**GLOSARY OF LMS TERMS**

**Account Code**

The unique code used to track charge back information of a transaction for the ledger.

**Active**

An active record is one that is currently available to be updated, fully functional, and will appear on reports. To change the status of an item or to view, edit, and report on an inactive record, the system administrator must grant the user a security privilege to do so.

**Active Locale**

The locale is the term used to describe a specific language with a given cultural, geographical and political region— a local market. Think of an active locale as a specific language with related information such as numbers, date and time currency for that specific local market.

**Activity**

A Learning Event associated with an initiative. When users align their goals to an initiative that has an Activity attached to it, then users automatically see the activity assigned to their goal. Users can also assign their own activities to goals. When an activity is assigned to a goal, users can request a schedule of the related  learning, or add the learning event to their learning plans.

**Admin User ID**

The Admin User ID is used when a user un-registers him/herself and another user from the waitlist is automatically picked by the system for registration.  Since the system is automatically updated, it requires an Admin User ID for auditing purposes.

**Assessed Level**

This term is used with respect to competency assessment. It depicts the mastery level given to the selected user for the associated competency.

**Assessment**

The assessment/rating of a user's demonstrated Competency's) based on a rating scale.  Users can record their assessments of themselves or their peers by filling out Assessment Surveys.  Administrators can record assessments using the Competency Assessment Recorder. Completed Assessments are displayed in the User's Assessment History.

**Assessment Date**

The date of the assessment.

**Assessment Process**

The procedure by which individual user(s) are assessed on one or more competencies. This process begins when the Training Administrator selects an assessment survey and one or more users to be rated.

**Assessment Rating**

An assessment rating is a value measured with respect to another value; a user's assessment rating of a Competency is compared to the mastery rating expected of that Competency.

**Assessment Survey**

A collection of competencies used by raters to assess one or more users. users (assigned as raters) are assigned to evaluate one or more users. The raters fill out surveys which are derived from the rating criteria attached to a competency.

**Assignment Profile**

This feature is used to automatically assign Curricula, Domains, and Competency Profiles to users based on multiple attributes of the user.  Some of these user attributes, for example, are Domain ID, Country, Job Position, Job Location, Organization, Employment Type, Employment Type, State, etc.  Users  whose attribute match those of the Assignment Profile are then automatically assigned  the Curricula associated with the respective Assignment Profile.

**Assignment Type**

Assignment types are categories you can establish for items to help you to prioritize a user's learning needs by distinguishing between \"need-to-have\" and \"nice-to-have\" items.  Typical examples of assignment types might include Required, Optional, and Regulatory. Assignment types are maintained in the Learning>References section. When you associate an assignment  type to a particular item, it serves as a sort of \"default assignment type\" whenever the item is included in a curriculum; however, you can override the default assignment type of the item once it is included in a curriculum.

**Associated Costs**

Associated costs are any cost of conducting a segment of an item that have not been defined in Plateau as instructor costs, material costs, equipment costs, or location costs.  You can define associated costs in the Associated Costs subsection of the General References section.   Examples might include food, clean-up, or travel; and any cost of instructors, material, equipment or location that is in addition to costs for these resources that have already been defined in Plateau. When defined in the General References section , you can optionally specify a cost amount for the type of associated cost you are defining.  However, in many cases associated costs are not very predictable, you are not required to define a cost per hour.

**Attainment Level**

The attainment level is computed by the rolling up the percentage of completion for each goal that that have been aligned to the initiative, and the percentage of completion of each aligned  in all sub-organizations. There are also  three qualitative statuses for the selected initiative: On Target, Behind Plan, and Ahead of Plan.

**Auto Fill Registration Flag**

If enabled, when an enrolled user withdraws from an offering, the LMS will automatically move the next waitlisted user into an enrolled status.

**Automatic Processes Module (APM)**

Automatic processes are processes that can be set up to perform certain housekeeping and notification processes when a user logs in or at other scheduled intervals. Here are a few of the available automatic processes. Their names give a hint as to what they accomplish: Instance Delivery Inventory Reorder Curriculum Clean-up Training Expiration Waitlist to Request List Reset Online Item.

**Background Jobs**

Background Jobs are time-consuming processes that are scheduled to run at another time as asynchronous events.  The number of records defined in the selected job MUST exceed the predefined threshold (Maximum Record Count for Online Operation) set for running background jobs.  The system administrator will configure Plateau to indicate the Maximum Record Count for Online Operation for your organization.

**Basis Date (curriculum)**

The basis date (defined per curriculum) defines the beginning point of the time-periods. The time-periods themselves are built using either the initial assignment information, or the retraining assignment information. Once the item is completed, it is not due again until the end of the next period. This allows the assignment of learning that is due once a quarter, or once a year, but allows the user to complete it at any time during the quarter or year.

**Blended Item**

A Learning Item type with elements of both Instructor Led and Online Learning items.

**Cancellation Policy**

The Policy is the set of rules used by the system to calculate what the user is charged upon canceling the scheduled offering of an item or activity.

**Cascading Initiatives**

As an owner of a parent organization, when you you create an initiative, you can push the initiative to your subordinate organizations in three ways: Forcing: must be adopted by the sub-oraganizations as is; Require Alignment: the sub-organizations must align one or more of their initiatives to the parent initiative; or Make Available: this leaves the sub-organizations with the option to align one or more of their initiatives to the parent initiative.

**Catalog**

A collection of Items and Scheduled Offerings accessible to those users who are assigned to the same Organization or Domain as those found on the Organizations or Domains tabs of the Catalog record.  Items and Scheduled Offerings can be part of more than one catalog.

**Circular supervisor relationship**

A user cannot be both a supervisor and subordinate for the same user.

**Class**

An entity in Plateau that associates user(s) with a set of scheduled offerings.  It is used to help learning administrators to put together users to go through a set of scheduled offerings.  It makes reporting and scheduling of the group much easier. While emphasis is placed on the union of users and related scheduled offerings, it is important to note that you could have one without the other in a class.

**Classification**

There are three types of classifications of items: instructor-lead, online, and other (physical goods). Others may include items such as books, documents, etc.

**Coach**

A coach is a person usually designated by the user or the supervisor when an Individual Development Plan (IDP) is being created. The coach may view, update, and/or add comments to the selected user's IDP. The coach is specified per IDP, but is NOT allowed to take part in the approval process of the user's IDP.

**Company**

The company field is a non-referenced text entry field applied to an Instructor record.  This is used to indicate the Company that employs the Instructor.

**Competency**

An aspect of job proficiency as defined by your organization.  There are four types of competencies: Skill - Physical or mental activities that support the performance of job-related activities. Knowledge - Facts and information needed to comprehend, recognize, and/or recall terms, rules, concepts, and symbols related to the performance of job-related activities.  Ability - Capacity to meet physical and/or psychomotor requirements for job-related activities.  Attitude - Behavior required performing job-related activities.  Competencies are measurable capabilities that are required or recommended for effective performance.  Competencies assigned to an Item indicate the level to which a user is expected to demonstrate the Competency upon successful completion of the Item.

**Competency Assessment**

The assessment/rating of a user's demonstrated Competency) based on a rating scale.  Users can record  assessments for themselves or their peers using the Assessment Recorder (in the Assessment History) or an Assessment Survey may be used.  Administrators can record assessments using the Competency Assessment Recorder.  Completed Assessments are displayed in the User's Assessment History.

**Competency Assessment Level**

Rating given to a user that indicates his or her command of a specific competency. The rating scale that is used is established in the Competency Assessment subsection of the Application Admin section (System Admin area).

**Competency Category**

A text label (e.g., “Teamwork”) that is used to group similar competencies when they are displayed in a view, assessment survey, or report.

**Competency Profile**

A grouping of competencies that can optionally be associated with a job position or a function to help you manage the consistent assignment of related competencies to users with similar responsibilities.  You can create Competency Profiles to include minimum required mastery levels, helping you to identify gaps in a user's training.

**Competency Type**

There are four types of competencies: Skill - Physical or mental activities that support the performance of job-related activities. Knowledge - Facts and information needed to comprehend, recognize, and/or recall terms, rules, concepts, and symbols related to the performance of job-related activities.  Ability - Capacity to meet physical and/or psychomotor requirements for job-related activities. Usually an innate physical attribute. Attitude - Behavior required to perform job-related activities.  See also, Competency.

**Completion Status**

The completion status indicates the successful or unsuccessful completion of an Item (or Scheduled Offering).  The completion status appears in the Learning History next to each Item.  The completion status will either grant credit or it will not.  If it grants credit, the Item will be removed from the Learning Plan.  If credit was not granted it will remain in the Learning Plan.  If it is part of a Curriculum and credit was not given, it will be remain in the Learning Plan and given a failure date.

**Contact Hours**

The number of hours users received instruction during a scheduled offering. For example, an item that begins at 8 AM and ends at 5 PM is nine hours in duration, but you may want to capture the fact that only eight hours of actual instruction took place because of an hour lunch break. The delineation between contact hours and total hours allows you to keep an accurate record of the hours spent in training versus the total hours during which the resources were in use. Contact hours associated with a component are defined when the item is created.

**Content Object**

A Content Object is a record pointing to a content that can be launched by users, such as web-based training, online documents, and executable files.

**Content Package**

A Content Package is any grouping of  Content Objects, Exam Objects, and/or Objectives.  It allows reusability of groups of Objects.

**Content Player**

Any software application that is used by a user workstation to open and/or play an online content object. Software such as Notepad or Microsoft Word can be used as a content player, depending on the type of content files prepared by your online courseware developer that have been included in a given content object.

**Copy Daily Segments**

Use this link to duplicate an entire day full of segments. If you have created segments that occur on the same day, all the segments that fall within that day will be duplicated. Also, all of the data will be duplicated as well. You can then edit the duplicate segments to suit your schedule.

**Cost Center**

Refers to the account code that is being debited in a financial transaction.  If you  have multiple cost centers, the total percentage distribution MUST equal 100. For a unique  cost center, the percentage distribution is 100.

**Cost Formula**

The Cost Formula is the mathematical expression used by the system to calculate the cost of the selected cost name.

**Cost Name**

User-defined name for a cost with associated formula. The formula  can be a numeric, and/or another cost name with any combination of the following  valid mathematical signs: (+,-,/,\* ). Cost names are used in costing both items and scheduled offerings. Example of a cost name can be FOOD, with the Formula: Drinks+Lunch+Dinner.

**Course**

This term is used in the Plateau Performance Business Edition only. A course is typically a learning or training activity.

**CPE**

Credit for Professional Education.  A type of credit for completion of an item.

**Credit Hours**

Credit hours provide a method of accounting for a user's successful completion of items.  Any number of credit hours can be associated with each learning item in accordance with the needs of your organization.  When the user has earned a successful completion status through their participation in an item, the credit hours are awarded to the user.

**Critical Needs**

Critical needs are learning needs that have expired, are overdue, or will expire within the curriculum expiration notification threshold set by the system administrator.

**Curricula Requirement**

Term is used in the rule-based curricula. It is used to describe an instantiation of a rule against a selected curriculum.

**Curriculum**

A grouping of items and/or sub-curricula that allows you to more easily assign a given set of learning items to a user, and to track the completion and maintenance of required learning.

**Custom Report**

These reports allow you create customized reports specific to your learning organization.  The reports you develop are then easily run in Plateau. For each custom report you create, you MUST provide a report definition and a Configuration for the report pipeline in order for the new report to work properly. The Definition of the report has three major parts: Criteria, Report Queries, and the Report UI. The Criteria is the representation of what the user will see on the initial report page. The Report Queries comprise the Standard Query Language (SQL) that is used to pull the report data from the back end. The Report UI will define the presentation of the results of the report after it comes back from the database.

**Custom Resource**

A resource used in a Scheduled Offering that is not an instructor, material, equipment, or location.

**Days Remaining**

Number of days remaining before the expiration of the Required Date for completing a specific item.

**Decimal Pattern**

The decimal pattern is used to indicate default format of whole integers with specified decimal places used in the selected active locale.

**Delivery Method**

The instructional method used to deliver learning. Examples might include Instructor-Led Training, Computer-Based Training, On-The-Job Training, and Self-Study.  However, delivery methods are defined by your organization to suit your specific needs.  When you define delivery methods, you should keep your reporting and information tracking needs in mind, as the establishment of these categories can greatly increase the value of Plateau's standard reports to your organization.  The creation and assignment of delivery methods also helps to speed up searches and queries.

**Delivery Offset Days**

The number of days prior to the scheduled delivery date of the selected item.

**Direct Link**

The ability to generate a link to specific areas of the user application for use in e-mails and notifications.

**Document**

Any type of media (book, videotape, procedure, manual, audiotape, regulation, etc.) for which a record has been created, enabling it to be tracked by Plateau Administration. Documents are associated to items, to curricula, and/or to tasks. Document revisions may have an impact on any of these, and when you record a document revision, the item, curriculum, and task records to which it is linked will be flagged for review with respect to its relationship with the document.

**Document Type**

Document types are categories that your organization sets up for the printed materials used in training documents, based upon your needs.  Examples may include Vendor Manual, Regulation, Corporate Policy, and Job Aid.  When you define document types, you should keep your reporting and information tracking needs in mind, as the establishment of these categories can greatly increase the value of Plateau's standard reports to your organization. The creation and assignment of document types also helps to speed up searches and queries.  Document types are created and maintained in the Documents section of the General References section.

**Domain Restriction**

The domain restriction is used by administrators to set limitations on workflows in order for users to access only domains that are predefined in the set of restrictions applied.  See workflow.

**Domain Type**

Domain types are record types which can be assigned to a domain.  If a domain includes a particular domain type, then records of that domain type can be assigned that domain.  For example, if a domain includes the Organization domain type then organization records can be assigned that domain.  The domain types are:              Users, Items, Curricula, Competencies, Competency Profiles, Scheduled  Offerings,  Facilities,  Locations, Equipment, Instructors, Tasks, Documents, Tasks, and  Organizations.

**Domains**

Domains are created by your system administrator, and are used to control access to data.

**Dynamic Survey**

A dynamic survey is used when you wish to assess a user based on the user's assigned competencies and job positions.

**E-Signature Meaning Code**

The Meaning Code is used by Administrators to provide reason/meaning for changing data that require electronic signatures.  The Meaning Code is to enhance your compliance with FDA 21 CFR Part 11 requirements ensuring the authenticity, integrity, and confidentiality of electronic records.

**Effective Date**

The date when a new or revised item will be used for the calculation of item completion statuses and curriculum statuses.  When you create an item, the default effective date is the current date; but you may decide to set it to a future date since the curriculum status of any user who is assigned the curricula to which you are adding this new item would become \"incomplete\" as soon as the item is added.  By making the effective date a future date, you are defining a \"grace period\" to allow students to complete the new item in the time allotted, without losing their curriculum.

**Electronic Signature PIN**

Your organization may require that before certain kinds of database records can be created, modified or deleted, you provide additional PIN, and that the this  PIN be provided at the exact time when the modification is being made (as opposed to when the user logged in, which may have been considerably earlier).  If your organization has these needs, you can enable Plateau's electronic signatures functionality in the Application Administrative subsection of the System Admin section. Then, when a user attempts to perform these operations on the database, they will be required to provide a unique personal identification number (PIN) before they can proceed.

**Employee Status**

Indicates the status of employment of the corresponding user. The referenced value is defined by your organization. Use for example, Suspended, Leave, Part-time, etc.

**Employee Type**

Indicates the type of the user employment. The referenced value is defined by your organization. Use for example, Contractor, Consultant, etc.

**Exam/Survey Object**

A database record, created in the Exam Objects section, that contains all the details of an online examination or survey including the questions and objectives included by the exam or survey, the percentage grade required for passing, electronic proctoring requirements, messages displayed to users before and after the exam, the exam's launch method, information about user usage and other software behaviors. For more information see Exam Definitions section.

**External Event**

A Learning Event that is completed by a user  that does not correspond to an  Item in the LMS.  An example might include a college course, or a one time seminar.

**External Exam**

An external exam is any exam that has been created with some tool other than Plateau Administration and Plateau Question Editor. In order to use an external exam in an online component, typically, external exams are based on '.html' and therefore, the browser should be specified as the content player for an external exam. Student performance data (scoring data, passing, failing, etc.) on '.html-based' external exams, as well as related item performance data, is communicated to your organization's Plateau database. It is strongly recommended that '.html-based' external exams be designed to include only one question per '.html' page, in order that the performance data can be sent to the Plateau database.

**External Reports**

These reports are generated using third party tools and then run in Plateau. They are part  of the Plateau legacy reporting tool.  A new Custom Report is now available as part of the newly created Reporting Framework.

**Facility**

A facility is a grouping of training locations.  Facilities may be buildings, plants, branch locations, or some other way that makes sense for you to group locations. The locations within a facility can share the facility's workweek profile, holiday profile, equipment inventory (for equipment assigned to a specific facility but not to a specific location within the facility), and material inventory.

**Field Chooser**

Describes the ability to add and/or remove columns in Search Results tables.

**Free-floating item**

A free-floating item is an item that is assigned to a user independently from the assignment of curriculum to that particular user.

**Gap**

The difference between a required level and the user's current level of a specific competency that is included in the user's competency profile.  A negative gap indicates a learning need (i.e., the required mastery level is 4 and the user is assessed to have a mastery level of 3; therefore, the gap is -1 and a learning need exists.)

**Goal**

A grouping of objectives for a development plan. A goal represents a high-level development milestone a user wishes to strive for.  It may never be achieved (e.g. \"Become the perfect basketball player.\")  A goal is supported by one or more objectives, each of which should be related to achieving the goal.

**Grade**

A value that can be used to indicate, for example, a user's examination score associated with a learning event.  Plateau uses grades to determine the completion status of a learning event.  These settings are adjusted on the Grading Options tab of the Items section (Learning area).  You may grade using either a numeric system or a ratings-based system.

**Group Instance**

A group instance is a collection of existing Schedule Offerings.  Group instances can be used as search criteria to help you keep a particular group of users together, enrolling them in the same Schedule Offerings. For example, you may have 2 training sessions occurring simultaneously for the same Item.  Each session has 2 Scheduled Offerings, but one session is in California and one is in New York.  By adding a Group Instance for each location, you won't accidentally enroll a user for one Scheduled Offering in New York and one in California.

**Grouping**

Grouping is a term that relates to the way report output is displayed.  Many of Plateau's report data collectors allow you to group data by various criteria in order to give certain features of the output greater visibility.  For example, in the User Curriculum Status report, you can group by user to see the status of the curricula by user, or you can group by curriculum to see the status for all users who have been assigned that curriculum.  Report outputs contain appropriate headings for each group of output, and many of Plateau's standard reports also give you the option of starting each group on a new page by inserting page breaks between each group.

**Hint**

A brief on the UI to remind the user of an example.

**Holiday**

Calendar dates defined by your organization, when training should not be scheduled at a learning facility.  When you schedule an offering, Plateau will not allow you to schedule the offering at a facility on a date that has been defined as a holiday, unless you override the default.  When you schedule an offering having a duration of two or more days,  Plateau will skip over any holidays unless you override the default.

**Initial Period**

The number of days a user is allowed between the assignment of a learning requirement and the required completion of that requirement. For example, if an item is assigned an initial period of 30 days, whenever that item is assigned to a user, that user has 30 days to successfully complete the item before their learning requirement becomes overdue.  Each item can have an initial period assigned to it, and initial periods can be overridden on assignment.

**Initiate the Assessment Process**

When you initiate the assessment process, the process is launched. The rater nomination information will be displayed in the rate nominator's Assessment Status page.

**Instructor**

An instructor is a resource within the LMS that is used to deliver learning.

**Integer Pattern**

The integer pattern is used to indicate default format of whole integers used in the  selected active locale.

**Internationalization (I18N)**

The process of developing and implementing the application so that it is easily adaptable to a specific local language and/or standards- localized. An example of the features in this process is ensuring data space so that messages/labels can be translated from languages with single-byte character codes (such as English) into languages requiring multiple-byte character codes (such as Japanese Kanji).

**Inventory Type**

In Plateau you can have two types of inventory: material or item. Items in the master inventory listed with one of these types.

**Item**

Referred to as Learning Item, this is an assignable unit for which completion can be tracked and recorded. Items are usually learning-related such as a required course or training activity.  Items can be web-based, instructor-led, identified as required reading materials or videos.

**Item Pool**

Term is used in the rule-based curricula. It describes a selected group of items that are associated to a curriculum requirement.

**Item Source**

An item source typically identifies the origin of the item. You can use item sources to identify the developer or author of the item, the organizational or regulatory body that requires the item, or for some other type of information that you define to best suit your needs (e.g., OSHA, 21CFR, Internal, etc.).

**Item Type**

Item types are categories of  learning activities that your organization defines to satisfy your needs. Typical item types include course, class, certification, OJT, interview, etc.  When you define item types, you should keep your reporting and information tracking needs in mind, as the establishment of these categories can greatly increase the value of Plateau's standard reports to your organization. The creation and assignment of item types also helps to speed up searches and queries.  Item types are established and maintained in the item types subsection of the General References section.

**Iteration (online exam)**

An attempt by a user to complete an exam.  For exams and surveys created in the Exam Definitions section, iterations can be limited to one by specifying, on the Summary tab, that the maximum number of allowable attempts for the exam is one. You can make instructor or learning administrator intervention necessary between iterations by setting the Lock exam flags, also found on the Summary tab of the Exam Definitions section.

**Job Location**

The Job Location is the location of user's job; it is a referenced field.

**Job Position**

The Job Position is the assigned position to the user; it is a referenced field. Examples may include Teller I, Manufacturing Technician, and Administrative Assistant.  You can also include ranks or ratings in the job position, if it suits your needs.  Job positions are important when assigning and tracking learning to users since their curriculum status is often directly tied to their job position.

**Label**

The value displayed describing a specific entry on the UI of the application.

**Label Links**

Label links serve both to name the data entry field next to it (usually the link is just to the left of the field that it names); and also as a tool to help you select the data you wish to appear in the field.  When you click on a label button, a search page opens, allowing you to choose from allowable values.

**Launch Method**

Allows you to specify the file path (location) for the online content and command line parameters (as needed) that should be used when a user plays/launches the content object. There are five different launch methods that can be selected: Content Player, Document Type, AICC, Browser, and SCORM.

**Learning Event**

A user's completion or attempted completion of a Learning Item.  For example, when users' attendance or participation in a Learning Item is recorded, a corresponding Learning Event is added to each user's learning history.  Although most Learning Events relate to a specific Item, Learning Events can also be created for learning that does not relate to a Learning Item (External Events).

**Learning History**

A detailed list of all of the recorded Learning Events for a user.

**Learning Needs**

Learning Needs are the Learning Items assigned to the User's Learning Plan.

**Learning Plan**

The learning plan is a list of the items that a user must complete, and target or deadline completion dates for each. To view the learning plan for any user, bring the user's information into view in the user's section, and choose the Learning Plan tab.

**Locale**

The locale as a specific language with unique syntax and patterns for numbers, date, and time specifications, and standards for labels as well. See also Active Locale.

**Location**

A particular location within a facility where an instance (or a segment within an instance) of learning is delivered.  Locations might be classrooms, simulators, or conference rooms.  See also Location Types.

**Location Type**

Location types are categories that describe learning locations, which your organization defines to suit your needs.  Typical examples might include Classroom, In-Plant Location, Simulator, or Auditorium. Location type data is used by Plateau to provide a list of suitable locations when you are scheduling an instance of a particular training component. By default, Plateau will only display locations of the type(s) you have indicated are suitable for the item you are offering, but the default can be overridden if necessary so that you can also see locations of other types.

**Master Inventory**

The Master Inventory is used to store all of the items and scheduled offerings available in your LMS. Catalogs are populated from the master inventory.

**Mastery Score**

The Mastery Score determines if the user have successfully passed the object, NOT the item. The content object status is set  to \"completed\" when the user achieves the ralated Mastery Score. It is set to \"incomplete\" otherwise.

**Materials**

Consumable supplies that are used up during learning, such as pens, handouts, giveaways, etc. For each kind of material you decide to track, you create a material type and then assign the material type to a facility, establishing an inventory record for the material at a given facility.

**Maximum Assessment Rating**

This field contains the maximum rating to use for competency assessments.

**Maximum Registration**

This indicates the maximum capacity for a Scheduled Offering.

**Meaning Code**

The Meaning Code is used by Administrators to provide reason/meaning for changing data that require electronic signatures.  The Meaning Code is to enhance your compliance with FDA 21 CFR Part 11 requirements ensuring the authenticity, integrity, and confidentiality of electronic records.

**Minimum Registration**

The minimum number of enrollments in order for the Scheduled Offering to occur.  This field is strictly informational and will not impact the Scheduled Offering.  The Minimum Registration indicated on the Item record has a direct relationship to the Item Scheduling Demand Automatic Process.  When this process runs, it compares the number or Item Schedule requests against the Minimum Registration indicated on the Item's Delivery Data Tab.

**Next Action Date**

See Required Date.

**Nine-box Report**

This report is simply a two dimensional graph used typically in succession planning or performance review to rank and stack users in nine boxes based on two selected factors; for example, performance rating vs potential rating or Cummunlative Competency Gap vs Tenure, etc. While the nine-box grid is the convention, the actual generated report could have a different number of cells.

**Nominator**

The person who is authorized to propose rater(s) to assess a user.

**Non-history/audit user records**

Non-history indicates it is currently in progress and completion hasn't been recorded into Learning History.

**Notification Database Tag**

Is the variable used in the notification templates and syntaxes that are substituted at run time with context-based data.

**Notification Syntax**

This is the notification tag definition or dictionary that is used to perform looping. The tags are variables that are populated at run time based on the context of the notification.

**Notification Template**

A pre-parsed message format  that includes database tags to be populated at run time within a defined context. The templates may have multiple syntaxes.

**Numeric Grading**

Numeric grading is one of the options that can be used when grading items. For each item, you can establish several ranges of scores and associate each with a completion status.  If a user achieves a score within a particular range on an item, then they are assigned the corresponding completion status.  See also, Ratings-based Grading.

**Objective Grade Value**

The grade is a percentage from 0 to 100 used to determine whether or not the user has mastered (or passed) the Objective.  For example, if there are 4 questions for an objective, and the passing grade is \"50\", then the user must get 2 questions correct to pass the objective.

**Objectives**

A learning objective is a statement that specifies what the user is supposed to be able to do by the end of the learning session.  Learning objectives help the user by explaining the goal of a particular assignment. They also help the course developer, serving as a guide for planning assignments as well as assessments. Effective objectives serve several useful functions: 1. Describe what users must learn and do to meet instructors' expectations. 2. Focus user's attention on what's important as they study. 3. Guide and focus trainers on what's important as they develop instructional materials and teach. 4. Specify the knowledge and skills that trainers must evaluate users on.

**Offering**

This is used as an abbreviation of Scheduled Offering.  It describes an Item with a scheduled date and time for delivery. Two types of events can be scheduled in an offering: items (during which learning of some sort takes place) and activities (non-learning events that are accounted for on the schedule of a user, instructor, or location; such as vacations, staff meetings, etc.).

**Offset**

This is used in the Item and scheduling modules to indicate the number of days between two schedules.  Samples: 1. When editing the scheduling segments for an Item, the offset is used to determine the starting time of the segment  based on the ending time of the previous segment. 2. When Setting the Cancellation Policy, the \"offset days\" is used to enter the number of days that a reimbursement policy takes effect for a cancelled scheduled offering.

**Online Instance**

When a user launches an online item for the first time, as opposed to launching an online item that he or she has already begun, an \"online offering\" of the item is launched.  Once a learning event is recorded as a result of the user's completion of the online item, whether or not the associated completion status grants credit, a subsequent launch of the same online item by the same user creates a brand new \"online offering\" that can result in the recording of a brand new learning event when the item is eventually completed for a second time.

**Online Item**

An online item is any item that is available for users to use as a CBT course.  In Plateau, you create an online item as you would create any other item, with the following two additional steps on the Online Settings tab of the Items section: You create a course structure that may include folders, objects, and exam/surveys.  You specify that the item is available online.

**Online Settings**

The parameters and settings for the delivery of online content.

**Pattern**

A Pattern is a format that determines the way that dates, time, and numbers are displayed  throughout the application. Patterns are created and maintained in the Tools section.

**Pattern Type**

There are four pattern types for number formats: 1. Integer: This pattern type is used to indicate default format of whole integers.2. Decimal: This pattern type is used to indicate default format of whole integers with specified decimal places.3. Currency: This pattern type is used to indicate the default format for currencies4. Percentage: This pattern type is used to indicate the default format of the percentages.

**Peer**

A user in the system or an external user who is not the user, the user's supervisor, or one of the user's subordinates. Any user can be a peer.  A peer is someone who is not a supervisor or subordinate to the user.

**Pending List**

If a Scheduled Offering requires supervisory approval, a user will be added to a pending list until the supervisor either approves or denies the registration.

**Percentage Pattern**

This pattern type is used to indicate the default format of the percentages used in the selected active locale.

**Performance Review**

Is used to appraise, measure and report on an individual employee's performance during a particular period such as a calendar or fiscal year.

**Performance Review Process**

The definition of how and when performance reviews are created and scheduled for employees.

**Performance Review Template**

The definition of what a performance review looks like and what options are available to the individuals involved with the performance review.

**Plateau Internet Player**

Plateau developer compatible player capable of presenting content to a user workstation that is external to the network where the content server is located.

**Pool of Items**

This is part of the requirement-based assignment of items module. It is a defined group of Learning Items from which a User has to select in order to satisfy a requirement.

**Post-work materials**

Consumables that must be sent to students and/or instructors at some point after the scheduled offering of learning.  Examples might include surveys, follow-up reading material, etc.

**Pre-work materials**

Consumables that must be sent to users and/or instructors at some point in advance of the scheduled offering of learning.  Examples might include prerequisite reading material, pre-class skill assessment tool, etc.

**Prerequisites**

Items that must be completed before the current Item can be attempted.

**Proctor**

A proctor is an instructor who has been designated as an online examination monitor. Proctors are assigned proctor codes that enable them to unlock user machines in the event of certain events or conditions, such as a failing grade on an exam.

**Question**

A question, generally speaking, is a single page that appears in an exam/survey, giving users an opportunity to demonstrate their ability to distinguish the correct answer from among a choice of possible answers. Normally, all of the questions in a given objective should measure the user's mastery of a small, closely related topic, process, task, or unit of instruction in an online item. One or more objectives make up a single content object or exam/survey; and one or more content object, or exam/surveys, make up an online item.

**Rater**

The person who evaluates users during the Assessment Process.  Raters fill out assessment forms when they assess the users. The rater is one of the following: the User  (Self), a Supervisor, a Subordinate, or a Peer.

**Rating Criteria**

Text descriptions for each rating label in a rating scale.

**Rating Label**

Text labels that describe the meaning of each integer value of a particular rating scale.

**Rating Scale**

The rating scale is typically a range of continuous integer values (1..n) designed to rate competencies or assess individual employee performance.  The rating scale can be associated with one or multiple competencies. The rating scale is generally intended for scoring employees for assessments or performance review purposes.

**Ratings-based Grading**

Ratings-based grading is one of the options that can be used when grading items. For each item, you can establish several values to be used for grading and you can associate each with a completion status.  If a user achieves a score within a particular range on an item, then they are assigned the corresponding completion status.  See also, Numeric Grading.

**Region**

A region is an entity within your learning organization that describes the location of assets and users.  Regions do not need to follow strict geography. You can organize regions according to business line to describe an asset’s location in the organization chart, for example. users, facilities, and instructors can be assigned to regions. Remember that if you assign facilities to regions, the locations, equipment, and materials associated with the facility are also placed in that region.

**Register**

To place a user's name on the planned list of participants in a specific course offering.

**Registration**

To place a user's name on the planned list of participants in a specific scheduled offering.

**Registration Status**

The status of a user's registration; types include: enrolled, waitlist, pending, and cancelled.

**Report**

Data generated in HTM, CSV, XML, or PDF from a specific query.

**Request**

A request is a notification indicating a user wants or needs to complete a specific item.  A request does not, however, place a user in active registration or on the waitlist for any specific instance that has been scheduled. The system may automatically create Requests in some instances: When an item is canceled, you will be asked whether you want to generate requests for the users that were registered or waitlisted for the scheduled offering.  When a scheduled item that has a waitlist is delivered, a request can be generated for each user that was on the waitlist via the Waitlist to Request automatic process.

**Required Date**

The date by which all items related to the selected curriculum MUST be completed.

**Requirement**

An entity that allows for the definition of learning requirements outside of the traditional Item based assignments.  Requirements define a set of conditions that must be met in order for the User to receive a complete status. The conditions are related to the number of hours or items that must be completed successfully. Requirements are assigned to Users via curricula assignments.  Users are required to meet the defined conditions to be considered complete.  Requirements are used in the determining if curricula are considered complete.

**Requirement Type**

This is part of the requirement-based assignment of items module. An attribute of a requirement that defines the type of requirement configuration options that will be applicable to a requirement.  There are three requirement types:    1. # Hours for a Specified Credit Type - Define a number of required hours for a specific system credit type.  The User must complete the required number of hours, within the defined initial and retraining intervals, to be considered complete.    2. # Hours for a Specified Credit Type from a Pool of Items - Define a number of required hours for a specific system credit type, and define a group of Items that the User must complete to accumulate the required number of hours.  The User must complete the required number of hours from the defined pool of items, within the defined initial and retraining intervals, to be considered complete.    3. # Items from a Pool of Items - Define a number of required Items from a group of Items that the User must complete to accumulate the required number of hours. The User must complete the required number of items from the defined pool of items, within the defined initial and retraining intervals, to be considered complete.

**Requirements-based Curricula**

A curricula based assignment type that allows for the definition of a set of conditions, or requirements, that a User must complete in order for a curricula to be considered complete.

**Resource**

Resources are assets that are essential to your ability to schedule an offering.  Plateau helps you to manage several types of resources: Instructor, Location, Facilities, etc.

**Role**

A role is a combination of one or more workflows (mix of a function applied to an entity).  One or more Roles comprise a User. See workflows.

**Rule**

Comprises of a Delivery Offset (Days) with a corresponding reimbursement  price adjustment for the selected item or material.

**Rule Template**

This is a part of the rule-based curricula. It  provides out of the box rule templates that you can use to quickly build curricula requirements.  The templates contain all the entities that you need to create a valid requirement .

**Schedule Block**

Is used to describe offerings that are not Item-based, do not appear in Catalogs, and do not have user events recorded against them.  They are often used to make users and resources unavailable on the learning calendar, such as when equipment is undergoing maintenance, or a user is out of the office for an extended period of time, etc. Schedule blocks prevent resources from being scheduled into another offering during a given time.

**Scheduled Offering**

An Item or learning event with a scheduled date and time.

**SCORM**

The Sharable Content Object Reference Model (SCORM) defines a Web-based learning \"Content Aggregation Model\" and \"Run-Time Environment\" for learning objects. The SCORM is a collection of specifications adapted from multiple sources to provide a comprehensive suite of e-learning capabilities that enable interoperability, accessibility, and reusability of Web-based learning content.

**Search Page Selector Icon**

A control that opens a search page where you can select an element from the application database. The element you select will fill in the corresponding field to the right of the icon.

**Security Profile**

Pre-defined sets of security (e.g., view, create, modify, etc.) permissions, called security functions that are assigned to each user of Plateau Administrator.  The security profiles and domain privileges work together to define a user's permissions in the system.

**Segment**

Unit of division of an item offering, based on duration that facilitates variable resource scheduling. For example, a 40-hour course can be scheduled in any of the following ways: Divided into five 8 hour segments, scheduled one segment per day for five days Divided into ten 4 hour segments, scheduled two segments per day for five days into four 10 hour segments, scheduled one per day for four days. Divided into any number of segments of uniform or varying duration, scheduled over a period of days in order to fit the particular circumstances. Thus, Plateau gives you flexibility, which allows you to schedule a course that meets first for a two-hour segment in an auditorium, then for a three-hour segment in a classroom, even though the segments may have completely different instructor and resource requirements.

**Sequence Number**

A Sequence Number indicates the order in which the items in the curriculum will be scheduled by the system. It is the order in which the user is expected to take the assigned items in the curriculum. However, for online items the system will NOT prevent a user from taking the items out of the scheduled order i.e. the user can take the items in any order.

**Shopping Account ID**

A unique ID created for individual users and organizations to track their commercial transactions.

**Site**

A server site for the LMS.  Sites have different URLs and allow different user populations to use the LMS.

**Site Prefix**

An alphanumeric prefix representing a server site, defined in the Global Variables subsection of the Application Admin section of System Admin that will prefix an auto-generated number when auto-generated IDs are used.

**SKU**

Stock Keeping Unit (SKU) is an inventory mapping mechanism used in catalogs.

**Slot**

A registration slot is a reserved space in a Scheduled Offering.  Slots are counted when calculating the number of current registrations.

**Sorting**

Sorting is a report-related term. Several of Plateau's report data collectors allow you to sort data by various criteria in order to change the nature of the report.  Sorting is a term that relates to the way report output is displayed.  Many of Plateau's report data collectors allow you to sort individual rows of report output data by various criteria to make it easier for you to find the data that is most interesting to you.  For example, in the User Curriculum Status report, you can sort by completion date to see the most recently completed learning at the top of each output group, or you can sort by item ID to see all of the learning events related to each item right next to each other.

**SQL**

Structured Query Language, used to construct queries and to perform many other operations upon data.  You do not need to know SQL to use Plateau because, when you specify criteria and give a command, Plateau automatically builds and executes SQL statements for you.

**Subject Area**

Categories for Items and/or competencies. Examples of the subject areas you define might include Safety, Accounting, Manufacturing Process, and Quality Assurance, depending upon your needs.  Subject areas facilitate user searches for Items in the Catalog.

**Subject Area Pools**

This term is used in the rule-based curricula. It provides the ability for a user to specify a select group of items in a specific subject area  that are associated with a curriculum requirement.

**Subordinate**

All users who have the target user as a supervisor (either immediate or indirect– e.g. supervisor of supervisor).

**Substitute**

A feature of Plateau that allows you to indicate that the successful completion of a  particular item also provides credit for another item. The substitute is automatically entered by Plateau as a separate learning event for a given user when a learning event for the originating item is entered.

**Succession Planning**

This tool can be used by supervisors to evaluate an employee's competencies against the competencies of a job position's incumbent, and to assign items to help the employee achieve mastery of the competencies. It can also be used to evaluate a group of employees to help determine which employee is most qualified to replace an incumbent should the incumbent leave the job position.

**Supervisor**

A supervisor is a user that has been designated to oversee another user's learning. A supervisor has the ability to log in to Plateau Learning on behalf of their subordinates, and to view their subordinates' learning information and assign learning to them. If granted permission by the system administrator, they can also record learning events for their users. In Performance Management where the Assessment Process is employed, the supervisor is the person who manages one or more users.  May be required to approve the selection of raters for user (done by the Nominator).  He may also need to approve the assessment results for user(s).

**System Reports**

These are the standard reports that come with the Plateau LMS. The system reports are part of the newly created Report Framework. The new framework gives you more options with respect to the format of  the reports.

**Target**

Indicates whether the student or instructor should receive the material.

**Task**

A task is a discrete unit of work with a definite beginning and end, which can be performed in a relatively short period of time, and which results in one of the following:-  a finished product - a completed service - a change in the work environment. You can create records for tasks, which can then be related to items, competencies, to job positions, to job locations, and to documents. This results in greater visibility of the relationship between items and particular aspects of actual job performance (e.g., you can keep track of the tasks that are covered by an on-the-job (OJT) guide and its associated job performance measure (JPM).

**Total Hours**

The number of hours of training contained in a Scheduled Offering. For example, for a item that meets from 8am to 5pm, there may be eight hours spent in training (contact hours) but nine total hours, indicating the number of hours the resources are in use; the extra hour takes into account the lunch hour, a non-learning activity. The delineation between contact hours and total hours allows you to keep an accurate record of the hours spent in learning versus the total hours during which the resources were in use.  Total hours associated with an item are defined when the item is created.

**Training Administrator**

The user who creates assessment surveys and initiates the assessment processes.

**Usages**

Displays the number of tickets used with the total number of tickets for the selected item.

**User**

Any person for whom a record has been created in the users section of the user Management area, including employees, contractors, and others for whom you wish to keep learning records and to register for courses. A user is anyone, with administrative access to the application, whose information has been recorded in the system. The system uses the user's information to restrict his/her access to the application. A user's privilege  is comprised of one or more roles. See roles.

**User Assessor ID**

Raters are selected from user records.  A Rater who does not have a user record in the system should be entered as an External Rater.

**User Hours**

The length of a Scheduled Offering (the sum of the segment durations).

**V-Calendar**

A file that can be sent to a person as an email attachment and that can automatically enter appointment information on the recipient's calendar, if the recipient uses a V-Calendar compliant calendar program such as Microsoft Outlook, Netscape Calendar, or others.

**vCalendar**

The vCalendar specification defines a format for exchanging scheduling information in Plateau. The  vCalendar holds information about events  that are normally used by group schedulers.

**VLS**

A file that can be sent to a person as an email attachment and that can automatically enter appointment information on the recipient's calendar, if the recipient uses a V-Calendar compliant calendar program such as Microsoft Outlook, Netscape Calendar, or others.

**Waitlist**

A list of users trying to register for a scheduled offering that has already reached a maximum capacity. You can set up Plateau Administration such that users can be moved automatically from the waitlist to a request list using the Waitlist to Request APM.

**Work weeks**

Days of the week, defined by your organization, when learning can be scheduled at a facility.  When you schedule an instance, Plateau will not allow you to schedule the offering at a facility on a day of the week that has been excluded from the workweek, unless you override the default.

**Workflow**

A workflow is a combination of a function applied to an entity. An example of a workflow is 'View users' i.e. the function 'VIEW' and the 'ENTITY' users.  A domain restriction is applied to each workflow to restrict access to certain data.  See Domain Restriction.