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Overview

The primary focus of Release 38 is to provide enhancements that greatly improve the user experience. As a result, the user interface has been redesigned to provide clearly identified icons, more powerful searching and large centrally located navigation buttons. Various enhanced features are available as well for Learning Administrators and Report users. Comprehensive Training documentation for these features is available from the LearnatWork.Wustl.edu/Training site.

General Users

Q1: How can I access the navigation buttons, such as ME and Admin, which used to appear on the top green banner?

A1: This release reinvents the user experience within Learn@Work by implementing the ‘Application Launcher’ for navigation. Clicking on the ‘Application Launcher’ icon, which looks like a waffle, you can access all of the additional pages in Learn@Work. For instance, to access your ME page, click on the ‘Application Launcher’ icon and select ME. You will navigate to the ME page to view your trainings. To return to the Home page at anytime, click the icon and select Home.

Breadcrumbs have been added to all pages to allow users to easily navigate to previous pages.
The Global Catalog Search has been improved to provide a more focused result set. Click on the new Magnifying glass icon to begin your search. Type in the name, or partial name, of the training and click on Search to obtain results. You can also click on Filters to narrow down the results further.

To select an option from the full learning catalog, click on Browse and select a catalog folder. To directly access a specific folder in the catalog, click on the down arrow and use the features to locate and select that catalog folder.

Improvements also include larger action buttons, clearer text, consistent icons and a cleaner look and feel for all pages within Learn@Work.

Q2: Where can I register for University mandated Diversity & Inclusion trainings?

A2: University mandated Diversity and Inclusion training modules, offered by the Human Resources department and available in HRMS, are moving to Learn@Work on 08-01-2017. On that date, registration for upcoming sessions will be available from the learning catalog. All historical attendance records will be moved from HRMS to Learn@Work in order to provide a comprehensive Learner transcript. Further information on this training will be provided by Human Resources as the release date nears.

Note: Questions related to the training requirement or upcoming sessions should be directed to the Owner(s) listed to the right side of the page on each Diversity & Inclusion course. Upcoming sessions are listed below.
Q3: How can I remove a learning item from my plan that I do not need to complete?

A3: Learning items that are optional or self-selected from the catalog may be removed using the Drop option. To Drop the item, locate it on your plan. Click on the down arrow located to the far right under the Actions column and select Drop. Enter in a reason and the item will be removed from your plan.

Note: Learning items that are automatically assigned by the system or are assigned as mandatory by a compliance officer will not have the Drop option. They cannot be removed manually from your plan. Contact the Owner listed on the course to request they be removed.

Q4: Can I review a learning module that I've already completed?

A4: Learners may review any learning module that you have previously completed without registering and completing it again. To locate the module, access your ME page and click on Completed Learning from the left side bar menu. Locate the learning module to review and click on the drop down arrow to the far right under the Actions column, selecting ‘Review’.

Learners may also ‘Retake’ the module from this location and print a paper certificate for proof of completion.
Assessments

Q5: Is there a way to separate Topics from Subtopics within Assessments?

A5: The latest update allows Learner Administrators to separate Subtopics out from the header Topics within assessments to nest like questions. To add a Subtopics, access your Test and view your question pool. Click on Subtopic to the far right of the Topic line. Subtopics may be applied to:

- New Subtopics using empty question folders
- New Subtopics using existing questions pool folders
- New Subtopics with dynamic links using an existing question pool folder

Note: This feature is not currently available for Surveys. Subtopics may not be added to subtopics at this time and will only apply to Topics.

Q6: Is there a way to customize assessments to create an easily recognizable view for learners?

A6: Assessment player templates now have the ability for customizations using themes. They may be branded for our organization as well as provide consistently colors and text. A new University Template theme for tests and surveys has been created to accommodate this change. The template is optional to use at this point and can be located under the Assessments tool in the University Templates folder. It may be used with new or existing tests and surveys. The instructions below provide the steps to add the WashU Theme to your assessments.

Add to new Test/Survey:
- Access Manage Assessment => Manage Test & Survey
- Click on New => New Test
- Enter in the Test or Survey details
- Select WashU theme from the Choose Theme drop down listing
- Fill in the remainder of the fields on the Test Info tab.
- Complete the additional tabs, add questions and Save & Publish.
Add to existing Tests/Survey:

- Access your Test or Survey and ‘Edit’ to make changes.
- From the Test Info tab, locate the Choose Theme drop down
- Select WashU theme from the listing of available templates
- Click Save & Next
- Access the Preview and Publish tab

Q7: Can learners navigate directly to unanswered questions within a test?

A7: Assessment properties now provide the option to return learners to unanswered questions they may have missed in completing the test. To activate this new property, access your test and click on the Test Properties tab. Locate the field for ‘Show Unanswered Questions:’ and change the setting to ‘Yes’.
Learning Administration

Q8: What is the best method of creating Session Templates for Instructor-led classes?

A8: The preferred method for creating ILT session templates depends on the session needs. For instance, if you plan to use the session template over and over again for classes held on the same day of the week and at the same time on a set schedule, it is best to create the session template from the Learning Catalog=>Session Templates menu option. If this is a one-time only class or your days of the week and times vary you may instead create a new session template directly from the ILT by selecting the Create New Session Template option. This method automatically assigns a template name and it may not be reused for additional ILT sessions. It is a more intuitive method for adding classes though if they are not held with any recurring frequency.

Q9: Can I replace an evaluation on a class with a newer version?

A9: Previously, when an evaluation was updated and attached to the class, the older existing version would need to be deleted from the class and the results would no longer be visible. This update now allows newer versions to be added while retaining older version data. To add a new version, access the class Activities tab where the current evaluation is listed. Click to disable the existing evaluation. Then click on Add Evaluation to locate and attach a newer version. Click the Save button to retain your selections.

Note: This new feature does not currently apply to course evaluations and may only be implemented at the class level.

Q10: Can I include an Evaluation within Certifications and Curricula?

A10: Yes. Evaluations may be included within Certifications and Curricula for learners to complete, but do not currently allow for versioning. If a new evaluation becomes available and needs to be added to one of these module types, the older version must be deleted and all existing data selections will be lost.
Q11: Can I still print a Class Roster after attendance has been updated and the class has been marked Delivered?

A11: This release allows Instructors to print the roster even after they have updated all attendance and marked the class as completed. This can be accomplished either through the Instructor’s Desk tool or from the Roster/Results button within the class. In addition, the roster has been customized to include the following fields per learner:

- Name
- User Name – WuPeopleID
- Person Number
- Signature Line
- Registered On – Date the learner registered
- Location - Where the class is held
- Organization - University primary department
- Completion Status – Attendance for the class

Q12: Has the Registrar’s Desktop been updated for easier visibility and navigation as the user interface has?

A12: This release also updates the Registrar’s Desktop to improve the Learning Administrator experience. All existing features remain the same as the changes impact navigation and view only. The new view is shown below.
Reporting

Q13: How can I easily tell if a learner has successfully completed a learning module in reports?

A13: New visual indicators have been added to reports to indicate whether a learner is complete or incomplete. The indicators relate directly to the status of the progress the learner has made on the module. A red ✗ indicates an incomplete module, while a green ✔ indicates a completed module. For certifications, the completed module indicator only applies if the learner does not have a Due Date in the near future so be sure to review the recertification due dates prior to making the determination of complete for these learning module types. The indicators will appear in the far left column of status report in the viewer as well as the exported .PDF file. They will not appear in the .XLSX or .CSV files.

New text has been added to existing report Legends to describe what each indicator pertains to. It is located above the Sorting Order on these reports for prominent visibility. The Legend only pertains to the indicators in the viewer though, and does not apply to downloaded reports at this time, even though it is visible.
The below table details the visual indicator applied to each status for Courses, Certifications and Curricula.

**Note:** The visual indicators will not appear in the XLSX or CSV export reports at this time. More information on the statuses listed below may be found in the Glossary of Terminology located on the LearnatWork.Wustl.edu/Training site.

<table>
<thead>
<tr>
<th>Courses</th>
<th>Certifications</th>
<th>Curricula</th>
</tr>
</thead>
<tbody>
<tr>
<td>Successful</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Pending Registration</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Not Evaluated</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Discontinued</td>
<td></td>
<td>✗</td>
</tr>
<tr>
<td>Expired</td>
<td></td>
<td>✗</td>
</tr>
<tr>
<td>In Progress</td>
<td></td>
<td>✗</td>
</tr>
<tr>
<td>Overdue</td>
<td></td>
<td>✗</td>
</tr>
<tr>
<td>Revoked</td>
<td></td>
<td>✗</td>
</tr>
</tbody>
</table>

Q14: How can I tell if a learner has missed a certification deadline and it has expired and then been reassigned to them with completely new dates?

A14: When a learner is so far overdue that the certification becomes expired for them, the system will automatically assign it again on the same day if it is mandatory for the learner to complete. In these cases, their status becomes ‘Assigned’ instead of ‘Overdue’ and their due dates start all over again. To identify those who are out of compliance in this way, we have added a new field, ‘Certification Expired & Reassigned’, to all certification reports. The field will show ‘No’ if they have not fully missed the deadline and ‘Yes’ if they have fully missed the deadline and have been set back to ‘Assigned’. This will help reporting administrators identify these individuals to reach out to them directly asking them to complete their training as quickly as possible.