

WHO ARE YOU & WHAT ARE YOU DOING IN MY LEARNING MANAGEMENT SYSTEM?



How to Extend Learning (Easily) to People Outside Your Organization

Partners, suppliers, contractors, interns, volunteers, association members, customers... How did all these people sneak into our learning initiatives? Clearly, work today is different from back in the days of three-martini lunches in smoky lounges and asking your assistant to

*“Be a sweetheart and
fetch me a cup of coffee...”*

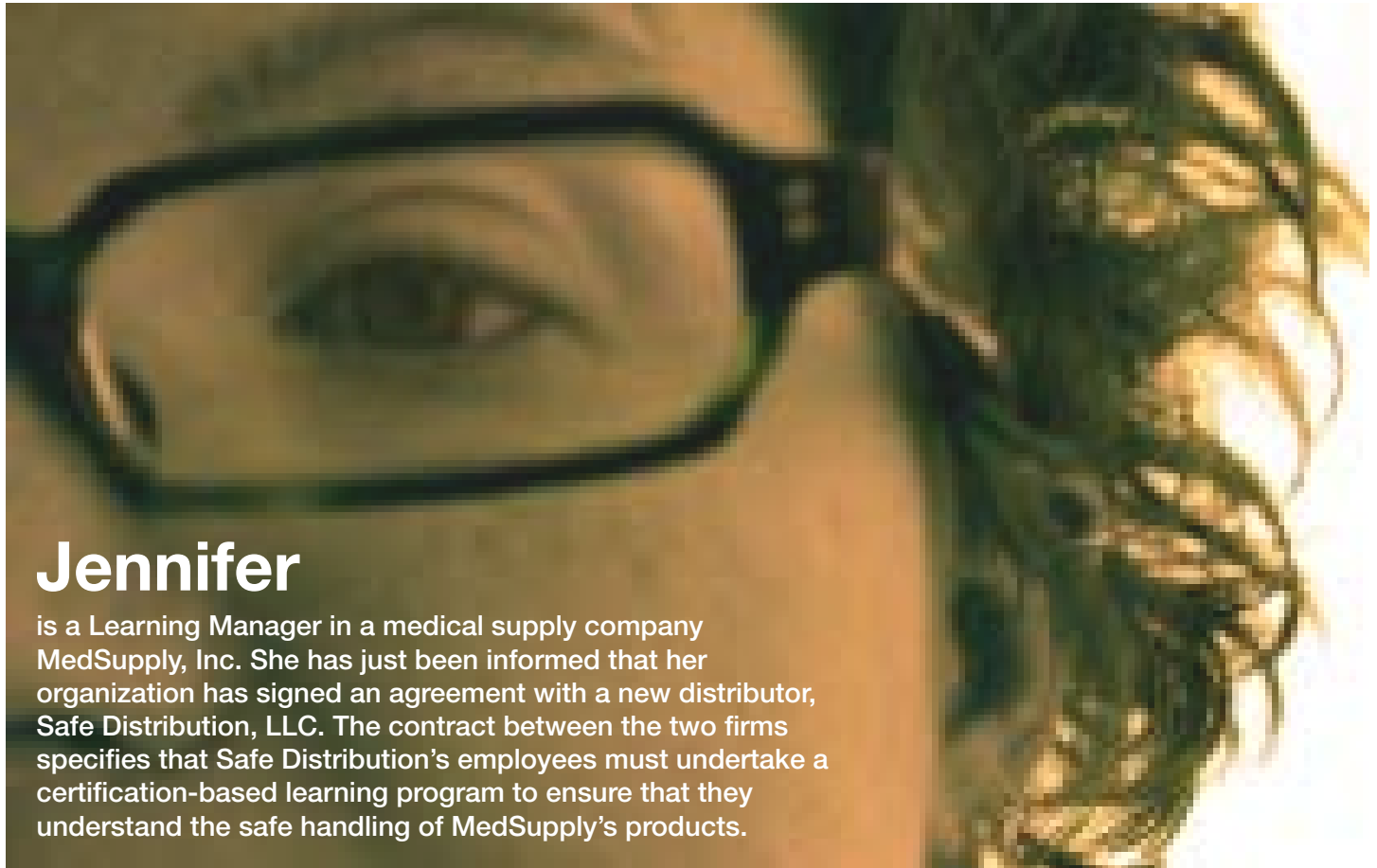
The internet has revolutionized how work is done today.

The boundaries between organizations have blurred, replaced with greater communication and collaboration.

Information—including learning content—flows between institutions, eventually reaching the customers who will use the products or services.

So how do you provide learning to those outside your organization?

The case study below describes a common scenario.



Jennifer

is a Learning Manager in a medical supply company MedSupply, Inc. She has just been informed that her organization has signed an agreement with a new distributor, Safe Distribution, LLC. The contract between the two firms specifies that Safe Distribution's employees must undertake a certification-based learning program to ensure that they understand the safe handling of MedSupply's products.

Jennifer doesn't know

who Safe Distribution's learners are, nor how many there are. She's been informed that up to 500 Safe Distribution employees may require certification. Compounding the challenge, the time frame for training is short. Safe Distribution employees must be certified within 60 days.

The good news is that the required course is already created.

All MedSupply internal employees have undertaken the same certification-based program. Jennifer needs to:

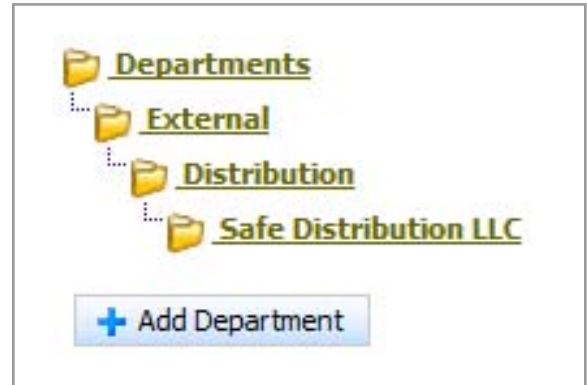
- Register these external learners into the learning management system
- Enroll these individuals into the appropriate course
- Provide status learner progress reports to MedSupply's and Safe Distribution's management
- Issue certificates to the learners who successfully complete the learning program

Here are the steps undertaken by Jennifer:

Creation of a group

Jennifer creates the following group, referred to as a 'Department,' within Absorb LMS:

It's within this group that the learner records for Safe Distribution's employees will be located. Creating the group only takes a few seconds. Simply click the 'Add Department' button and type in a name. Groups can be nested within other groups, creating structures that accurately reflect how organizations operate.



Configuring certification

Jennifer confirms that a certificate will be issued upon completion of the course. As illustrated below, the certification period will be for one year. The learner will be informed of the need for recertification 60 days prior to expiration.

Certificate

Certificate: Learner receives a certificate upon completion

Use custom title on certificates Add notes to certificates

Custom Title: *Use custom title on certificates*

Allow Re-Certification

Allow enrollment: days before expiration. *if left blank 7 days by default*

Use Generic Certificate Use Custom Certificate

Expires: Days *Leave blank for no expiry*

Post-certification learning review

As an experienced learning professional, Jennifer knows that without review, people can quickly forget what they have earned. So, she configures the safety training course to automatically enroll learners into a short review of the material 14 days after learners have completed the certification course.

Post Enrollment Trigger

Post Enrollment: Enable

Options: Enroll days after the learner

Course Curricula/Course Bundle

Review and modify e-mail templates

Jennifer then reviews the e-mail templates that will support clear and continual communications with the learners. Each course can have its own e-mail templates to inform learners of course enrollment, course completion and course reminders, as illustrated below.

Details Outline Settings Prerequisites **Nudge E-mail**

Customize Nudge E-mail

Sending Options: Send Nudge e-mail every days, up to a maximum of times

Insert:

First Name	Last Name	Username	Password	Course Name	Link to LMS	Start Date
Expiry Date	LMS Name	Department Name	Company Name	Company Phone Number		
Company Email	Completion					

Subject:

Hi {FirstName} {LastName}

This is a reminder for the following course:

{CourseName}

You were enrolled in the course on {DateStart} and have not yet completed it. To access this course please click on this link below or type it into your browser's address bar:

{LMSLink}

Username: {Username}

Password: {Password}

Good luck with completing your course!

{Company}

{CompanyPhone}

{CompanyEmail}

Send to User Send copy to Department Administrator(s)

Notify students on update

Creation of an enrollment key

In many learning management systems, Jennifer would have to import learners into the system from a spreadsheet and manually assign them to a course. Absorb LMS contains a feature called “Enrollment Keys” that automatically registers learners into the right group and enrolls them into the correct course or collection of courses. Learners simply click a special URL which takes them to a page where they self-register.

Since she’s been told that a maximum of 500 Safe Distribution employees will require certification, she sets the maximum number of times the enrollment key can be used to 500.

The screenshot shows the 'Enrollment Details' form in the Absorb LMS interface. The form is divided into several sections: 'Name', 'Courses', 'Keyname', 'Password', 'Department', 'Number of Seats', 'Notifications', 'Enrollment Period', and 'Generate Bulk'. The 'Name' field is filled with 'Safe Distribution Safety Training'. The 'Courses' section has a checked checkbox for 'Safe Handling and Transportation of MedSupply Products' and an 'Add Course' button. The 'Keyname' field contains 'SafeDistribution' and has a 'Generate' button. The 'Password' field contains 'password123' and also has a 'Generate' button. The 'Department' is set to 'Departments > External > Distribution > Safe Distribution LLC'. The 'Number of Seats' is set to '500' with a note '(Maximum number of students required)'. The 'Notifications' section has a checked checkbox for 'Send Enrollment Key Instructions' and three unchecked checkboxes for 'Use a custom New User e-mail notification', 'Use a custom Course Completion e-mail notification', and 'Mark Learners as Paid'. The 'Enrollment Period' is set to 'Default' with a calendar icon. The 'Generate Bulk' section has an unchecked checkbox for 'Generate bulk enrollment keys'. At the bottom, there are three buttons: 'Add', 'Save as Default', and 'Next'.

Details Optional Fields Instructions E-mail

Enrollment Details

Name: Safe Distribution Safety Training

Courses: Safe Handling and Transportation of MedSupply Products
[+ Add Course](#)

Keyname: SafeDistribution [Generate](#)

Password: password123 [Generate](#)

Department: [Departments](#) > [External](#) > [Distribution](#) > [Safe Distribution LLC](#)

Number of Seats: 500 *(Maximum number of students required)*

Notifications: Send Enrollment Key Instructions
 Use a custom New User e-mail notification
 Use a custom Course Completion e-mail notification
 Mark Learners as Paid

Enrollment Period: Default Start enrollments on

Generate Bulk: Generate bulk enrollment keys

[Add](#) [Save as Default](#) [Next](#)

The system then sends the following e-mail

to Safe Distribution's HR manager who will in turn forward the enrollment key instructions to the appropriate learners:

To: hr@safedistribution.com
From: learning@medsupply.com
Subject: Enrollment Key Information

You have been provided an enrollment key which can be used by 500 learners (0 have been used) to subscribe to:

- Safe Handling and Transportation of MedSupply Products

Please forward the information below to the people you would like to invite to the program.

Hello,

You have been invited to enroll in an online training program. Your instructions are as follows:

- Go to the following website: <http://www.absorbtraining.com/user/?username=SafeDistribution26&password>Password123&autologin=true>
- Begin by entering the requested information
- When you complete this enrollment page you will see a message that confirms your new username and password. This message will also be emailed to you so that you have a copy of it in case you forget
- The last step is to log in with your new username and password
- If you return at a later date to start training or to continue a partially completed course, you must log in with your unique username and password. If you use the enrollment key again you will be creating a duplicate account and will have to start your training from the beginning.

Thanks,
Jennifer
MedSupply, Inc.
1-555-555-5555
jennifer@medsupply.com

Reporting

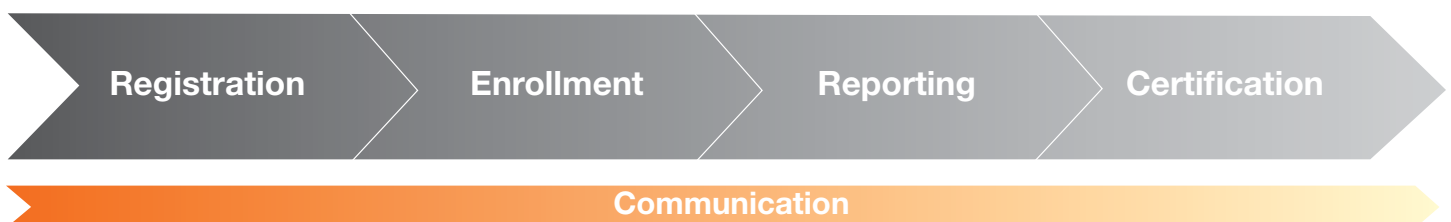
A few days after Safe Distribution's employees have started their training, Jennifer completes the last activity required for the automated management of this learning program. She creates the reports she requires, saves them in the system so that they can be quickly retrieved, and configures the reporting engine to e-mail reports in MS Excel format every Monday to the HR manager at Safe Distribution. Additional recipients could be added as needed.

Last Name	First Name	Department	Status	Date Started	Exam Score	Certificate	Date Completed
Smith	Steve	Safe Distribution LLC	In Progress	Feb 27, 2012 02:45:57 PM EST			

The Result

Jennifer has spent a few minutes configuring Absorb LMS to automate the workflow required to manage this learning initiative:

- Learners register themselves in the learning management system and are automatically registered in the correct learner group
- Learners are automatically enrolled in the correct course
- The LMS automatically sends learners personalized e-mails confirming their registration in the system, enrollment in a course, completion of the course, etc.
- Progress reports in Excel format are automatically e-mailed to the appropriate managers and administrators
- Certificates are automatically issued to learners who complete the training successfully
- Learners are automatically enrolled in a short, two-minute review course 14 days after completing the course



Although the Safe Distribution learning initiative serves 500 learners

the effort would be no greater to have 5000 or 50,000 learners complete the program. Sound management practices coupled with Absorb LMS's automation features have created a learning initiative that's scalable and requires very little effort.



Absorb LMS Blatant Media

<http://www.absorblms.com>

275, 1011 9th Ave SE
Calgary, AB T2E 2R2
Canada

Sales

1.403.800.0656
sales@absorblms.com

Admin

1.403.717.1971
support@absorblms.com

Support

1.403.520.2580
support@absorblms.com