E-Learning Facilitator Manual

Administrative & Reporting Functions

Created by CCOHS & Vubiz

Last updated:
2013-10-16

Contents

Welcome

Welcome to the CCOHS Learning Management System. As the Facilitator of your e-Learning account, you can:

- Set up access for individual Learners to the course(s) in your account,
- Produce a variety of reports to monitor Learner activity,
- Generate and print Certificates of Completion for your Learners, and
- Take the purchased course(s) yourself at no additional charge.

Note*:* Your account is active for one year (365 days) from the last date of purchase. When you add seats to any CCOHS e-course to your active e-Learning account, this will extend the expiry date for another 365 days.

If your e-Learning account has expired, you can renew your account by purchasing additional seats to any CCOHS e-courses. Contact CCOHS at 1-800-668-4284 or clientservices@ccohs.ca for more information.

Signing In

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

1. Open your Web browser (Internet Explorer version 7 or higher).
2. Type http://www.ccohs.ca/products/courses/login.html as the URL and hit the Enter key. This will call up the CCOHS e-Learning login homepage.
3. Turn off any pop-up blockers that may be active in your browser. To disable pop-up blockers, please see http://www.ccohs.ca/products/faqs/elearning.html#popupblocker
4. Type in the **Customer ID** and **Facilitator Password,** which were issued to you as part of your purchase transaction, in the Multi-Seat License Login boxes.

   Please keep your Customer ID and Facilitator Password confidential and in a safe place.

5. Click "Login".

Learning Management System

After signing in, a new screen will appear. At the top of this screen, you will see 4 tabs: Info Page (current page), My Content, Administration and Sign Off.

Info Page Tab

The Info Page contains general information and tips on using the service. Also includes the e-Learning Customer ID, password that was used to log in, account expiry date, etc.

My Content Tab

You will see a listing of the purchased e-Course(s), as well as a listing of the various modules in the course, by clicking on the "My Content" tab. Click Description for information on the e-course or a module in the e-course. To access a module, click on the Launch button on the right.

Note: As the Facilitator for the e-Learning account, you automatically have complimentary access to all purchased e-courses from this Tab, so it is not required that you assign yourself a seat under Add a Learner.

Administration Tab

Click on the "Administration" tab to access the **Facilitator Services** in your Learning Management System. These services include the various features and reports used to manage and monitor the Learners in your Multi-Seat license account.

Sign Off Tab

Click on this tab to log out of the CCOHS Learning Management System.

Facilitator Services

To begin setting up your Learners in your Multi-User account, click on the **Administration** tab. You will now have access to the Facilitator Services screen. The various features and reports available in this area are:

- My Profile
- Add a Learner

- Learner Report
- Learner Report Card
- Activity Report
- Assessment Report
- Programs Purchased and Assigned
- Completion Status Report – Online Version
- Completion Status Report – CSV Download
- Incompletion Report – CSV Download

Learner Email Alerts

To notify Learners when courses are assigned and provide them with access instructions, you must first activate the automatic email alert feature for your account.
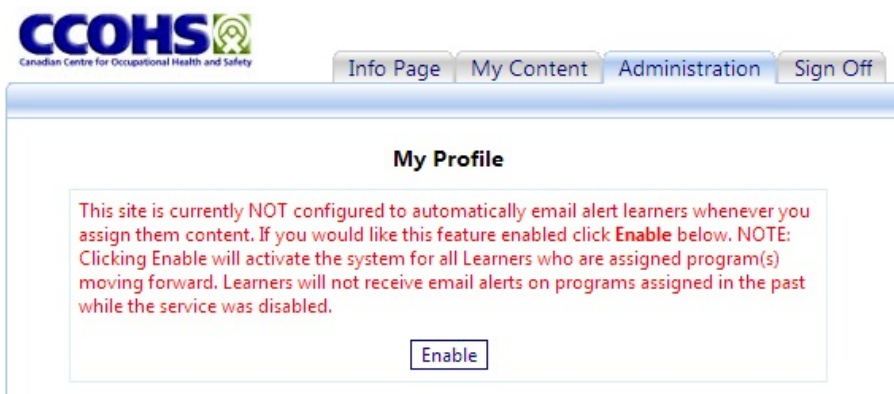
To activate this feature:

1. Click on the **Administration** Tab
2. Click on either **My Profile** or **Add a Learner**
3. Click the **Enable** button

Note: You can enable or disable the email alert feature for your entire account at any time with this toggle. You can also override the alert feature for a specific Learner by setting the **Email Alert** radio button in their profile to "No".

Below is a sample of the **Email Alert** that will be sent to the Learner:
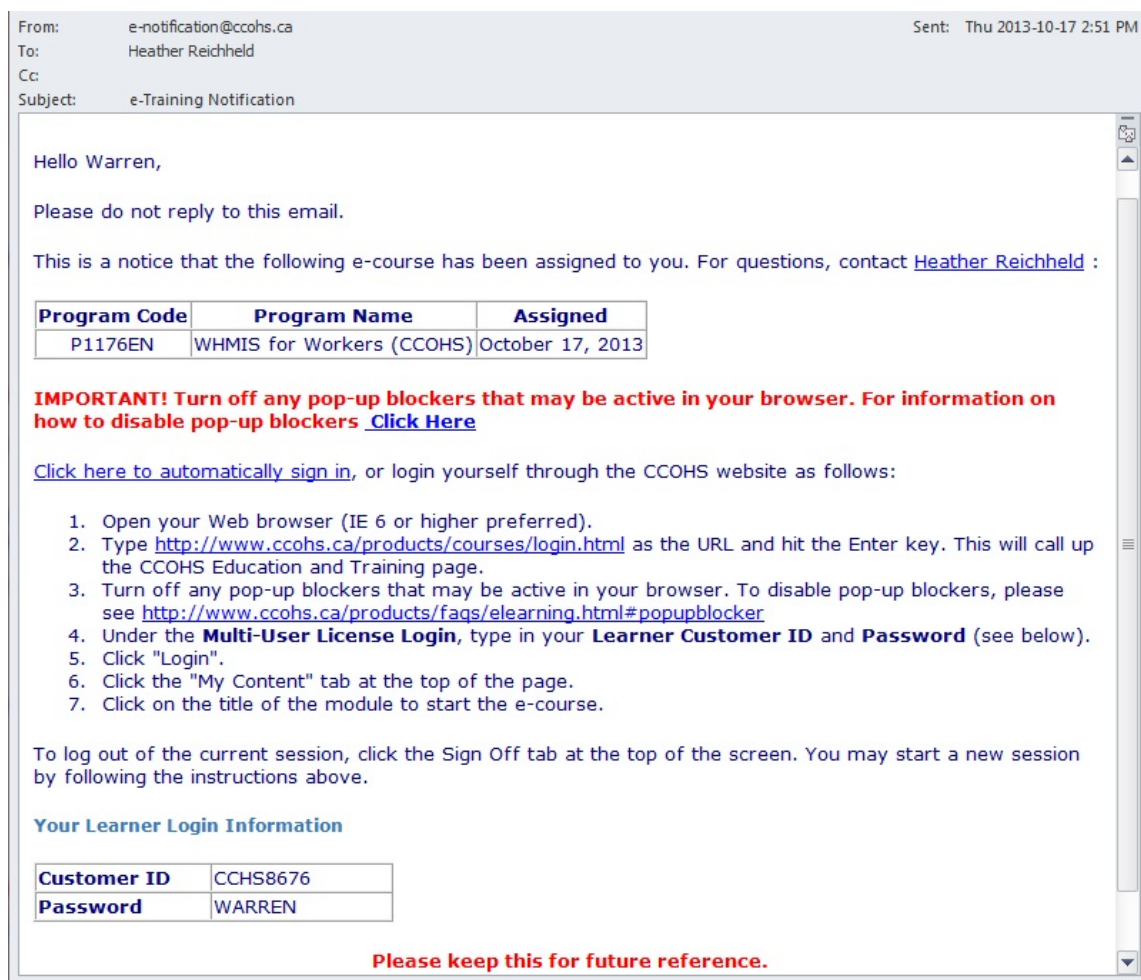
My Profile

My Profile is where your Facilitator information can be viewed - the password, first and last name, email address, status of the Facilitator (active or inactive) and the memo field.

Note: Facilitators automatically have access to all purchased e-courses, so it is not required that you assign a seat to this profile.

Add a Learner

Note: The Facilitator is automatically provided with access to the purchased e-course(s) at no additional charge. For example, if 10 course seats have been purchased, then an 11th complimentary seat is provided for the Facilitator. Just click the **My Content** tab to access the course(s).

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

In the screenshot below, the **Programs Assigned** field is highlighted in yellow to indicate that no programs (course seats) have been assigned to the Learner profile.

Add a Learner

This site is currently NOT configured to automatically email alert learners whenever you assign them content. If you would like this feature enabled click **Enable** below. NOTE: Clicking Enable will activate the system for all Learners who are assigned program(s) moving forward. Learners will not receive email alerts on programs assigned in the past while the service was disabled.

[Enable]

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 : <mark>No program(s) currently assigned</mark>

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.

```
P1176EN (available: 0162) - WHMIS for Workers (CCOHS)
P1176FR (available: 0001) - Le SIMDUT pour les travailleurs (CCHST)
P1294EN (available: 0058) - Canada Labour Code, Part II: An Overview (CCOHS)
P1294FR (available: 0010) : Le Code canadien du travail, Partie II : un aperçu (CCHST)
```

Update with caution.Facilitators can assign one or more programs to a Learner, but once updated, these program(s) cannot be unassigned.

[Return]   [Update]

To set up a Learner and assign an e-course seat (program):

1. Enter a UNIQUE password. Passwords must be at least 4 characters long with no spaces.

2. Enter the First Name of the Learner.

3. Enter and Last Name of the Learner

4. Enter the Learner's email address.

   Note: This field must be filled in and must contain a valid email address if you have activated the *Email Alert Feature*.

5. Enter the name of your organization (optional)

6. You can use the Memo field to enter information about the Learner that can be used when generating reports, such as location or department.

7. The **First Visit** field will automatically be updated when the Learner logs in the first time.

8. In the Active field, the **Yes** radio button is selected by default to allow access to the system.

   Note: If a Learner has left the organization and needs to be denied access, you will be able to update their profile and click on the **No** radio button to deactivate the password.

9. To assign an e-course seat (program) to the Learner, click on a course title to highlight it.

10. To assign 2 or more e-course seats to a Learner, hold down the 'Ctrl' key while simultaneously clicking on the e-course titles to be assigned.

    Notes:

    - Assigning an e-course seat (program) to a Learner profile reduces the available number of e-course seats by one.

    - Once an e-course seat (program) is assigned to a Learner profile, it cannot be unassigned and it is removed from the list of e-courses that can be assigned to that Learner.

    - Once all seats that you have purchased for an e-course title have been assigned, the title of the e-course disappears altogether from the list of available programs.

11. 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.

    Note: Once you have assigned all e-course seats purchased, the "Update" function will be removed and you will no longer be able to update any information in a Learner profile.

When a Learner has been successfully assigned an e-course seat (program), the **Programs Assigned:** field in their profile will look like the one below. If an e-course seat has not been assigned, the Learner will see the message "**There are no programs available**" on their My Content page.

Learner Profile

This site is currently configured to automatically alert a Learner by email whenever program(s) are assigned to his/her profile. The email alert provides access instructions to the Learner and indicates that program(s) have been assigned by you, the account Facilitator. A Learner must have a valid email address in his/her profile below in order to qualify for email alerts. If this feature is not needed for any of your Learners, please click **Disable** below.

Disable

Password : ABC-123
Must be unique using only English alpha, numeric and "_.-@" characters.

First Name : Bob

Last Name : Smith

Email Address : bsmith@anywhere.ca

Organization : Anywhere Canada

Memo : Warehouse 1

First Visit : Jul 13, 2012

Active : ⚪ No   ⦿ Yes
Allows or disallows access to this service.

Programs Assigned : P1294EN

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.

P1176EN (available: 0160) - WHMIS for Workers (CCOHS)
P1176FR (available: 0001) - Le SIMDUT pour les travailleurs (CCHST)
P1294FR (available: 0010) - Le Code canadien du travail, Partie II : un aperçu (CCHST)

Update with caution.Facilitators can assign one or more programs to a Learner, but once updated, these program(s) cannot be unassigned.

Return   Update

Learner Report   Add a Learner

After the Learner profile has been created, you will be brought to the **Learner Report** screen, which lists the Facilitator and Learner profiles that have been set up in your e-Learning account.

From this screen, click the "**Add a Learner**" link to add the next Learner. You can add Learners in your e-learning account for as many e-course seats as have been purchased. Clicking **Restart** will take you to the Learner Report search screen

Learner Report

The Learner Report lists everyone who is set up in your e-Learning account. You can use this report to resend the email alerts, if this feature is active in your account, and to update Learner profiles to assign additional e-course seats.

To produce the **Learner Report**, you can choose from any of the following options.

- **Include** – Indicate whether you wish to include Facilitators or Learners only.

- **And Inactive Learners** -- Indicate whether you wish to include inactive Learners or just active Learners.

- **Finding values that** – Generate a list of the Learners that *start with* or *contain* specific values in the Password, First Name, Last Name, Email Address and/or Memo fields.

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

Click **Continue** to generate the Learner Report based on the criteria you have indicated.

Learner Report

This displays the details of Learners registered within this account by Last Name. Using any **Find** values below will produce a partial report displaying learners that match the selections. Using **Finding values that start with** values like **Hen** will return **Henry, Hendrickson**, etc. while using **...that contain** values like **Hen** will return **Henry, O'Henry**, etc.

Include :	☑ Learners ☑ Facilitators
and Inactive Learners ?	⦿ Yes ◯ No
Finding values that :	⦿ start with ◯ contain
Password :	[ ]
First Name :	[ ]
Last Name :	[ ]
Email Address :	[ ]
Memo :	[ ]
from Group :	All
Format :	⦿ Online ◯ MS Excel

Continue

Add a Learner   My Profile

CCHS8676 (Canadian Centre for Occupational Health & Safety (CCOHS))

Below is an example of the Learner Report. Passwords that have an asterisk (*) indicate the Facilitator profile.

CCOHS
Canadian Centre for Occupational Health and Safety

| Info Page | My Content | Administration | Sign Off |

Learner Report

Note: **Expires** will be blank unless the Learner was setup manually or via e-commerce. The **Group|Rights** filters will be empty unless configured. Click on the **Password** to modify the Learner's profile. If a learner did not receive their "Welcome" email alert, for whatever reason, click on the "Resend Email Alert" button beside that learner's name.

Group	Name, Organization Email Address	Active?	Password Memo	First Visit Last Visit	Expires	# Site Visits Total Hours Online	Resend Email Alert
	Heather Reichheld, CCOHS heather@ccohs.ca	Yes	369220-XGYG * 	Sep 23, 2008 Oct 17, 2013	Sep 23, 2009	13 2.8	
	Warren Samuels, XYZ Company wsamuels@xyz.ca	Yes	WARREN Office		Dec 31, 2013	0 0.0	Resend
	Bob Smith, XYZ Company bsmith@xyz.ca	Yes	BSMITH Warehouse 1	Sep 23, 2013 Sep 23, 2008	Dec 31, 2013	1 0.1	Resend

Restart

Add a Learner

CCHS8676 (Canadian Centre for Occupational Health & Safety (CCOHS))

Resend Email Alert

To send another copy of the email alert to a Learner, click the Resend button in the last column. If the Resend button is not available, then one of the following situations may apply:

- The Email alert feature is not active in your account;
- No e-course has been assigned to the Learner;
- There is no email address available in the Learner's profile; or
- The email alert option in Learner's profile has been set to No

Add a new e-course seat to an existing Learner profile

To assign a new e-course to an existing Learner profile, please follow the steps below:

1. Click the **Administration** Tab
2. Click **Learner Report**
3. Enter information to search for the Learner (password, first or last name)
4. Click **Continue**
5. In the resulting report, click on the **Password** for the appropriate Learner
6. Near the bottom of the profile, you will see the available seats for the purchased e-courses that have not already been assigned to the Learner.
7. Click on the e-course that is to be assigned to highlight it. Only those e-courses that have not already been assigned to the Learner or that have seats available will be displayed.
8. Click **Update**

Notes:
- When you assign a new e-course seat to a Learner, and you have enabled the Email Alert feature, an email will be sent to the Learner to provide their login information, etc. Email alerts are sent every 2 hours.
- Facilitators cannot delete a Learner profile from the Learning Management System; you can only make them inactive. To have a Learner removed from your account, please contact clientservices@ccohs.ca. Learners will only be removed if they have never accessed their assigned e-course modules or exams.
- If an e-course seat has been incorrectly assigned to a Learner, please contact clientservices@ccohs.ca to have the seat removed from the Learner's profile so it can be assigned to a different Learner. Seats will only be removed if the module or exam has not been accessed by the Learner.

Learner Report Card

The Learner Report Card provides detailed information on activity, such as time spent and assessment scores, for e-course modules that Learners have accessed in a specified time period. Note: For those e-courses that have multiple modules, this report will list all modules in the e-course, even if they have not been accessed yet by the Learner.

You can use any or all of the following options to generate the Learner Report Card.
- **Between** - To select the date ranges for generating the report, you can click on the calendar icon or manually enter the dates.
- **Whose Password contains** - Enter a few letters of the password. All Learners whose passwords contain those letters will be included in the report.
- **Whose Last Name starts with** – Enter a few letters for the Last name. Only the Learners whose last name begins with those letters will be included in the report.
- **Output format** – Indicate whether you wish to view the report Online or download it as a Microsoft Excel file.

When you have finished entering your criteria for the Learner Report Card, click **Next** to generate the report.

Learner Report Card [Advanced Search On/Off]	
Show learner activities...	
between:	[____] Ω 📅 and [____] Ω 📅 Enter dates in English format (Mmm d, yyyy), ie Oct 17, 2013, or by using the calendar icon. Use Ω to remove a date filter which can be very resource intensive. Note: invalid dates are ignored.
whose Password contains:	[____] ie 'RA' will list all learners whose Password contains 'RA', like 'SARAH011' or 'sarah011'
whose Last Name starts with:	[____] ie 'Smi' will include all learners whose Last Name starts with 'Smi'
Output format:	◉ Online ○ Excel
	[Next]

Advanced Search Options

Clicking on [Advanced Search On/Off] will expand the search page to include the following additional options that you can choose from.

- **For learners that are** – You can choose to view a report of only those Learners who have an Active status, Inactive Status or both.
- **For Programs (Sort by Id | Title)** – To restrict your report to Learner activity related to a specific program, click on Id or Title.
  - o Id will show the e-courses in your e-Learning account by their program number
  - o Title will show the e-courses by their title
- **For modules (Sort by Id | Title)** – To restrict your report to Learner activity on a specific module, e.g. only the Exam modules
  - o Id will show the modules by number
  - o Title will organize the modules by their title
- **Save selections** – Choose Yes if you would like to use the same criteria the next time you generate the Learner Report Card

Learner Report Card [Advanced Search On/Off]	
This shows the learning activities for all selected learners sorted by Learner, Program ID and Module ID. If requested below, your selection values will be saved and shown in future visits with a pale yellow background.	
Show learner activities...	
for learners that are:	○ Active ○ Inactive ◉ Both Active and Inactive
between:	[____] Ω 📅 and [____] Ω 📅 Enter dates in English format (Mmm d, yyyy), ie Oct 17, 2013, or by using the calendar icon. Use Ω to remove a date filter which can be very resource intensive. Note: invalid dates are ignored.
for Programs (Sort by Id | Title) :	To list specific Programs, select available Programs by Id or Title at left. Note: this list only shows Programs that have been accessed.
for modules (Sort by Id | Title) :	To list specific Modules, select available Modules by Id or Title at left. Note: this list only shows Modules that have been accessed.
whose Password contains:	[____] ie 'RA' will list all learners whose Password contains 'RA', like 'SARAH011' or 'sarah011'
whose Last Name starts with:	[____] ie 'Smi' will include all learners whose Last Name starts with 'Smi'
whose Memo fields contains:	[____] ie 'ho' will include all learners whose Memo Field contains 'ho'
from Group:	All
Output format:	◉ Online ○ Excel
Save selections:	○ Yes ◉ No If 'Yes' then the above selections will save for your next visit and the Advanced Search fields will be shown.
	[Next]

Below is an example of the Learner Report Card with notes that explain the information that appears in the report. To view the report without the notes, click Hide Notes at the top of the page.

Learner Report Card [Hide Notes] [Less Text]

- All assessment **Scores** are shown with the latest score first followed by previous attempts.
- **Time Spent** is the total time in minutes expended while reviewing a module or taking an assessment. Note however, that if the assessment is recurring, ie it must be taken every 6 months, then once completed the Time Spent is reset.
- A **Closed** ("Yes") session means that a recurring assessment has been completed. If it is not recurring it will show "na".
- A **Completed** ("Yes") session is when an assessment is passed or content is deemed completed.
- Larger text fields, shown in italics, can be expanded or reduced in size by clicking the "More Text"/"Less Text" link at the top of the page.
- You can see any Learner's Profile by clicking on their Password. Note that any changes made to a learner profile will not be reflected on this report unless it is restarted.
- Actions:
  - **"Cert"** will generate a certificate for a passed assessment (appears once per module).
  - **"More"** will bring up further details, if available.

| Row Group | Name | Password | Active | Program Title | Module | Title | Time Spent | Score | Date | Completed | Closed | Restart |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 0 | Heather Reichheld | ********** | Yes | P1197EN | Health and Safety Committees (CCOHS) | 1019EN FX | Exam - Health and Safety Committees | 2 | | Sep 15, 2010 | No | na | |
| 1 | | | | | | 9136EN FX | Health and Safety Committees | 7 | | Sep 15, 2010 | No | na | |
| 2 | Bob Smith | BSMITH | Yes | P1176EN | WHMIS for Workers (CCOHS) | 1062EN FX | Exam - WHMIS for Workers | 4 | 80 | Sep 23, 2008 | Yes | na | Cert |
| 3 | | | | | | 9135EN FX | WHMIS for Workers | 2 | | Sep 23, 2008 | No | na | |

Restart

You can access a Learner's profile by clicking on their password in this report. Click Restart to generate the report again to show any changes made in their profile, such as assigning a new e-course seat.

Printing a Certificate of Completion

Many CCOHS e-courses include a final exam that the Learner can access through a separate Exam module or by clicking the "Test" button at the end of a module. Each Learner has 3 attempts to complete the exam by reaching a passing score. In most e-courses, a passing score is 80% or higher. **Note:** Learners can view, save and print their own Certificates of Completion when they pass the exam.

For e-courses that have multiple modules, there may be assessments available at the end of the modules in addition to the final exam. Assessment scores will also be displayed in this report.

To print or save a Learner's Certificate of Completion, click the "Cert" button in the last column. Certificates are generated as Adobe Reader PDF files by default. You can, however, choose to print the certificate using Flash or save in JPEG format.
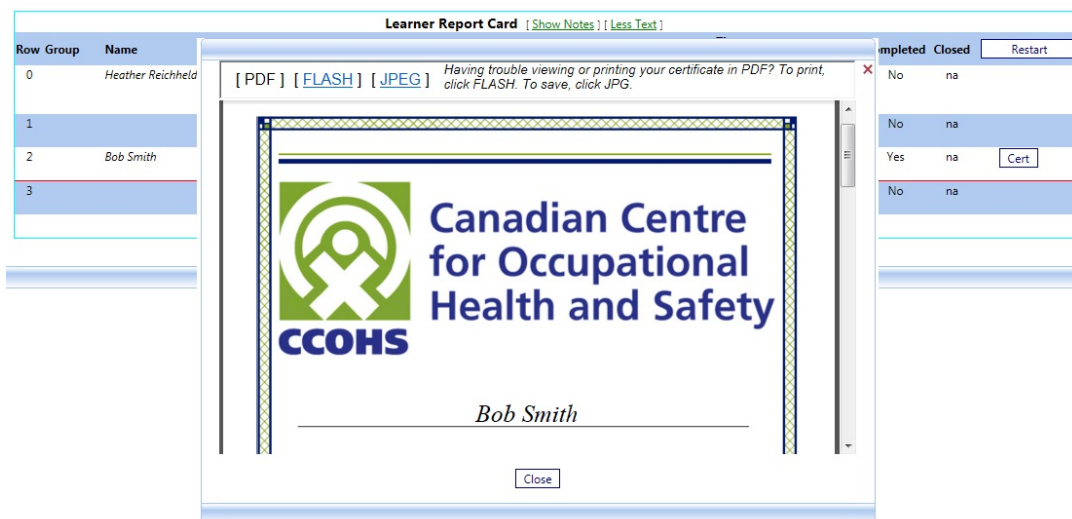
Activity Report

The Activity Report shows the total time Learners spent in a module and any scores achieved in an exam or assessment.

You can choose from the following options to generate the Activity Report:

- **Start Date** – Select a date using the calendar feature or enter the date manually using the MM/DD/YYYY format, where M refers to the month, D refers to the day and Y refers to the year, e.g. October 1, 2013 will be entered as 10/1/2013.
- **End Date** - Select a date using the calendar feature or enter the date manually using the MM/DD/YYYY format, where M refers to the month, D refers to the day and Y refers to the year, e.g. October 15, 2013 will be entered as 10/15/2013.
- **Learners** – Select Active Learners Only or All Learners
- **Scores** – Select Highest Score Only or All Scores
- **Modules** – Enter a module number or click on the icon to open a list of the accessed modules
- **Score** – To restrict your report to only Learners that have achieved specific scores, enter the score value then choose the "greater than or equal to" (>=) or "less than or equal to" (<=) operator
- **Find learners that** – Choose the Start With or Contains option then enter the applicable information into the Password, First Name, Last Name, Email or Memo fields
- **Output as** - The default option is to output the report as an Excel (CSV document) file, but you can choose to have the report output in PDF format or view it online

Below is an example of the online version of the Activity Report.

Assessment Report

Many CCOHS e-learning courses include a final exam. Each Learner is given a maximum of 3 attempts to complete and pass this exam (in most cases 80% or better is considered a passing grade). Through the Assessment Report, you can track the scores achieved by your Learners for the final exam.

Click the Assessment Report under the Administration tab to produce specific reports that can be viewed online or saved as an MS Excel Spreadsheet or PDF file.

The search options for the Assessment Report are the same as listed above for Activity Report. However, the report will display only the Learners who have taken the examination that is available at the end of the e-course.

Below is an example of the online version of the Assessment Report. The report can also be generated as an Excel (CSV document) file or output as PDF
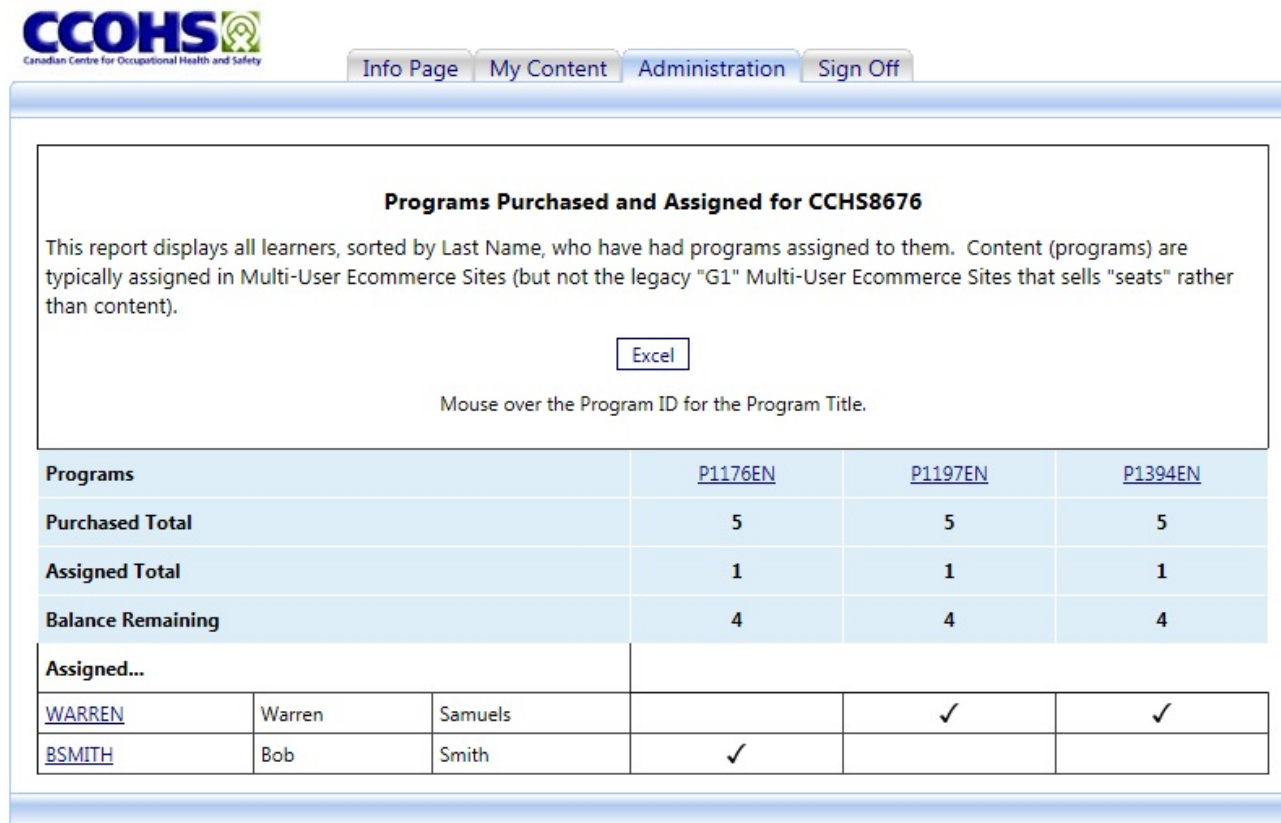
Programs Purchased and Assigned

This report displays all learners, sorted by Last Name, who have had programs assigned to them. It is also a summary of all e-course seats you have purchased and how many seats are still available to assign to new or existing Learners.

The Programs Purchased and Assigned report can be viewed online or generated as an Excel file. Below is an example of the online version of this report.

Below is an example of the Excel version of the Programs Purchased and Assigned report.

Completion Status Report

The Completion Status Report is available as a PDF file that can be viewed online or downloaded as an Excel file. The report lists the e-Learning courses by program number first, then by the last name of all the Learners that have the e-course assigned.

Incompletion Report

The Incompletion Report can be generated only as an Excel file and will contain information on those Learners who have not completed their assigned e-courses. Below is an example of the Incompletion Report.

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.

Ordering more seats/e-courses

To add seats for existing or new e-courses in your e-Learning account, you can order online by going to our website at http://www.ccohs.ca/products/courses/course_listing.html and using a credit card. Please make sure to have your **Customer ID** and **Facilitator Password** as you will need this information to have the seats added to your existing e-Learning account. If your account has already expired, contact CCOHS at clientservices@ccohs.ca or 1-800-668-4284 to have the seats added to your account.

Learner Access Instructions

If you have not enabled the automatic **Email Alert** feature in your account, below are instructions that you can provide to the individual Learners so they can begin accessing their assigned e-courses.

> *Note*: Learners will use the same **Customer ID** (CCHS####) as the Facilitator. Only their passwords will be **UNIQUE**.

Login Instructions

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

1. Open your Web browser.
2. Type http://www.ccohs.ca/products/courses/login.html as the URL and hit the Enter key. This will call up the CCOHS Education and Training login page.

   *Note***:** Learners who have been assigned a French course AND who would also like to use the French platform should type http://www.cchst.ca/products/courses/login.html as the URL and hit the Enter key.

3. Turn off any pop-up blockers that may be active in your browser. To disable pop-up blockers, please see http://www.ccohs.ca/products/faqs/elearning.html#popupblocker
4. Under the Multi-User License Login boxes, type in your **Customer ID** and **UNIQUE Password**.
5. Click "Login".
6. Click on the **My Content** tab
7. Click the Launch button to the right of the program/module you wish to access.

Sign Off Instructions

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.

General Notes

Learners can access the e-course modules multiple times and a bookmark will be automatically saved on the last page they viewed. For the examination, however, they must complete it in one session. Closing down the exam before completing it will count as an attempt.

When they pass the exam, they must view their results, e.g. incorrectly answered questions, **BEFORE** printing the certificate. Once they close the examination window, the results are no longer available for review.