



iLearn Course Manager Training

Office of the Chief Human Capital Officer
Human Resources Training and Development

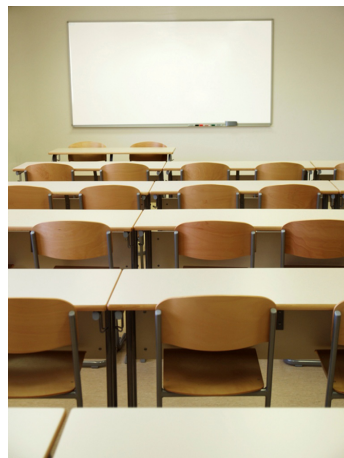
Introduction

As a course manager you are responsible for many tasks related to developing and delivering courses at the NRC.

These tasks involve your skills in instructional design, facilitation, and course management.

Many of your course management responsibilities involve iLearn, such as enrolling and withdrawing users, canceling scheduled offerings or creating and editing exams.

This training identifies the iLearn information and resources available to course managers.



Objectives

Upon completion of this training, you will be able to:

- Find iLearn course manager job aids and operating procedures.
- Describe the functions in iLearn that support course management.
- Apply online courseware and instructional design standards.

Job Aids and Operating Procedures

Resources for Course Managers

The [iLearn SharePoint site](#) is your central resource for job aids, iLearn service requests, and iLearn account requests. On this site you will find

- [Administrator Job Aids](#) – Step by step instructions for completing iLearn tasks
- [Course Manager Quick Reference Guide](#) – Handout summarizing course manager roles and iLearn resources
- [Service Requests](#) – Request assistance from the iLearn Admin team

The next slide identifies where you can find these aids on the SharePoint site.

iLearn SharePoint Site - Overview

The screenshot shows the iLearn SharePoint site interface. Three green callout boxes highlight specific resources:

- Course Manager Quick Reference Guide**: Points to the "iLearn Support" section, specifically the "Course Manager (PDF)" link.
- Administrator Job Aids**: Points to the "View iLearn Administrator Job Aids" link under the "For iLearn Administrators" section.
- Request assistance from the iLearn team**: Points to the "iLearn Service Requests (Administrators Only)" link under the "For iLearn Administrators" section.

Other visible content on the page includes:

- Welcome to iLearn**: Upgraded iLearn Available. You can access iLearn at <https://ilearnnc.plateau.com>.
- iLearn Support**: Learn how to use iLearn with the iLearn Reference Guides.
 - End User (PDF)
 - Supervisor (PDF)
 - Training Coordinator (PDF)
 - Course Manager (PDF)
- iLearn Information**:
 - **List of Training Coordinators**: List of training coordinators by office.
 - **Agencywide Required Training**: List of the agencywide required training.
- For iLearn Administrators**:
 - **View iLearn Administrator Job Aids**: List of job aids for iLearn administrators and course managers.
 - **iLearn Service Requests (Administrators Only)**: Site for the iLearn administrators (training coordinators, course managers and other administrators) to request service.
 - **Administrator Newsletter**: View current and previous newsletters.
- iLearn Help Desk**: For assistance with iLearn, please contact the iLearn Help Desk:
 - **Help Desk Phone**: (301) 415-1234, Option #4.
 - **Email**: [mailto:ilearnhelpdesk@plateau.com](#)

Job Aids



iLearn job aids provide directions on how to accomplish a task in iLearn.

The job aids are categorized by subject areas such as:

- Managing Items
- Managing Scheduled Offerings
- Reports

To quickly find the Course Manager Job Aid you need, look in the Audience column.

Job Aids List

iLearn Site > iLearn Admin Job Aids

iLearn Admin Job Aids

New Upload Actions Settings

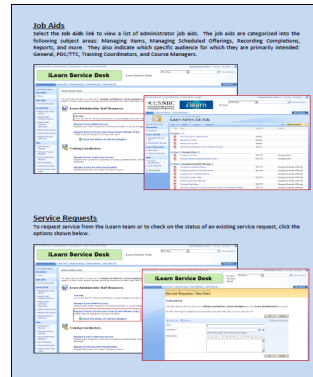
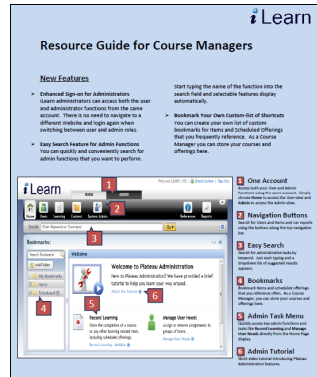
Type	Name	Audience
Subject: Create Exams (2)		
	Create Exam Questions (PQE)	Course Managers
	Create Online Exam (PQE)	Course Managers
Subject: Data Quality (1)		
	Item Error Report Definition and Resolution Guide	
Subject: General (5)		
	Admin Navigation	General
	Create and Send Notification	General
	First Time Login for Admins	General
	Print Reports in Internet Explorer	General
	Searching and Filters	General
Subject: Managing Items (7)		
	Copy an Item	PDC/TTC
	Create an ILT Item	Course Managers, PDC/TTC
	Edit an ILT Item	Course Managers, PDC/TTC
	Item Substitutes and Prerequisites	Course Managers
	Revise an Existing Item	PDC/TTC
	Revise Course Descriptions	PDC/TTC
	View and Manage Item Requests	Course Managers

Subject heading

Audience shows which job aids are particularly relevant to course managers

Course Manager Quick Reference Guide

To quickly review your course manager roles and iLearn resources, access the Quick Manager Guide from the SharePoint site.



Service Requests

- If you have a question or iLearn issue, or need assistance from the iLearn team, you must submit a [Service Request](#).
- After the iLearn team receives the request, a staff member will contact you.
- Service requests are processed in the order in which they are received and may be prioritized according to urgency.

Service Request Form

To receive a timely response, provide as much detail about a question or issue as possible in the description box.

Service Requests > Service Requests > New Item
Service Requests: New Item

Instructions:
The iLearn Service Desk is a resource for **training coordinators**, **course managers** and other **iLearn administrators** for support.
All other iLearn support requests should be directed to the iLearn Help Desk: 301-415-1234 Option #4.

Attach File | Spelling... * Indicates a required field

Title *

Customer *

Description

Click on the "book" icon to look up **your** name.

OK Cancel

Note: iLearn service requests are only available to training coordinators and course managers.

True or False. On the SharePoint site you can locate which iLearn job aid you need by reviewing the course manager job aids listed under each subject area.

- A. True
- B. False

Correct Answer:

Correct Feedback:

That is correct. The "Audience" field identifies the job aids relevant for course managers and the "Subject Heading" field categories the job aids per subject area.

Incorrect Feedback:

Not quite. The "Audience" field identifies the job aids relevant for course managers and the "Subject Heading" field categories the job aids per subject area.

iLearn Course Manager Functions

iLearn Course Manager Functions

As a course manager you are responsible for the following tasks in iLearn:

- Creating and editing items*
- Creating new scheduled offerings**
- Managing scheduled offerings and reserving slots
- Enrolling and withdrawing users
- Cancelling scheduled offerings
- Assigning and un-assigning items and curricula
- Viewing and managing course requests
- Running course evaluation reports
- Running exam status reports
- Creating and editing exams
- Maintaining accuracy of iLearn course data

*HQ course managers submit a New Course Input form (accessible from the SharePoint site), and the PDC staff creates the item in iLearn.

**HQ and TTC course managers must first submit a Room Request form (accessible from the HRTD intranet Web page) to the PDC for approval before scheduling a PDC session in iLearn. PDC staff schedule these sessions in iLearn for HQ course managers, and for the TTC course managers upon request.

Creating and Editing Items*

An Item is a container for a unit of learning that you can assign to a user and track its completion. Typically an Item is a course, seminar, or knowledge asset in iLearn.

Course managers are responsible for creating their Items in iLearn (*except at the PDC*) and maintaining their Items in iLearn, including the configurations that affect how the Item is set up and how users can register for it.



Use job aid: Create an ILT Item

Note: Course managers only create Items for classroom Items. The iLearn Team creates and configures online Items.

*HQ course managers submit a New Course Input form (accessible from the SharePoint site), and the PDC staff creates the item in iLearn.

Creating New Scheduled Offerings*

Scheduled offerings are scheduled Items in iLearn.

Course managers are responsible for creating scheduled offerings in iLearn (*except at the PDC*) and maintaining their scheduled offerings.



Use job aid: Create a New Scheduled Offering

*HQ and TTC course managers must first submit a Room Request form (accessible from the HRTD intranet Web page) to the PDC for approval before scheduling a PDC session in iLearn. PDC staff schedule these sessions in iLearn for HQ course managers, and for the TTC course managers upon request.

Managing Scheduled Offerings and Reserving Slots

Course managers are responsible for maintaining scheduled offerings for their courses, including registration configurations, enrollments, and slot reservations.

Slot reservations allow course managers to set aside a specified number of seats in a scheduled offering for students from a particular office or organization.



Use job aid: Manage Scheduled Offerings

Enrolling and Withdrawing Users

As a course manager, you may enroll or withdraw students from your scheduled offerings as needed.

Use job aids:



Register Users in a Scheduled Offering



Withdraw Users from a Scheduled Offering

Canceling Scheduled Offerings

Course managers are responsible for deciding when to cancel a scheduled offering if the class cannot be held.

Course managers can cancel one or more sessions of a course in iLearn.



Use job aid: Cancel a Scheduled Offering

Note: Please contact the PDC staff if you are canceling a PDC session so PDC can assign the room to someone else and email the participants about the cancellation.

Assigning and Un-assigning Items and Curricula

Course managers may need to assign or un-assign items and curricula to users.

Use job aids:



Assign Items



Assign Curricula



Remove an Item from User To-Do List



Remove Curricula from User To-Do List

Viewing and Managing Course Requests

Course managers are responsible for viewing and managing item requests in iLearn. Item requests are made by users when there are no current scheduled offerings available.

You should periodically review the requests for all your courses to determine the need for new scheduled offerings.

Use job aids:



Run Report on Item Requests



View and Manage Item Requests

Running Course Evaluation Reports

Course managers are responsible for reviewing feedback from students provided in course evaluations. You should perform this task for all your items and sessions.

Retrieve evaluation data for items or scheduled offerings:



Use job aid: Run Report – Course Evaluations

Retrieve summary data for each scheduled offering:



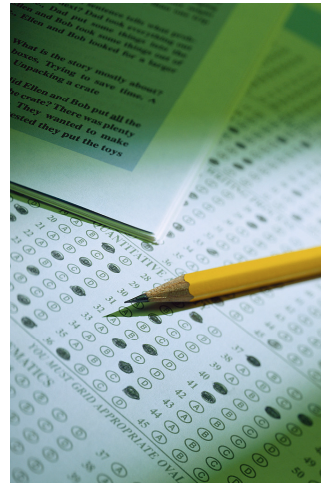
Use job aid: Run Report – Scheduled Offering Evaluation

Running Exam Status Reports

Course managers may run reports on their exams to see how students performed.



Use job aid:
Run Report –
Exam Status



Creating and Editing Exams

Course managers are responsible for creating and maintaining the exams for their courses. Exams are composed of questions and objectives and iLearn provides a number of options on how these can be configured.

Use job aids:



Create Exam Questions



Create an Online Exam

Maintaining Data Accuracy

As a course manager you are responsible for maintaining accurate data in iLearn, including the course description, course objectives, start and end times, EHRI data, and other pertinent information.

Poor data quality leads to:

- Poor business decisions
- Increased incidents and service disruptions
- Increased cost of troubleshooting
- Decreased user satisfaction
- Non-compliance with regulatory requirements

See [HRTD Operating Procedure No. 0702](#) for more information.

The Item Error List

The iLearn Team helps you maintain accurate data in iLearn. Weekly reports highlighting missing or incorrect data are available on the iLearn SharePoint site.

The iLearn Team will alert you if there is missing or incorrect data. You will have 60 days to correct any data quality issues.

See HRTD Operating Procedure No. 0702 for more information.



Use job aid: Item Error Report Definition and Resolution Guide

What feature in iLearn allows course managers to check users' requests for more scheduled offerings of a particular course?

- A. Registration Assistant
- B. User Needs Management
- C. Learning Event Editor
- D. Item Requests

Correct Answer: **D**

Correct Feedback:

That is correct. The Item Request feature allows course managers to view user requests for a course.

Incorrect Feedback:

Not quite. The Item Request feature allows course managers to view user requests for a course.

Online Courseware Standards

HRTD Operating Procedure No. 0701

- HRTD Operating Procedure No. 0701 provides courseware development standards.
- These standards ensure that users can successfully complete, track, and record their training in an efficient manner that does not place an undue burden on NRC technology.

These standards include:

- SCORM and AICC
- Section 508
- Instructional Systems Design (ISD)



SCORM and AICC

Online courseware must comply with either Sharable Content Object Reference Model (SCORM) or Aviation Industry CBP Committee (AICC) standards.

- **SCORM** is a collection of standards and specifications for Web-based e-learning.
- **AICC** is an alternative to SCORM. AICC is most useful for content or assessments hosted on external web servers outside of iLearn.

Note: The **SCORM standard is preferred** over AICC for custom iLearn content.

Section 508



Section 508 requires:

- That Federal agencies' electronic and information technology is accessible to people with disabilities, and
- All courses for Government-wide consumption must be Section 508 compliant.

Section 508 Compliance

All NRC online courses in iLearn must be Section 508 compliant.

Courseware developers should use the following references for information on Section 508:

- Official Section 508 standards page
<http://www.section508.gov/index.cfm?fuseAction=stdsdoc>
- NRC Section 508 Guidance:
<http://www.internal.nrc.gov/ois/divisions/bpiad/section508.html>

Note: While the iLearn team may review for basic Section 508 conformance, **course managers** are ultimately **responsible for performing** appropriate **Section 508 testing**.

Instructional Design Standards

Designing an effective learning program is more than creating a job aid or dumping content into PowerPoint slides. Effective instructional design focuses on developing learning experiences in a variety of learning styles to engage, transfer learning, and provide practice or skill application.

NRC course managers need to be skilled in knowing how people learn and in creating ways to help employees learn more effectively and efficiently.

The traditional concepts of instructional design include the ADDIE model (analysis, design, development, instruction, and evaluation).

Many resources provide course designers information and guidance about ISD standards and how to apply them. One of the best places to access this information is the [ASTD website](#).

"Rapid instructional design rule: Design activities, not content. Content is abundantly available. Designing content is not our job."
- Dr. Sivasailam "Thiagi" Thiagarajan, ASTD Web site

Which of the following is an effective instructional design practice.

- A. Identifying the course content first
- B. Assessing the training and learning needs of the learner
- C. Creating instructional exercises based the course objectives, adult learning principles and learning styles
- D. All of the above
- E. B and C

Correct Answer: **E**

Correct Feedback:

E is the correct answer because course content should be identified *after* analyzing the learning needs of the audience.

Incorrect Feedback:

Not quite. E is the correct answer because course content should be identified *after* analyzing the learning needs of the audience.

Summary

This course has covered the following:

- iLearn course manager job aids and operating procedures on the iLearn SharePoint site
- iLearn course manager functions and responsibilities
- Standards for online courseware development

Additional Information

For additional questions, please submit a service request.

Quiz

You must score 80% or higher to pass the quiz

Quiz

What is the best way to request assistance from the iLearn Team?

- A. Call the CSC Help Desk at 301-415-1234 Option 1
- B. Call the iLearn Help Desk at 301-415-1234 Option 4
- C. Submit a service request on the iLearn SharePoint site
- D. Contact the PDC or TTC

Correct Answer: **C**

Correct Feedback:

That is correct. The iLearn Team should be contacted by submitting a service request via the iLearn SharePoint site.

Incorrect Feedback:

Not quite. The CSC and iLearn help desks and PDC deal solely with user issues and are not directly connected to the iLearn Team. The iLearn Team should be contacted by submitting a service request via the iLearn SharePoint site.

Quiz

Which of the following are Course Manager functions?

- A. Create and edit Items
- B. Manage scheduled offerings and reserve slots
- C. View and manage course requests
- D. View student feedback from course evaluations
- E. All of the above

Correct Answer: **E**

Correct Feedback:

That is correct. All of these are Course Manager functions.

Incorrect Feedback:

Not quite. The correct answer is E. All of these are Course Manager functions.

True or False. Before scheduling a class at the PDC, HQ and TTC course managers must first submit a Room Request form (accessible from the HRTD intranet Web page) to the PDC for approval before scheduling a PDC session in iLearn. PDC staff schedule these sessions in iLearn for HQ course managers, and for the TTC course managers upon request.

- A. True
- B. False

Correct Answer:

Correct Feedback:

That is correct, PDC is in charge of the scheduling for their facility space.

Incorrect Feedback:

Not quite. PDC is in charge of the scheduling for their facility space.

Quiz

Who is responsible for maintaining the accuracy of Item data?

- A. HRTD
- B. Course managers
- C. The iLearn Team
- D. PDC and TTC administrative staff

Correct Answer: **B**

Correct Feedback:

That is correct. Course managers are responsible for maintaining data accuracy for their Items.

Incorrect Feedback:

Not quite. Course managers are responsible for maintaining data accuracy for their Items.

Quiz

Which of the following are potential negative consequences of poor Item data quality? Select all that apply.

- A. Increased user satisfaction
- B. Poor business decisions
- C. Increased cost of troubleshooting
- D. More money allocated for training
- E. Non-compliance with regulatory requirements

Correct Answer: **B, C, & E**

Correct Feedback:

Incorrect Feedback:

Quiz

True or False. Some exercises in an NRC online course do not have to be Section 508 compliant if the rest of the course meets 508 standards.

- A. True
- B. False

Correct Answer:

B

Correct Feedback:

That is correct. Every part of an NRC online course must be 508 compliant including content, instructional exercises, and graphics.

Incorrect Feedback:

Note quite. Because all courses for Government-wide consumption must be Section 508 compliant, every part of an NRC online course must be 508 compliant including content, instructional exercises, and graphics.

Course Complete

You have now completed the Course Manager Training.

