKS: Contain multiple variations (i.e. 4) of a question. One variation from each bank will appear in Tests.

TOGGLE: Left, Right or Centered. 8 Elements Statements. Correct and Incorrect Choices. Question, Incomplete, and Answer Audio Files. 8 Feedback Audio Files.

MULTI Q: Left or Right. 8 text statements. User compares his/her answers to correct answers. 8 Feedback Audio files consisting of Question, Incomplete, Answer, Partially Correct, Incorrect.



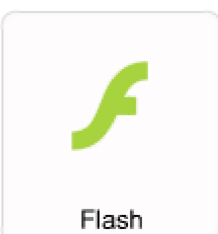
CLICKDRAG: Left or Right Graphic Image 400x300x72dpi. 8 text statements that can be dragged onto image. Audio files consisting of Question, Answer, Correct, Incorrect, Partially Correct, and Incomplete.



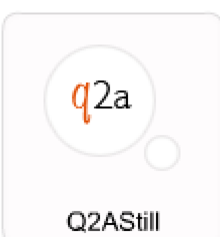
CLICKDRAGIMAGE: Contains Question, Drop Image and up to 9 Drag Images. JPG, PNG only. No GIF. Graphic Images can be sized (based on Hot Spot size) anywhere on the screen. Total work area 640x385. Multiple correct answers (1-9). Audio files consisting of Question, Answer, Correct, Incorrect, Partially Correct, and Incomplete.

MATCHING: 8 Statements Left and 8 Statements Right. Software will juggle statements. User to click Left statement and Right statement for match. Audio files: Landing, Incomplete, Correct, Incorrect, and Partially Correct.

FULL SCREEN GRAPHIC: Supports Graphic image to maximum size of 1024x768x72dpi (JPG only), Audio File. Bottom 80 pixels of image are opaque due to window navigation bar.



FLASH: SWF, JPG, PNG, GIF images, 640x385. Smaller images will be centered. Audio File. Narration Box optional, size adjustable. Audio can be embedded in SWF file.



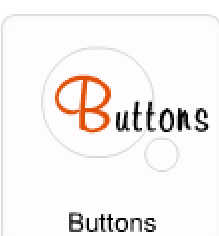
Q2A STILL: Image 640x385. Question Audio. Question Text displays on image. 9 **text** answers display on image; 1 correct answer. Answer choices can be labeled or translucent. Self-Check & Training Module (w/remediation).

Q2 STILL: same as Q2AStill, except 9 transparent **hotspot** answer areas on image. **One correct hotspot answer** area. User will see green checkmark or red X for answer display. Training Module only with 9 Audio Remediation files.

Q3 STILL: same as Q2Still, except **multiple correct** hotspot answer areas. Training Module only with 9 Audio Remediation files.

SelfEval: Supports 1 Graphic (JPG, no GIF), 1 Header Text, 1 Question, & 9 Hot Spots. Image can be manually resized; Maximum image 640x385. Audio files: Question, Incomplete. User answers are tracked and displayed on SeSummary board of the same module.
SeSUMMARY: this storyboard is created after the series of SelfEval storyboards. Displays Header Text, User Answers and Correct Answers. 1 Graphic Image.

LINK_URL: Must enter a complete Web address (including http://) for asset. Will display web pages, PDF, PPS, DOC, GIF, JPG files. 700 pixels for centering. PDF files (preferred) are printable and savable. Asset application program must exist on user computer for asset to display.

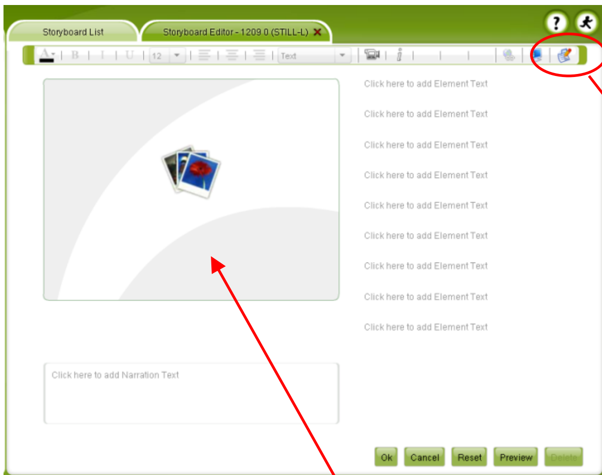


BUTTONS: This storyboard imparts information to the user by use of a series of storyboards to explain a concept. Contains images as hyperlinks. Mouse over the image and a hand icon appears. Clicking the image takes the user to a series of boards (all with same storyboard number.) Graphic image to maximum size of 640x385. 9 maximum Hot Spot areas.

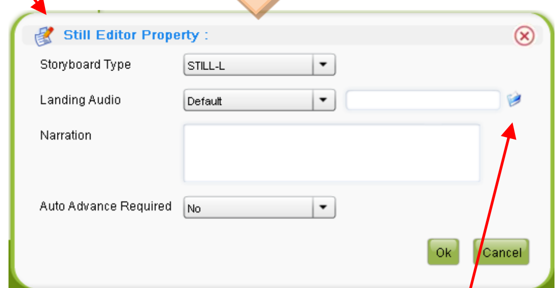
Creating Storyboards

EDITOR PROPERTY

Double-clicking on the Storyboard icon will open the Editor Property window:

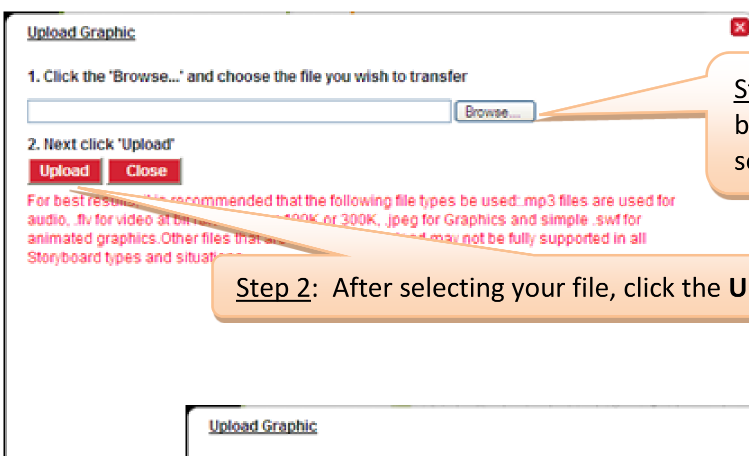


Click the **Property** icon to open the Editor Property to select **Storyboard Type**, Upload **Audio**, and type in **Narration** text.



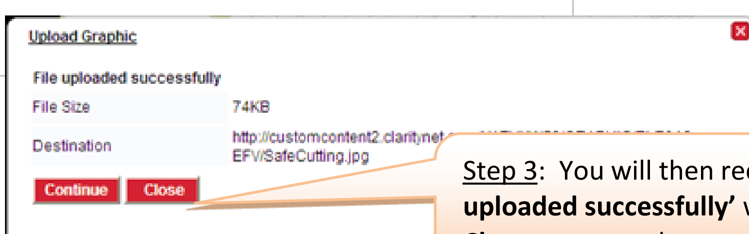
Uploading Assets

Double-click on image area (above left arrow) to upload **Graphic** or **Video** asset. (Double-click upload folder (above arrow right) to open upload window to upload **Audio**. Example **Upload** Screen:



Step 1: Click **Browse…** button to search for and select your file to upload

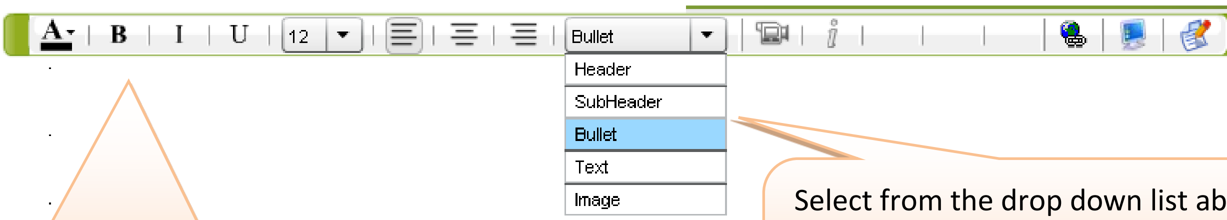
Step 2: After selecting your file, click the **Upload** button.



Step 3: You will then receive this **'File uploaded successfully'** window. Click **Close** to proceed.

Formatting Storyboards

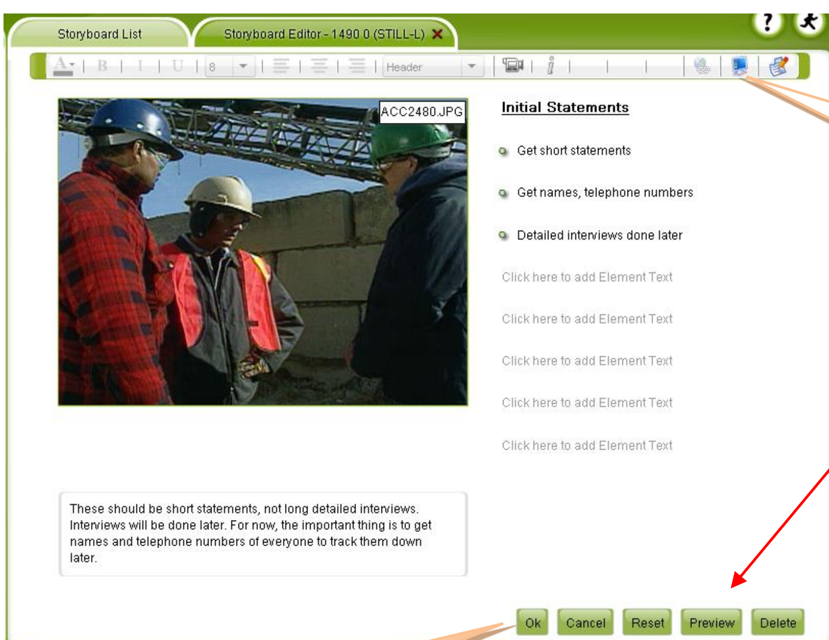
The format bar appears across the top of each storyboard. Storyboard text that is added in **Element Text** Boxes, **Narration Text** Boxes, **Header Text** Boxes and **Question Text** Boxes can be formatted with the help of the buttons seen on the Formatting Panel depicted below:



Format options: include the ability to change font color and size, Bold, Italicize, Underline, and Align text.

Select from the drop down list above to determine what the element will be: **Header**, **SubHeader**, **Bullet**, **Text**, or **Image**.

Previewing Storyboards



Select the **Preview** icon from the Formatting Panel or the **Preview** button at the bottom of the storyboard to preview the storyboard.

Click the **OK** button to **save** the storyboard.

Questions with Remediation

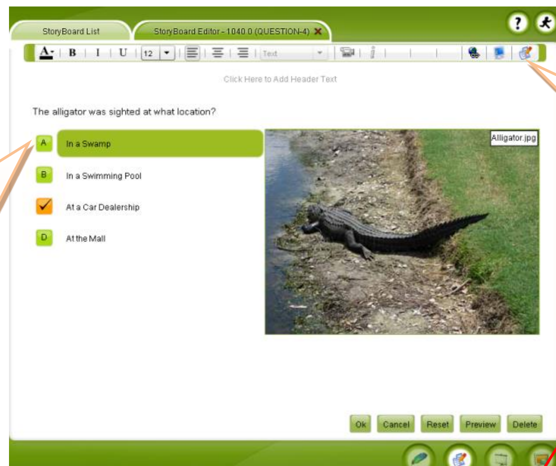
Training Modules may contain Questions. These questions can be designed to provide **remediation** if the question is not answered correctly. **Remediation** is the process of directing the user back to the learning screen (storyboard) which contains the correct answer to the question. The purpose of this type of questioning technique is to reinforce learning, to test comprehension and to keep the user from proceeding forward if they have not grasped the material.

Steps to Creating Questions with Remediation:

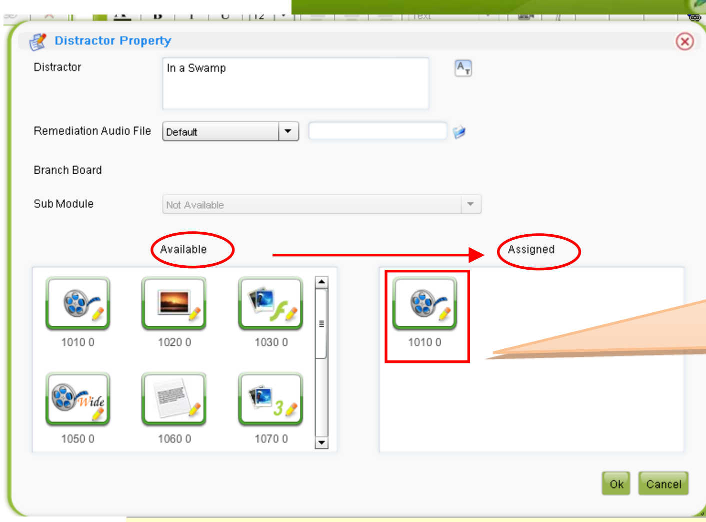
1) ALL remediation questions are created in a "**Training Module**" as part of a lesson.
2) Create the storyboard question and answers as you would for a test question.
3) The "**Property**" screen affiliated with each multiple choice answer is what differentiates a test question from a remediation question.

Example Question with Remediation Storyboard:

#1 - Highlight a multiple choice response that is the **wrong answer**; then click the "Property" icon (see #2 to the right). Repeat this step for **each wrong answer**.



#2 - Click the "**Property**" icon to open the "**Distractor Property**" window below.



Drag and Drop the storyboard icon(s) from the **Available** box to the **Assigned** box that the user is to be *remediated* back to for the correct answer.

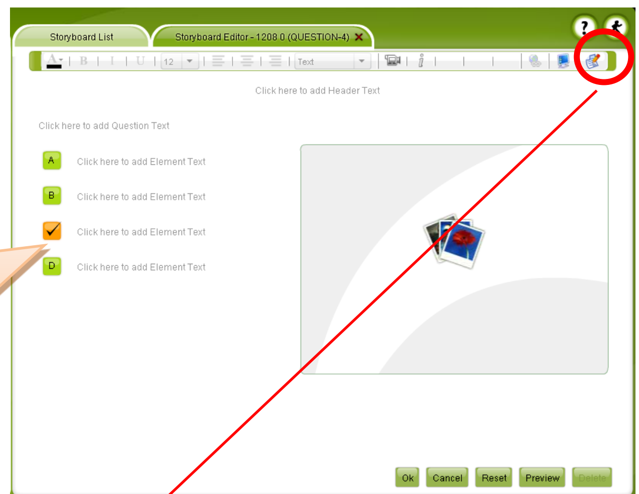
NOTE:

Question Storyboards created in Training Modules can only be moved to Self-Check modules if they are unassigned first and the Question Editor Property is updated.

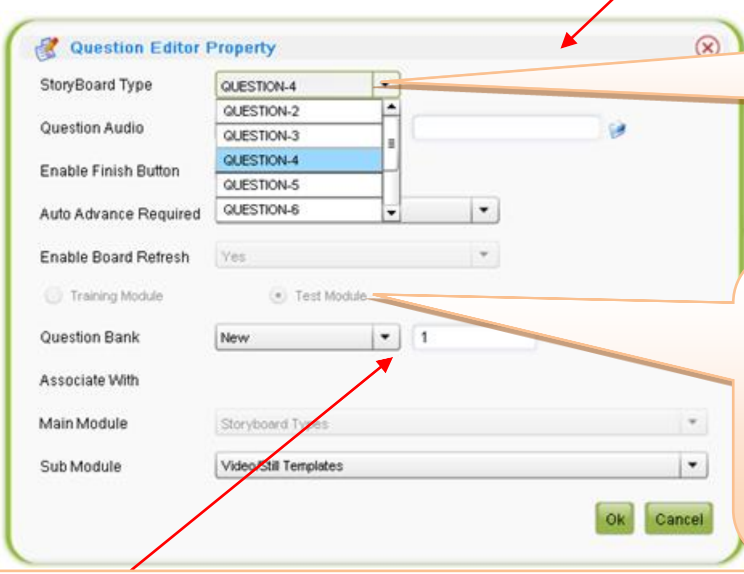
Test Questions & Question Banks

Steps to Creating Test Questions:

1) ALL **Test Questions** in the course must be created in the "**Self-Check**" Module
2) Only 2 storyboards are available; all others are translucent. Click on the Q storyboard (example below) to create a text question (or q2a still for a visual question).
3) Click "**Property**" icon (upper right corner, shown with red circle) to open "**Question Editor Property**" window (below) and select the "**Storyboard Type**" (number of possible answers)
4) Type the question and each possible answer in their designated locations
5) Click "**Property**" icon (red circle) to upload Audio asset and select **Question Bank** number; Click on Graphic image to upload Graphic asset



Enter Question and Answers here. Select which choice is the **correct answer** (will show on screen with checkmark over the letter, as depicted.)



Select the storyboard type from the drop down list: **QUESTION** denotes the storyboard type; the number (i.e. 4) denotes number of multiple choice answers on the screen.

Test Module is auto-selected because this storyboard is being created in a **Self-Check** module. This can only be changed or moved to a **Training Module** by unassigning the storyboard first and updating the Question Editor Property Screen in the **Unassigned Storyboard** area.

Select **Question Bank** or create new one. Each question belongs to a question bank. Only variations of same question belong in same question bank. All questions will default to one (same) question bank if one is not selected. (This results in only one question showing on test.)

Notes: