iLearnOregon

Course Administrator's Manual

iLearn v17 – February 21, 2019

iLearnOregon Resources

Test site

https://ilearn-testing.oregon.gov/

Help documents

- http://www.oregon.gov/DHS/BUSINESS-SERVICES/Pages/DHSOHA-iLearn.aspx
- http://www.oregon.gov/DAS/HR/Pages/iLearnOregon.aspx

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Section 1:

Getting Started

This Section includes

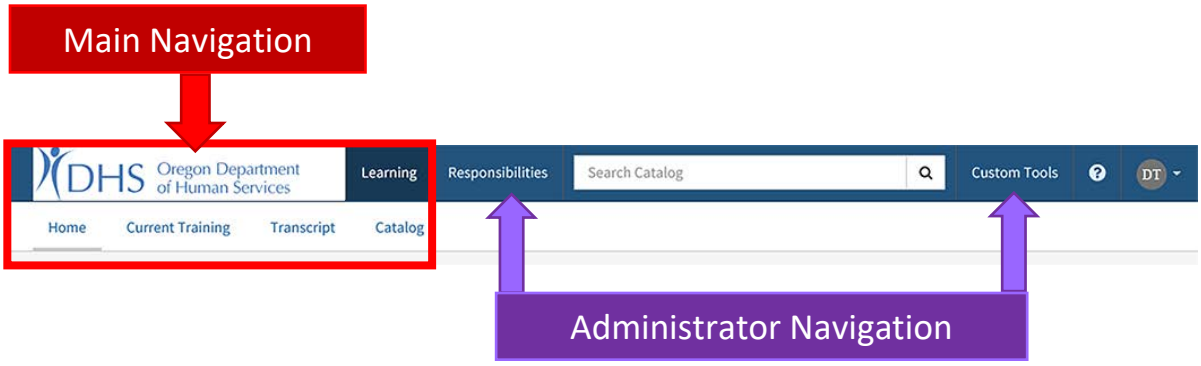
- Navigation
- Your Learning Home Page
- Account Settings
- Transcripts
- Adding Self-Reported Learning or Certifications
- Setting Password Questions
- Changing Manager and Phone

For advanced information, look for the Power User icon.

Navigation

iLearnOregon navigation is at the top of the page.

- The **Main Navigation** (see below) will show for all users.



- The **Administrative** navigation includes one function that show *only* for Course Administrators: **Responsibilities.** Also, **Custom Tools** shows different functions for administrators than for students.

See the **Responsibilities** section, and the **Custom Tools** section, for navigation information.

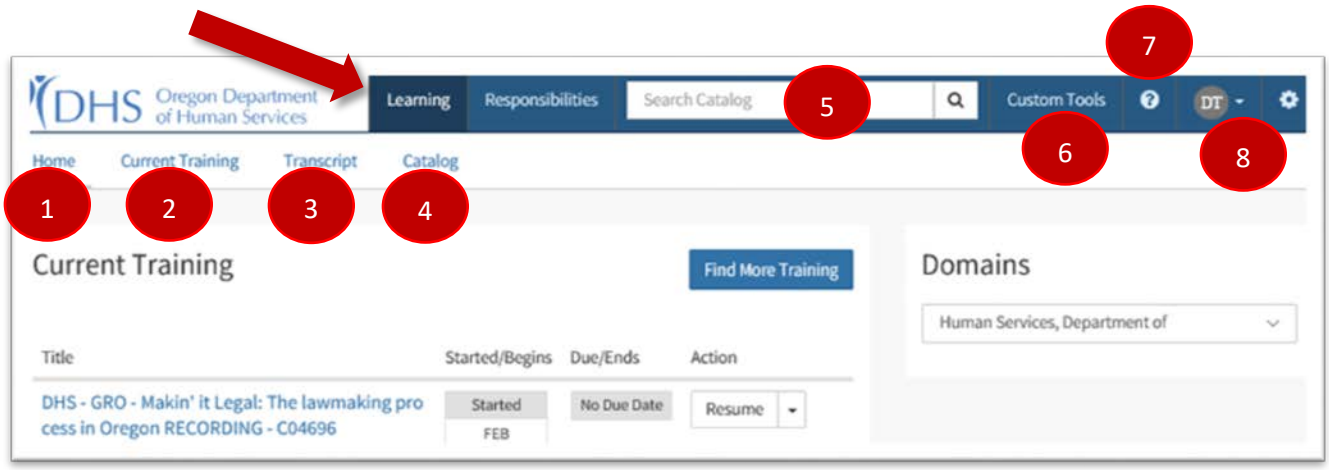
IMPORTANT

If **Administrative Navigation** does not appear, please see **Introduction to Instructor Access** in the Appendix.

Also, note that you must complete the **iLearnOregon Course Administrator Training** before you'll have access to all the features in this manual.

Your Learning Home Page

Learning Home – When you log into your iLearn account, this page appears under the **Learning** button. This is your main iLearnOregon homepage ***as a learner***.



(1) **Home:** This screen shows a summary your upcoming courses and transcript, which you can see in detail by selecting the buttons labelled (2) and (3). You can also search the Learning Catalog (5) from this page, or do a detailed search by selecting (4).

(2) **Current Training:** Shows the upcoming classes you are registered to attend and online courses you've started.

(3) **Transcript:** Shows the status of all courses and curriculums you've started, enrolled in and taken, as well as a list of your certifications. You can also print your transcripts, or save them as a PDF, from the Transcript screen.

(4) **Catalog:** Allows you to search for a course or browse by category.

(5) **Search Catalog:** A quick search feature for finding courses, curriculums and other content from your Learning Home page.

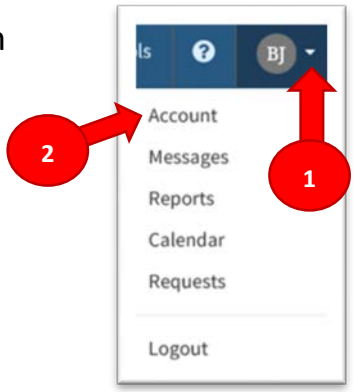
(6) **Custom Tools:** Allows you to save your transcript, certifications, billing reports and more in multiple formats. See the section, **How to use Custom Tools.**

(7) **Help:** The question mark button leads to more information on how to use iLearn.

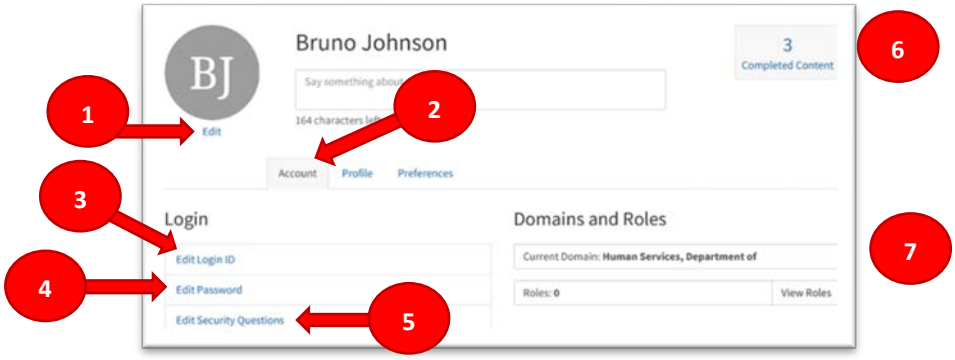
(8) **Account Information:** The dropdown arrow that's right of your initials leads to your account page. See the section, **Update your iLearn Account**.

Account Settings

In the upper right portion of the screen, (1) choose the dropdown arrow to the right of your initials, then (2) choose ***Account***.



Account – Manage account settings and information

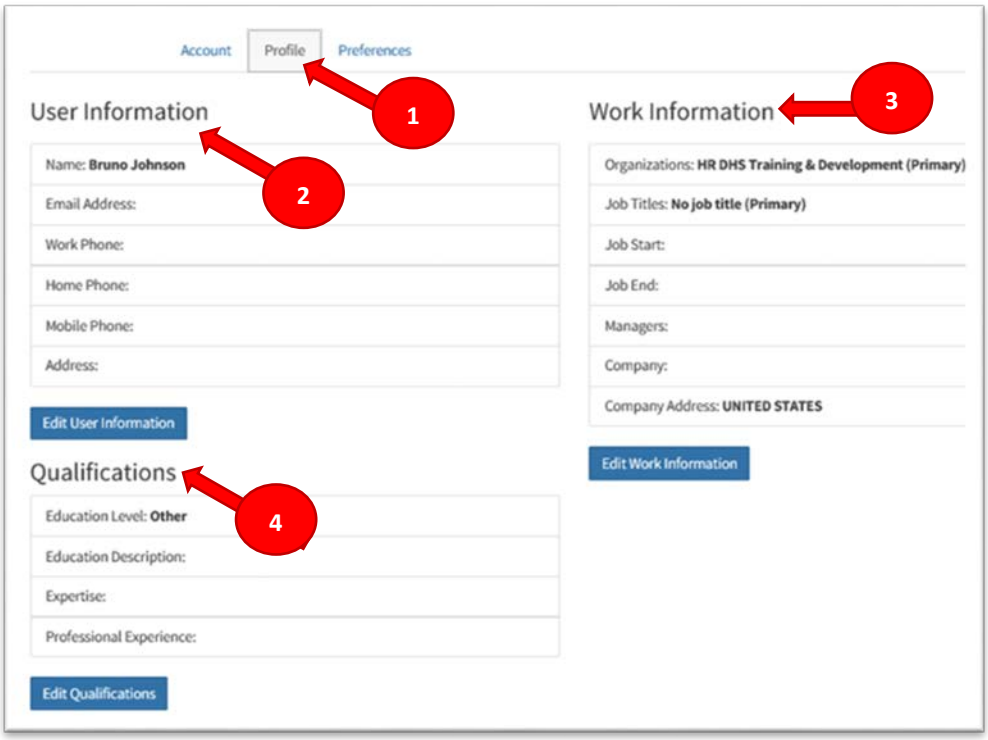


(1) **Edit:** Use this link to change your initials to an image.
(2) **Account tab:** Displays the information in the image above.
(3) **Edit Login ID:** Change your Login ID for the next time you log into your iLearn account.
(4) **Edit Password:** Change your password for the next time you log into your iLearn account.
(5) **Edit Security Questions:** Allows you to reset your password without Service Desk support.
(6) **Courses:** Links to your transcript.
(7) **Domains and Roles:** Shows your primary domain (organization) and all the roles and permissions you've been assigned as an iLearn Course Administrator.

> Fill out at least one Security Question. That way, if you forget your password, you'll still be able to access your account.

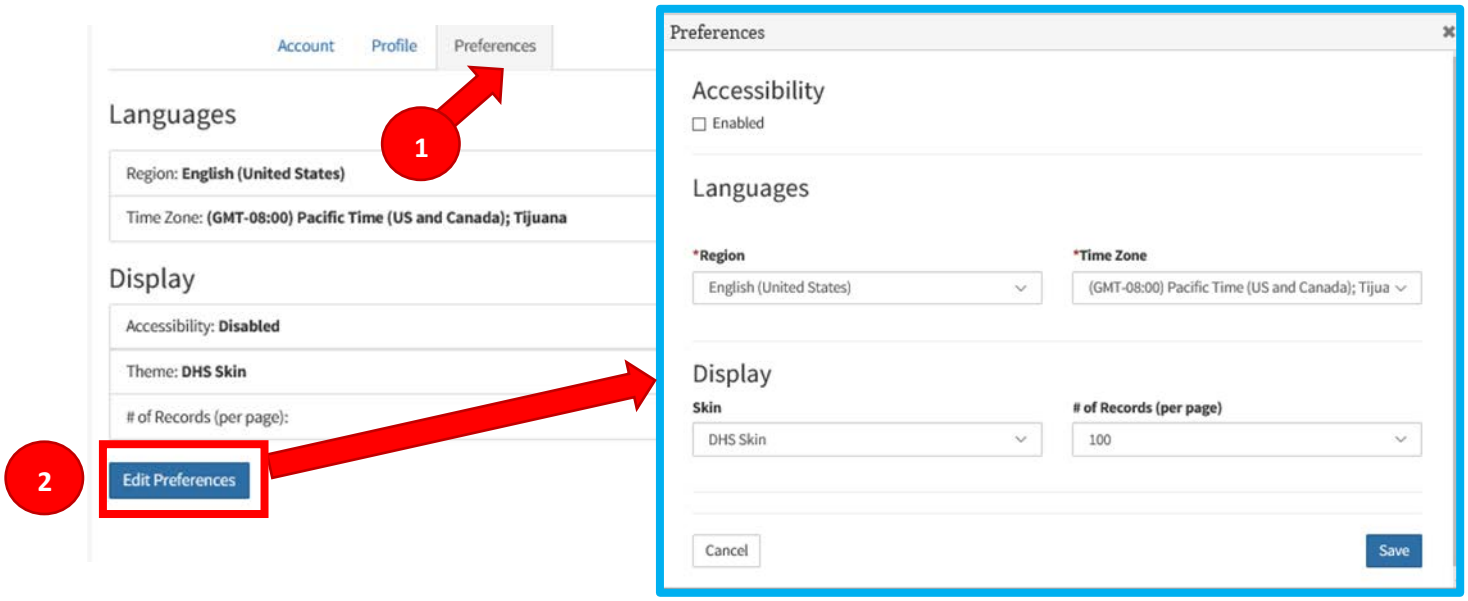
Profile – How to change your information.

NOTE: Most of this information cannot be *permanently* changed in iLearn. See below for more information.



(1) **Profile tab:** Displays the information in the image above.
(2) **User Information:** Name and contact information. This information cannot be permanently changed in iLearn. To change your phone number, see the **Appendix** for **Outlook Directory Update**. To change your name or email, submit a *DHS|OHA Personnel Action Request Form (MSC 0109).*
(3) **Work Information:** Organizational information. This information cannot be permanently changed in iLearn. To change your manager or job title, see the **Appendix** for **Outlook Directory Update**.
(4) **Qualifications:** Professional and educational background information. This can be changed in iLearn by clicking the ***Edit Qualifications*** button. When you're finished, click ***Save***.

Preferences – For accessibility, languages and display.

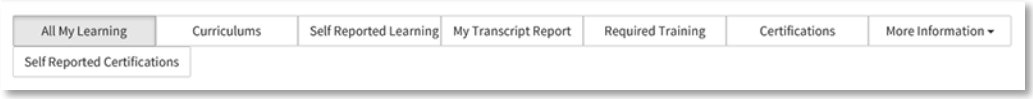


(1) **Preferences tab:** Displays the information in the image above.
(2) **Edit Preferences:** Enable accessibility and change the number of records per page. ***NOTE:*** It's recommended that you change **# of Records (per page)** to 100.

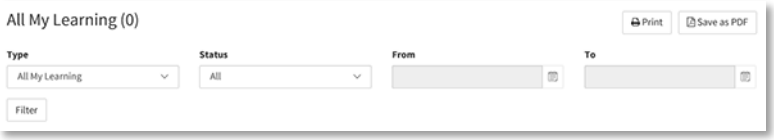
When you're finished making changes, click ***Save.***

Transcripts

Learning > Transcript includes the following types of reports. ***NOTE:*** All these reports can be printed or saved as a PDF.



- **All My Learning:** Enables you to search by type of learning (like classroom or online courses), date range, or status of course (like enrolled, completed, started or waitlisted).



- **Curriculums:** List all curriculums you've started and completed.

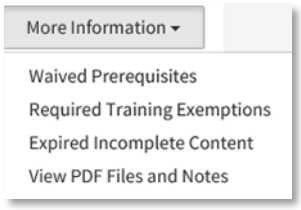
- **Self Reported Learning:** Enables you to add training events outside of iLearnOregon to your transcript. These events include courses, seminars, certifications, job rotations, job shadowing, on-the-job training and more. See the section, **Adding a Self-Reported Learning or Certification**.

- **My Transcript Report**: Generates a PDF report of all completed training events, including total training hours. For instructors, the transcript includes all training events you taught, along with total teaching hours.

- **Required Training**: Lists all assigned trainings.

- **Certifications:** Includes the name, the date you obtained the certification and the date it expires.

- **More Information:** Includes Waived Prerequisites, Required Training Exemptions, Expired Incomplete Content and View PDF Files and Notes.



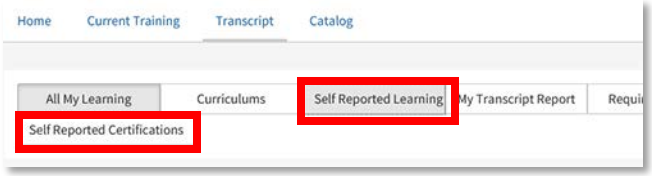
Self Reported Certification: Enables you to add a training certification outside of iLearnOregon to your transcript. See the section, **Adding a Self-Reported Learning or Certification**.

Adding Self-Reported Learning or Certifications

Training events or certifications outside of iLearnOregon can be added to student transcripts. Training events include courses, seminars, certifications, job rotations, job shadowing, on-the-job training and more.

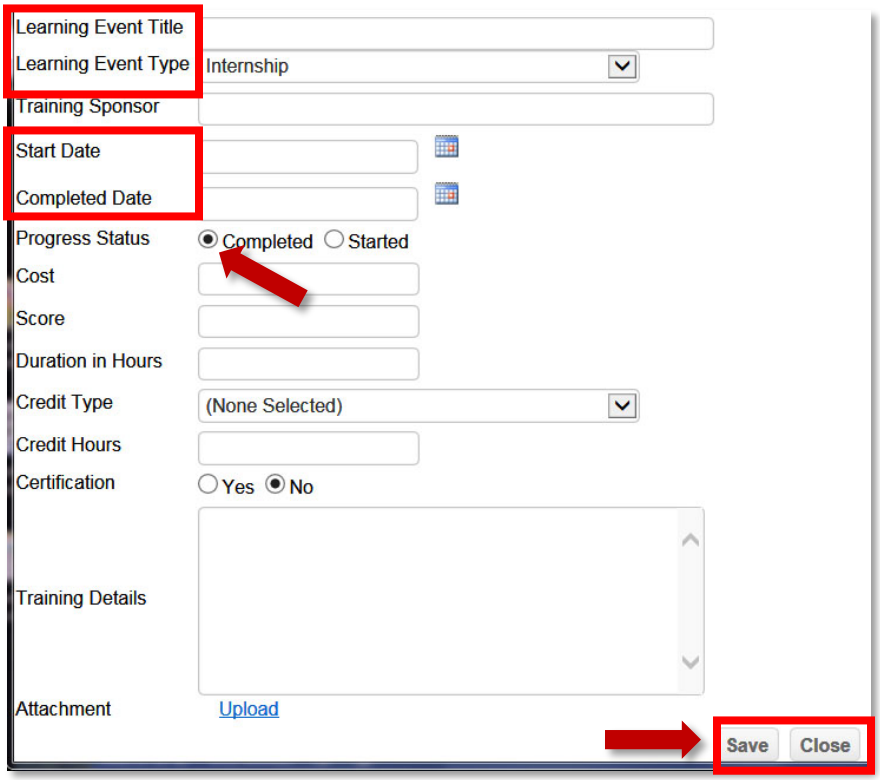
1. From ***Learning***, click ***Transcript.***

2. Select ***Self Reported Learning*** or ***Self Reporting Certifications***.



3. Select ***Add New Learning Event*** (or ***Add New Certification***).

4. For **Self Reported Learning:**
   - These fields are required: **Title, Type, Start & Completed Dates.**
   - Under **Progress Status**, you MUST select **Completed** or you'll get an error message.
   - Fill out other relevant fields (although they aren't required).



5. **For Self Reported Certifications,** the only required fields are **Certification Type** and **Date Certified.**

6. Click ***Save***, then ***Close***.

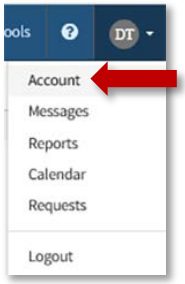
Setting Password Questions

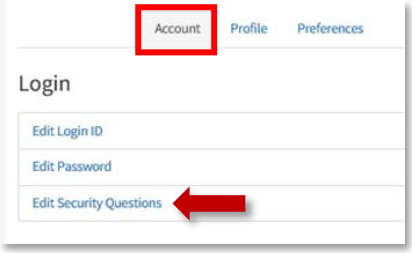
You can set security questions so that if you forget your iLearnOregon password, you can immediately reset it instead of requesting a temporary one via e-mail.

> Be proactive! The fastest way for staff and partners to recover passwords is to set password security questions.

1. Log into iLearnOregon. If you have forgotten your username or password, contact the Service Desk at 503-945-5623 for help retrieving them.

2. On your homepage, open the dropdown menu by your initials on the upper right of the screen and click on ***Account***.

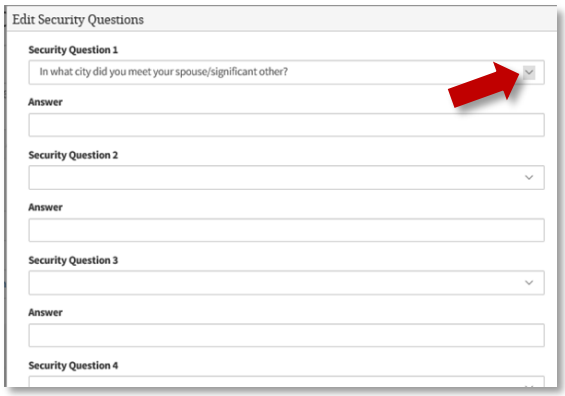




3. On the **Account** tab, click on ***Edit Security Questions***.

4. For each of the dropdowns, choose one **Question** to answer. Type the answer to each question in the corresponding answer box.

5. When you're finished, click ***Save.***



Changing Manager & Contact Information

iLearn accounts are regularly updated from **Workday**. Be sure to keep your manager current in Workday.

State employees must use Workday to change their manager's names. That's because the Workday database overwrites certain information in the iLearn database every 24 hours. If the manager's name is changed in iLearn, it will be overwritten the next day unless it's changed in Workday.

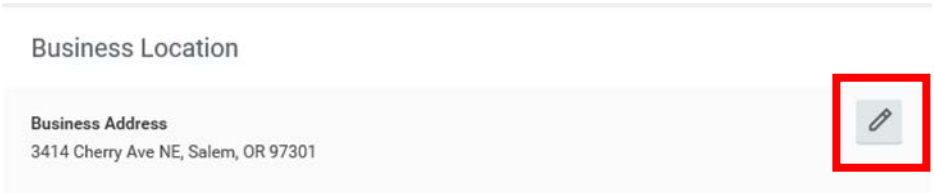
Partners/Providers can change their manager's name using the ***Account*** function, which is located in the dropdown menu by their initials (in the upper-right corner of the screen).

To update your manager in Workday:

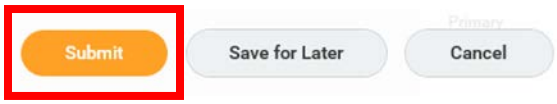
Contact Workday at DHS-OHA.Workday@dhsoha.state.or.us

To update your phone, email or address in Workday:

- Log into your Workday account and select Personal Information.
- In the Change column, select Contact Information.
- Click the Edit button. From the dropdown menu, choose whether to change your home or work contact information.
- By the information you want to change, select the pencil icon and make changes.



- Click Submit at the bottom of the screen.



Section 2:

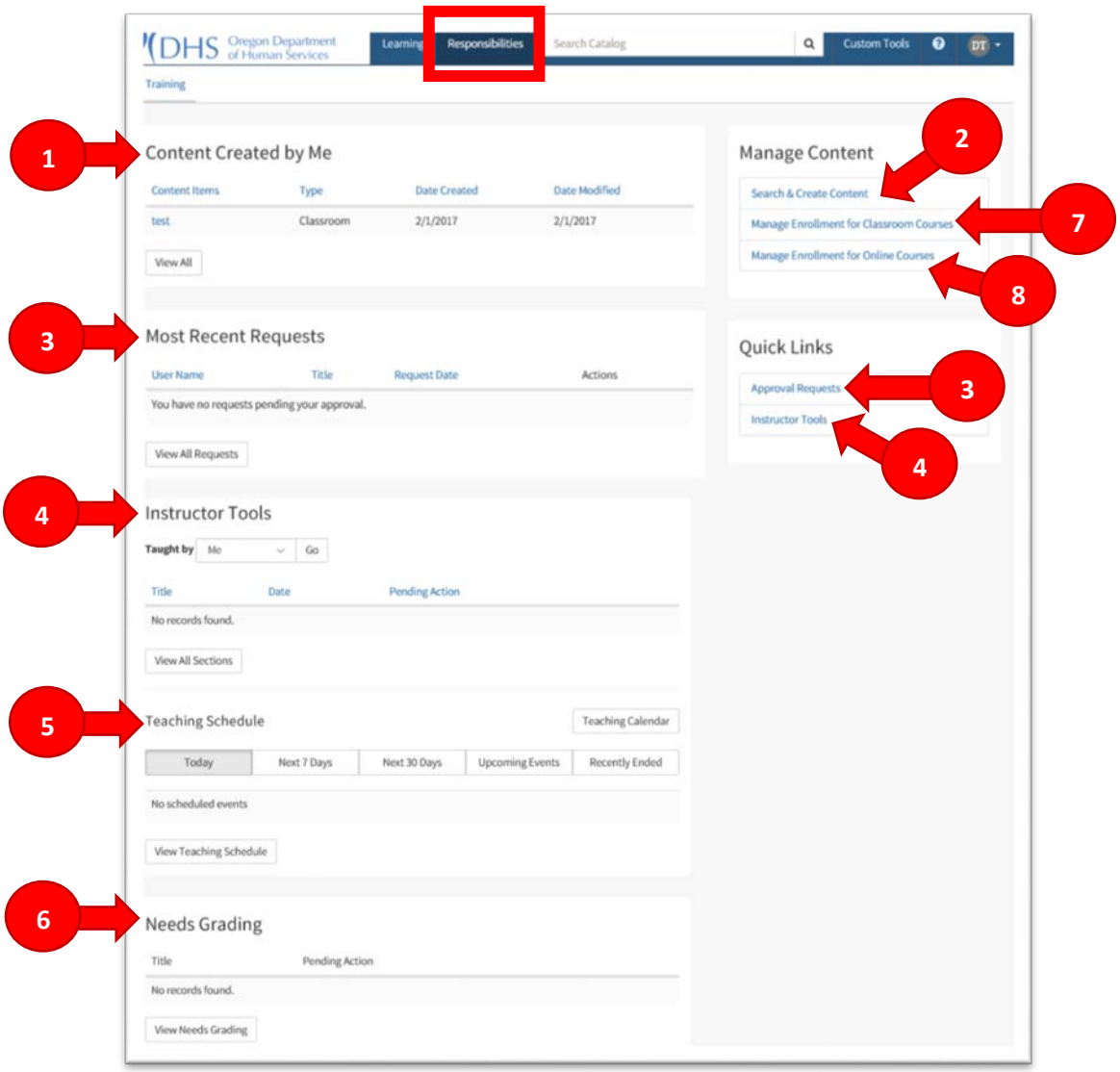
Creating Courses

This Section includes

- Responsibilities
- Naming a Course
- Building a Course
    - Search for Existing Courses
    - Create a New Course
    - Schedule a Section
    - Options for a Section with One Event
    - Sections with Multiple Events
- Copying a Section
- Locating an Inactive Section
- Creating Virtual Sections

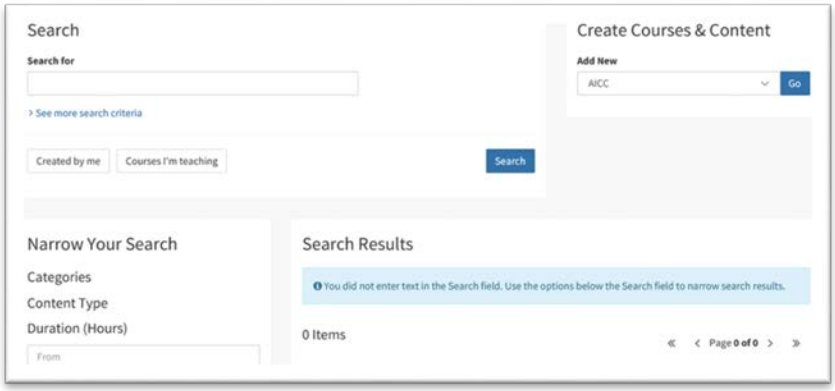
For advanced information,
look for the Power User icon.

Responsibilities Home - Opens administrative homepage for courses you teach and manage, and includes the following.



(1) **Content Created by Me:** Quick access to courses you created, modified or teach.

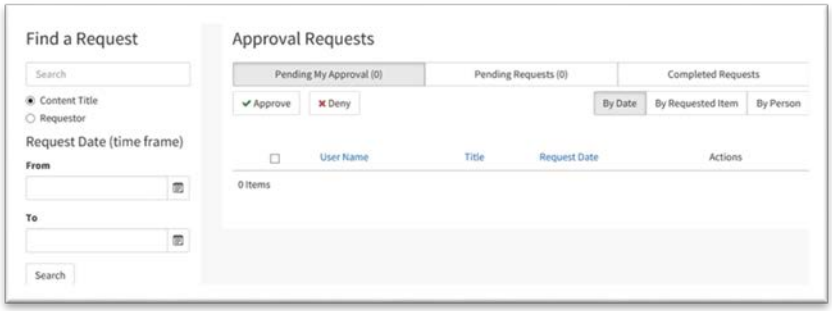
- The ***View All*** button opens the **Content** page, as shown below.



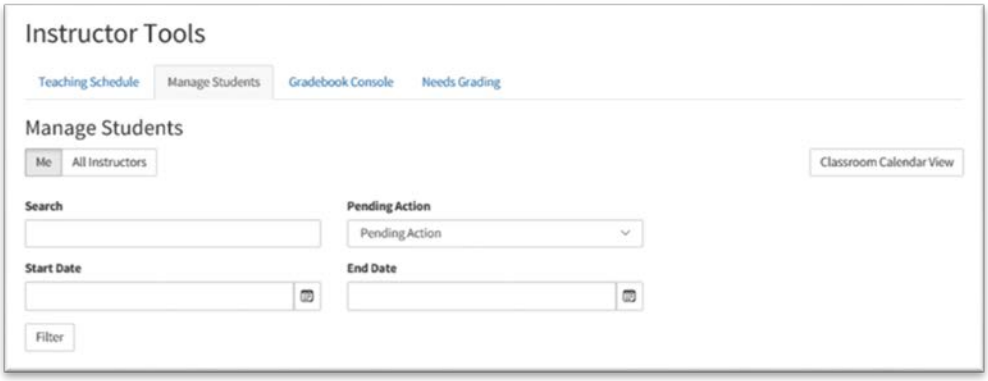
  - ***NOTE:*** Go to this page to create classroom and virtual classes, online courses, PDFs, curriculums and other content.
  - This page also allows you to narrow your search by category, duration, content type and more.

(2) **Search & Create Content:** This link also leads to the **Content** page, same as the ***View All*** button above. However, it does not include the options to narrow your search.

(3) **Most Recent Requests:** Use this section if you have courses that require approval to access.
  - Click ***View All Requests*** to see the screen below, which allows you to search for specific requests by date, item and requestor.
  - Another way to reach this screen is by clicking ***Approval Requests*** under **Quick Links.**



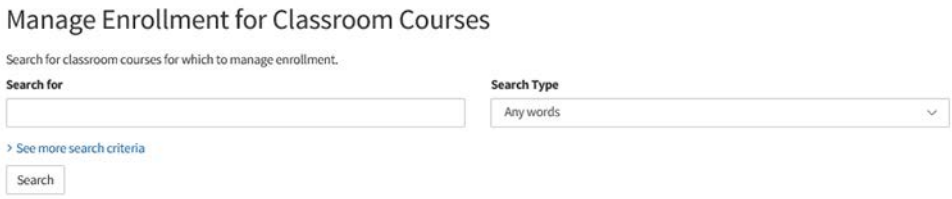
(4) **Instructor Tools:** Displays courses with administrative actions pending.
- The ***View All Sections*** button opens the **Instructor Tools** screen on the **Manage Students** tab.
- Another way to reach this screen is by clicking ***Instructor Tools*** under **Quick Links.** Done this way, the screen will open on the **Teaching Schedule** tab.



(5) **Teaching Schedule:** Displays your schedule of upcoming courses.
- Click the ***Teaching Calendar*** button for a printable schedule in calendar format.
- The ***View Teaching Schedule*** button opens the **Instructor Tools** screen on the **Teaching Schedule** tab.

(6) **Needs Grading:** Displays a list of courses that need grading.
- The ***View Needs Grading*** button opens the **Needs Grading** screen on the **Teaching Schedule** tab.

(7) **Manage Enrollment for Classroom Courses:** Allows you to enroll and waitlist students in your classes.



(8) **Manage Enrollment for Online Courses:** Allows you to enroll students in online classes and cancel enrollment.

Naming a Course

Preparation

- **Course Title**
  - Ensure your course does not already exist in the Learning Catalog.
  - Review the course naming protocol. See the section, **Naming Conventions**.

DHS – CW – Pathways to Permanency

Agency **Division or Office** **Course Title**

- **Course Description**
  - Brief description including objectives, key topics, etc.
  - Include a space before and after each hyphen.
  - The Course Title must not exceed 100 characters (including spaces and hyphens).

- **Instructor**
  - Profile must be in iLearnOregon.

- **Date and time**
  - Required information for setting up a Section and Event.

- **Location**
  - Reserve the room with the local room owner.

ILearnOregon is not a room reservation system.

Search for Existing Courses

Before creating a new course or editing an existing course, ensure the course does not already exist in the Catalog as an active, or inactive course. **See iLearnOregon Protocol 02-03: Setting Up New Courses and Editing Existing Courses.**

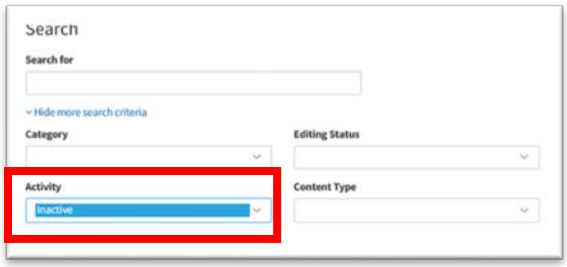
NOTE: Reuse courses whenever possible to avoid duplication.

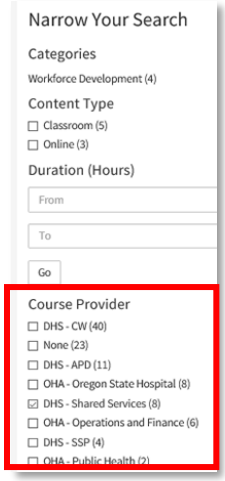
1. From ***Responsibilities,*** under **Manage Content,** click on ***Search & Create Content***.

2. Search for Active Courses using the **Search** field.
   NOTE: The default is to search for active courses.
   - Enter the course title, keywords,or other possible titles into the **Search for** field and click the ***Search*** button.
   - You can also search for courses **Created by me** or **Courses I'm teaching** by clicking on the buttons below the search field.

3. To search for Inactive courses that have been previously hidden, click on ***See more search criteria*** under the **Search for** field.

   - Change Activity drop-down menu to **Inactive,** the click ***Search***.

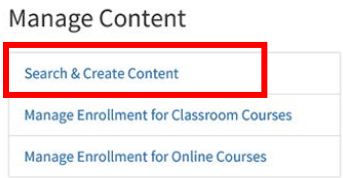




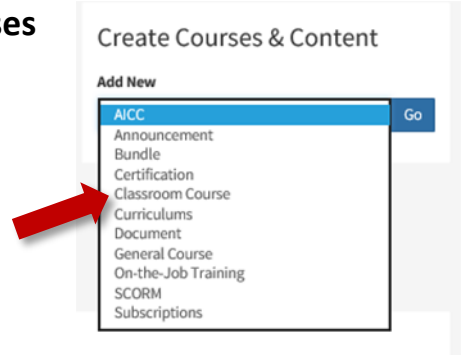
- After running a search, you may get dozens or hundreds of results. To decrease that number, go to the **Narrow Your Search** section and select your organization under **Course Provider**.

4. If <u>using an existing course</u>, click on the course title to edit course details. Edit course activity information and access **Schedule and Manage Sections** tab. (See the following pages and **Building a Course: Schedule a Section**.)

Create a New Course

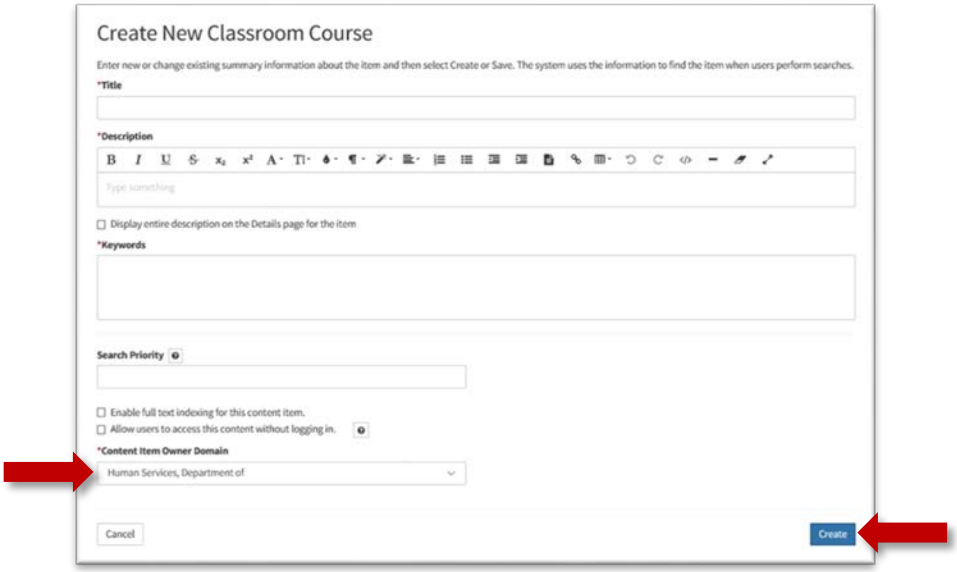


1. On your homepage, click **Responsibilities.** In the **Manage Content** section, click **Search & Create Content.**



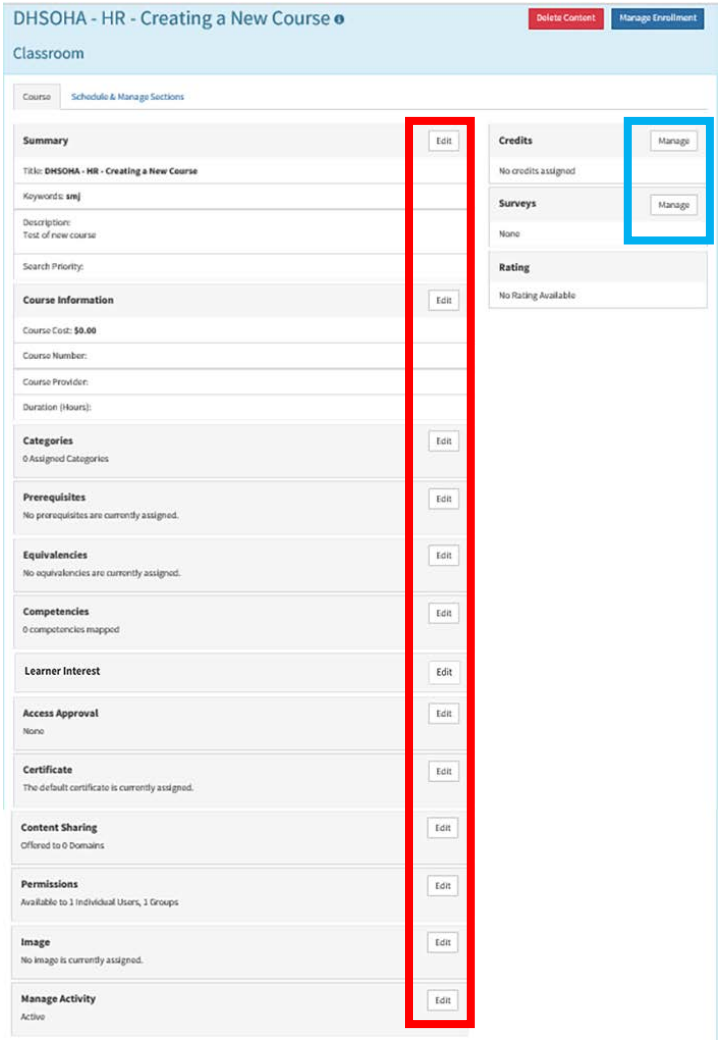
2. If creating a new classroom course, in the **Create Courses & Content** area:
   - Ensure **Classroom Course** is showing in the **Add New** dropdown menu.
   - Click on the ***Go*** button to create a new classroom course.

3. From the **Create New Classroom Course** page:
   - Complete the form by entering data in the fields. Required fields are marked with an asterisk (*).
   - The **Content Item Owner Domain** dropdown must display the course owner's organizational domain in iLearnOregon**.**
   - When all required fields are complete, click the ***Save*** button to finalize page and navigate to a summary of information under the **Course** tab.



To improve search results, include common misspellings and abbreviations, Unit acronym, and the course creator's name and initials as keywords.
See iLearnOregon Protocol 02-09: Keywords.

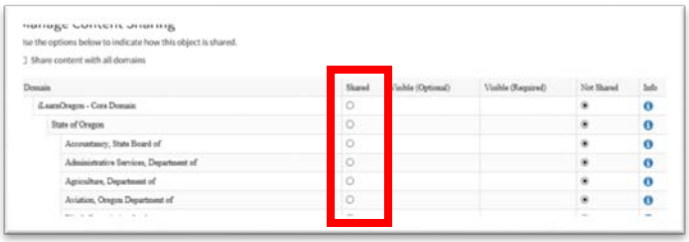
4. From the **Course** page, click on the ***Edit*** or ***Manage*** button for the detail information needing to be changed or updated.
   - **Summary**
     - Edit course title, keywords & description.
   - **Course Information**
     - Cost, Course Provider, Course Number and Duration. **See iLearnOregon Protocol 02-07: Course Information.**
   - **Categories**
     - Assign training categories to content.
   - **Prerequisites**
     - Add prerequisites for course.
   - **Equivalencies**
     - Associate equivalences.
     - May cross domains.
   - **Competencies**
     - Map a performance competency or skill.
   - **Learner Interest**
     - Manage user requests for a course. **For instructions,** see the **Learner Interest** step below.
   - **Access Approval**
     - Produces an error. **Do not use.**
   - **Certificate**
     - Changes course certificate from generic to a custom design.



- **Content Sharing**
  - Shares content across domains. You'll need to use this function for both DHS and OHA to access a course. **For instructions,** see the **Content Sharing** step below. **Also see iLearnOregon Protocol 02-13: Course Sharing.**
- **Permissions**
  - You'll need to assign (and possibly edit) permissions to course. **For instructions,** see the **Permissions** step below. **Also see iLearnOregon Protocol 02-02: Permissions.**
- **Image**
  - Upload and assign image to course
- **Manage Activity**
  - Change active/inactive status and dates
  - Active is the default setting
  - For more information, see section, **Course Categories**.
- **Credit**
  - Add a credit type and value to your course.
- **Surveys**
  - Assign a survey that you already created in iLearn.

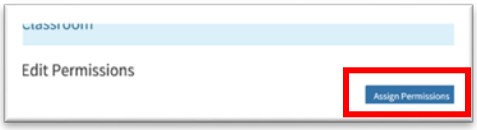
5. **Content Sharing:** This is where you share the course between domains. If it's an OHA course and you want DHS employees to attend, share it here.

   NOTE: Your course will automatically be shared with your primary domain (either DHS or OHA), and you'll need to add the other domain. Also, course administrators who work with partners will want to share the course with "Other, Non State Employees."When sharing content, select the individual agencies or groups. Share content by clicking the circle in the **Shared** column by the organization's name. ***NOTE:*** *Do not* share content with **State of Oregon.** This results in sharing your content with all state agencies, board, commissions, etc. When you're finished click ***Save***.

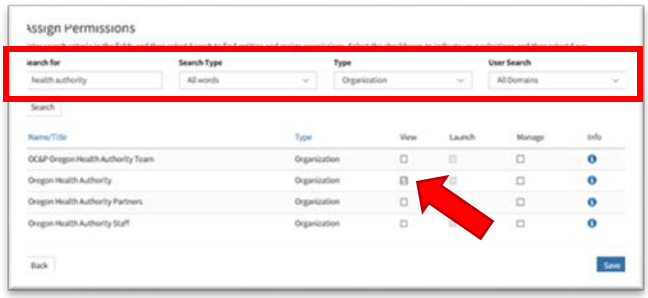


6. **Permissions:** After you share content to another domain, assign permissions for domain users to view the course. To do this:

   - Next to **Permissions**, click ***Edit,*** then ***Assign Permissions***.



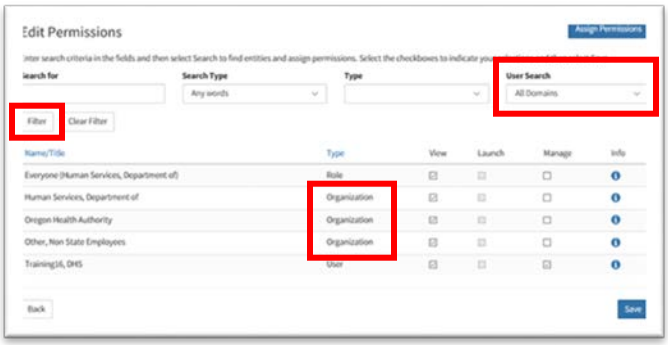
   - Search for "health authority," "human services" or "other, choose **Search Type: All words,** then **Type: Organization** and **User Search: All Domains.** ***NOTE:*** Do this for your primary domain, as well as the domains you added in Content Sharing.



   - By the domain name, check the box in the **View** column (like the examples above). Make sure **Organization** appears in the **Type** column. Click ***Save***.

   - Repeat the Assign Permissions process. This time, search for "everyone" and **User Search: All Domains.** ***NOTE:*** Do this for the domains you added in Content Sharing.

   - Back on the **Edit Permissions** screen, you'll see the new domains if you change the **User Search** to **All Domains** and click ***Filter***. ***NOTE:*** Make sure the "Organization" type and "Everyone" role appears for all the domains you added in Content Sharing, as well as your primary domain.

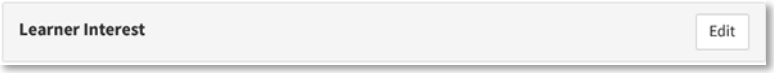


If you need to assign multiple instructors the ability to manage the course, you'll need to assign them permissions by checking the box in the ***Manage*** column.

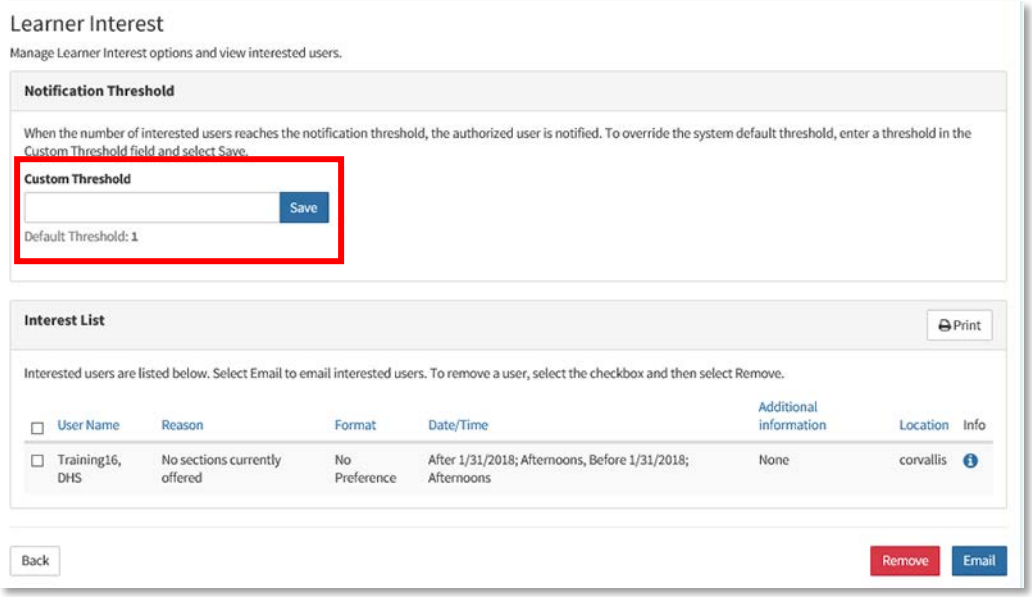
NOTE: No permission assignment is needed for other course administrators. As long as a user has a Course Manager role in iLearnOregon, they have access to edit other courses, including courses they did not create.

7. **Learner Interest:** By default, the system will generate an email every time a learner chooses the **Express Interest** feature. You can change the course setting to receive emails less frequently.

    - Scroll to **Learner Interest** and click ***Edit.***



    - Change the frequency of notifications by adding a number under **Custom Threshold.** For example, if you change it to "2," you'll receive notification only after two people have clicked **Express Interest** for your course.



NOTE: You can also respond to learner messages from this screen.

NOTE: If you want to schedule a webinar, skip to **Creating Virtual Sections**.

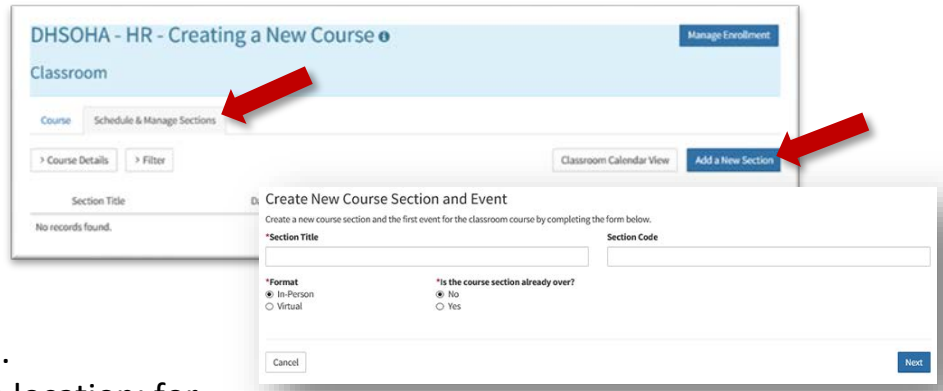
You **must** set up course Content Sharing and Permissions correctly before creating sections. Otherwise, learners will not be able to enroll in your course.

Schedule a Section

1. From the ***Course*** tab, click on the ***Schedule & Manage Sections*** tab to add a new section to the current course.

   Schedule & Manage Sections page:
   - Includes a **Search for** function for courses with existing sections.
   - Active upcoming sections will be displayed as default.

2. Click the ***Add a New Section*** button to go to the **Create New Course Section and Event** page. Complete required fields.

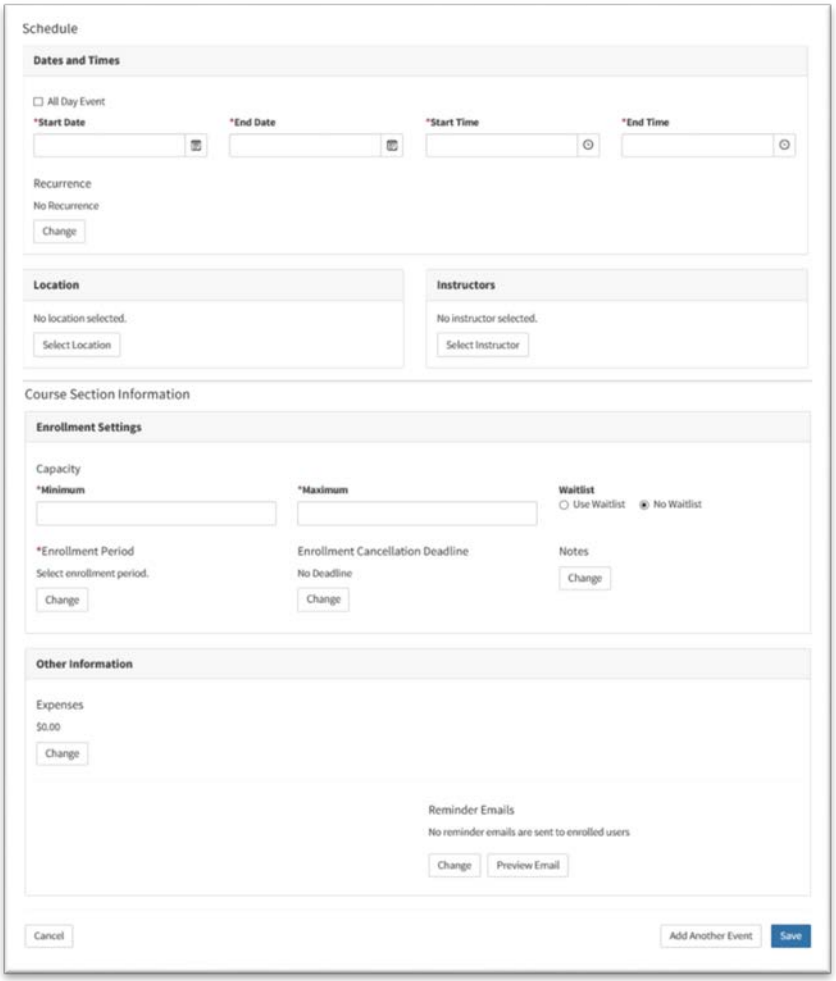


   - Type the **Section Title**.
     - Include the section location: for example, Portland (PSOB) or Salem (CATC).
     - May also include the district, work unit, or other defining designation.
     - The section title should not exceed 45 characters, including spaces.
   - ***NOTE:*** **Section Code** is not being used. (Information in this field will display when registering for a course).
   - Ensure the ***In-Person*** radio button is chosen for in-person classroom **Format**.
     - For webinar-based delivery, select ***Virtual.*** See **Creating Virtual Sections**.
     - **Is the course section already over?** The default is ***No.*** Don't change this setting unless you need to add a past section to the course.

Including the location in the Section Title will help you prepare course reports later.

3. Click the ***Next*** button to continue.

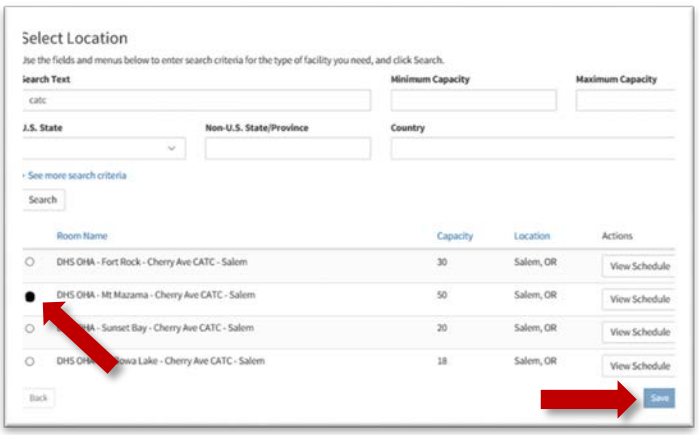
   IMPORTANT: The previous information is not saved until the next page is completed and saved.



4. Complete the required information for the **Schedule** and **Course Section Information** areas.

   To complete the information in the **Schedule** area:

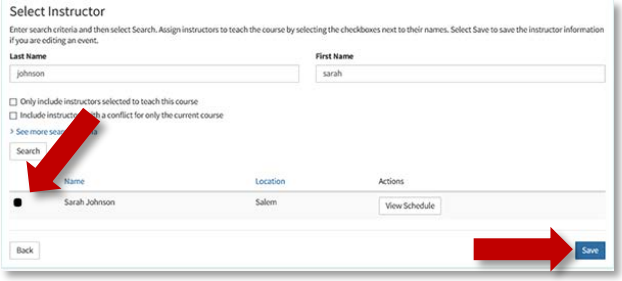
   - Type in the fields, or use the ***Calendar & Clock*** functions to fill in the Start and End dates and times. If your course spans several days, include the complete date range. ***NOTE:*** This information is required.
   - Click the ***Select Location*** button to search and select a room. In the new pop-up window:
     - Search for the location.
     - Select the room by clicking the radio button to the left.
     - Save the choice by clicking the ***Save*** button.



Reserve the room with its owner!

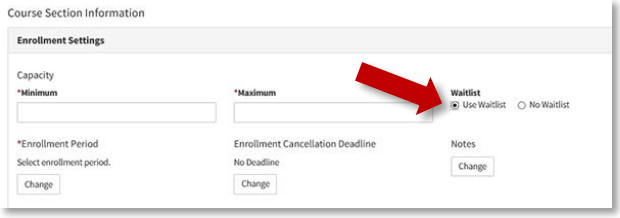
ILearnOregon is not a room reservation system.

5. Click the ***Select Instructor*** button to open the pop-up window to search and select the course instructor. ***NOTE:*** The instructor must have an iLearn account and be listed as an instructor.
   - Search for the Instructor by name.
   - Select the Instructor by clicking the radio button to the left.
   - Save the choice by clicking the ***Save*** button.



   - Repeat process for multiple Instructors.
   - **See iLearnOregon Protocol 02-01: Instructors.** A DHS or OHA employee must be added as an instructor to ensure there's a point of contact for all course-related questions and accommodation requests.

6. Complete the information in the **Enrollment Settings** area:
   - Enter the Minimum and Maximum capacities in to the fields provided.
   - Select the **Use Waitlist** radio button. **See iLearnOregon Protocol 02-10: Waitlist.**
   - Change the **Enrollment Period** (required) by clicking the ***Change*** button.



   - Setting an **Enrollment Period** is required. ***NOTE:*** If the enrollment period hasn't opened, the user won't be able to click the ***Enroll*** button. If you want to hide the section completely until a certain date, you'll need to make it inactive. See **Making Content Inactive.**
     - Type in the fields, or use the ***Calendar & Clock*** functions to fill in the **Enrollment Start** and **End** dates and times.
     - Save the dates and times by clicking the ***Save*** button.

Registration cutoff date should be 3 days before class start date.
Waitlist cutoff date should be 2 days before class start date.

7. If needed, add an **Enrollment Cancellation Deadline** setting.
    - **No Deadline** is the default setting. (Recommended.)
    - Click the ***Change*** button to open the pop-up window to set date/time.

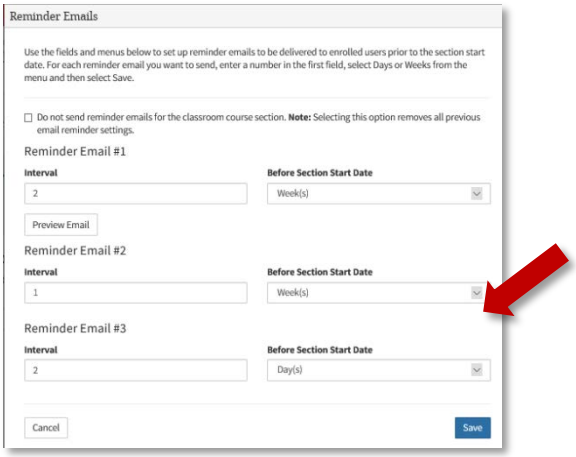
8. If needed, add **Notes** by clicking the ***Change*** button to open the pop-up window. Users will be able to read these **Notes** before they enroll in your course.

9. If charging for class, edit **Expenses** by clicking the ***Change*** button to open the pop-up window.

10. ***Best Practice:*** Set **Reminder Emails** by clicking the ***Change*** button to open the pop-up window. See section, **Notifications**.
    NOTE: Email reminders will be sent from the person who creates the section.

    - **No Reminder Emails** is the default, so you'll need to change it.

    - Set the number and frequency for three reminders:
        - 2 weeks before class starts
        - 1 week before class starts
        - 2 days before class starts
    - Save the reminders by clicking the ***Save*** button.



11. Upon completion, click ***Save*** on the **Create New Course Section and Event** screen to finalize and create the course section.
    - The new section also becomes the first **event** for that section.
    - If the **Enrollment Period** is open, then the section and event will now be available for participant registration.

Next, you need to determine if your course **section** needs just one **event** or multiple events.

Options for a Section with One Event

A section with **one event** can be:

1. **A single day** class regardless of start and end times. This is the most common type of section.

2. **Multiple consecutive days** with the same start time, end time and location.

3. **Recurring dates** on the same day of the week with the same start time, end time and location.

EXAMPLES:

		Mon	Tues	Wed	Thurs	Fri
1	One event (most common)	8:30am-12:00pm				
2	One Event that starts Monday at 8:00 am and ends at 5:00 pm Friday. Same instructor/same location.	8:00am-5:00pm	8:00am-5:00pm	8:00am-5:00pm	8:00am-5:00pm	8:00am-5:00pm
3	One recurring event: Every Tuesday from March through June. Same location, same instructor, same start and end times.		8:30am-5:00pm			

Sections with Multiple Events

Multiple events may be required for a section with specific scheduling requirements. If a section is for multiple days, it will require multiple events if any of the following circumstances are true:

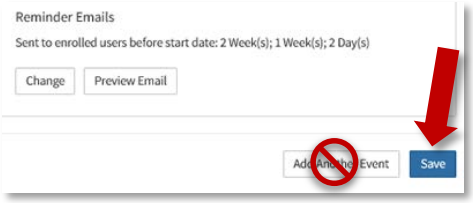
- Consecutive training days have differing start or ending times.
- Consecutive training days have different locations.
- Recurring training dates do not have a pattern (weekly, monthly, etc.) to their occurrence.
- Recurring training dates have different start/ending times or locations.

Examples:

	Mon	Tues	Wed	Thurs	Fri
Multiple events (3 total)	1:00pm-5:00pm	8:30am-5:00pm	8:30am-5:00pm	8:30am-5:00pm	8:30am- 12:00pm
	1st event	**2nd event**			**3rd event**
		The 2nd event begins at 8:30am on Tuesday and ends at 5:00pm on Thursday. Because the start and end times are the same each day, it can be one long event.			
Multiple events (5 total)	1:00pm-5:00pm	8:30am-5:00pm	8:30am-5:00pm	8:30am-5:00pm	8:30am- 12:00pm
Could be a different instructor, different room, or diferent start and end times each day					

1. When entering information for a section with multiple events:
   - Ensure the **Section Title** includes any designators – such as location, work unit, or other designations for the section.
   - Ensure the section start date/time and end date/time encompasses all planned training dates (i.e. events).
   - Enter all other required, or optional, information.

2. Upon completion, click the ***Save*** button.

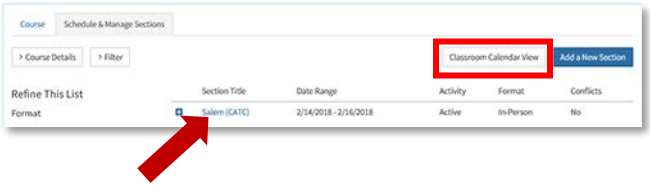


   - <u>DO NOT</u> click the ***Add Another Event*** button!
   - ***Add Another Event*** creates conflicts for the **Location** and **Instructor** fields.
   - Save the first event before adding other events to avoid conflicts.

After you click ***Save*** the system will return you to the **Schedule & Manage Sections** tab for the new course and will display the new information under the **Section Title**.

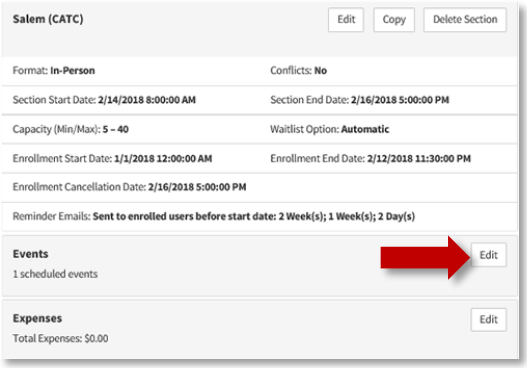
To make a multiple event section:

1. Click on the ***Section Title*** link to go to the section.

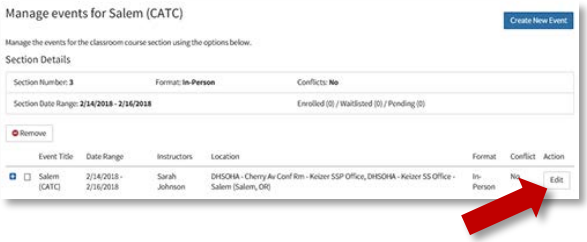


To see a calendar of course sections, click Classroom Calendar View (highlighted above).

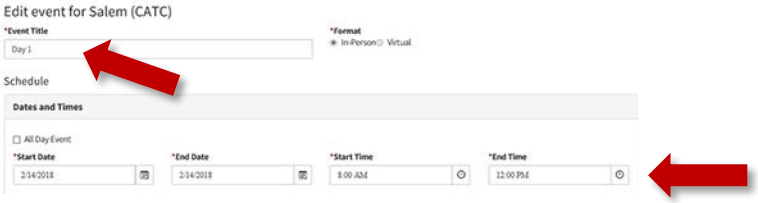
2. Click the ***Edit*** button for **Events.** Notice "**1 scheduled events**" is displayed at this point.



3. Next to the event, click the ***Edit*** button.



4. Make changes to this event as needed.



- Change the **Event Title**. For example, for a multiple day event, name the first day **"Day 1."**
- Change the dates and times as needed to make this the first event.
- Make other changes as required.
- Upon completion, scroll to the bottom of the screen and click ***Save***.

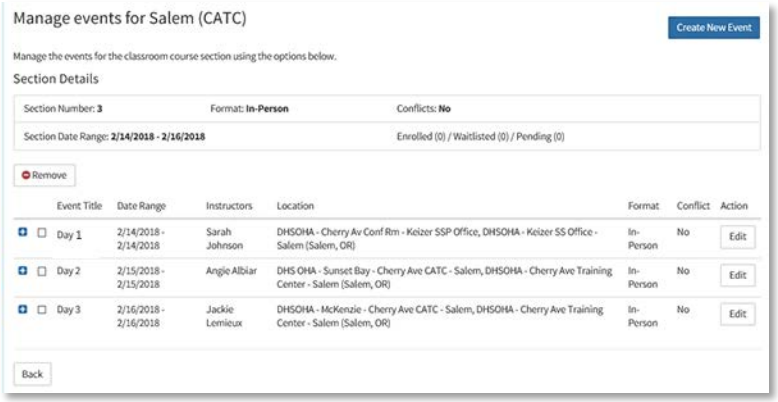
5. From the **Manage Events** page, and with the first event updated, click on the ***Create New Event*** button to add the next event.

6. Repeat the process for creating each subsequent event in chronological order.

- Each event should have a different title, or include descriptors like Day 1, Day 2, etc. to add clarity.
- Remember that any event can span multiple days, as long as the training days have the same start/end times and the same location.
- Select the **Location** for this event.
- Select the **Instructor** for this event.

To add events, click ***Add Another Event*** at the bottom of the page***.*** When you've added the last event, click ***Save.***

The **Manage Events** page will now display each event for this section.



7. If needed, add documents and resources (such as PDFs, links to websites, etc.) to your course. See the section, **Documents & Resources**.

Copying a Section

After building a new section/event for a course, that section can become a template for other subsequent sections, especially when one, or more, of the following are true:

- **Times** are the same, but the **Date** changes.
- **Location** is the same.
- **Capacity** is the same.
- **Instructor** is the same.

When using the **Copy** function, the section and related event(s) are duplicated on a new date. If there are no conflicts with **Location** or **Instructor**, the new section will include:

- All information for the **Section** and **Event.**
- Adjusted dates for the **Enrollment Period**, **Cancelation Deadline** and **Reminder Emails** based on the new chosen date.
- Active status (if no conflicts).

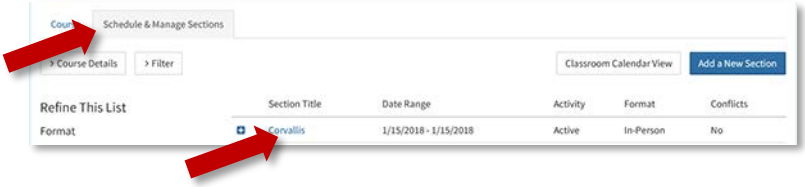
When you copy a course, iLearnOregon will automatically adjust the enrollment period based on the settings for the original course. For example, if the original enrollment period ended three days before the class, the copied version will also end three days before the new class date.

NOTE: Do not copy sections with multiple events. There is no way to edit the section or event titles to remove "copy of."

---

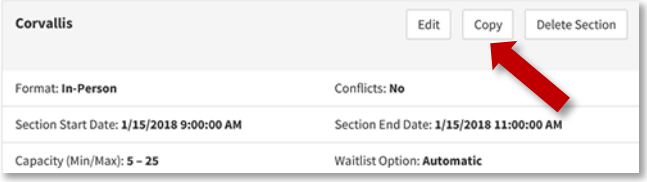
1. From the ***Responsibilities*** home page, look for the course in the **Content Created by Me** area.
   - Click on the title for the chosen course.
   - If the course is <u>not listed</u>,
     - Go to **Manage Content > Search & Create Content.** Search using the title or keywords. Then click on the title for the chosen course.

2. From the Course page, click the ***Schedule & Manage Sections*** tab.

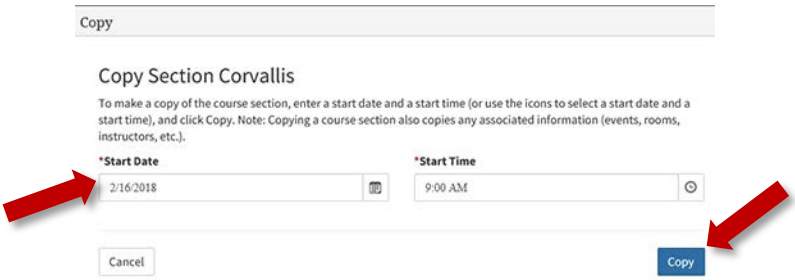


   - On the **Schedule & Manage Sections** page, click on the **Section Title** for the section to be copied.

3. With the chosen section displayed, click the ***Copy*** button.



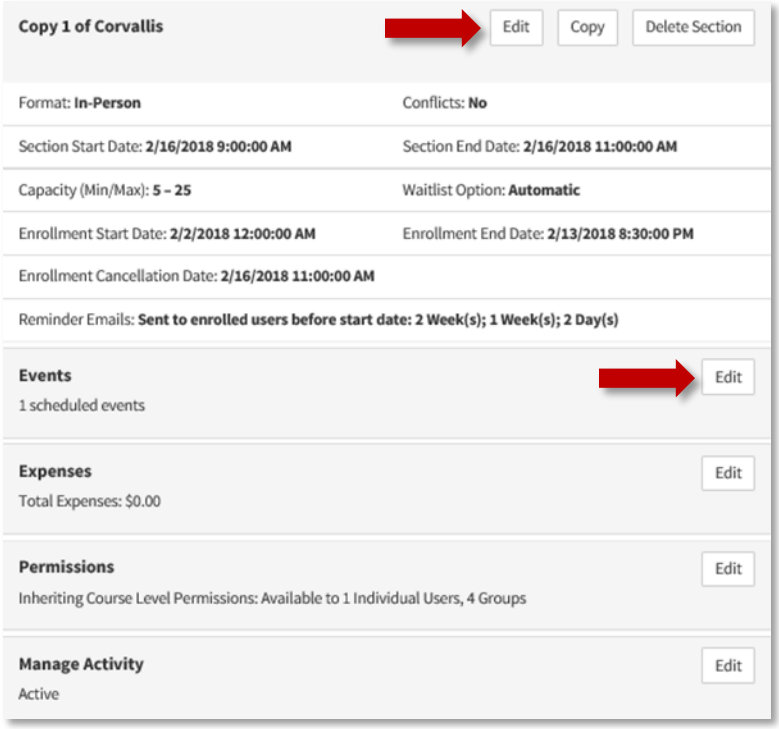
4. With the **Copy** pop-up window open, type the Start Date and time into the fields, or use the ***Calendar*** & ***Clock*** icons to complete.



   - Click the ***Copy*** button.

5. The **Schedule & Manage Sections** tab shows the updates.
   - At the top of the screen, there's a screen conformation of the successful copy.
   - The new section details are displayed.
   - The new section title added "Copy of" before the name.
   - The **Manage Activity** status is **Active** (if there are no conflicts).

Copying a Section



6. **You'll need to change two things:** The section title and enrollment dates.
   - Use the ***Edit*** button to the right of the **Section Title** to make these changes.

7. Use the ***Edit*** button to the right of **Events** to view or edit event details, including the event title, location and instructor.
   - Check the dates and times of all copied events to make sure they're accurate.

8. Click on ***Schedule & Manage Sections*** in the navigation breadcrumbs to return to the **Section** page for this course to confirm the new section.

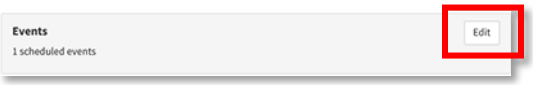
Section Title	Date Range	Activity	Format	Conflicts
Corvallis	1/15/2018 - 1/15/2018	Active	In-Person	No
Philomath	3/15/2018 - 3/15/2018	Active	In-Person	No

Inactive Status & Conflicts

Your newly-copied section should be created with an **Active** status. If it has an **Inactive** status, it means the new section has a conflict with the **Location** or **Instructor**. (In other words, the **Location** and/or **Instructor** are already booked for the time slot.) You'll need to resolve the conflict before you can make the section active.

To change the **Location** or **Instructor:**

1. Click the ***Edit*** button by **Events.**



2. Click ***Edit*** in the **Actions** column.

3. Depending on what needs to be changed, click ***Select Location*** or ***Select Instructor.***

Note: If the location or instructor is already booked during that time for another course, you won't find them in your Search.

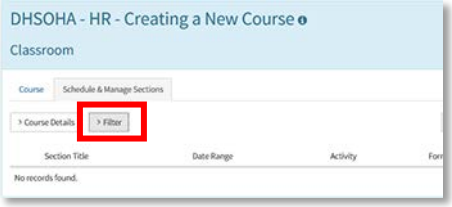
4. With all conflicts resolved, change the **Manage Activity** status by clicking the ***Edit*** button.

   - Change the ***Activity*** radio button to **Active**.

   - Click the ***Save*** button to complete this action.
     - The status <u>will not</u> change to **Active** unless all conflicts are resolved.

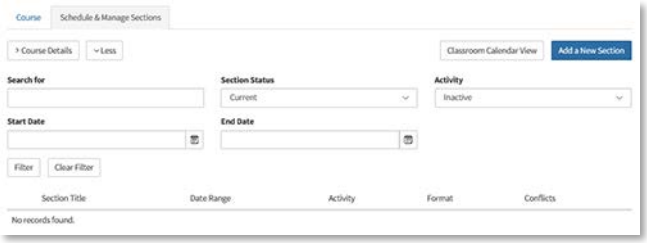
Locating an Inactive Section

If a section doesn't appear on the **Schedule & Manage Sections** tab, check for **Inactive** sections.



1. Click the **Filter** button.

2. In the dropdown options, change **Activity** to **Inactive.** You can add search criteria, like keywords and a section date, if you want. It's not required.



3. Click the **Filter** button.

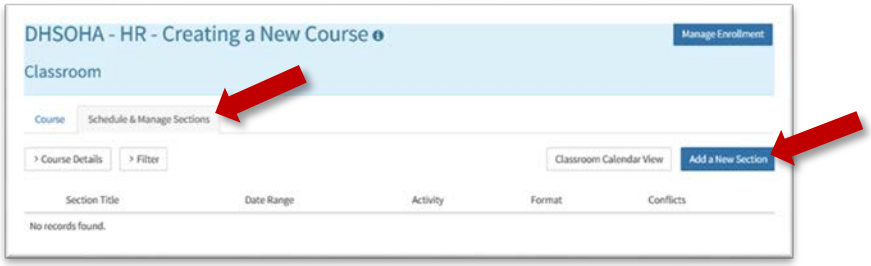
Creating Virtual Sections

NOTES:

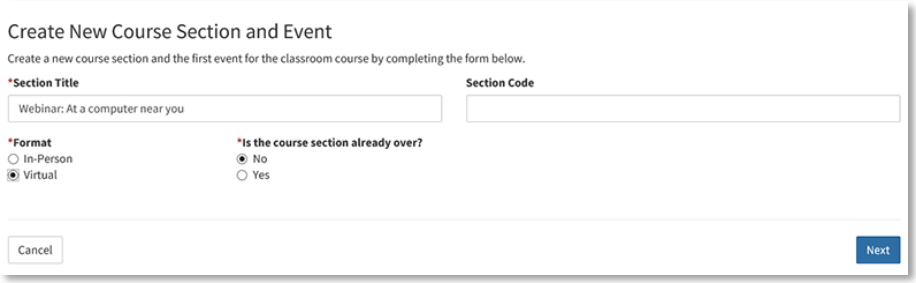
- Virtual courses are created the same way as classroom courses. The difference is in how you set up sections.
- You'll need the web address (URL) of the virtual section.
- If you need to create a new course, start with **Building a Course: Creating a New Course**. Follow those instructions until you reach **Schedule a Section**.

1. From the ***Course*** tab, click on the ***Schedule & Manage Sections*** tab to add a new section to the current course.

   Schedule & Manage Sections page:
   - Includes a **Search for** function for courses with existing sections.
   - Active upcoming sections will be displayed as default.



2. Click the ***Add a New Section*** button to go to the **Create New Course Section and Event** page. Complete required fields.



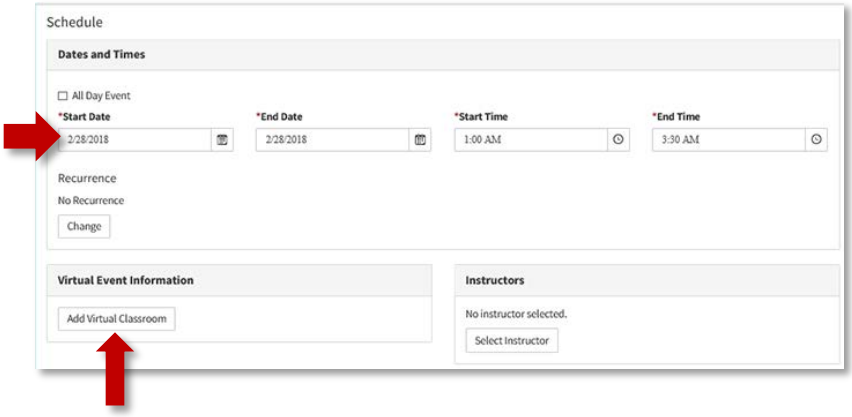
   - Type the **Section Title**. Identify the course as a webinar. For example, "Webinar: At a computer near you." ***NOTE:*** **Section Code** is not being used. (Information in this field will display when registering for a course).
   - Check the ***Virtual*** radio button.
   - **Is the course section already over?** The default is ***No.*** Don't change this setting unless you need to add a past section to the course.

3. Click the ***Next*** button to continue.
   - ✓ ***IMPORTANT:*** The previous information is not saved until the next page is completed and saved.

4. Complete the required information for the **Schedule** and **Course Section Information** areas.

   To complete the information in the **Schedule** area:

   - Type in the fields, or use the ***Calendar & Clock*** functions to fill in the Start and End dates and times. ***NOTE:*** This information is required.



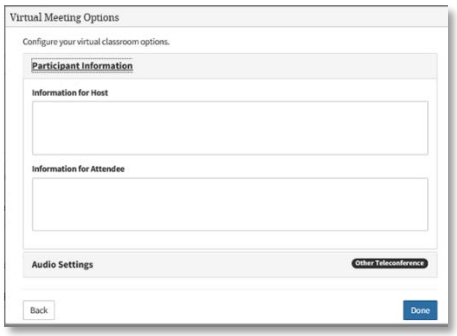
   - Click the ***Add Virtual Classroom*** button. In the pop-up window, select ***DAS Virtual Classroom.***

5. Paste the webinar URL (web address) into both fields and click ***Next.***

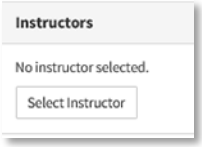
6. In the pop-up window, click ***Participant Information*** to add information for the Host and Attendees, such as participant access information or using a headset to hear the course.

   If you're using a phone bridge for audio, click ***Audio Settings*** to add the phone bridge number and participant code.

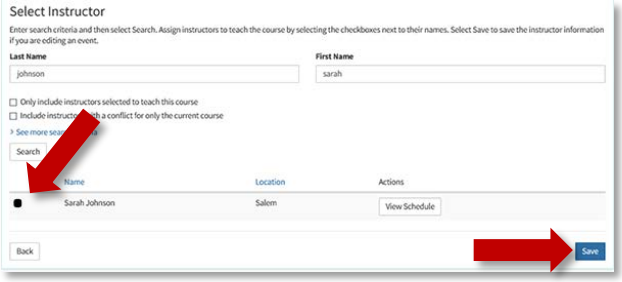
   When you're finished, click ***Done.***



7. Click the ***Select Instructor*** button to open the pop-up window to search and select the course instructor. ***NOTE:*** The instructor must have an iLearn account and be listed as an instructor.

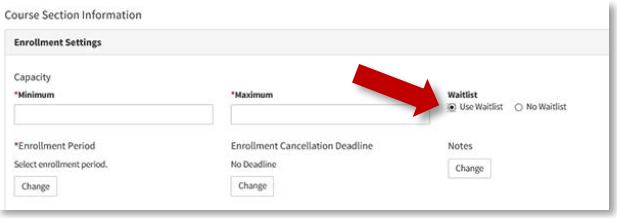


   - Search for the Instructor by name.
   - Select the Instructor by clicking the radio button to the left.
   - Save the choice by clicking the ***Save*** button.



   - Repeat process for multiple Instructors.
   - **See iLearnOregon Protocol 02-01: Instructors.** A DHS or OHA employee must be added as an instructor to ensure there's a point of contact for all course-related questions and accommodation requests.

8. Complete the information in the **Enrollment Settings** area:
   - Enter the Minimum and Maximum capacities in to the fields provided.
   - Select the **Use Waitlist** radio button. **See iLearnOregon Protocol 02-10: Waitlist.**
   - Change the **Enrollment Period** (required) by clicking the ***Change*** button.



- Setting an **Enrollment Period** is required. ***NOTE:*** If the enrollment period hasn't opened, the user won't be able to click the ***Enroll*** button. If you want to hide the section completely until a certain date, you'll need to make it inactive. See **Making Content Inactive.**
  - Type in the fields, or use the ***Calendar & Clock*** functions to fill in the **Enrollment Start** and **End** dates and times.
  - Save the dates and times by clicking the ***Save*** button.

> Registration cutoff date should be 3 days before class start date.
> Waitlist cutoff date should be 2 days before class start date.

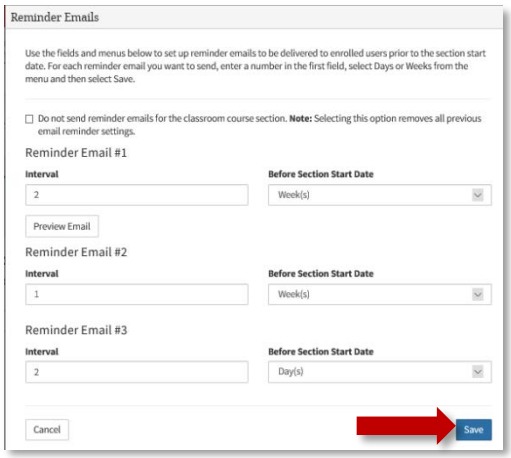
9. If needed, add an **Enrollment Cancellation Deadline** setting.
   - **No Deadline** is the default setting. (Recommended.)
   - Click the ***Change*** button to open the pop-up window to set date/time.

10. If needed, add **Notes** by clicking the ***Change*** button to open the pop-up window. Users will be able to read these **Notes** before they enroll in your course.

11. If charging for class, edit **Expenses** by clicking the ***Change*** button to open the pop-up window.

12. ***Best Practice:*** Set **Reminder Emails** by clicking the ***Change*** button to open the pop-up window. ***NOTE:*** Email reminders will be sent from the person who creates the section.

    - **No Reminder Emails** is the default, so you'll need to change it.
    - Set the number and frequency for three reminders:
      - 2 weeks before class starts
      - 1 week before class starts
    - 2 days before class starts



13. Save the reminders by clicking ***Save***.

14. Click ***Save*** on the **Create New Course Section and Event** screen to finalize and create the course section.
    - The new section also becomes the first **event** for that section.

If the **Enrollment Period** is open, then the section and event will now be available for participant registration

Section 3:

Editing and Managing Content

This Section includes

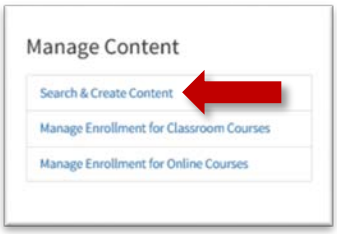
- Editing a Course
- Deleting Sections and Events
- Making Content Inactive
- Deleting Content

Editing a Course

NOTE: If you're not able to access the course as the instructor, see **If You Can't Access the Course as the Instructor. Also, refer to iLearnOregon Protocol 02-03: Setting Up New Courses and Editing Existing Courses.**

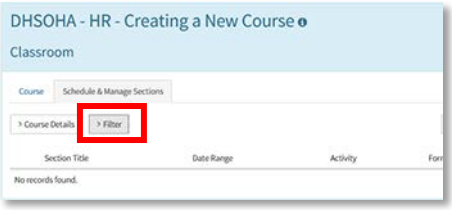
Editing Course Details

To edit a course, start at the ***Responsibilities*** home page.

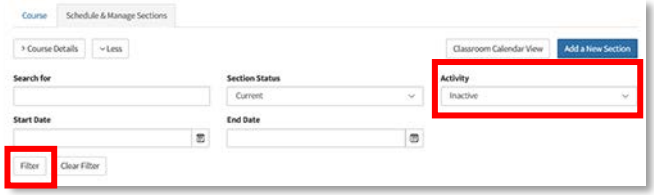


1. Identify the course to be edited in the **Content Created by Me** area.
    - If the course is not listed, go to the **Manage Content** box and select ***Search & Create Content.***

2. Search for the course.



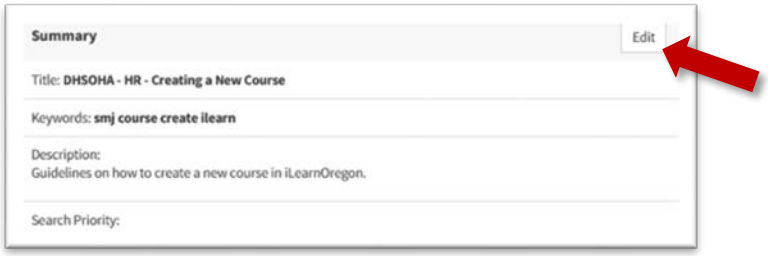
   If a section doesn't appear on the **Schedule & Manage Sections** tab, check for **Inactive** sections:
    - Click the **Filter** button.
    - In the dropdown options, change **Activity** to **Inactive** and add search criteria, like keywords and a section date, if you want. It's not required.



    - Click the **Filter** button.

3. Click on the ***Title*** link to go to the **Course** tab for the selected course.

4. Click the top ***Edit*** button by **Summary** to edit the information shown under that category.

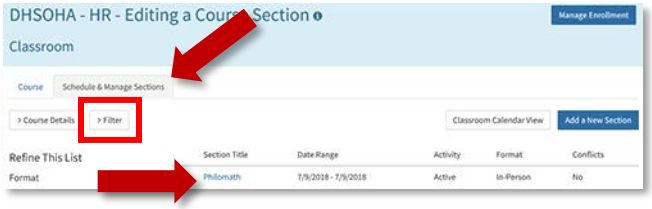


- Edit other course attributes by clicking on the ***Edit*** button across from the attribute needing to be changed. (For more, see **Building a Course: Create a New Course** or **Course Categories**.)

Editing Section Details

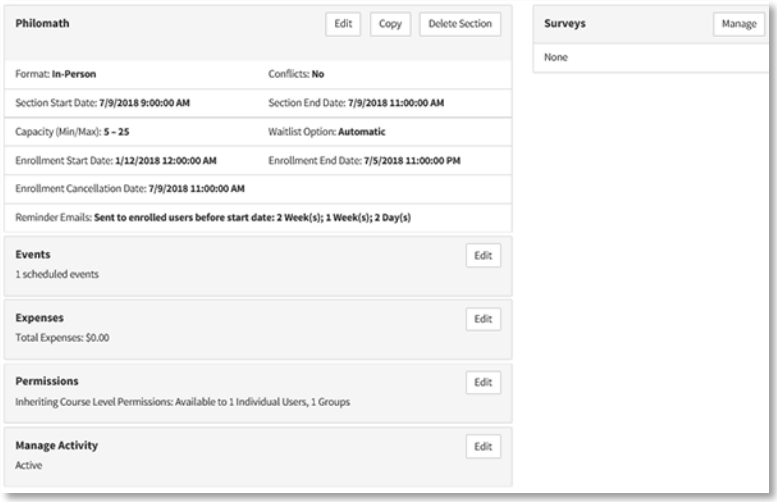
1. To edit a section for this course, go to **Responsibilities.** Find the course title under **Content Created by Me,** or go to the **Manage Content** box and select ***Search & Create Content.***

2. Click the course title, then the ***Schedule & Manage Sections*** tab.
   - The next page will default to active sections for the course.
     - To view inactive sections, click the ***Filter*** button. Change the **Activity** status using the dropdown menu.



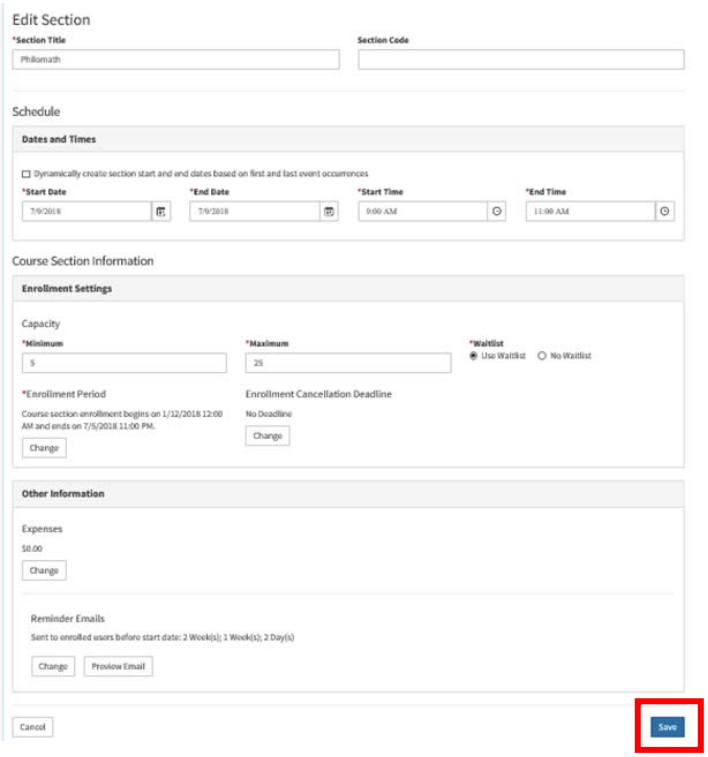
     - Click the ***Section Title*** link for the section needing to be edited. This will open the section details page.

3. Click the top ***Edit*** button to edit the basic section details. ***Edit*** buttons are also available to make changes to:
   - **Events**
   - **Expenses**
   - **Permission** (see below for more)
   - **Manage Activity** (see below for more)



You can also assign iLearn surveys to a section from this screen.

4. From the **Edit section** page, click in the fields to change the **Section Title**, **Start Date/Time**, **End Date/Time** and **Capacity**.
   - ***NOTE:*** To change the **Start Date/Time** and **End Date/Time,** see **Editing Events**.
   - Set the **Waitlist** radio button to **Use Waitlist** (best practice).
   - Use the ***Change*** links to edit the **Enrollment Period**, **Reminder Emails** and other settings.



5. When all edits are made, click the ***Save*** button at the bottom of the page.

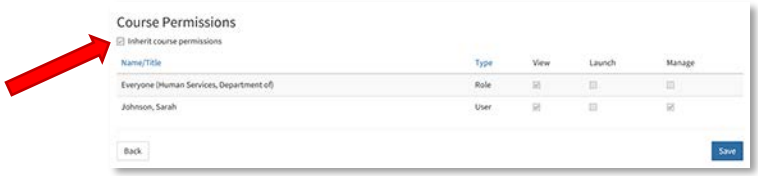
Editing Permissions for Sections

"Permissions" shows which agencies and user groups will be able to enroll in your course, and names the individuals who can manage the course. The default setting is **Inheriting Course Level Permissions**, which means the section will have the same permissions assigned to it as the course.

If your section needs to be open to other agencies, user groups or individuals, you can change Permissions at the section level.

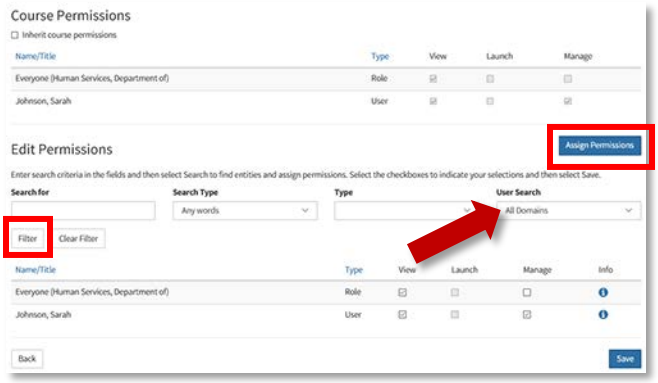
1. Click the section title. Next to **Permissions,** click ***Edit***.

2. Uncheck the box, **Inherit course permissions.**

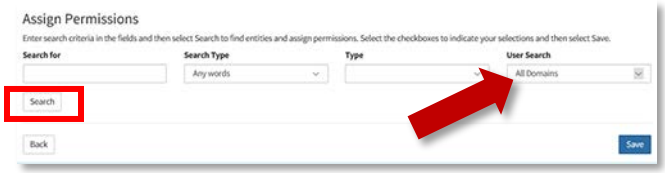


3. The current course permissions will be shown at the bottom of the screen. To see all existing permissions, change the **User Search** field to ***All Domains*** and click ***Filter.***

   To add permissions, click ***Assign Permissions.***



4. Search to assign permissions. If it's outside your primary domain (DHS or OHA), change the **User Search** field to ***All Domains*** and click ***Search***.

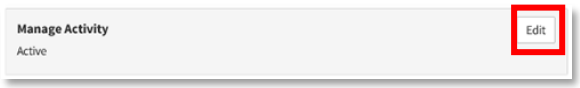


5. Make your selections and click ***Save.***

Managing Activity for Sections

An **Active** section is available for enrollment. If you don't want people to be able to enroll in the section, make it **Inactive.**

1. Click the section title. Next to **Manage Activity,** click ***Edit***.



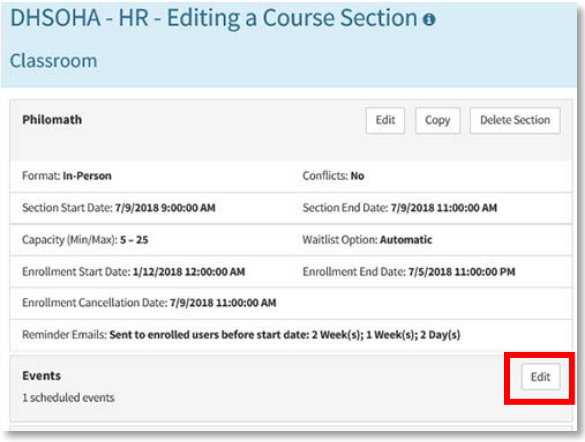
2. Change the activity settings. You can open the section for enrollment on a specific date by making **Active** on that date, or hide the section on a specific date by making it **Inactive** on that date.

3. When you're finished, click ***Save.***

Editing Events

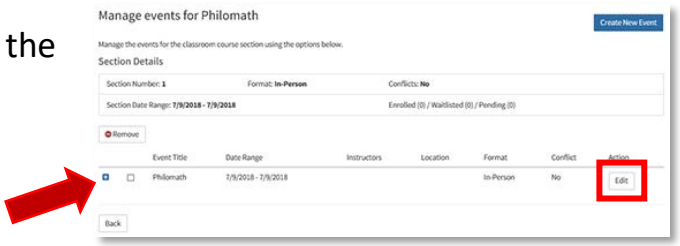
1. If you haven't already done it: from the ***Schedule & Manage Sections*** tab, click the ***Section Title*** link for the section/event that needs to be edited.

   - From the **Section** page, click the ***Edit*** button to the right of **Events**.



2. From the **Manage events** page, choose and click the ***Edit*** button in the **Action** column for the event.

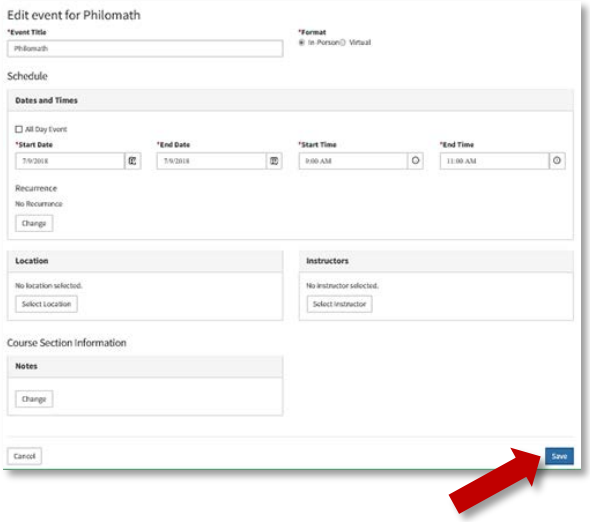
   - Multiple events may be displayed.
   - Click the "+" by the **Event Title** for more information about the event.



3. From the **Edit event** page, click in the fields to change the **Event Title**, the **Start Date/Time** and **End Date/Time,** the **Location** and **Instructor.**

To change the **Start Date** and **End Date** to a later date:

- Change ***only*** the **End Date** for the Section.
- Change both dates for the Event.
- Change the **Start Date** for the Section.



4. When you're finished, click ***Save.***

If you change the location, reserve the room with its owner!

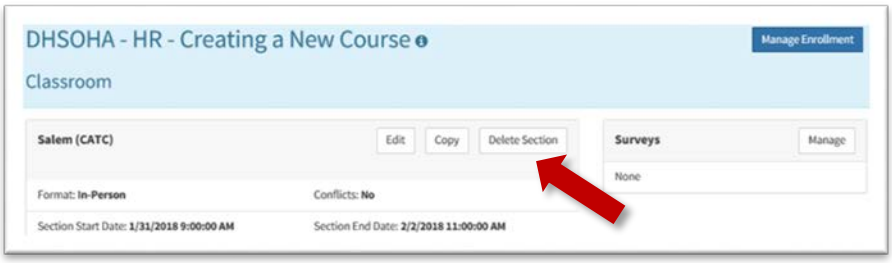
ILearnOregon is not a room reservation system.

Deleting Sections and Events

When you delete a section or event, a notification will be emailed to the instructor and all enrolled students.

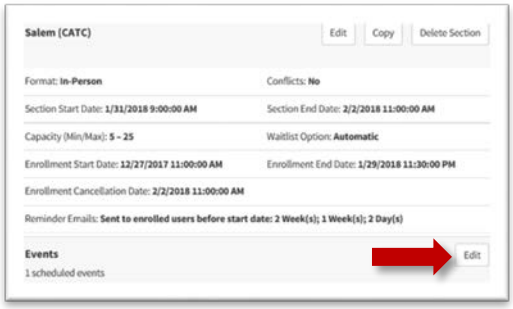
Deleting Sections

1. From the **Section details** page, delete a section by clicking the ***Delete Section*** button.



2. When the confirmation pop-up appears, click the **OK** button to proceed and finalize the deletion.

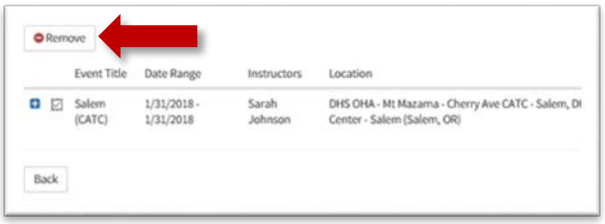
Deleting Events



1. To delete an event, on the **Section details** screen, click ***Edit*** by **Events**.

2. On the **Events** screen, check the box by the Event Title and click ***Remove.***

   In the confirmation pop-up window, click **OK** to proceed.



Making Content Inactive

While courses cannot be deleted, both courses and sections can be hidden by changing the **Activity** status to **Inactive**.

Hiding a course is useful to control registration access and when a course is out of date and will no longer be offered. On the other hand, sometimes you just want to hide a section; for example, if you're scheduling sections for the entire year, but don't want staff to register for sections that are six months from now. In both cases, hiding content does not affect transcript records.

When in **Inactive** status:

- **Inactive courses** cannot be found in the **Catalog,** so they're not available for registration.
  - Related sections and events are also hidden.
  - All completed sections are still reflected in the participants' transcripts.

- **Inactive sections** of a course are not available for registration.
  - When users search for the course in the **Catalog**, the course will appear in the search results but inactive sections will not appear.
  - Events related to inactive sections will also be hidden.
  - ***NOTE:*** Only the inactive sections of a course will be hidden during registration. All active sections will appear and be available for registration.

See iLearnOregon Protocol 02-04: Course Visibility and 02-05: Identifying Courses as Active.

Making a Course Inactive

1. To hide a course, begin on the **Course** tab.

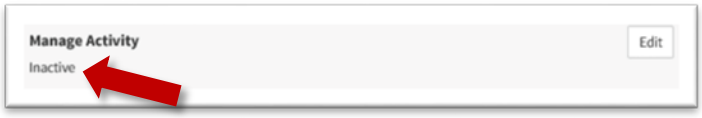
2. Click the ***Edit*** button for **Manage Activity** to open the **Manage Activity** pop-up window.

3. Click the ***Inactive*** radio button and the ***Save*** button to hide the course.

   - As an option, setting the status to **Inactive** and using the **Start Date/Time** and **End Date/Time** fields will temporarily hide the course for a date range. Be sure to uncheck the **No Start Date** and **No End Date** boxes.

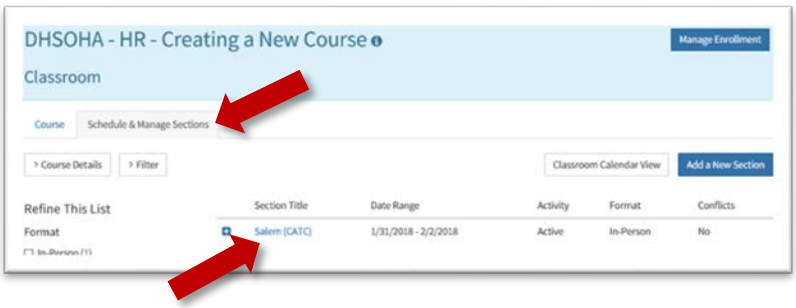
   - Or set the status to **Active** and use the **Date/Time** fields to make the course available for registration only during the dates/times selected, as shown here. Again, you'll need to uncheck **No Start Date** and **No End Date**.

4. When status changes are complete, click the ***Save*** button to save changes. The **Manage Activity** status will now display **Inactive** on the **Course** tab.



Making a Section Inactive

1. To hide a section, begin on the **Schedule & Manage Sections** tab and click the **Section Title** link for the section to be hidden.



Making Content Inactive

2. From the **Section details** page, click the ***Edit*** button for **Manage Activity** to open the **Manage Activity** pop-up window.

3. Follow steps (3) and (4) for Making a Course Inactive, above.

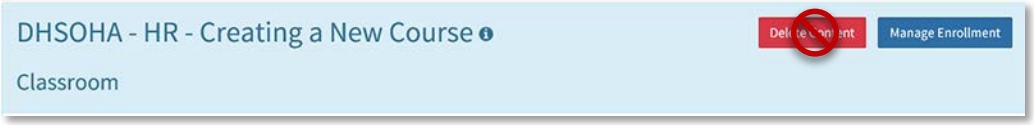
Deleting Content

Never click the *Delete Content* button!

The ***Delete Content*** button will delete the entire course and any of its past sessions. That means it will delete transcript information from student records, too, so **don't do it**.

Where it's located

The ***Delete Content*** button is located on the main course page under **Responsibilities.**



Section 4:

Managing Enrollment

This Section includes

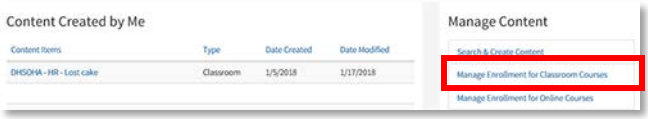
- Registering Students
- Waitlisting
- Cancelling a Registration
- Viewing Enrollment & Printing Rosters
- Emailing Students
- Recording Attendance
- Bulk Enrollment

Registering Students

NOTES:

- If you've already taught a course section and had several non-registered people attend, you can register them and mark them as completing the course at the same time. See **Bulk Enrollment.**
- **The system allows students to be double-booked** for classes held on the same day and time.
- Students cannot be both enrolled *and* waitlisted for a course.

1. Click on the ***Responsibilities*** button. Under **Content Created by Me**, click on the course title. If the course is not listed, use the **Manage Enrollment for Classroom Courses** feature, then search for the course and click the course title.

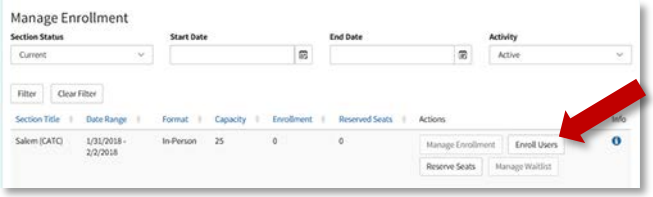


2. Select ***Manage Enrollment***.

3. Locate the section you need. Under **Actions**, select ***Enroll Users***.

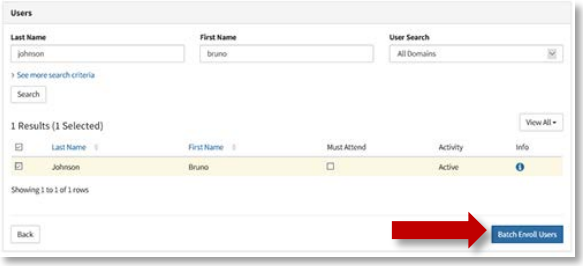
   NOTES:

   - Click the **Reserve Seats** button to register a User Group.
   - If the course is full, select ***Manage Waitlist***.



4. Under **Users**, search for the person you want to enroll into the course.

5. Click the check box next to the person's name and then click on ***Batch Enroll Users***. The student will be enrolled in the course.

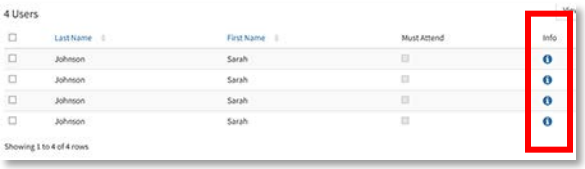


NOTES:

- If you try to enroll someone into a fully-booked section, this error message will appear.

- You'll need to add the student to the waitlist by clicking the ***Manage Waitlist*** button. See the Waitlisting section for more.

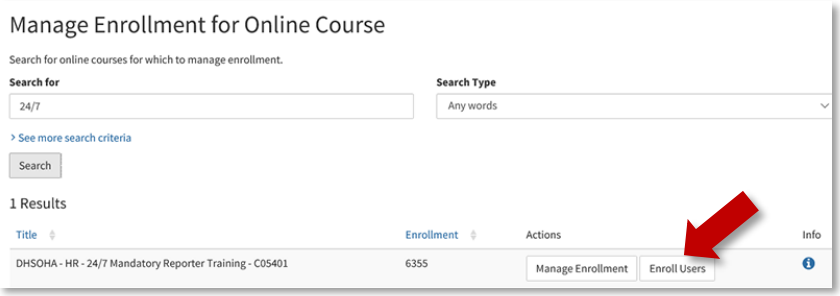
- If there's more than one student with the same name, click the **Info "i"** button next to each name for more information on each student.



Alternate Method

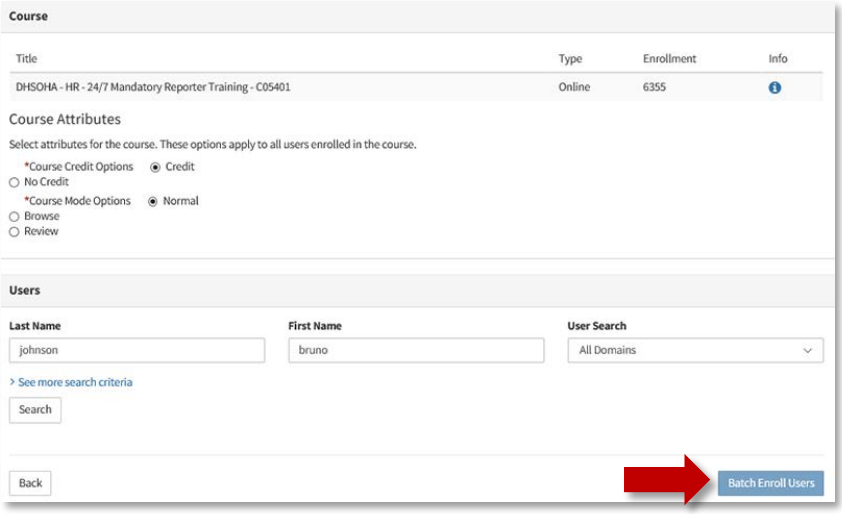
1. Click ***Responsibilities.*** On the right side of the page, under **Manage Content,** select ***Manage Enrollment for Classroom Courses*** (including webinars) or ***Manage Enrollment for Online Courses.***

2. Search for the course. By the course title, click ***Enroll Users.***



3. Search for the staff member's name and click ***Batch Enroll Users.***

   NOTE: If you want staff to take the course for credit, change it on this screen.



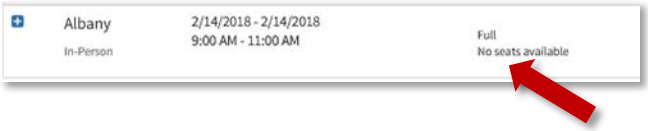
Waitlisting

When you're creating a section of a classroom or virtual course, you have the option to select ***Use Waitlist*** or ***No Waitlist*** under **Course Section Information**. (For instructions on how to reach this information, see **Editing a Course>Editing Section Details**.)

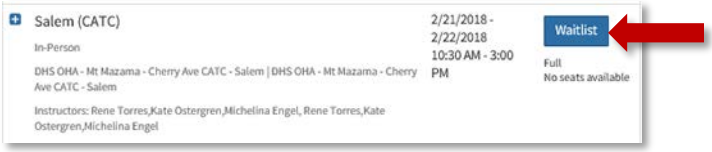
How it works

1. First, when students register for a session that is NOT full, they'll see an Enroll button and the number of openings left.

2. If you choose ***No Waitlist***, when the section is full, students who try to enroll will receive the message, *Full, No seats available*.



3. If you choose ***Use Waitlist,*** when the session is full, students who try to register see a ***Waitlist*** button. Waitlisted students will be automatically added to the section, in the order of enrollment, when a registered student cancels.



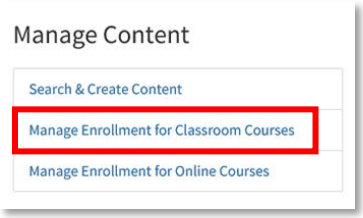
To add a waitlist to an existing course section:

- Change the setting under **Course Section Information**. See **Editing a Course: Editing Section Details.**

Adding students to a waitlist

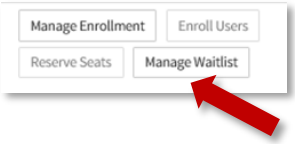
If you're adding students to a full course (i.e., at maximum capacity), then you must add them to the waitlist. ***NOTE:*** Students cannot be both enrolled *and* waitlisted for a course. Once a student is enrolled in a section, the name is removed from the waitlist for another section.

1. Click on the ***Responsibilities*** button. Under **Content Created by Me**, click on the name of the course.
   - If the course is not listed, use the **Manage Enrollment for Classroom Courses** feature, then search for the course and click the title.



2. Select ***Manage Enrollment***.

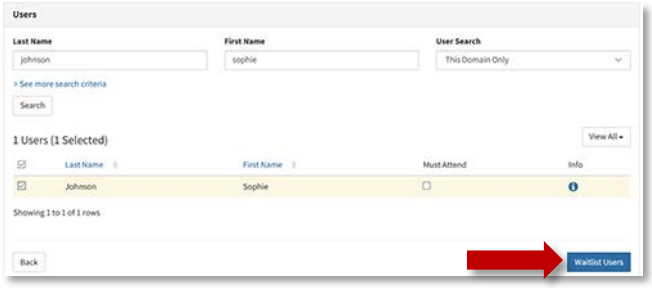
3. By the name of the section, click the ***Manage Waitlist*** button.



NOTE: If the ***Manage Waitlist*** button does not appear:

- First, see if the course is filled to maximum capacity. The waitlist will not appear until the course is full.
- Make sure the course is open for enrollment. After the enrollment period is finished for the course section, the button will not appear.
- Check to ensure that the section is Active.

4. Under **Users**, search for name of student you want to waitlist, then click ***Search*.** If needed, change the **User Search** to **All Domains.** Check the box by the student's name, then click ***Waitlist Users***.

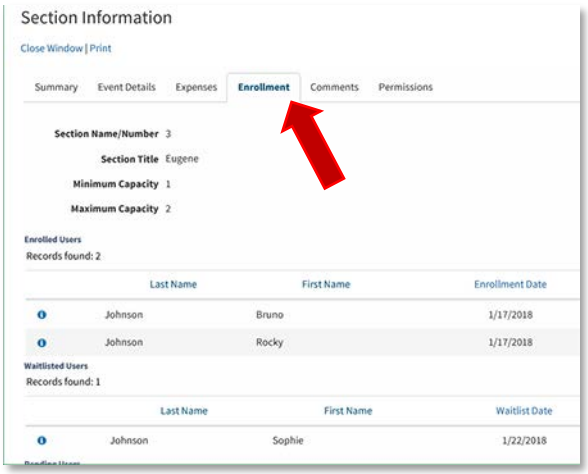


If more than one student appears with the same name, click the **Info "i"** button next to each name to get more information about the students.

To quickly check enrollment & waitlist

- Next to the Section Title, click the blue **Info "i"** button.

- In the pop-up window, click the **Enrollment** tab to see the names of enrolled and waitlisted students.

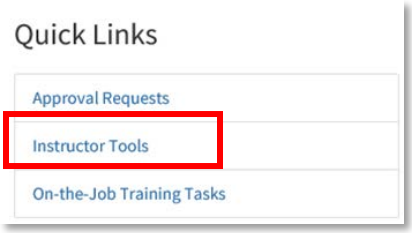


Changing a student's place on the waitlist

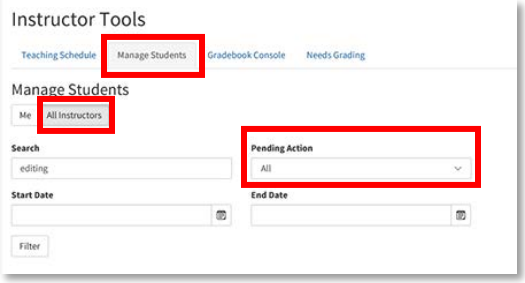
If you want a waitlisted student in your course, the student will need to be **first on the waitlist.** Then you can:

- Increase the course's maximum capacity (see Editing a Course: Editing Section Details), *or*
- Replace a student who's registered with the waitlisted student (see Cancelling a Registration).

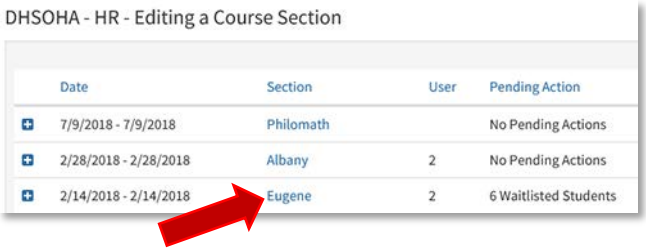
1. Click on the ***Responsibilities*** button. Under **Quick Links**, click on ***Instructor Tools***.



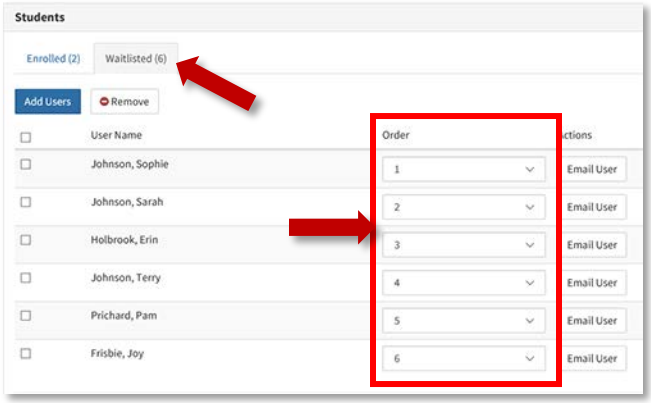
2. On the **Instructor Tools** screen, click the ***Manage Students*** tab. If you're the section instructor, search under ***Me.*** Otherwise, click ***All Instructors.*** Change **Pending Action** to ***All*** and search for the course.



3. Click on the section title of the course.

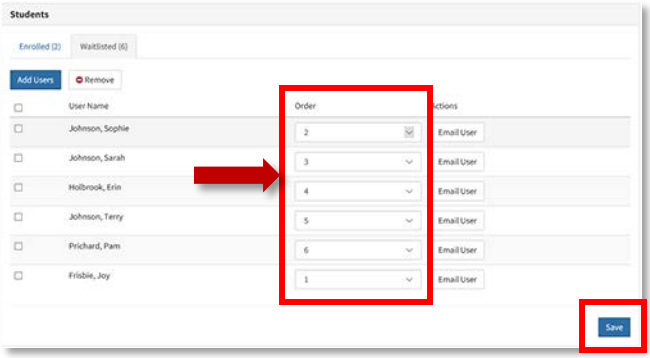


4. On the **Students** screen, click the ***Waitlisted*** tab.



Note the numbers in the **Order** column. The person who's ordered **first** will automatically move from the waitlist to enrollment status when a space opens.

5. To change the order of students on the waitlist, you must change all the affected numbers. For example, to move the last person in the above example to the top, you'll need to change all the numbers, as shown below.



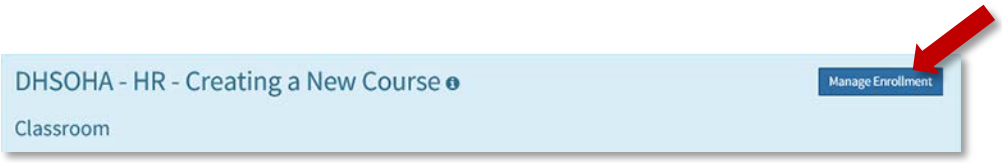
6. When you're finished, click ***Save.***

Cancelling a Registration

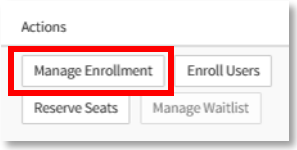
1. Click on the ***Responsibilities*** button. Under **My Content**, select the name of the course for which you want to cancel enrollment.

    - If the course is not listed, use the **Create Courses & Content** feature.

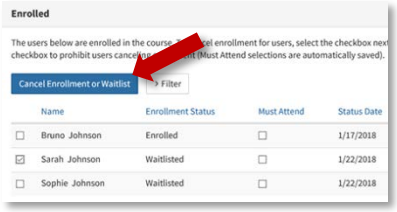
2. Select ***Manage Enrollment***.



3. In the row for the section, under **Actions**, select ***Manage Enrollment***.



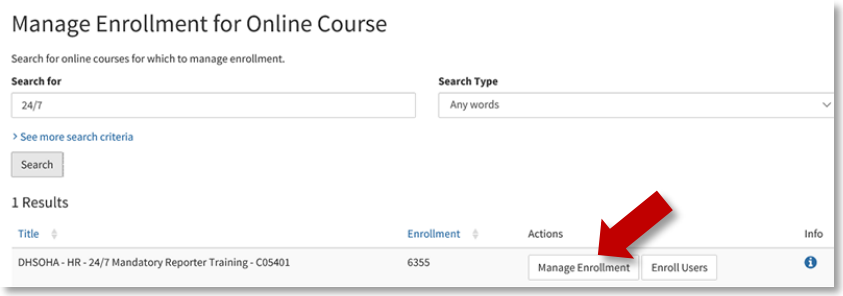
4. The list of names of people enrolled in the course will be displayed. Select the check box next to the name of the person you are going to cancel from the section and select ***Cancel Enrollment or Waitlist***.



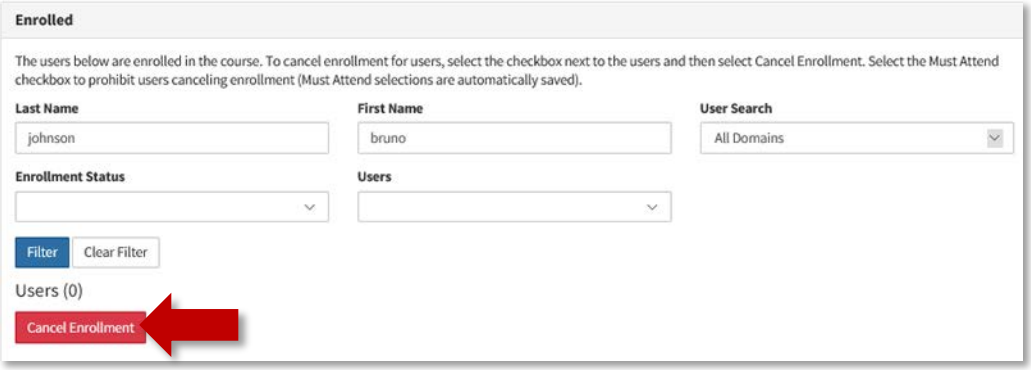
Alternate Method

1. Click ***Responsibilities.*** On the right side of the page, under **Manage Content,** select ***Manage Enrollment for Classroom Courses*** (including webinars) or ***Manage Enrollment for Online Courses.***

2. Search for the course. By the course title, click ***Manage Enrollment.***



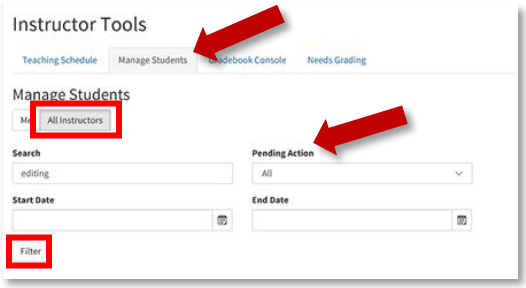
3. Search for the staff member's name and click ***Cancel Enrollment.***



Viewing Enrollment & Printing Rosters

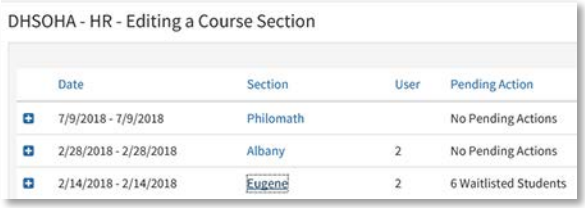
1. Click on ***Responsibilities,*** then ***Instructor Tools*** (under **Quick Links**).

2. Click the ***Manage Students*** tab. If you're not the course instructor, click the ***All Instructors*** tab. Change the **Pending Action** field to ***All,*** add your search term in the **Search** field and click ***Filter.***

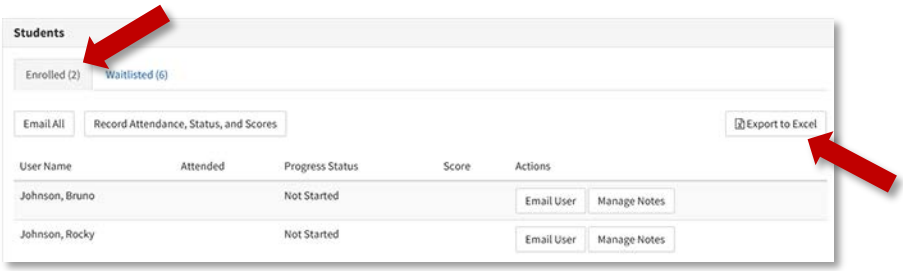


NOTE: If the course doesn't appear, then you're not listed as an instructor. See the section in the Appendix, **If You Can't Access the Course as the Instructor.**

3. Under the course name, click the section title.



4. Click the ***Enrolled*** tab to see who's enrolled in the section, or the ***Waitlisted*** tab for waitlisted students.



5. From there, you can select ***Export to Excel*** if you'd like a list of all enrolled and waitlisted students, along with their organizations and email addresses. A pop-up window will display where you can save or print the file. From there, edit the Excel file to create a roster.

Emailing Students

Students should receive three email reminders before a course:

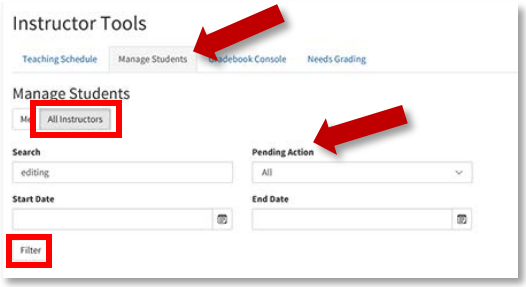
- 2 weeks before class starts
- 1 week before class starts
- 2 days before class starts

See the section, **Notifications**.

To send an email to all students registered in a course:

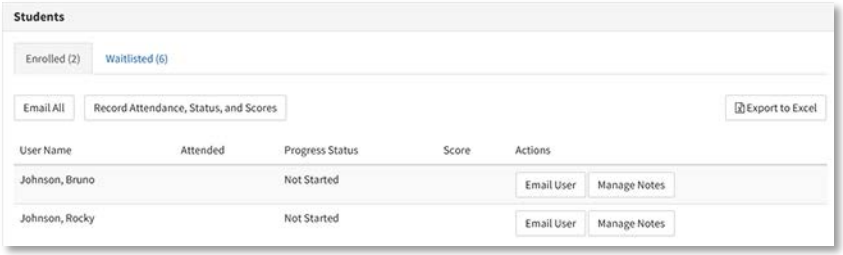
1. Click on the ***Responsibilities*** button. Under **Quick Links**, click ***Instructor Tools*.**

2. Click the ***Manage Students*** tab. If you're not the course instructor, click the ***All Instructors*** tab. Change the **Pending Action** field to ***All,*** add your search term in the **Search** field and click ***Filter.***



   NOTE: If the course doesn't appear, then you're not listed as an instructor. See the section in the Appendix, **If You Can't Access the Course as the Instructor.**

3. Locate the course name and click the section title.



4. Click ***Email All.*** This will send an email to all enrolled students, but not to waitlisted students.

5. A pop-up window will appear. Complete all the fields and click ***Send***.

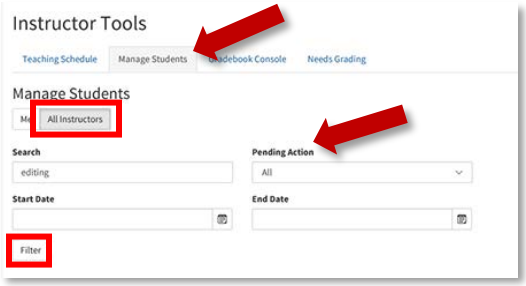
Recording Attendance

Attendance should be recorded within 30 days of course completion. **See iLearnOregon Protocol 03-02: Completion of Attendance. Also see iLearnOregon Protocol 03-03: Course Scoring Criteria.**

To record attendance after a session is finished:

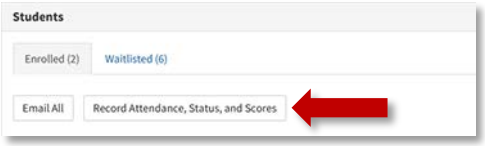
1. Click on the ***Responsibilities*** button. Under **Quick Links**, click ***Instructor Tools*.**

2. Click the ***Manage Students*** tab. If you're not the course instructor, click the ***All Instructors*** tab. Change the **Pending Action** field to ***All,*** add your search term in the **Search** field and click ***Filter.***



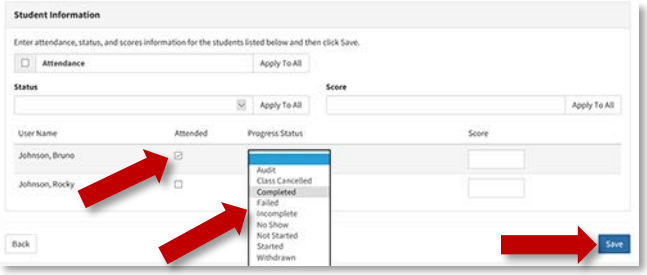
   NOTE: If the course doesn't appear, then you're not listed as an instructor. See the section in the Appendix, **If You Can't Access the Course as the Instructor.**

3. Locate the course name and click the section title.



4. Click ***Record Attendance, Status, and Scores.***

5. The Student Information screen will appear. For each student, check the box in the **Attended** column if they attended the course. In the **Progress Status** dropdown menu, change status to **Completed** (if applicable), then click ***Save***.



   NOTE: According to the *iLearn Protocols*, you must have management approval to apply grading/scoring that is other than Complete, Incomplete, No Show, Pass or Fail.

Bulk Enrollment

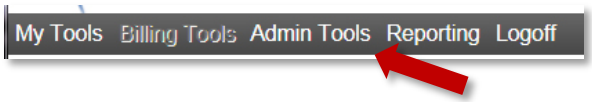
If you've already taught a course section and had several non-registered people attend, use **Bulk Enrollment** to register them and mark them as completing the course at the same time.

NOTE: Bulk Enrollment requires using the custom tools function. To access this function, you'll need your agency domain administrator to assign you the "bulk enroll" role.

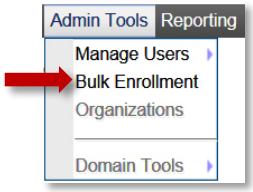
Change your browser's settings to open links in new windows, not tabs, to see your work better.

To enroll students:

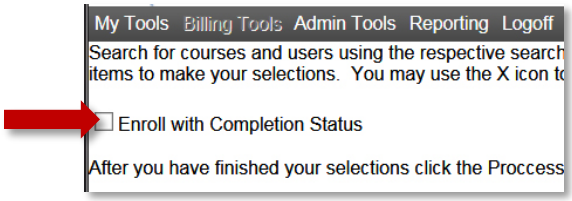
1. Click on the ***Custom Tools*** button. From the **Custom Tools** page, select ***Admin Tools***.



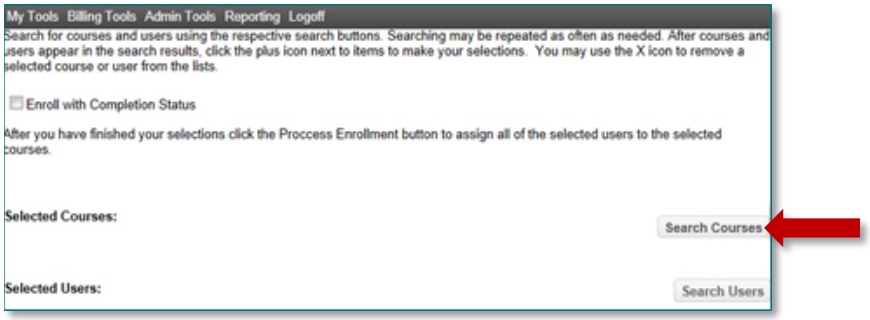
2. From the ***Admin Tools*** drop down menu, select ***Bulk Enrollment***.



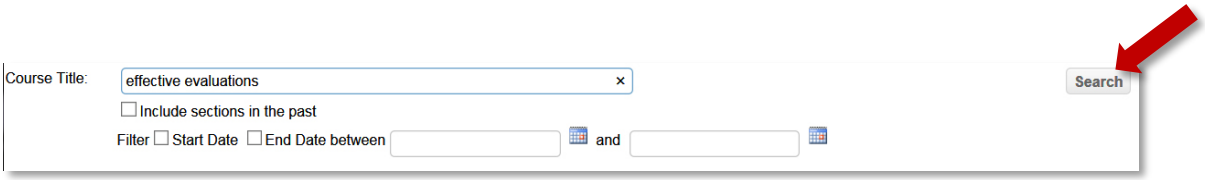
3. On the Bulk Enroll screen, if you would like to enroll all the attendees with a completion status, select the checkbox next to ***Enroll with Completion Status***.



4. On the **Bulk Enrollment** screen, you'll be able to select the course and employees to add to the roster. First, click on ***Search Courses***.



5. A new window will display allowing you to search for a course. Enter the **Course Title** (or a portion of the title). To see upcoming classes, leave the date fields blank. If you want to search for courses that occurred in the past, select ***Include sections in the past*.** Enter dates to narrow your results. Select ***Search***.

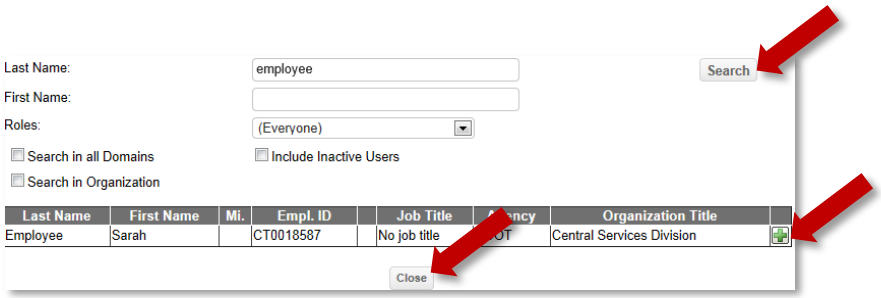


6. To select a course, click the ***green plus sign,*** then click **Close** at the bottom of the screen. (***NOTE:*** The Close button may be difficult to see if iLearnOregon is open in full-screen mode.) On the Bulk Enrollment screen, you'll see that the course has been added.

NOTE: You can search and select multiple courses if the attendees are the same.

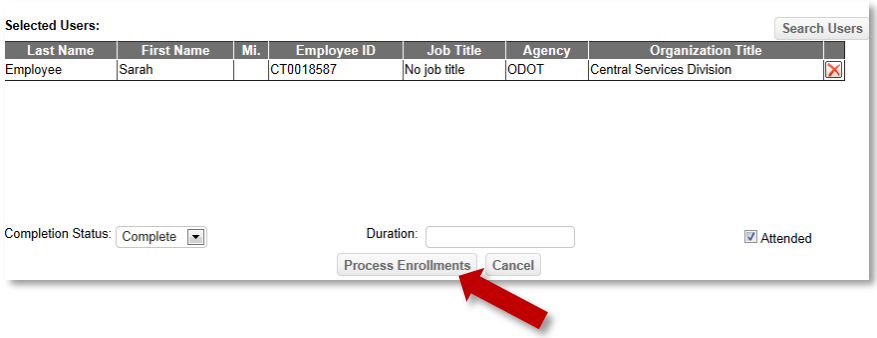
7. Next, to enroll people into the course, click on ***Search Users***.

8. A new window will display allowing you to search for employees by last name, first name, domain (for example, DHS) or organization. Enter the search criteria and click ***Search***. To select the user that you want to enroll into the course, select the ***green plus sign*** by the name and click the ***Close*** button.



9. Repeat steps 7 and 8 until you've added all of the users you want to bulk enroll into the course. Once you're done, close the **Search for User** window. On the **Bulk Enrollment** screen, you'll see all of the users you wanted to enroll in the course.

10. To process the enrollments, select ***Process Enrollments***. You'll receive a confirmation at the top of the screen once processing is complete.



11. When you're finished, close the **Bulk Enrollment** window by clicking on the X that's on the tab.

Section 5:

Curriculums

This Section includes

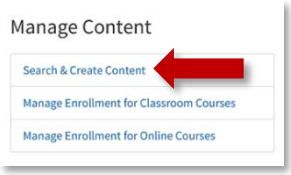
- Creating a curriculum
- Changing a curriculum
- Making a curriculum unavailable

Curriculums

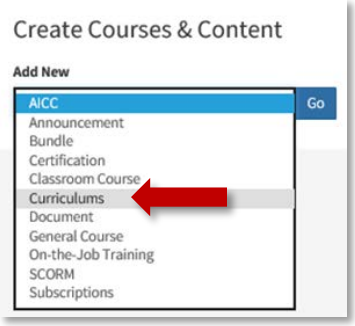
A **curriculum** is a collection of courses and materials about a specific topic.

- Curriculums can include classroom, virtual and online courses, as well as materials like PDFs, PowerPoints and more. For information on how to upload these materials, see the **Documents & Resources** section.
- If courses need to be taken in sequence, you can organize them in a curriculum so that they must be taken in the order you choose.
- **NOTE:** Courses will still be available as individual courses outside the curriculum.

Creating a curriculum

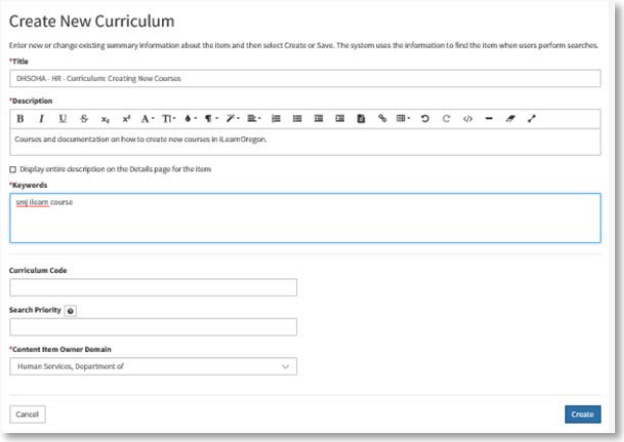


1. Click ***Responsibilities***. In the **Manage Content** section, select ***Search & Create Content***.



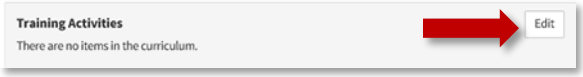
2. Under **Create Courses & Content**, select ***Curriculums*** and click ***Go***.

3. Enter the curriculum title beginning with agency name and program area (same as classroom courses), then add "Curriculum" before the name of the class. For example: DHSOHA – HR – Curriculum: Creating New Courses. See the section, **Naming Conventions**.

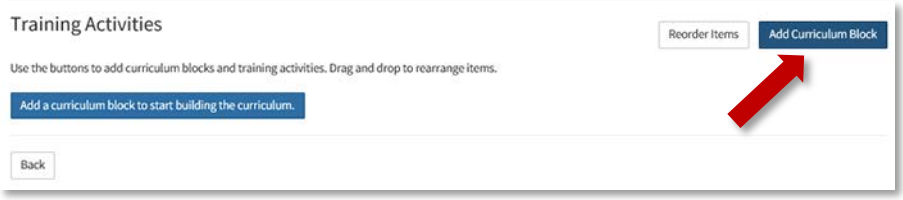


The curriculum description and keywords are also required fields. **(See iLearnOregon Protocol 02-09: Keywords.)** When you're finished, click ***Create***.

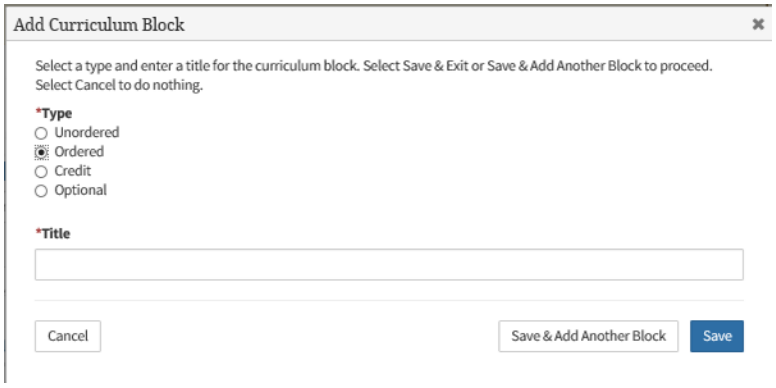
4. The Curriculum page will appear. Next to **Training Activities,** click ***Edit***.



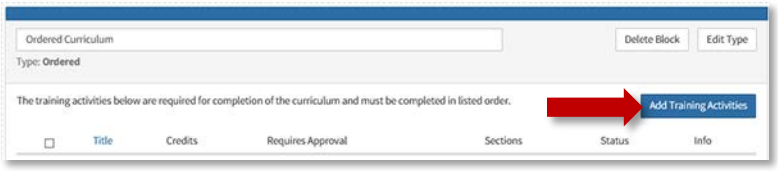
5. Click ***Add Curriculum Block***.



6. Select the type of curriculum block.
   - **Unordered:** Courses, documents, etc. can be taken in any order.
   - **Ordered:** Courses, documents, etc. must be taken in a specific order.
   - **Credit:** Include courses taken for credit.
   - **Optional:** Documents, URLs, courses, etc. are optional and can be seen at any time.



7. To add courses, documents and surveys to the curriculum block, click ***Add Training Activities***.

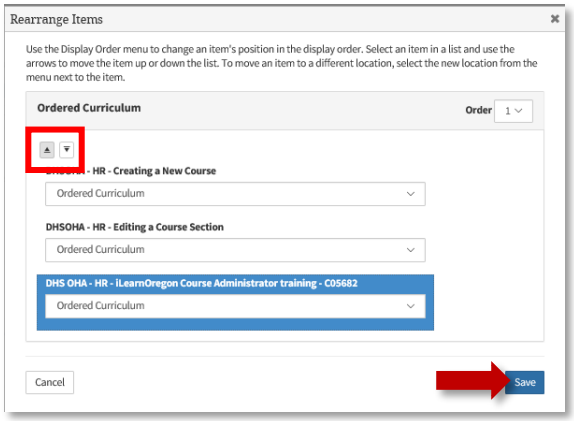


8. Search for content to add to the curriculum block. After each search, select the courses, documents, etc. you want and click ***Add.*** When you're finished, click ***Back.***

9. To organize the required content, click ***Reorder Items.***

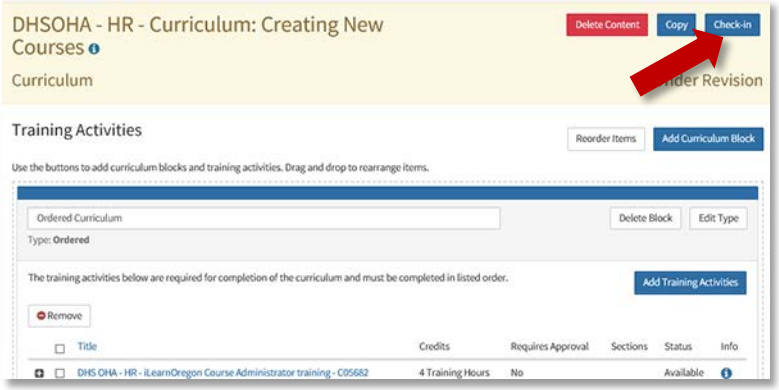
10. Click the content title, then click the up or down arrows to rearrange content.

    When you're finished, click ***Save.***



11. From the main Curriculum screen, you can add another Content Block or add training activities to the current Content Block.

    When you're finished, click ***Check-in***.



Changing a curriculum

If an eLearning course is updated, it will automatically change any curriculum that includes the course so you'll need to follow these steps.

NOTE: If you need to change an existing curriculum, users who already finished the curriculum **will now show it as being incomplete.** To keep that from happening:

1. Hide the existing curriculum. See the following instructions, **Hiding a Curriculum**.

2. Create a new curriculum. See instructions in this section for **Creating a Curriculum**. **Also see iLearnOregon Protocol 02-06: Naming Conventions.**

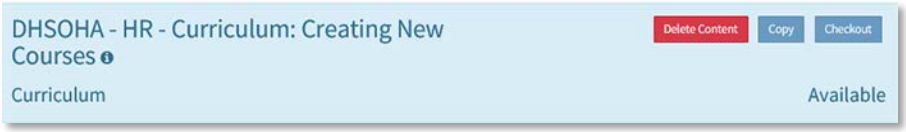
3. Be sure to change the name of the old curriculum to distinguish it from the new one. Instead of "Curriculum," include "Retired Curriculum" in the course title. See the section, **Naming Conventions**, and **iLearnOregon Protocol 02-06: Naming Conventions.**

Making a curriculum unavailable

1. Click ***Responsibilities***. Under **Manage Content,** select ***Curriculums***.

2. Search for the curriculum and click the title.

3. Click the ***Checkout*** tab to change it to ***Check-in.***



4. When students search for the curriculum, they'll see that it's temporarily unavailable.

Section 6:

Reports

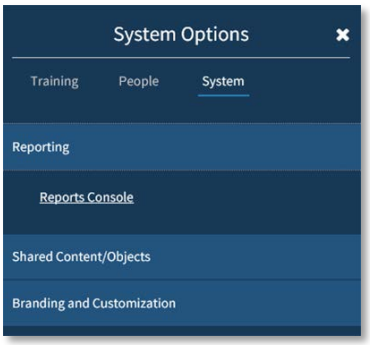
This Section includes

- Accessing Reports
- Reports and Their Uses
- How to Select a Report
- Training Progress by User
- Training Progress by Content
- How to Customize the Report View
- Fields in Built-in Reports

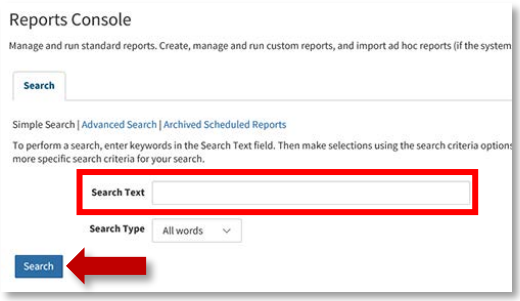
Accessing Reports

1. Click on the ***System Tools*** icon.

2. In the **System Options** pop-up window, select ***System.*** Click ***Reporting*** and ***Reports Console***.



3. Leave the **Search Text** blank and click ***Search***.



4. Depending on your permissions, you will see a different amount of reports. They're listed alphabetically, and may extend over more than one page.

Reports and Their Uses

1. **Training Progress by User**
    a. Use this report to view an individual user's progress for classroom enrollment, online progress, and curriculums.
    b. Shows completed, enrolled and started statuses.
    c. Does not include self-reported learning or self-reported certifications.

2. **Training Progress by Content**
    a. The most often used report is the Training Progress by Course report. This allows you to see who has completed the training for a specific course.

3. **Test Item Analysis**
    a. Gives a tally of who got a question wrong with iLearn Tests.
    b. Does not tell you who specifically got the question wrong.

4. **Survey Statistics**
    a. View the results of both content surveys (surveys associated with a course) and site surveys.
    b. Toggle between a summary report and a detailed report.
    c. A summary report includes the average response for each multiple choice question, and a link to individually view short answer responses for one question at a time.
    d. A detailed report includes totals and percentages for all multiple choice responses, and the full text of all short answer questions.

5. **Classroom Course Scheduling**
    a. Displays the active sections that are within or including the selected date range for all courses created in or shared to the current domain. The report contains one record for each instructor assigned to teach each event. Since sections are made up of events, the same section may appear more than once. The report indicates instructor and room usage.
    b. Use this when you're scheduling courses and are unable to book an instructor or room. Export to Excel and you'll be able to see which courses have conflicts with your dates.

How to Select a Report

Use the following instructions for an overview of how to access any of the reports. Each report has its own criteria and layouts to customize.

1. Scroll through the list.

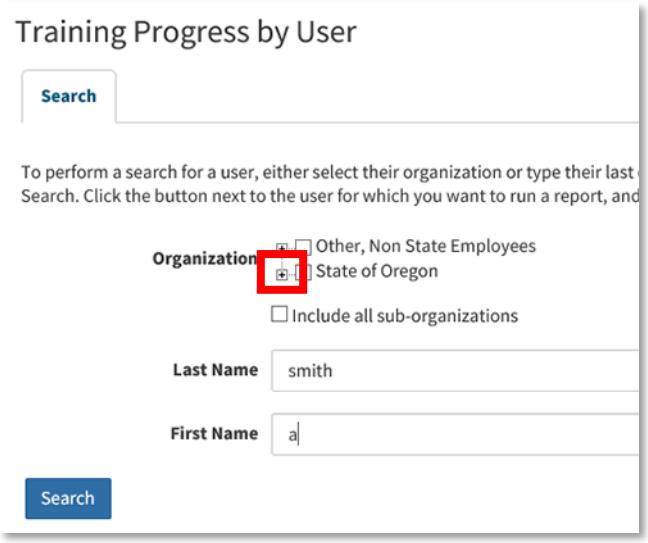
2. Click on the report title, for example: **Training Progress by User.**

3. On the next screen, click **Select.**

NOTES: See the following sections, **Training Progress by User** and **Training Progress by Content,** for more. For a list of information included in each type of report, see **Fields in Built-in Reports.**

If you need more detailed or different information in your report, use Microsoft ReportBuilder. See the **ReportBuilder Guide** for instructions.

Training Progress by User



Begin by following the instructions under Accessing Reports, then How to Select a Report.

1. Organization:
Press the + sign to expand **State of Oregon.**

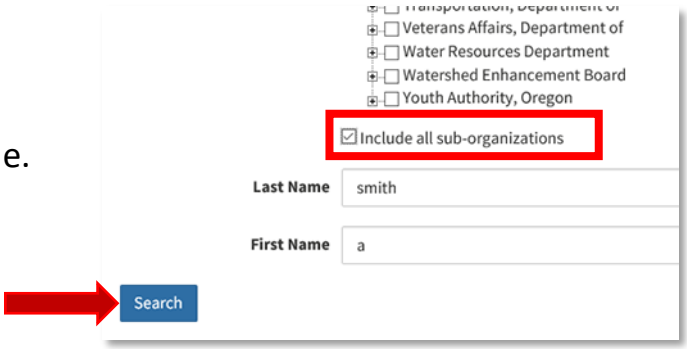
2. Above **State of Oregon,** check **Other, Non State Employees.** Then scroll to and check boxes next to: **Oregon Health Authority** and **Human Services, Department of.**

Only select your agency(s). Do not search **State of Oregon**. It will cause the entire system to slow down for all 100,000+ users.

3. Check ***Include sub-organizations.***

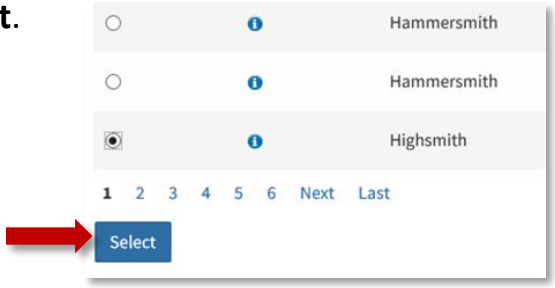
4. Enter a last name and partial first name.

5. Click ***Search.***



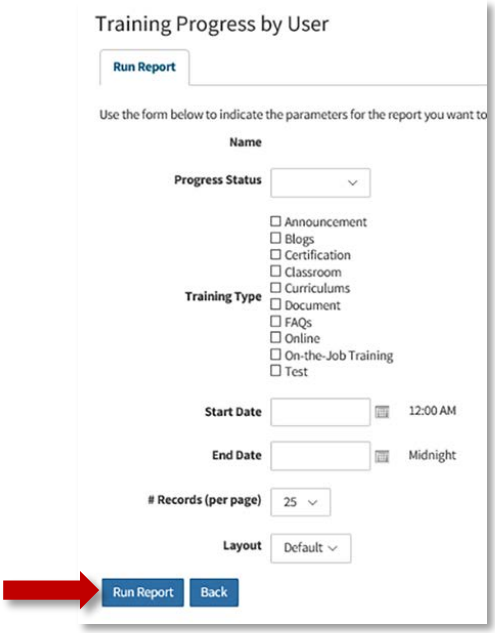
Training Progress by User

6. Select the user you wish to view then click **Select**.



7. Keep all of the options here blank.
   You can filter and sort after you run the report.

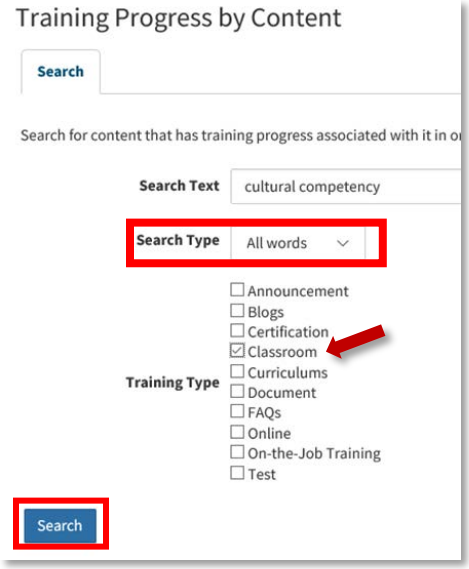
8. Click ***Run Report***.



9. A new window will open with your report.

Training Progress by Content

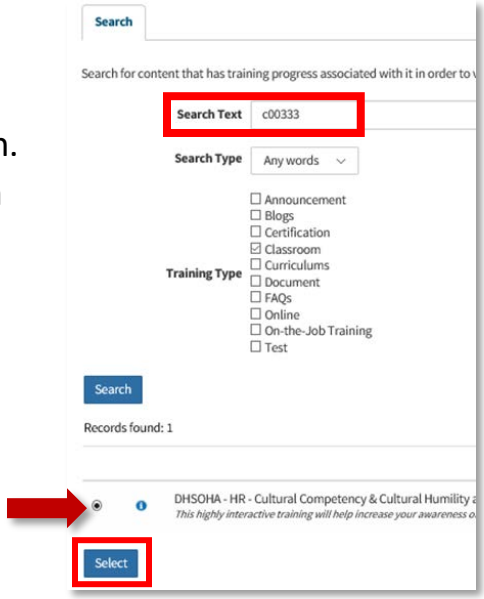
Begin by following the instructions under **Accessing Reports**, then **How to Select a Report**.



In this example, we'll search for the Cultural Competency course. The official course title is "DHSOHA - HR - Cultural Competency & Cultural Humility at DHS and OHA: Valuing, Embracing and Implementing [required training] - C00333."

Ways to search for the course

"Cultural competency" is a popular search text in iLearn. To reduce search results, select the **Training** Type (in this case, ***Classroom***). Searching by *All words* returned 74 results. Searching by *Exact phrase* returned 72 results.



Searching by a unique keyword is a better option. If a course has a course number, that's the best way to search. (Course numbers were added to course titles that were in the Learning Center.)

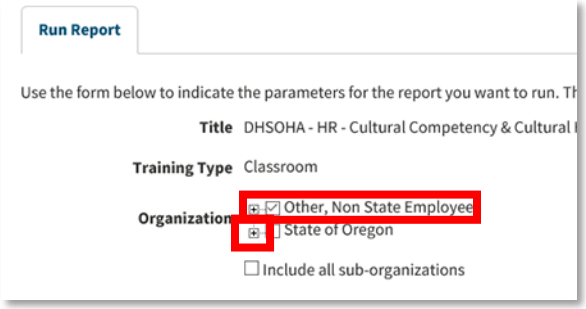
Click the round button by the course name, then click **Select**.

NOTE: If you're looking up an online (eLearning) course, the course may not appear in the search results, even if you select ***Online*** under **Training Type**. Here's what to do.

- If you do **NOT** manage the online course, contact DHS Training.
- If you manage the online course, check the course settings. Is there any information in the Course Number field (including a shortened deeplink)? If so, remove it.

Training Progress by Content

1. For **Organization,**
   select **Other, Non State Employees.**



2. Press the + sign to expand **State of Oregon.**

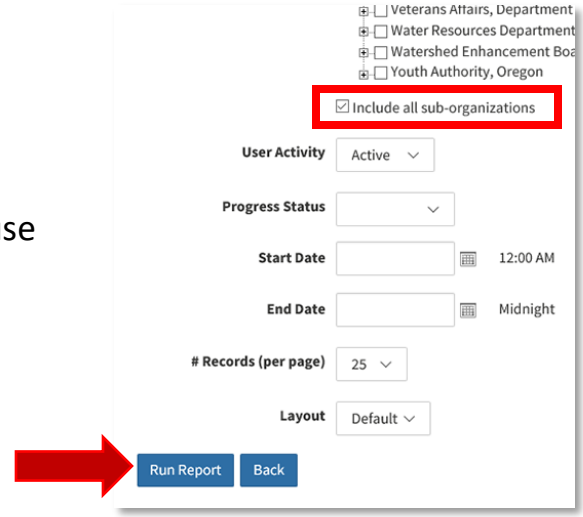
3. Then scroll to and check boxes next to
   Oregon Health Authority and
   Human Services, **Department of.**

Only select your agency(s). Do not search State of Oregon. It will cause the entire system to slow down for all 100,000+ users.

4. Check **Include sub-organizations.**

5. Complete other fields as needed. Otherwise, use the default settings.

6. Click ***Run Report*.**



NOTES about eLearning courses:

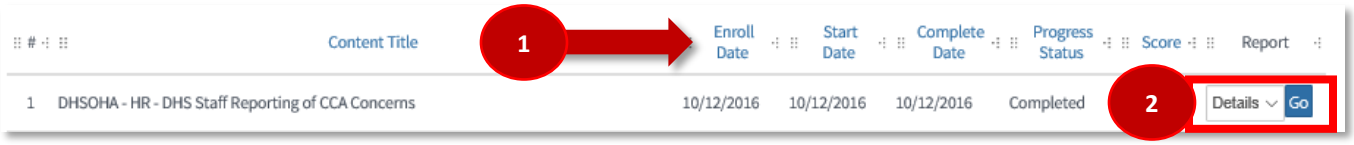
- If you're running a report for an eLearning course that was in the Learning Center, remember to run two reports: One for the SCORM version (from iLearn), and the other for the General Course version (from the Learning Center).
- If an eLearning course was updated, it may show up as more than one course. You may have to run an additional reports(s).

How to Customize the Report View

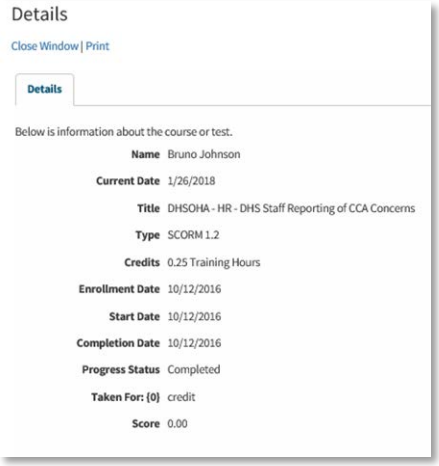
This example of how to customize is from the **Training Progress by User** report. Each of the reports will have different options available depending on that particular report.

NOTE: Unlike the previous version of iLearn, you cannot change the **Layout** for the User or Content reports. The **View Layouts** tab will simply display the default layout, as shown in this section for **Training Progress by User.**

1. Your selections in this row will affect the columns shown on your report and the appearance of the report in Excel or a PDF. For example, you can display information chronologically by enroll, start or complete date; group by progress status (like Completed, Enrolled or Started), or hide a column in the report.



2. For details about a specific course, click **Go** next to the **Details** field. A pop-up window will display user information for the course.



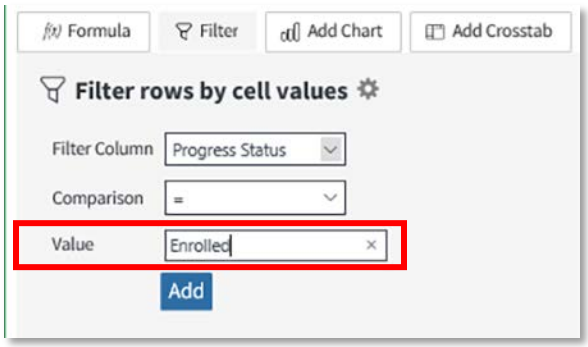
Filter

The **Filter** column provides a list of all columns available for the particular report. Select the **Filter Column** and **Comparison** from the dropdown menus. Type the column you're filtering into the **Value** field; it must be an exact match to the column.

For example:

Enrolled = correct

Enroll = incorrect



Export options

You can export and save reports to Excel, PDF or XML formats.

Fields in Built-in Reports

Following are the fields for iLearn built-in reports.

Training Progress by User
Content Title
Enroll Date
Start Date
Complete Date
Progress Status (Completed, Started, Enrolled, Not Started, No Show, Incomplete)
Score
Training Type (Classroom, curriculum, online, test, certification, on-the-job-training)
Course Number
Course Provider
Duration
Credit Value
Total Cost
Version Number

Training Progress by Content	Classroom Course Scheduling
Last Name	Course Title
First Name	Section Number
Enroll Date	Section Start Date
Start Date	Section End Date
Complete Date	Event State Date/Time
Progress Status	Event End Date/Time
Score	Recurrence Type
Job Title	Recurrence End Date
Manager	# Occurrences
Email Address	Instructor name
Organization	Section title
State	Section Format (in-person, virtual)
Country	Event title
Activity	Event Format (Generic for virtual events)
User ID	Location
GLAIT Alternate ID	Building
Total Cost	Room
Version Number	Course Provider

Section 7:

Appendix

This Section includes

- Classroom Course Categories
- Naming Conventions
- Privacy & Security
- Learner Interest Notifications
- Problems with IE Display
- Notifications
- Documents & Resources
- Tests
- Accommodations
- Creating Deeplinks
- Facilities
- Creating a Custom Certificate for iLearnOregon
- Instructor Access

Classroom Course Categories

Available for course under **Responsibilities > Content Created by Me**

> ***NOTE:*** **Never** select the ***Delete Content*** button by the course title. See section, **Deleting Content**.

Course Information	Course Cost, Course Number, Course Provider (Sponsor), Duration.
Categories	Select one or more content categories: Administrative, Employee Development, End-User Computer, Management Development, New Employee, Non-State, Personal Improvement, Safety Health and Wellness, Technical/Professional, Workforce Development.
Prerequisites	From a new screen, you'll select prerequisites and add them to the course. ***NOTE:*** These items need to be loaded into iLearnOregon already. Examples include test, document, online course, a classroom course and curriculum.
Equivalencies	If an eLearning course undergoes structural changes and has to be uploaded as a new course, use ***Equivalencies*** to tie it to the old course.
Competencies	No options are currently available.
Learner Interest	Learners can indicate when they're interested in taking a course without available sections, or request different locations or dates. By default, you'll be notified when one learner is interested in the course. You can increase the number here or email interested users.
Access Approval	Produces error. Causes emails to be sent to everyone assigned to the role. **Do not use.**
Certificate	The generic domain certificate is set as default.

Classroom Course Categories

Content Sharing	This is where you share the course between domains. For instructions, see the section, **Building a Course: Create a New Course.**
Permissions	After you share content to another domain, assign permissions for domain users to view the course. For instructions, see step 5 of the section, **Building a Course: Create a New Course.**
Image	Adds an image next to the course and description.
Manage Activity	Here, you make a course Active or Inactive. A course will not appear in the Course Catalog if it is Inactive. You can also add details and a date start/end time. Not entering a specific date means the content item will always be active (users can find the content item in search results).

Naming Conventions

First, ensure your course does not already exist in the Learning Catalog. Before you create a new course, **refer to iLearnOregon Protocol 02-03: Setting Up New Courses and Editing Existing Courses. Also see iLearnOregon Protocol 02-06: Naming Conventions.**

Course Title

Include a space before and after each hyphen.

- Start with the 3 letter organization code: DHS or OHA, or DHSOHA for Shared Services.
- Follow it with a space, a hyphen and a space.
- Add your division, area or office code: for example, DMAP, SSP or OIS.
- Follow it with a space, a hyphen and a space.
- Finally, add the course name: for example, DHS – OCP – Contracts Overview.

Character limit: Must not exceed 100 characters (including spaces and punctuation).

Section titles

Most courses will have one section with one event.

- Section title should NOT be the same as the course title.
- Should contain distinguishing information, like the location (for example, Salem-CATC, Klamath Falls) or intended learner (for example, District 55 only, OSH only).

For virtual courses:

- Webinar: At a computer near you.
    - ***NOTE:*** When creating a new course section and event, select ***Virtual***.

Character limit: Must not exceed 45 characters (including spaces and punctuation).

Naming Conventions

Event Titles

For sections with multiple events, you can use event titles to differentiate events within a section.

- Use event titles to clarify the event time, location, etc. For example:
    - First Event = Day 1, Second Event = Day 2
    - First Event = Morning Class, Second Event = Afternoon Class
    - First Event = Room 123, Second Event = Room 224

Course Description

The course description is included in the email sent to the learner from iLearnOregon. It can be formatted and should be concise.

- **Course Description**
    - Brief description including objectives, key topics, etc.
    - Include a space before and after each hyphen.
    - As a best practice, the Course Title should not exceed 100 characters (including spaces and hyphens).

Documents

Document names should follow the same naming convention as course titles (shown at the beginning of this section).

Curriculums

Curriculum titles distinguish courses from curriculums. They follow the Course Title format, but include "Curriculum" just before the name. For example:

- OHA – OIS – Curriculum: Business Analysis Series

When retiring a curriculum, use "Retired Curriculum" in the title. For example:

- OHA – OIS – Retired Curriculum: Business Analysis Series

Privacy & Security

All training materials loaded into iLearnOregon must comply with Privacy and Security guidelines.

Training materials must never contain any personally identifying information (PII) or protected health information (PHI). **See iLearnOregon Protocol 02-08: Privacy/Security.**

Learner Interest Notifications

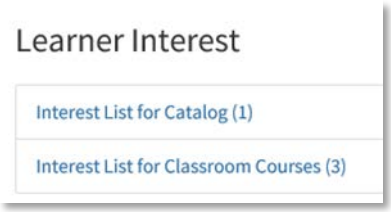
Your courses have a **Learner Interest** feature that learners use to ask about a course that isn't currently available, or is offered at a time or place that's inconvenient for them.

This generates an email notification that someone used the ***Express Interest*** button for one of your courses.

To check Learner Interest notifications:

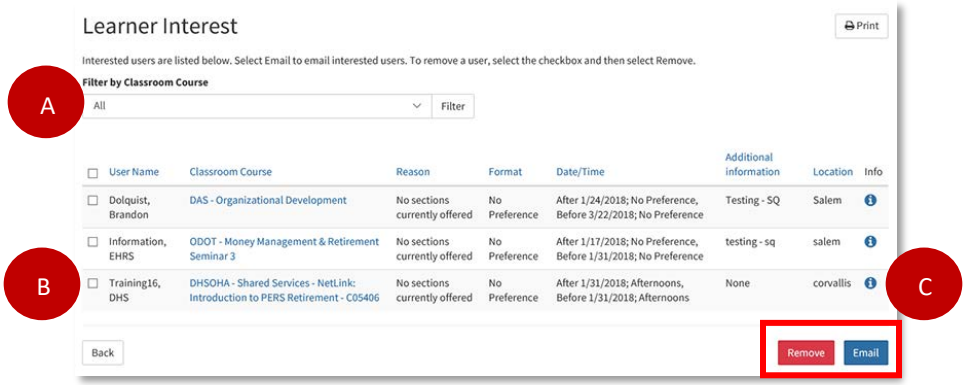
1. Log into your iLearn account and click ***Responsibilities***.

2. The **Learner Interest** box on the right will show the requests received.
   - **Interest List for Catalog** includes messages about courses a learner can't find in the course catalog.
   - **Interest List for Classroom Courses** contains requests for a specific course.



3. Click one of the categories. Note that the user interface is the same for both.

4. This example shows **Interest List for Classroom Courses.**



   A. The **Filter** will show all messages by default. You can also filter for messages *only* for your courses.
   B. Check the box by your course and click ***Email*** to respond.
   C. If you need more information about the learner, click "i" after the learner's name.
   D. When you're finished, check the box by the learner name and click ***Remove.***

Problems with IE Display

If you're using Internet Explorer (IE) as your browser, you may see problems with the way text and images appear on the screen. This is caused by a compatibility issue between IE and iLearn.

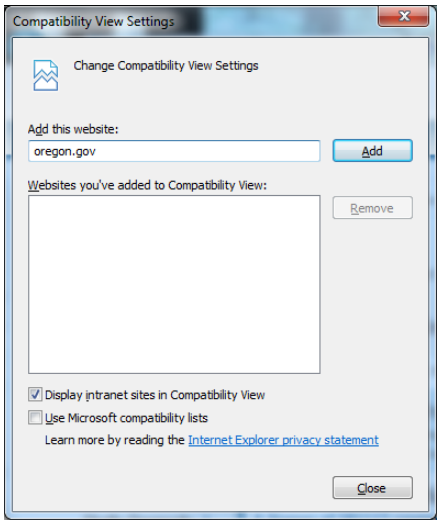
To solve this problem, add iLearn to your IE Compatibility View list. How to do it depends on the version of IE you're using and your operating system. These basic instructions should work for recent versions of IE, but if they don't work for you, see this site: https://support.microsoft.com/en-us/help/17472/windows-internet-explorer-11-fix-site-display-problems-compatibility-view

1. In IE, click the **Tools** icon in the upper-right corner.

2. Click **Compatibility View** settings.

3. In the pop-up window, under **Add this website,** enter the iLearn URL:
   oregon.gov

   Click the ***Add*** button, then ***Close.***



Notifications

iLearnOregon generates automatic emails when students enroll in, cancel, or are waitlisted in a course. Often, these emails are sent to the student's manager. Other emails are sent to instructors. **See the table on the following pages** for commonly-sent notifications.

Email reminders of course registration should be sent:

- 2 weeks before class starts
- 1 week before class starts
- 2 days before class starts

NOTE: Reminder emails will be sent from the person who created or edited the section. **See iLearnOregon Protocol 02-10: Notifications.** Also see section, **Building a Course: Schedule a Section**.

	Classroom Course Notification Type Most commonly used	Description	To: Enrolled User	To: Waitlisted	To: Manager	To: Instructor	Sent by	ADA text is included
1.	Section Reminder	Student has an upcoming classroom course section to attend. The Email Reminder Trigger (Edit Section page) indicates that a reminder email should be sent.	X		X		Person who created the classroom course section	yes
2.	Authorized User sends email after making section changes	Course Administrator clicks Send Email on the email form accessed from the Edit Section page	X	X		X	Person who's logged in & edited the section	yes
3.	Delete Section of Classroom course	Course Administrator deletes a section of a classroom course.	X	X		X	Person who's logged in & deleted the section	no
4.	Instructor scheduled to teach event	Course Administrator clicks the Save Event button to schedule the event and its instructors and locations.				X	Person who's logged in & scheduled the event	no

	Classroom Course Notification Type Most commonly used	Description	To: Enrolled User	To: Waitlisted	To: Manager	To: Instructor	Sent by	ADA text is included
5.	Send Email to enrolled students on Roster (free form email)	Course Administrator selects the option to email all students enrolled in a section.	X				Person who's logged in & sends email	no
6.	Student enrolled in classroom course section (batch enrollment)	Course Administrator or authorized staff enrolls students from the Batch Enroll Users page.	X		X		Person who's logged in & enrolls students	yes
7.	Student enrollment cancelled (batch enrollment)	Course Administrator or authorized staff clicks the Cancel Enroll/Waitlist button from the Batch Enroll Users page for an enrolled student.	X		X		Person who's logged in & cancels enrollment	no
8.	Student enrollment in course section from the waitlist (automatically from waitlist)	iLearnOregon automatically enrolled a student from the waitlist after another student cancelled enrollment.	X		X		Person who added the course section	yes
9.	Student enrollment in course section (self enrollment)	Student clicks Enroll for a classroom course section.	X		X		Person who added the course section	yes

	Classroom Course Notification Type Most commonly used	Description	To: Enrolled User	To: Waitlisted	To: Manager	To: Instructor	Sent by	ADA text is included
10.	Student enrollment in course section cancelled due to decreased section capacity; added to waitlist	Course Administrator reduces the capacity of a section, and students have their enrollment cancelled. They're added to the top of the waitlist.	X		X		Person who's logged in & cancels enrollment	no
11.	Student enrollment in course section cancelled due to decreased section capacity; no waitlist	Course Administrator reduces the capacity of a section, and students have their enrollment cancelled. There is no waitlist for the student to be added to.	X		X		Person who's logged in & cancels enrollment	no
12.	Student enrollment in course section cancelled (self cancellation)	Student clicks cancel enrollment for a classroom course section.	X		X		Person who added the course section	no
13.	Student cancelled from waitlist in a course section (batch enrollment)	Course Administrator or authorized staff clicks the Cancel Enroll/Waitlist button from the Batch Enroll Users page for a waitlisted student.		X	X		Person who's logged in & cancels waitlist	no
14.	Students waitlist themselves in a course section (self waitlist)	Student clicks Waitlist for a classroom course section.		X	X		Person who added the course section	no

	Classroom Course Notification Type Most commonly used	Description	To: Enrolled User	To: Waitlisted	To: Manager	To: Instructor	Sent by	ADA text is included
15.	Student cancels waitlist in a course section (self cancellation)	Student clicks Cancel Waitlist for a classroom course section.		X	X		Domain Administrator Email	no
16.	Student waitlists in a course section (batch enrollment)	Course Administrator or authorized staff clicks the Waitlist button from the Batch Enroll Users page.		X	X		Person who's logged in & waitlists student	no

Documents & Resources

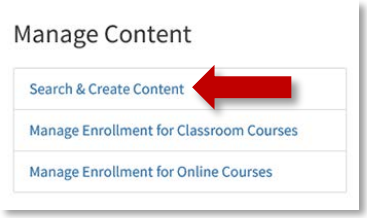
Documents can be added to iLearnOregon to supplement courses or as part of a curriculum. **See iLearnOregon Protocol 03-01: Notes and Assignments.**

NOTE: Web addresses (URLs) must be current and conform to agency standards. **See iLearnOregon Protocol 06-01: Linking to an External URL.**

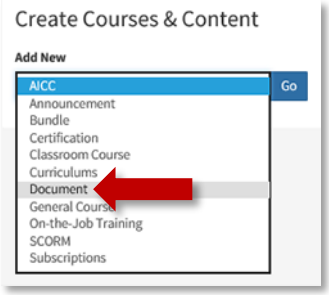
NOTE: Audio and video files should be streamed, not uploaded to iLearnOregon. Contact OIS for assistance.

- To supplement courses, add the document as a deeplink to the course description, along with a note telling students to copy and paste the deeplink in a new browser window. For information, see **Creating Deeplinks.**
- To add to a curriculum, see the **Curriculums** section.

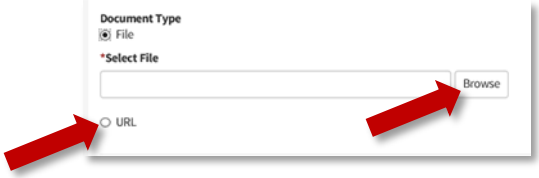
1. On your homepage, under **Manage Content,** select ***Search & Create Content.***



2. Under **Add New**, select ***Document*** from the dropdown menu and click ***Go.***



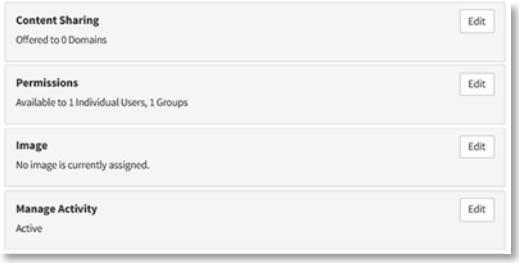
3. Fill out the required information (Title, Description and Keywords) on the **Create New Document** screen. Under **Select File:**
   - Click ***Browse*** to find and upload your document, or
   - Click ***URL*** to enter a web address.



4. When you're finished click ***Create.*** NOTE: Document names should follow the same naming convention as course titles. See the section, **Naming Conventions**.

Documents may be several types of files, including PowerPoints, Word documents, PDFs and Excel spreadsheets, or a link to a website (URL).

5. Select appropriate tabs and fill out other information as needed (including ***Content Sharing*** and ***Permissions***). For more information on the tabs, see **Building a Course**.



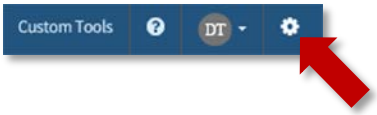
6. When you're finished, click the ***Check In*** button by the document title.

7. To locate a document, search under **Learning Home** > **Search Catalog**, just as you would search for a course.

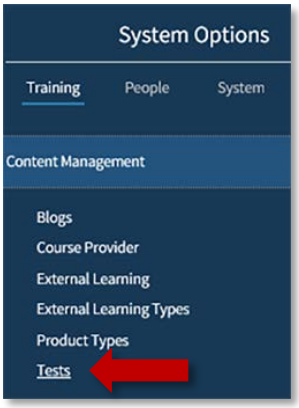
Tests

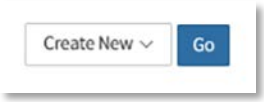
You can create and administer tests (Multiple Choice, True/False, Sequencing, Fill-ins or Matching) directly in iLearnOregon.

1. Click the **System Tools** icon.

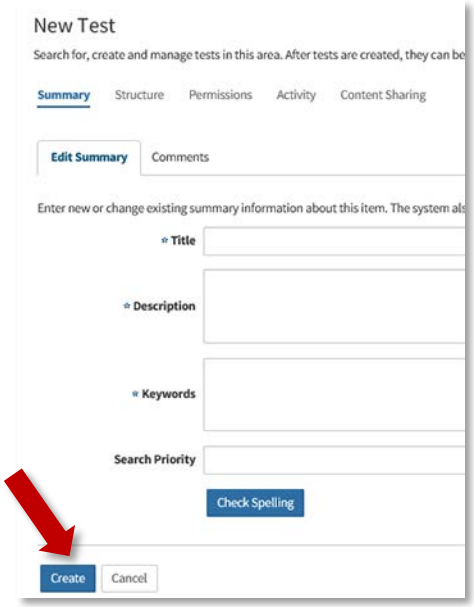


2. Under **System Options**, select ***Training > Content Management > Tests.***





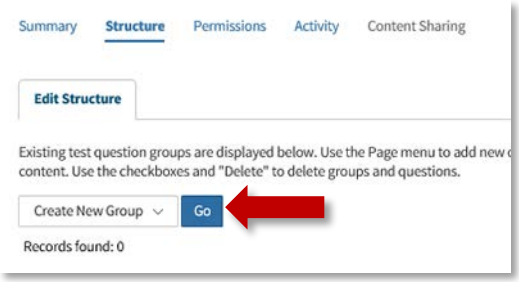
3. On the **Tests** screen, by **Create New,** click ***Go.***

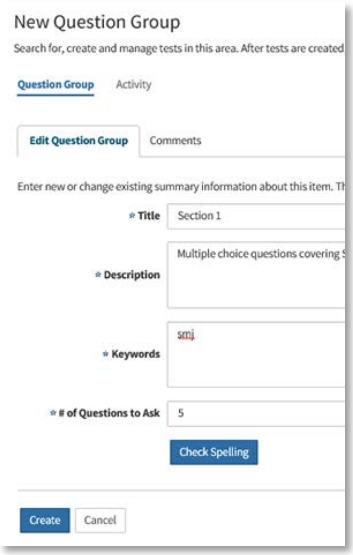


4. Fill out the required fields. Enter the title beginning with agency name and program area (same as classroom courses), then add "Test" before the name of the class. For example: DHSOHA – HR – Test: Creating New Courses. See the section, **Naming Conventions**.

When you're finished, click ***Create.***

5. Under **Structure**, select ***Create New Group*** and ***Go***.



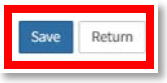


6. Fill out fields. In the last field, **# of Questions to Ask**, include the total number of questions you'll add to the group. This number can be equal to or less than the number of questions you'll add, but it cannot be more. (For example, if you put a "5" in this field, you must add 5 or more questions to the group.)

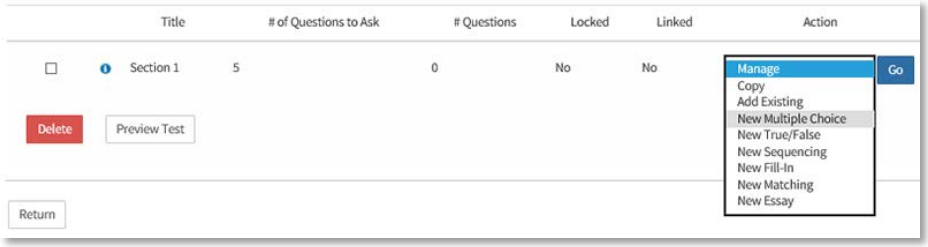
When you're finished, click ***Create***.

7. Select whether the question group should be available (**Active**) or not. If appropriate, use the calendar icons to set start and end dates for the question group; otherwise, check the ***No Start Date*** and ***No End Date*** boxes.

8. Click ***Save***, then click ***Return***.



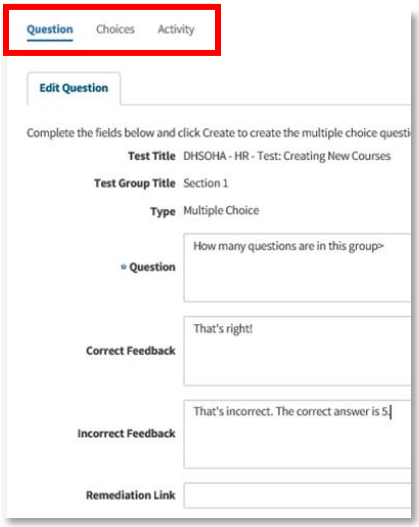
9. By the question group title, choose the type of questions you want to ask (like multiple choice or true/false) from the dropdown menu and click ***Go.***

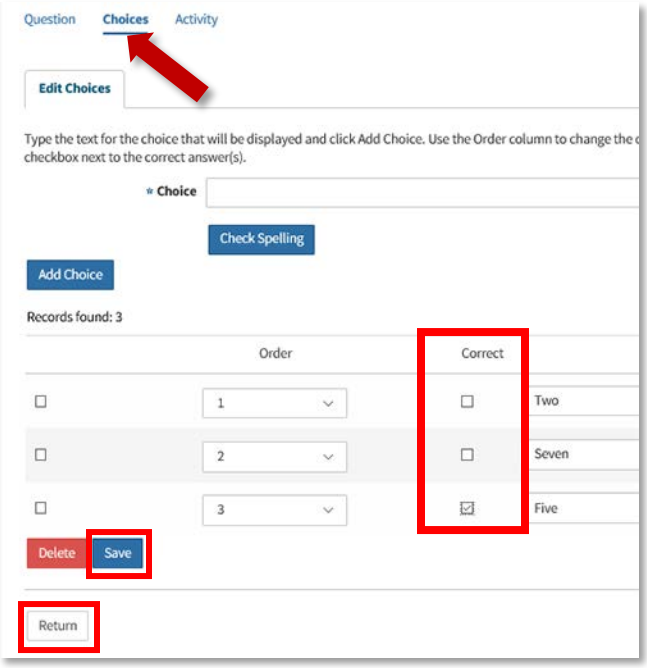


10. Fill out the fields. These vary, depending on the question type.

For example, Multiple Choice questions have three tabs: Question, Choices and Activity. On the ***Question*** tab, you'll enter the question and feedback for correct/incorrect responses. You can also include an image and link to remediation information.

When you're finished, click ***Create***.



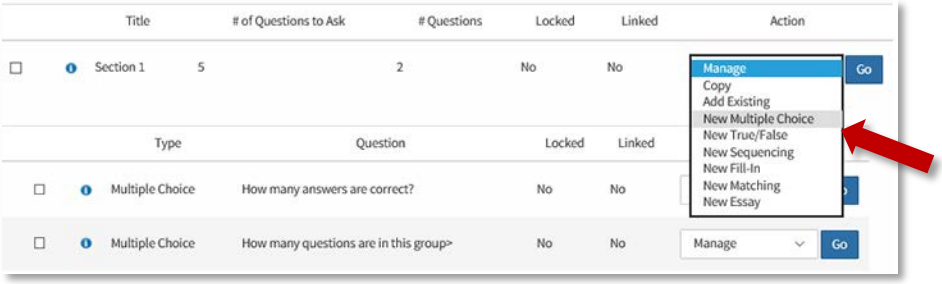


The answers to the multiple choice question are entered on the ***Choices*** tab, with the box by the correct answer checked in the **Correct** column.

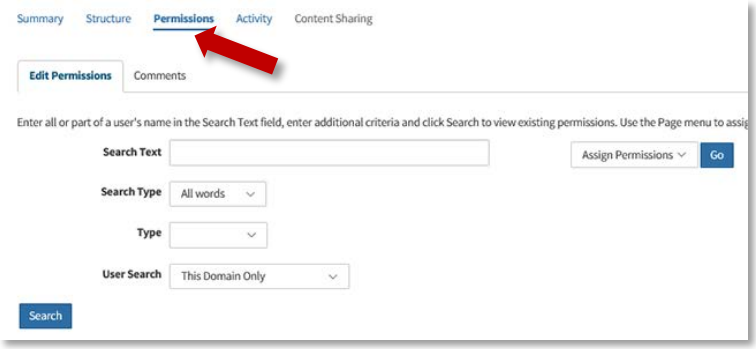
When you're finished with the answers, click ***Save.***

Then click ***Return.***

11. On the **Test** screen, continue adding questions to the section using the dropdown menu to select the question type.

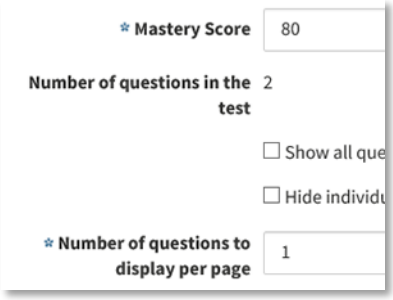


12. When you're finished adding questions and answers, click on the ***Permissions*** tab to specify who can take the test, whether it's a group (like an agency) or an individual. Click ***Save***, then click ***Return***.



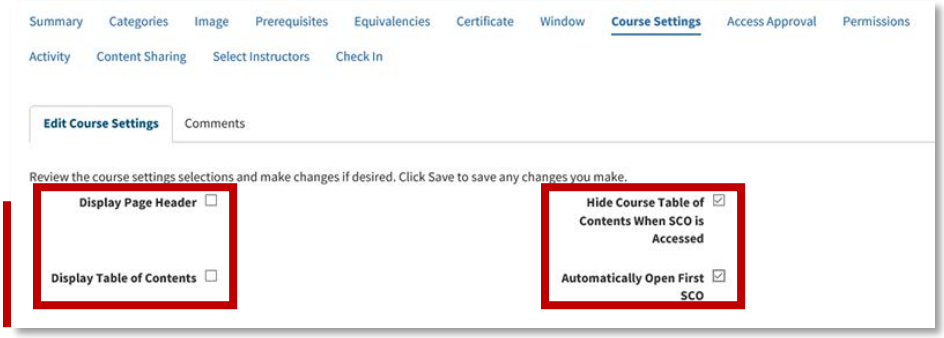
13. On the main test screen, click the ***Lock Test*** link.

14. This will allow you to publish the test, making it available for students to take. Click the ***Publish SCORM 1.2*** link.



15. Fill out the fields. Note that the fields **Mastery Score** and **Number of questions to display per page** are required. NOTES: Mastery Score must be shown as a percent of questions (for example, enter 80 for an 80% passing score, but do NOT include the % sign). As a best practice, display one question per page. When you're done, click ***Create.***

16. On the **Course Settings** tab, uncheck ***Display Page Header*** and ***Display Table of Contents***, as shown below**.** Check the boxes for ***Hide Course Table of Contents When SCO is Accessed*** and ***Automatically Open First SCO.*** Click ***Save.*** ***NOTE:*** If you don't do this, users will see a blank white window when opening the test.

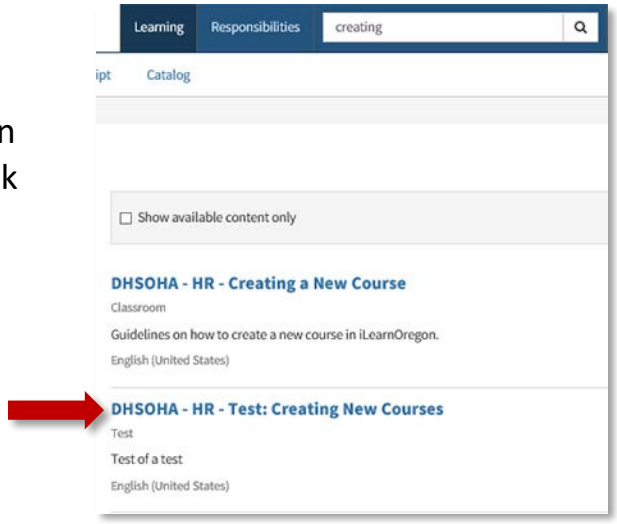


17. Some of the tab options for your new test, like **Content Sharing** and **Permissions,** are similar to those for a course. Set these up as you would for a course, and click ***Save*** at the bottom of each screen.

18. When you're finished filling out the information, click the ***Check In*** tab.

To access the test:

On your **Learning** home page, search for the test in the **Learning Catalog** field. Locate the test and click the title.

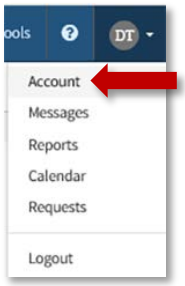


Accommodations

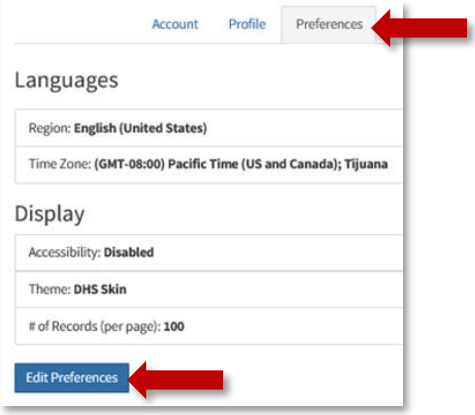
For questions about accessibility or to request accommodations, please contact your manager and human resources office.

NOTE: iLearnOregon does **not** include a feature that notifies instructors when someone requiring an accommodation registers for a course. Instead, in the course registration email, students are directed to request accommodations from their Human Resources office.

The Accommodations feature in iLearnOregon is limited to assisting students who use screen readers or other applications. To access this feature:

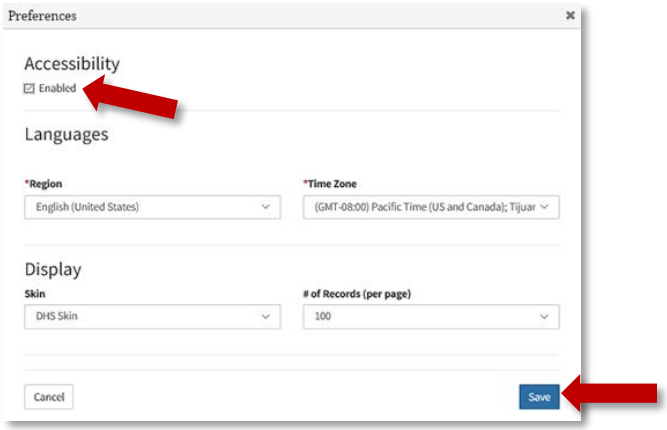


1. Click the down arrow by your initials and select ***Account***.



2. Click the Preferences tab, then ***Edit Preferences***.

3. Check the ***Enabled*** box to help screen readers and other applications work better. When finished, click the ***Save*** button.

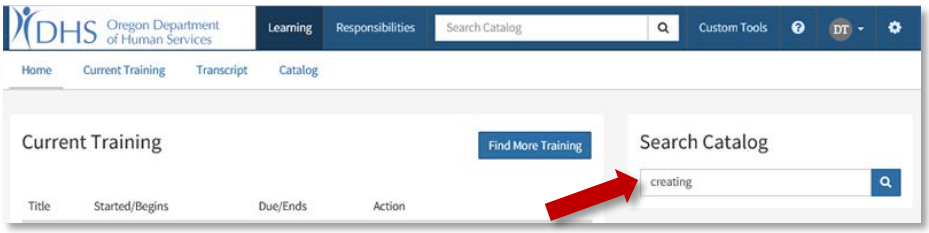


Creating Deeplinks

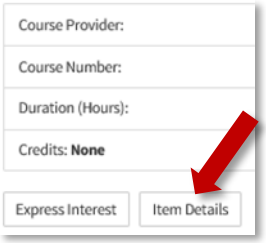
"Deeplinks" are links you can include in communications (like emails and documents) that lead directly to a classroom, virtual or online course. These instructions show how to create a **shortened deeplink** to your classroom, virtual course, curriculum or document. **See iLearnOregon Protocol 02-12: Deep Links.**

NOTE: If you include more than one deeplink in a document (such as a training calendar), each link will open a separate new browser tab. This may be confusing for users.

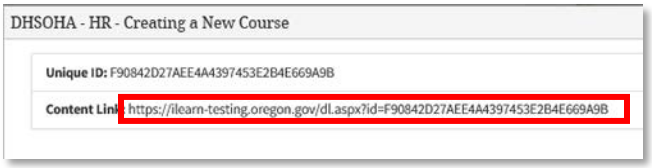
1. Search for the course from the **Learning** home page in iLearn**.**



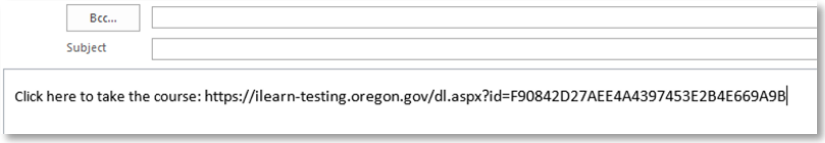
2. Once you've opened the course, click on ***Item Details***.
   NOTE: This is the same for online courses, classroom courses, documents, or curriculums.



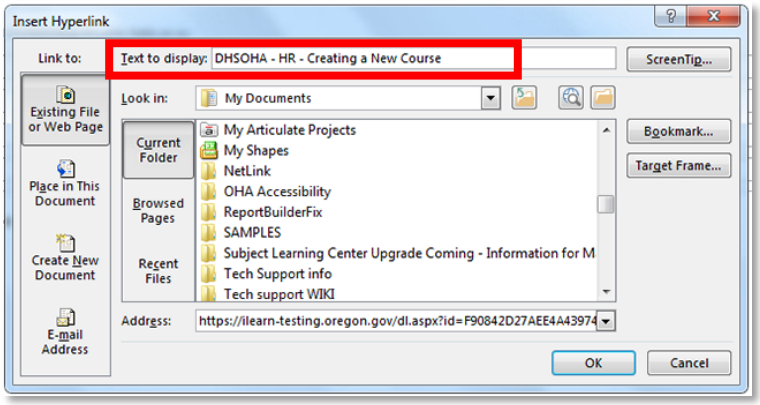
3. A box will open up on your screen and the background will grey out. Highlight and copy the **Content Link**. This is what you will paste into go.usa.gov (next page).



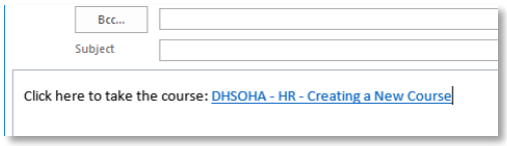
- **NOTE:** You can also paste this link into an Outlook email message and change the link to the course title. To do this, paste the link into an email, highlight the link, right-click and select **Hyperlink**.



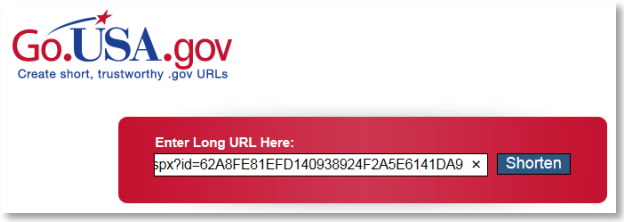
- Change the **Text to display** field to the course name. Made sure the hyperlink appears in the **Address** field. The **Existing File or Web Page** button at the left should also be selected.



- The course name will now display in your email. Be sure to test the link before sending the email.



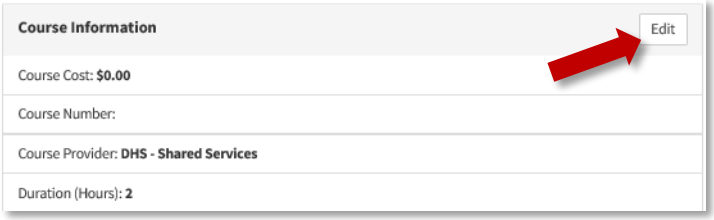
4. Login to your "go.usa.gov" account, or create an account if you don't have one. Once you're logged in, paste the link you just copied and click the ***Shorten*** button.



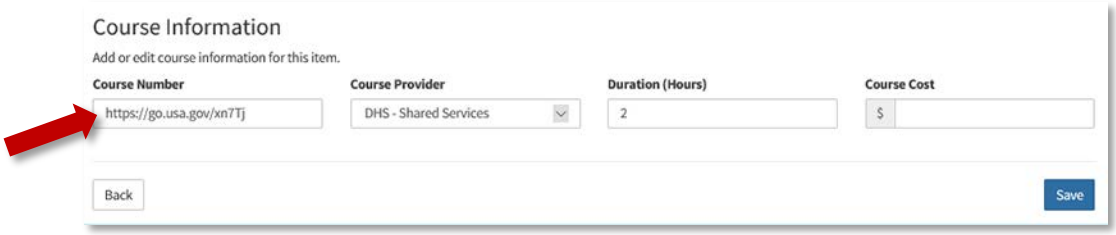
5. Your Shortened URL will appear. This is the link you'll send in communications about your course.

6. Save the Shortened URL in iLearnOregon. Click on ***Responsibilities***, search for the course, then click on the course title.

7. Next to Course Information, click the ***Edit*** button.



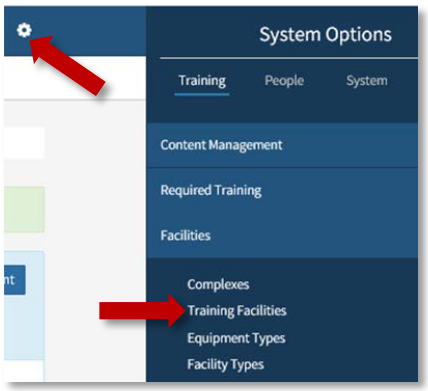
8. Paste the Shortened URL in the **Course Number** field, then click ***Save***.



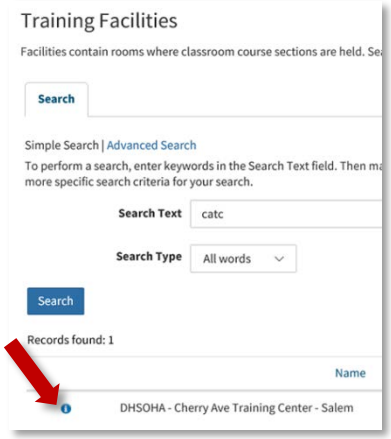
NOTE: For eLearning courses, ***do not paste anything*** in the **Course Number** field. (It can lead to course errors.) Instead, paste the shortened deeplink at the end of the course description.

You can find analytics for your courses with shortened deeplinks – including the number of clicks – on your Go.USA.gov homepage .

To search for training facilities:

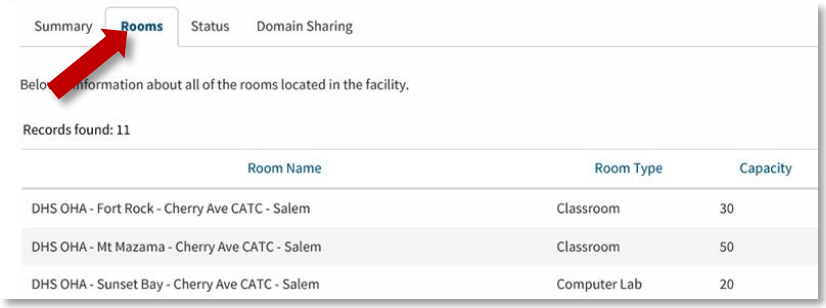


1. Select the System Options tool. Go to ***Training > Facilities > Training Facilities***.



2. Search for a facility. Click the ***Information icon (i)*** next to the facility name.

3. In the **Information** window, select the tabs for information about the Facility and Rooms (including room type and capacity).



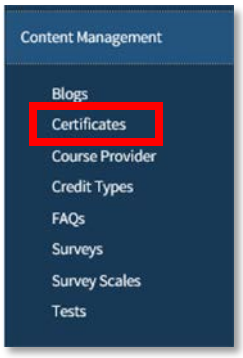
NOTE: The **Summary** tab includes a link to directions on Mapquest.

To add a facility:

1. **Confirm that the facility does not already exist** in iLearnOregon. **See iLearnOregon Protocol 06-02: Adding a Room Location to iLearn.**

2. Submit a request to the DHS Service Desk: DHS.SERVICEDESK@dhsoha.state.or.us

Creating a custom certificate for iLearnOregon



NOTE: Course administrators can create and assign custom certificates, but cannot upload them. In order to upload an iLearn custom certificate, you must have the **Certificates** option available in your **System Options** tool: **Training > Content Management > Certificates.** See step 13 for information on how to get your certificate uploaded.

About the default certificate

The generic certificate in iLearn looks like this.

You can change the background image and any text that is not in {brackets}.

Your certificate will be based on this existing State of Oregon template. NOTE that the **DHS** default template also includes "Human Services, Department of" after "The State of Oregon."

Follow these steps:

Get the template

1. If you don't have a GovSpace account, you'll need to create one. Go to https://govspace.oregon.gov/
2. Download the online zipped folder, **full_certificate.zip**, onto your desktop. It's located on GovSpace at https://govspace.oregon.gov/docs/DOC-24056
3. Create a new folder on your desktop and unzip the **full_certificate.zip** folder into it.

Creating a custom certificate for iLearnOregon

Prepare your certificate image

4. Create an image of your certificate that includes *all* the elements, **except the text,** that you want to include: photos, logo, border, signature, etc.
   NOTES:
   - If you want to include a faded State of Oregon logo, open the folder **full_certificate_files**, select **certificate.jpg** and base your new image on it.
   - Your image will need to have these dimensions: W=3028, H=2252 at 72 ppi
   - If you need to make the image canvas larger, use white as the extension color.
   - If part of your image (like a photo or logo) will be used in the background behind the text, be sure to fade it or obscure it behind a white layer with about 70%-80% opacity – enough so text on top of it will be legible.

5. Save your image file. Use the file name certificate.jpg and save it to the folder **full_certificate_files**. **NOTE:** This will replace the image that's already in the folder.

Edit the text

6. To change text on the certificate, open the En-US folder. Right-click the HTML file, "Full_Certificate" and choose **Open with > Notepad**.

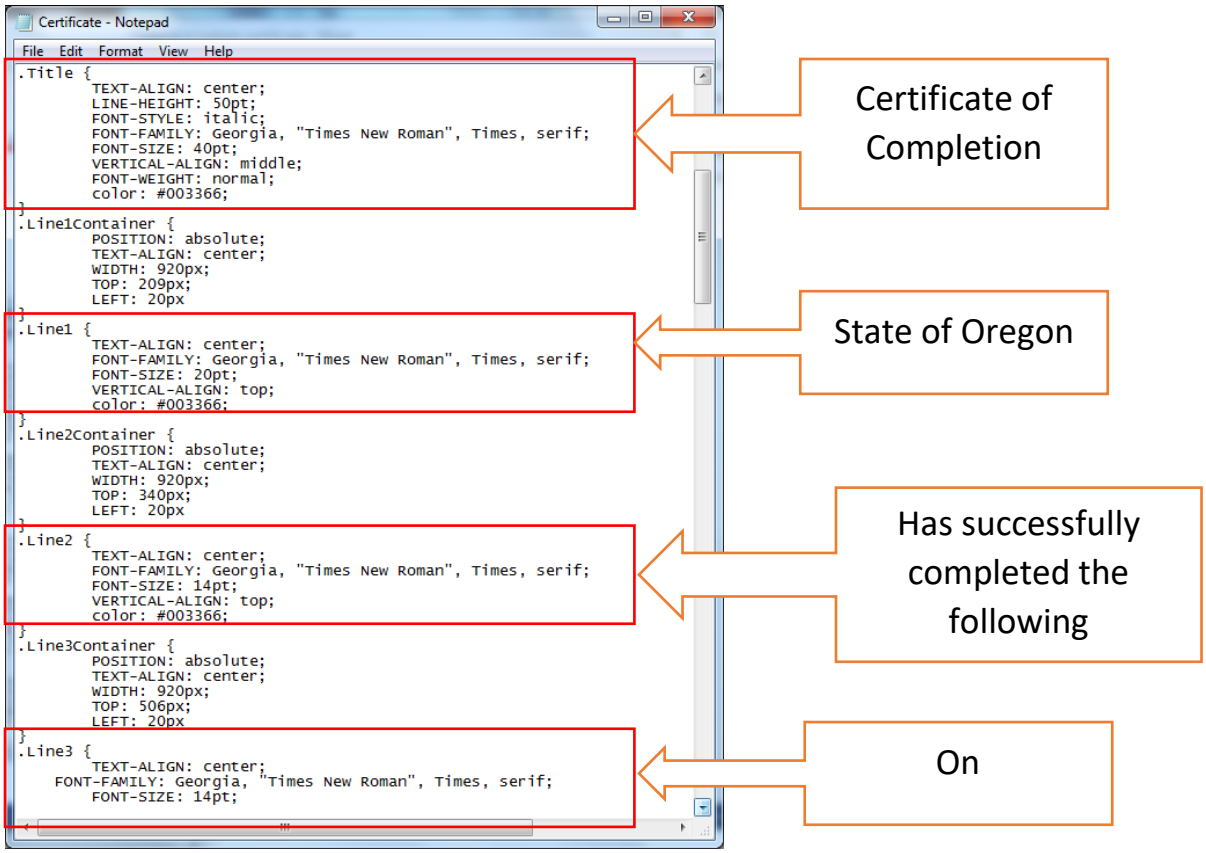
7. Only limited text can be changed, as highlighted in the screen capture. **NOTE:** You can only edit the text that appears on the certificate. DO NOT edit any other text in the HTML file. Make your changes and save.

Edit text style

To change the style of the font (size, font family, color, alignment, etc.) you'll need to change the cascading style sheet (CSS).

8. Open the **full_certificate_files** folder. Open the file **Certificate.css** (which should open in Notepad).

9. Scroll down to the section that shows style options for the text you want to change:
    - Certificate of Completion = .Title {
    - State of Oregon = .Line1 {
    - Has successfully completed the following = .Line2 {
    - On = .Line3{

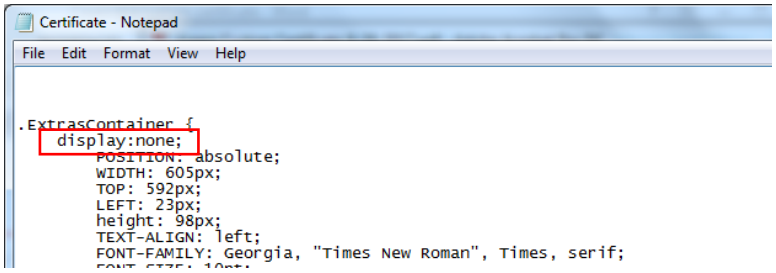


Creating a custom certificate for iLearnOregon

Include additional fields on your certificate

You can show more information on the certificate: the score, credits, course provider, content type, manager, domain, and course duration. To do this:

10. In the CSS file, scroll down to **.ExtrasContainer {** and delete the text **display: none;**



11. Save the file.

Zip certificate files

12. Go back to the new folder you created that contains your certificate files. Select everything in the folder (two folder and file file) and zip them together to create a new zipped folder. **Change the folder name to a unique name** that you'll be able to identify easily in iLearn; this will be the name of your certificate.

Upload certificate to iLearn

13. **NOTE:** If you're a course administrator, contact DHS Training to get your certificate uploaded. After your certificate is uploaded, proceed to the next step.

Add certificate to your course

14. Open the course and click **Check Out.** On the Certificate tab, search for your certificate. Check the radio button left of the title and click **Select Certificate**.

15. When you're finished, click the **Check In** tab.

Instructor Access

Are you unable to access any of the areas in iLearnOregon covered in this manual?
If so, **please submit a service desk ticket** to have access restored.

Why it happens

Permission to use areas of iLearnOregon is granted manually by DHS|OHA domain administrators. iLearnOregon is also an enterprise-wide system, however. For security reasons, your permissions will be automatically removed if:

- Your classification changes in the HR database.
- You are reclassified, working out of class, or go on a job rotation.
- You transition to another agency, program area or unit.
- You leave state service.

iLearnOregon will send you a notification when roles have been added or removed.

The domain administrators are not notified of this process. You must let them know by submitting a service desk ticket.

In addition to permissions, **you must be added to the system as an instructor**. If you're not, the **My Responsibilities** home page will flash and not load properly. If you're not listed as an instructor, send an email to DHS Training (DHS.Training@state.or.us).