E-Learning Multiple-Learner License

Facilitator Manual

The Mining Association of Canada | L'association minière du Canada

Please provide your Customer ID when communicating with us to expedite the process. Please keep your Customer ID and Facilitator Password confidential and in a safe place.

Last updated
April 11, 2013

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Welcome

Welcome to our eLearning Management System. As the Facilitator of this web-based service, you can:

- Set up access for individual Learners to the course(s) available in your account
- Produce a variety of reports to monitor Learner activity including certificates of completion, and
- Take the purchased course(s) yourself at no additional charge (just click My Content after you login).
- Purchase additional courses directly from your existing account.

Terms of License (Account): Your account is active for one year (365 days) from date of purchase. To renew your account, additional courses will need to be purchased to extend the term of your account. Contact support@vubiz.com for more information.

Purchasing Additional Training Courses: Once you have purchased a license, you can add training seats to your account at any time by making an online payment through the "More Content" tab (see page 3). Once purchased, the seats will be made available in your account for immediate assignment and can be viewed when you go to "Add a Learner". If you have any questions, please contact support@vubiz.com

Tip: To see the balance of courses remaining in your account's inventory at any time, run the "Programs Purchased and Assigned Report".

Important: Exams and Certificates of Completion from the Learner's Perspective:
Many e-learning courses include a final exam/assessment. A final exam may be accessed through an examination link or may be embedded on the last page of the module and accessed by clicking an in-module "Test" button. Each Learner is given 3 attempts (may vary by course) to pass the exam. Note that in-module exams accessed from a Quiz button do not track on the system. If you are not sure about whether or not an assessment is tracked, contact support@vubiz.com with your Customer ID and Password to see if the assessments in your course(s) will be tracked.

Passing Score: 80% or higher in most cases is considered a passing grade.

Once *an exam is passed, it can no longer be accessed or reviewed. Launching the assessment and viewing the questions counts as an attempt, even if no answers were chosen and/or submitted.*

How Learners can print certificates after passing the exam:

1. Click Certificate from the My Content tab screen. The certificate button can also be accessed from the status panel (which is launched by clicking "Completed" to the left of the certificate button on the main My Content screen). In some cases, Learners can also print certificates from their Report Card.

To Review Assessment Answers as a Learner:
Learners can only review their test results ***prior*** to printing out their certificate and/or exiting the assessment window. Once you've exited the assessment window and the certificate is printed, the results are no longer available for review.

To Reset an Exam for a Learner:
If a Learner does not pass the exam in 3 attempts and needs a reset, please contact support@vubiz.com

To Print a Learner's Certificate of Completion:
Access the Learner's results in the "Learner Report Card" to print his/her certificate. Please see page 11.

Bulk Upload of Learner Data for Automatic Creation of Learner Profiles

For purchases of thirty (30) or more E-learning courses, a one time courtesy bulk upload is available. To arrange for a bulk upload, please email support@vubiz.com for a Bulk Upload Template. For purchases less than 30, a nominal fee will be applied for the bulk upload. Contact us for more info.

The spreadsheet should contain 5 columns in the following order:

1. Password (must be a *unique* identifier) created by the Facilitator. No two learners should have the same passwords. It can be an employee number or email address, and must be at least 4 characters in length, using only English alphabet, numbers and the following characters: underscore, period, short dash or the @ symbol. Do not embed any of these reserved words into the password: "ALTER DROP DELETE INSERT UPDATE". Do not include any spaces in the Password. Passwords are not case sensitive.
2. Learner first name.
3. Learner last name.
4. Learner email address (used for sending email notifications to Learners). Do not include any spaces in the email address. Leave blank if no email is available.
5. Course title(s) to be assigned to the Learner.

Sample Spreadsheet

Note: Column headings must be presented as shown below; they must appear in the specified order for the upload to be completed.

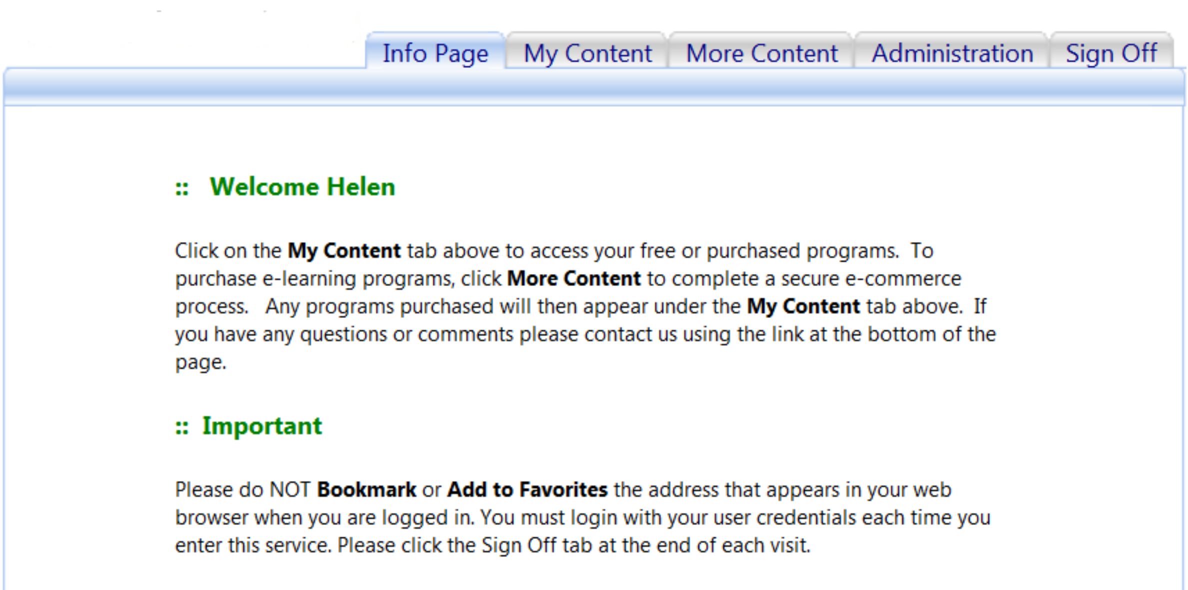
	A	B	C	D	E
1	Password	First Name	Last Name	Email address	Course title(s) to be assigned
2	bsmith@abc.com	Bob	Smith	bsmith@abc.com	WHMIS
3	sbrown@abc.com	Susan	Brown	sbrown@abc.com	Office Ergonomics

Signing In / Accessing Your Account as the Facilitator

To sign in as the Facilitator of the e-learning site:

1. Open your Web browser.
2. Turn off any pop-up blockers that may be active in your browser. To disable pop-up blockers, please see http://vubiz.com/v5/Public/BrowserIssues.htm or contact your Internal IT department for assistance on how to disable.
3. Type http://vubiz.com//TMAC/Group.asp as the URL and hit the Enter key. This will call up the sign in page.
4. Type in the **Customer ID** and **Password** that were issued to you at the end of the transaction.
5. Click "GO".

After signing in, a new screen will appear. At the top of this screen, you will see 5 tabs:



Info Page
The Info Page contains general information and tips on using the service. Including your E-Learning Account Customer ID, Password, Account Expiration Date, etc.

My Content
This is the tab from which courses are accessed. Click description to see details of the course, or a module within a course.

To access a module, click on the Launch button.

More Content
Use this tab to purchase additional courses. This will require a credit card to complete the transaction. Once purchased, the seats will be made available in your account and can be viewed when you go to the “Add a Learner” tab and can be assigned to Learners immediately.

Administration
To access the Facilitator Services, click on the Administration Tab. on the Learning Management System. There are various features and reports available to manage and monitor the Learners in your account. You can set up a new learner profile, edit existing profiles, run a Learner Report Card, print certificates of completion, etc.

Sign Off
Click on this tab to log out of the e-learning platform.

Facilitator Services / Account Administrator

To begin setting up your Learners in your Multiple-Learner account, click on the Administration tab. The various features and reports available under the Administration Tab are:

My Profile (Facilitator profile information)

Add a Learner *(Setup a new Learner)*

Learner Report *(Lists all of your Learners and their login details)*

Learner Report Card
Activity Report
Assessment Report

(*Detailed reports on learner training activity)*

Programs Purchased and Assigned *(Check your account's training inventory)*

Completion Status Report - Online Version
Completion Status Report - CSV Download
InCompletion Report - CSV Download

(Summaries of account-wide training completions)

My Profile

My Profile is where information on you, the Facilitator, can be viewed – your password, first and last name and email address.

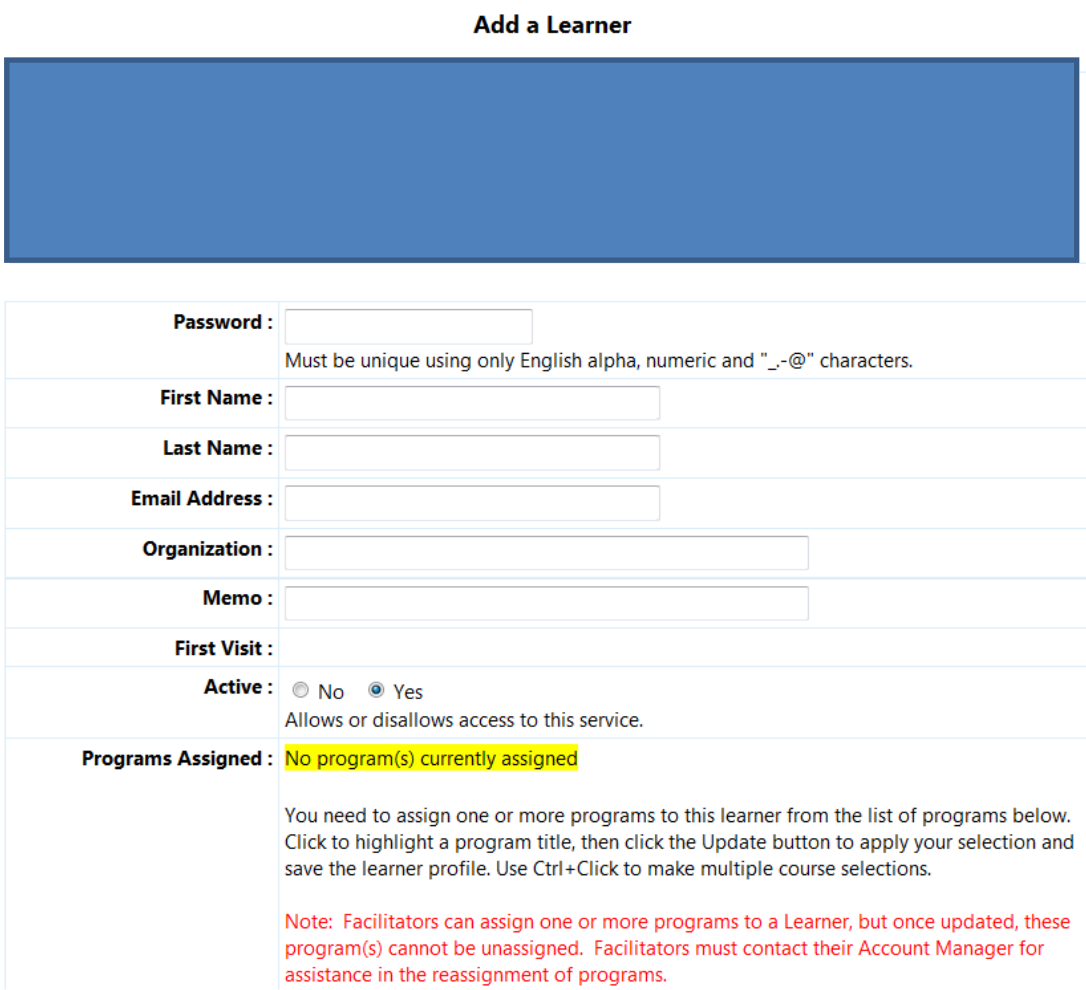
The Facilitator is provided with 1 complimentary access to the purchased course(s) at no additional charge. For example, if 10 course seats have been purchased for Harassment, then the facilitator will receive a complimentary access to the same course. The access is good for a one time use only. A change in Facilitator does not provide a 2nd complimentary access.

To access the complimentary Facilitator courses, click on the My Content tab to take the course(s).

How to Add a Learner / Assign Courses

Before a Learner can begin taking a course, the Facilitator must set up a Learner profile (see below) ***and assign one or more course seats to the profile.*** Note that each course title corresponds to a program number such as P1176EN, so the system identifies a course seat as a program.

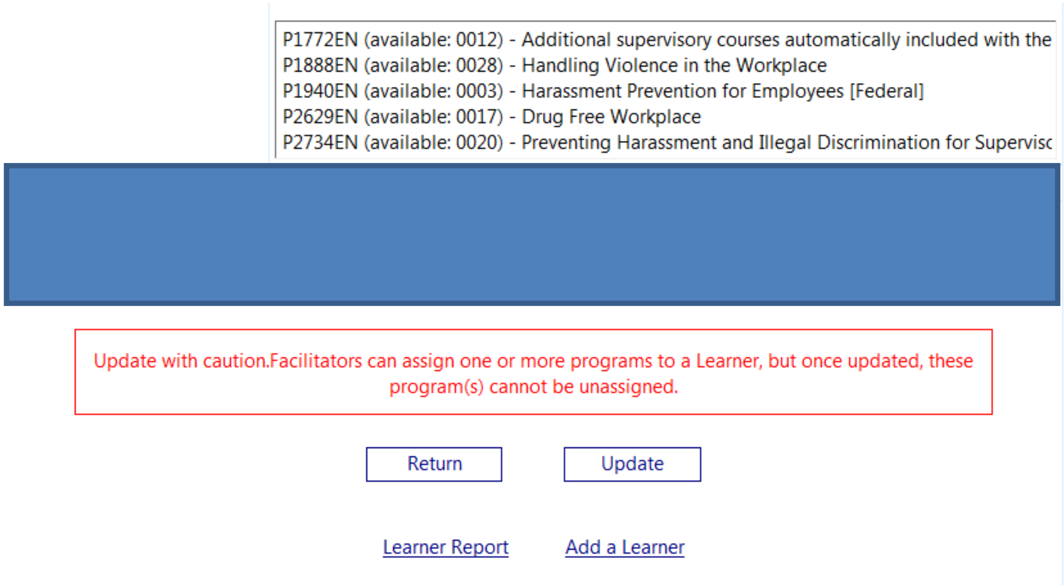
When you click "Add a Learner" from the Administration tab, you will be brought to the screen on the next page.



Add a Learner

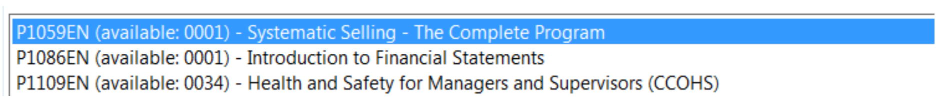
Password :	Must be unique using only English alpha, numeric and "_-@" characters.
First Name :	
Last Name :	
Email Address :	
Organization :	
Memo :	
First Visit :	
Active :	No Yes Allows or disallows access to this service.
Programs Assigned :	No program(s) currently assigned You need to assign one or more programs to this learner from the list of programs below. Click to highlight a program title, then click the Update button to apply your selection and save the learner profile. Use Ctrl+Click to make multiple course selections. Note: Facilitators can assign one or more programs to a Learner, but once updated, these program(s) cannot be unassigned. Facilitators must contact their Account Manager for assistance in the reassignment of programs.

Note: The program assigned field in the screen shot above indicates that no programs (courses) has been assigned yet.



To set up a Learner and assign a course seat (program) to his profile:

1. Enter a UNIQUE password (no two trainees should have the same password). Minimum of 4 characters (no spaces).
2. Enter the First Name and Last Name of the Learner.
3. Enter the Learner's email address (mandatory if using email alerts). Leave blank if no email is available (learners without emails will not receive an email with their log in info).
4. Beside Active, click the **Yes** radio button to allow access to the system. If a learner needs to be denied access, click on the **No** radio button to deactivate the password and deactivate their access. This is set to Yes by default.
5. From the list of courses "available", assign one or more course seats (programs) to the Learner by clicking on a course title to highlight it. (You can assign 2 or more course seats to a Learner by holding down the 'Ctrl' key while simultaneously clicking on the course titles to be assigned.)



6. Confirm that all information you have entered is correct and then press **Update** to complete the process and attach the assigned course(s) to the Learner profile.

After each Learner has been setup, you will be brought to the Learner Report screen (below) that lists the Facilitator and the Learners.

Name, Organization Email Address	Active? History	Password Memo	First Visit Last Visit	Expires	# Site Visits Total Hours Online
Helen Eggleston heggleston@vubiz.com	Yes	NEWTEST asdfadf	Jan 09, 2013 Jan 09, 2013		2 0.2

Restart

Add a Learner

From this screen, click **"Add a Learner"** to create a learner profile for the next Learner. This can be done for as many learners based upon course purchased.

By clicking "Restart", you can:

- Confirm that all Learners are created properly
- Create reports based on the parameters you set – see "Learner Report" below.

Example of a successful Learner assignment will include the course assignment. Learner profile will display the following:

Programs Assigned : P1254EN

A Learner who was not properly assigned a course, will receive a message stating: "There are no programs available" upon logging in.

To verify if the course has been correctly assigned, run the Learner Report or the Programs Purchased & Assigned Report.

Notes:

- Each course assignment will reduce the number of available courses.
- Once a course seat (program) is assigned to a Learner profile, it cannot be unassigned and it is removed from the list of courses that can be assigned to that Learner.
- Once all the courses have been exhausted and assigned to learners, the course title will disappear altogether from the list of available programs.
- You can only assign a course that you've already purchased.

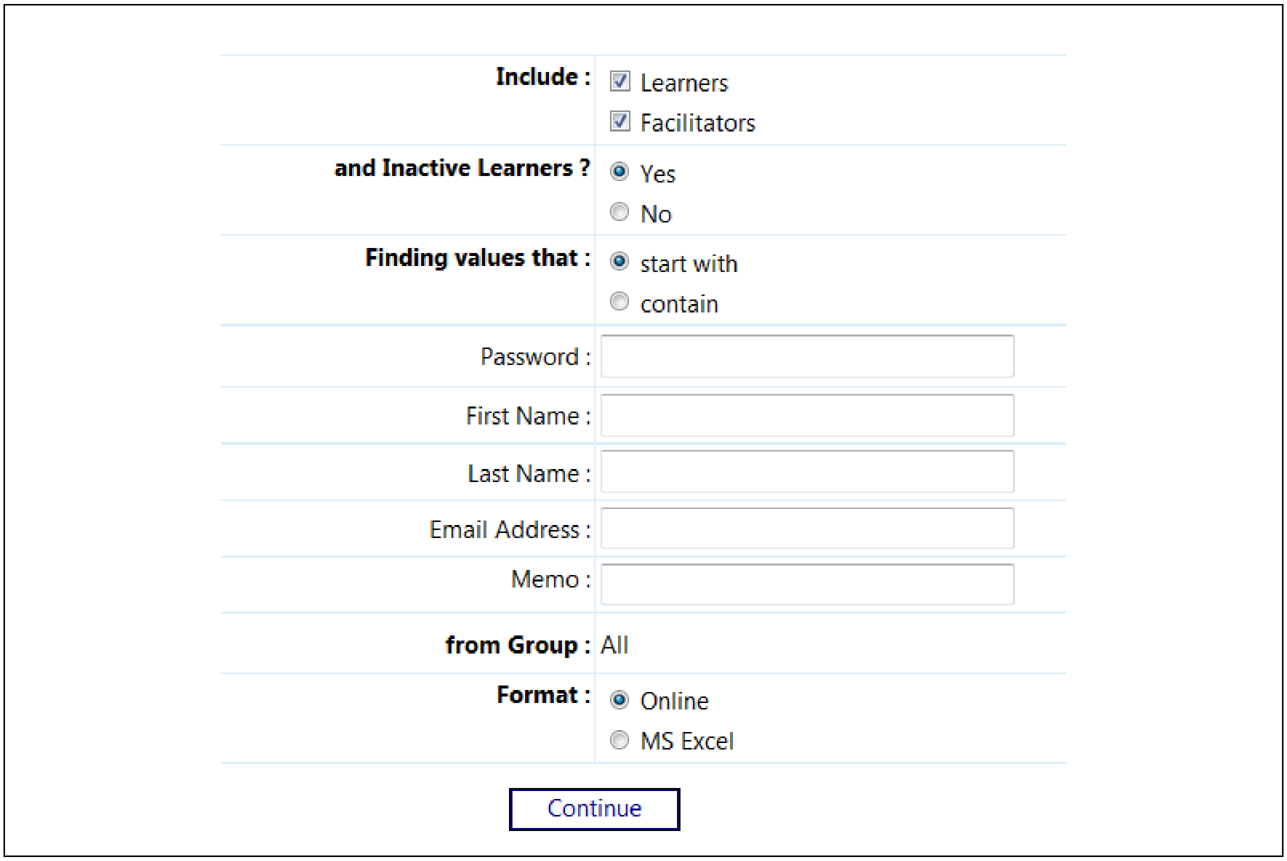
Edit a Learner's Profile: Once a Learner has a profile setup, you may wish to edit their profile (e.g. change in email address or typo in spelling their name). To access a learner profile, run the Learner Report and locate the Learner in the list. Click the Learner's password in the Password column to open and edit his/her profile, then click Update.

Deactivating A Learner : Choose the "No" toggle beside Active in the Learner profile, then click Update.

Active : ◉ No ○ Yes
Allows or disallows access to this service.

Deleting A Learner: Facilitators cannot delete a Learner from the database (you may deactivate them – see above). To delete a learner, please contact support@vubiz.com

Learner Report
The Learner Report lists all Learners in your account. Simply click on the Learner Report link from the Administration tab to see the following options in running the Learner Report.



To produce the **Learner Report**, choose from one or all of the following parameters:

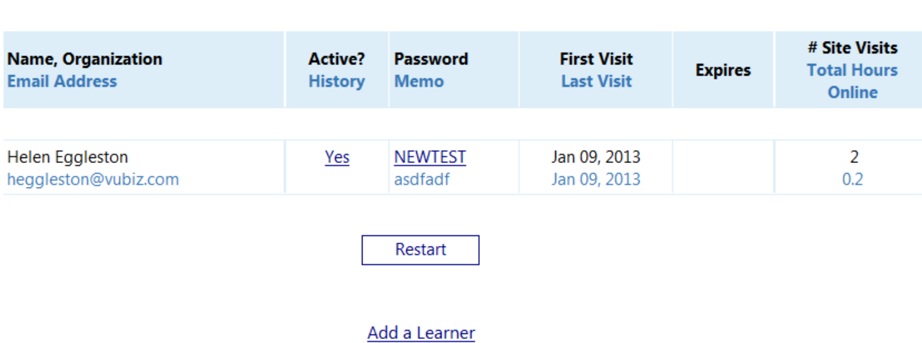
Include – Determine whether you wish to include Facilitators or Learners only.

Include Inactive Learners -- Determine whether you wish to include inactive Learners or just active Learners.

Finding Values That – This enables you to list only learners whose Password, First Name, Last Name or Email Address either *start with* or *contain* specific values.

Format – Choose to view the report Online or in MS Excel format.

Click "Continue" to get the following output online.



Completion and InCompletion Reports

At a glance, these account-wide summary reports tell you the status of all training completions for all courses you have assigned, ever. Scores and time spent are not included.

Completion Status Report

The report is available online as a PDF and is also downloadable to Excel. The report lists programs in numerical order and within programs, Learners are listed alphabetically by last name.

The report is a comprehensive list of all Learners who have been assigned a training program in your account. Therefore, if you have assigned a Learner a program, they will appear on this report for the program in question.

A blank that appears in the Completed column indicates that a passing score has not yet been achieved. Otherwise, a date in the completed column indicates the date of completion (i.e. achievement of a passing score). The excel output is as follows:

	A	B	C	D	E	F	G	H	I	J
1	PCode	Program	Last Name	First Name	Email	Password	Assigned	Completed	Group	Memo
2	P4888EN	WHMIS for Workers	Smith	John	jasmith@a	123456ABC	28-Feb-13	01-Mar-13		
3	P1234EN	Career Growth	Field	Bob	bfield@bb	987654	01-Mar-13			
4	P2222EN	Accident Investigation	Brown	Bob	bbrown@a	bobbrown	31-May-12	02-Jun-12		

InCompletion Report – CSV Download:

The report lists only programs that are not completed for all programs assigned to your Learners. Therefore, it is your "delinquent" report.

The CSV output is as follows:

	A	B	C	D	E	F	G	H	I	J	K
1	PCode	Program	Last Name	First Name	Password	eMail	Assigned	Due Date	Last Visit	Group	Memo
2	P1234EN	Career Growth	Field	Bob	987654	bfield@ab	13-Mar-12	12-May-12	13-Nov-12		

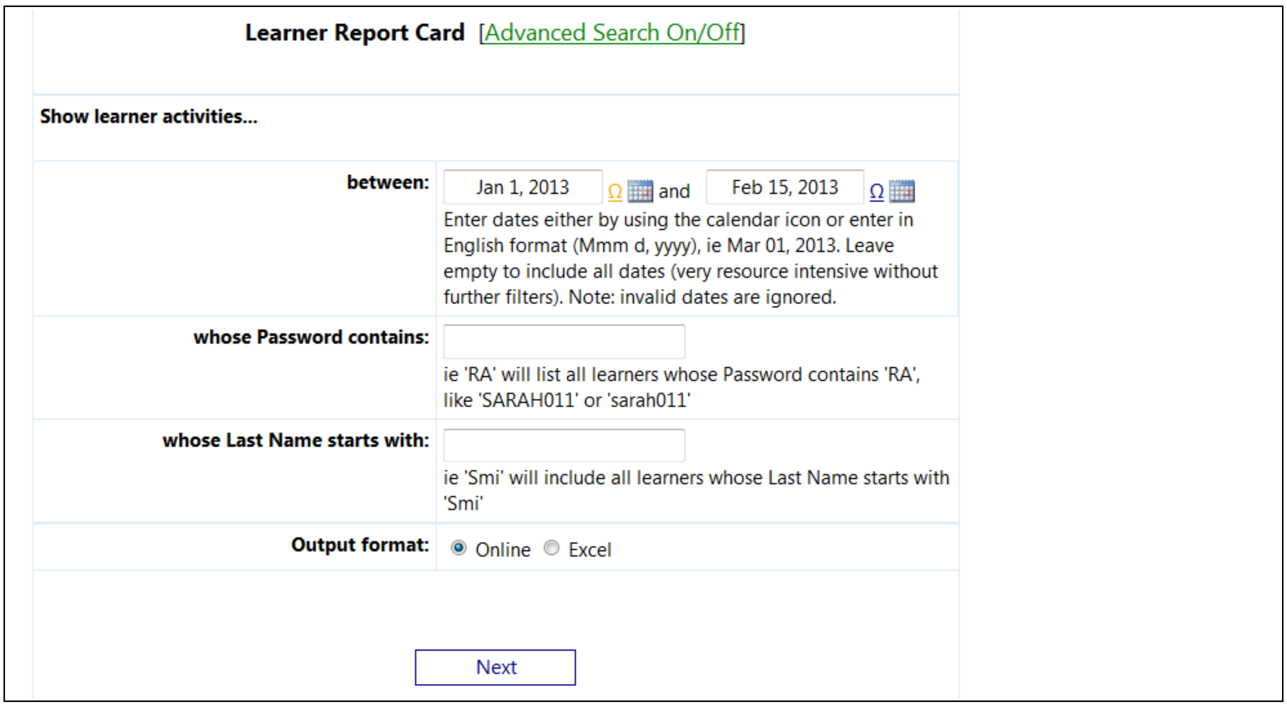
Learner Report Card:

The Learner Report Card provides detailed information on activity (time spent and assessment scores) for each Learner. If the Learner has not accessed any training courses during the time period, the particular program will not appear on the details for that Learner.

The report lists all modules in multi-module programs, unlike the Activity and Assessment Reports, that only list modules accessed.

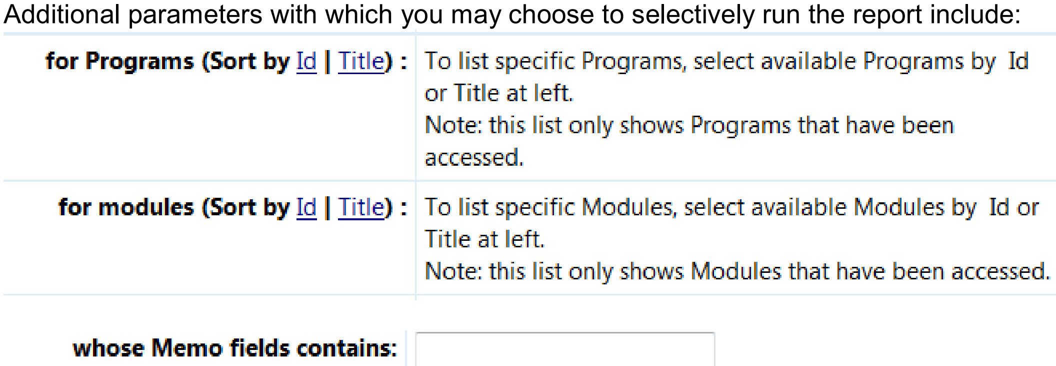
The 1st screen below is where you choose the parameters with which you want to run the Learner Report Card.   Choose your parameters, then click Next.

The date fields can be left blank or enter a date range manually or use the calendar icon to choose dates from a calendar. Click Ω to start with the first date on file and Ω to end at today's date.



For further options, click **[Advanced Search On/Off]**

Additional parameters with which you may choose to selectively run the report include:



The online report that is generated is in the following format:

First	Last Name	Password	Active	Program	Title	Module	Title	Time Spent	Score	Date	Completed	Closed	Action
Anne	Smith	NEWTEST	Yes	P1315EN	Career Growth	0156EN FX	Introduction to Training						
						0157EN FX	How Adults Learn						
						0158EN FX	Training Tips & Techniqu...						
						2490EN FX	Individual Productivity ...	62	55	Mar 01, 2013	Yes	na	C
									93	Mar 01, 2013			
						2491EN FX	Individual Leadership Po...						
						2497EN FX	Enhancing Your Speaking ...						
						2516EN FX	Individual Goals and Cha...						
						2517EN FX	Individual Goal Contract						
						2518EN FX	Individual Goal Setting						
						2519EN FX	Individual Listening Ski...						
						2520EN FX	Individual Priority Mana...						
						2521EN FX	Individual Anger Managem...						
						2522EN FX	Individual Goal Personal...						
						2544EN FX	Reaching Personal Goals	6		Mar 01, 2013	No	na	
						2554EN FX	Work Process Basics	85	87	Mar 01, 2013	Yes	na	C
						2563EN FX	Identifying and Avoiding...						
						2564EN FX	Managing Work and Family						
						2567EN FX	Time Management	20	65	Mar 01, 2013	No	na	

You can enter the Learner's profile by clicking on his/her Password. Note that any changes made to a profile will not be reflected on this report unless it is restarted.

Time Spent*:* The total time in minutes spent reviewing a module or taking an assessment.

Assessment Scores: The latest score appears first, followed by previous attempts. Passing rate is 80% or higher (for most exams).

Completed: A "Yes" indicates that an assessment was passed or courses was completed by the Learner and/or an acknowledgement button was clicked to trigger a module complete.

Closed: Not Applicable.

Certificates of Completion: Click "C" in the Action column to generate the Learner's certificate for a completed module.

Click "D" in the Action column to see further details of learner activity, if available.

NOTE: Learners can only review their test results ***prior*** to printing out their certificate and/or exiting the assessment player.

How to Print a Learner's Certificate of Completion:

Click "C" to generate the Learner's certificate.

Learner Report Card [Details On/Off]

Row	Group	First	Last Name	Password	Active	Program	Title	Module	Title	Time Spent	Score	Date	Completed	Closed	Action
0		Anne	Smith	NEWTEST	Yes	P1315EN	Career Growth	0156EN FX	Introduction to Training						
1								0157EN FX	How Adults Learn						
2								0158EN FX	Training Tips & Techniqu...						
3								2490EN FX	Individual Productivity ...	62	93	Mar 01, 2013	Yes	na	C

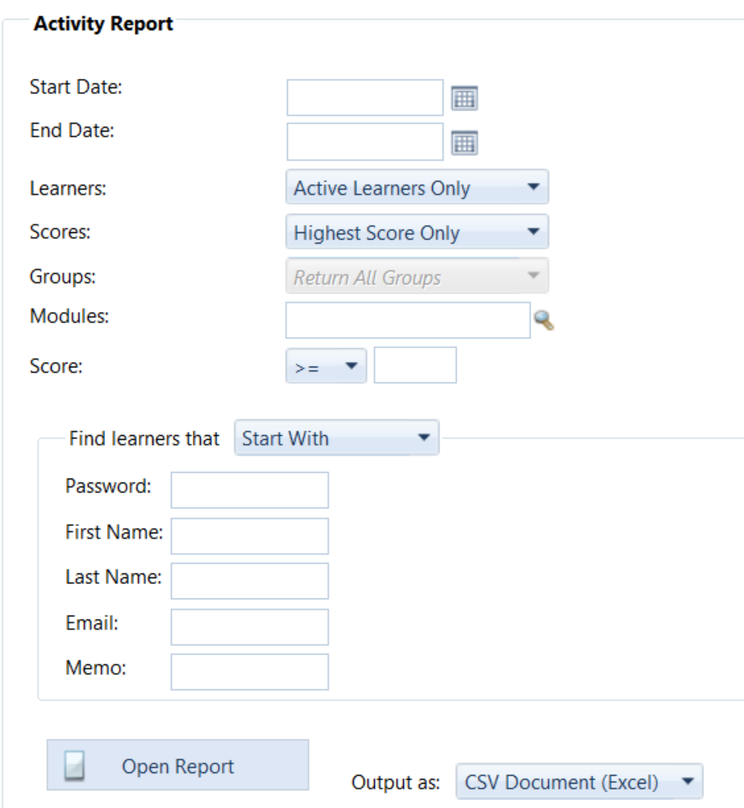
Activity Report

This report, sorted by last name, shows the total time spent during <u>all</u> date ranges (hours: min: secs) and any scores achieved on any assessments (within the ranges chosen).

You may choose to run the Activity Report with the options below, or leave the options on default to get all data:

> **Learners**: “Active Learners Only” or “All Learners”
> **Scores**: “Highest Score Only” or “All Scores”
> **Modules**: Insert a module number or click the icon to open up the module selector.
> **Score**: Insert a score of a certain value and choose the “greater than or equal to” or the “less than or equal to operator”.
> **Find Learners that**: Choose “Start With” or “Contain” specific values including Password, First or Last Name, email address or memo field information.

Click a dropdown to see options:



Output Options:

Choose from the dropdown on the right which report format to run (CSV/Excel, PDF or Online), then click “Open Report”.

Sample Excel output:

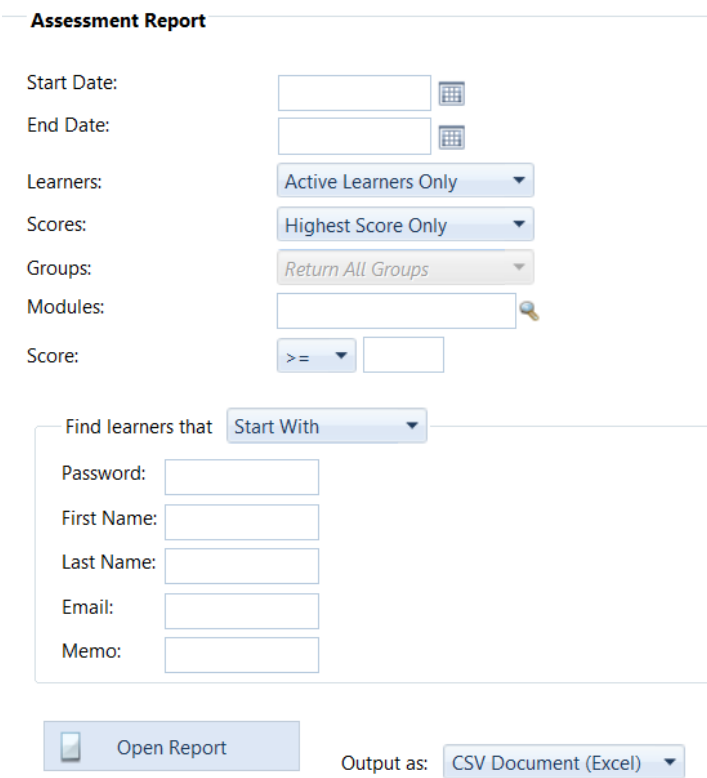
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Last Name	First Name	Email	Password	Memo	Active	Program	Program	Module	Module Title	Total Time	Score	Score Date	Group
2	Smith	Anne	as@abc.com	asmith123		TRUE	P2779EN	WHMIS	4847EN	WHMIS	1:20:25	98	03-Jan-13	

Assessment Report
This report, sorted by last name, shows scores achieved on assessments within the range chosen.

You can choose to run the Assessment Report with the options below, or leave options on default to get all data:

- **Learners**: “Active Learners Only” or “All Learners”
- **Scores**: “Highest Score Only” or “All Scores”
- **Modules**: Insert a module number or click the icon to open up the module selector.
- **Score**: Insert a score of a certain value and choose the “greater than or equal to” or the “less than or equal to operator”.
- **Find Learners that**: Choose “Start With” or “Contain” specific values including Password, First or Last Name, email address or memo field information.

Click a dropdown to see options:



Output Options:
Choose from the dropdown on the right which report format to run (CSV/Excel, PDF or Online), then click “Open Report”.

Sample Excel output:

	A	B	C	D	E	F	G	H	I	J	K
1	Last Name	First Name	Email	Password	Module	Title	Score	Date	Active	Group	Memo
2	Smith	Anne	as@abc.com	asmith123	0165EN	Module 5	90	25-Jun-12	TRUE		

Programs Purchased and Assigned Report / To View Remaining Course Balances

Summarizes what programs have been purchased, to whom they have been assigned to and the balance remaining in the E-Learning account.

The report can be generated online or downloaded to Excel.

⚠ Mouse-over the program number to see the course title.

Programs			P1059EN	P1086EN	P1109EN	P1223EN	P1254EN	P1276EN	P1291EN	P1292EN	P1315EN
Purchased Total			1	1	40	10	10	1	1	1	4
Assigned Total					6		8				3
Balance Remaining			1	1	34	10	2	1	1	1	1
Assigned...											
FBARKER	Fred	Barker			✓						✓
JBATES	Jim	Bates					✓				

Signing Off

To log out of the current session, click the **Sign Off** tab at the top of the screen. You may start a new session at any time by following the instructions given in the "Signing In" section of this document.

Sample Learner Access Instructions
Give your Learners access to their training courses using the below instructions.

Note: All Learners will share the same Customer ID. Only the passwords will be unique.

Login Instructions

To log into the e-learning course, please follow these steps:

- Open your Web browser.
- Turn off any pop-up blockers that may be active in your browser. To disable pop-up blockers, please see http://vubiz.com/v5/Public/BrowserIssues.htm or contact your Internal IT department for assistance on how to disable.
- Type http://vubiz.com//TMAC/Group.asp as the URL and hit the Enter key. This will call up the sign in page.
- Type in the **Customer ID** and **Password** that were issued to you at the end of the transaction.
- Click "GO".
- Click on the **My Content** tab and click on the title of the training course you wish to access.
- To log out of the current session, click the **Sign Off** tab at the top of the screen. You may start a new session at any time by following the instructions above.

Tips for Learners:

How Learners can print certificates after passing an assessment:

Click Certificate from the More Content tab screen. The certificate button can also be accessed from the status panel (which is launched by clicking "Completed" to the left of the certificate button on the main My Content screen). In some cases, Learners can also print certificates from their Report Card.

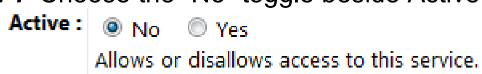
How Learners Review Answers After Taking an Assessment:
Learners can only review their assessment results *prior* to printing out their certificate and/or exiting the assessment window. Once the certificate is printed, the results are no longer available.

Bookmarking
Learners are able to log in and off and resume the training at their own pace. When a Learner closes a module, his progress is saved. The next time the module is launched, the module will bookmark to the highest page reached in previous sessions. This auto-bookmarking can be overridden with the bookmark icon on any given page.

Tips for Facilitators:

Edit a Learner's Profile: Once a Learner has a profile setup, you may wish to edit their profile (e.g. change in email address or typo in spelling their name). To access a learner profile, run the Learner Report and locate the Learner in the list. Click the Learner's password in the Password column to open and edit his/her profile, then click Update.

Deactivating A Learner : Choose the "No" toggle beside Active in the Learner profile, then click Update.



Deleting A Learner: Facilitators cannot delete a Learner from the database (you may deactivate them – see above). To delete a learner, please contact support@vubiz.com