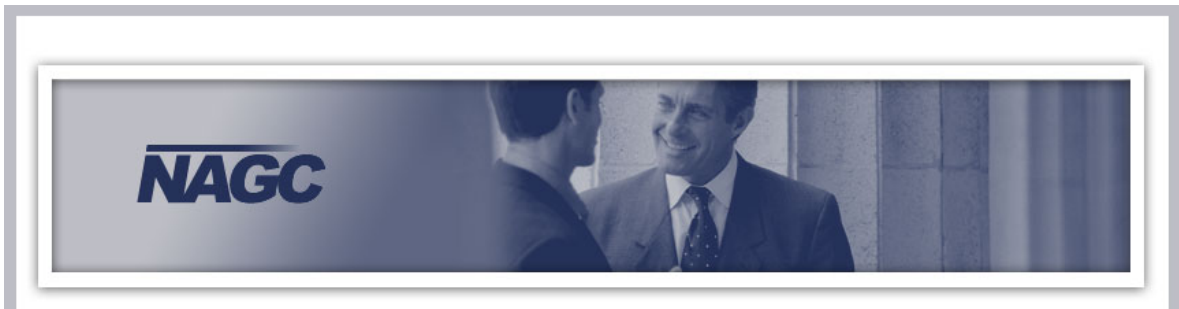


E-Learning Multiple-Learner License Facilitator Manual



*Last updated
April 20, 2010*

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Welcome

Welcome to our e-learning courses. As the Facilitator of this Web based service, you can:

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

Terms of License: Your license is active for one year (365 days) from the date of purchase. After this time, access is no longer available unless you subsequently purchase additional courses.

Adding Seats to Your Existing Account: Once you have purchased a license, you can add seats to your account at any time by making an online payment through the “More Content” tab. Once purchased, the seats will be made available in your account and can be viewed when you go to “Add a Learner”. If you have any questions, please contact support@vubiz.com

Always quote your Customer ID when you communicate with us.

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

Bulk Upload of Learner Data for Automatic Creation of Learner Profiles

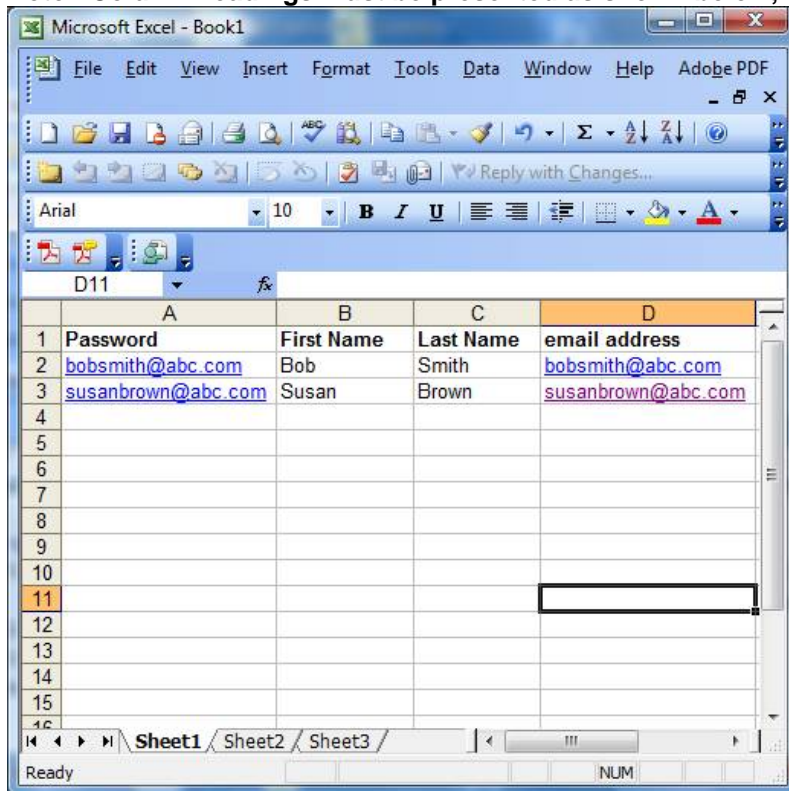
Although Learner profiles can be created one at a time, if you have purchased for thirty or more Learners and know their names and what courses they will be assigned, a bulk upload of Learner data can be done for you. To arrange for a bulk upload and have Learner profiles created for you, you must email a list of Learners in an Excel spreadsheet to us at support@vubiz.com

The spreadsheet should contain 4 columns in the following order:

1. Password (must be a *unique* identifier, such as an employee number or email address. 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.

Sample Spreadsheet

Note: Column headings must be presented as shown below; they must appear in the same order.



The screenshot shows a Microsoft Excel window titled "Microsoft Excel - Book1". The spreadsheet has four columns labeled A, B, C, and D. The data is as follows:

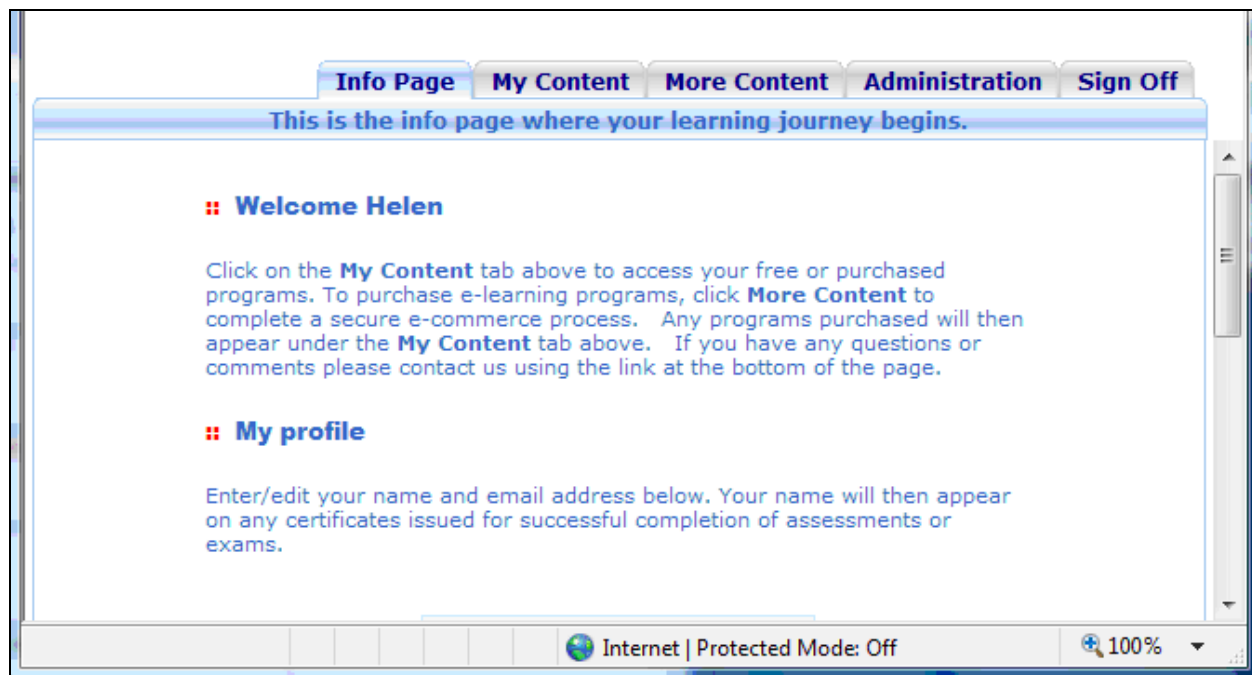
	A	B	C	D
1	Password	First Name	Last Name	email address
2	bobsmith@abc.com	Bob	Smith	bobsmith@abc.com
3	susanbrown@abc.com	Susan	Brown	susanbrown@abc.com
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				

Signing In

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

1. Open your Web browser.
2. Type <http://www.vubiz.com/CHAccess/NAGC/> 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://vubiz.com/v5/Public/BrowserIssues.htm>
4. Click on "Login" located in the left-hand sidebar.
5. Type in the **Customer ID** and **Password** that were issued to you as part of your purchase transaction.
6. Click "Login".

After signing in, a new screen will appear. At the top of this screen, you will see 5 tabs: Info Page (current page), My Content, More Content, Administration and Sign Off.



Info Page Tab

The Info Page contains general information and tips on using the service.

My Content Tab

You will see a description of the Course, as well as a listing of the various modules in the course by clicking on the “My Content” tab.

Click on a blue program title to expand the program. To access a module, click on the black module title.

More Content Tab

Once you have purchased a license, you can add seats to your account at any time by making an online payment through the “More Content” tab. Once purchased, the seats will be made available in your account and can be viewed when you go to the “Add a Learner” tab.

Administration Tab

By clicking on the “Administration” tab, you can access **Facilitator Services** on the Learning Management System. These are the various features and reports used to manage and monitor the Learners in your Multiple-Learner license account.

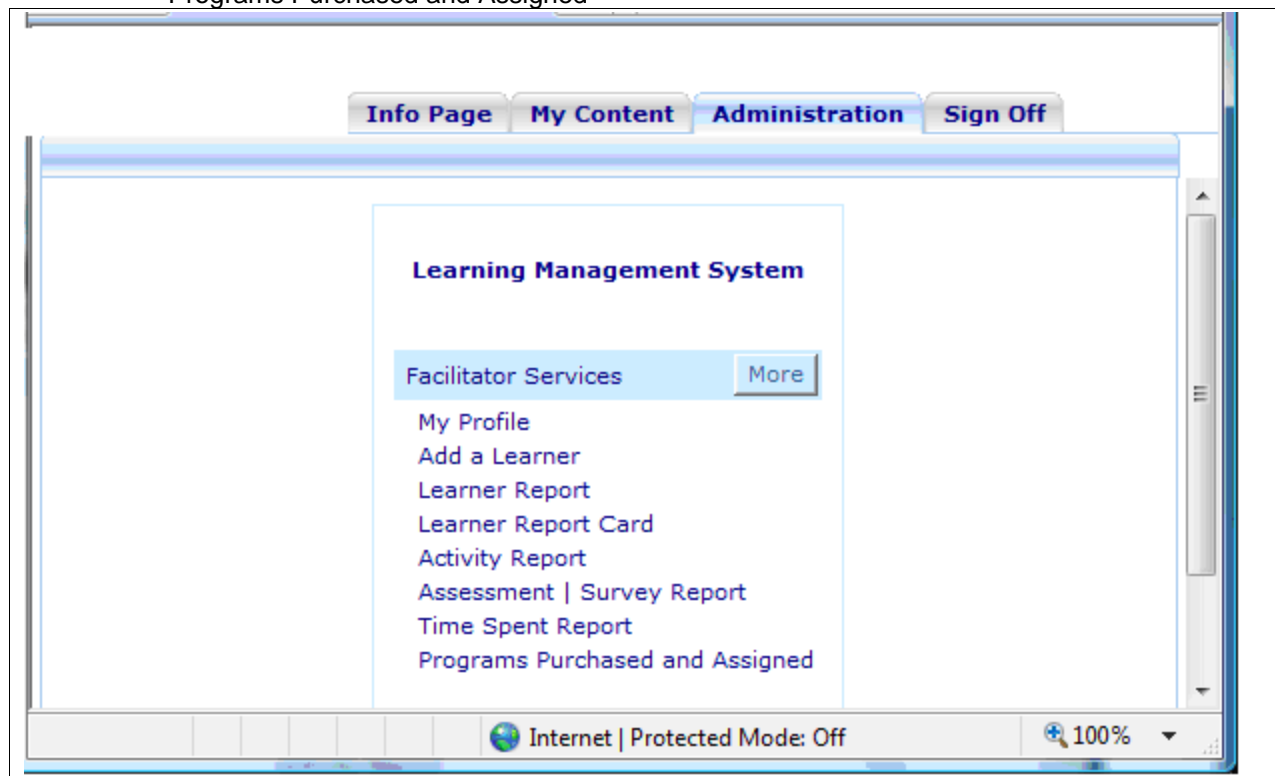
Sign Off Tab

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

Facilitator Services

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

- My Profile
- Add a Learner
- Learner Report
- Learner Report Card
- Activity Report
- Assessment | Survey Report
- Time Spent Report
- Programs Purchased and Assigned



Add a Learner

Note: To send out login emails to learners via the Email Alert when assigning training, activate the feature on your account before adding your Learners. See page 15 for details on activating the email alert feature.

The Facilitator is provided with access to the purchased 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 take the course(s).

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. Note the program field in the screen shot below which indicates that no programs (course seats) have yet been assigned.

Info Page My Content Administration Sign Off

This provides you with various reports on the activities of your learners.

Add a Learner / Learner Profile

This allows you to add/edit a learner and assign one or more programs of learning to that learner.

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

First Name :

Last Name :

Email Address :

Organization :

First Visit :

Active : ☐ No ☒ Yes
Allows or disallows access to this service.

Programs : [No program(s) currently assigned]

Assign one or more programs to this learner from the list of available programs below. Use Ctrl+Click for multiple selections. **Note: you can assign one or more programs to a learner but once updated they cannot be unassigned.**

P1176EN (available: 012) - WHMIS for Workers (CCOHS)

Update with caution. You can assign one or more programs to a learner but once updated they cannot be unassigned.

[Return](#) [Update](#)

Done Internet | Protected Mode: Off 100%

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

1. Enter a UNIQUE password.
2. Enter the First Name and Last Name of the Learner.
3. Enter the Learner's email address.
4. 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.
5. 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.

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

Notes:

- Assigning a course seat (program) to a Learner profile reduces the available number of course seats by one.
- 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 course seats that you have purchased for a course title have been assigned, the course title itself disappears altogether from the list of available programs.

Note on the Enable button: Do not click the Enable button to activate the email alert feature while you are in the middle of setting up a Learner profile. Finish creating the Learner profile first, then, as a separate action, click Enable if you want to activate the email alert feature.

Once a Learner has been successfully assigned a course seat (program), the **Programs:** field in their profile will look like the one below. If you do not properly assign a course seat, upon login, the Learner will get a message saying **There are no programs available.**

The screenshot shows a web browser window displaying the 'Add a Learner / Learner Profile' form. The form is titled 'Add a Learner / Learner Profile' and includes a description: 'This allows you to add/edit a learner and assign one or more programs of learning to that learner.' The form fields are as follows:

- Password :** BSMITH (Note: Must be unique using only English alpha, numeric and "_.-@" characters.)
- First Name :** Bob
- Last Name :** Smith
- Email Address :** bob@abc.com
- Organization :** (Empty field)
- First Visit :** Sep 26, 2008
- Active :** ☐ No ☒ Yes (Note: Allows or disallows access to this service.)
- Programs :** P1176EN (This field is circled in green in the original image)

Below the form, there is a red warning message: 'Update with caution. You can assign one or more programs to a learner but once updated they cannot be unassigned.' At the bottom of the form, there are two buttons: 'Return' and 'Update'. Below these buttons are two links: 'Learner Report' and 'Add a Learner'.

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

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.

Group Rights	Name Email Address	Active?	Password Memo	First Visit Last Visit	Expires	No visits Hours Used
	Peter Bulloch pbulloch@vubiz.com	Yes	PBULLOCH@VUBIZ.COM	May 05, 2005 Jun 23, 2005		3 0.3

Return

[Restart Learner Report](#) [Add a Learner](#)

From this screen, click the "Add a Learner" link to add the next Learner. This is to be done for as many course seats as have been purchased.

By clicking "Restart Learner Report", you can:

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

Note: For control purposes you cannot delete a Learner from the database, only make them inactive.

My Profile

My Profile is where information on you, the Facilitator, can be viewed and edited—the password, first and last name and email address assigned to the facilitator.

Learner Report

The Learner Report lists everyone who is set up in your learning site. Simply click on the Learner Report link from the Administration tab to see the following options in running the Learner Report.

The screenshot shows a web browser window with a navigation bar at the top containing 'Info Page', 'My Content', 'More Content', 'Administration' (highlighted), and 'Sign Off'. The main content area is titled 'Learner Report' and contains the following text: '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.'

Below the text are several configuration options:

- Include :** Two checked checkboxes: ☒ Learners and ☒ Facilitators.
- and Inactive Learners ?** Two radio buttons: ☒ Yes and ☐ No.
- Finding values that :** Two radio buttons: ☒ start with and ☐ contain.
- Password :** A text input field.
- First Name :** A text input field.
- Last Name :** A text input field.
- Email Address :** A text input field.
- from Group :** A dropdown menu set to 'All'.
- Format :** Two radio buttons: ☒ Online and ☐ MS Excel.

A 'Continue' button is located at the bottom of the form.

The browser's status bar at the bottom shows 'Done', 'Internet | Protected Mode: Off', and a zoom level of '100%'.

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 by – 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".

Learner Report Card

The report gives detailed information on activity (time spent and assessment scores) in programs that Learners have accessed in a specified time period. If the Learner has not accessed any modules in the program during the time period, the particular program will not appear on the details for that Learner.

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.

Info Page **My Content** **Administration** **Sign Off**

This provides you with various reports on the activities of your learners.

Learner Report Card

The Report Card shows the detailed learning activities of Learners who meet the selection criteria below.

Note: please use the Excel Output format sparingly as it consume considerable server resources.

Select Start Date :	<input type="text" value="Sep 01, 2008"/> ex Oct 1, 2008(MMM D, YYYY) Leave empty to start at the first record
End Date :	<input type="text" value="Sep 30, 2008"/> ex Dec 31, 2008(MMM D, YYYY) Leave empty to end at the last record
Showing Failing Scores :	<input checked="" type="radio"/> Yes <input type="radio"/> No, leave blank
Find learners that :	<input checked="" type="radio"/> start with <input type="radio"/> contain
Password :	<input type="text"/>
First Name :	<input type="text"/>
Last Name :	<input type="text"/>
Email Address :	<input type="text"/>
Output as :	<input checked="" type="radio"/> Online (HTML) <input type="radio"/> Excel (maximum 50,000 records)

Next

Done Internet | Protected Mode: Off 100%

Learner Report Card (cont'd)

From the second screen (shown below), a list of Learner names will appear. The names represent anyone who has accessed any programs during the time period. Click Details beside a Learner name to get a personal, detailed Learner Report Card on that Learner (in the time period for which the report was run).

Info Page **My Content** **Administration** **Sign Off**

This provides you with various reports on the activities of your learners.

Learner Report Card

This report, sorted by Last Name, shows all selected Learners who have accessed content between the selected Start and End Dates. Click **Details** for the Learner Report Card. Click on the Learner's Name to access the Learner's Profile.

Group	Learner's Name	
	Todd Bellion	Details
	David Pinnock	Details
	Lorena Rustulka	Details

[Restart](#)

Internet | Protected Mode: Off 100%

Sample Learner Report Card (click Details to expand a program such as Leading People below):

Info Page
My Content
More Content
Administration
Sign Off

This provides you with various reports on the activities of your learners.

Learner Report Card for Helen Eggleston

This displays this Learner's complete learning activities, sorted by Program Title. A learner must have begun a Program for it to appear on the Report Card. For example, if the learner was assigned or purchased 3 Programs but has only started on the first, only the first Program will appear here. Click **Details** to view that Program's activities (the first Program is always listed). Clicking on the Best Score will yield a certificate, **regardless of whether or not the Best Score represents a passing grade.**

Program		
P5605EN	All About Excel	Details
Program		
P1314EN	Leading People	Details

Module / Assessment	Time Spent (minutes)	# Attempts	Best Score % (Certificate)	Action
2556EN Conflict Management	7	3	100	
2557EN Communicating Cross Culturally	11	3	100	
2558EN Delegation	2			
2493EN Meeting Effectiveness	11	1	100	
2491EN Individual Leadership Power	2			
2695EN Developing A Strong Leadership Team				
2531EN Running Effective Meetings	2			
2536EN Running Effective Teams				
2562EN Team Problem Solving	1			
0258EN Effective Leadership	2			
0293EN Working Well with Others	2			
0257EN Effective Staff Meetings				
2344EN Developing Diverse Teams				
2579EN Communicating Proactively	2			
2580EN Communicating Reactively	1			
0291EN Delegating I	2			
0292EN Delegating II	1			
2499EN Communicating Persuasively	1			
2532EN Using Leadership Basics				
2687EN Negotiating Skills For The Professional	1			
2541EN Delivering Effective Feedback	1			
2690EN Being A Successful Supervisor				
2688EN Valuing Diversity				
2694EN Developing A Strategic Plan				
2693EN Employee Motivation				
2547EN Change Management				

Done
Internet | Protected Mode: Off
100%

Be Careful: The Learner Report Card will generate a certificate by clicking on any score. The score DOES NOT have to be a passing score – the link will generate a certificate for ANY score that is on file.

Activity Report

This report shows details of all time spent and assessment scores, but is NOT organized by program as is the Learner Report Card. Modules are listed in order by module number. Choose to run the report with the parameters below:

Info Page **My Content** **More Content** **Administration** **Sign Off**

This provides you with various reports on the activities of your learners.

Activity Report

This report, sorted by Last Name, shows the Time Spent in minutes reviewing Modules and any Scores achieved in Assessments.

Report activity during the last :	90 days
Include learners who were :	<input checked="" type="radio"/> active during this period. <input type="radio"/> either active or not active (ie shows ALL learners).
Only report on modules :	<input type="text" value="1234EN"/> ie 1234EN 1234FR. Separate Module IDs with a space. Leave empty to select all modules.
Find learners that :	<input checked="" type="radio"/> start with <input type="radio"/> contain
Password :	<input type="text"/>
First Name :	<input type="text"/>
Last Name :	<input type="text"/>
Email Address :	<input type="text"/>
Output as :	<input checked="" type="radio"/> Online (HTML) <input type="radio"/> Excel

Continue

Done Internet | Protected Mode: Off 100%

Click Continue.

Sample Activity Report:

This provides you with various reports on the activities of your learners.

Activity Report

This report, sorted by Last Name, shows the Time Spent in minutes reviewing Modules and any Scores achieved in Assessments.

Group Name	Password Active?	Module Title	Time Spent	Score	Date
Helen Eggleston	***** ✓	0798EN Change Management - Coping with ...	18		Sep 30, 2008
		0799EN Change Management - Managing Cha ...	13		Sep 30, 2008
		0890EN Time Management - Strategies for ...	27		Sep 23, 2008
		0960EN Introduction to Risk Management	2		Sep 30, 2008
		2335EN All About Excel - Final Examinat ...	3		Sep 25, 2008
		4080EN FastTrack Final Test	2		Sep 30, 2008
		4081EN Reference Series Final Test	2		Sep 30, 2008
		7205EN All About Excel	90		Sep 25, 2008
		9193EN QuickBooks LearnOnline: Introduc ...	165		Sep 29, 2008
		9522EN Part 4: Liability for Damage to ...	4		Sep 29, 2008

Internet | Protected Mode: Off 100%

Assessment / Survey Report

Many e-learning courses include a final exam. A final exam may be accessed through an Examination link or it may be embedded on the last page of a module and accessed by clicking an in-module "Test" button. 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 received by your Learners for the final exam.

The Assessment Report will display scores for Learners who have taken an exam that is available at the end of the course and accessed through an Examination link, and scores on in-module assessments that are accessed with a "Test" button. In-module assessments accessed from a Quiz button do not track on the system. If you are not sure, contact support@vubiz.com with your Customer ID and Password to see if the assessments in your course(s) will be tracked.

Notes on Exam/Assessment Functioning from the Learner's Perspective:

Whether on the first, second or third attempt, once an exam is passed, it can no longer be accessed or reviewed.

To Print Certificates:

After passing an assessment launched from an Examination link, clicking the Examination link will regenerate the certificate for the Learner.

Certificates for assessments from an in-module "Test" button can be regenerated by the Learner from the module's Status Panel, which is activated by clicking the green status link [\[Status: Completed\]](#) beside the module title.

To Review Exam Answers:

Learners can only review their exam results *prior* to printing out their certificate and/or exiting the assessment window. Once the certificate is printed, the exam results are no longer available.

To Reset an Exam:

If a Learner does not pass the exam in 3 attempts and you want his exam reset to allow for 3 additional attempts at achieving a pass, please contact support@vubiz.com

Generating Reports:

From the Administration tab, click the Assessment Report link to produce specific reports that can be viewed online or saved as an MS Excel spreadsheet.

When creating an Assessment Report, you can choose from the following options:

All attempts – Use this option to see the number of times a Learner attempted to answer tests/exams. Please note that multiple attempts at answering quizzes will not be reflected in this report, as quiz results are not tracked on the system.

Highest grade achieved – This option produces a report on the highest grade achieved on tests or exams (again, Quizzes are not tracked).

Taken during the last -- To specify the time frame when the test/exam may have been answered – anywhere from one day to 365 days.

Display -- Choose the number of Learners to be displayed on the screen at one time.

Finding learners that start with or contain – Choose which Learners to view based on the information entered in the Password, First Name, Last Name and/or Email Address boxes. Leave them blank to view ALL Learners.

Format -- Choose Online Report or the MS Excel spreadsheet to specify how the report is to be generated. The requested information will be displayed using the options you specified, as well as the Password, Learner information, Date, Assessment and Score.

Time Spent Report

This report displays the amount of time, in minutes, the Learners spent in the program and/or modules of an e-learning course, as well as the Learner Name, Password, and Modules accessed.

Note: The time spent within a module is an accumulation of total time only. For example, if a Learner spends 15 minutes in a module in May and 15 minutes in June, the system will display a total of 30 minutes, not 15 minutes in each month.

Programs Purchased and Assigned

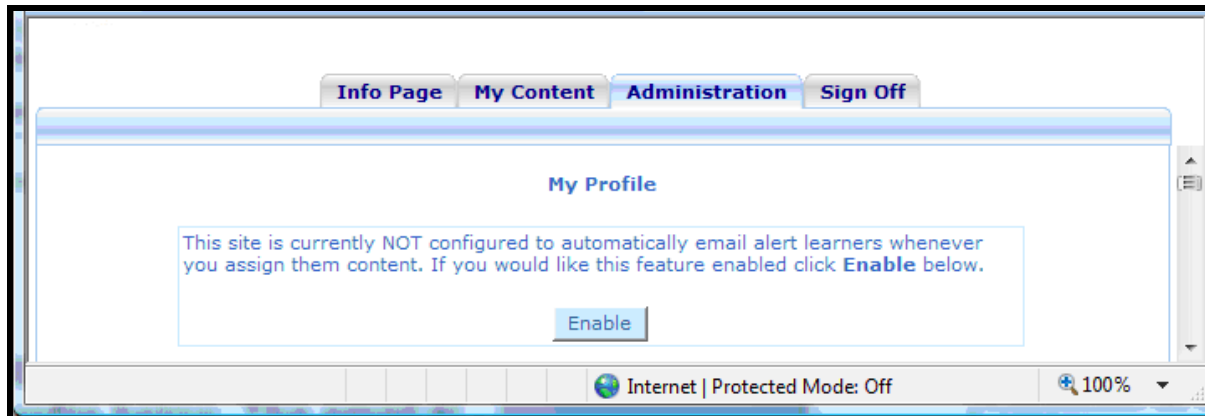
Summarizes what programs you have purchased, to whom they have been assigned and the balance remaining in your inventory.

Signing Off

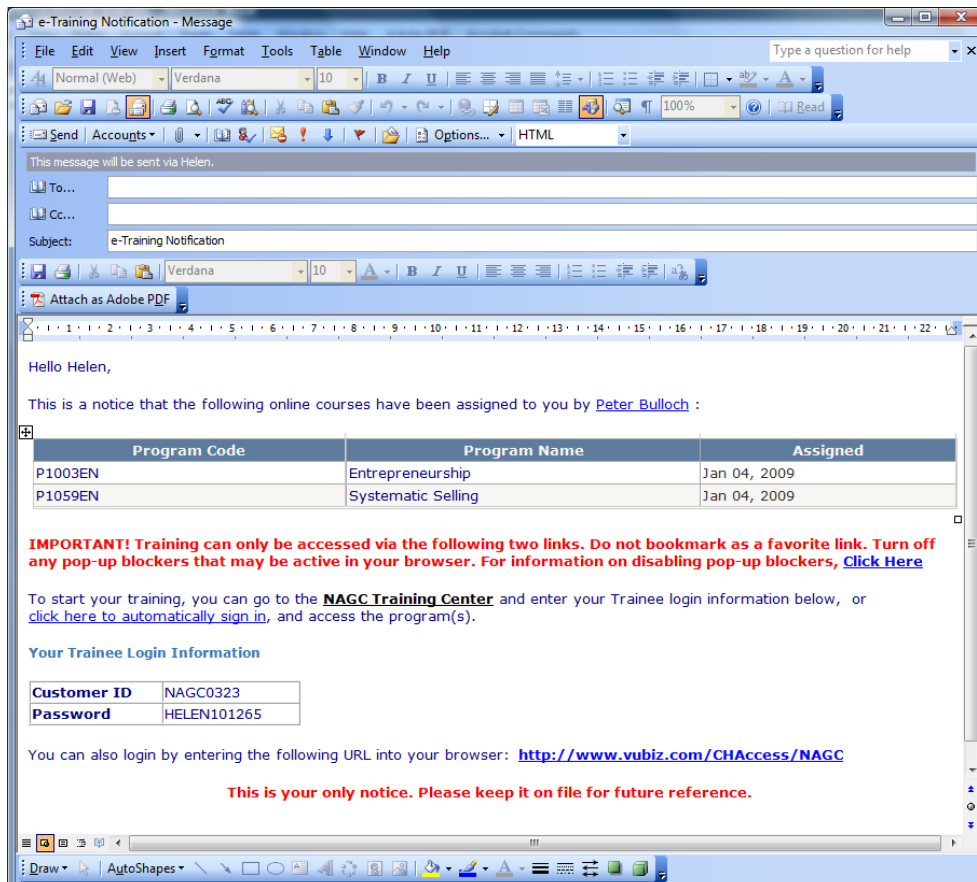
To log out of the current session, click the **Sign Off** tab at the top of the screen. You may start a new session at any time by following the instructions given in the "Signing In" section of this document.

Learner Email Alerts

If you would like to use the email alert feature to notify Learners when courses are assigned and provide them with access instructions, you must first activate the feature for your account. To do so, from the Administration tab, click either **My Profile** or **Add a Learner** to access the Enable button. You can enable or disable the feature for your entire account anytime with this toggle. You can also override the alert feature for a specific Learner by setting his or her profile to “no”.



Sample Learner email alert:



Sample Learner Access Instructions

If you are not notifying your Learners with the email alert feature, below are instructions you can provide them to begin accessing the courses.

Note: Learners should be given the same Customer ID as used by the Facilitator. Only the passwords will be unique.

Login Instructions

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

- Open your Web browser.
- Type <http://www.vubiz.com/CHAccess/NAGC/> as the URL and hit the Enter key.
- 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>
- Click on “Login” located in the left-hand sidebar.
- Type in your **Customer ID** and **Password**.
- Click “Login”.
- Click on the **My Content** tab and click on the title of the program/module 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.