



# **NO PAIN NO GAIN BELONGS IN THE GYM**

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Not in  
**Learning &  
Development  
Departments**

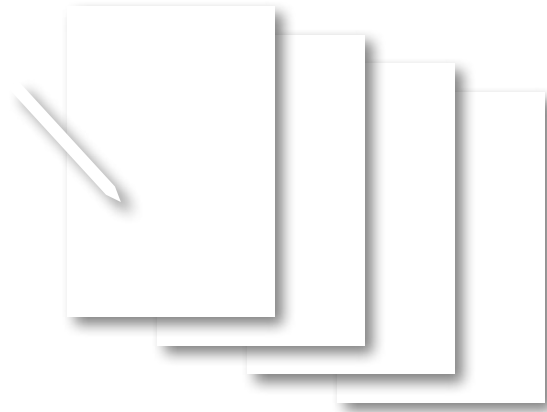
‘No pain, no gain’ is a popular fitness industry maxim. Oddly, this belief creeps into other areas of our lives. The result is that we often think that sweating through something makes it better.

**That’s crazy!**

# In many organizations

the time and effort required to register learners, assign them to the correct course or curriculum, support them with good communication, track their progress, provide them with certificates, and manage future re-certification requirements makes learning administration painful.

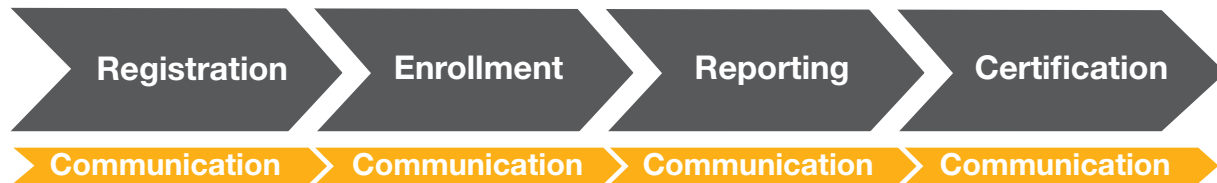
If you're doing all these tasks manually using spreadsheets and pen and paper, it's no wonder the effort is high. The good news is that adopting the right learning technologies will act as an analgesic; reducing your pain significantly.



**If you've moved beyond** manual pen-and-paper learning administration and are now using a learning management system (LMS), administering learning may still be a bit painful.

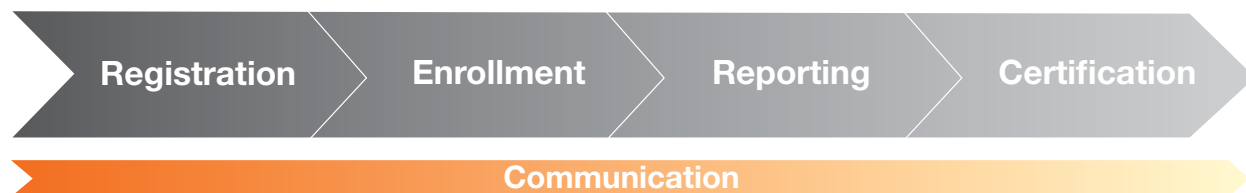
## Here's why:

**Most learning management systems treat the following as separate administrative phases:**



## A less painful approach

Absorb LMS has been designed to reduce the effort required to administer learning. The application's administrative features have been designed to create an efficient, unified workflow:



# Registration

There are four ways to register learners in Absorb LMS:

- By creating individual learner accounts
- By importing multiple learners from a spreadsheet
- By creating learner records through integration with an HR system or other enterprise application
- By having learners register themselves using an enrollment key; a special code they paste into a field that identifies into which group they should be registered and into which courses they should be enrolled.

The image shows a multi-step process for creating an enrollment key and registering a learner. The top-left window, titled 'Enrollment Details', contains the following information: Name: 'Orientation for Managers'; Courses: 'Introduction to leadership', 'Video overview', and 'Welcome Aboard Message'; Keyname: 'Welcome Managers'; Password: 'Password123'; Department: 'Departments > ABCD Finances'; Number of Seats: '50'; and various notification and enrollment period options. The bottom-left window shows a learner registration form with fields for First Name ('Anita'), Last Name ('Learner'), Email ('alearner@yourcompany.com'), Username ('Anita.Learner'), Password, and Retype Password. The top-right window shows a login page with fields for Username or Enrollment Key ('Welcome Managers') and Password, along with a 'Login' button. Red arrows indicate the flow of data: from the 'Generate' buttons in the enrollment details to the login page, and from the learner registration form to the login page.

Figure 1: Enrollment Key

**Each of the registration methods listed above can place learners** into specific departments or groups. Groups can be nested one inside the other to reflect the structure of your organization. These groups can also be used to organize learners outside of your organization, whether they are partners, suppliers, or customers.

# internal learners

MANUFACTURING

CUSTOMER SERVICES

SALES

NORTH AMERICA

EUROPE

ASIA

SUPPLIERS

CUSTOMERS

# external learners

PARTNERS

SOUTH AMERICA

AUSTRALIA

S. AFRICA

**Administrative permissions in Absorb LMS are highly customizable**

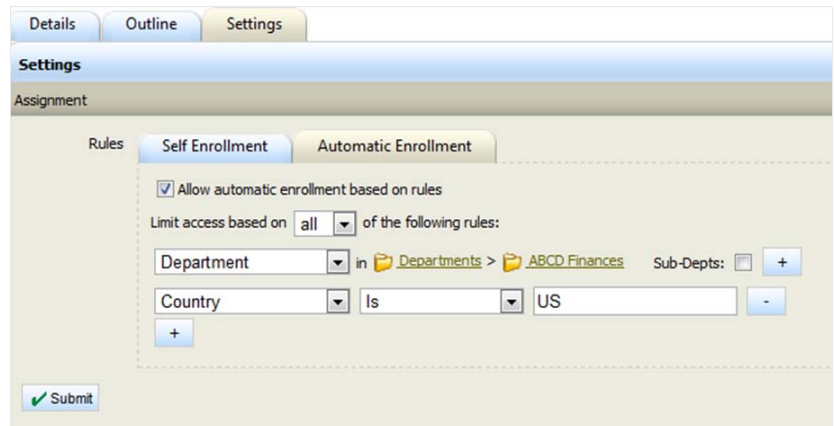
Administrators can be defined as having access to all learner data and content, or restricted to specific departments and/or activities.

Figure 2: Departments

# Enrollment

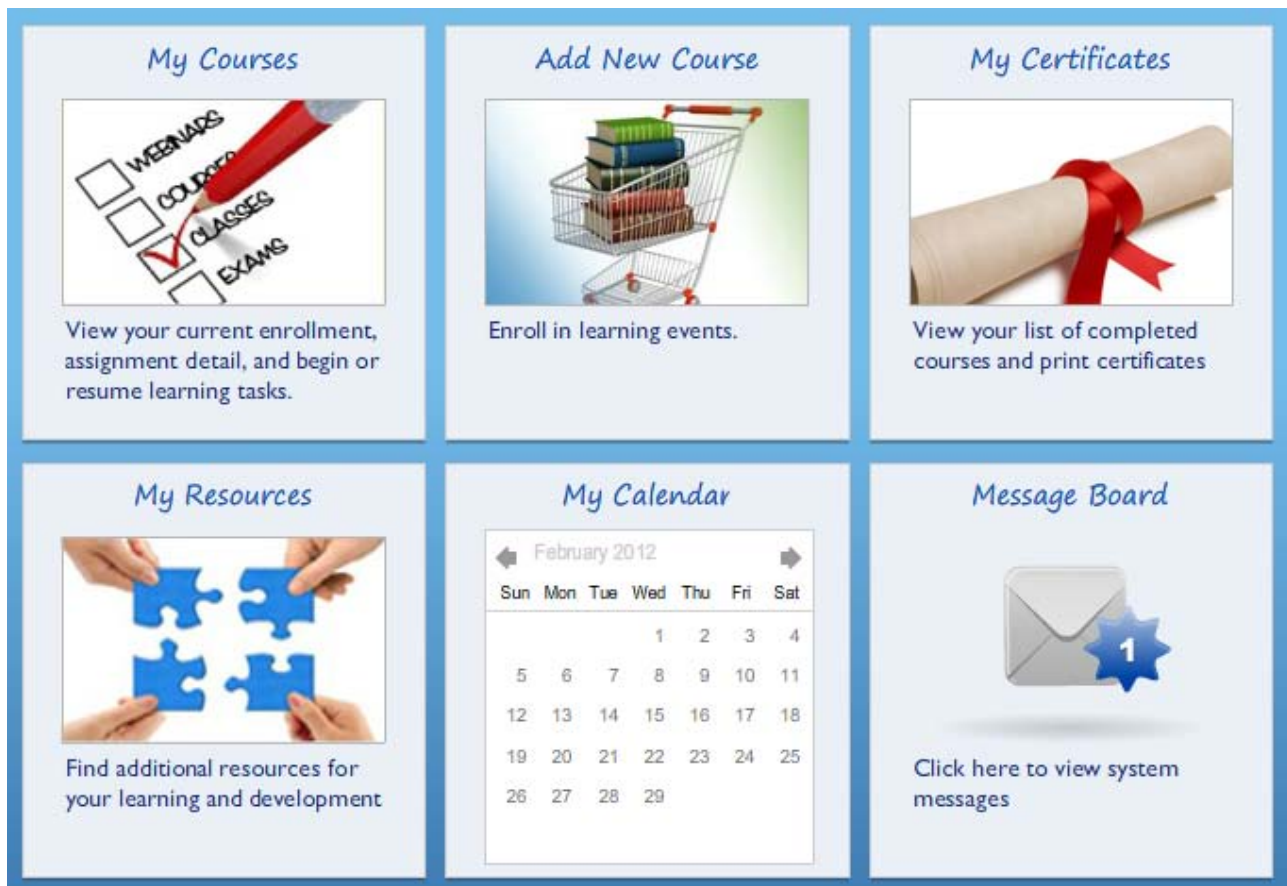
Regardless of how they were registered into the LMS, learners can be automatically enrolled in learning content or events if they meet the criteria of the enrollment rules you create.

Figure 3: The Self Enrollment rule controls which courses are visible within the course catalog to a specific group of learners. The Automatic Enrollment rule controls into which courses those learners will be automatically enrolled.



## Once enrolled

learners are automatically sent a “Course Enrollment” notification by e-mail and also through the LMS’s internal messaging. They can log into the LMS and will see the assigned courses listed under “My Courses.” Unassigned courses that learners can choose to take are listed in the “Add New Course” (course catalog) section.



The dashboard consists of six tiles arranged in a 2x3 grid:

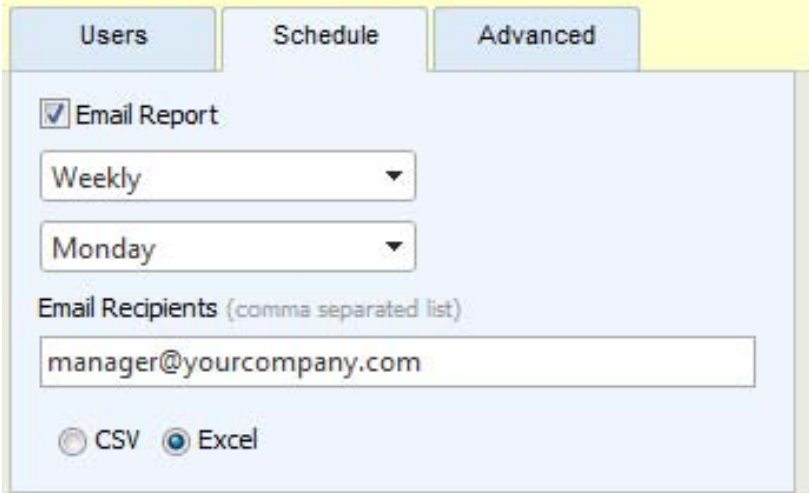
- My Courses:** Features an image of a checklist with items 'WEBINARS', 'COURSES', 'CLASSES', and 'EXAMS'. A red pencil is pointing to the 'CLASSES' item, which has a red checkmark. Below the image, the text reads: 'View your current enrollment, assignment detail, and begin or resume learning tasks.'
- Add New Course:** Features an image of a shopping cart filled with books. Below the image, the text reads: 'Enroll in learning events.'
- My Certificates:** Features an image of a rolled-up diploma tied with a red ribbon. Below the image, the text reads: 'View your list of completed courses and print certificates.'
- My Resources:** Features an image of hands placing blue puzzle pieces. Below the image, the text reads: 'Find additional resources for your learning and development.'
- My Calendar:** Features a calendar for February 2012. The days of the week are Sun, Mon, Tue, Wed, Thu, Fri, Sat. The dates 1 through 29 are displayed in a grid format.
- Message Board:** Features an image of an envelope with a blue starburst containing the number '1'. Below the image, the text reads: 'Click here to view system messages.'

Figure 4: User interface

# Reporting

Reports can be customized to display the required information and then saved; eliminating the need to recreate the same report at a future date.

There's no need for an administrator to log into the system to view a report (although they can if they want to). Reports in Excel or comma delimited format can be configured to be automatically e-mailed to one or more individuals.



The screenshot shows a web interface with three tabs: 'Users', 'Schedule', and 'Advanced'. The 'Advanced' tab is active. Below the tabs is a form with the following elements:

- A checked checkbox labeled 'Email Report'.
- A dropdown menu set to 'Weekly'.
- A dropdown menu set to 'Monday'.
- A text input field labeled 'Email Recipients (comma separated list)' containing 'manager@yourcompany.com'.
- Two radio buttons: 'CSV' (unselected) and 'Excel' (selected).

Figure 6: E-mailing report

# Certification

Certificates are automatically issued to learners upon completion of their training. If applicable, learners will be notified that they need to recertify at a later date. Learners can access and print their certificates from the user interface, as well as access a detailed transcript of their learning history.



Figure 7: Sample certificate

# Communication

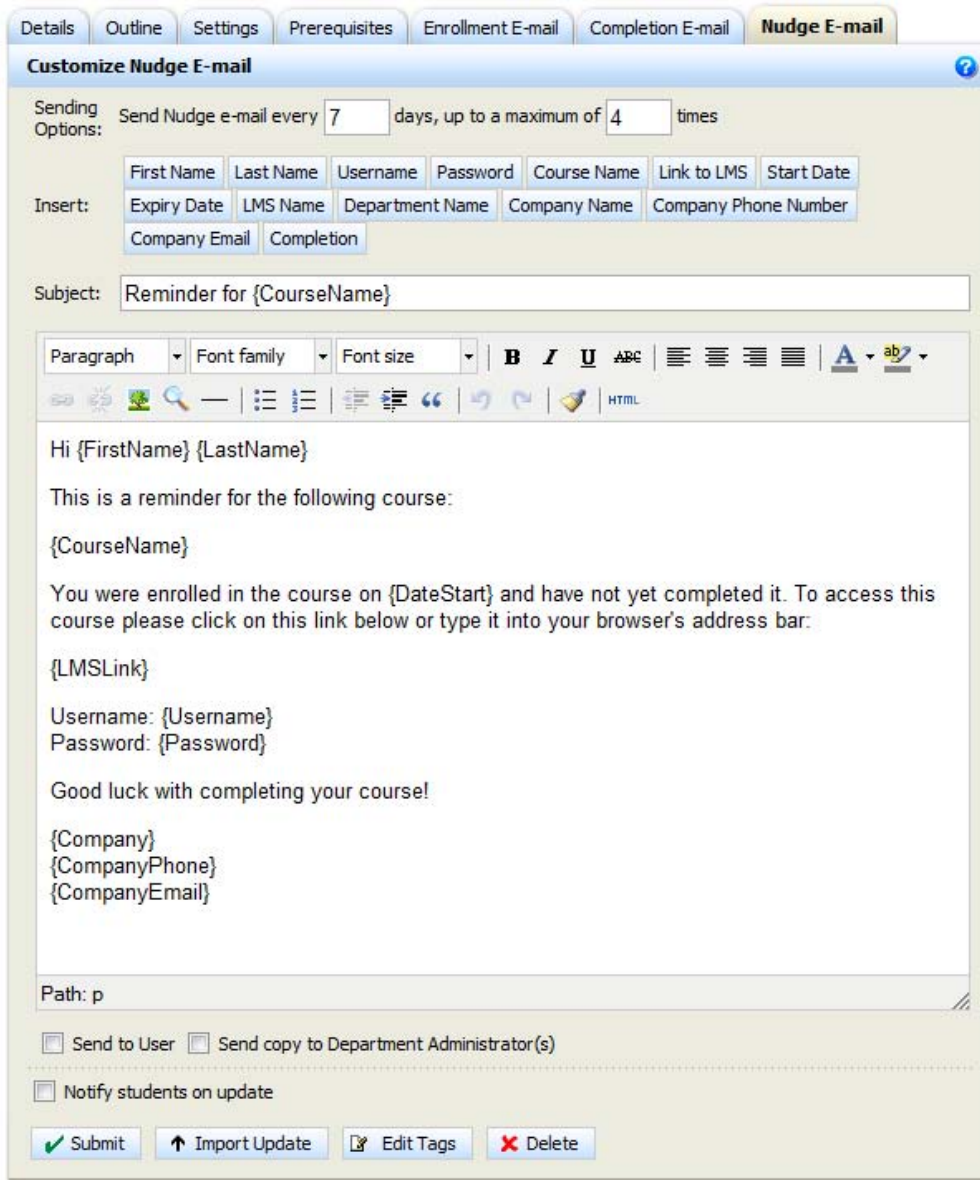
Throughout the learning process, the system automatically sends various e-mails to learners.

## These include:

- Registration confirmation with username/password
- Course enrollment notification
- Course reminders
- Course completion notification
- Certification notification
- Course update notification
- Reports to administrators

## These e-mails are highly customizable.

Each online course can have its very own Enrollment, Completion, and Nudge (reminder) email templates. Instructor-led courses can also send wait list reminders, among other emails. Email templates are easily modified using a built in WYSIWYG editor.



The screenshot shows a web-based interface for customizing a "Nudge E-mail" template. At the top, there are tabs for "Details", "Outline", "Settings", "Prerequisites", "Enrollment E-mail", "Completion E-mail", and "Nudge E-mail". The "Nudge E-mail" tab is active.

The main area is titled "Customize Nudge E-mail" and contains the following fields and options:

- Sending Options:** "Send Nudge e-mail every"  days, up to a maximum of  times.
- Insert:** A grid of buttons for inserting variables: 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, and Completion.
- Subject:** A text box containing "Reminder for {CourseName}".
- Rich Text Editor:** A toolbar with options for Paragraph, Font family, Font size, Bold (B), Italic (I), Underline (U), Bulleted list, Numbered list, Indent, Outdent, Undo, Redo, and HTML. Below the toolbar is the email body content:

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}
- Path:** A text box containing "p".
- Checkboxes:**  Send to User,  Send copy to Department Administrator(s),  Notify students on update.
- Buttons:** Submit, Import Update, Edit Tags, Delete.

Figure 5: WYSIWYG email template editor

# In Conclusion

In a recent Webinar, we asked attendees:

How would you rate the effort required to administer learning?

- A: High
- B: Moderate
- C: Low



## A full 64 per cent of attendees

rated the effort as “High.” Thirty-six per cent rated the effort as “Moderate.” No one rated the effort as “Low.”

Enabling learning in others needn't be painful. With the right technology, the effort required to manage learning can be low, yet produce impressive learning gains and performance improvement.

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