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Overview

The autumn quarterly release for 2016 occurs in two phases. Phase one, on December 2nd, incorporates enhancements related to the Compliance Profile, the Home Page, Course Creation and Analytics. Phase two, on December 9th, incorporates additional visual and functional enhancements to improve the user experience. Be sure to review this FAQ after both release dates for updated information.

General Users

Q1: What changes have been made to the Home Page?

A1: The Home Page now prominently displays a new My Learning portlet. This portlet provides easier access to Assigned, In Progress and Overdue training requirements for learners. It is customized by learner and is accessible immediately upon login. The same requirements will still display as expected on the Learners Plan upon selecting the ME option from the left of the green banner located at the top of the page. The Featured portlet, currently listing select courses, is now located beneath the My Learning portlet.
Q2: How has the My Compliance Profile Summary page changed?

A2: The My Compliance Profile Summary, accessible from the ME page, has been redesigned to improve usability. Previously, the Summary displayed the list of questions and answers with no additional functionality as shown below. The Summary now provides sorting and filtering capability within the view for easily identifying responses and requirements.

Click on either the Green area to filter for ‘Yes’ responses or the Red area to filter for ‘No’ responses. The Filter button may be used instead to narrow the results down by response. To reset the filter, simply click the area again.

To sort the question and response table in ascending order, click the available column header for Question, Answer or My Required Action. To sort in descending order, click the same column header again.

To ‘Hide’ a column or columns, click on the gear icon located on the far right of the page above the My Required Actions column. Select the columns you wish to maintain in the view and click ‘Apply’.

Note: Once the Compliance Profile is completed it will redirect you to the summary page displaying the required training for any ‘Yes’ answer in the ‘My Required Action’ column. The summary page is a guide denoting the requirements per response and does not indicate that you still need to complete a particular module. The overnight process will look at your training transcript for previously completed modules and assign to your ‘ME’ page only those modules that are still outstanding.
Q3: How has the Completed Learning page changed?

A3: The Completed Learning page, accessible from the ME page, currently displays all completions regardless of a successful status. This release enhances the view to allow filtering by Successful, Unsuccessful and All Status options.

To filter by Status, access the ME page and select Completed Learning from the left side-bar menu. The page will load to display all completed learning within the past 12 months, regardless of status. To filter by Status, click on the down arrow to the right of the field and select one of the available options to narrow down the results. The results may also be narrowed down to a specific time frame using the Date option located to the left.

Q4: How has the Class view changed to display upcoming sessions?

A4: The catalog currently displays all available courses. Previously, learners needed to click on View Classes to obtain a listing all web-based and instructor-led sessions available. Often the number of classes was longer than the allowable listing so only a few would display. As of the recent release, pagination has been added to allow learners to view the full listing of available classes. This new feature is designed to improve the user experience is shown below.
Reporting

Q5:  What are the new Analytics Dashboards that are designed for streamlined reporting?

A5:  The new dashboard reports are designed for use by Compliance Officers and Department Administrators responsible for reporting on faculty, staff, student and collaborator training requirements. Each Dashboard provides a single access point for Course, Certification and Curriculum reports providing a concise view of requirements by learner.

Filtering may be performed by Manager name(s), Person name(s) or Department name(s)/number(s) depending on the dashboard. The listing below provides the new dashboard report names and descriptions along with the new reports that are included within each. Web-based and instructor-led training options are available to help transition users to the new reports. Registration is open for both training options from the Learn@Work catalog.

<table>
<thead>
<tr>
<th>New Dashboard Reports</th>
<th>Description</th>
<th>New Report Included in Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>WU Administrator Learning Dashboard</td>
<td>Provides details on learning when filtered by person or department name(s)</td>
<td>WU Assigned Courses by Individual</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WU Assigned Certifications by Individual</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WU Assigned Curricula by Individual</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WU Assigned Courses by Department</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WU Assigned Certifications by Department</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WU Assigned Curricula by Department</td>
</tr>
<tr>
<td>WU My Team’s Learning Dashboard</td>
<td>Provides details on learning for direct and indirect reports when filtered by Manager name(s)</td>
<td>WU My Team’s Assigned Courses</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WU My Team’s Assigned Certifications</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WU My Team’s Assigned Curricula</td>
</tr>
<tr>
<td>WU Assessment Dashboard</td>
<td>Provides details on responses to quizzes and tests within learning modules when filtered by person name(s).</td>
<td>WU Compliance Profile Responses by Individual</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WU Course Attempt Details by Individual</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WU Test Results by Individual</td>
</tr>
</tbody>
</table>

Note: The existing general user reports will be discontinued on December 31st, 2016. Custom Compliance Office reports, prefaced with their office acronym in the report title, are not impacted by this change, but are only visible to compliance office staff going forward. Department Administrators should review training requirements using the new dashboard reports. The HIPAA office report is an exception to this change and will be visible to all report users for liaison purposes.
Q6: Can users access reports that are available in Learn@Work from other sites?

A6: There is a need to allow Learn@Work reports to be accessible from other locations, including intranet sites and landing pages throughout our organization. The recent release now provides this feature. An Embed option is available on all reports to generate the necessary code. Reports may be posted to any site that allows html. Visibility is limited to those with the proper Analytics security privileges. To Embed a report, follow the steps below.

Access Admin > Analytics once logged into Learn@Work.
Locate the report from the listing.
To the far right of the report name, click on the Actions > drop down menu and select Embed.

The Embed detail box will appear. Click Save to generate the code.

Copy the code that is generated.

The code may be pasted to the intended site following your normal maintenance processes.

Note: Only users with the proper security privileges in Learn@Work will be able to view the embedded report on the site where the code is posted.
Learning Administration

Q7: What changes have been made to the notification emails?

A7: The email notification reminders generated by the system have been updated to accurately reflect methods of obtaining help when questions arise. There are currently four standard reminder options available for use.

- **Course added to profile:** Sends email to learners when HIPAA 101 training is assigned to a new learner and required for completion within 10 days. Learning Administrators will need to deselect this option from the notifications tab on all other courses.
- **Instructor-Led Class Reminder (1day):** Sends email to learners one day prior to the session date and is only available for face-to-face sessions. Learning Administrators will need to deselect this option to prevent the email from generating on classes.
- **Instructor-Led Class Reminder (3day):** Sends email to learners three days prior to the session date and is only available for face-to-face sessions. Learning Administrators will need to deselect this option to prevent the email from generating on classes.
- **Instructor-Led Registration Confirmed:** Sends an email to the Owner(s) of a class when a learner registers. This is helpful when security access is required to attend training or to confirm payment for a fee based course. Learning Administrators will need to deselect this option to prevent themselves from receiving emails when learners register.

Previously, the email text directed learners to contact the ASCO (Area Specific Compliance Officer) for assistance. Going forward the email will direct learners to contact either the appropriate ‘Owner’ listed on the course or the Help Desk for assistance. This change is the result of the addition of department level training modules, not associated with an ASCO, in Learn@Work. Instructions for locating the Owner(s) are listed below.

- Log in to Learn@Work and access the module from your ME page.
- Click on the title of the module to access the course page.
- The course Owner Contact is located on the lower right side of the page under the Course Information Section.
Note: Certification and Curriculum Owners are located following similar steps. The information section is visible in the same position on the pages, but titled ‘Additional Details’ (as shown below for certifications). Click on the ‘Owners’ field to view the name(s) and email address(es) for the contacts.

Q8: How do I mark a Certification, Curriculum or Course as required using the new custom field?

A8: A new custom field is available on all Certifications, Curricula and Courses to indicate whether or not a learning module is required. This new field provides the options listed below.

- Mandatory: Denotes the learning module is required to be within university compliance.
- Optional: Denotes the learning module is not required to be within university compliance, but may be required at the department level.

The new field is located under the ‘Other Information’ section toward the bottom of the Main tab within individual learning modules.

Note: This addition will allow us to indicate a mandatory status in reporting as modules are marked as required or optional.

Q9: What change has been made to the Facilities field for Instructor-Led classes?

A9: Previously, learning administrators were unable to schedule a new instructor-led class until they had confirmed a room reservation for a session. We have now updated each Facility to include an option for ‘To Be Determined’ to allow class set up prior to room confirmation. As long as you know the building location, the class may be scheduled without issue.

Note: Remember to update the Facility on a class as soon as registration is confirmed to ensure learners easily locate the room on the session date.
Q10: Can Learning Administrators remove discontinued courses from the Plan of a registered learner?

A10: Previously, when a course was discontinued, the item remained on the Plan of any enrolled learner. Learning administrators were unable to remove these items from the listing even when the course was no longer available. A new feature has been added to provide Learning Administrators the ability to remove a discontinued course from the Plan of any registered learner. The steps to remove registrations are listed below.

- Access the course from the Admin > Learning > Manage Learning Catalog page.
- Enter a Discontinued Date under the availability section.
- Click the Save button located at the bottom of the page.
- A detail box will appear listing the available discontinue options. This feature also allows a Learning Administrator to discontinue all associated classes at the same time that they discontinue the course.
- Make the appropriate selection(s) and click the Save and Close button.
Q11: Can Certifications and Curricula be hidden from the catalog view?

A11: When Learn@Work was released to the university community, the system allowed for hiding courses of a sensitive nature from the catalog view and registrations. A method of doing the same is now available for Certifications and Curricula. Using the Display for Learner option within the certification page, learning administrators can control the visibility and registration of these module types. If this option is not selected, then learners will not be able to locate the module in any of the following search areas:

- Search
- Browse
- Featured (Home Page portlet)
- Assign Learning (from the My Team page)

To access this feature, locate the certification or curriculum from the Admin > Learning > Manage Learning Catalog page. The Display for Learner and Display for Call Center options are provided beneath the Availability section.

In addition, a new registration rule is available allowing learners to self-register for a certification or curriculum, along with all learning items within. This option is selected by default to allow self-registration and must be deselected to prevent this.

If this feature is not selected, then learners will not be able to register for any learning items from within the certification or curriculum. The Enroll and View Classes options will not be visible to learners as a result of this. They can still register for them outside of the module from the catalog though.
Q12: Can Learning Administrators assign and enroll learners in Certifications and Curricula?

A12: The Registrar’s Desk now allows Learning Administrators to assign and enroll learners in certifications and curricula. This new option is available when submitting a New Order. The steps to assign and enroll learners to these module types are listed below.

- Access Admin > Learning > Registrar Desktop from the menu.
- Click on the New Order link.

- When the New Order page loads, Click the option for Assign & Enroll certifications & curricula. Follow the standard steps to locate the learning module and learner for assignment and enrollment.

This feature is enabled for the following learning module scenarios:

- One-Click registration is selected
- There is only one associated path or program
- There is no cost associated with the learning

**Note:** This new feature only provides assignment and enrollment capability and will not allow for learning administrators to remove certifications and curricula from a learner's plan. Continue to contact the System Administrator through the Learn@Work@Wustl.edu email address for assistance with removals.