

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.

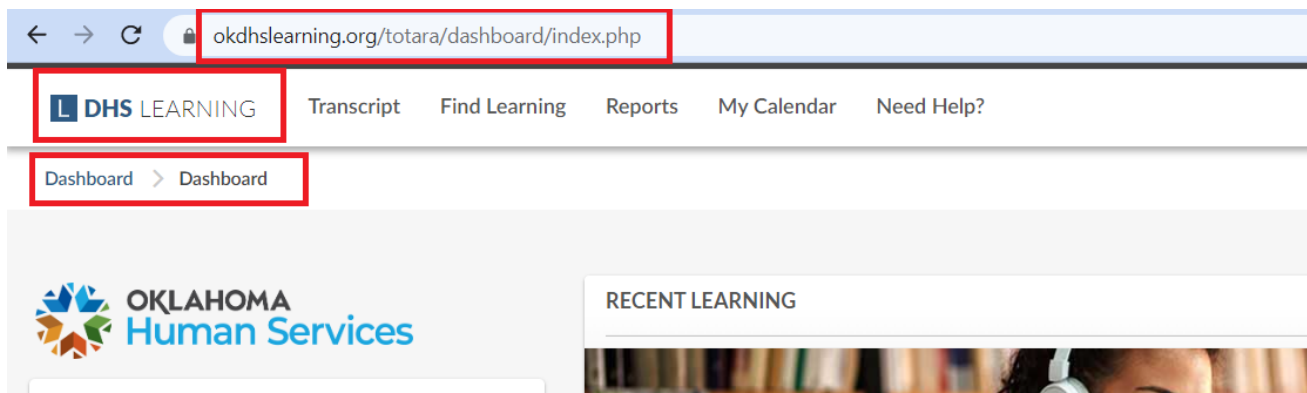
Contents

Dashboard	2
Recent Learning Block	2
OKDHS LEARNING HELP Block	3
Quest Knowledgebase Block	3
Navigate Using Breadcrumbs	3
Find Courses	4
Course Details	4
Search for a Course	4
Browse Course Categories	5
Expand and Collapse Categories	5
Transcript	6
Team Page (Managers Only)	7
Sort by Column	7
Export	7

Dashboard

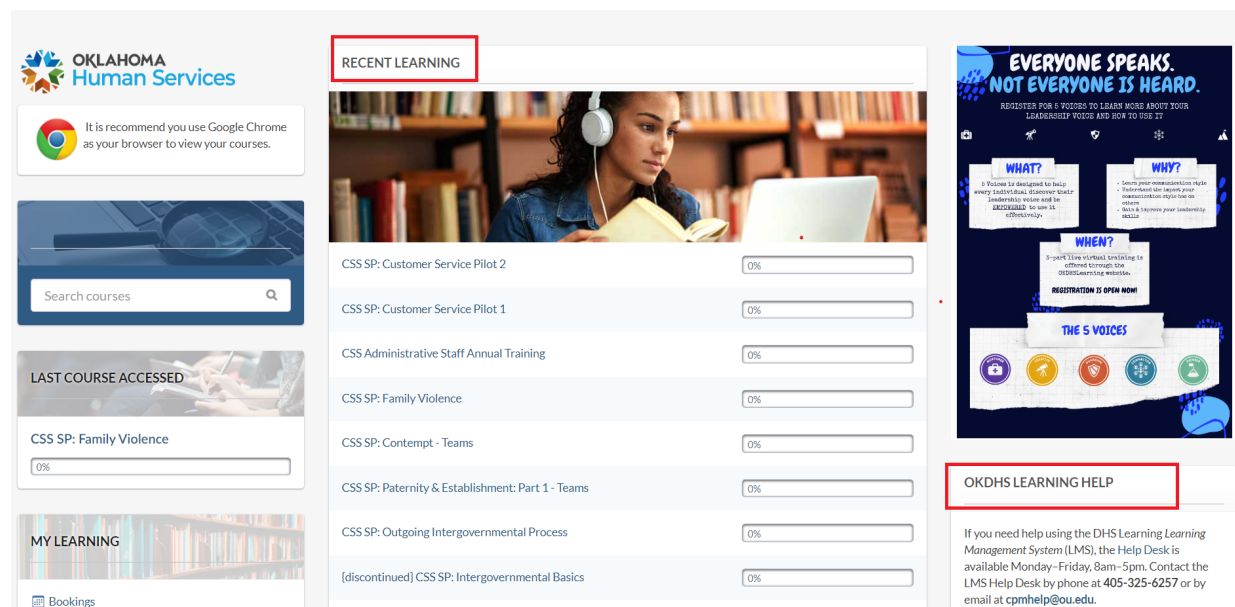
Your **dashboard** is the homepage that opens when you first log in to the DHS Learning LMS, and it allows you to access the most important details of your online learning from one central location.

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!

[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%

All My Courses

Management System (LMS), the Help Desk is available Monday–Friday, 8am–5pm. Contact the LMS Help Desk by phone at 405-325-6257 or by email at cpnhelp@ou.edu.

You can also visit the DHS Learning [Help website](#), where you'll find answers to common questions and detailed steps (along with helpful images!) showing just what to do.

First time here? Check out these tips to get started.

- ✓ Find a Course
- ✓ Enroll in a Course
- ✓ Sign Up for an Event
- ✓ Opening Learning Modules
- ✓ Complete a Quiz

CALENDAR

September 2022

Mo	Tu	We	Th	Fr	Sa	Su
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

KNOWLEDGEBASE

Adult and Family Services - Quest

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.

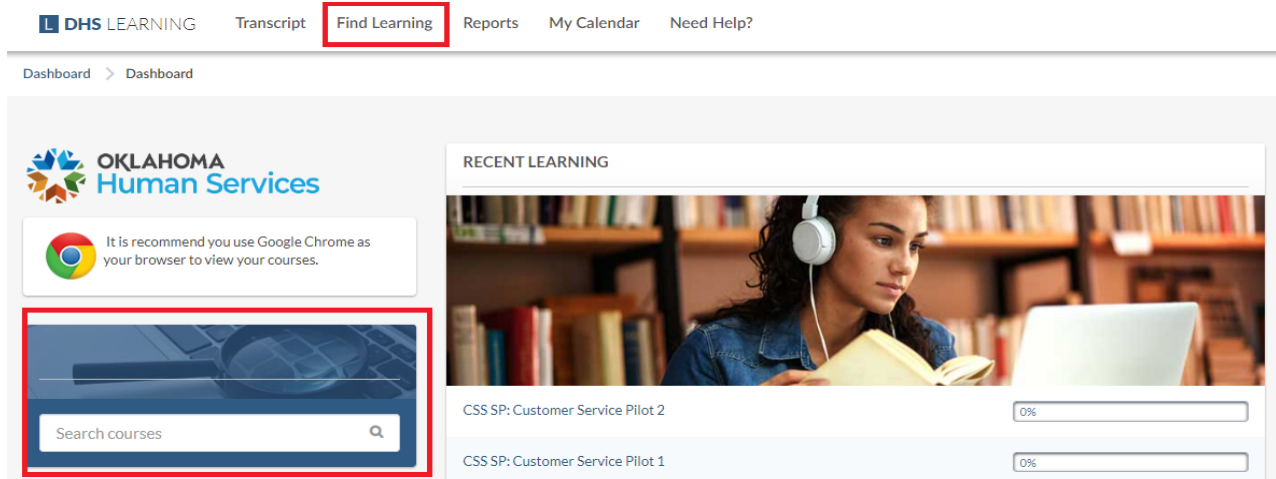
We encourage you to click around each page and explore DHS Learning! Have confidence knowing you can always backtrack using **breadcrumbs** if you get lost.

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

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

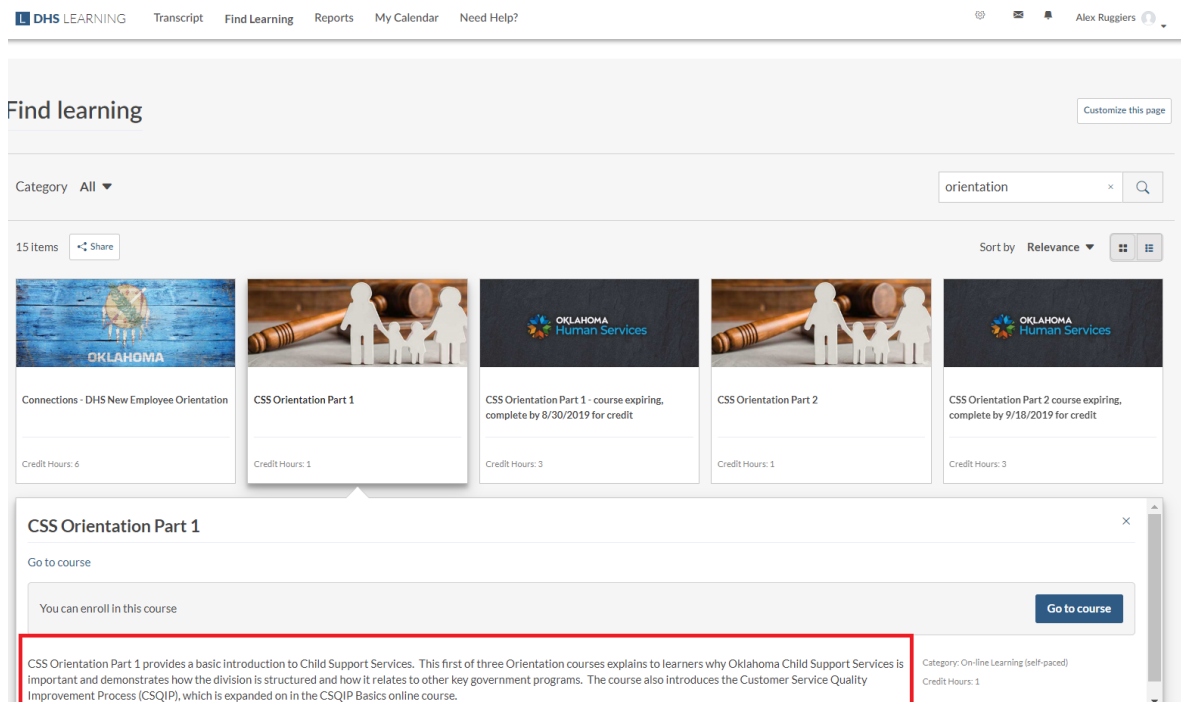
Find Learning

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,

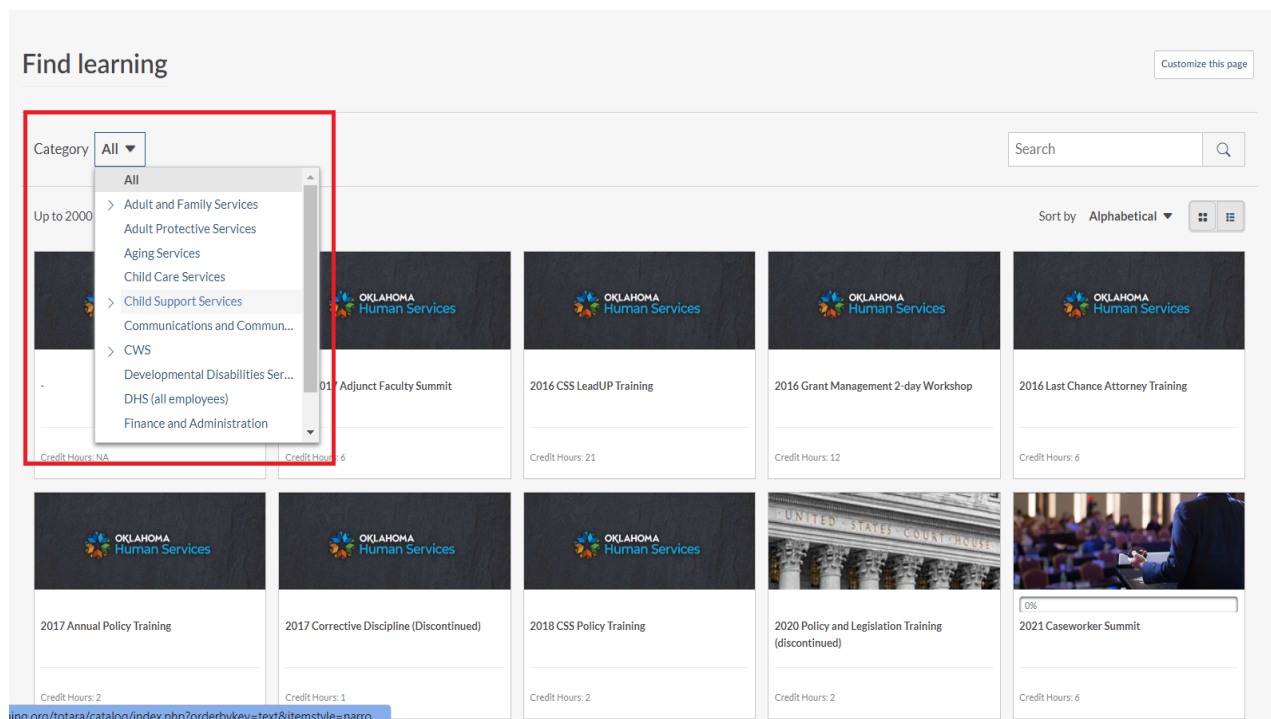
1. Open the course catalog (**Find Courses > All Courses**).
2. Enter the course title, a word or phrase from the title, or the course number into the **Search courses** box.
3. Select the magnifying glass icon or press **enter**.
4. You can also search for courses directly from your dashboard.

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.



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

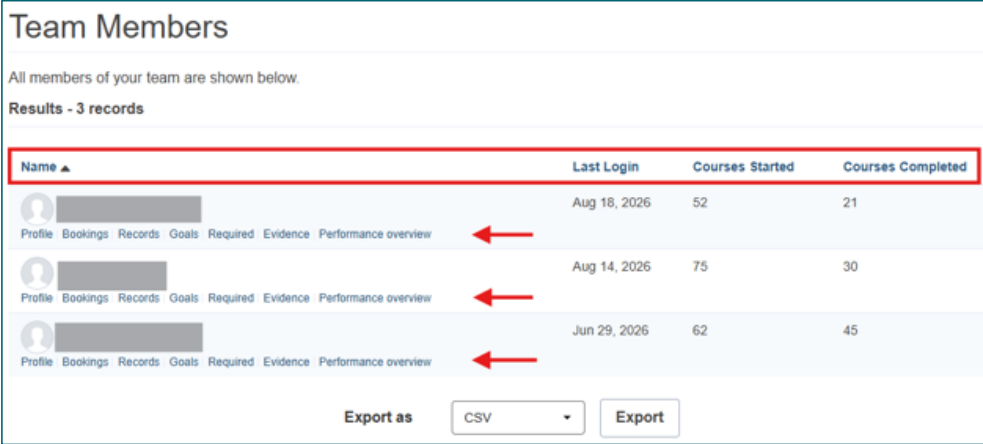
CSV

Export

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 seven 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). This shows what they are enrolled in and what they have completed.
- Select **Goals** to see the goals set by the learner. This is not currently used in the LMS.
- 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. These courses must be already assigned to the learner. This is not used in the LMS.
- Select **Evidence** to view any external credits that have been uploaded to a learner's transcript. Any external evidence uploaded into the LMS appears on the Transcript, not under this tool.
- **Performance overview** is not utilized at this time.



Team Members

All members of your team are shown below.

Results - 3 records

Name ▲	Last Login	Courses Started	Courses Completed
 [Redacted Name] Profile Bookings Records Goals Required Evidence Performance overview	Aug 18, 2026	52	21
 [Redacted Name] Profile Bookings Records Goals Required Evidence Performance overview	Aug 14, 2026	75	30
 [Redacted Name] Profile Bookings Records Goals Required Evidence Performance overview	Jun 29, 2026	62	45

Export as CSV Export

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.