02 Courses

LWC-102.14.01

COURSE DESCRIPTION: This course provides presents the concepts behind LearnerWeb's ability to offer various types of training. Students learn how to create course records, importing SCORM and AICC learning contents, as well as setup Generic Online Learning and instructor-led classes.
It is important that anyone with a Manager or System Administrator role understand that adding a course does NOT make it automatically available to learners in the system. It only adds a record of the course, assessable only to those with manager privileges. For a course to be available to users, it must be either in added to a course catalog or learning track assigned to the users.

Before going through the process of creating courses, it’s important to understand key concepts and terms.

Course IDs
All courses must have a unique identifier. Course IDs should be alpha numeric with no white space or non-alphanumeric characters except the underscore (_) or dash (-). A bad course ID would be: BIO BSL 2 because of the spaces between parts of the ID. A proper way to enter the number is either BIO-BPS-L2 or BIO-BOSL2. Upper and lowercase letters can be used. TIP: Never include an AMPERSAND (&) in a course ID or Title.

Delivery Types
There is a common misunderstanding when using the term Delivery Types, as it seems to be similar to Course Types. However, the two are not synonymous. Course Types refer to the format or standard used to create the course materials, such as AICC-HACP and SCORM, as well as other types like scheduled training or a learning resource.

The form below is activated by clicking on the green plus symbol (+) after selecting COURSE from the My Menu. Note that this opens the first step of the Add Course Wizard.

To highlight the difference, Delivery Type defines how the course materials are delivered or presented, such as Instructor Led, Seminar, Webinar or Ad-Hoc. Delivery Types are used to help define what fields are updated when using the Add History wizard or Update Class wizard. The Seminar course delivery
type might need to include Cost, while the Instructor Led delivery type might need to include trainer. The same Delivery Type can apply to different Course Types.

Delivery Types are user definable to accommodate different organizations with different needs and are defined by someone with Administration privileges. The task of creating new delivery methods can be done by selecting CONFIGURATION | COURSE DELIVERY TYPE MANAGER from the Manager Menu.

Course Category

The primary purpose of categories and subcategories is to group courses into additional collections. Typically, this is used for reporting and presentation needs. Categories should be created prior to adding courses to the learning system. This is done by going to ADMINISTRATION | LIST MANAGER. Locate the Course_Category and press the Green-i icon to add additional categories, as required, such as Safety, IT, HR and Leadership.

A new popup window opens, displaying the form below. Here is an example of the form details used for this category:

The image on the right shows the Category drop-down menu available when adding a new course record. Note that the DESCRIPTION field in the Category form (left) is what appears inside the drop-down list (right) when adding new course.
Course Catalog and Learning Tracks

Two other types of collections are the Course Catalog and Learning Track which can cause confusion as to when categories should be used. Categories, along with sub-categories, are ways to identify groups or departments in an organization. For example, an Engineering Department could be a great category.

In addition to Categories are two additional ways to group training courses – Catalogs and Learning Tracks. Similar courses are grouped into a collection called a Catalog, which can include scheduled instructor-led training, resources documents and self-paced online training. Learning Tracks, on the other hand, typically consists of online, self-paced required courses – materials that are required and must be completed.

To continue with the previous example, the Engineering category identifies a large department in an organization. But the department training needs may center on the various CAD software they use to design. So in this scenario, the company may decide to group similar courses as Catalogs and Learning Tracks for all of the design software in use, such as AutoCAD, Catia and MicroStation.

Enrollment Rules

Every course or class is assigned an enrollment rule – an action that defines how a student accesses the learning materials. These rules are often applied to online courses – Generic Online, SCORM and AICC – as well as calendar events. OPEN ENROLLMENT allows a student to self-register for the course or event, while the other selections require an approval or must be included in a student’s Learning Track.

Adding Different Course Types

While there are various types of courses that can be created, all share common procedures. The following section details the more common types of courses used. The first step common to all courses types is to launch the ADD COURSE WIZARD.

Go to the Manager menu and click on the COURSE menu item. This opens the Course grid page that displays the details of courses that have already been added to the system. Locate the submenu tools above the course grid. These are the tools or icons located used to create courses.

As illustrated below, use the first icon to add a new course manually.
Add Course

Use this tool when a single course needs to be added to the system. Keep in mind that it is only adding a record. Depending on the course type selected, for example an online SCORM course, actual course files will need to be uploaded to the hosting server.

Click the green plus symbol (+). This starts the Add Course Wizard and begins by asking what type of course to create. Scheduled Training and Calendar Event are reserved for training that are conducted offsite or in an office, typically led by an instructor. Generic On-Line Training is reserved for learning content that can be presented inside a web browser but doesn’t meet eLearning courses standards, such as AICC and SCORM.

Choose the type of course to create and press the NEXT button to continue. The steps required to complete the Add Course Wizard depends on what course type was created. Here are some details based on the course type.

Scheduled Training

Scheduled Training is a course typically associated with an instructor-led class. Choose SCHEDULE TRAINING and press the NEXT button to continue.
Now, the next page presents a number of options used to define the class. Remember that the System Administrator controls the options associated with this page. The key thing to remember is that fields and drop-down options that have an asterisk (*) next to the label means they are required values. Once again, required fields may vary based on a company's needs.

<table>
<thead>
<tr>
<th>*Course ID</th>
<th>*Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>*Status</th>
<th>Last Changed</th>
<th>Training Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>03/18/2014</td>
<td>None Selected</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>*Course Type</th>
<th>*Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled Training</td>
<td>Instructor Led</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Subcategory</th>
</tr>
</thead>
<tbody>
<tr>
<td>None selected</td>
<td>None selected</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>*Course Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 characters typed so far</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>*Enrollment Rule</th>
<th>User Can Enroll - Open Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Days Valid</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Prerequisites</th>
<th>User can print Certificate</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>User can cancel if Enrolled/Waitlisted</em></td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>e-Signature Required</th>
<th>Cost</th>
<th>Vendor</th>
</tr>
</thead>
<tbody>
<tr>
<td>None Selected</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Minimum Class Size</th>
<th>*Waitlist Size</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>*Enrollment Open Days</th>
<th>60</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>*Enrollment Close Days</th>
<th>1</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Other Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 characters typed so far</td>
</tr>
</tbody>
</table>

Here is a summary of some important and required options associated with this page:

**Course ID** – Every course is assigned a unique alphanumeric value. Keep in mind that a Course ID cannot include spaces or an ampersand (&) but it can use hyphens, underscore and periods.

**Status** – A course status is set to Active or Inactive, which means it is no longer accessible by students but remains on the learning system.
**Course Title** – Enter a title that best captures what the class is all about.

**Course Type** – This drop-down list is already selected, corresponding to the type of course selected in the first step of the Add a Course Wizard. Change the selection if this needs to be adjusted.

**Training Area** – This is a unique option for classes, as they typically will be conducted in a classroom with an instructor. The System Administrator has predefined the various locations available and has added them to this drop-down menu.

**Delivery** – Choose how the course is going to be delivered, right from the drop-down menu.

**Course Description** – This field is used to describe what will be presented in the class.

**Enrollment Rule** – Choose how the class allows students to register into the class. User Can Enroll, Open Enrollment is the typical choice. Drop down menu may include Manager Only or System Administrator Only Access.

**User can cancel if Enrolled/Waitlisted** – Control if a student can cancel the class once they are enrolled or on a wait list. By default, this option is set to NO, requiring a supervisor to know and approve before a learner cancels.

Here are additional fields and options that ARE NOT required, again, easy to spot as they do not include an asterisk (*) next to the label. However, they are important to note, such as DAYS VALID and DURATION.

**Category & Subcategory** – For those who use categories and subcategories to further separate classes related by subject or other similar criteria, will find that the drop-down list is automatically populated by the System Administrator.
**Days Valid** – Enter the number of days this course is accessible before it expires. For example, a new employee orientation would only need to be taken once (Days Valid = 0) while a Manager Skills class may be required annually (Days Valid = 365) to be compliant.

**Cost** – Enter a value, if appropriate, that estimates the cost of delivering the class. This field is typically blank.

**Duration** - how long the class is. Duration is stated in quarter hour increments (15 minutes = .25 hours)

**Other Prerequisites**—additional requirements to complete the course

**Vendor** – Typically left blank

**Vendor Contact** – Typically left blank

**Minimum Class Size** - If there is a minimum required to hold the class, add it here

**Maximum Class Size** – If there is a limit to the number of people that may attend the class, enter it here

**Waitlist** – The number of learners that you will allow in queue in case a learner cancels

**Enrollment Open Days** – Number of days prior to the class that it is open and learners can enroll

**Enrollment Close Days** – Number of days prior to the class that it will close and learners will no longer be able to enroll

**Other Information** – Provide any additional information about the course here

**Click Save and Close Window.**

**TIP:** At this point, the newly added Course is a record in the Course menu and NOT available to all users. The course must be added to a course catalog or a learning track to be available to learners.
You will be returned to the Courses page. Search for the course and click the Green-i icon to review or make changes.

**Tip:** Most users prefer pop-up window information in a single column. If your window has more than one column and you would like to change it, follow this quick tip.
- Click to open Add a Learner window.
- Click on Edit Style button.
- Click Properties tab.
- Change Columns Per Page to 1.
- Click Save.

When adding a course, fields with an asterisk (*) to the left of the column label are required. If you click save and fail to provide a value, the application will complain and list the required fields you forgot. The system administrator can toggle fields as being required or not required for your needs. Fields like Course ID, Title, Course Type, Course Delivery and Enrollment rules should always be set to REQUIRED.

Other course types may have other fields that should be required based on the course type to work properly. For example, Class Size for scheduled training is required. During implementation, required fields are defaulted. Changes to required fields should be discussed with your MaxIT implementation team to consider any unexpected impact of changing a field property.

Add Miscellaneous Course
From the main Course grid, click on the Plus (+) icon and select the course type for the new course. In this example, Miscellaneous is selected. Press the NEXT button to continue.
Fields with an * are required. If you see no listing for a pick list item, please see the previous section. For the MISC course type it is suggested you call the course title “Edit the Title” which will prompt the user to edit the course title when creating history.

Course ID, Course Title, Delivery and Enrollment Rules are the required fields for this data type; however, the app will require other fields for this course type because it shares the same entry form with other courses types where the additional fields are required. Please supply dummy values for these other fields.

**Learning Resource**

To add this type of course, click on the Plus symbol (+) inside the Course grid page. Then select *Learning Resource* from the form and press NEXT to continue.
At this point, the forms for these different types of courses share common fields.

The key to this type of course is the Launch Path field as it includes the URL to the resource.

**Calendar Event**

Calendar events are for holidays. Some limited enrollment capabilities is supported for Calendar Events, however, it should be tested to ensure the enrollment options selected will work the way you want.

**Scheduled Training**

Schedule training is where you define the course record that contains the default values to use when you schedule the training in Master Schedule. When working with this course type you are predefining the many different default values to minimize the data entry when scheduling training events for the
course. You can always override any default settings when scheduling courses in the Master Schedule, but we want to make that scheduling process as efficient as possible.

Select **Scheduled Training** and press the NEXT button to continue. Take a look at the associated form with a description for key fields:
**Course ID** – Enter alphanumeric values, up to 64 characters. The ID must be unique for the course and it shouldn’t contain any spaces or non-alphanumeric characters other than underscore (_), dash (-).

**Title** – Type in a course title, with a limit of 256 alphanumeric characters.

**Status** – Set the status of the course as ACTIVE or INACTIVE. Inactive courses are typically suppressed from lists or reports, unless included.

**Last Changed** – This is a user definable field, not a field maintained by the system. The system will capture any changes as an audit record.

**Delivery** – The delivery method for scheduled courses is always Instructor-led.

**Category** – Where appropriate, choose category for the course. This option is typically enabled if categories are used to organize classes and courses.

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**Add Generic Online Course**

Click on Courses in the Manager Menu located on the left side of your screen to open the Courses grid page. Then click on the Plus symbol (+) and choose GENERIC ON-LINE TRAINING from inside the form.

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When ready, press the NEXT button to continue.
While the actual form may change between different implementations of LearnerWeb, this remains to be true – all labels that include an asterisk must be satisfied or the process will not move forward. Required fields may vary based on how LearnerWeb was implemented.

Here are a few key areas worth noting:

**Course ID** – Enter alphanumeric values, up to 64 characters. The ID must be unique for the course and it shouldn’t contain any spaces or non-alphanumeric characters other than underscore (_) or dash (-).

**Title** – Type in a course title, with a limit of 256 alphanumeric characters.

**Status** – Set the status of the course as ACTIVE or INACTIVE. Inactive courses are typically suppressed from lists or reports, unless included.

**Delivery** – The delivery method for this type of course is always online.
Enrollment Rule – Online courses re assigned an enrollment rule, which tells the LMS how an individual can access the course. An Open Enrollment rule, for example, allows anyone with access to the course to enroll without any confirmation. Most other rules require someone to confirm or authorize the enrollment.

Course Description – Enter a few lines of text that best describes what is in the course.

User Can Print Certificate – Select YES or NO to allow Learners to print their own certificate once the course has been completed. When enabled, the PRINT option displays when viewing My Transcripts or My Dashboard. Of course, this assumes that the certificate script (Certificate.wml) has been adjusted to include a background, placement of text and signatures, as needed.

Here’s another look at the same form. Note how the required fields are different and the form is much smaller:
Fields or drop-down lists without an asterisk are not required. However, they may be important in the process of collection data. Here are a few other fields that may not be required:

- **Category and Subcategory** — These options, when used with the LMS, provide an additional way to organize large number of courses.
  - **Days Valid** — The length of time a course is valid is important when tracking for compliance. For example, a new employee welcome would only need to be taken once (Days Valid = 0), while a CPR class may be required annually (Days Valid = 365) to be compliant.
- **Other Prerequisites** — Here is where a prerequisite is entered.
- **Duration** — Enter the value that best details the length of the course. Duration is stated in quarter hour increments (15 minutes = .25 hours), so 1 ½ hours is entered as 1.5, inside the associated field.

Once all of the required fields are satisfied, as well as those field that aren’t required but help provide rich data when review the Learner’s history, press the SAVE and CLOSE WINDOW button to complete the process. The remaining buttons in the form are self-explanatory.

**TIP:** At this point, the newly added Course is a record and NOT available to all users. The course must be added to a Course Catalog, a Learning Track or Category for it to be available to learners on the system.

**Add a SCORM Course**

SCORM is a military format standard that ensures courses can be shared across other Learning Management Systems. As a standard, it defines how a course navigation should work, as well as how the learner’s activity is pushed back to the LMS.

LearnerWeb supports SCORM 1.2 compliant courses. But SCORM course can be tricky, especially when a new version of the course is ready to be uploaded. A Best Practice when creating or updating SCORM Course Content is to put a version, dot or other obscure character on first page so you know which version of the course is opening.

**TIP:** If your LearnerWeb implementation includes multi domains and portals, upload the SCORM course to the appropriate domain. Typically, a domain blocks access to courses if Learners are not identified as a learner in that domain.
To import a SCORM course:

Click on COURSE in the Manager Menu to open the Courses grid page.

Click the green plus (+) inside the Course grid page to continue.

The Add Course Wizard window appears. Select SCORM 1.2 and press NEXT to continue.

The next page is important. Click on the BROWSE button and locate the ZIP file. Then enter the COURSE ID.
TIP: the Course ID and the name of the zip file must be the same.

TIP: IIS (Microsoft web server) has a 30MB upload size limitation. An IIS manager can change this limit. For uploading to your MaxIT staging site, the default is 30MB. For uploading to your production site, the size can be configured to meet your needs and is usually set to 150MB.

There are some common errors that occur when people attempt to import a SCORM course, in no particular order:

**ERROR 1** – The identified ZIP file includes the folder where the course contents reside. This is completely wrong. The zip file should be of the contents inside the root folder and can include directories as long as they are inside.

```plaintext
Test-123.zip
  Test-123
```

**ERROR 2** – The ZIP file is the zip of the course.

```plaintext
Test-123.zip
  Test-123.zip
```

**Error 3** – The ZIP is missing some important SCORM files, such as XML files like imsmanifest. These files are necessary in order to build the proper structure of the course.

```plaintext
Test-123.zip
  Etiquette
  Handicapping
  HavingFun
  Playing
  shared
  adlcroot/1p2.xml
  lms_xml.xml
  imscp_root/1p1p2.xml
  imsmanifest.xml
  lmsmd_root/1p1p1.xml
  index.html
  index.html.LCK
  jigsawpuzzle.swf
  jigsawpuzzle.swf.LCK
  jigsawpuzzle28.xml
  jigsawpuzzle28.xml.LCK
```
When ready, press the NEXT button to start the process. The length of time to properly import the SCORM course depends largely on the size of the course. Patience is a required skill. When the course is successfully imported a message box displays:

Course has been imported successfully

Course ID: Test123
Do not forget to set your course properties for enrollment, category and other values to enable this course to be taken.

Add another SCORM Course
Return to Course Catalog
Test Course

This is an excellent time to test your course to confirm that it launches properly. Click the TEST COURSE link. Confirm that the course launches correctly and close windows. Check the Properties for the course and confirm that YES is chosen for Launch in Pop-up.

TIP: At this point, the newly added Course is a record in the Course menu and NOT available to all users. The course must be added to a Course Catalog or a Learning Track to be available to learners.

When a SCORM course import fails, the following warning displays:

Please enter the fully-qualified URL to the SCORM manifest file.

You should verify that the URL is correct before attempting this import by entering the URL into the address bar of your browser.

You should also be aware that the SCORM manifest file will need to be accessible to the Windows account under which LearnerWeb is running on the server.

If in doubt please consult with your IT or other support staff.

An error was encountered reading the manifest file at URL = http://staging3.maxit.com/ Clients/PLC/Training/Test-123/imsmanifest.xml.

Details: Badly-formed manifest file - could not find manifest node.
Badly-formed manifest file - could not find resources node.
Please check the URL or manifest file and re-enter.

TIP: Check for some of the common errors before calling for support. Often, the issue is with the owners or creators of the course. Please call them first as they may be able to replace the ZIP file with one that is ready to work.