

LMS Usability Updates November 2019



DHS LEARNING | USER NOTICE | OU CPM

Attached is an overview of the usability updates the LMS admin team will be rolling out by November 2019, in response to user and client feedback. Please feel free to utilize any of the content in this guide as you familiarize your team members with the changes.

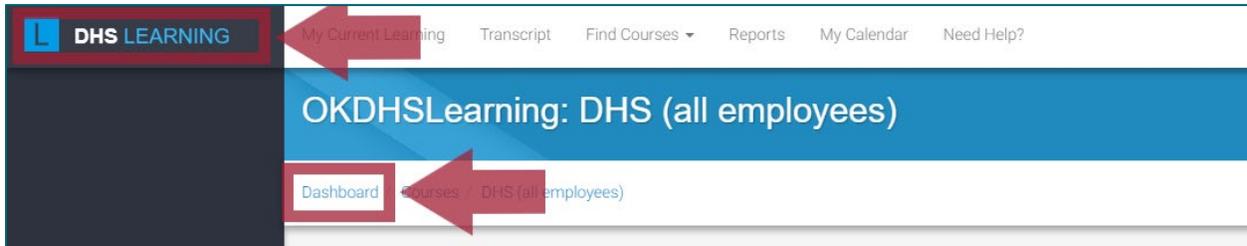
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Dashboard

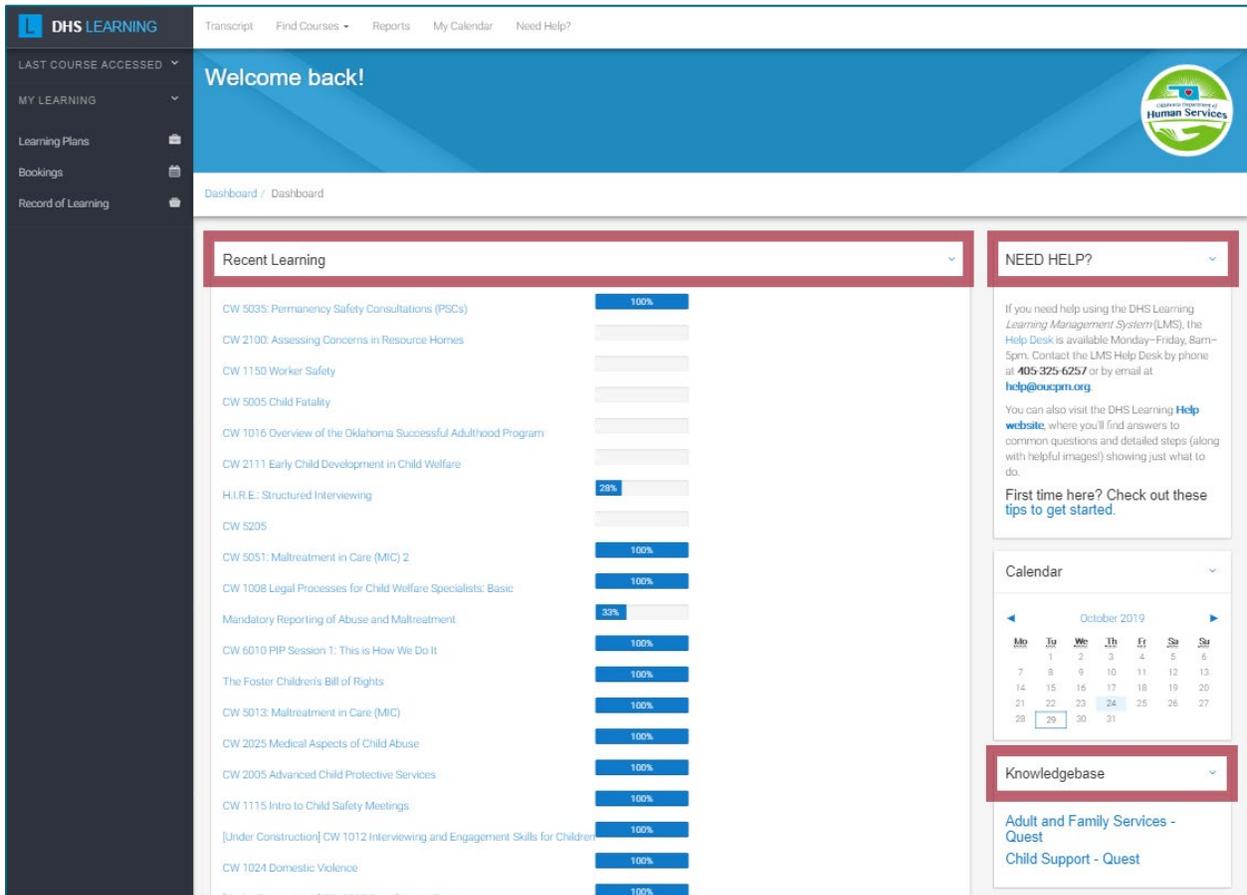
Your **dashboard** is the homepage that opens when you first log in to the DHS Learning LMS, and it allows you to access the most important details of your online learning from one central location.

No matter where you are in the system, it's easy to return to your dashboard if you get lost—simply click **(a)** the **DHS Learning** logo in the top left-hand corner of the screen, or **(b)** the **dashboard breadcrumb link** below the page title, to go directly to your dashboard.



RECENT LEARNING BLOCK

The **Recent Learning** block displays a list of all your active courses, plus the amount of progress you've made in each one. You can **(a)** click a course name to launch it or **(b)** click a progress bar to quickly view your completion status for that particular course.



NEED HELP? BLOCK

Find our new-and-improved LMS Help resources in the **NEED HELP?** Dashboard block.

- Our brand-new [Help website](https://help.okdhslearning.org) is available at <https://help.okdhslearning.org>, containing dozens of articles with step-by-step instructions and helpful images.
- We encourage first-time learners to check out our streamlined [new learner FAQs](https://help.okdhslearning.org/more-help/first-time-learner-tips/) (<https://help.okdhslearning.org/more-help/first-time-learner-tips/>) to get started.

As always, the LMS Help Desk team is available by email (help@oucpm.org) or phone (405-325-6257), M–F, 8am–5pm.

QUEST KNOWLEDGEBASE BLOCK

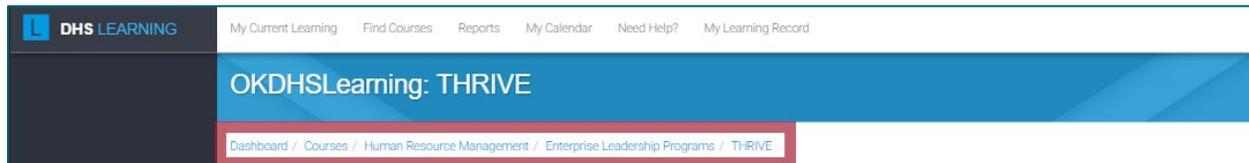
You can now access the *Adult & Family Services* and *Child Support* **Quest sites** using the links in the **Knowledgebase** block on the right-hand side of your dashboard.

Stay tuned for even more Knowledgebase resources!

NAVIGATE USING BREADCRUMBS

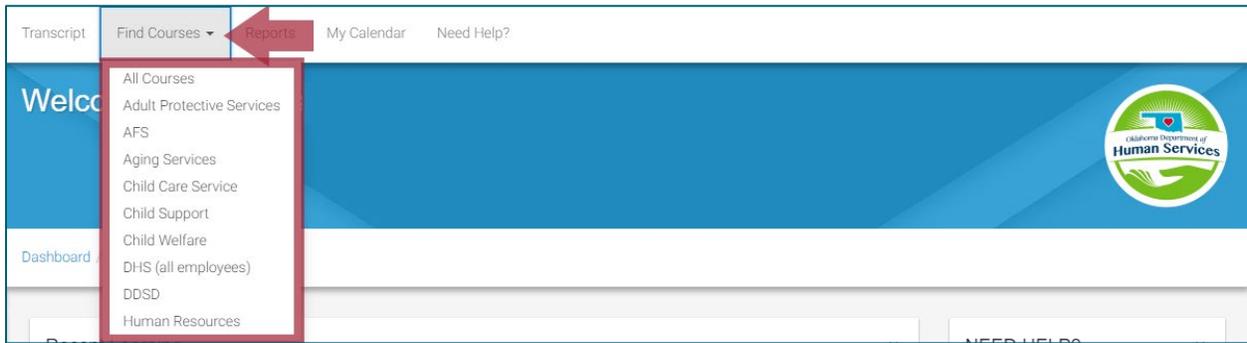
Site **breadcrumbs** are a valuable tool when finding your way around the DHS Learning website. As you browse the system, the breadcrumb links—located below each page’s title—display the path to your current location. Simply select one of the links in the chain to return to that page.

We encourage you to click around each page and explore DHS Learning! Have confidence knowing you can always backtrack using **breadcrumbs** if you get lost.



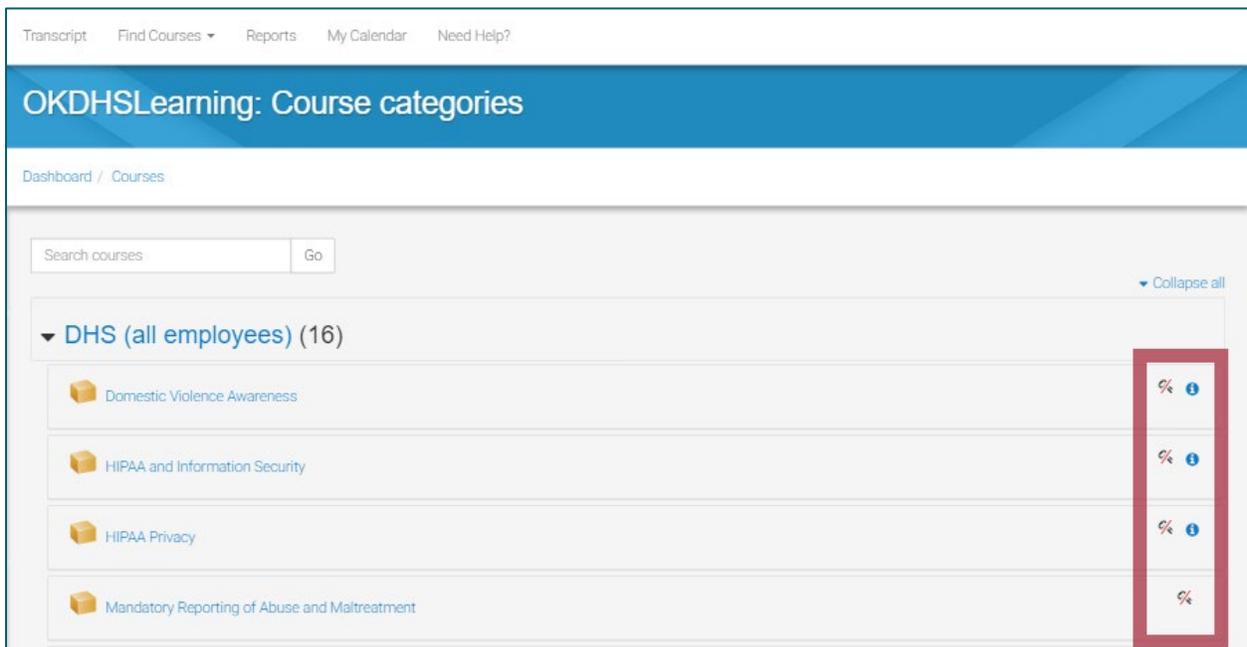
Find Courses

To find a course, open the **Find Courses** dropdown menu, located on the navigation bar at the top of the page. Click **All Courses** to open the full catalog of available courses, or choose your DHS division to go directly to that course category.



COURSE DETAILS

Look on the right-hand side of the page across from each title to find out more about that course.



- Some courses display a **Summary** ("i") icon, which you can click to open a brief description of the course. (Click the icon a second time to hide the summary).
- If a course displays a **Self-enrollment** (slashed-key) icon, it means you can enroll yourself without any prior approval. To take the course, click the course name to open the *Enrollment options* page, then select **Enroll me**.

SEARCH FOR A COURSE

When you want to look up a specific course by name or course number,

1. Open the course catalog (**Find Courses > All Courses**).
2. Enter the course title, a word or phrase from the title, or the course number into the **Search courses** box.
3. Select **Go**.

If your search doesn't produce any results, try double-checking your spelling or using a simpler search term (sometimes the system is touchier than we'd like!). If that doesn't work, please don't hesitate to contact the Help Desk for course enrollment assistance.

BROWSE COURSE CATEGORIES

If you don't know what exact course you want to take, it's easy to browse the course catalog and quickly find information about all the training available to you, because courses are sorted into **categories**. Categories can contain (a) individual courses, (b) additional **sub-categories** of courses, or (c) a combination of both.

Most categories represent a specific **DHS service area** (*Adult and Family Services, Child Support Services, Child Welfare Services*, etc.). These categories contain courses (and sub-categories of courses) specific to that particular division. However, at the top of the list is the **DHS (all employees)** category, which contains training that applies to learners across all of DHS.

EXPAND AND COLLAPSE CATEGORIES

To view the contents of *every category* at once, select **Expand all** (located on the right-hand side of the page). Click **Collapse all** (now located where **Expand all** was) to hide the categories' contents again.

To quickly view the contents of a *single category* while remaining on the same page, select the triangular **caret** icon to the left of the category name. This will *expand* (show) the category so you can view what's inside. Click the caret a second time to *collapse* (hide) the contents again.

The image displays two screenshots of the OKDHS Learning Course categories page. The top screenshot shows the 'Expand all' button highlighted with a red box and a red arrow pointing to it. The bottom screenshot shows the 'Collapse all' button highlighted with a red box, and the 'DHS (all employees)' category expanded to show its sub-categories: Domestic Violence Awareness, HIPAA and Information Security, HIPAA Privacy, and Mandatory Reporting of Abuse and Maltreatment.

Transcript

Access a record of your past and present training from anywhere in the LMS by selecting **Transcript** from the navigation bar at the top of the page.

Your transcript differs from your *Record of Learning* in two major ways:

- The transcript includes your archived courses as well as your current learning.
- It displays additional details about each course and completion (such as the date completed, the user role and job title you had when you took it, and whether or not the completion is part of your current record).

CURRENT VS. ARCHIVED COMPLETIONS

The **Is current record** column of your transcript indicates if the course completions listed are **current** or **archived**. The column will display **yes** for current courses or **no** for archived completions.

Course completions are usually archived for one of two reasons:

1. When a course is modified or updated, all completion records from before the change are archived, but they are still valid and available.
2. If the course is for a certification that must be renewed periodically (like annual trainings), your completion may no longer be current. Your archived completion is still available, but you'll need to take the course again if you want to renew the certification.

Even though your *Record of Learning* and the *Recent Learning* block on your dashboard only list current courses, you can always find **all** of your course completions on your transcript.

SORT BY COLUMN

Each column on your transcript represents a specific piece of information about the course records listed. Click a column title to sort the list according to the information in that column (click the title once more to reverse the sorting order).

Username	User Last Name	User's Fullname	Course Name	Date completed	Is current record	User's Job Title(s)	Role	Credit Hours
			AFCARS		Yes			2
			Bridge Resource Family Orientation		Yes			1
			CW 1002 Introduction to Child Sexual Abuse		Yes			12
			CW 1003 Cross Cultural Competence		Yes			6

Team Page (Managers Only)

If you are a manager or supervisor, select **Team** to access the Team Members page, which lists information for all of the learners who report to you. There are four links under each learner's name:

- Select **Profile** to view the learner's profile.
- Select **Bookings** to view the past and future event sessions the learner has signed up for.
- Select **Records** to view the learner's record of learning (transcript).
- Select **Required** to view a list of the courses, programs, and certifications that the learner is required to take based on their job role and service area.

Transcript Team Find Courses ▾ Reports My Calendar Need Help?

Team Members

Dashboard / Team / Team Members

Team Members: 9 records shown
All members of your team are shown below.

Name ▾	Last Login	Courses Started	Courses Completed
[Redacted Name] Plans Profile Bookings Records Required	21 Aug 2019	6	0
[Redacted Name] Plans Profile Bookings Records Required	16 Aug 2019	32	23
[Redacted Name] Plans Profile Bookings Records Required	1 Sep 2017	4	4

SORT BY COLUMN

There are four columns for each learner: their **Name**, the date of their **Last Login**, the number of **Courses Started**, and the number of **Courses Completed**. Select a column name to sort the list by that column's information (select it again to switch between ascending/descending order).

Note: when sorted by Name, the list is alphabetized by *first* name.

EXPORT

You can export the current list and print it or save it as a spreadsheet or document:

1. From the **Export as** dropdown menu at the bottom of the page, select the file format you want to save the list as:
 - Choose **Excel** to save the list as an .xlsx spreadsheet you can edit in MS Excel.
 - Choose **PDF landscape** to save the list as a landscape-oriented (horizontal) .pdf document.
 - Choose **PDF portrait** to save the list as a portrait-oriented (vertical) .pdf document.
2. Select the **Export** button and your Internet browser will begin downloading the file.

Note: the downloaded file *will not change* when the Team Members page in the LMS updates. Think of it as a one-time snapshot of the list.