

## Series D: Completing Courses

## Table of Contents

<b>Overview</b> .....	<b>3</b>
<b>Before You Use This Guide</b> .....	<b>3</b>
<b>Who Should Use This Guide</b> .....	<b>3</b>
<b>Contacts for Questions</b> .....	<b>3</b>
<b>Accessing Your Courses</b> .....	<b>4</b>
<b>Who Should Use This Section</b> .....	<b>4</b>
<b>Dashboard Overview</b> .....	<b>4</b>
<b>My Courses</b> .....	<b>5</b>
<i>Course Cards</i> .....	<i>6</i>
<i>Course Detail Page</i> .....	<i>8</i>
<b>Completing Courses</b> .....	<b>11</b>
<b>Who Should Use This Section</b> .....	<b>11</b>
<b>Classroom Courses</b> .....	<b>11</b>
<b>Pre-Built Online Courses</b> .....	<b>14</b>
<b>Custom Online Courses</b> .....	<b>17</b>
<b>Roster Edits</b> .....	<b>21</b>
<b>Classroom Courses</b> .....	<b>21</b>
<i>Managing Enrollments</i> .....	<i>24</i>
<i>Pending Enrollments</i> .....	<i>27</i>
<i>Waitlisted Enrollments</i> .....	<i>28</i>
<i>Entering Scores</i> .....	<i>29</i>
<i>Print Roster</i> .....	<i>33</i>
<b>Online Courses</b> .....	<b>34</b>
<i>Managing Enrollments</i> .....	<i>37</i>
<i>Pending Enrollments</i> .....	<i>41</i>
<i>Editing Scores</i> .....	<i>42</i>
<i>Print Roster</i> .....	<i>46</i>
<b>Email Notifications</b> .....	<b>47</b>
<b>After the Course</b> .....	<b>49</b>
<b>Who Should Use This Section</b> .....	<b>49</b>
<b>My Profile</b> .....	<b>49</b>
<i>Certificates</i> .....	<i>53</i>

## Overview

The Learn (LE) application allows users to improve their skills by completing classroom and online courses. This guide covers the life cycle of working on a course – starting the course, completing the course, and what to do after the course is complete.

### Before You Use This Guide

Users must be enrolled in a course in order to complete it in the system. Learn allows all users to enroll in courses through self-enrollment. Additional settings can be configured for approval steps for class enrollment

For more information on the process of enrolling in courses please see the Course Enrollment Guide.

### Who Should Use This Guide

This guide is intended for all Learn users who are enrolled in courses and need to complete them.

### Contacts for Questions

The following additional resources are available should you have questions about Learn:

1. [NEOGOV Community](#): Requires NEOGOV product login ID and password for access
2. NEOGOV Customer Support: [customersupport@neogov.com](mailto:customersupport@neogov.com)
3. NEOGOV Customer Support: (877) 204-4442

## Accessing Your Courses

### Who Should Use This Section

All users who have enrolled or have been enrolled in a course should use this section as a guide to understand how to access and start any of their courses.

### Dashboard Overview

By default, the system loads your **Dashboard** when you sign into Learn. The **Dashboard** is the central page where you can view basic metrics, your activity, and featured courses. Users with the Manager Role also have a **Your Direct Reports** section at the bottom of the page.

On the **Dashboard**, labelled sections divide a user’s Learn content into intuitive areas that can be quickly consumed from a brief glance.

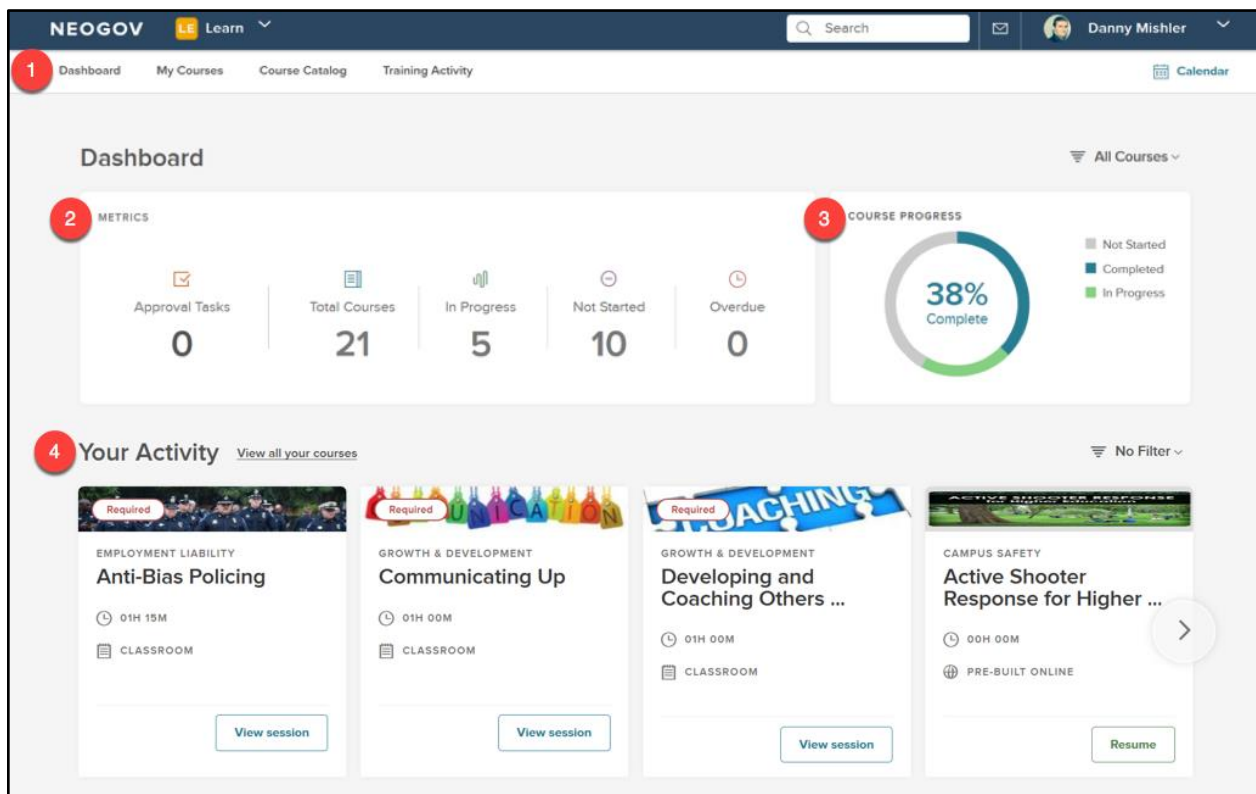



Figure 1: Dashboard

1. **Menu Bar:** Displays all available Learn pages as tabs in this header; available from any page in the Learn system
  - a. **Dashboard:** The default display page; shows all metrics about your course enrollment/completion history as well as your recent activity
  - b. **My Courses:** A grid-view of all courses you are currently enrolled in
  - c. **Course Catalog:** A grid-view of all courses in the system you can enroll in
  - d. **Training Activity:** Further statistics on your interaction with all enrolled courses

- e. **Calendar:** A visual view of courses you are enrolled in and available classroom courses
- 2. **Metrics:** Displays the course progress totals for all of your enrolled courses
  - a. If applicable, this section displays approvals
- 3. **Course Progress:** This progress pie chart allows you to see quick stats of all Not Started, Completed, and In Progress courses
  - a. Hover over sections of the pie chart to see numeric totals for course statuses



The first dashboard filter  changes the view for the Metrics and Course Progress by either Required or All Courses in order to better show you the information you need

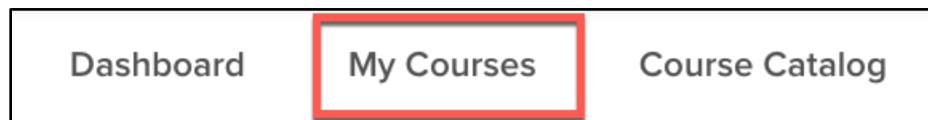
- 4. **Your Activity:** Shows all active and upcoming courses you're currently enrolled in
  - a. Use the arrow icons to scroll through the selections
  - b. Course Cards display summary information on each course (see [Course Cards](#))
  - c. Filter the view to quickly address the most important courses
    - i. Filters currently available are: due date, recently enrolled, shortest to longest, longest to shortest, required courses only, online courses only, and classroom courses only

The **Your Activity** section is one of two areas where you can access courses you're enrolled in to get started completing courses.

## My Courses

The second location to find the courses you're enrolled in is **My Courses**. Here, all courses are displayed as Course Cards in a grid format that makes it easy to see everything at once.

To navigate to **My Courses**, select **My Courses** from the menu bar located at the top of the page.



*Figure 2: Menu > My Courses*

From here, you can see all courses that are in progress, completed, requiring approval, pending, not started, or cancelled.

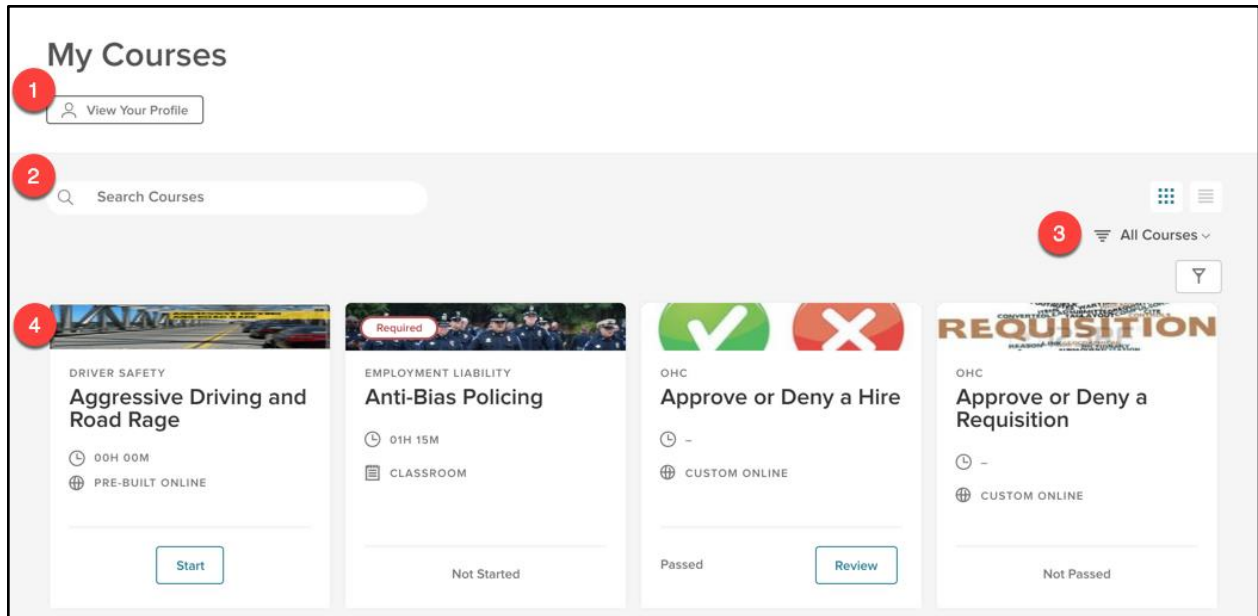


Figure 3: My Courses

1. **View Your Profile:** Takes you to **My Profile** – a page displaying a master list of all the interactions you’ve had with courses (see My Profile)
2. **Search Courses:** Use the type field to look for specific courses
3. **Filters:** Change the view of the course cards by specific parameters
  - a. View by: All Courses, Current or Pending, Completed, or Not Completed
  - b. Current Filters: Course Name, Delivery Method, Type, Enrolled Date, Progress, Due Date
  - c. View classes by either the default Grid view or the List view
4. **Course Cards:** A graphic display of the important details of a particular course

### Course Cards

The course cards displayed in the **Your Activity** and **Dashboard** sections allow you to access your specific courses. Each course card displays detailed information about the course you have been enrolled in.

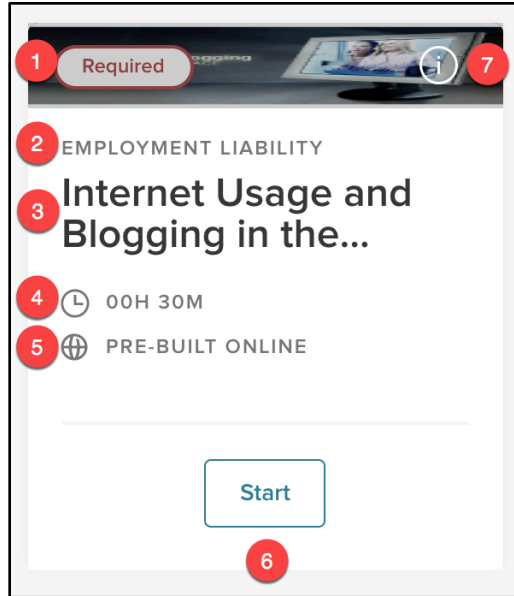


Figure 4: Course Card - Front

1. **Header:** A visual representation of the course
  - a. Includes a red **Required** label if the course is required, helping you stay compliant
2. **Course Category:** Specifies what category the course belongs to
3. **Course Name:** The title of the course
  - a. If the title is longer than the allotted space, click on the course for the full title (see Course Detail Page)
4. **Duration:** How long the course takes to complete
5. **Type of Course:** Whether the course is a Pre-Built Online, Custom Online, or a Classroom Course
  - a. Classroom Courses are always completed at a physical location (see Classroom Courses)
6. **Course Actions:** Available options to interact with this course
  - a. Options include: **Start**, **Resume**, or **View Session** (for upcoming Classroom Courses only)
  - b. A **Drop** option is available to allow users to drop courses they enrolled themselves into
    - i. This permission must be enabled by NEOGOV, and does NOT allow users to drop courses their manager or HR enrolled them in
  - c. These icons provide a straightforward way for users to take action on their courses with one click as soon as they sign in
7. **(i) Icon:** Flip to the backside of the card for more information

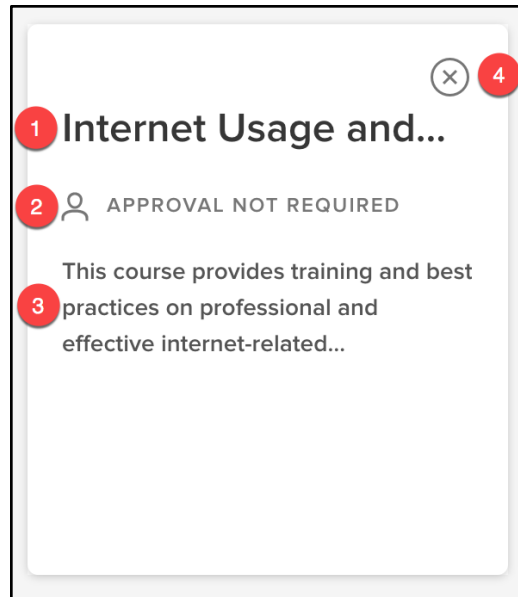


Figure 5: Course Card - Back

1. **Course Name:** The title of the course
2. **Approval Required:** If enrollment in the course needs to be approved by another user (i.e. manager, instructor, specific employee, etc.)
3. **Description:** Brief explanation of the course
4. **(x) Icon:** Flip back to the frontside of the card

Start or continue any of your courses from here by clicking the **Start** or **Resume** button on the front of the Course Card.

### Course Detail Page

When you click on the title of a course from its **Course Card**, you pull up the **Course Detail Page**. This page displays comprehensive information about a single course and is another path for you to start or continue a course.



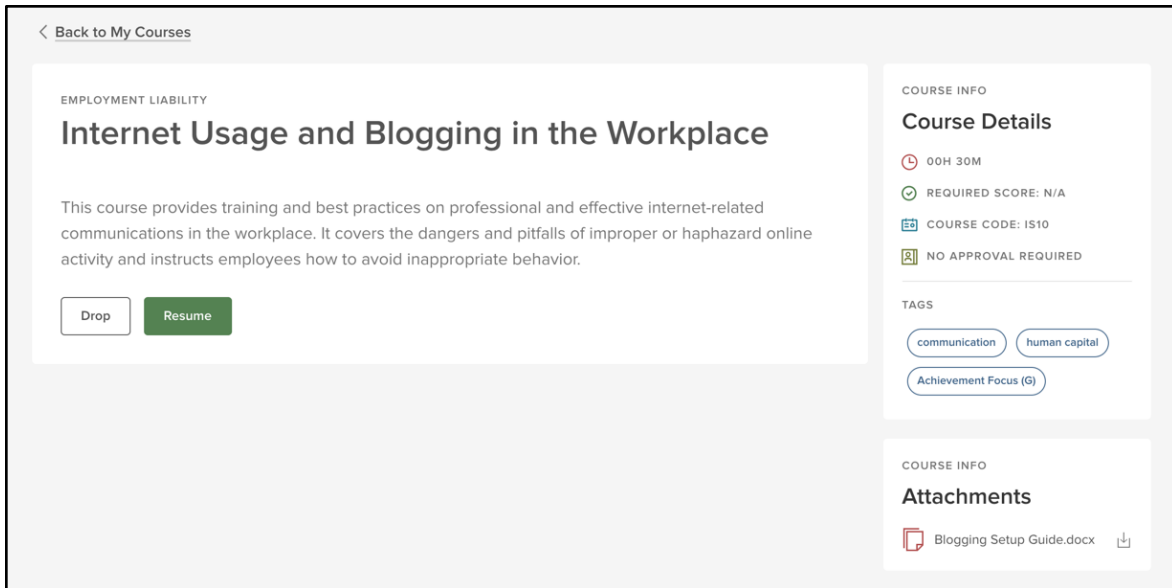


Figure 6: Course Detail Page

Each **Course Details Page** is broken up into smaller sections to make it easy to digest information.

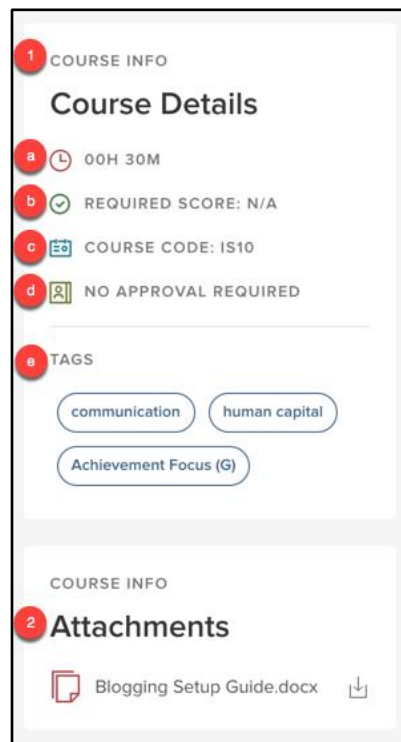


Figure 7: Course Details Page > Course Info

1. **Course Info:** The right-hand section of the **Course Details Page** that contains a lot of the bite-size information from the **Course Card**
  - a. **Duration:** How long the course takes to complete
  - b. **Required Score:** The minimum score required to pass/complete the course
  - c. **Course Code:** The code associated with the course

- d. **Self-Enroll:** If you can enroll in the class yourself without assistance from another user
  - e. **Approval:** Shows self-enrollment (if applicable) and if the course needs to be approved by another user (i.e. manager, instructor, specific employee, etc.)
  - f. **Tags:** Keywords associated with the course that make it easy categorize and find in the catalog
    - i. Customers with Perform can use this feature to tag competencies to connect trainings to competencies on Performance Evaluations
2. **Attachments:** Displays any attachments available for the course
- a. Administrators can provide instructions or helpful supplemental information to address potential questions from learners

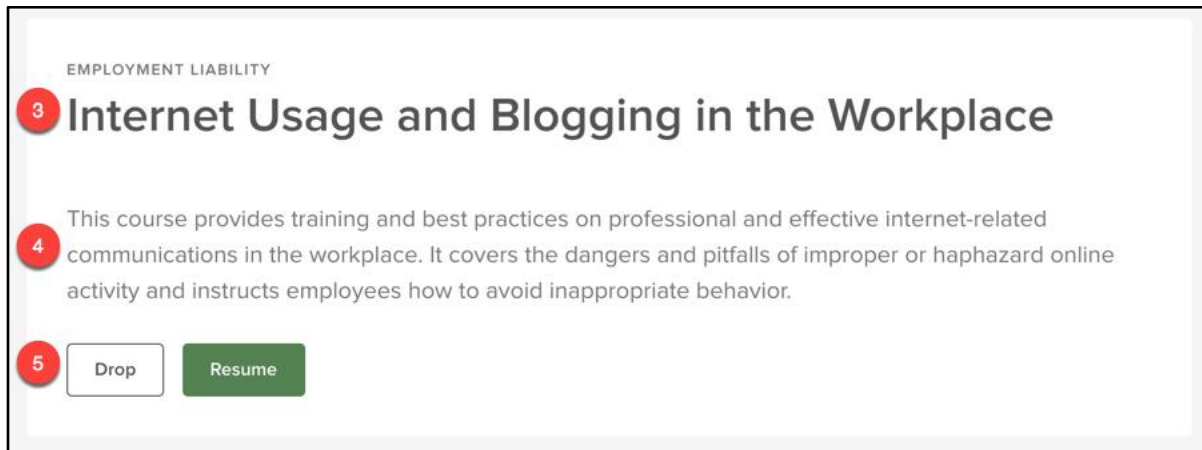


Figure 8: Course Details Page > Course Summary

- 3. **Course Name:** The title of the course
- 4. **Description:** Brief explanation of the course
- 5. **Action Buttons:** Available options to interact with this course
  - a. Options include: **Start**, **Resume**, or **View Session** (for upcoming Classroom Courses only)
  - b. A **Drop** option is available to allow users to drop courses they enrolled themselves into
    - i. This permission must be enabled by NEOGOV, and does NOT allow users to drop courses their manager or HR enrolled them in
  - c. These icons provide a straightforward way for users to take action on their courses with one click as soon as they sign in

Start or continue any of your courses from here by clicking the **Start** or **Resume** button.

## Completing Courses

Once you know how to access the courses you're enrolled in, it's time to start taking and completing them! The Learn system contains three course types: Pre-Built Online Courses (e.g. SCORM courses), Custom Online courses, and Classroom courses.

### Who Should Use This Section

All users who are enrolled in any course should use this guide to learn how to successfully complete each type of course. Be sure you are enrolled in a course in order to go about completing it!

### Classroom Courses

Classroom Courses are courses completed outside of the system at a physical location with a live instructor. After you've attended the class, you may check the status of your completion via the Learn system. However, you cannot complete a classroom course directly in the system the same way an online course is completed. For classroom courses, an administrator must process the completions on the roster.

Let's take a look at a Classroom Course. Identify one by the Delivery Method Type on a Course Card – accessible from either your **Dashboard** or **My Courses**.

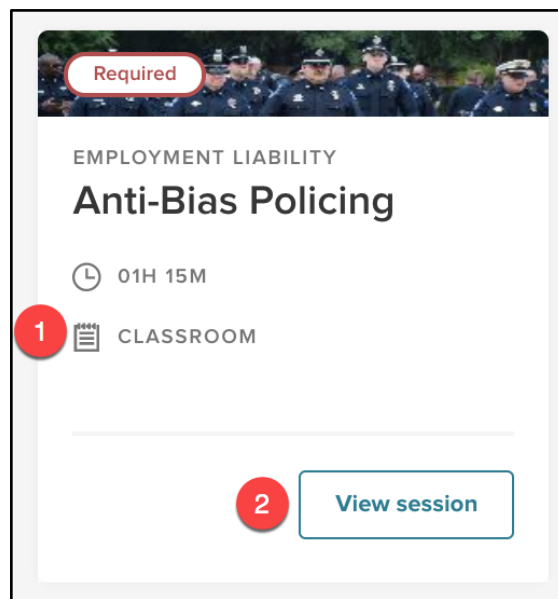


Figure 9: Classroom Course Card

1. **Delivery Method:** The course type (Classroom or Online)
2. **View Session:** Pulls up the Classroom Course session details

Click on the **View Session** button. This pulls up the **Class Details Page**, which gives you further information about the class.

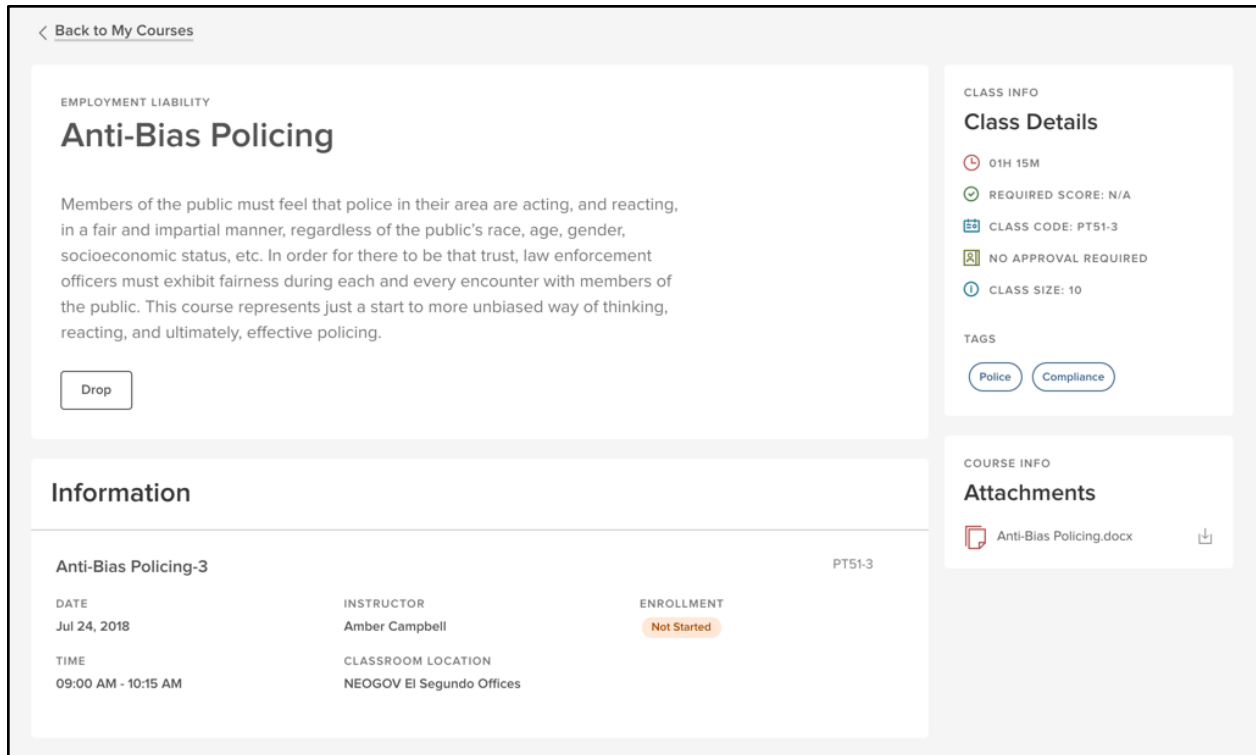


Figure 10: Class Details Page

The **Class Details Page** is very similar to the **Course Details Page**.

From the right-hand side you can view the detailed information about the course (like duration, required score, class size, etc.) and download any available attachments. The center of the screen continues to show the title and description of the class. Notice how our only available **Action** button is only “Drop.” That’s because classroom courses can’t be completed online.

The most significant change in the **Class Details Page** is the **Information** section that includes all the details for this specific class occurrence.

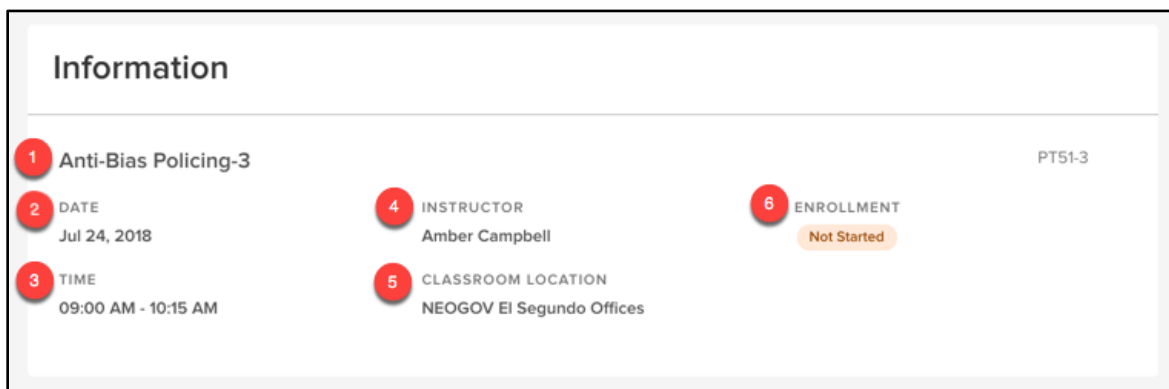


Figure 11: Class Details Page > Information

1. **Class Name:** The title of this specific class occurrence
2. **Date:** The day this class occurs

3. **Time:** The time this class occurs
4. **Instructor:** Who is teaching the class
5. **Classroom Location:** Where the class is being held
6. **Enrollment:** Your current status within the class (updated by an Administrator)

When it comes to completing a course, most of the work is done outside of the system. Ensure that you attend the class at the designated date, time, and location. Once you attend the physical class, the rest is up to the Administrator. For classroom courses with required scores, Administrators also enter scores on their end of the system once the course has been completed.

After the Administrator inputs the results of the class, you'll be able to see the change from the **Course Card** and **Course Details Page**.

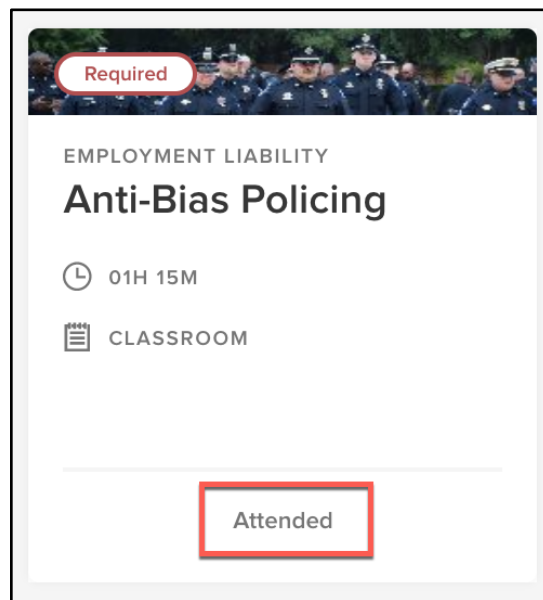


Figure 12: Classroom Course Card > Attended

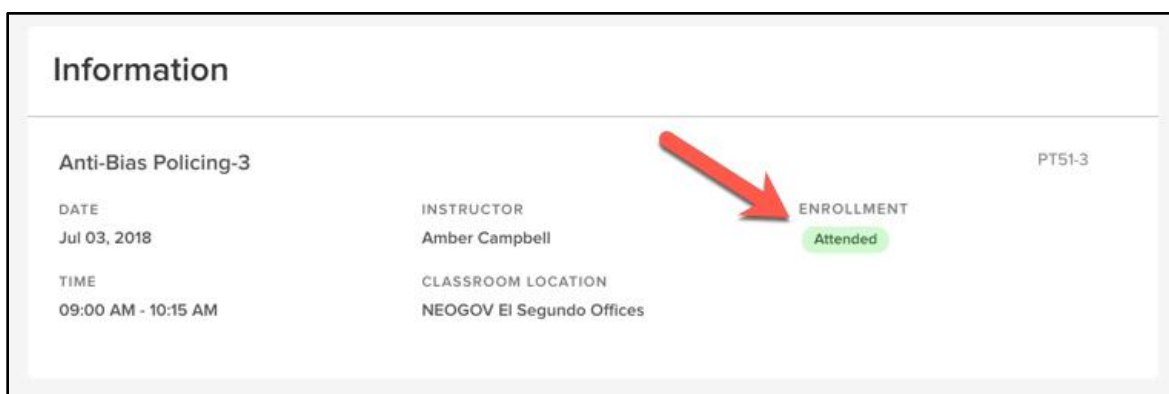


Figure 13: Enrollment > Attended

## Pre-Built Online Courses

Pre-Built Online courses are one of two online courses available (the other being Custom Online Courses) for learner enrollment. Organizations can upload their own SCORM content into the system.

Let's take a look at a Pre-Built Online Course. Identify one by the Delivery Method Type on a Course Card – accessible from either your **Dashboard** or **My Courses**.

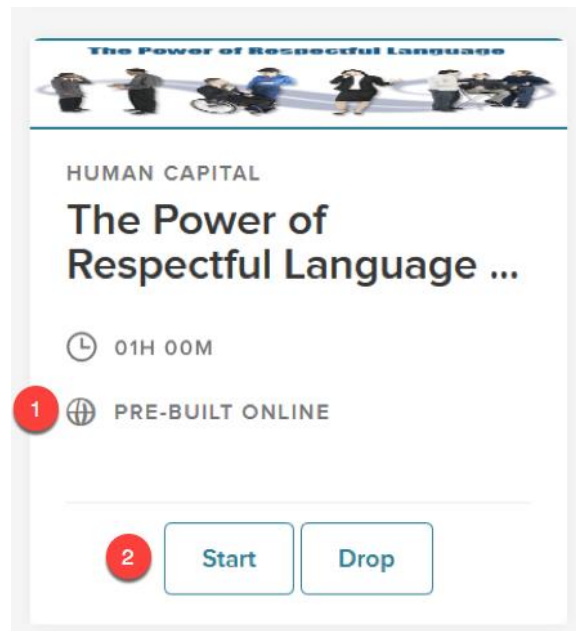


Figure 14: Pre-Built Online Course Card

1. **Delivery Method:** The course type (Classroom or Online)
2. **Action Item:** Select an action on the course to **Start** or **Drop** the course
  - a. A **Resume** option is available when the course has previously been started. Since the system automatically saves course progress, this allows users to come back at any time to continue with the course
  - b. The **Drop** option is a permission that must be enabled by NEOGOV
    - i. This allows users to drop courses they enrolled themselves into but does NOT allow users to drop courses their manager or HR enrolled them in

Click on the **Start** button to launch the course.



Courses open in a new browser tab, so ensure your browser's popup blockers are disabled for NEOGOV websites

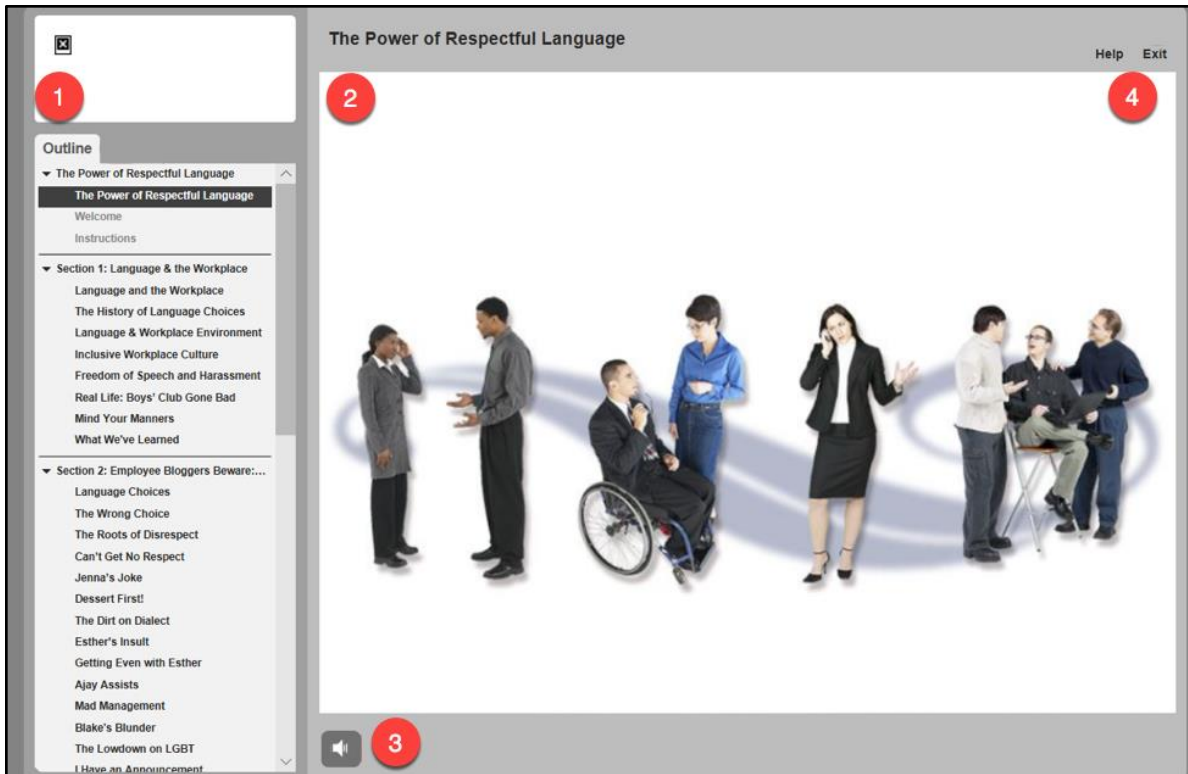


Figure 15: Pre-Built Course Display

1. **Outline:** The entire course outline is available from the SCORM course window
  - a. Scroll down the page to review all content sections
  - b. Makes course progress clear and better outlines the topics of the course
  - c. Learners must view the course topics sequentially and cannot skip ahead
2. **Course Content:** All course content (audio, video, questions, and text) is displayed in this section
  - a. NEOGOV's large library of Pre-Built Online Courses consists of engaging material to help your learners retain important information for the workplace
3. **Audio Configuration:** Increase, decrease, or mute the course audio
4. **Exit:** Leave the course at any time
  - a. All courses save automatically, so learners can continue at a later time without deleting any progress

**NOTE:** Pre-Built Online and Custom Online Courses may be **Gated**, which is enabled by the course author. This requires each page of the course to be viewed sequentially, preventing learners from skipping to the end of the course. If Gated is enabled, learners must use the **Prev** and **Next** icons to progress through the course.

To complete the course, navigate through the pages to interact with the material. The combination of visuals, audio, and text help make for an engaging learning experience.

Some Pre-Built Online Courses also contain questions. These can be presented throughout the course or at the end to assess the knowledge of the material. Select the best answer and select **Submit** to move forward to the next question.

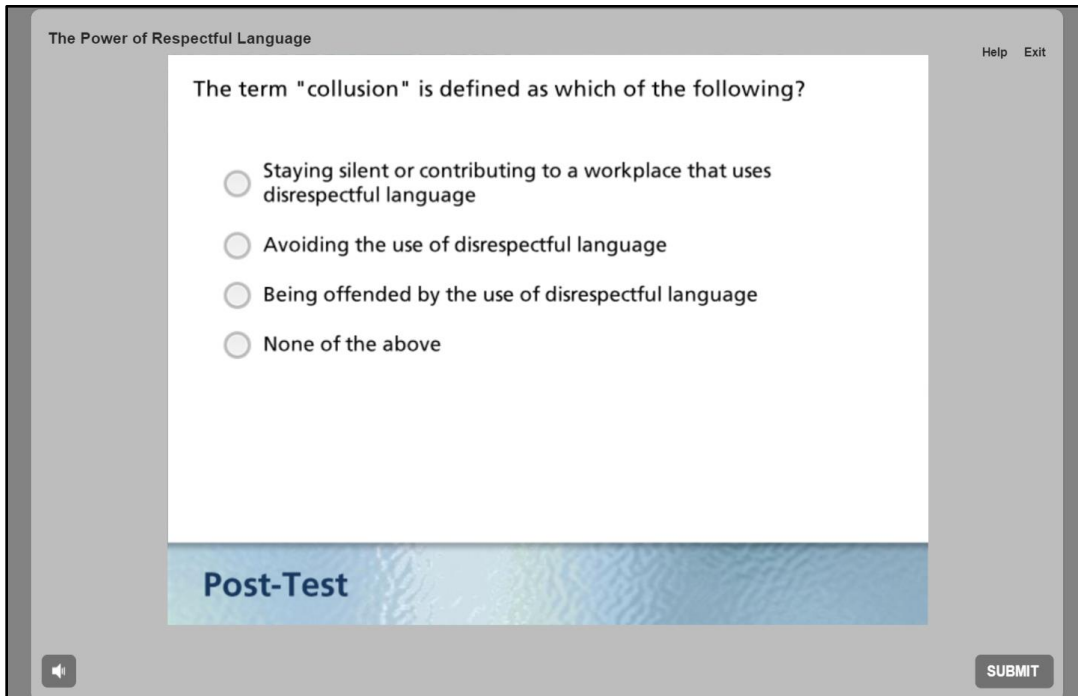


Figure 16: Pre-Built Online Questions

Additionally, administrators may configure the course to require a minimum passing score. If a minimum passing score is enabled, Learners need to achieve that score in order to complete and pass the course.

Once you've reached the end of the lessons, the course is completed. Select the arrow icon to record your accomplishment in Learn.

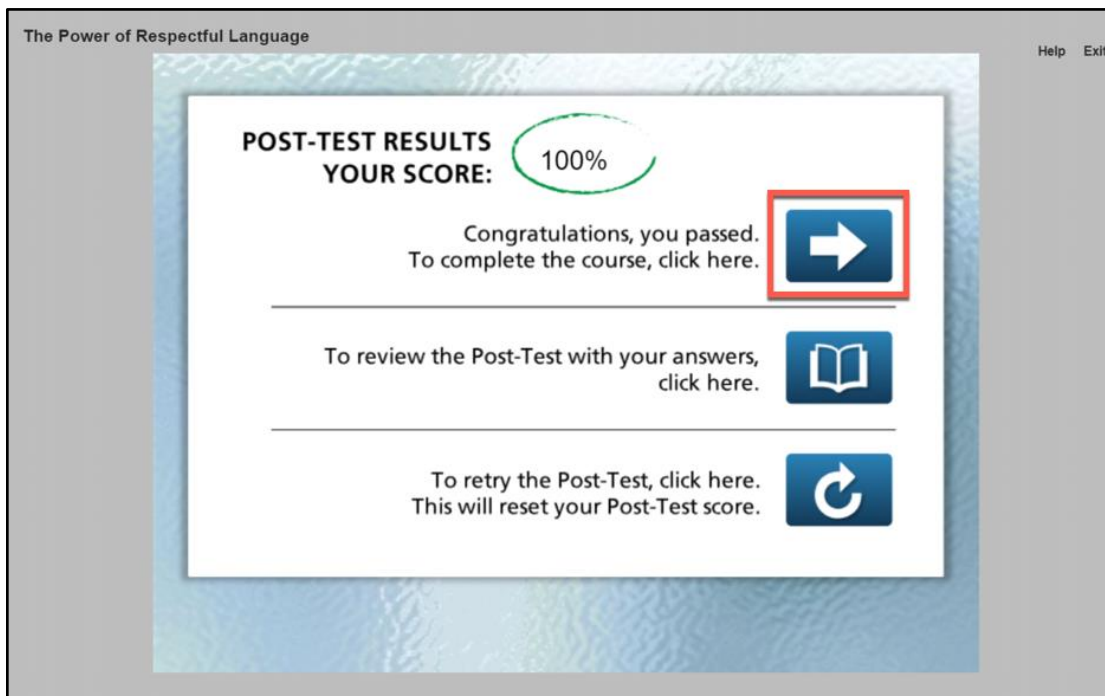


Figure 17: Completed Pre-Built Online Course



## Custom Online Courses

The third type of course available to you are **Custom Online Courses**. These are created by Administrators, who have the ability to create custom online courses for Learners to complete online via the Learn system. This allows for types administrators to create their own course content.

Let's take a look at a **Custom Online Course**. Identify one by the Delivery Method Type on a Course Card – accessible from either your **Dashboard** or **My Courses**.

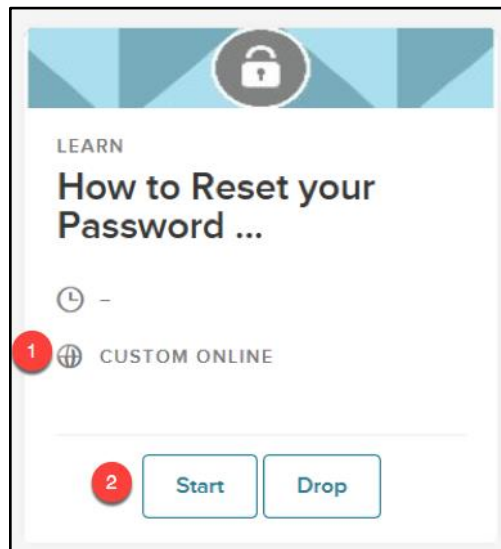


Figure 18: Custom Online Course Card

1. **Delivery Method:** The course type (Classroom or Online)
2. **Action Item:** Select an action on the course to **Start** or **Drop** the course
  - a. A **Resume** option is available when the course has previously been started. Since the system automatically saves course progress, this allows users to come back at any time to continue with the course
  - b. The **Drop** option is a permission that must be enabled by NEOGOV
    - i. This allows users to drop courses they enrolled themselves into but does NOT allow users to drop courses their manager or HR enrolled them in

Clicking on the course title takes you to the **Course Detail Page**.

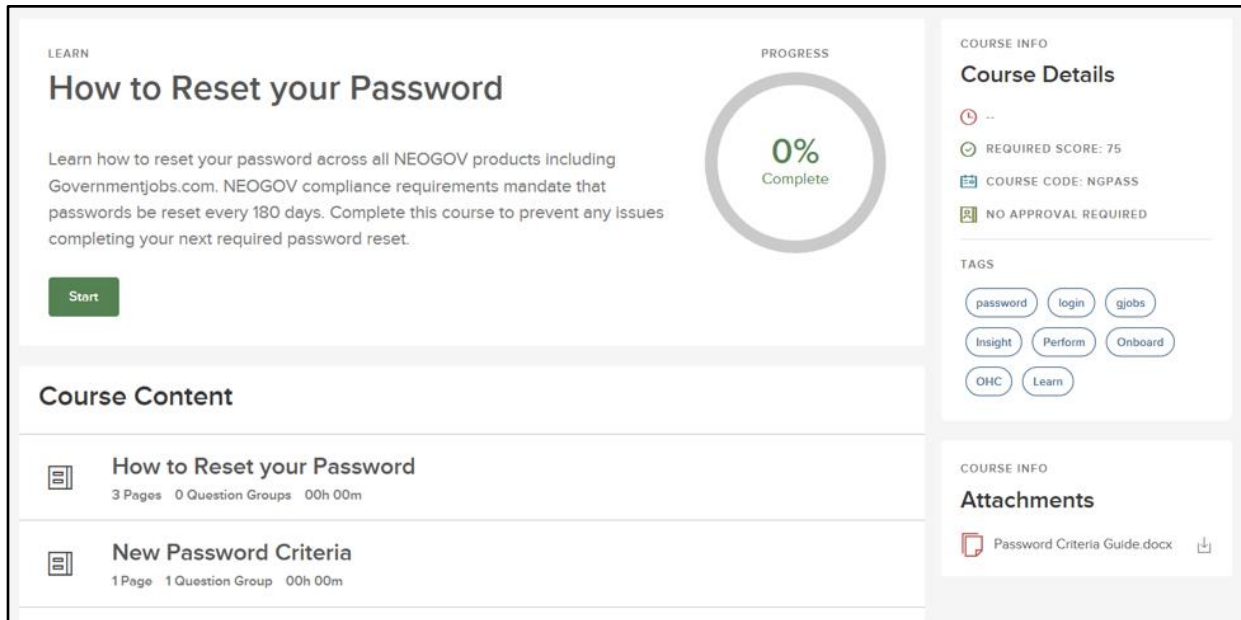


Figure 19: Custom Online Course Detail Page

Notice how it looks similar to the **Course Detail Pages** for Classroom and Pre-Built Online Courses. From the right-hand side you can view the detailed information about the course (like duration, required score, class size, etc.) and download any available attachments.

The center of the screen continues to show the title, description of the class, and a **Start** button to launch the course. If the course has been previously started, a **Resume** button appears instead.

Differences start with the Progress Graph. This chart updates as you progress through the course, showing how much has been completed. This is helpful if the whole course can't be completed in one sitting. When you come back to the class, you'll know exactly how much has been completed and how much is left.

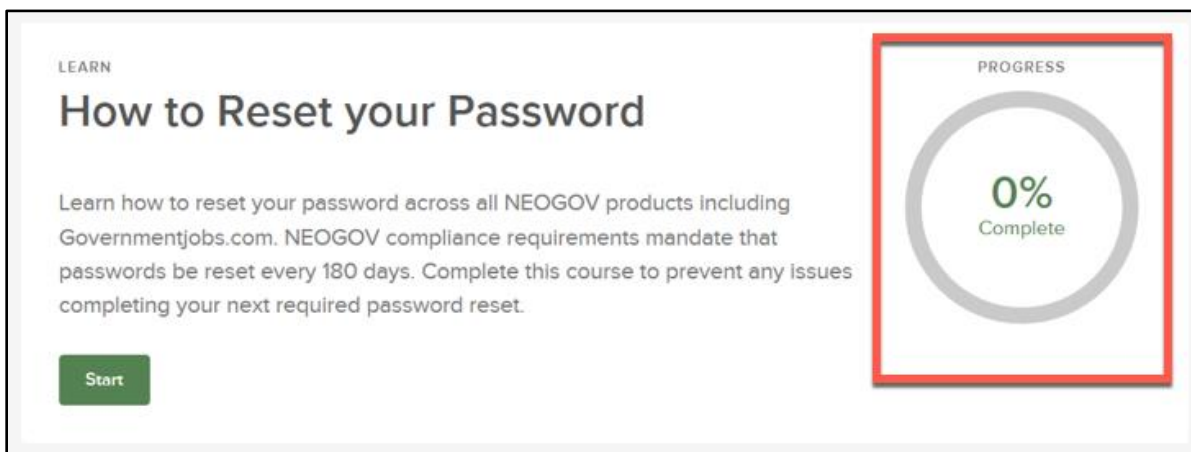


Figure 20: Progress Graph

The addition of the **Course Content** section of the **Course Details Page** is the biggest change to the Custom Online Course Details Page. Here, you can the basic details of the custom online content.

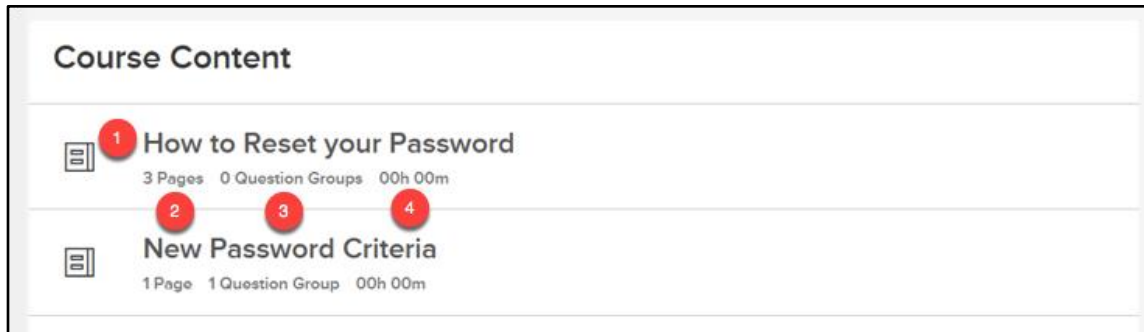


Figure 21: Course Content

1. **Chapter Title:** The title of the lesson
2. **Page Count:** How many pages are in this chapter
3. **Question Groups:** How many questions are in this chapter
4. **Time Requirement:** The amount of time you must review the chapter for (if available)

Let's click **Start** and go through a class. The first page of the course should look similar to this:

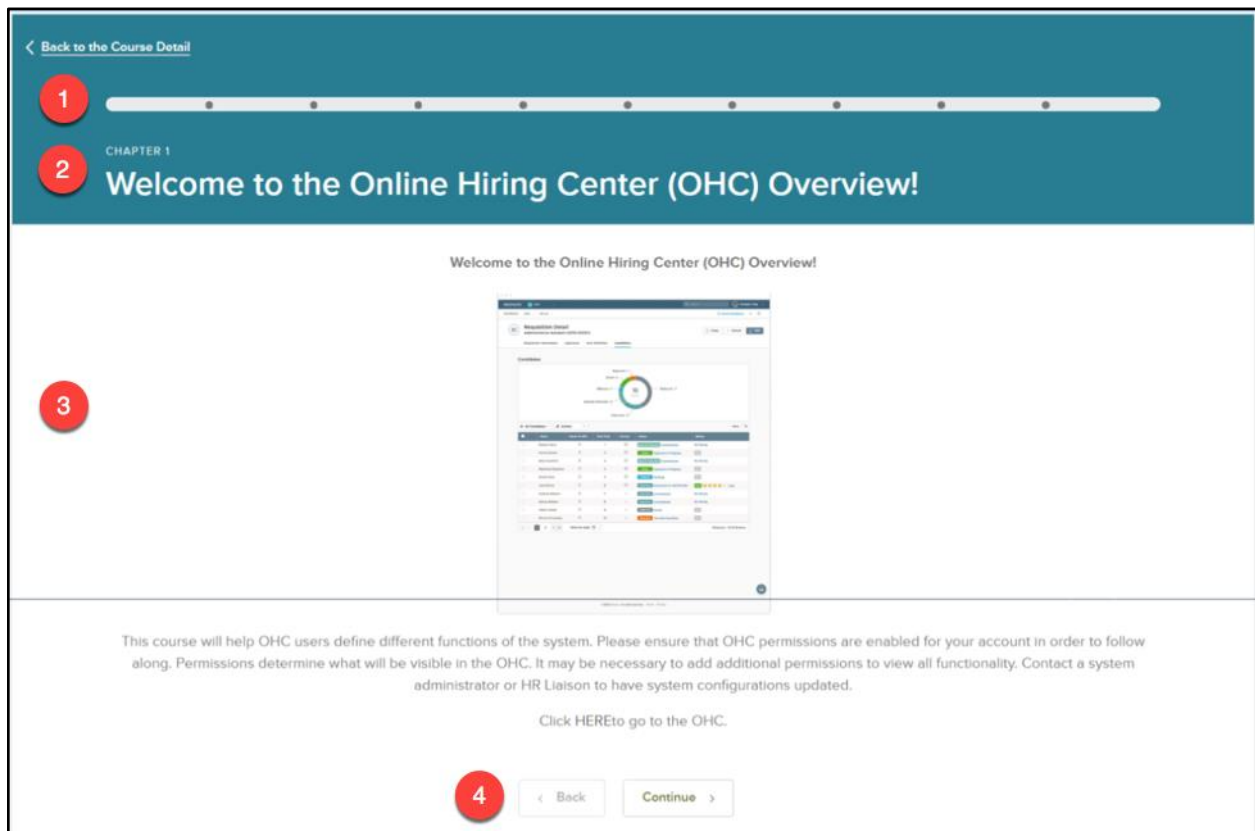


Figure 22: Custom Online Course > Chapter 1

1. **Progress Bar:** Shows how much of the material you've covered
2. **Chapter Title:** The chapter number and title display here on the header
3. **Material:** The text, videos, and visuals that make up the content of the course
4. **Navigation Buttons:** Toggle through course sections by clicking **Continue** or **Back**.

**TIP!**

Select **Back to the Course Detail** in the upper left corner to temporarily exit the course at any time – your progress saves automatically, so don't worry about losing your progress!

To complete the course, read and interact with all the content in the slides. Once you reach the final slide, the **Continue** button now reads **Submit Course**. If the last course slide involves a required quiz question, be sure to select an answer and then click **Submit Course**.

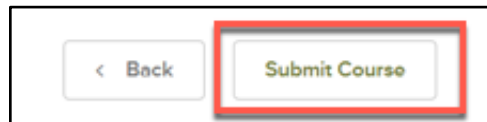


Figure 23: Submit Course Button

Once you've submitted the course, the **Course Completion Page** appears. If applicable, your quiz scores are listed along with a brief summary of the individual sections. Select **Return to Course Details** to exit the course.

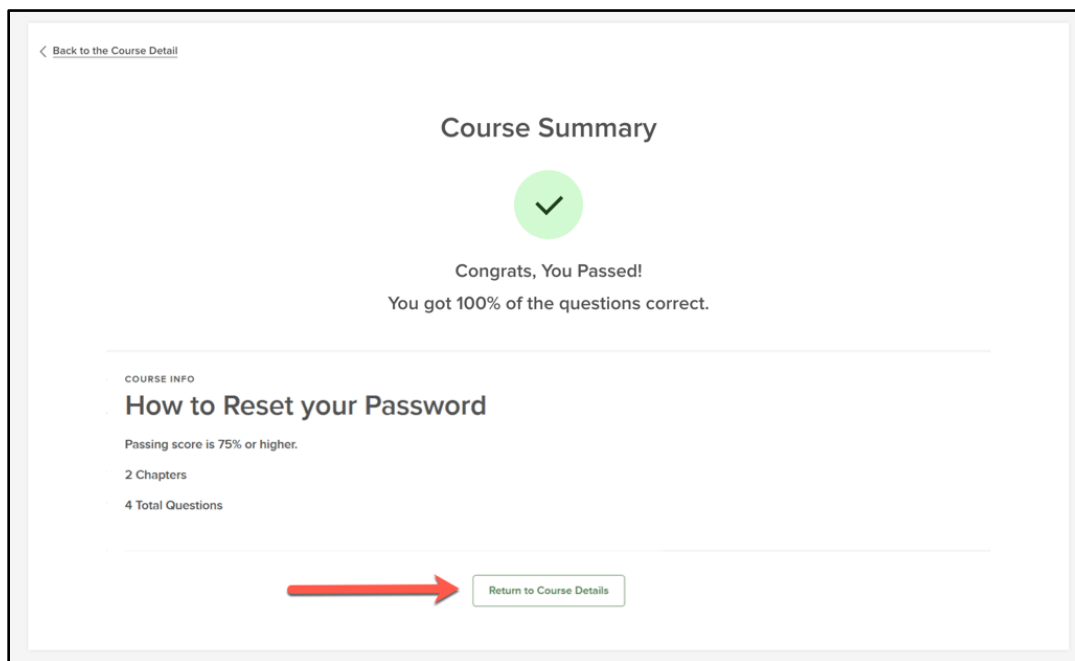


Figure 24: Course Completion Page

## Roster Edits

### Classroom Courses

Within Learn, Roster edits allow HR Admins to quickly and easily manage important course information – such as dropping learners from courses, approving enrollment, prioritizing waitlisted learners, entering attendance and scores for completed classes, and editing course due dates for specific learners.

From the Dashboard, navigate to the Course Management Tab, then Admin Catalog.

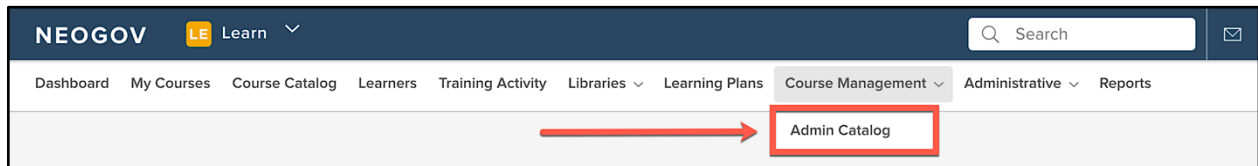


Figure 25: Course Management > Admin Catalog

From the Admin Catalog, you can locate a course by entering the name in the search bar on the left, or search for it by selecting the corresponding category.

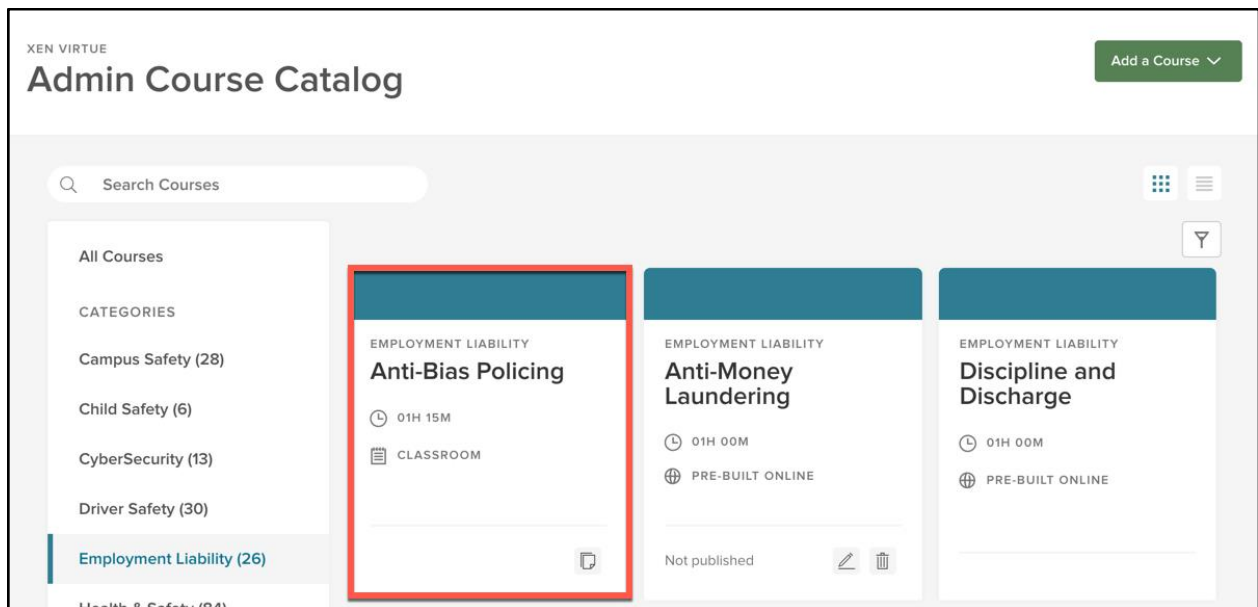


Figure 26: Select a Course

Click on the course title, then select the View icon next to the course instance for the roster you'd like to edit.

**Classes** + Add a New Class

<b>Anti-Bias Policing-2</b> <span style="float: right;">EL101-2</span>					
DATE	Nov 06, 2018	INSTRUCTOR	Josh Ramsay	ENROLLMENT	2/2
TIME	09:00 AM - 10:15 AM	LOCATION	Conference Room	WAITLIST	2
<b>Anti-Bias Policing-1</b> <span style="float: right;">EL101-1</span>					
DATE	Oct 23, 2018	INSTRUCTOR	Josh Ramsay	ENROLLMENT	1/2
TIME	01:00 PM - 02:15 PM	LOCATION	HR Training Room		

Figure 27: Class List > View Icon

You are then taken to that Class' Detail Page.

[Back to Anti-Bias Policing](#) Publish OFF  ON

EL101-2

## Anti-Bias Policing-2

[View Audit](#)

Enrolled	2	01H 15M
Pending	0	REQUIRED SCORE: 80
Waitlist	2	CLASS CODE: EL101-2
		CLASS SIZE: 2
		SELF ENROLL: ON
		NO APPROVAL REQUIRED

**Learner List** [Edit status](#)

All 4 Enrolled 2 Pending Waitlist 2

[Print Roster](#) [Enroll Learners](#)

Bulk Actions

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Attendance	Actions
<input type="checkbox"/>	Rosa	Diaz	Detective	11/06/2018	---	Not Started	---	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Amy	Santiago	Detective	11/06/2018	---	Not Started	---	<a href="#">Edit</a> <a href="#">Drop</a>

Showing 1 - 2 of 2 items

**Information**

1	DATE	Nov 06, 2018	INSTRUCTOR	Josh Ramsay	ENROLLMENT	2/2
	TIME	09:00 AM - 10:15 AM	CLASSROOM LOCATION	Conference Room		

Figure 28: Class Detail Page

From the Roster, you have a few filters available to use on the column display.

**Learner List** Edit status

All **4** Enrolled **2** Pending Waitlist **2**

Print Roster Enroll Learners

Bulk Actions

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Attendance	Actions
<input type="checkbox"/>	Rosa	Diaz	Detective	11/06/2018	---	Not Started	---	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Amy	Santiago	Detective	11/06/2018	---	Not Started	---	<a href="#">Edit</a> <a href="#">Drop</a>

Showing 1 - 2 of 2 items

Figure 29: Roster Column Filters

The **Enrolled By** and **Enrolled Date** filters are particularly helpful in relation to roster edits.

**Columns** Select All Deselect All Done

Search here...

**SELECTED**

- First Name
- Last Name
- Position
- Due Date
- Score
- Status
- Attendance
- Actions

**OPTIONS**

- Employee #
- Enrolled By
- Enrollment Request Date
- Enrolled Date
- Department

Figure 30: Additional Column Filters

## Managing Enrollments

HR Admins have a number of options to quickly and easily manage classroom course enrollment. From the roster there are three tabs: Enrolled, Pending, and Wait List. The default view is the Enrolled tab. Enrolled learners are learners who have been enrolled with no approvals or that have already been approved for enrollment.

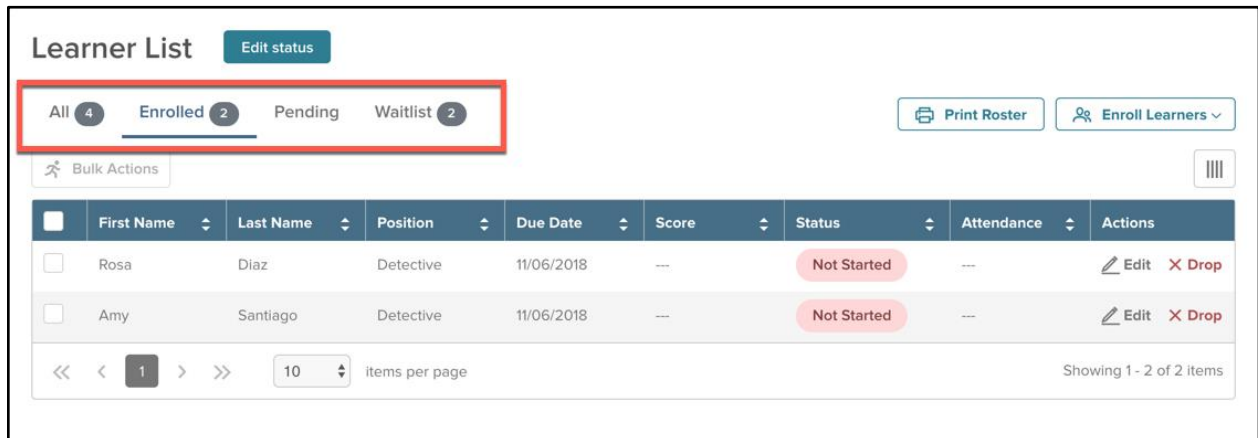


Figure 31: Learner List Tabs

### Dropping Enrolled Learners

HR Admins can drop a learner from a course, which can be useful if your learner has a scheduling conflict or changes roles with your organization and the course is no longer applicable to their new role.

To drop a Learner, go to the Enrolled tab. Then select Drop from the Action column, review the confirmation message, and then select Yes.

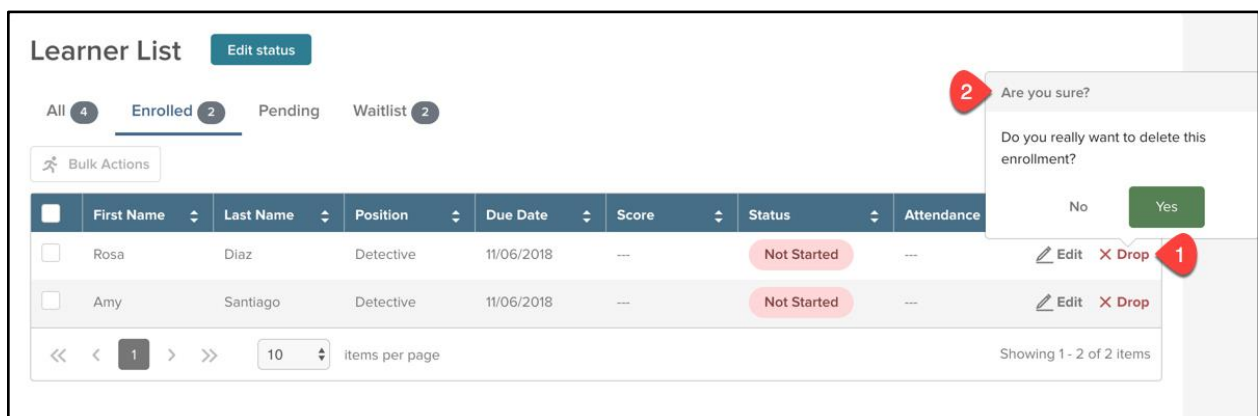


Figure 32: Drop a Learner

Learners are automatically notified by the system for these kinds of course updates. For more information see [Bulk Action Scores](#)

Administrators can also use the *Bulk Actions* button to update multiple learner records with the same exam/test score at once. This is very useful for courses with large rosters.



Select the learners you wish to set the score for and then select *Bulk Actions*.

The screenshot shows the 'Learner List' interface. At the top, there are filters for 'All' (10), 'Enrolled' (7), and 'Pending' (1). Below these are buttons for 'Print Roster' and 'Enroll Learners'. A 'Bulk Actions' button is highlighted with a red box. Below it, a message states '3 record(s) are selected.' and buttons for 'Select All 7 records' and 'Clear Selection' are visible. A table lists learners with columns for selection, First Name, Last Name, Position, Due Date, Score, Status, and Actions. Three rows (Chris Traeger, Jake Peralta, and Rosa Diaz) have their selection checkboxes checked. The 'Bulk Actions' button is also highlighted with a red box.

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	02/05/2019	95 %	Passed	Edit
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019	90 %	Passed	Edit
<input checked="" type="checkbox"/>	Chris	Traeger	Auditor	01/13/2019	---	Not Started	Edit Drop
<input type="checkbox"/>	Terry	Jeffords	Sergeant	01/13/2019	87 %	Passed	Edit
<input checked="" type="checkbox"/>	Jake	Peralta	Detective	01/13/2019	---	Not Started	Edit Drop
<input checked="" type="checkbox"/>	Rosa	Diaz	Detective	01/13/2019	---	Not Started	Edit Drop
<input type="checkbox"/>	Amy	Santiago	Detective	01/13/2019	95 %	Passed	Edit

Figure 73: Select Users > Bulk Actions

This causes a flyout to appear. Select *Set Score*.

The screenshot shows a flyout menu titled 'Actions'. It contains a 'Done' button in the top right corner and a 'Set Score' option highlighted with a red box.

Figure 74: Bulk Actions > Set Score

Enter the *Passing Score* value and then click *Set Score* in the right corner to update the score for all the selected employee records.

**Step 2 of 3: Set Score** Set Score

Passing Score

 %

First Name	Last Name	Position	Due Date	Score	Status
Chris	Traeger	Auditor	01/13/2019	---	Not Started
Jake	Peralta	Detective	01/13/2019	---	Not Started
Rosa	Diaz	Detective	01/13/2019	---	Not Started

<< < 1 > >>
10 items per page
Showing 1 - 3 of 3 items

Figure 75: Enter Passing Score

The system gives you a *Bulk Actions Complete* screen once all records have been updated.

**Step 3 of 3: Bulk Action Status**

✓

**Your Bulk Action Is Done!**

100%

Need to go? You can always find this screen by visiting this link:  
<https://learn.neogov.com/#/admin/bulk-operation/46266285-9292-4ec6-9649-91267bc3ad70>

Total	Success (Score was set)	Fail
3	3	0

Figure 76: Bulk Actions Complete

You can then see all these changes reflected back under the Learner List for the course.

**Learner List** Edit status

All **10** Enrolled **7** Pending **1**

Print Roster Enroll Learners

Bulk Actions

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	02/05/2019	95 %	Passed	Edit
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019	90 %	Passed	Edit
<input type="checkbox"/>	Chris	Traeger	Auditor	01/13/2019	80 %	Passed	Edit
<input type="checkbox"/>	Terry	Jeffords	Sergeant	01/13/2019	87 %	Passed	Edit
<input type="checkbox"/>	Jake	Peralta	Detective	01/13/2019	80 %	Passed	Edit
<input type="checkbox"/>	Rosa	Diaz	Detective	01/13/2019	80 %	Passed	Edit
<input type="checkbox"/>	Amy	Santiago	Detective	01/13/2019	95 %	Passed	Edit

Showing 1 - 7 of 7 items

Figure 77: Updated Learner List

Print Roster

An administrator can also preview and print a course roster from the Class Details Page. Simply select the *Print Roster* button.

**Learner List** Edit status

All **10** Enrolled **7** Pending **1**

Print Roster Enroll Learners

Bulk Actions

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	02/05/2019	95 %	Passed	Edit
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019	90 %	Passed	Edit

Figure 78: Print Roster Button

This prompts a new tab where you can print or download the roster. While viewing the Learner List, you can select/deselect columns using the *Column Filters Flyout*. This allows you to modify the columns displayed in the printout. A signature column is automatically added to the end of the print out for you.

**Learner List**

First Name	Last Name	Position	Due Date	Score	Status	Signature
Leslie	Knope	Parks Manager	2/5/2019	95.00 %	Passed	
Ben	Wyatt	Auditor	1/13/2019	90.00 %	Passed	
Chris	Traeger	Auditor	1/13/2019	80.00 %	Passed	
Tery	Jeffords	Sergeant	1/13/2019	87.00 %	Passed	
Jake	Peralta	Detective	1/13/2019	80.00 %	Passed	
Rosa	Diaz	Detective	1/13/2019	80.00 %	Passed	
Amy	Santiago	Detective	1/13/2019	95.00 %	Passed	

Figure 79: Roster Print-Out

Email Notifications or our Series A Administrative Training Module.

[Viewing Dropped Learners](#)

Dropped learners are viewable in the Training Activity report.

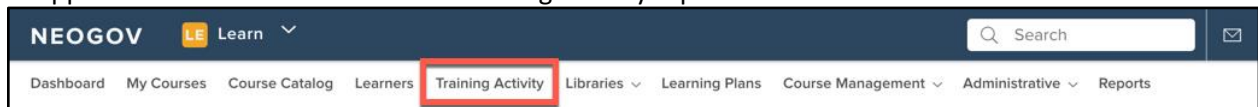


Figure 33: Menu Bar > Training Activity

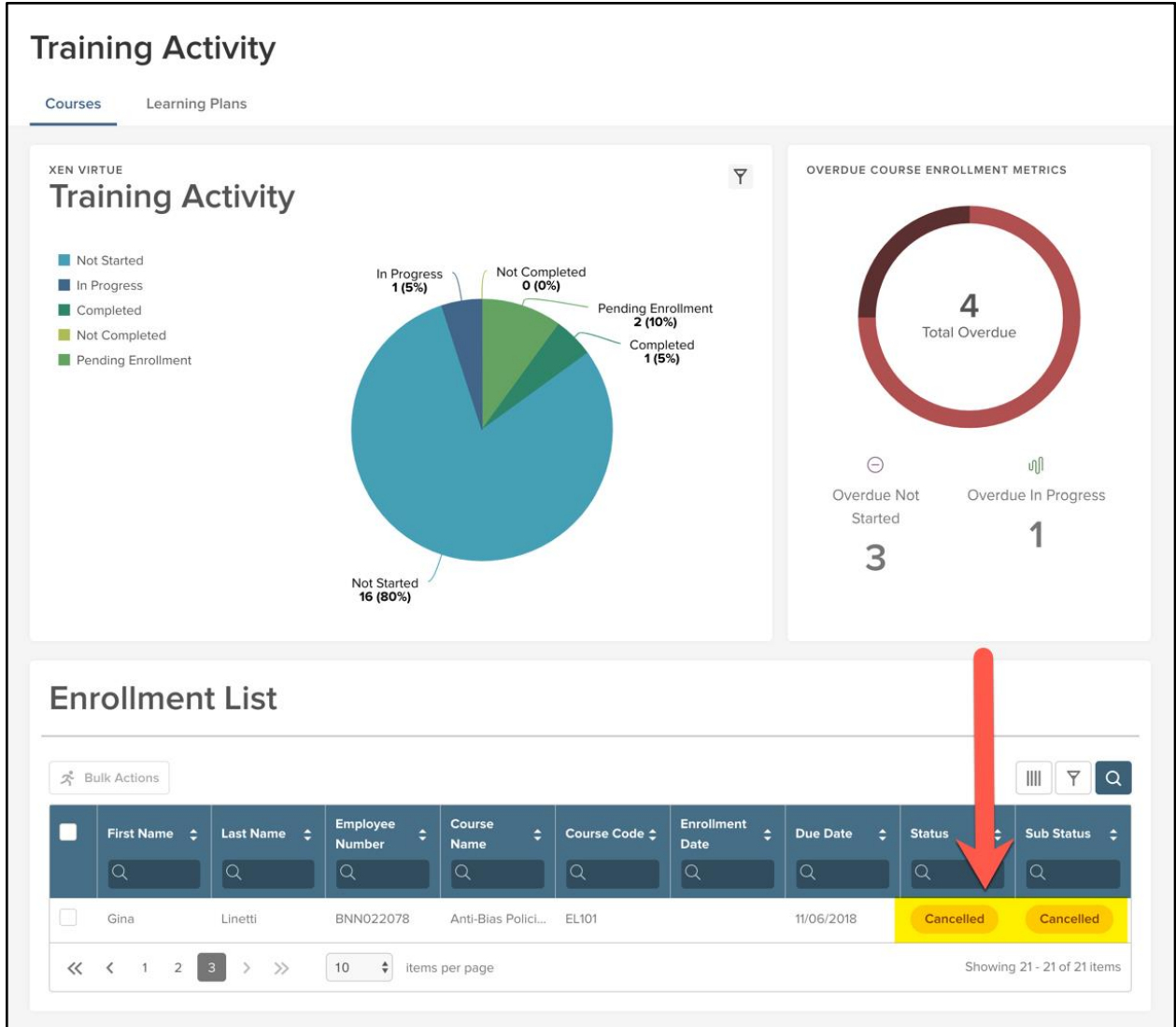


Figure 34: Training Activity Page

For any courses a learner has been dropped from, the learner sees a cancelled status on their transcripts and on the My Courses list.

LEARNER TRANSCRIPT

**Gina Linetti**

Administrative Assistant  
Public Safety  
ID - BNN022078

Total Courses: **01** | Total Learning Plans: **00** | Completed: **00**

**Transcript** Print Transcript

All Courses

Course	Code	Type	Enrollment Date	Completion Date	Score	Status	Sub Status
Anti-Bias Policing	EL101	Elective	---	---	---	Cancelled	Cancelled

Showing 1 - 1 of 1 items

Completed Learning Plans

Learning Plan	Code	Type	Registration Date	Completion Date	Status
No records available.					

Showing 0 - 0 of 0 items

Figure 35: Transcript View

EMPLOYMENT LIABILITY

**Anti-Bias Policing**

🕒 01H 15M

📅 CLASSROOM

Cancelled

Figure 36: My Courses Dropped Course

**Bulk Actions**

From the Enrolled Tab, HR Admins can quickly mark attendance for multiple learners at one time. Select learners and then click the *Bulk Actions* button.

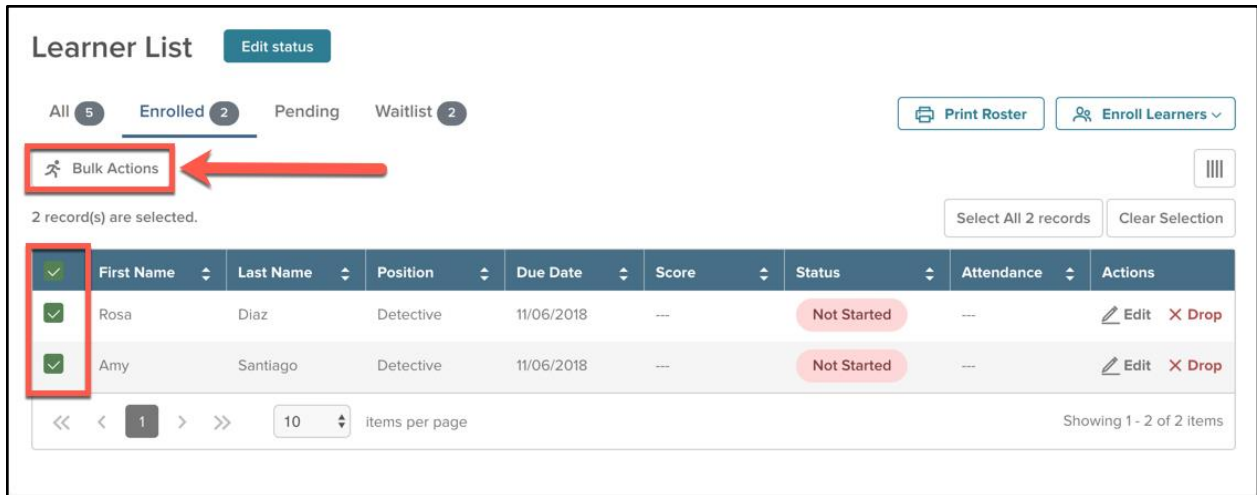


Figure 37: Enrolled > Bulk Actions

This causes a flyout where you can select the correct attendance option (*Mark Attended, Mark Not Attended, Mark Not Specified*). Once you've selected your option, the system performs a bulk action which processes and updates the selected employee records in the roster.

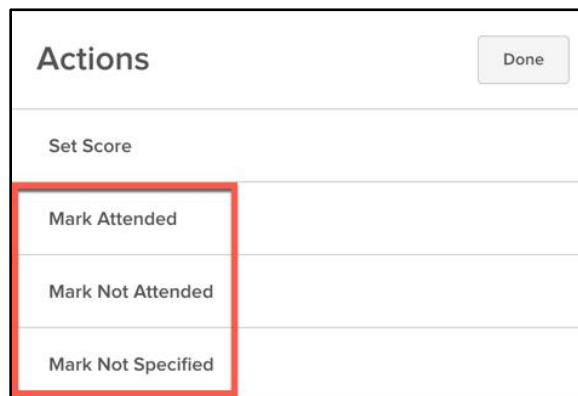


Figure 38: Bulk Actions > Attendance

Admins can also use the *Bulk Actions* button to set course scores for multiple learners at once. Please see Bulk Action Scores for more information.



These Bulk Actions are only available for classes that have already occurred

### Pending Enrollments

Using enrollment approvals can help save time by ensuring learners only enroll in courses they belong in. It also gives more visibility to managers on what training their employees take.

On the Roster, the Pending tab shows learners who have not been approved for enrollment yet. **HR**

Admins can approve enrollment for Pending learners in courses regardless if they are the approver or not. Approvals are normally completed from the Dashboard but can also be completed from the Roster. To approve enrollment, select the Pending tab, then Approve.

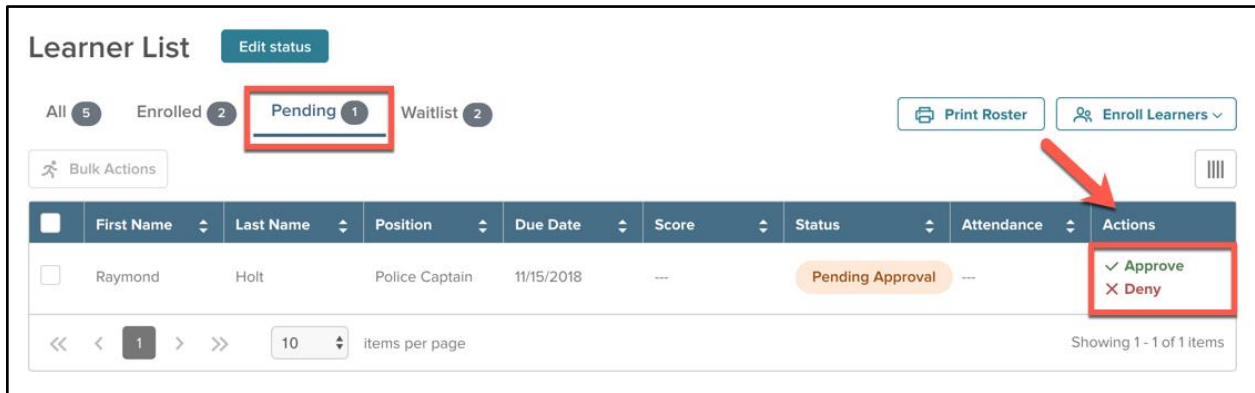


Figure 39: Confirm Pending Enrollments

## Waitlisted Enrollments

Classroom courses have a waitlist feature, as shown here, which can be very helpful in managing enrollment. Waitlisted learners have been approved for enrollment and, as spots become available for enrollment, are then be moved to the enrolled tab.

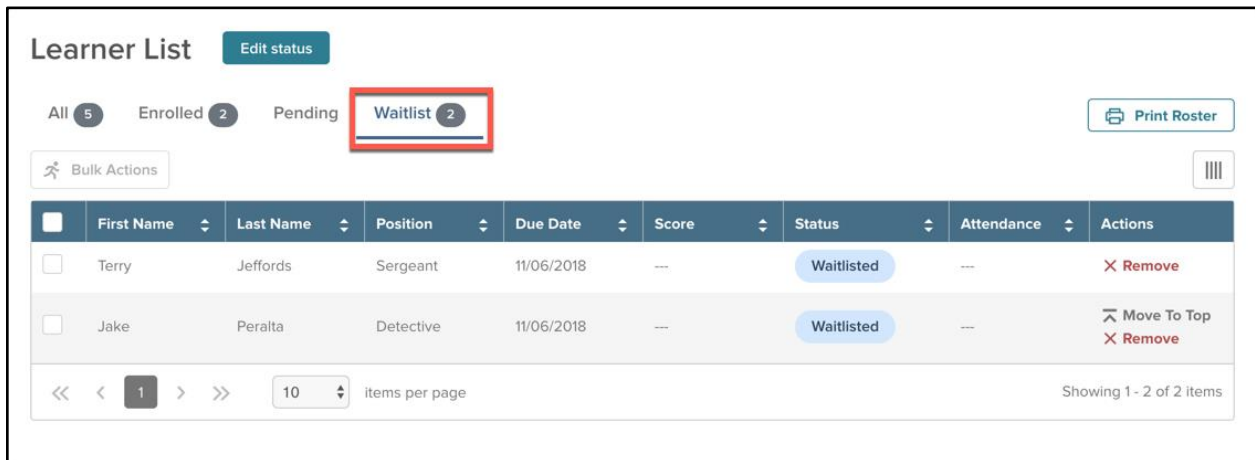


Figure 40: Waitlist Tab

If there are any learners on the waitlist for your classroom course - when a learner is dropped from enrollment, the first person on the waitlist is automatically moved to the enrolled tab and notified via email.

If Enrollment approvals are required for the course, pending enrollments are moved to the waitlist once approved.

From the wait list, the HR Admin has two available actions. Move a learner to the top of the wait list or remove them from the waitlist. A learner might need to be removed from the waitlist if they leave the organization and no longer need to complete the training, or if the learner decides to attend a different class instance and no longer need to stay on the waitlist for this one.



## Entering Scores

Once your classroom course has wrapped up, HR Admins can enter the scores and attendance for the learners. From the Roster, select Edit Status.

**NOTE:** For classroom courses, the Edit Status button only displays for classes that have already occurred.

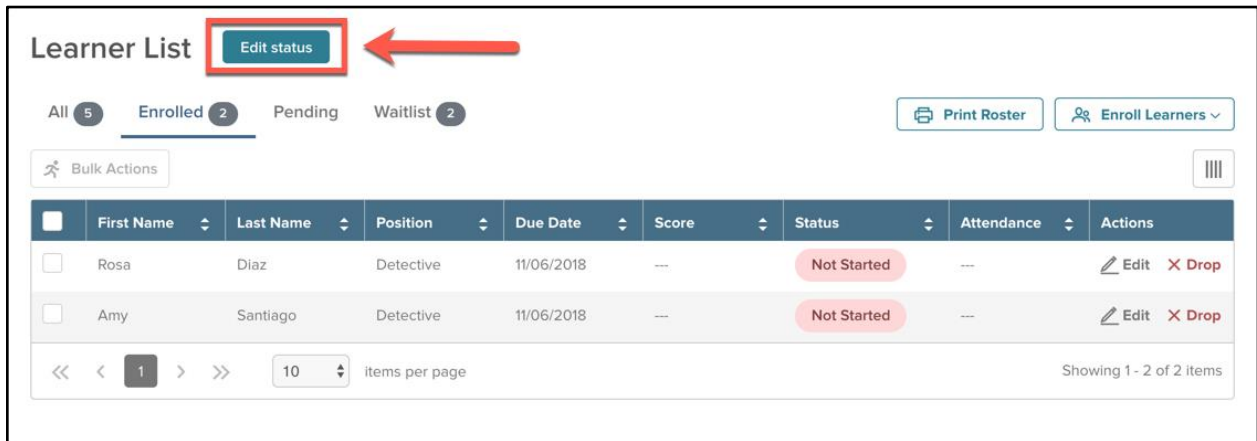


Figure 41: Edit Status Button

Enter the scores in the Status column. Notice that the Attendance column automatically updates once a score is entered in the Status column.

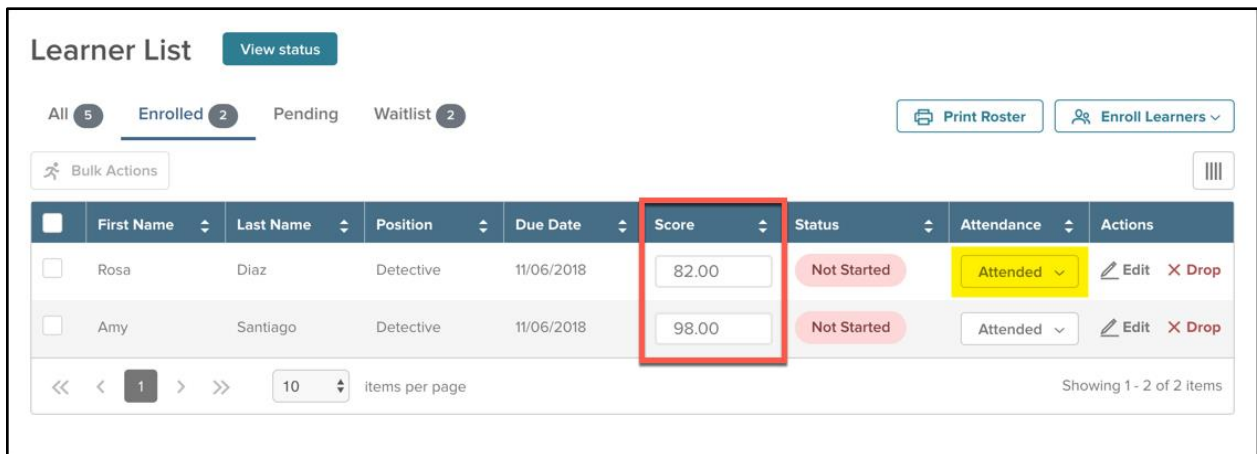


Figure 42: Enter Scores

Once you've finished entering scores, select the View Status button.

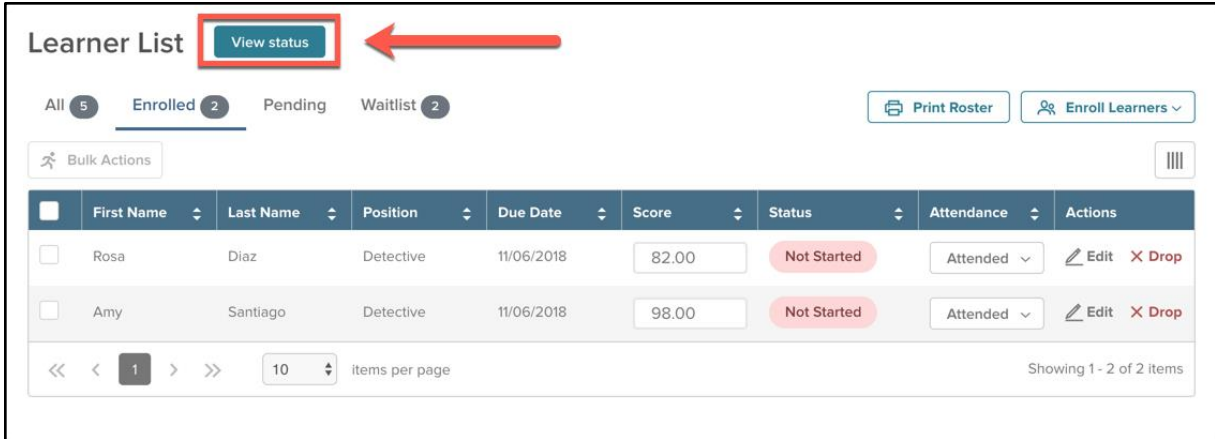


Figure 43: View Status Button

The Status column automatically updates to Passed or Not Passed based on the passing score that was set up for this course.

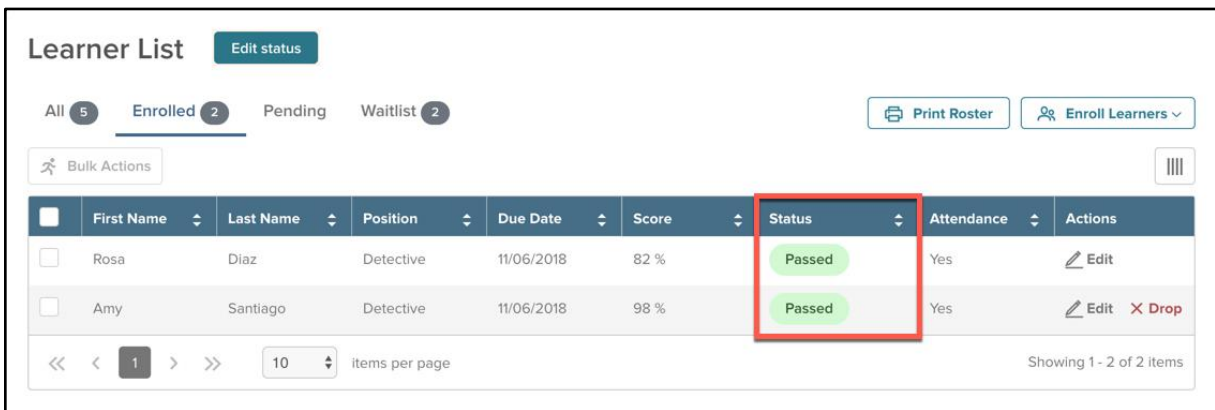


Figure 44: Learner Passed Status

For Classroom courses that don't utilize passing scores, simply mark the Attendance column as attended or not attended, then select the View Status button.

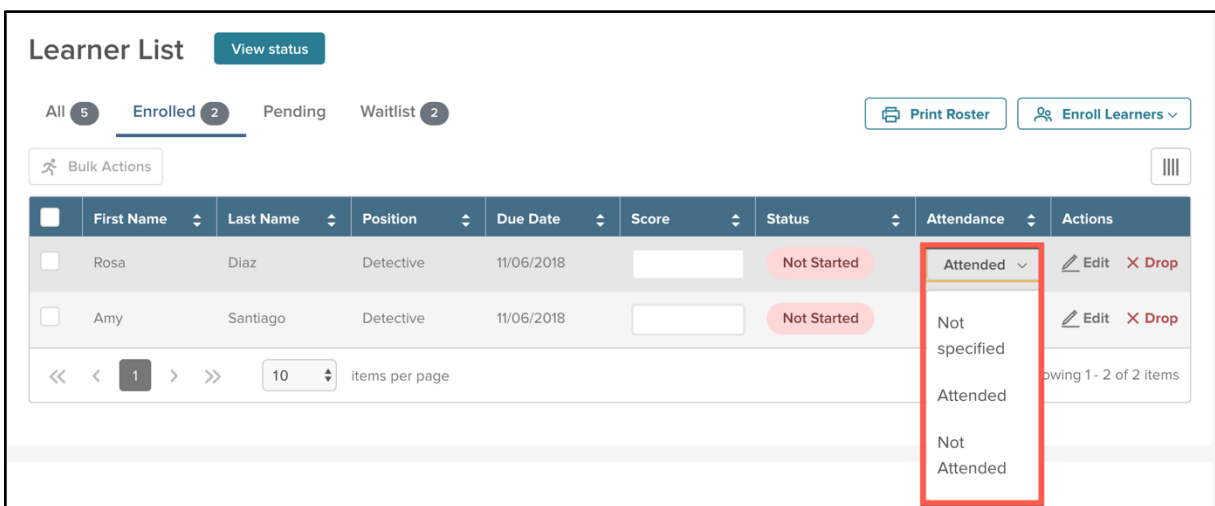


Figure 45: Attendance Column

The Status column automatically updates to attended or not attended for this course.

**Learner List** Edit status

All **5** Enrolled **2** Pending Waitlist **2** Print Roster Enroll Learners

Bulk Actions

	First Name	Last Name	Position	Due Date	Score	Status	Attendance	Actions
<input type="checkbox"/>	Rosa	Diaz	Detective	11/06/2018	--	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Amy	Santiago	Detective	11/06/2018	--	Status Pending	--	<a href="#">Edit</a> <a href="#">Drop</a>

Showing 1 - 2 of 2 items

Figure 46: Learner List Status

**Bulk Action Scores**

Administrators can also use the *Bulk Actions* button to update multiple learner records with the same exam/test score at once. This is very useful for classroom courses with large rosters.

Select the learners you wish to set the score for and then select *Bulk Actions*.

**Learner List** Edit status

All **9** Enrolled **6** Pending Waitlist **2** Print Roster Enroll Learners

Bulk Actions

3 record(s) are selected. Select All 6 records Clear Selection

	First Name	Last Name	Position	Due Date	Score	Status	Attendance	Actions
<input type="checkbox"/>	Rosa	Diaz	Detective	11/06/2018	82 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Amy	Santiago	Detective	11/06/2018	98 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Raymond	Holt	Police Captain	11/06/2018	--	Status Pending	--	<a href="#">Edit</a> <a href="#">Drop</a>
<input checked="" type="checkbox"/>	Charles	Boyle	Detective	11/06/2018	--	Status Pending	--	<a href="#">Edit</a> <a href="#">Drop</a>
<input checked="" type="checkbox"/>	Michael	Hitchcock	Police Officer	11/06/2018	--	Status Pending	--	<a href="#">Edit</a> <a href="#">Drop</a>
<input checked="" type="checkbox"/>	Norm	Scully	Police Officer	11/06/2018	--	Status Pending	--	<a href="#">Edit</a> <a href="#">Drop</a>

Showing 1 - 6 of 6 items

Figure 47: Select Learners > Bulk Actions

This causes a flyout to appear. Select *Set Score*.

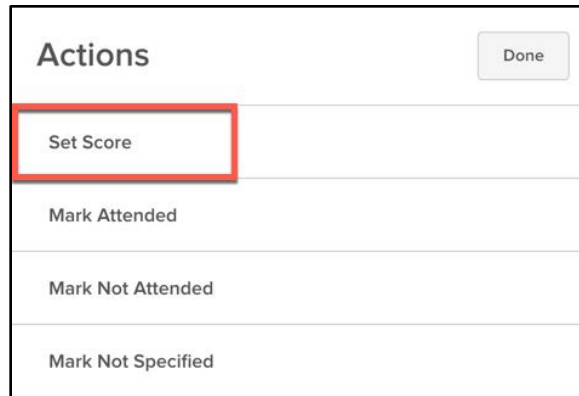


Figure 48: Bulk Actions > Set Score

Enter the *Passing Score* value and then click *Set Score* in the right corner to update the score for all the selected employee records.

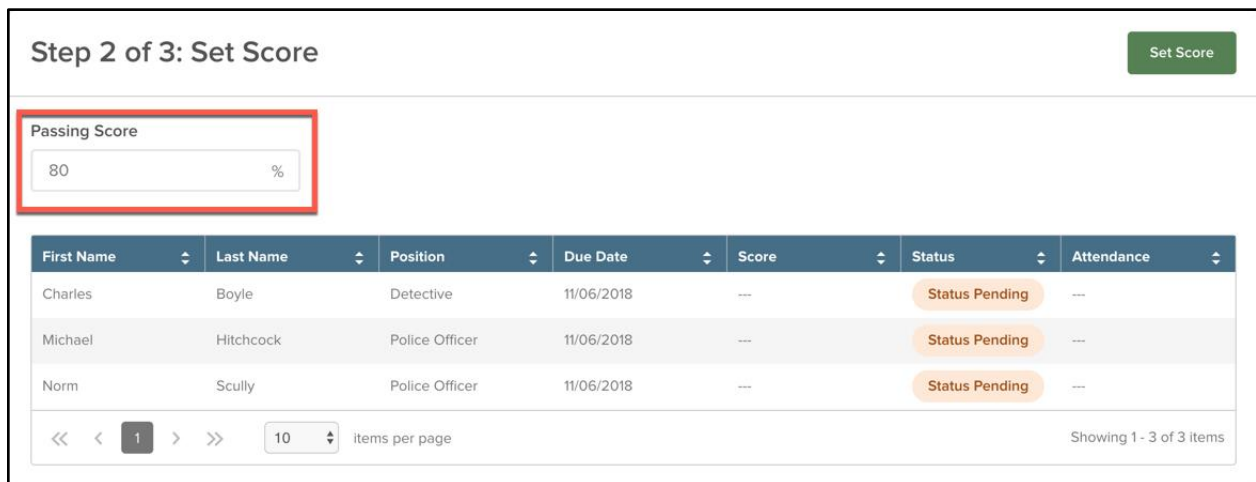


Figure 49: Enter Passing Score

The system gives you a *Bulk Actions Complete* screen once all records have been updated.

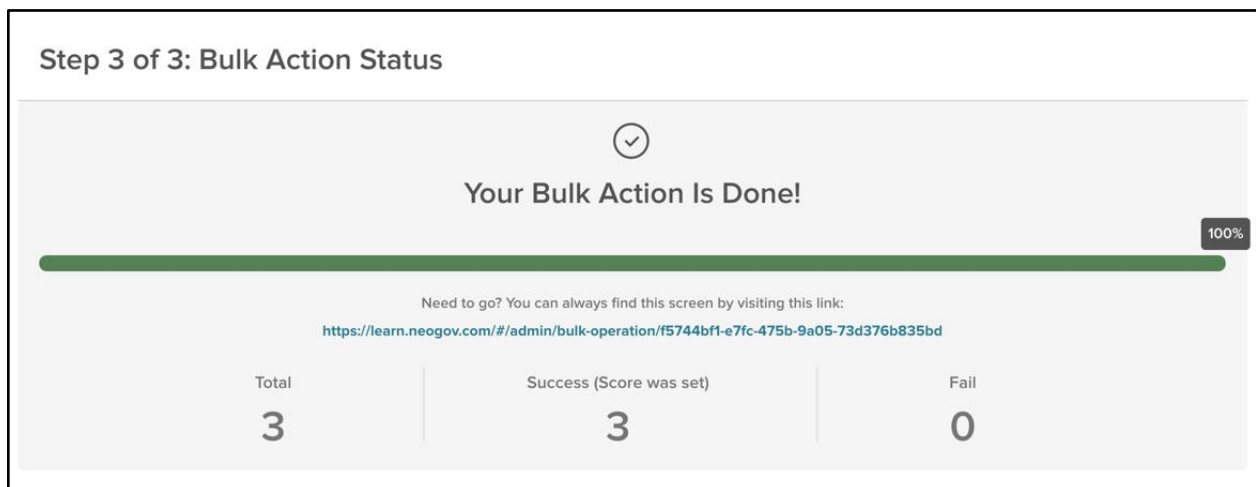


Figure 50: Bulk Action Status

You can then see all these changes reflected back under the Learner List for the course.

**Learner List** Edit status

All **9** Enrolled **6** Pending Waitlist **2** Print Roster Enroll Learners

Bulk Actions

	First Name	Last Name	Position	Due Date	Score	Status	Attendance	Actions
<input type="checkbox"/>	Rosa	Diaz	Detective	11/06/2018	82 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Amy	Santiago	Detective	11/06/2018	98 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Raymond	Holt	Police Captain	11/06/2018	--	Status Pending	--	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Charles	Boyle	Detective	11/06/2018	80 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Michael	Hitchcock	Police Officer	11/06/2018	80 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Norm	Scully	Police Officer	11/06/2018	80 %	Passed	Yes	<a href="#">Edit</a>

Showing 1 - 6 of 6 items

Figure 51: Updated Employee Scores

## Print Roster

An administrator can also preview and print a course roster from the Class Details Page. Simply select the *Print Roster* button.

**Learner List** Edit status

All **9** Enrolled **6** Pending Waitlist **2** Print Roster Enroll Learners

Bulk Actions

	First Name	Last Name	Position	Due Date	Score	Status	Attendance	Actions
<input type="checkbox"/>	Rosa	Diaz	Detective	11/06/2018	82 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Amy	Santiago	Detective	11/06/2018	98 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Raymond	Holt	Police Captain	11/06/2018	100 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Charles	Boyle	Detective	11/06/2018	80 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Michael	Hitchcock	Police Officer	11/06/2018	80 %	Passed	Yes	<a href="#">Edit</a>
<input type="checkbox"/>	Norm	Scully	Police Officer	11/06/2018	80 %	Passed	Yes	<a href="#">Edit</a>

Showing 1 - 6 of 6 items

Figure 52: Print Roster Button

This prompts a new tab where you can print or download the roster.

**Learner List**

First Name	Last Name	Position	Due Date	Score	Status	Attendance	Signature
Rosa	Diaz	Detective	11/6/2018	82.00 %	Passed	Yes	
Amy	Santiago	Detective	11/6/2018	98.00 %	Passed	Yes	
Raymond	Holt	Police Captain	11/6/2018	100.00 %	Passed	Yes	
Charles	Boyle	Detective	11/6/2018	80.00 %	Passed	Yes	
Michael	Hitchcock	Police Officer	11/6/2018	80.00 %	Passed	Yes	
Norm	Scully	Police Officer	11/6/2018	80.00 %	Passed	Yes	

Figure 53: Roster Printout

You'll notice the Printed Roster adds a Signature column. This is a great feature to take advantage of! While viewing the Learner List, you can select/deselect columns using the *Column Filters Flyout*. This allows you to modify the columns displayed in the printout, so you can use the printed roster as a sign-in sheet for classroom courses.

**Learner List**

First Name	Last Name	Position	Signature
Rosa	Diaz	Detective	
Amy	Santiago	Detective	
Raymond	Holt	Police Captain	
Charles	Boyle	Detective	
Michael	Hitchcock	Police Officer	
Norm	Scully	Police Officer	

Figure 54: Classroom Sign-In Sheet Sample

## Online Courses

In Learn, much of the same functionality for classroom course roster edits - like dropping learners from courses and entering scores for completed classes - is in place for Online Courses. In addition, in online courses HR Admins can edit course due dates for learners - for example, to give a learner extra time to complete a course.

There is no waitlist feature for online courses since space constraints are not an issue, allowing you to deliver more training to your employees.

From the Dashboard, navigate to the Course Management Tab, then Admin Catalog.

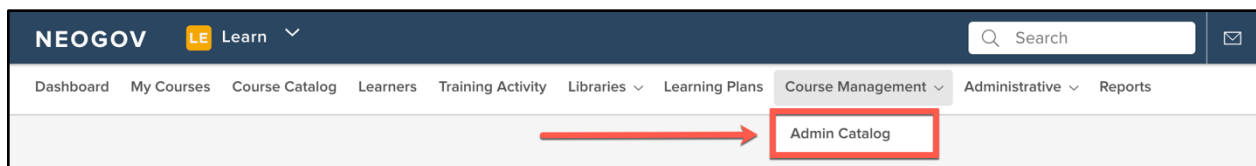


Figure 55: Course Management > Admin Catalog

From the Admin Catalog, you can locate a course by entering the name in the search bar on the left, or search for it by selecting the corresponding category. Click on the course title.

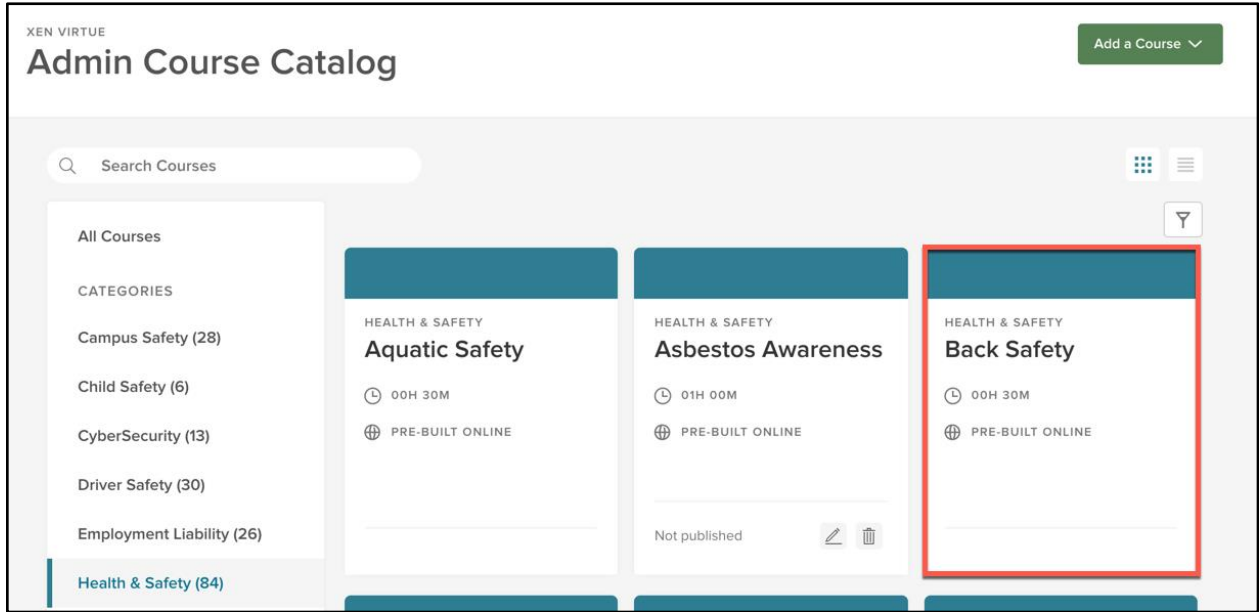


Figure 56: Select Course

You are then taken to that Class' Detail Page.

Back to All Courses Publish OFF  ON

---

HEALTH & SAFETY

## Back Safety

How important is back health? Protecting your back can save you time, money, and pain. This course covers basic back safety in the workplace. Topics include safe lifting steps, common back injuries, and an ergonomic overview.

Enrolled: 8  
Pending: 1

00H 30M  
REQUIRED SCORE: 80  
COURSE CODE: BS61  
GATED  
SELF ENROLL: ON  
APPROVAL REQUIRED BY: ADMINISTRATOR

[Preview](#) [Associations](#) [View Audit](#)

---

### Learner List Edit status

All **10** Enrolled **8** Pending **1**

[Print Roster](#) [Enroll Learners](#)

[Bulk Actions](#)

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	01/13/2019	---	Not Started	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019	---	Not Started	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Chris	Traeger	Auditor	01/13/2019	---	Not Started	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Ron	Swanson	Parks Dire...	01/13/2019	---	Not Started	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Terry	Jeffords	Sergeant	01/13/2019	---	Not Started	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Jake	Peralta	Detective	01/13/2019	---	Not Started	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Rosa	Diaz	Detective	01/13/2019	---	Not Started	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Amy	Santiago	Detective	01/13/2019	---	Not Started	<a href="#">Edit</a> <a href="#">Drop</a>

Showing 1 - 8 of 8 items

#### Attachments

no attachments

Figure 57: Roster View

From the Roster, you have a few filters available to use.

### Learner List Edit status

All **10** Enrolled **8** Pending **1**

[Print Roster](#) [Enroll Learners](#)

[Bulk Actions](#)

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	01/13/2019	---	Not Started	<a href="#">Edit</a> <a href="#">Drop</a>
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019	---	Not Started	<a href="#">Edit</a> <a href="#">Drop</a>

☰

Figure 58: Roster Column Filters



The **Enrolled By** and **Enrolled Date** filters are particularly helpful in relation to roster edits.

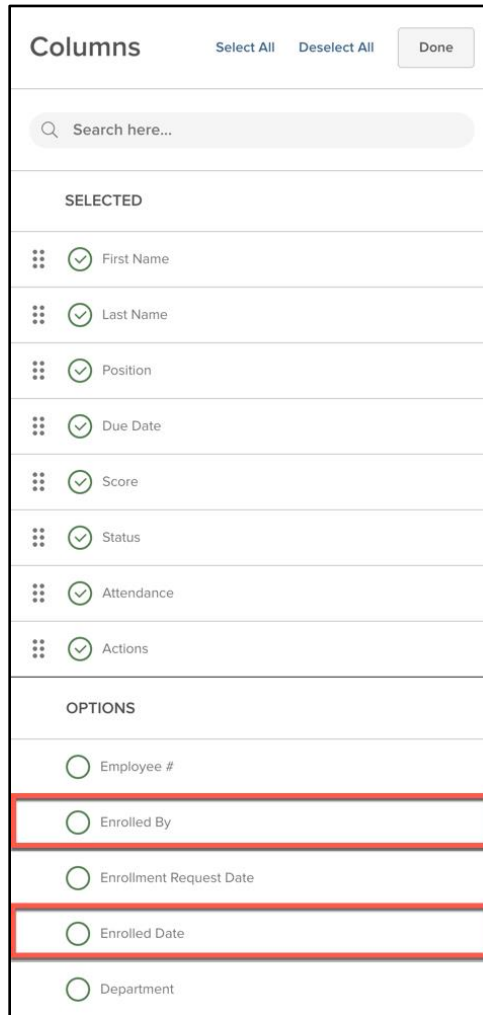


Figure 59: Additional Column Options

## Managing Enrollments

HR Admins have a number of options to quickly and easily manage online course enrollment. When viewing the Roster, you see three tabs: All, Enrolled, and Pending. Learners who have been enrolled with no approvals or that have already been approved for enrollment are listed in the Enrolled Tab. Learners who have yet to be approved for enrollment are listed in the Pending Tab. A combined view of the two are listed in the All Tab.

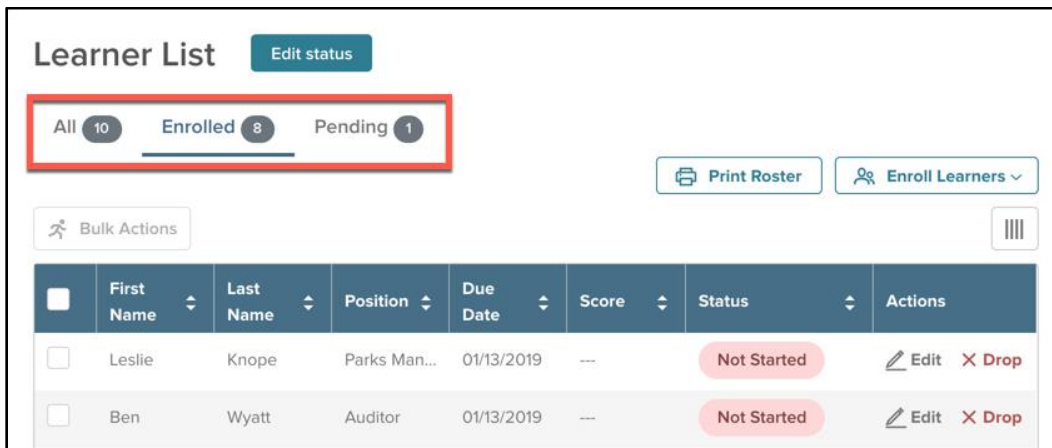


Figure 60: Learner List Tabs

Editing Due Dates

In Learn, HR Admins can edit course due dates for learners in online courses - for example, to give a learner extra time to complete a course. To edit a due date for an online course, from the Enrolled tab of the Roster, select edit from the Actions column.

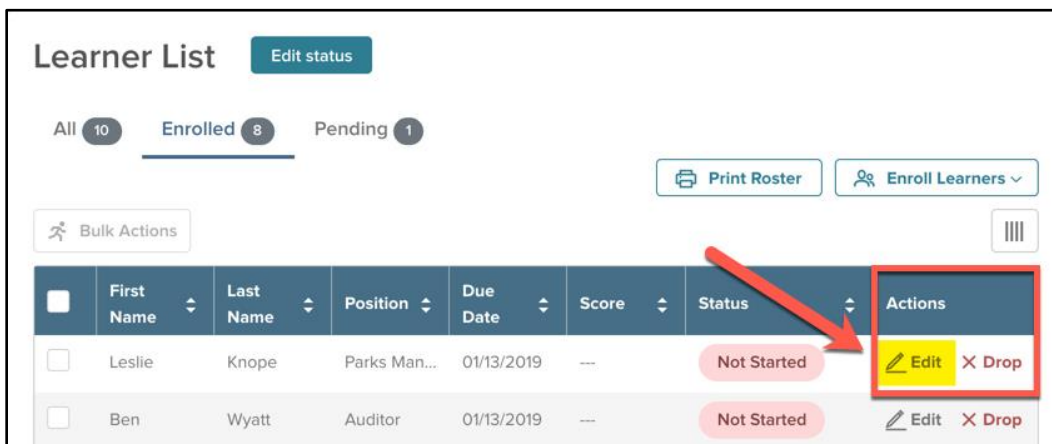


Figure 61: Actions > Edit

A pop-up window appears to enter the new due date. Enter a new date, then save.

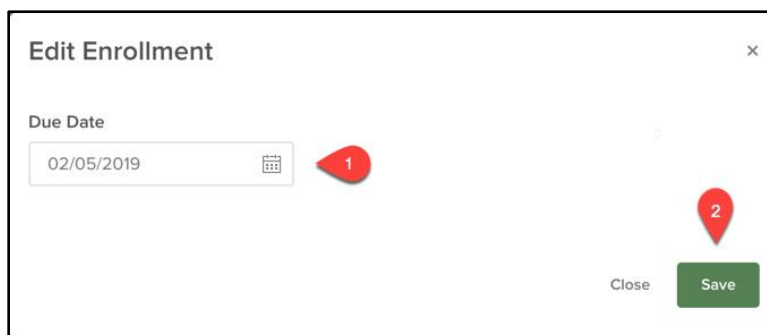


Figure 62: Edit Enrollment Date

Notice the due date reflects the new date you entered.

**Learner List** Edit status

All **10** Enrolled **8** Pending **1**

Print Roster Enroll Learners

Bulk Actions

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	02/05/2019	---	Not Started	<span>Edit</span> <span>Drop</span>
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019	---	Not Started	<span>Edit</span> <span>Drop</span>

Figure 63: New Due Date

*Dropping Learners*

HR Admins can drop a learner from a course, which can be useful if your learner has changed roles with your organization and the course is no longer applicable to their new role.

To drop a learner, from the Enrolled tab, select drop from the Action column, reviewing the confirmation message, and then selecting Yes.

**Learner List** Edit status

All **10** Enrolled **8** Pending **1**

Print Roster Enroll Learners

Bulk Actions

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	02/05/2019	---	Not Started	<span>Edit</span> <span>Drop</span>
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019	---	Not Started	<span>Edit</span> <span>Drop</span>
<input type="checkbox"/>	Chris	Traeger	Auditor	01/13/2019	---	Not Started	<span>Edit</span> <span>Drop</span>
<input type="checkbox"/>	Ron	Swanson	Parks Dire...	01/13/2019	---	Not Started	<span>Edit</span> <span>Drop</span>
<input type="checkbox"/>	Terry	Jeffords	Sergeant	01/13/2019	---	Not Started	<span>Edit</span> <span>Drop</span>

Are you sure?

Do you really want to delete this enrollment?

No Yes

Figure 64: Delete Enrollment

For any courses a learner has been dropped from, the learner sees a cancelled status on their transcripts, the learner profile as well as on the My Courses list.

Learners are automatically notified by the system for these kinds of course updates. More detailed

training on email notifications is available at the end of this guide and in our Series A Administrative training module.

*Viewing Dropped Learners*

Dropped learners are viewable in the Training Activity report.

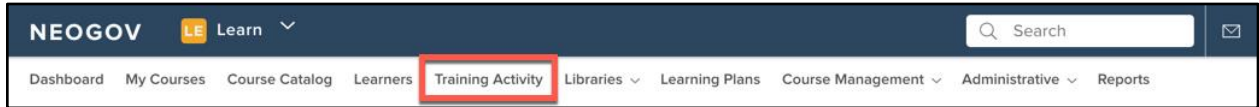


Figure 65: Menu Bar > Training Activity

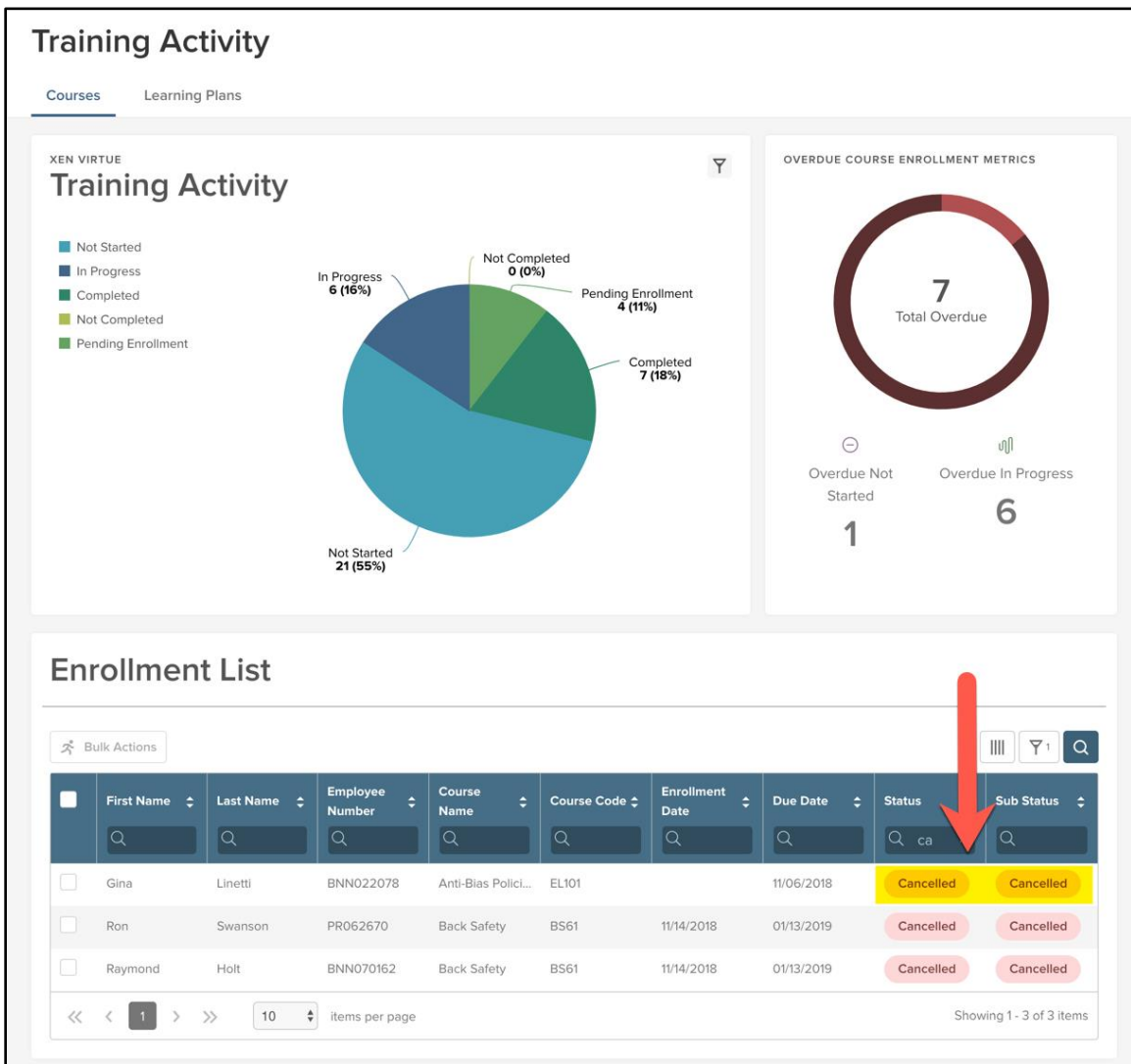


Figure 66: Training Activity Report

For any courses a learner has been dropped from, the learner sees a cancelled status on their transcripts well as on the My Courses list.

LEARNER TRANSCRIPT

## Ron Swanson

Parks Director  
Parks and Recreation  
ID - PR062670

Total Courses

# 01

Total Learning Plans

# 00

Completed

# 00

### Transcript

Print Transcript

Completed Courses

Course	Code	Type	Enrollment Date	Completion Date	Score	Status	Sub Status
Back Safety	BS61	Elective	11/14/2018	--	--	Cancelled	Cancelled

Showing 1 - 1 of 1 items

Completed Learning Plans

Learning Plan	Code	Type	Registration Date	Completion Date	Status
No records available.					

Showing 0 - 0 of 0 items

Figure 67: Transcript View

HEALTH & SAFETY

## Back Safety

🕒 00H 30M

🌐 PRE-BUILT ONLINE

Cancelled

Figure 68: My Courses > Dropped Course

## Pending Enrollments

Using enrollment approvals can help save time by ensuring learners only enroll in courses they belong in. It also gives more visibility to managers on what training their employees take.

On the roster, the Pending tab shows learners who have not been approved for enrollment yet. HR Admins can approve enrollment for Pending learners in courses where the HR Admin has been listed as

the approver. Approvals are normally completed from the Dashboard but can also be completed from the Roster. To approve enrollment, select the Pending tab, then Approve.

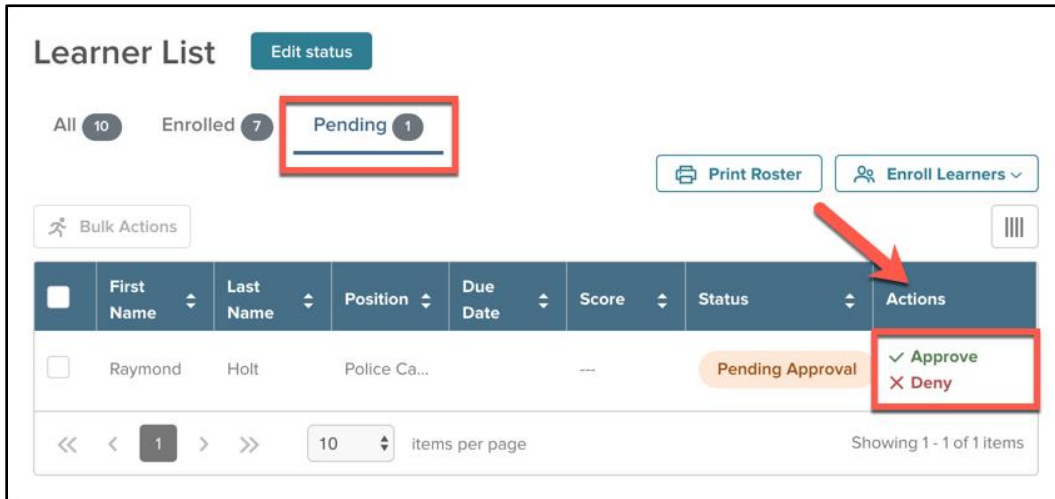


Figure 69: Approve Pending Tab

### Editing Scores

Although not a common scenario you may encounter, after online courses are completed, HR Admins can also edit scores for online courses. For example, you may have instances where the SCORM file may not accept the learner’s score or may not process the score correctly – so the HR Admin needs to enter the score manually.

To edit a score for an online course, select Edit status.

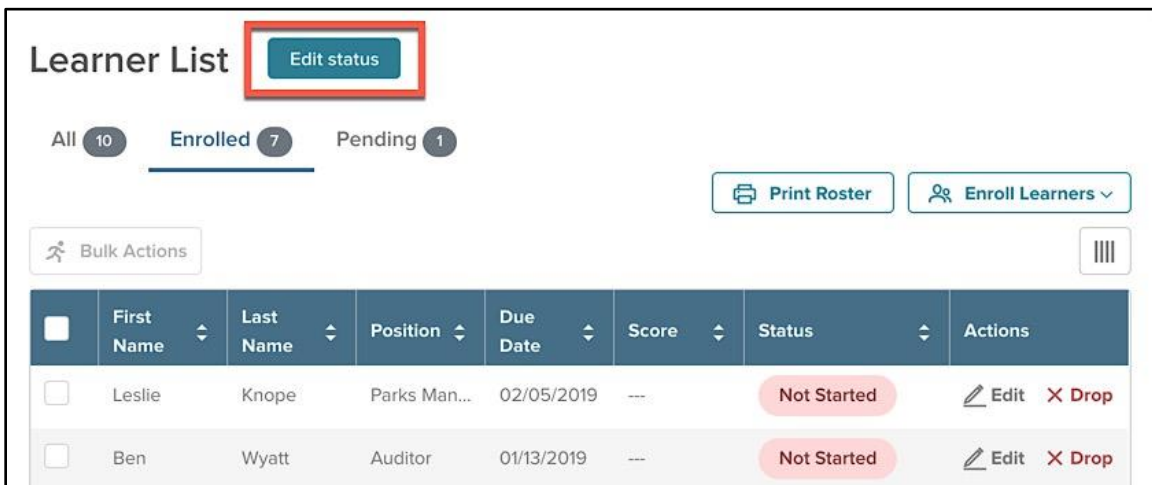


Figure 70: Edit Status Button

On the next screen enter any score corrections, then select View Status.

**Learner List** View status

All **10** Enrolled **7** Pending **1**

Print Roster Enroll Learners

Bulk Actions

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	02/05/2019	95.00	Not Started	<span>Edit</span> <span>Drop</span>
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019		Not Started	<span>Edit</span> <span>Drop</span>

Figure 71: Score Corrections

Once the score is entered in the roster, the status automatically reflects the pass/fail status set up in the course.

**Learner List** Edit status

All **10** Enrolled **7** Pending **1**

Print Roster Enroll Learners

Bulk Actions

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	02/05/2019	95 %	Passed	<span>Edit</span>
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019	--	Not Started	<span>Edit</span> <span>Drop</span>

Figure 72: Learner List Status

*Bulk Action Scores*

Administrators can also use the *Bulk Actions* button to update multiple learner records with the same exam/test score at once. This is very useful for courses with large rosters.

Select the learners you wish to set the score for and then select *Bulk Actions*.

**Learner List** Edit status

All 10 Enrolled 7 Pending 1

Print Roster Enroll Learners

Bulk Actions

3 record(s) are selected. Select All 7 records Clear Selection

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	02/05/2019	95 %	Passed	Edit
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019	90 %	Passed	Edit
<input checked="" type="checkbox"/>	Chris	Traeger	Auditor	01/13/2019	---	Not Started	Edit Drop
<input type="checkbox"/>	Terry	Jeffords	Sergeant	01/13/2019	87 %	Passed	Edit
<input checked="" type="checkbox"/>	Jake	Peralta	Detective	01/13/2019	---	Not Started	Edit Drop
<input checked="" type="checkbox"/>	Rosa	Diaz	Detective	01/13/2019	---	Not Started	Edit Drop
<input type="checkbox"/>	Amy	Santiago	Detective	01/13/2019	95 %	Passed	Edit

Showing 1 - 7 of 7 items

Figure 73: Select Users > Bulk Actions

This causes a flyout to appear. Select *Set Score*.

**Actions** Done

Set Score

Figure 74: Bulk Actions > Set Score

Enter the *Passing Score* value and then click *Set Score* in the right corner to update the score for all the selected employee records.



**Step 2 of 3: Set Score** Set Score

Passing Score

 %


First Name	Last Name	Position	Due Date	Score	Status
Chris	Traeger	Auditor	01/13/2019	---	Not Started
Jake	Peralta	Detective	01/13/2019	---	Not Started
Rosa	Diaz	Detective	01/13/2019	---	Not Started

<< < 1 > >>
10 items per page
Showing 1 - 3 of 3 items

Figure 75: Enter Passing Score

The system gives you a *Bulk Actions Complete* screen once all records have been updated.

**Step 3 of 3: Bulk Action Status**



**Your Bulk Action Is Done!**

100%

Need to go? You can always find this screen by visiting this link:  
<https://learn.neogov.com/#/admin/bulk-operation/46266285-9292-4ec6-9649-91267bc3ad70>

Total	Success (Score was set)	Fail
<b>3</b>	<b>3</b>	<b>0</b>

Figure 76: Bulk Actions Complete

You can then see all these changes reflected back under the Learner List for the course.

**Learner List** Edit status

All **10** Enrolled **7** Pending **1**

Print Roster Enroll Learners

Bulk Actions

<input type="checkbox"/>	First Name	Last Name	Position	Due Date	Score	Status	Actions
<input type="checkbox"/>	Leslie	Knope	Parks Man...	02/05/2019	95 %	Passed	Edit
<input type="checkbox"/>	Ben	Wyatt	Auditor	01/13/2019	90 %	Passed	Edit
<input type="checkbox"/>	Chris	Traeger	Auditor	01/13/2019	80 %	Passed	Edit
<input type="checkbox"/>	Terry	Jeffords	Sergeant	01/13/2019	87 %	Passed	Edit
<input type="checkbox"/>	Jake	Peralta	Detective	01/13/2019	80 %	Passed	Edit
<input type="checkbox"/>	Rosa	Diaz	Detective	01/13/2019	80 %	Passed	Edit
<input type="checkbox"/>	Amy	Santiago	Detective	01/13/2019	95 %	Passed	Edit

Showing 1 - 7 of 7 items

Figure 77: Updated Learner List

Print Roster

An administrator can also preview and print a course roster from the Class Details Page. Simply select the *Print Roster* button.

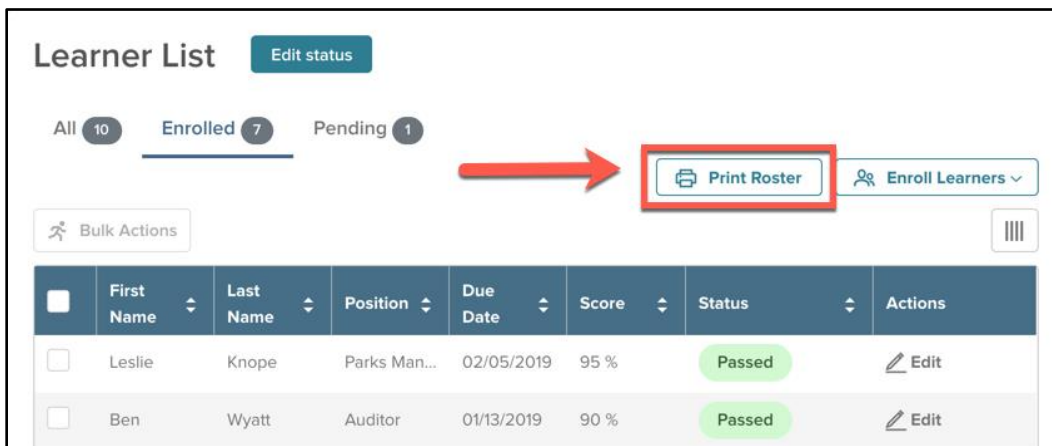


Figure 78: Print Roster Button

This prompts a new tab where you can print or download the roster. While viewing the Learner List, you can select/deselect columns using the *Column Filters Flyout*. This allows you to modify the columns displayed in the printout. A signature column is automatically added to the end of the print out for you.

**Learner List**

First Name	Last Name	Position	Due Date	Score	Status	Signature
Leslie	Knope	Parks Manager	2/5/2019	95.00 %	Passed	
Ben	Wyatt	Auditor	1/13/2019	90.00 %	Passed	
Chris	Traeger	Auditor	1/13/2019	80.00 %	Passed	
Tery	Jeffords	Sergeant	1/13/2019	87.00 %	Passed	
Jake	Peralta	Detective	1/13/2019	80.00 %	Passed	
Rosa	Diaz	Detective	1/13/2019	80.00 %	Passed	
Amy	Santiago	Detective	1/13/2019	95.00 %	Passed	

Figure 79: Roster Print-Out

### Email Notifications

In Learn, there are a number of events related to Roster Edits – updating attendance or scores, dropping learners, enrolling waitlisted learners - that generate automated emails as soon as the actions are taken; but only if notifications are enabled by your HR Admin.

To enable up your email notifications, select Settings from the Administrative Menu, then Notifications.

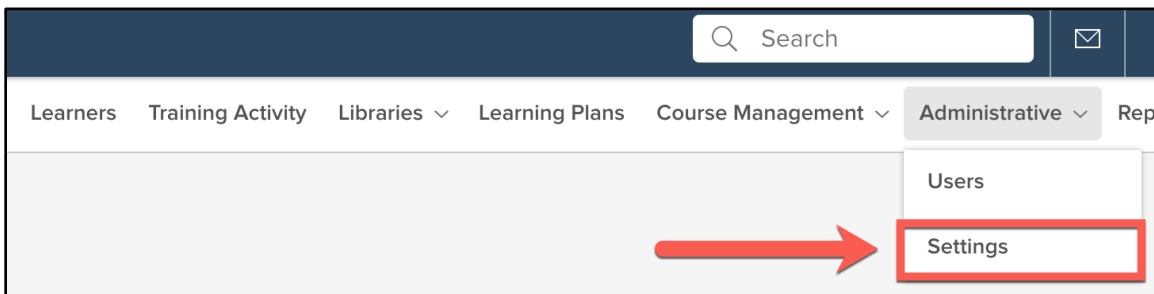


Figure 80: Administrative > Settings

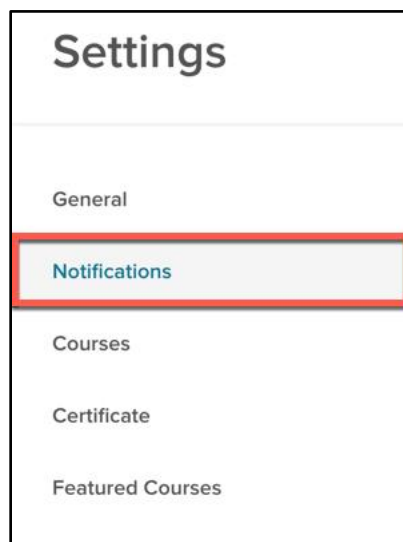


Figure 81: Settings > Notifications

Below you see a sample of some of the notifications available for the HR Admin to enable.

The Notifications page contains several email notification templates that are configured to automatically send based on various events that take place in your Learn system, such as when a learner enrolls in a course, when course details are updated, and reminders for upcoming scheduled courses.

Notification Name	Use Custom Email	Enable Notification Email
<b>Online Course Enrollment</b> Hr Admin, Manager, Learner, Hr User, Custom User	✓	OFF <input checked="" type="checkbox"/> ON
<b>Class Enrollment</b> Hr Admin, Instructor, Manager, Learner, Hr User, Custom User	✓	OFF <input checked="" type="checkbox"/> ON
<b>Class Reminder</b> Hr Admin, Instructor, Manager, Learner, Hr User, Custom User	✓	OFF <input checked="" type="checkbox"/> ON
<b>Class Completion</b> Hr Admin, Instructor, Manager, Learner, Hr User, Custom User	✓	OFF <input checked="" type="checkbox"/> ON
<b>Online Course Enrollment Pending Request</b> Hr Admin, Manager, Learner, Hr User, Custom User	✓	OFF <input checked="" type="checkbox"/> ON
<b>Class Enrollment Pending Request</b> Hr Admin, Instructor, Manager, Learner, Hr User, Custom User	✓	OFF <input checked="" type="checkbox"/> ON
<b>Class Update</b> Hr Admin, Instructor, Learner, Hr User, Custom User		OFF <input checked="" type="checkbox"/> ON
<b>Online Course Reminder And Overdue</b>		OFF <input checked="" type="checkbox"/> ON

Figure 82: Email Notifications

Administrators have the ability to customize the text in these emails, so it is important to have the emails configured properly and modified (if necessary) prior to using the system. The automatic emails keep your learners on track with their scheduled courses, which engender on time completions and overall higher course completion rates for your organization. These notifications save your administrators time and keep managers and employees informed at each step of the process.

There are notifications related to Roster edits for both classroom and online courses. More detailed training on email notifications is available in our Series A - Administrative training module.

## After the Course

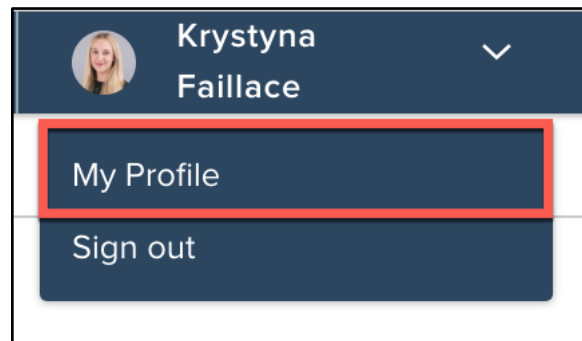
### Who Should Use This Section

All users who have completed a course should use this section as a guide to know how to see the results of their hard work.

### My Profile

Now you've completed some courses, but what do you have to show for it? Well, besides the newfound knowledge you now have – you can see your completed courses reflected within your profile statistics and you can view transcripts of all the courses you've completed.

To access all this information, navigate to the dropdown menu next to your name in the upper right side of the screen. Select **My Profile**. You can also use the **Sign Out** option to exit the Learn system.



*Figure 83: Profile Name > My Profile*

The **My Profile** page is a hub for all course information related to your Learn account. Learners can view course certificates, course transcripts, progress across recently enrolled courses, category metrics, and action items for other enrolled courses.

## Krystyna Faillace

Implementation Manager  
Customer Service  
kfaillace+2@neogov.net  
Start Date: March 7, 2014

[View Transcripts](#)

YOUR COURSES

Total Courses  
**27**

In Progress  
**3**

Overdue  
**5**

REQUIRED COURSE PROGRESS

17%

Complete

■ Not Started

■ Completed

■ In Progress

YOUR TOP 5 CATEGORIES

- Product Training
- Growth & Development
- Campus Safety
- Employment Liability
- Human Capital

### Enrolled Courses

<p>DRIVER SAFETY</p> <p><b>Aggressive Driving and Road Rage</b></p> <p>PRE-BUILT ONLINE</p>	NOT STARTED	<a href="#">Start</a>
<p>CAMPUS SAFETY</p> <p><b>Child Abuse and Prevention</b></p> <p>PRE-BUILT ONLINE</p>	NOT STARTED	<a href="#">Start</a>
<p>PRODUCT TRAINING</p> <p><b>How to use Perform</b></p> <p>CUSTOM ONLINE</p>	NOT STARTED	<a href="#">Start</a>
<p>HEALTH &amp; SAFETY <span style="color: red; font-weight: bold;">Required</span></p> <p><b>Bloodborne Pathogens for all Employees</b></p> <p>PRE-BUILT ONLINE</p>	NOT STARTED	<a href="#">Start</a>
<p>PRODUCT TRAINING <span style="color: red; font-weight: bold;">Required</span></p> <p><b>Create a Requisition and Route for Approvals</b></p> <p>CUSTOM ONLINE</p>	NOT STARTED	<a href="#">Start</a>

[View All Enrolled](#)

### Completed Courses

<p>OHC</p> <p><b>Approve or Deny a Hire</b></p> <p>CUSTOM ONLINE</p>	COMPLETED 6/18/18	<a href="#">View Certificate</a>	<a href="#">Review</a>
<p>PRODUCT TRAINING</p> <p><b>Referred List Actions</b></p> <p>CUSTOM ONLINE</p>	COMPLETED 6/7/18	<a href="#">View Certificate</a>	<a href="#">Review</a>
<p>PRODUCT TRAINING</p> <p><b>Subject Matter Expert Review</b></p> <p>CUSTOM ONLINE</p>	COMPLETED 6/7/18	<a href="#">View Certificate</a>	<a href="#">Review</a>
<p>GROWTH &amp; DEVELOPMENT</p> <p><b>Competency Training</b></p> <p>CLASSROOM</p>	COMPLETED	<a href="#">View Certificate</a>	
<p>PRODUCT TRAINING</p> <p><b>How to use Onboard</b></p> <p>CUSTOM ONLINE</p>	COMPLETED 6/7/18	<a href="#">View Certificate</a>	<a href="#">Review</a>

[View All Completed](#)

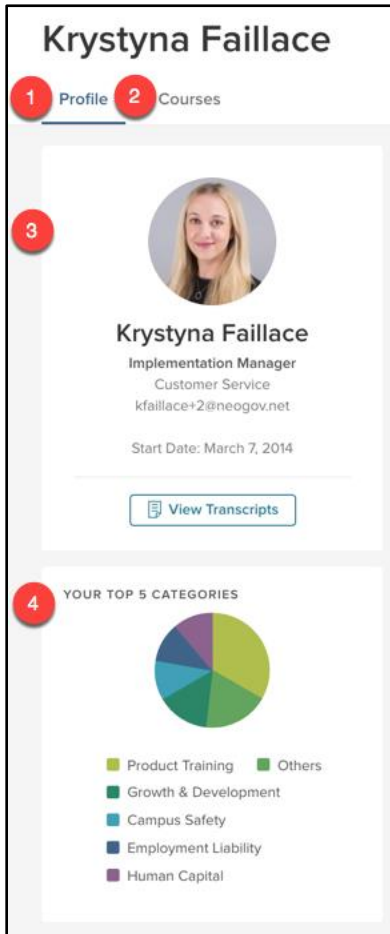
### External Learnings

[Add External Learning](#)

No External Learnings

Figure 84: My Profile Display

Similar to how the **Course Detail Pages** are broken up into the sections for easier consumption, so too is your **My Profile**.



*Figure 85: My Profile General Information*

1. **Profile:** The default **My Profile** dashboard view
2. **Courses:** Shows all courses associated with your profile (akin to the **My Courses** page)
3. **User Profile:** General information about your account
  - a. Includes: Your full name, position, department, email, and start date
  - b. Also includes a **View Transcript** button that allows you to review scores, dates, and other information on all courses associated with your account
4. **Your Top 5 Categories:** Identifies trends among the courses you are enrolled in (Each course is associated with a category regardless of which course type it is)
  - a. This information helps encourage growth and development in other areas by outlining where learners are spending the most time in their training

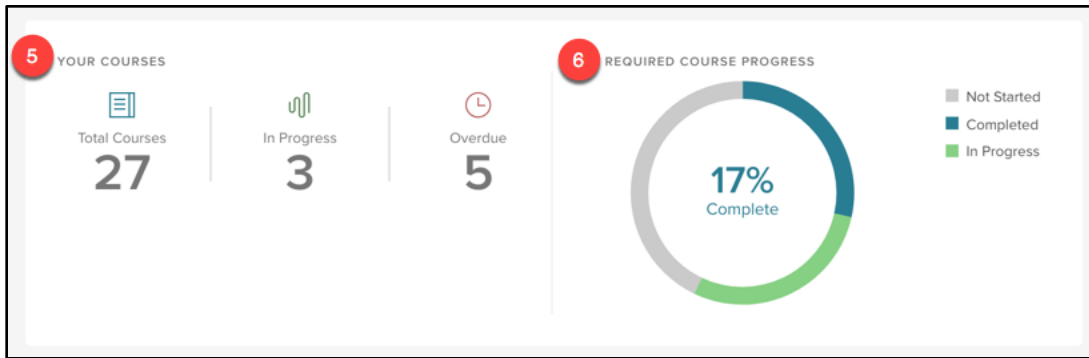


Figure 86: Course Statistics

- 5. **Your Courses:** An overview of the account metrics to determine immediate priorities
- 6. **Required Course Progress:** Summary of the total percentage of completion for required courses
  - a. Click on an option from the chart legend to configure the chart based on Not Started, Completed, and In Progress data

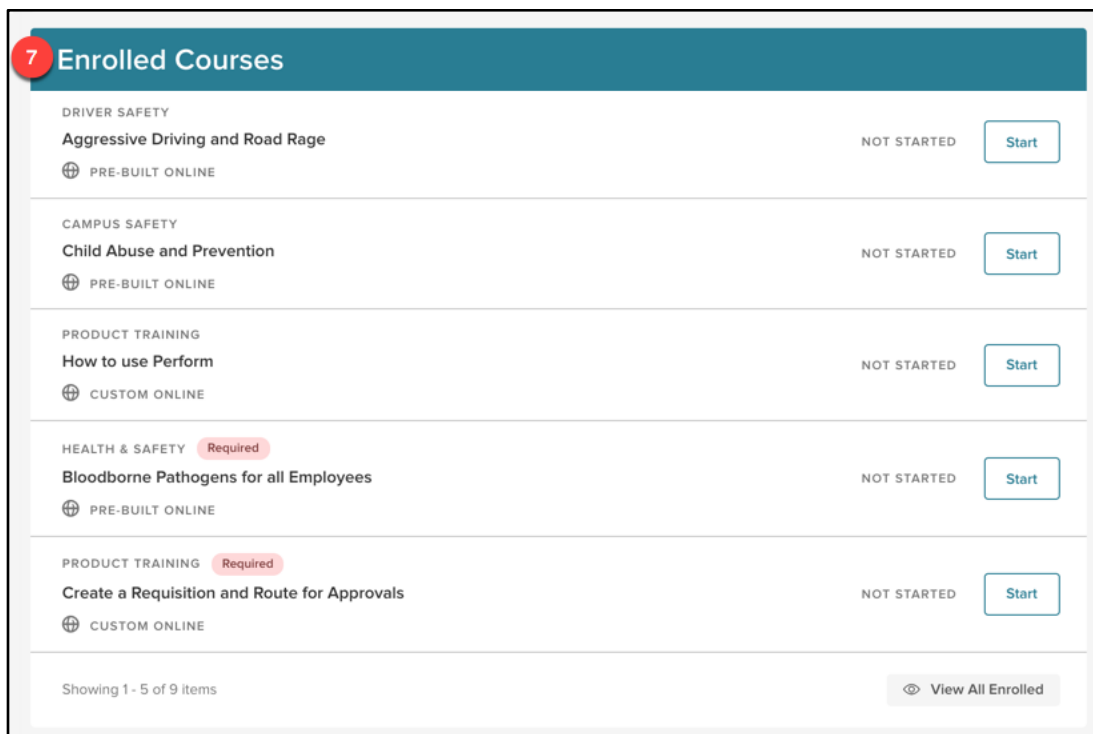


Figure 87: Enrolled Courses

- 7. **Enrolled Courses:** A list of recently enrolled courses
  - a. Each course quickly lists the course category, title, and delivery method
  - b. You can easily take action on a course by selecting the buttons on the right
    - i. Either **Start** or **Resume** is available based off if you've started the course or not



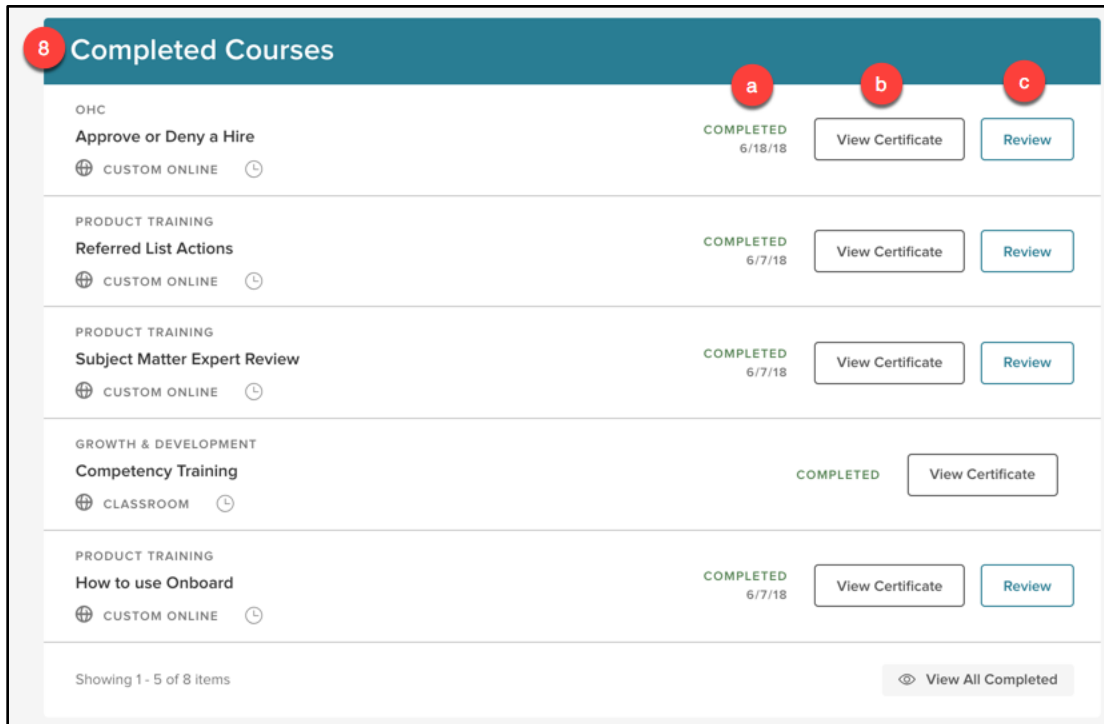


Figure 88: Completed Courses

- 8. **Completed Courses:** A list of all recently completed courses
  - a. **Completed:** The date the (online) course was completed
  - b. **View Certificate:** Click to view and print the course completion certificate
  - c. **Review:** View the completed course details and scores (if applicable; see Figure 24)



Both Pre-Built and Custom Online Courses allow you to review all course material with the **Review** button

### Certificates

From the **Completed Courses** section of your **My Profile**, you can see the results of your courses. The **View Certificate** button can be used to view and print the course certificate.

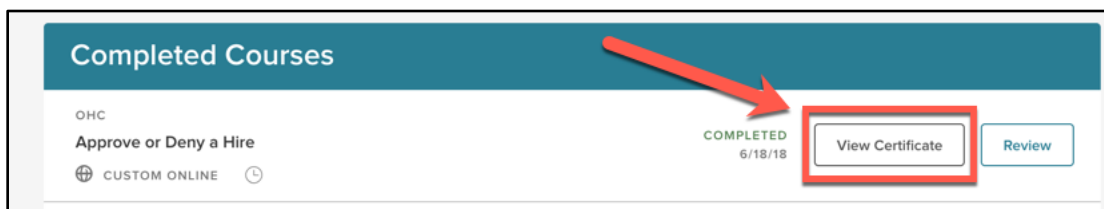


Figure 89: Completed Courses > View Certificate



You can also access the Certificate for a completed course from the **Course Detail Page** after you've completed the course

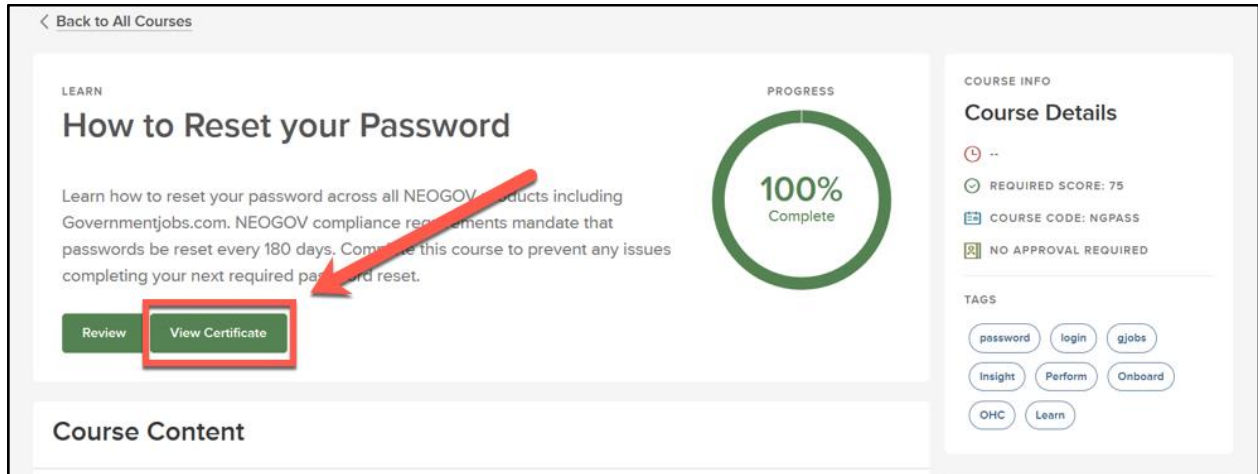


Figure 90: Course Details Page > View Certificate

Learners can view the certificate and click **Print Certificate** to print the image shown. This section is also available to managers who may be reviewing the profile of their direct reports.



Figure 91: Certificate of Course Completion

**NOTE:** Learn Administrators can configure certificates with custom information. Please review the Admin Settings tutorial or user guide for more information on this process.