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Overview

The Mid-Cycle release for 2017 includes numerous enhancements to existing functionality for Learners and Learning Administrators, including Pricing for fee-based learning opportunities, attachments for learners requesting credit for learning completed at other institutions and information on Badge Scanning capabilities for tracking attendance. New and enhanced Analytics capabilities are included to obtain data needed as a result of this release. Comprehensive Training documentation for these features, as well as the Release 37 Assessment, Checklist and Task features, is available from the LearnatWork.Wustl.edu/Training site.

General Users

Q1: How can a Learner request credit for learning completed at another institution?

A1: Learners may submit Certificates of completion for completed learning, if department policy allows, through the new attachment capability. This new feature relies on the usage of Task functionality. A general Task may be created for ‘Request Credit’ and added as an ‘Activity’ on a course or class allowing learners to submit a document as proof of prior completion. The course or class Owner may then access their messages in Learn@Work and approve the document or request more information from the learner. If approved, the course and class mark as successfully completed. If more information is required, then they stay in a status of ‘Not Evaluated’ until sufficient documentation is received and approved by the Owner. Brief instructions for setting up this process are provided below. Refer to the full Task and Checklist and Learning Administrator User Guides on the LearnatWork.Wustl.Edu/Training site for more thorough instructions.

Learning Administrator Setup:

- Create a Task for ‘Request Credit’ from the Task feature in the Learning Catalog selecting the instructor(s) as the evaluator(s). If no evaluator is selected, then the request will not route for approval.
- Attach the Task as the first ‘Optional’ item on the activities tab of an existing class. Activities should also include the session for an instructor-led class (ILT) or the content for a web-based (WBT) class.
- Save and Publish the activities for display in the catalog.
Learner Experience:

- The Learner will locate and register for the learning module from their ME page or the catalog and selects the ‘Request Credit’ activity option.

![Image of Learn@Work interface]

- The Learner clicks Add to attach a proof of completion document and clicks Request Evaluation, selects an evaluator from the list provided and submits.

![Image of course activity]

*Note:* The Learner can access course activity from their Completed Learning page and view the Task and attachment at any time.
Evaluator/Owner Experience:

- Will click on ‘Messages’ from the upper right of the page once logged in to access your Message Center.

- Click on message title to view the request and the attachment. You can also Approve the item or Reply to the learner requesting additional documentation from the view.

- Click the attachment Title to view the document. If the documentation provided meets the requirement click Approve and the course will mark complete for the learner. Enter a message and click Send to request more information.

**Note:** The learner will need to view their messages in Learn@Work using the ‘Messages’ option and reply or submit any additional documentation requested.

Messages are not sent to the Learner through Outlook or any other email service at this time.
Learning Administration

Q2: Can I display the price for fee-based courses in the catalog to ensure awareness that a fee will be charged to the department for learner attendance?

A2: Pricing has been enabled to allow the cost of fee-based learning modules to display on the course for reference. The price may be added to the course or the class for learner visibility. If the price is entered on the Course, then it will appear on each class automatically.

- Price displays in catalog as well as on course page above the Register or Enroll button.
- The Learning Administrator may view attendees through reports to process the request for payment in the AISystem following standard accounting procedures.

Catalog Display

Course Display

Note: Include the pricing information on the first line of the course or class description in a larger text and visible font color to ensure learners are aware this is a fee-based learning opportunity.
Q3: Can badge scanners be used to track attendance using University issued ID cards instead of tracking manually?

A3: The use of badge scanners to track attendance in Instructor-led Sessions is now available. This may eliminate the need for Learning Administrators to keep paper records of attendance in classes. Departments may purchase the badge scanners for their individual use from Caraflow, who has an existing relationship with the University. The Learn@Work administrator should be engaged in the initial set up process to identify the required data points for attendance file transfer and to secure a file location. The process workflow as well as product details and pricing are included below.

Process Workflow:
- Instructor obtains scanner from docking station.
- Instructor configures the scanner for their class session.
- Instructor scans badges for attendants upon arrival.
- Instructor places scanner on docking station and transfers data post session end.
- File transfers to a designated folder on the server.
- Learn@Work can either pick up the file for scheduled import from an SFTP folder at a specific time or a System Admin can pick up the file for an ad-hoc import.
- Once the file is imported, the Learning Administrators will access the class to identify those who were ‘No Show’ and mark the class Delivered.

Details:
- The company Caraflow provides scanners for purchased.
- Contact Caraflow for information on pricing to purchase the scanners.
- Scanning software is included with the scanner.
Q4: Is there a custom survey available for learning administrator use to evaluate the Continuing Nursing (CNE) and Medical (CME) Education programs?

A4: We now offer optional enterprise wide surveys for Continuing Nursing and Continuing Medical Education programs. Learning Administrators may use these surveys for any of their learning offerings. The surveys may be attached as an Evaluation to the Course or Class Learning to obtain learner feedback on completed sessions. The survey is located in the University Templates survey folder and is named along with other enterprise wide ILT survey templates, made available in Release 37.

Note: Review responses using the WU Survey and Evaluation Results with Likert Scale Report.
Q5: Is there a notification available for learners to receive by email when they register for an Instructor-Led training session? Will the email allow them to add the session to their Outlook calendar?

A5: We now offer a notification for use on instructor-led classes where the system will send an email to the learners’ preferred primary email address upon registration. The email includes the class name, date, time, location, facility and instructor. The notification is selected by default for all new classes created, but may be deselected to prevent from sending. The notification selection page and the text of the email are shown below.

Sample Email Text: Automatically sends the below email to the learner when they register for the class. Make sure to enter the Location, Facility and Instructor on the class to ensure all information populates correctly in the email.

---

Thank you for registering for Learn@Work Training. The session schedule is listed below for your convenience.

Start Date: 26-MAY-2017
End Date: 26-MAY-2017
Start Time: 03:00 p.m.
End Time: 04:30 p.m.
Location: 00414 - West Campus Main Bldg. Training Room 382
Instructor: Michele Harashe

If you are unable to attend this session please log into LearnatWork.Wustl.edu to access your ME page and Drop the class. You may also copy and paste the url below into your browser address bar to access the system.

https://LearnatWork.Wustl.edu

You will log into Learn@Work with your WUSTL Key. If you do not have a Key, you will need to create one. For assistance with this, go to WustlKey.Wustl.edu or call the Systems & Procedures help desk at 935-5707.

If you have questions regarding this training module, please log in to the system to access the learning module from your ME page and contact the individual(s) listed as the ‘Owner’ on the right side of the page.

This email is sent from Washington University in St. Louis to faculty, staff and students needing to complete required or elective compliance training. For assistance with navigating Learn@Work, please contact LearnatWork@Wustl.edu.
Class Notification Location: Uncheck the Instructor-Led Learner Registration notification and **Save** to prevent an email from sending to the learner.

<table>
<thead>
<tr>
<th>Events</th>
<th>Description</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor-Led Class Reminder(1day)</td>
<td>Sends an email to the learner one day before an instructor-led class commences.</td>
<td>Periodic</td>
</tr>
<tr>
<td>Instructor-Led Class Reminder(30days)</td>
<td>Triggered thirty days before an instructor-led class commences.</td>
<td>Periodic</td>
</tr>
<tr>
<td>Instructor-Led Class Reminder(3days)</td>
<td>Sends an email to the learner three days before an instructor-led class commences.</td>
<td>Periodic</td>
</tr>
<tr>
<td>Instructor-Led Class Reminder(7days)</td>
<td>Triggered seven days before an instructor-led class commences.</td>
<td>Periodic</td>
</tr>
<tr>
<td>Instructor-Led Class Reminder(14days)</td>
<td>Triggered a specified number of days before an instructor-led class commences.</td>
<td>Periodic</td>
</tr>
<tr>
<td>Instructor-Led Class Rescheduled</td>
<td>Triggered when an instructor-led class is rescheduled</td>
<td>Triggered</td>
</tr>
<tr>
<td>Instructor-Led Class Room Changed</td>
<td>Triggered when the instructor-led class room has changed</td>
<td>Triggered</td>
</tr>
<tr>
<td>Instructor-Led Registration Cancelled</td>
<td>Triggered when a registration for an instructor-led class is cancelled</td>
<td>Triggered</td>
</tr>
<tr>
<td>Instructor-Led Registration Confirmed</td>
<td>Triggered when a waitlisted registration for an instructor-led class is confirmed</td>
<td>Triggered</td>
</tr>
<tr>
<td>Instructor-Led Registration Created</td>
<td>Sends an email to the instructor when a learner registers for an instructor-led training class.</td>
<td>Triggered</td>
</tr>
<tr>
<td>Instructor-Led Registration Waitlisted</td>
<td>Triggered when a registration for an instructor-led class has been waitlisted.</td>
<td>Triggered</td>
</tr>
</tbody>
</table>

**Instructor-Led Learner Registration** | Sends an email to the learner when they register for an instructor-led training class. | Triggered |

Learners may then add the email as a calendar entry by opening the communication and clicking on the Create an appointment link under the **Message => Quick Steps** option on the ribbon in Outlook.
Q6: I want to add assessments to my web-based training classes in Learn@Work and am looking for guidance on developing effective test questions. Is there any documentation related to this topic for learning administrators?

A6: A new web-based training, L@W – Creating Online Quizzes, is now available for learning administrators from the learning catalog. The training covers the creation of test questions that effectively assess online learning. It delves into a variety of question types as well as general principles and writing tips. This training module is optional and should take no more than 10 minutes to complete from any accessible location.

Reporting

Q7: How can I retrieve attendance data for fee-based courses to submit ID’s for payment?

A7: The Course Price and Class Price fields have been added to the WU Class Roster Report, visible to all with Analytics access. These fields provide attendance pricing to re that it may provide the price whether it was added at the course or class level, and should not be added together and considered a ‘sum’ total. The report provides the primary department number of the learner to aide in creating the financial transaction in the AISystem. The report filters and dimensions are provided below.

<table>
<thead>
<tr>
<th>Filters:</th>
<th>Dimensions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completion Status</td>
<td>Last Name</td>
</tr>
<tr>
<td>Person Status</td>
<td>First Name</td>
</tr>
<tr>
<td>Course Title</td>
<td>Empl ID</td>
</tr>
<tr>
<td>Class Start Date (Greater Equal)</td>
<td>Class ID</td>
</tr>
<tr>
<td>Class Start Date (Less Equal)</td>
<td>Class Name</td>
</tr>
</tbody>
</table>

Note: Currently, Learn@Work and AISystem are not connected. Request for payment must still be manually entered and completed through AISystem. Learn@Work is merely providing a reference to the course taken and fee required for the learner.
Q8: How can I view which activities are complete and incomplete for a learner when a course has multiple activity options?

A8: The new **WU Course Activity Summary by Individual** report has been created and is available from the Analytics page to all those with Reporting access. The report provides a listing of activities and their statuses, by training module, for courses offering multiple module options. It may be exported as a PDF, Excel and CSV type file for further analysis. The filters and dimensions are provided below.

**Filters:**

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Full Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Activity Status</td>
<td>Registration Date (Greater Equal)</td>
</tr>
<tr>
<td>Course Version</td>
<td>Registration Date (Less Equal)</td>
</tr>
<tr>
<td>Person Status</td>
<td></td>
</tr>
</tbody>
</table>

**Dimensions:**

<table>
<thead>
<tr>
<th>Last Name</th>
<th>Course Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>E-Mail</td>
</tr>
<tr>
<td>Middle Name</td>
<td>Manager Name</td>
</tr>
<tr>
<td>Empl ID</td>
<td>Department Name</td>
</tr>
<tr>
<td>Course Title</td>
<td>Parent Department</td>
</tr>
<tr>
<td>Module Name</td>
<td>Campus/Affiliation</td>
</tr>
<tr>
<td>Module Completion Status</td>
<td>HR Job Type</td>
</tr>
<tr>
<td>Course Activity Status</td>
<td>Count of learner Attempts</td>
</tr>
<tr>
<td>Module Type</td>
<td>Time Spent in Module (Minutes)</td>
</tr>
<tr>
<td>Is required module</td>
<td></td>
</tr>
</tbody>
</table>