

LMS Usability Updates November 2022



DHS LEARNING | USER NOTICE | OU CPM

Attached is an overview of the usability updates the LMS admin team were rolled out in November of 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.

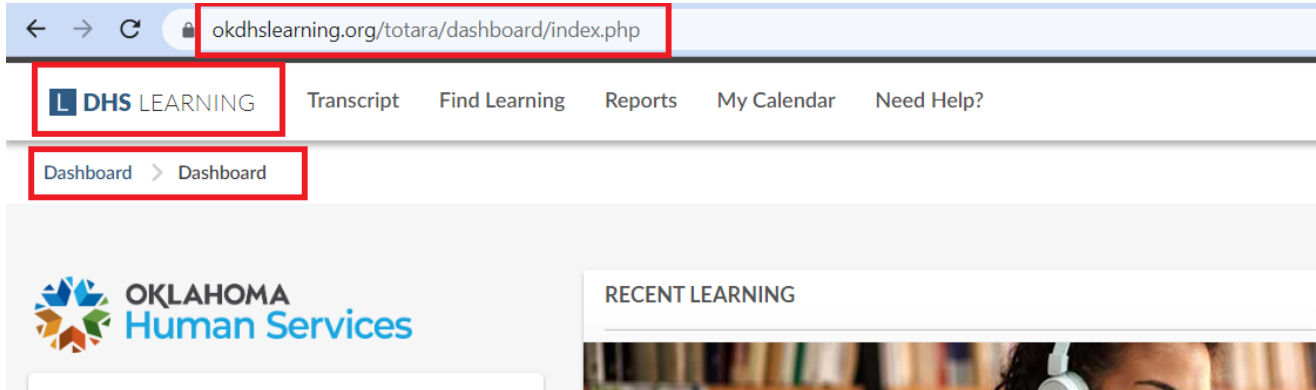
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Dashboard

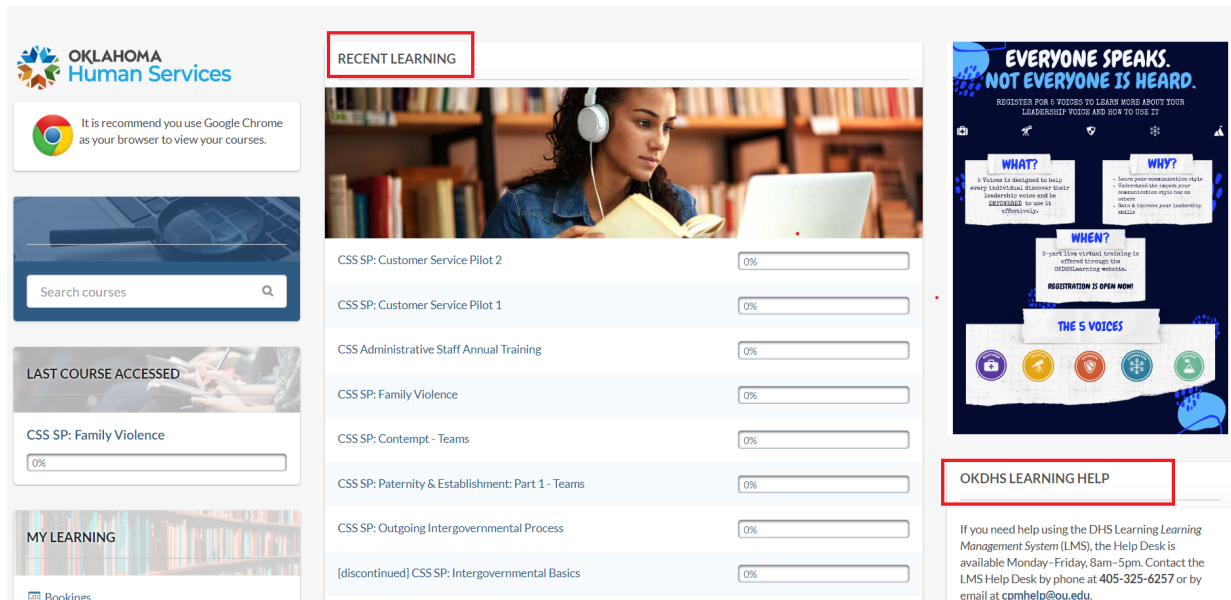
Your **dashboard** is the homepage that opens when you first log in to the DHS Learning LMS, and it allows you to access the most important details of your online learning from one central location.

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.



OKDHS LEARNING HELP BLOCK

Find our new-and-improved LMS Help resources in the **OKDHS LEARNING 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!

The screenshot displays a list of courses with progress bars. The courses and their progress are:

| Course Name | Progress |
|---|----------|
| (discontinued) CSS SP: Intergovernmental Basics | 0% |
| CSS SP: Review & Adjust - Virtual Meeting | 0% |
| CSS SP: Review and Adjust | 0% |
| Safeguarding IRS Information | 0% |
| CSS Supervisory Leadership Institute (SLI) Day 2 | 0% |
| CSS Supervisory Leadership Institute (SLI) Day 1 | 0% |
| Child Support Safety Training | 0% |
| CSS SP: Interstate Tools - Child Support Portal - Teams | 0% |
| 2021 Caseworker Summit | 0% |
| CSS SP: Family Violence - Teams | 0% |
| CSS ACADEMY | 66% |

Below the list is a button labeled "All My Courses".

On the right side, there is a "Management System (LMS)" section with contact information and a list of actions: Find a Course, Enroll in a Course, Sign Up for an Event, Opening Learning Modules, and Complete a Quiz. Below this is a "CALENDAR" section for September 2022, showing a grid of dates. At the bottom right, a "KNOWLEDGEBASE" section is highlighted with a red box, containing links for "Adult and Family Services - Quest" and "Child Support - Quest".

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.

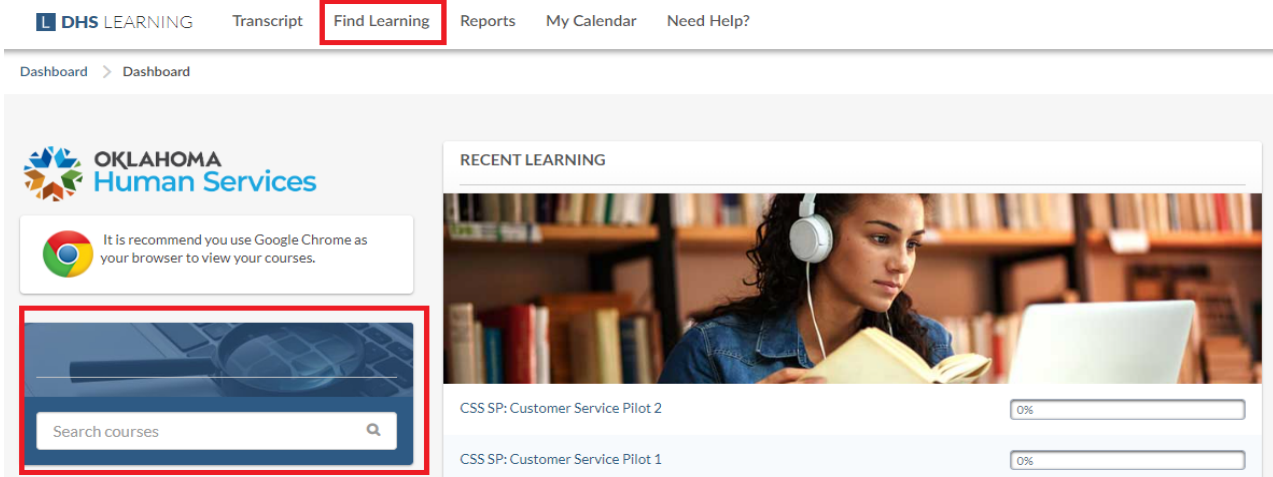
We encourage you to click around each page and explore DHS Learning! Have confidence knowing you can always backtrack using **breadcrumbs** if you get lost.

[DHS LEARNING](#) [Transcript](#) [Find Learning](#) [Reports](#) [My Calendar](#) [Need Help?](#)

[Dashboard](#) > [My courses](#) > [CSS SP: Family Violence](#) > [Prepare for the class](#) > [Pre-Session Evaluation](#)

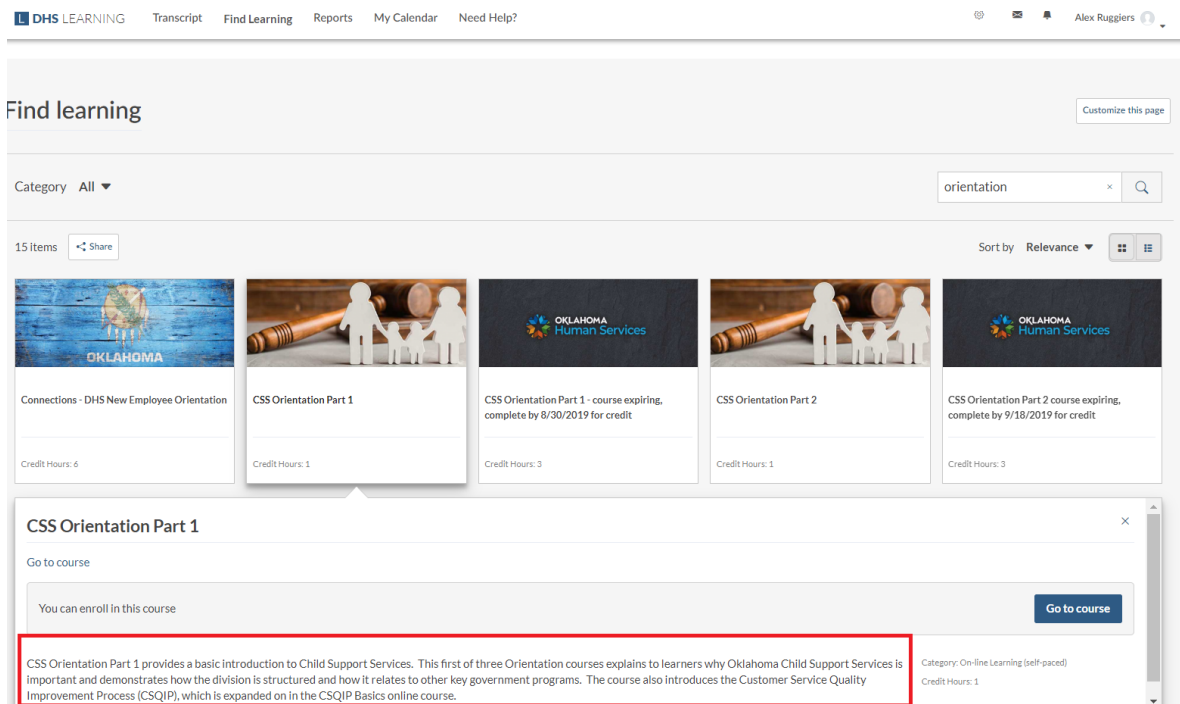
Find Learning

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

Click the thumbnail for a course to find out more about it.



- To take the course, click the **Go to Course** button, 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 the magnifying glass icon or press **enter**.
4. You can also search for courses directly from your dashboard.

If your search doesn't produce any results, try double-checking your spelling or using a simpler search term. 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.

The screenshot displays the 'Find learning' interface. At the top left, there is a 'Category' dropdown menu currently set to 'All'. A red box highlights this dropdown, which is open to show a list of categories: All, Adult and Family Services, Adult Protective Services, Aging Services, Child Care Services, Child Support Services, Communications and Commun..., CWS, Developmental Disabilities Ser..., DHS (all employees), and Finance and Administration. To the right of the dropdown is a search bar with a magnifying glass icon. Below the search bar, there are sorting options: 'Sort by Alphabetical' and icons for grid and list views. The main content area is a grid of course cards. Each card features the 'OKLAHOMA Human Services' logo, a title, and credit hours. Visible titles include '2017 Adjunct Faculty Summit', '2016 CSS LeadUP Training', '2016 Grant Management 2-day Workshop', '2016 Last Chance Attorney Training', '2017 Annual Policy Training', '2017 Corrective Discipline (Discontinued)', '2018 CSS Policy Training', '2020 Policy and Legislation Training (discontinued)', and '2021 Caseworker Summit'. A URL is visible at the bottom left: ing.org/totara/catalog/index.php?orderby=key-text&itemstyle=narro...

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. The transcript includes your completed courses and displays additional details about each course and completion such as the date completed and a link to each course.

DHS LEARNING **Transcript** Find Learning Reports My Calendar Need Help?

Dashboard > Transcript

Transcript for:

2 records shown

| Course name | Date Completed | Credit hours |
|-------------------------------|----------------|--------------|
| Child Support Safety Training | 11/23/2021 | 1 |
| Safeguarding IRS Information | 07/23/2021 | 1 |

Export transcript as

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.