Administrator Reference Guide

sccLearn Program Manager: LED@ceo.sccgov.org

Revision History

Ver.	Description	Date
1	Initial Version	Aug. 2020
2	Clarified Cancel Class and Deactivate Course instructions. Added instructions to view the Express Interest list and a note to indicate Copy Class does not send notifications.	Sept. 2020
3	Updated to include User Notes and Registration Instructions. Clarified managing multiple day rosters.	Nov. 2020
4	Updated to reflect updated course/class creation interface settings	Aug. 2024

1 - Introduction

As an administrator of sccLearn, this guide assumes that you have completed the Orientation to Administration web-based training in sccLearn. Therefore, you should already be familiar with:

- Your role as an administrator of sccLearn
- The production sccLearn system used by all employees
- The sandbox system that you can use for practicing the steps contained within this guide
- The difference between stage and production status
- The terminology around activities and how these activities appear to the learner
- How to navigate the administrator pages in sccLearn

Notes:

- This training ONLY covers activities related to **Instructor Led and Webinar Trainings** which are delivered in person in a classroom setting or virtually as a webinar via an online platform such as Zoom or Teams.
- The guide also covers both **Single Day Classes** as well as **Multi-Day Classes** which occur over the course of several days.

Guide Sections

To make it easier to work through this guide, the layout of the remaining sections will follow the order listed below. Section items have been hyperlinked. Once you are familiar with administration duties, you can use the hyperlinks to go directly to items of interest. Page numbers are provided for hardcopy guides.

Multi-Day Class General Properties (Session 2+): Name, Owner, Estimated Duration

Multi-Day Class Schedule Properties (Session 2+): Start Date & End Date, Registration & Cancelation Deadlines

Multi-Day Class Resource Properties (Session 2+): Multi-Day Class Resource Properties (Session 1)

Instructors, Locations, Save

Waiting List Properties: View Tracks, Waiting List Type, Smart Waiting List Expiration Date, Smart Waiting List Hold Time, Save Waiting List

Publish: Validate for Production, Move to Production

4 - Pre-Class Roster Management

View Instructor Led Training (ILT) Class Roster: Registered, Canceled, and Attended Learners, Waiting List Learners, **Export Learner Names, Add Learners to Class Roster or Wait List, Cancel/Drop Registrations, Print Built-in Class Sign-In Sheet, Email Learners**

5- Post-Class Roster Management

Mark Attendance for a Class: Waitlisted Learners that Attended as Walk-in Learners, Walk-in Learners that Attended Without Registering, Registered Learners that Did Not Attend, Registered Learners that Attended, Wait Listed Learners that did Not Attend, **Correct Status of Completed Class**

6 - Miscellaneous Activity Related Tasks

View Express Interest List

Edit Activity: Impact to Learners; Edit Class; Changing Class Date; Send to Stage; Validate for Production; Move to Production

Copy Existing Class: Class Dates, Quantity, Properties to Copy, Locations and Instructors, Waiting List Properties, Publish the Class, Configure Additional Copies

Canceling a Class: Notify and Remove Wait Listed Learners, Notify and Cancel Registered Learners, Cancel Class

Deactivating a Course: Notify and Remove Wait Listed Learners, Notify and Cancel Registered Learners, Notify and Remove Express Interest Learners, Deactivate Course

2 - Course Creation

This guide covers the properties related to Course Creation for Instructor Led Training (ILT) activities as well as Webinar activities.

Before you begin creating courses, decide if you will be creating:

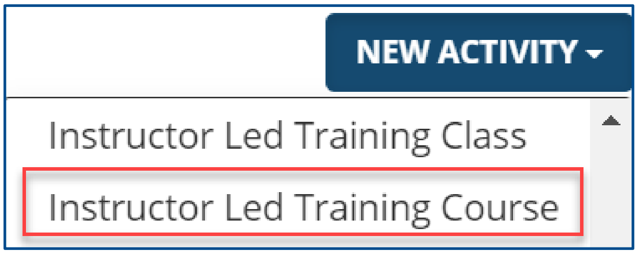
- An **Instructor Led Training course** where the delivery method is classroom-based
- A **Webinar Course** where the delivery method will **always** be virtual.

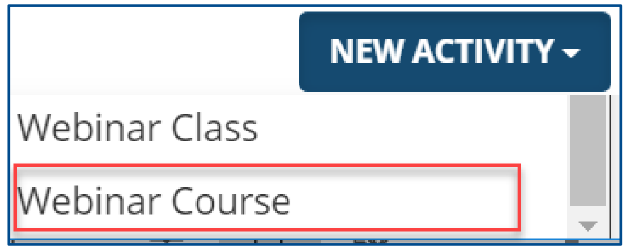
Notes:

- Select **Instructor Led Training** if you are unsure of the delivery method for the class.
- Many of the properties you configure during the course creation process will be transferred to the class when you create it.
- Configure the properties carefully to ensure your course functions as expected.

Create New Course

Click the drop-down arrow beside **NEW ACTIVITY** and select **Instructor Led Training Course** or **Webinar Course**.



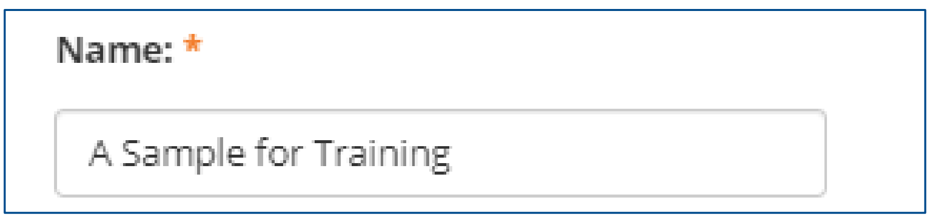


The **Learning Activity Properties** page will be displayed.

General Properties

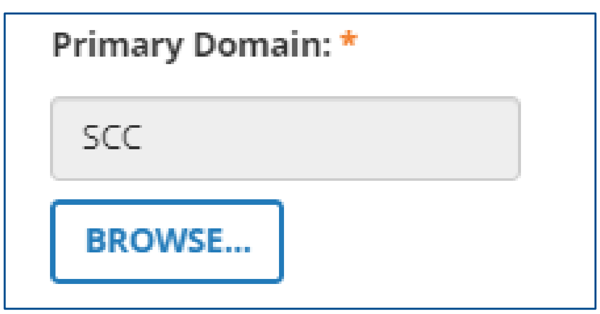
Name

Replace “**New Activity…**” with the title of the course you are creating.



Primary Domain

Your default domain is automatically added.

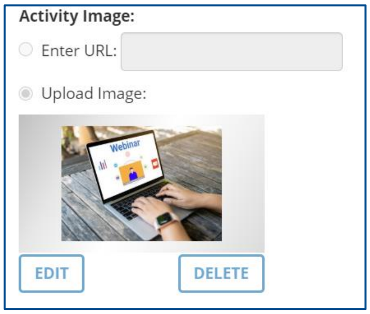


Note:

- Do **NOT** change the Primary Domain unless you have been directed to do so.

Activity Image

Select an image for your training to enhance the sccLearn user experience.

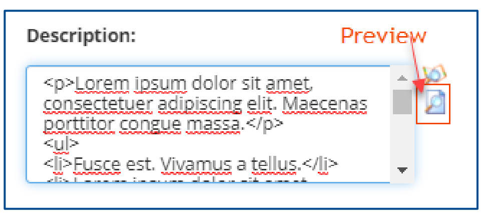


Notes:

- Standard images are available for each of the Activity Types.
- Custom images should be appropriate, real life color imagery of people associated with the activity.
- Optimal image should use a 16:9 ratio, 221 x 124 pixels with a maximum file size of 500KB
- Contact the sccLearn Program Manager for guidance on images.

Description

Type your description or cut and paste the description from **notepad**.

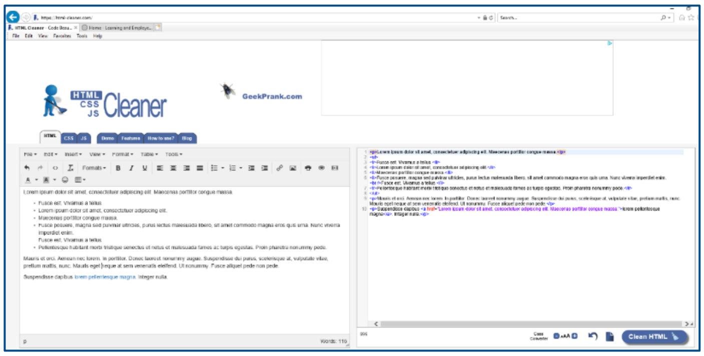


Use the **Preview in HTML** button to confirm the description is displayed correctly. The preview displays with double line spacing which will be corrected once published.

Notes:

- For webinars, it is best practice to include information on when learners will receive the virtual location access details and who to contact if they have additional questions.

- If your description contains **<u>any</u>** formatting such as bold text, bullets, etc., you will need to format your description using HTML tags for it to be displayed correctly.
- You can use a free online tool such as HTML Cleaner (https://html-cleaner.com). Simply paste your text in the left pane and format as necessary. Copy the HTML text from the right pane into the description box in sccLearn.



Owner

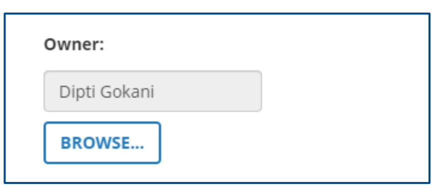
The Activity Owner is **required to be set to your department** in sccLearn for organizing, tracking and auditing purposes.

Note:

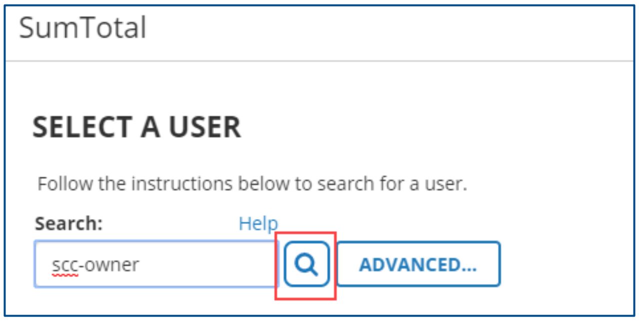
- This property always defaults to the name of the administrator creating the course and **must be changed on all activities**.

To change the Owner:

1. Click the **Browse** button.



2. In the **Search** field, type **SCC-Owner** (or type in your Department's Owner Username provided to you by the sccLearn Program Manager) and click the **search icon**.



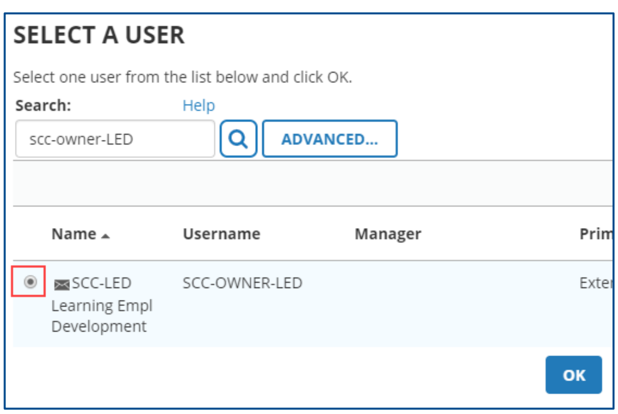
Notes:

- Department's Owner Usernames use the naming convention:

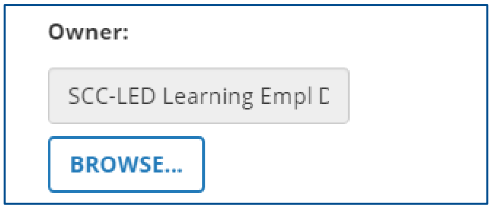
SCC-OWNER-ASR	SCC-OWNER-LED
SCC-OWNER-CCO	SCC-OWNER-LP
SCC-OWNER-CEO	SCC-OWNER-LR
SCC-OWNER-CEPA	SCC-OWNER-OES
SCC-OWNER-CJIC-JRS	SCC-OWNER-OSEC
SCC-OWNER-CONTR	SCC-OWNER-PARKS
SCC-OWNER-EAP	SCC-OWNER-PARKS-EXT
SCC-OWNER-EO	SCC-OWNER-PHD
SCC-OWNER-EWD	SCC-OWNER-PRO
SCC-OWNER-INFOSEC	SCC-OWNER-PROC
SCC-OWNER-ISD	SCC-OWNER-RM

- Your Department's Owner Username may not appear in this table if it was created after this guide was developed.
- Contact the Ask Clara to request new Department Activity Owners to be configured.

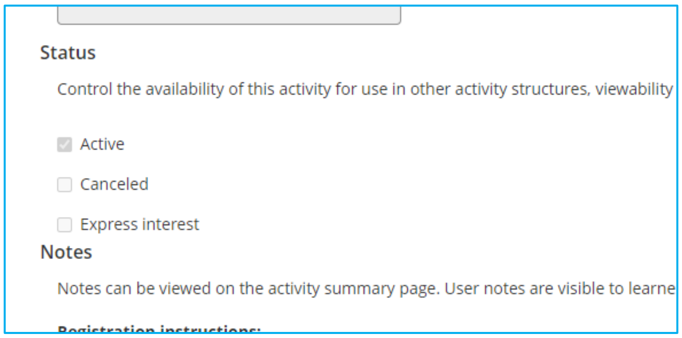
3. Click the radio button next to your Department's Owner Username and click **OK.**



4. Owner should now reflect your selection.



Status



<u>Required</u> Setting: **Active** - The course must be Active to be able to register for it.

<u>Required</u> Setting: **Cancelled** – Keep this option UNCHECKED unless the classing is being cancelled. See page 89 on class cancellation.

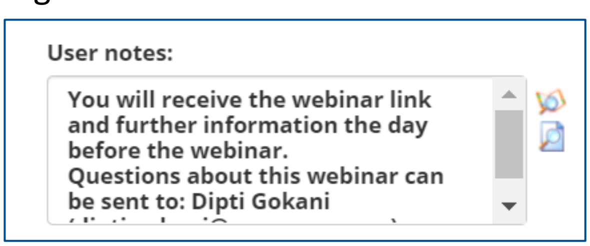
<u>Optional</u> Setting: **Express Interest -** If selected, your course will allow learners to express interest to be notified when a class is offered.

Note:

- Do **NOT** make changes to any of the other Status settings.

User Notes

User Notes are displayed on the activity summary page (under the Notes tab) and are also emailed to the learner when they have successfully completed their registration for the class.

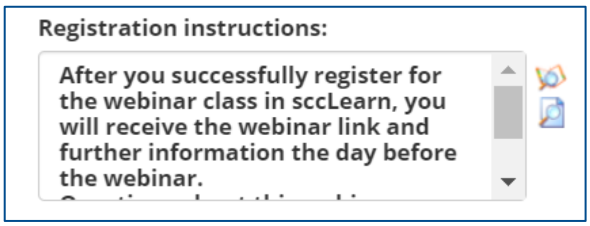


Notes:

- Utilize User Notes to provide information to the learners.
- For Webinar activities this could include details of when learners will receive the virtual location access details, as well as who to contact if they have additional questions.

Registration Instructions

Registration Instructions are displayed to the learner while they are completing their registration for the class.

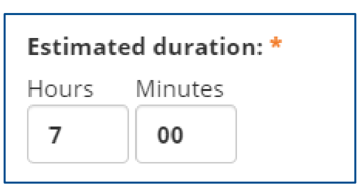


Notes:

- Utilize Registration Instructions to provide information to the learners as they register for the activity.
- For Webinar activities this could include details of when learners will receive the virtual location access details, as well as who to contact if they have additional questions.

Estimated Duration

Enter the number of **instructional hours**.



Note:

- A class from 9:00 AM to 5:00 PM is 8 hours from start to finish, but the instructional hours would only be 7 hours if the lunch break is 1 hour.

Registration Properties

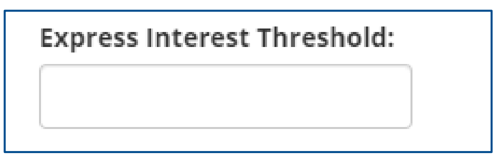
Availability

<u>Required</u> Setting: **Open for Registration** – To allow learners to register for the course when published.

Express Interest Threshold

When the threshold number of learners have expressed interest in this course, a notification will be sent to the **Activity Owner**. Threshold limits do not prevent learners from expressing interest.

Enter a threshold number value if you checked the **Express Interest** for the Status property or leave this field empty if there is no threshold.



Notes:

- This is an optional property.
- This property is **only** configured if **Status (Express Interest)** was selected.

Audiences

The Audience allows you to restrict the visibility of the course to a limited group of learners such as only managers and supervisors or one department. If the default audience is not appropriate for your course, follow these steps to change it to an appropriate audience.

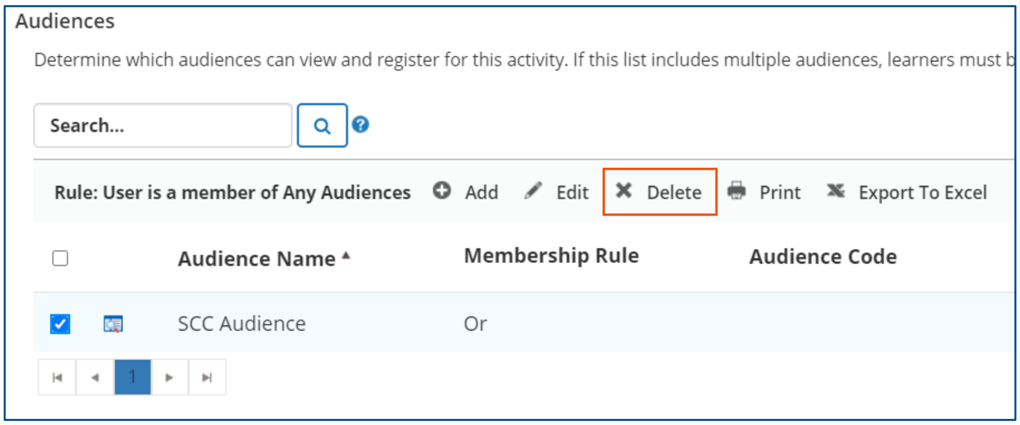
Notes:

- Select only <u>one</u> audience type for each course.

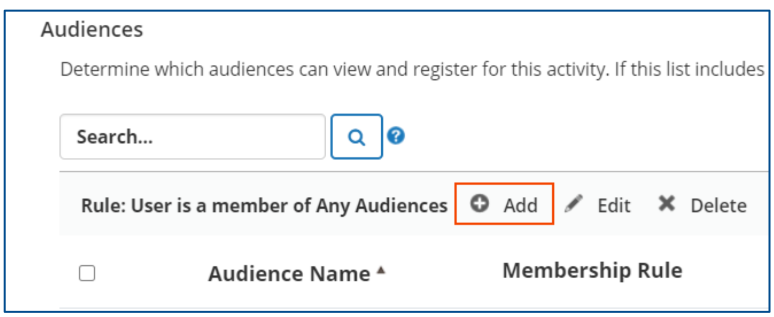
- If you plan to offer the course to different audiences, it is best to use the default audience type at the course level and restrict the individual class audiences when they are created.
- Contact the sccLearn Program Manager for guidance on audience types for your department.
- Contact the Ask Clara to request new audience types to be configured.

To replace the default audience:

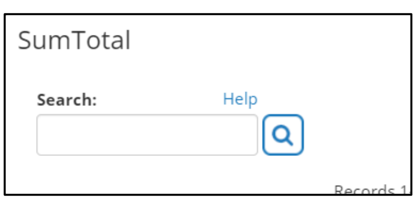
1. Delete the original audience type by selecting the check box next to the unwanted audience name, then click **Delete**.



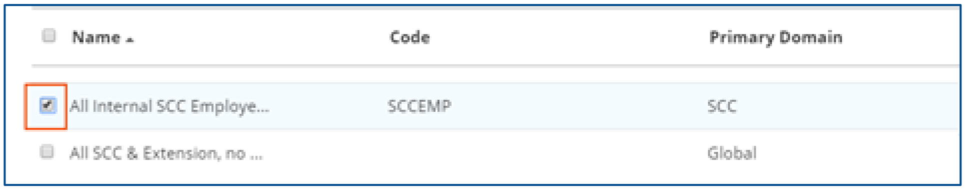
2. Click **Add**



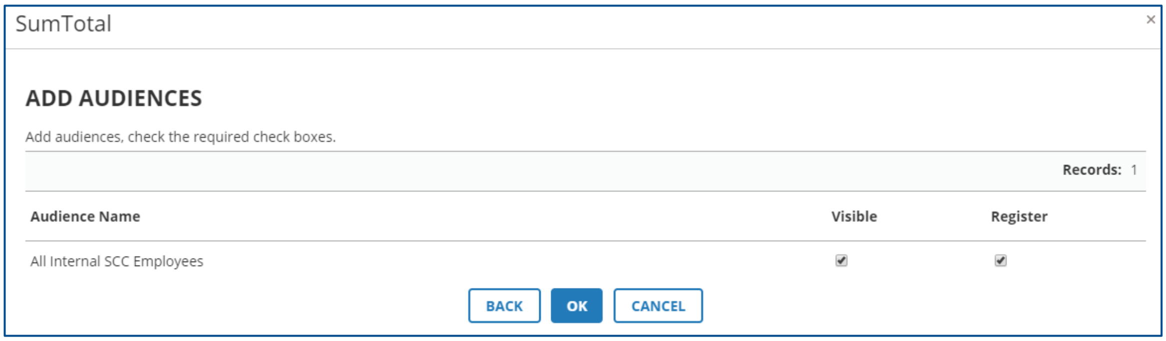
3. In the **Search** field, type the name for your audience and click the **Search** icon.



4. Click the check box beside the audience to select and click **NEXT**.



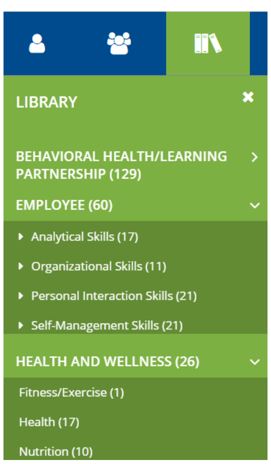
5. A verification window will be displayed indicating your selected audience type. Click **OK**.



Management Properties

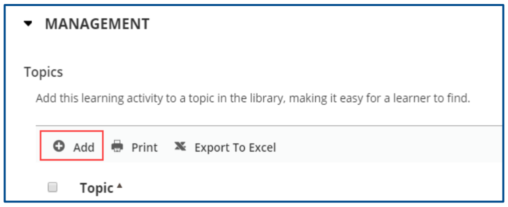
Topics

The Library Topics offer learners a structured catalogue from which to browse training in sccLearn. The library topics are accessed using the library feature and are structured by competencies as well as by department.

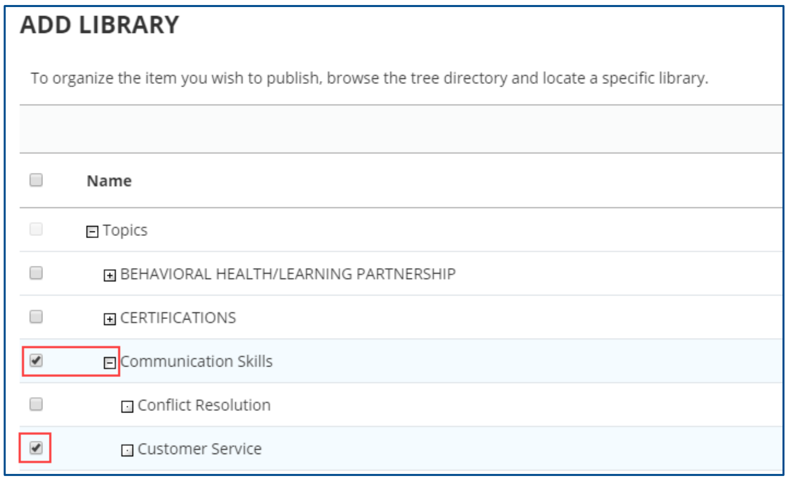


To add your course to the Library Topics:

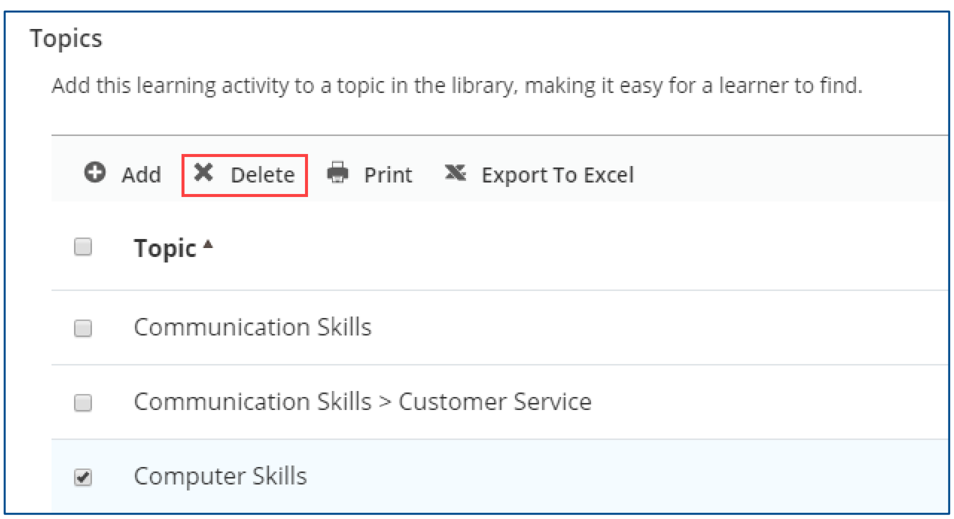
1. Click **Add**.



2. To view the child library topics, click the **+** symbol next to a parent topic.



3. Select the check boxes beside <u>**both**</u> the parent and child topic within which to add the course. Click **OK** after selecting the topics.
4. To delete a selected topic, select the check boxes beside the parent and child topic and click **Delete**.



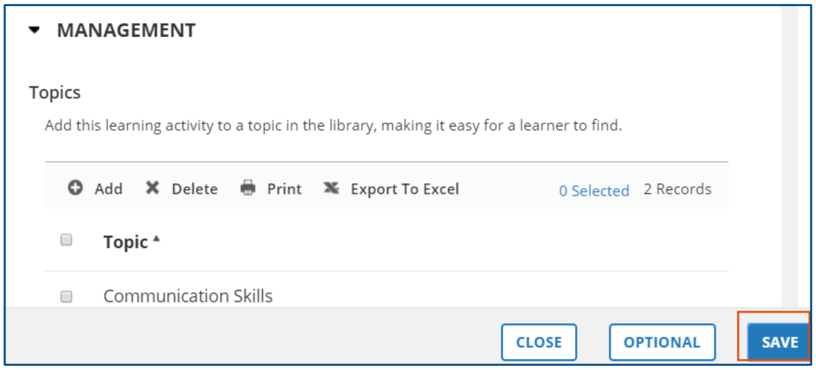
Note:

- Contact the Ask Clara to request a new Library Topic to be configured.

Publishing

Save

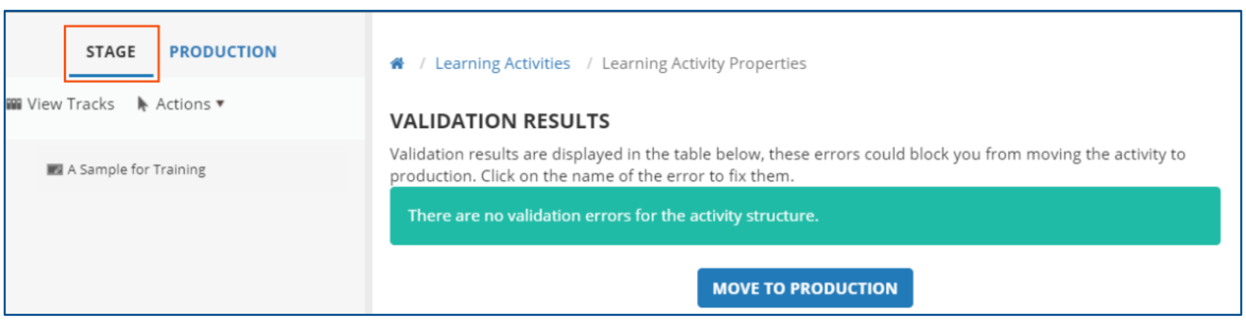
Click **Save** after you have entered all information for the course.



Validate for Production

Click **Validate for Production** to ensure there are no errors.

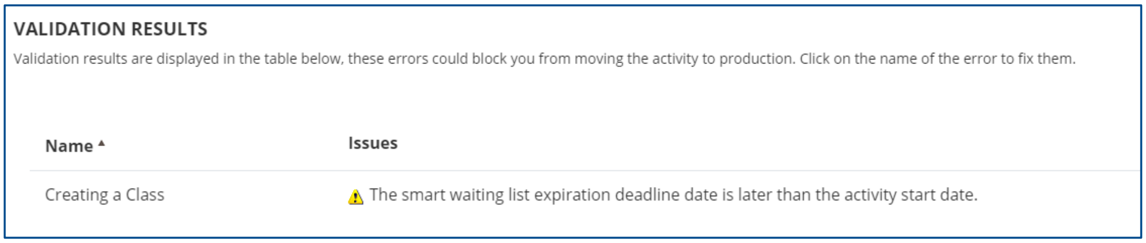
A validation message will be displayed.



Notes:

- If you see warnings and/or errors, you are encouraged to resolve the errors before proceeding. The reason for the warning/error will be provided. Clicking on the error will take you to the section in the template where you can resolve the issue.

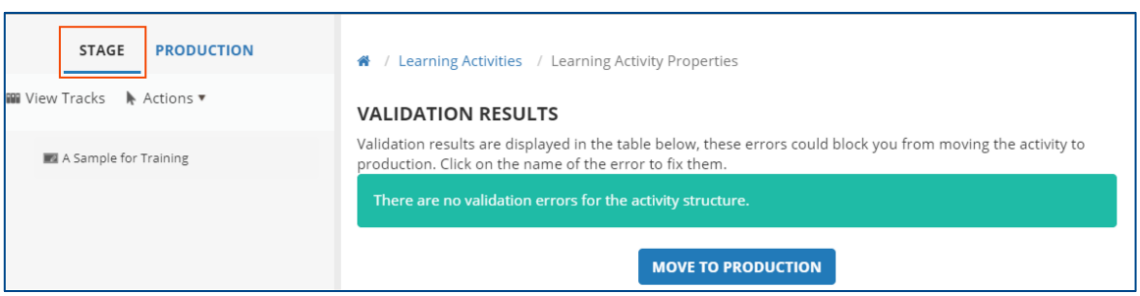
***Note:** Configuring additional properties may lead to unintended consequences.*

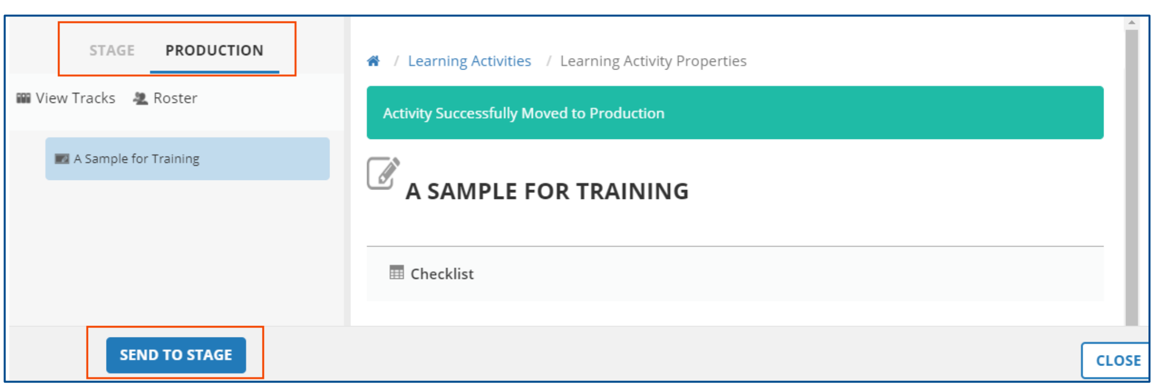


- **Error Indicator:** You will not be able to move forward until the error is resolved. Contact the sccLearn Program Manager if you are unable to resolve the errors.
- **Warning Indicator:** You are required to review the warning (and resolve if possible) before moving the course to production.
- After reviewing and/or correcting the issue(s), you will need to **Validate for production** again.

Move to Production

Click **Move to Production** to publish the activity for your selected audience to see in sccLearn. A validation message will again be displayed and **Send to Stage** button will be available if you need to make edits to the course.





Notes:

- It can take up to 15 minutes after publishing the course for it to be visible in Search.
- You will only be able to create classes for the course if it has been moved to production.

Click **Close** to return to the Activity Management page in Learning Activities.

3 - Class Creation

This reference guide covers the properties related to Class Creation for Instructor Led Training (ILT) and Webinar classes that take place in the physical classroom or virtually as a Webinar.

The classes are created as “Offerings of a Course, so the course must be created and published before a class can be created.

For the most part they will be configured the same way for both Single and Multi-Day Classes, however where the configuration differs, it will be formatted as follows in this guide:

Configuration of Single Day Class which is started and completed within a single day will be presented in this format with the purple background and single line boarder.

Configuration of Multi-Day Class which would be completed over the course of two or more days, so they are started on one day and end on a different day will be presented in this format with the green background and multiple line zig-zag boarder.

Create New Activity

From the Activity Management page, click the radio button beside the course for which this class is being created. Click the drop-down arrow beside **NEW ACTIVITY** and select **Offering of the selected activity.**

Notes:

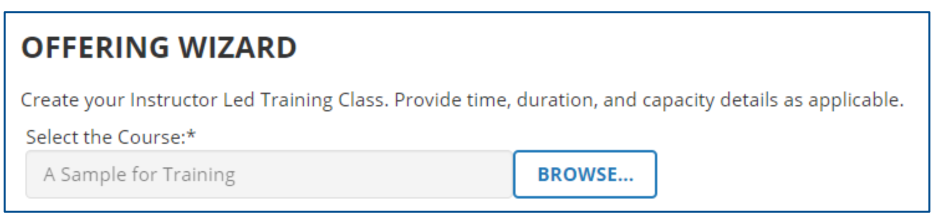
- Do **NOT** select *Instructor Led Class or Webinar Class* as it may have unintended consequences.

Offering Wizard

The offering wizard provides a few initial questions to assist with creating the class before the Activity Management page is displayed.

Course Title

Confirm the correct course for which to create the offering of is selected.



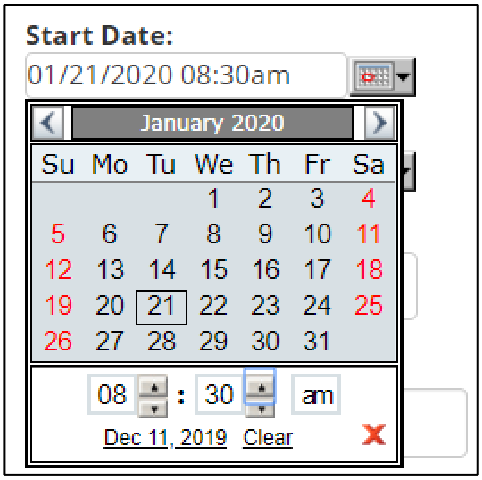
Start Date

Single Day Class:

Click the calendar to select the start date and time for the class.

Multi-Day Class:

Click the calendar to select the **start date and time of the first session of the class**.



Notes:

- To reset the date, click **Clear**.
- To close the box, click **X**.

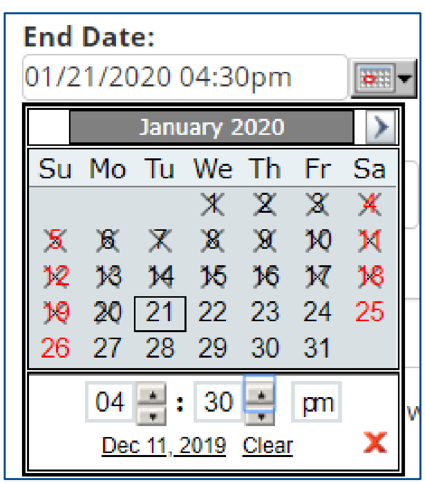
End Date

Single Day Class:

Click the calendar to select the end date and time for the class.

Multi-Day Class:

Click the calendar to select the **end date and time of the last session of the class**.

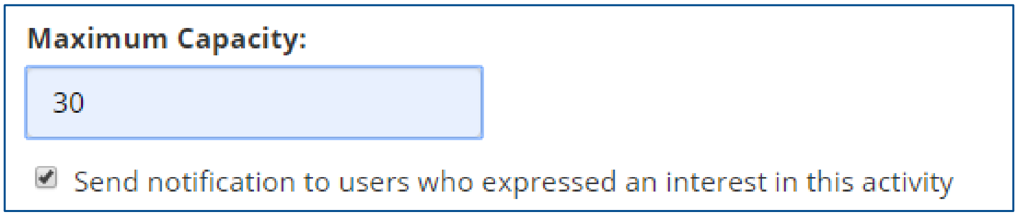


Notes:

- To reset the date, click **Clear**.
- To close the box, click **X**.

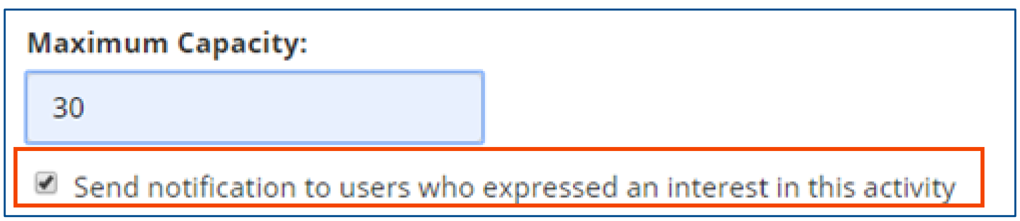
Maximum Capacity

Enter the maximum number of attendees for this class.



Express Interest Notification

When checked, **anyone** that has **expressed interest** (at the course level for which the **Express Interest Status** was configured) will receive a notification **as soon as this class is moved to production**.



Notes:

- This is an optional property.
- **CAUTION:** Once you move forward from this page, you will not be able to change this setting. **This is the only place where this setting is available**.

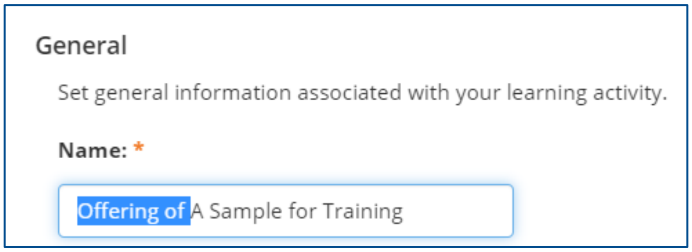
Build Offering

Click **Build Offering** to continue configuring the class.

General Properties

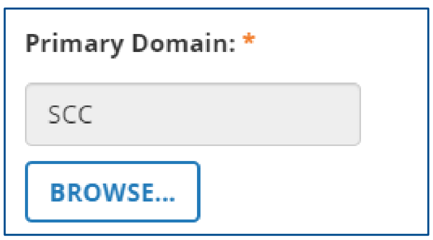
Name

Remove "Offering of" from the name of the class you are creating.



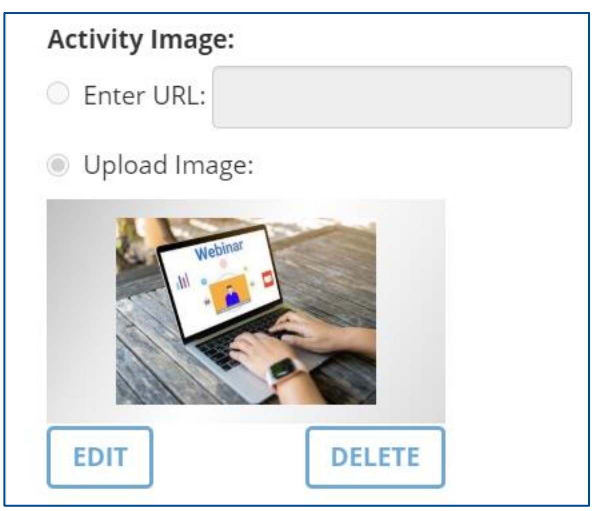
Primary Domain

Confirm the Primary Domain is correct.



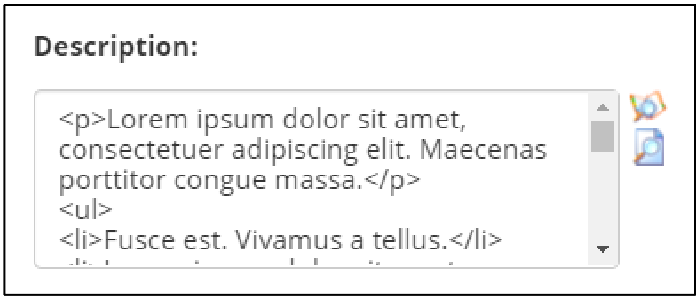
Activity Image

Add the activity image in a similar manner as configured for the Course Activity Image.



Description

Confirm the description is correct.



Owner

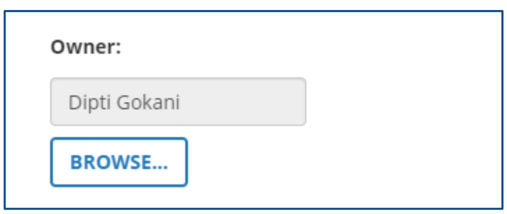
The Activity Owner is required to be set to your department in sccLearn for organizing, tracking, and auditing purposes.

Note:

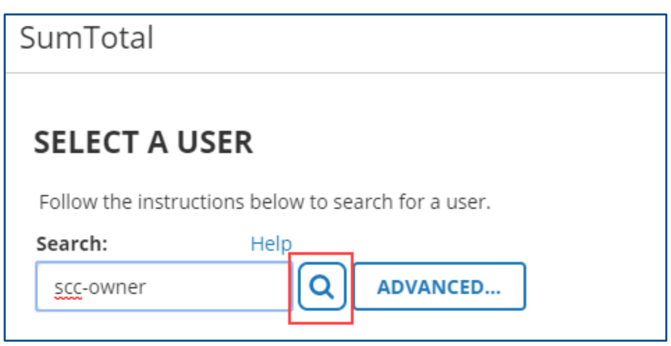
- This property **always** defaults to the name of the administrator creating the course and **must be changed** on all activities.

To change the Owner:

1. Click the **Browse** button.



2. In the **Search** field, type **SCC-Owner** (or type in your Department's Owner Username provided to you by the sccLearn Program Manager) and click the **search icon**.



Note: *Configuring additional properties may lead to unintended consequences.*

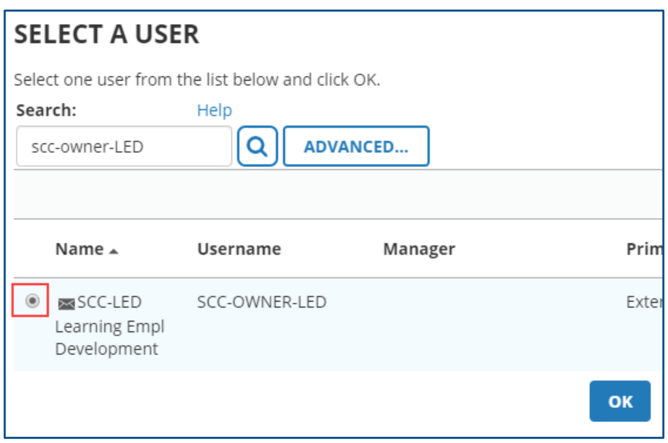
Notes:

- Department's Owner Usernames use the naming convention:

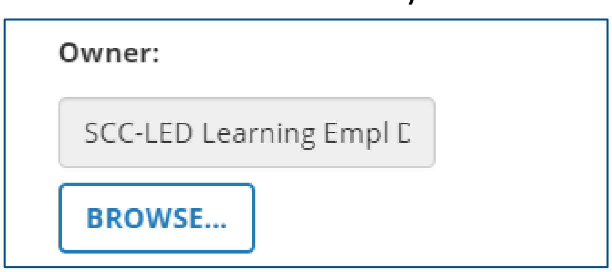
SCC-OWNER-ASR	SCC-OWNER-LED
SCC-OWNER-CCO	SCC-OWNER-LP
SCC-OWNER-CEO	SCC-OWNER-LR
SCC-OWNER-CEPA	SCC-OWNER-OES
SCC-OWNER-CJIC-JRS	SCC-OWNER-OSEC
SCC-OWNER-CONTR	SCC-OWNER-PARKS
SCC-OWNER-EAP	SCC-OWNER-PARKS-EXT
SCC-OWNER-EO	SCC-OWNER-PHD
SCC-OWNER-EWD	SCC-OWNER-PRO
SCC-OWNER-INFOSEC	SCC-OWNER-PROC
SCC-OWNER-ISD	SCC-OWNER-RM

- Your Department's Owner Username may not appear in this table if it was created after this guide was developed.
- Contact the Ask Clara to request new Department Activity Owners to be configured.

3. Click the radio button next to your Department's Owner Username and click **OK.**



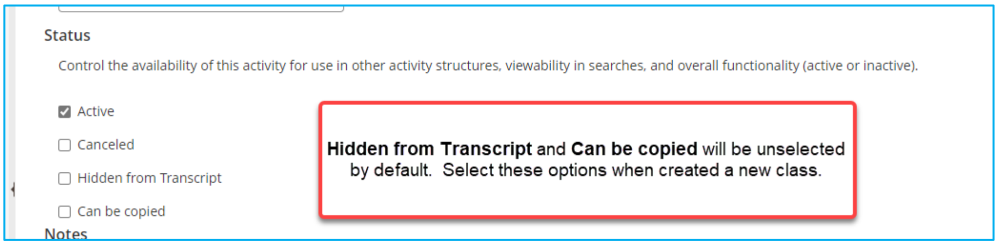
4. Owner should now reflect your selection.



Status

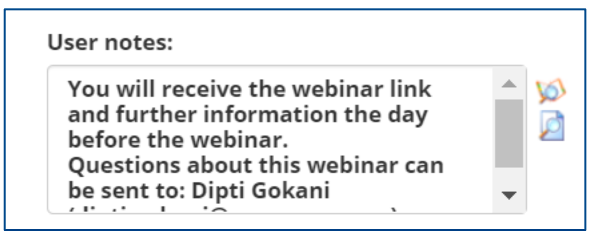
Settings **required** to be configured:

- **Active** – The course must be Active to be able to register for it.
- **Hidden from Transcript** – To avoid learner confusion, only the course will appear on the transcript.
- **Can be copied** – Allows creating additional future classes easier.



User Notes

User Notes are displayed on the activity summary page (under the Notes tab) and are also emailed to the learner when they have successfully completed their registration for the class.

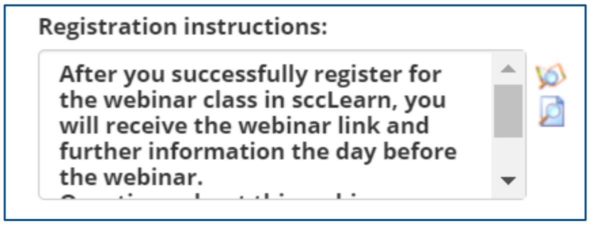


Notes:

- Utilize User Notes to provide information to the learners.
- For Webinar activities this could include details of when learners will receive the virtual location access details, as well as who to contact if they have additional questions.

Registration Instructions

Registration Instructions are displayed to the learner while they are completing their registration for the class.

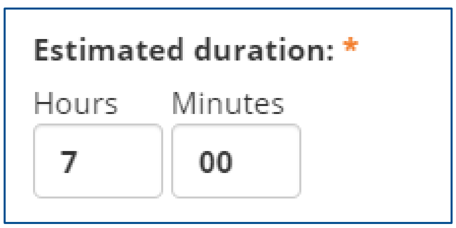


Notes:

- Utilize Registration Instructions to provide information to the learners as they register for the activity.
- For Webinar activities this could include details of when learners will receive the virtual location access details, as well as who to contact if they have additional questions.

Estimated Duration

Enter the number of **instructional hours**.



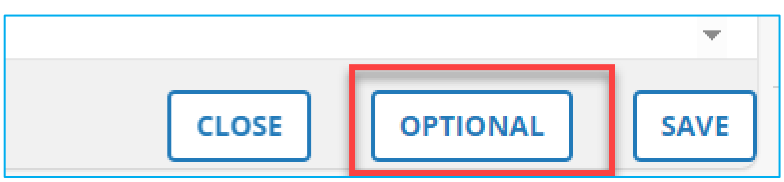
Note:

- A class from 9:00 AM to 5:00 PM is 8 hours from start to finish, but the instructional hours would only be 7 hours if the lunch break is 1 hour.

Pick Rule – REQUIRED IF CREATING A MULTI-DAY CLASS

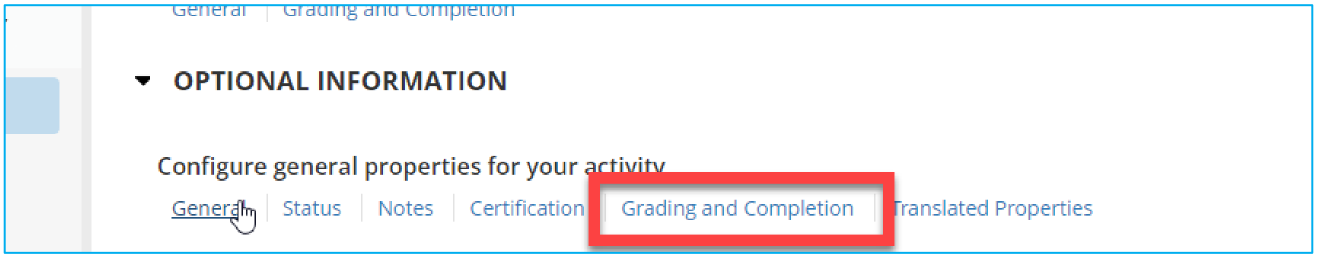
If you need to configure a multi-day class:

Navigate to the bottom of the screen. Select Optional.



Select Grading and Completion

Note: Do not configure any other settings from this page.

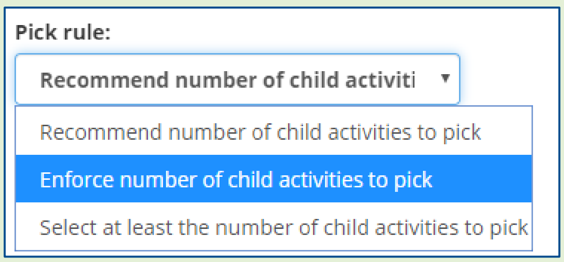


Single Day Class:

Do **NOT** configure this property.

Multi-Day Class:

Change to "Enforce number of child activities".



Registration Properties

Start Date and End Date

These dates and times will be pre-populated based on your Offering Wizard entries at the start of class creation.

Registration Deadline

Registration deadline allows learners to cancel up to this date but not after. This can be helpful if you are preparing rosters in advance.

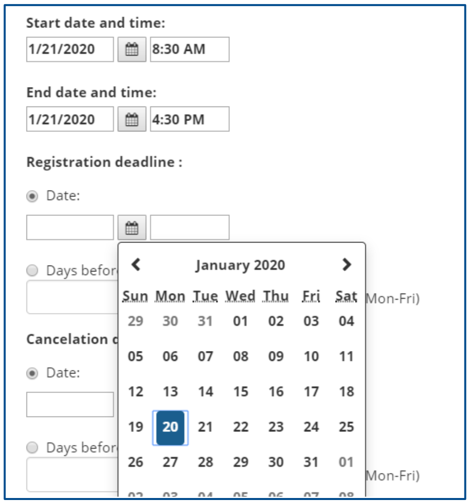
Single Day Class:

Configure the deadline for learners to register for the class. Click the calendar to select a date. Click the time field to select a time.

Multi-Day Class:

Configure the deadline for learners to register for the class. Click the calendar to select a date. Click the time field to select a time.

The deadlines should be set prior to the first session of the class.



Note:

- Best practice is for the registration and cancelation deadline to be the **same**.
- Contact the sccLearn Program Manager for guidance as the deadlines may differ for your programs.

Cancelation Deadline

Cancellation deadlines allow learners to cancel their registration prior to the deadline and can be useful for tracking no show learners.

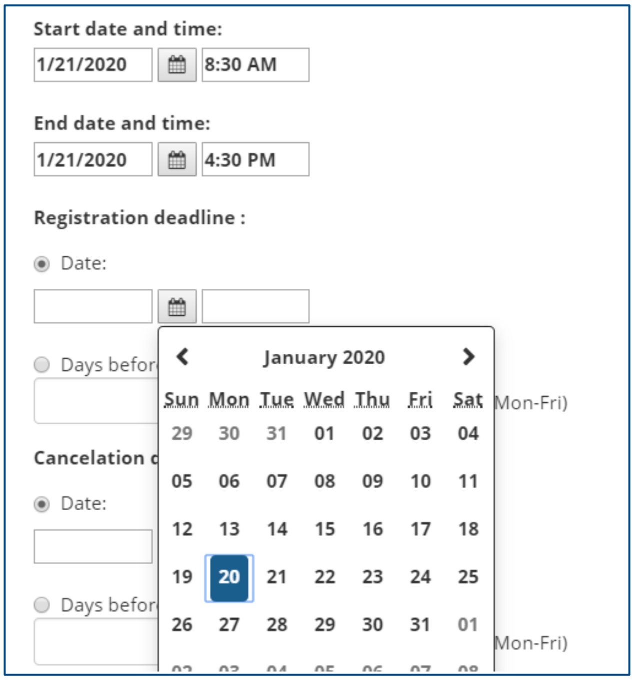
Single Day Class

Configure the deadlines for learners to cancel (drop) a class. Click the calendar to select a date. Click the time field to select a time.

Multi-Day Class:

Configure the deadlines for learners to cancel (drop) a class. Click the calendar to select a date. Click the time field to select a time.

The deadlines should be set prior to the first session of the class.



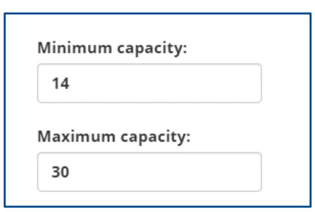
Note:

- Best practice is for the registration and cancelation deadline to be the **same**.
- Contact the sccLearn Program Manager for guidance as the deadlines may differ for your programs.

Availability

Minimum Capacity

Enter the Minimum capacity and Validate the maximum capacity.

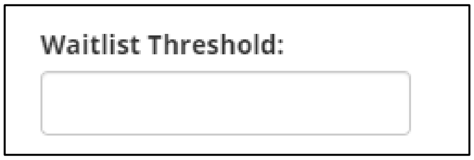


Note:

- The Maximum Capacity will be pre-populated from the offering wizard page.

Waitlist Threshold

Enter a threshold number value if you will be configuring a waitlist and would like a notification sent to the **Activity Owner** (configured for this class) when the number has been met. Leave this field empty if there is no threshold.

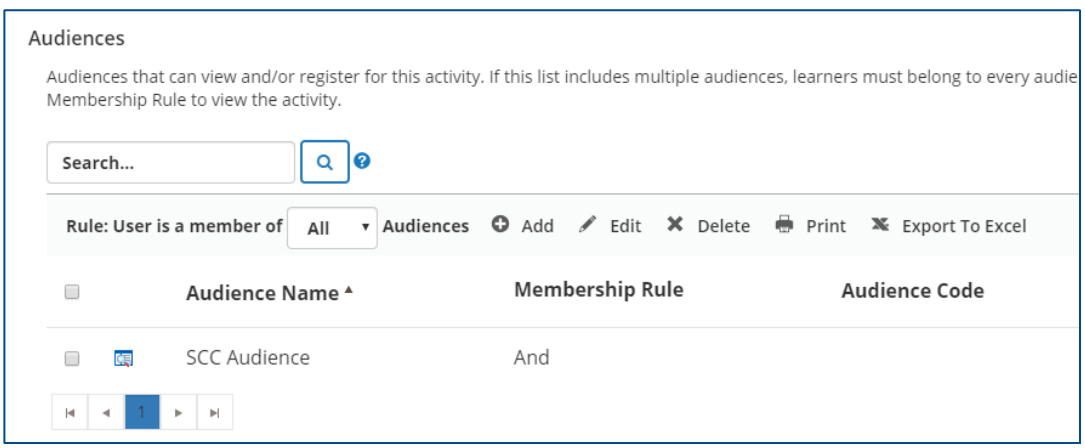


Notes:

- This is an optional property.
- The threshold is **not** a maximum number for the waitlist. The threshold is **only** for sending a notification to the Activity Owner to help manage when new classes may need to be created.
- Learners will continue to be added to the waitlist list until the registration deadline passes even if the class is full.

Audiences

Audiences will be pre-populated based on the course audience type.



Notes:

- Class audiences can be more restrictive than the courses.
- Select only <u>one</u> audience type.

- Contact the sccLearn Program Manager if you would like to use a more restrictive or different audience type for the class.

Completion of Configuration

The remaining properties to be configured differs considerably between Single Day Classes and Multi-Day Classes. A summary of the differences is provided as well as page numbers for how to continue with your configuration.

For both classes you will need to configure the Waitlist information and publish the class(es). These steps are almost the same and **must** be completed.

Note:

- Pay close attention to the remaining properties to configure the class correctly.

Single Day Class:
High level configuration still required:

✓ **Error! Reference source not found.**
✓ Waiting List Properties
✓ Publish

Multi-Day Class (Instructions begin on page **40**)**:**
High level configuration still required:

✓ Multi-day class Session 1
✓ Multi-day class Additional Sessions
✓ Waiting List Properties
✓ Publish

__Note:__ Configuring additional properties may lead to unintended consequences.

Single Day Class Resources

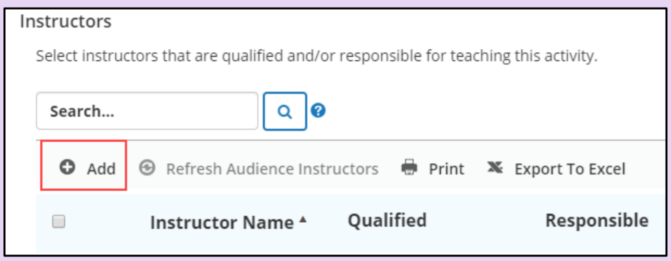
Instructors

Instructor scheduling is based on the instructors configured within sccLearn.

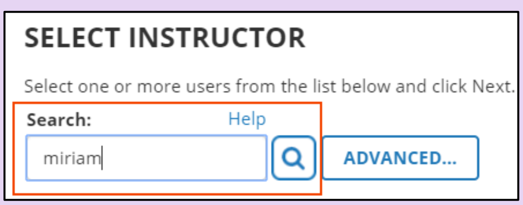
Note:

- Confirm the instructor prior to associating them with the class. sccLearn **does not connect** with Outlook or any external system to coordinate with calendars or booking systems.

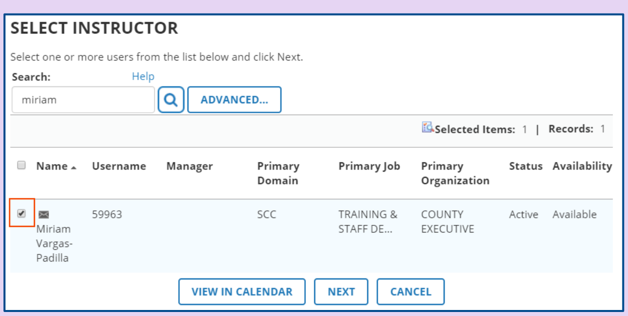
1. Click **Add** to select an instructor to be associated with the activity and click **Next** to **Select Instructor** to select an instructor .



2. Type in the name of the instructor and click the **Search** icon.



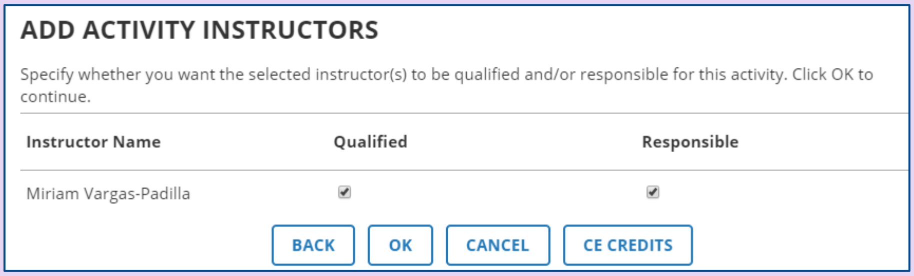
3. Click the selection box beside the instructor name and click **NEXT.**



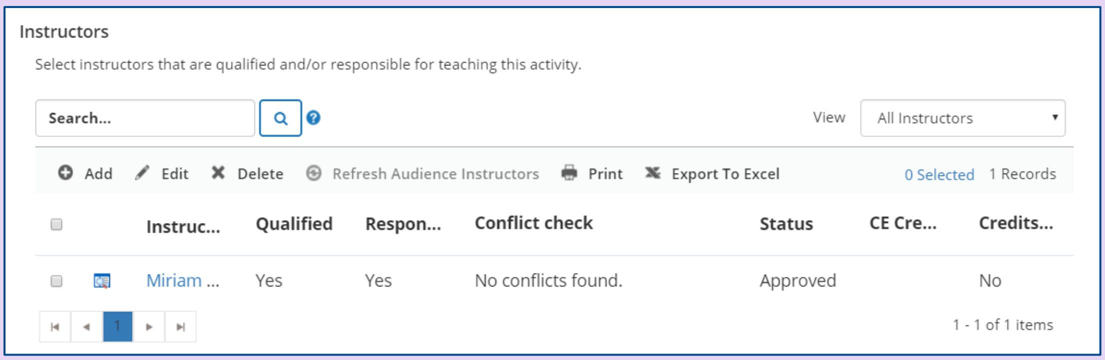
Note:

- Contact the Ask Clara if your desired instructor is not configured or if you would like to request a generic instructor be configured for your classes.

4. Click **OK** to add the selected instructor.



5. Confirm the Instructor is added without conflicts.



Note:

- If the selected instructor is scheduled for another class in sccLearn at the same time, you will see the Conflicts Found warning message.

1. Click the **Conflicts Found** warning message to view the Conflict Check Results page.

2. Once you have read and resolved the issues, click **OK**. You can delete the resource, add a new resource, or continue with the conflict in place.

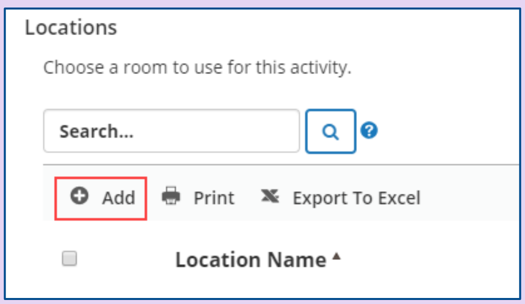
Locations

Location scheduling is based on the locations configured within sccLearn. The location is sent to the learner with the registration email.

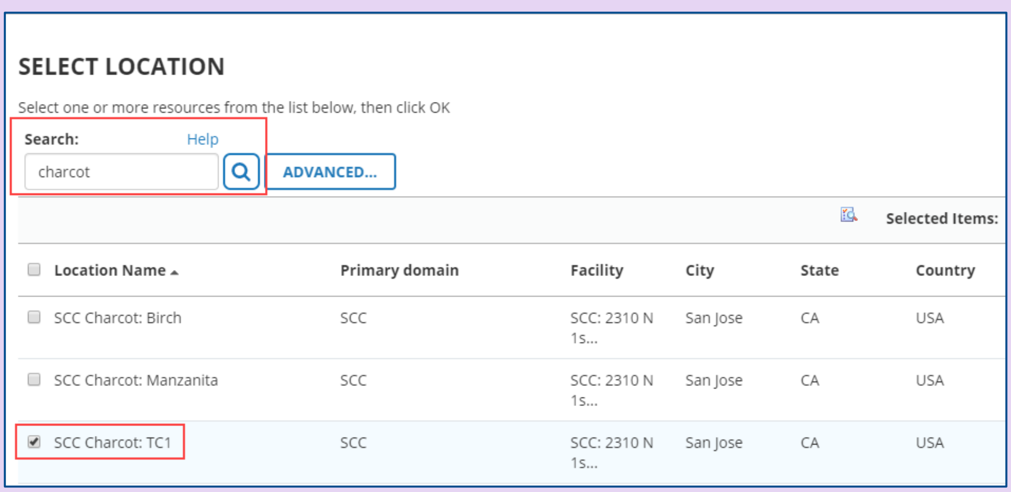
Notes:

- Confirm the location prior to associating it with the class. sccLearn does not connect with Outlook or any external system to coordinate with calendars or booking systems.

1. Click **Add** to select a location to be associated with the activity.



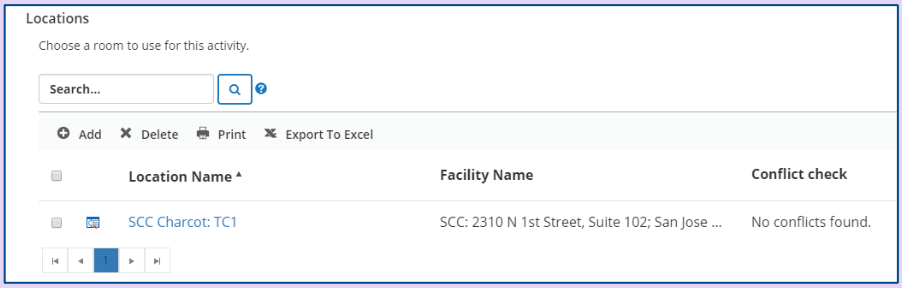
2. In the search field, type in the name of the location and click the Search icon. Click the selection box beside the location name and click **OK.**



Notes:

- Search for the Virtual locations if you are creating a webinar class.
- Contact the Ask Clara to request new locations to be configured.

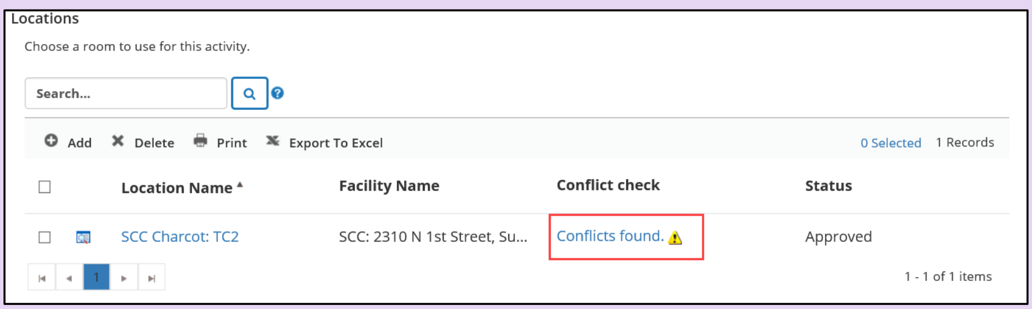
3. Confirm the location is added without conflicts.



Notes:

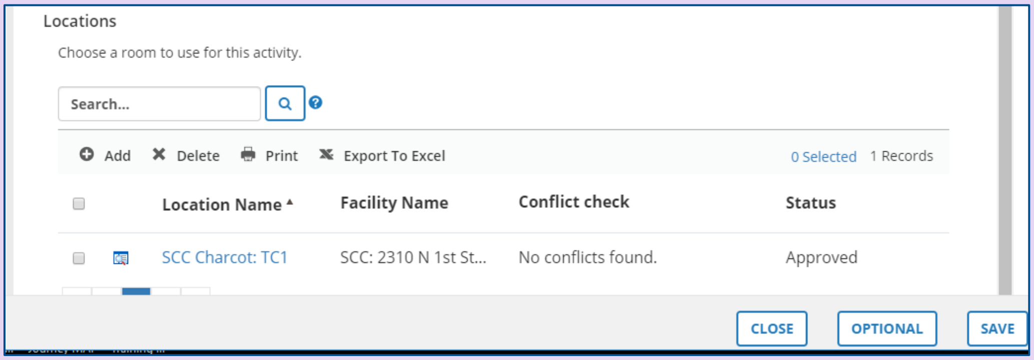
If the selected resource is scheduled for another class in sccLearn at the same time, you will see the Conflicts Found warning message.

1. Click the **Conflicts Found** warning message to view the Conflict Check Results page.
2. Once you have read and resolved the issues, click **OK**. You can delete the resource, add a new resource, or continue with the conflict in place.



Save

Click **SAVE** at the lower right of the window before configuring waitlist information.

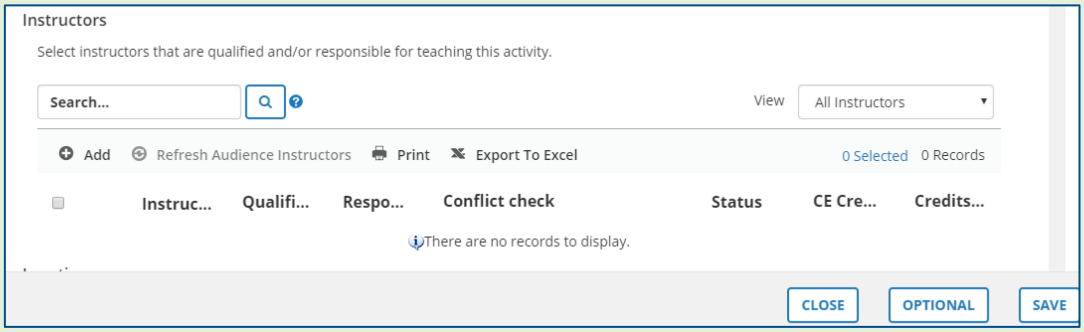


Waiting List Properties

Configure Waiting List Properties which apply to all classes on page 51.

Multi-Day Class General Properties (Session 1)

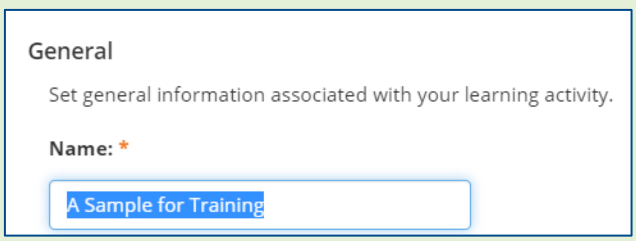
Save



Click SAVE at the lower right of the window before configuring each session.

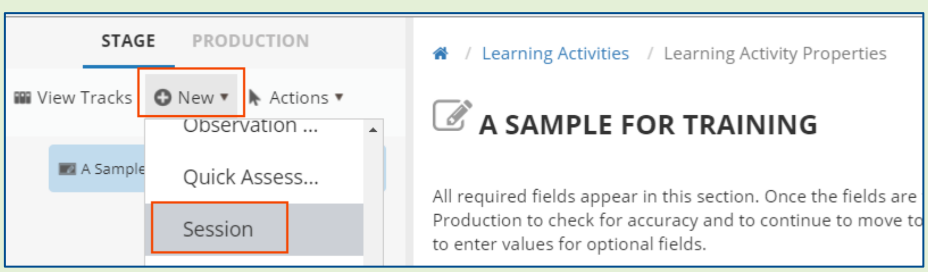
Name

Copy the **Class Name** to be consistent for naming the sessions.



Create New Session

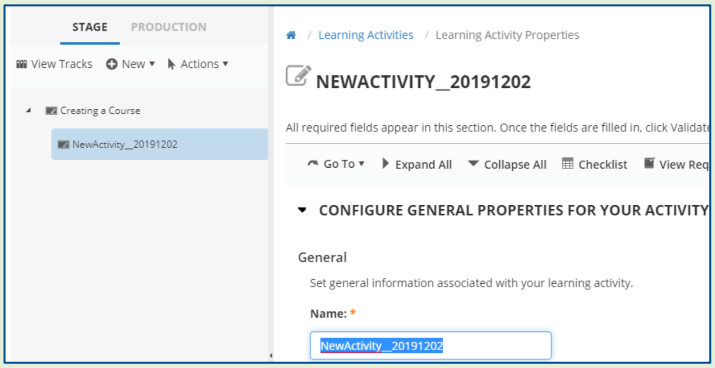
Click the **New** drop-down and select **Session**.



Note: *Configuring additional properties may lead to unintended consequences.*

Name

Paste the class name into the Name field with a session identifier such as **Day 1 – A Sample for Training**, **A Sample for Training (2/27/20)** or if you had 6 sessions for the class, you could use **A Sample for Training (1/6)** for the first session.

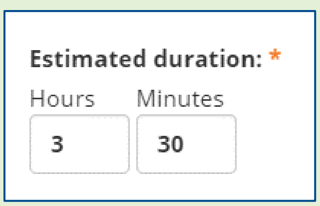


Owner

Configure the Activity Owner in a similar manner as completed for the parent class.

Estimated Duration

Enter the duration for the **actual** session.



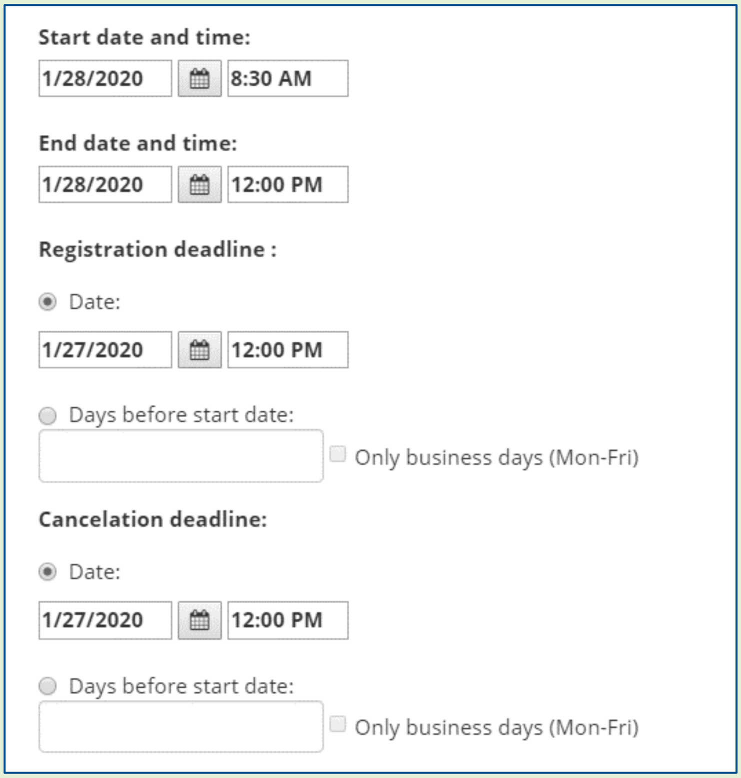
Note:

- If this session of a 2 day class, was taught for 3.5 hours for a total class duration of 7 hours, the duration for this session would be 3:30.

Multi-Day Class Schedule Properties (Session 1)

Start Date and End Date

Add the dates and times for the **first** session.



Registration and Cancelation Deadlines

Confirm that the pre-populated dates are consistent with the dates you entered at the parent class level.

Multi-Day Class Resource Properties (Session 1)

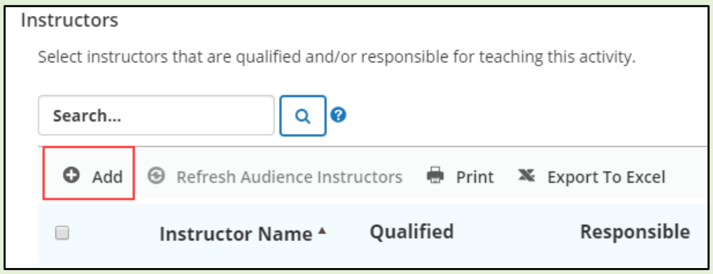
Instructors

Instructor scheduling is based on the instructors configured within sccLearn.

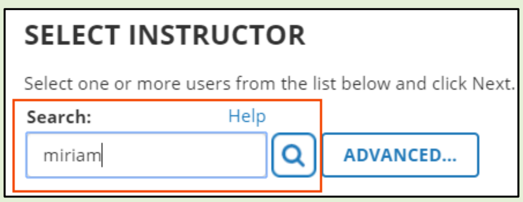
Note:

- Confirm the instructor prior to associating them with the class. sccLearn **does not connect** with Outlook or any external system to coordinate with calendars or booking systems.

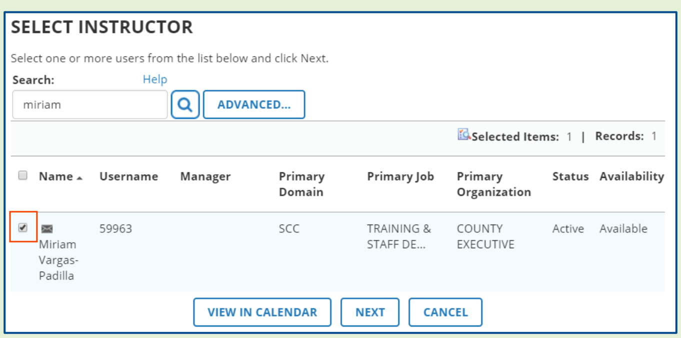
1. Click **Add** to select an instructor to be associated with the activity and click **Next** to **Select Instructor** to select an instructor .



2. Type in the name of the instructor and click the **Search** icon.



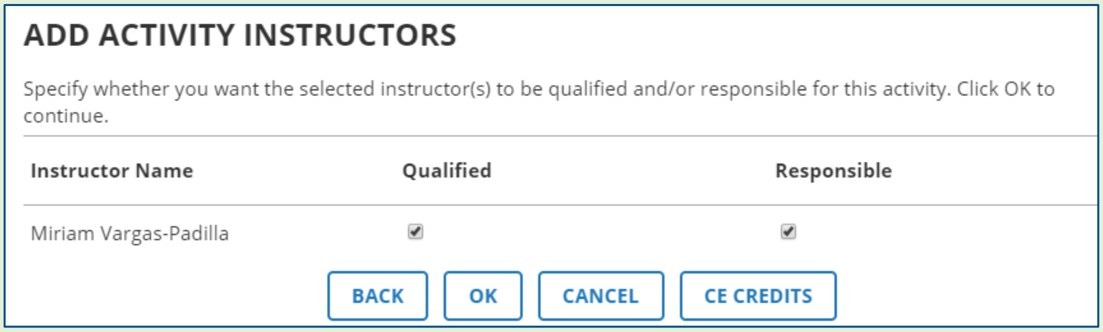
3. Click the selection box beside the instructor name and click **NEXT.**



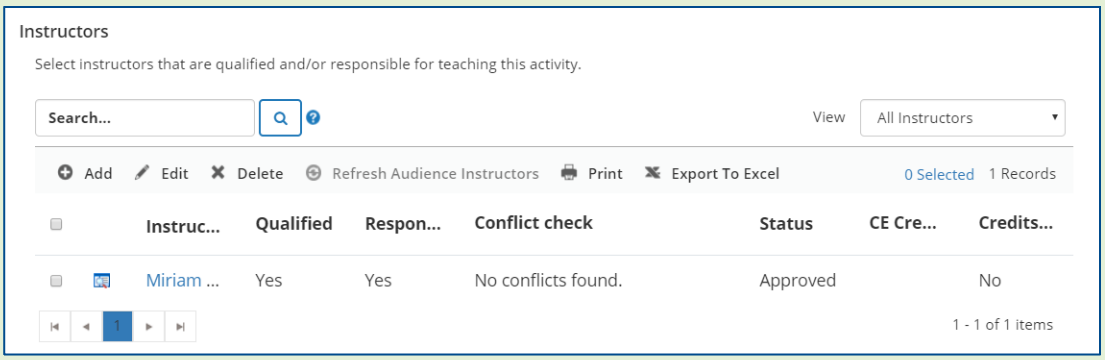
Note:

- Contact the Ask Clara if your desired instructor is not configured or if you would like to request a generic instructor be configured for your classes.

4. Click **OK** to add the selected instructor.



5. Confirm the Instructor is added without conflicts.



Notes:

- If there is a conflict with an instructor, you will see the “Conflicts Found” warning.

1. Click the Conflicts Found warning message to view the Conflict Check Results page.
2. Once you have read and resolved the issues, click OK.
3. You can delete the resource, add a new resource, or continue with the the conflict in place.

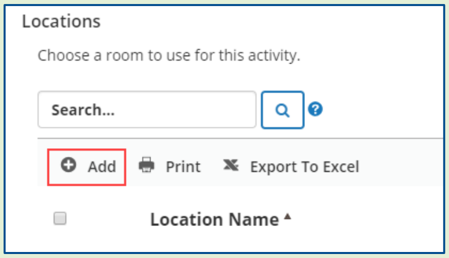
Locations

Location scheduling is based on the locations configured within sccLearn. The location is sent to the learner with the registration email.

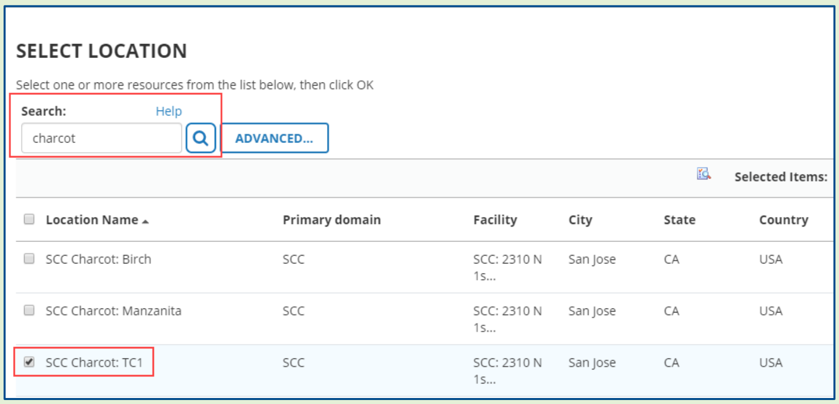
Note:

- Confirm the location prior to associating it with the class. sccLearn **does not connect** with Outlook or any external system to coordinate with calendars or booking systems.

1. Click **Add** to select a location to be associated with the activity.



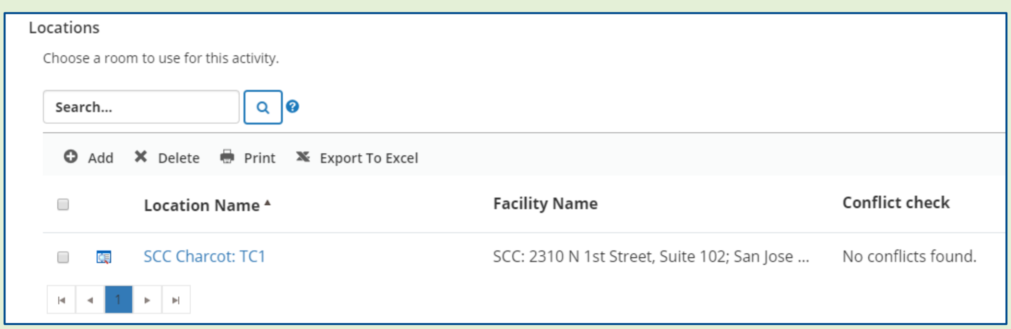
2. At the search field, type in the name of the location and click the Search icon. Click the selection box beside the location name and click **OK.**



Notes:

- Search for the Virtual locations if you are creating a webinar class.
- Contact the Ask Clara to request new locations to be configured.

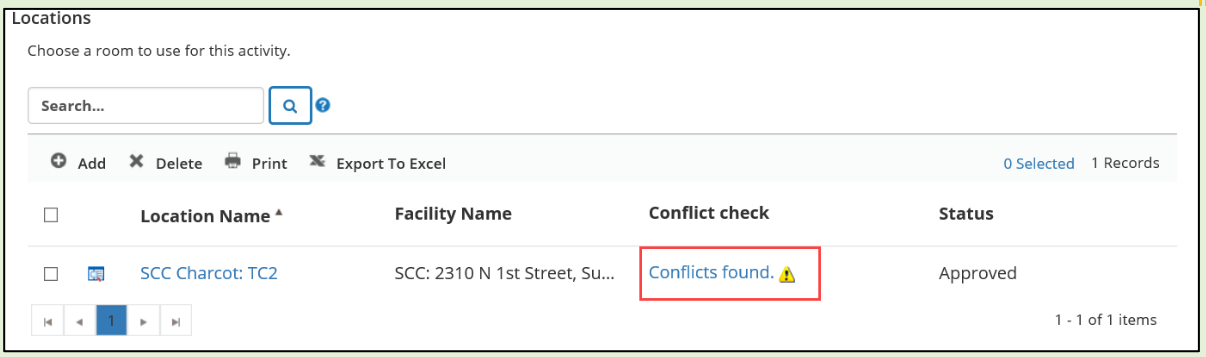
3. Confirm the location is added without conflicts.



Notes:

- If there is a conflict with a resource, you will see the "Conflicts Found" warning.

1. Click the **Conflicts Found** warning message to read and resolve the issues.
2. *You* can delete the resource, add a new resource, or move on with the conflict in place.

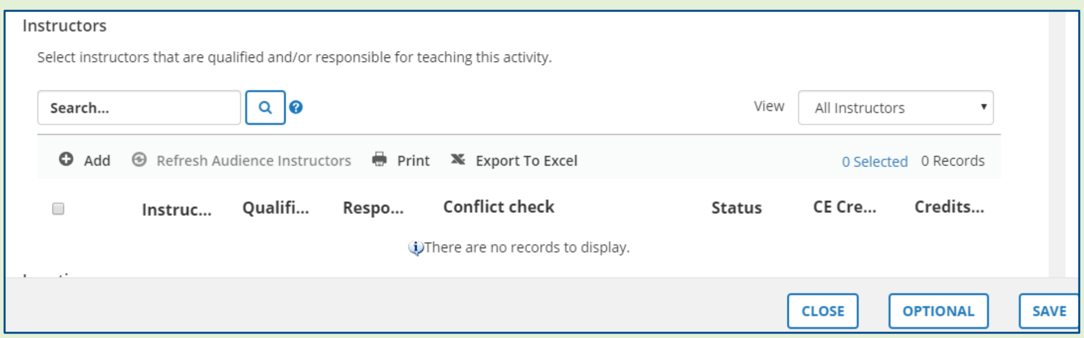


Note:

- Contact the Ask Clara to request new locations to be configured.

Save

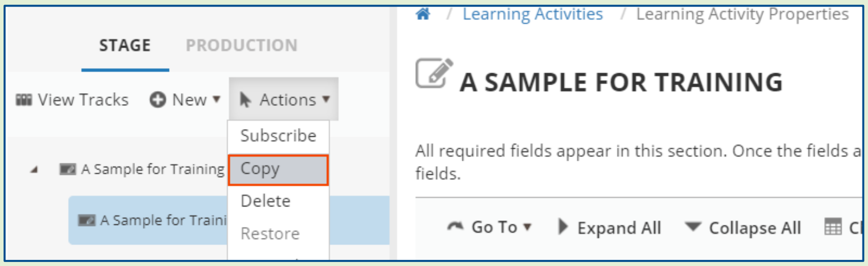
Click **SAVE** at the lower right of the window before configuring each session.



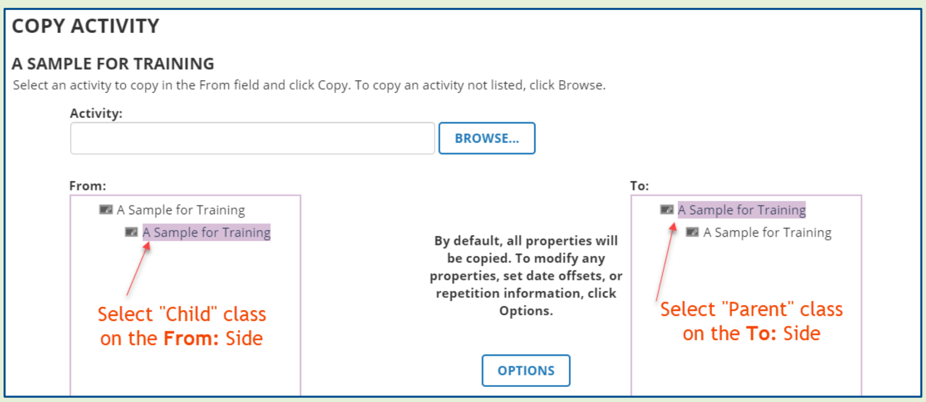
Multi-Day Class Additional Sessions (2+)

Copy Session 1

1. Scroll to the top of the page and highlight the session just created. Click the **Actions** drop-down and select **Copy**.

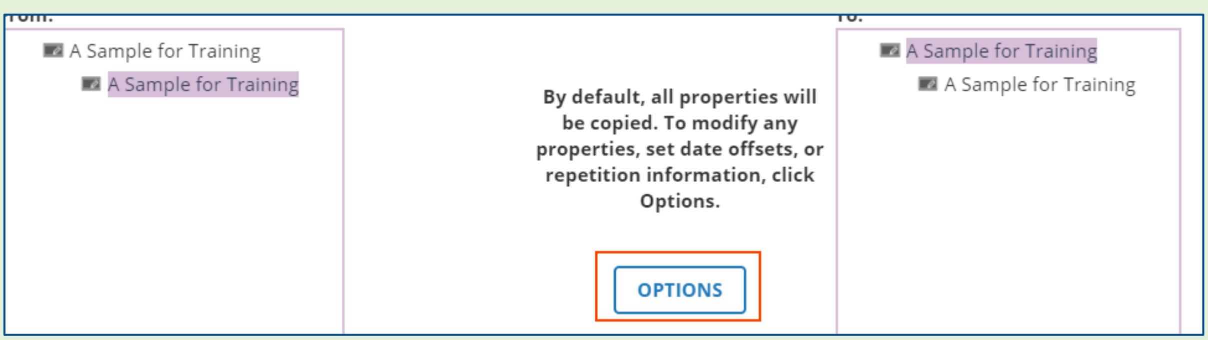


2. Click the "**child**" class on the "**From**:" side of the selection and the "**parent**" class on the "**To**:" side of the selection

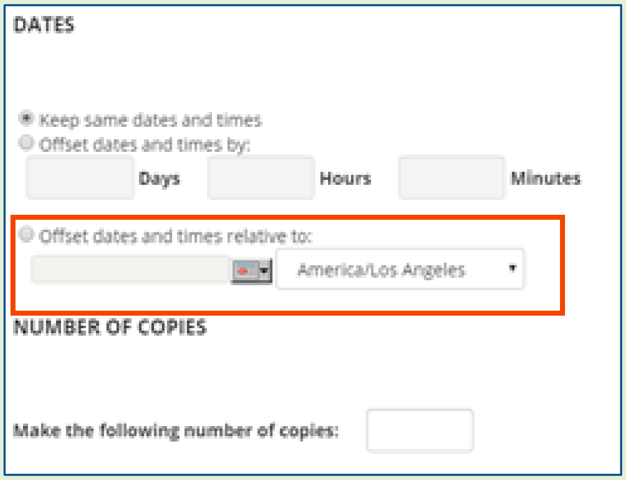


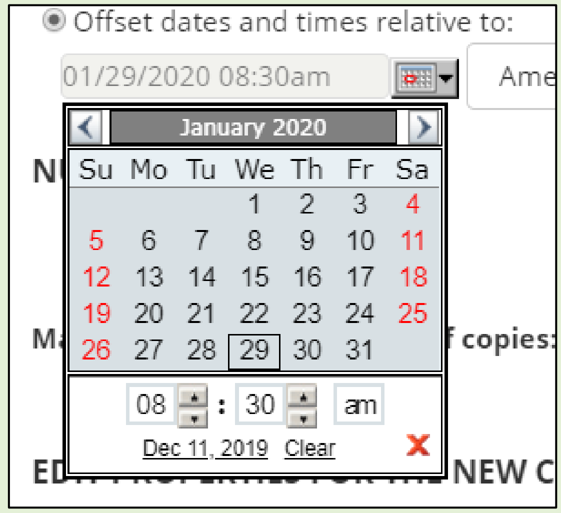
Configure Options

1. Click **OPTIONS**.

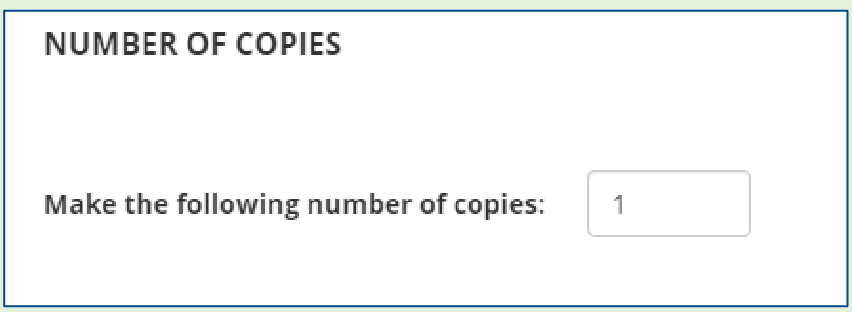


2. Select **Offset the dates and times relative to** radio button. Select the date and time of the next session.





3. Select the **Number of Copies:** Enter the number 1 to make one copy of the session.



Notes:

- Offset dates and times by can be helpful if the class has three or more sessions, and only if those sessions have a regular cadence, such as every Wednesday for three or more weeks or three or more consecutive days. However, if it is an irregular cadence, such as Monday and Wednesday of week one and Friday of week three, you will need to copy each session individually.
- Do **NOT** make any changes to any of the pre-selected properties.

 Note: *Configuring additional properties may lead to unintended consequences.*

4. Click **OK** to return to the **Copy Activity** window followed by **COPY >>> to** create the copy and **Close.**

Multi-Day Class General Properties (Session 2+)

Configure these additional session General Properties in a similar manner as configured for the First Session General Properties:

Name

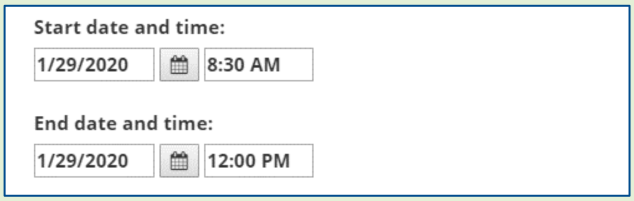
Owner

Estimated Duration

Multi-Day Class Schedule Properties (Session 2+)

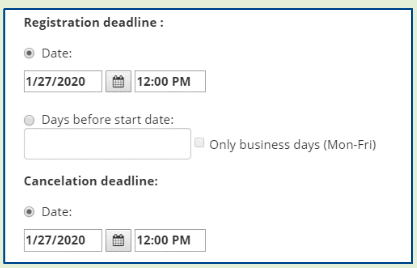
Start Date & End Date

These dates will be pre-populated based on the Offset date you selected during the copy. Confirm that the dates are correct for the session.



Registration & Cancelation Deadlines

Update both these deadlines to reflect the dates entered for the **class and the first session**.



Multi-Day Class Resource Properties (Session 2+)

Configure these additional session Resource Properties and save the additional session in a similar manner as configured for the First Session Resource Properties:

Multi-Day Class Resource Properties (Session 1)
Instructors
Locations
Save

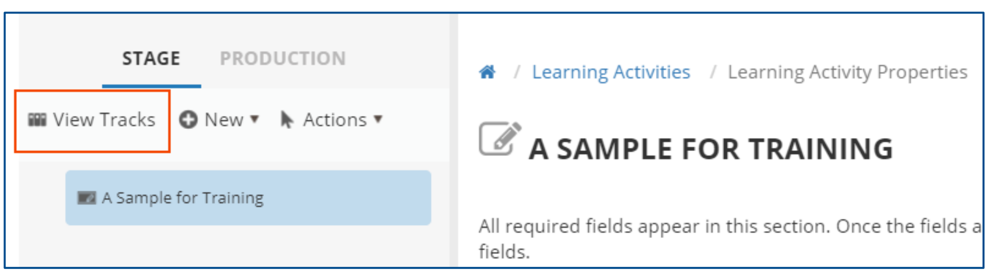
Note:

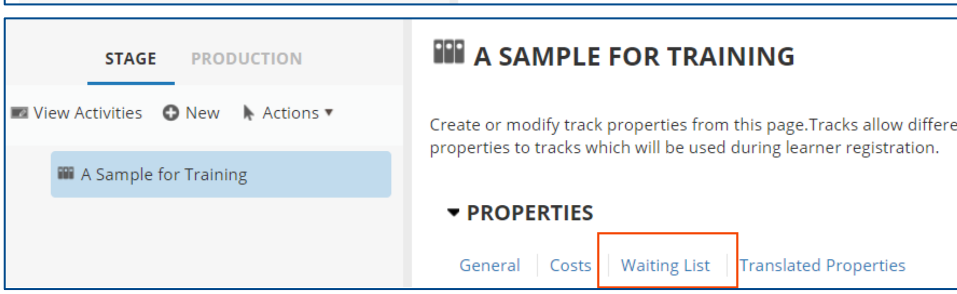
- Configure **Multi-Day Class Additional Sessions (2+)** as needed or continue to configure **Waiting List Properties**

Waiting List Properties

View Tracks

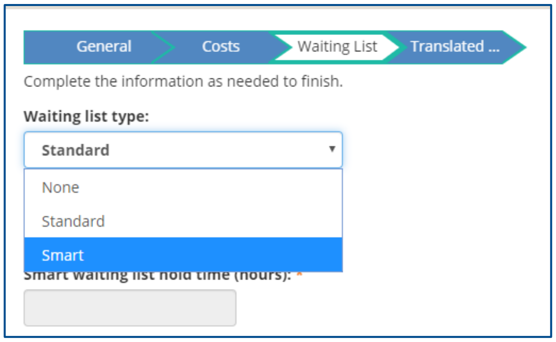
In the upper left corner of the Learning Activities Properties page, click **View Tracks**, then select **Waiting List**





Waiting List Type

The wait list is populated once the maximum capacity for the class is reached. If a learner drops the class, the seat would be offered to learners on the wait list.



There are three different types of wait lists.

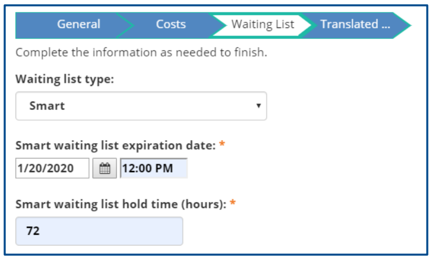
- **None** – There is no waitlist established. When the class is full, no additional registrations are allowed unless a learner drops the class.
- **Standard** – DO **NOT** USE.
- **Smart** – When a learner drops a class and a seat becomes available. , The class seat will be offered to the first learner on the wait list allowing them an allotted amount of time to accept the seat. If not accepted, the seat would be offered to the next learner on the list, and so on. If you select the Smart wait list, you will need to enter the date and time to stop sending out notifications. The hold time represents the number of hours during which the learner can accept the offered seat before it is offered to another learner.

Notes:

- Choose either **Smart** or **None** for the waitlist.
- Do **NOT** select Standard as it will not function as expected.

Smart Waiting List Expiration Date

Enter the date and time for the list to expire.

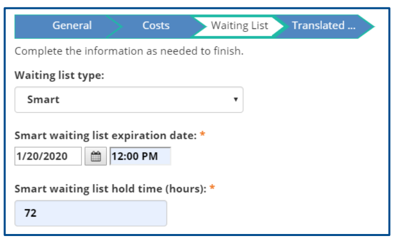


Notes:

- This property is only available for Smart Waiting lists.
- The best practice is to set the Smart waiting list expiration date/time the same as registration deadline date/time.

Smart Waiting List Hold Time

Enter the number of hours during which the learner can accept the offered seat.

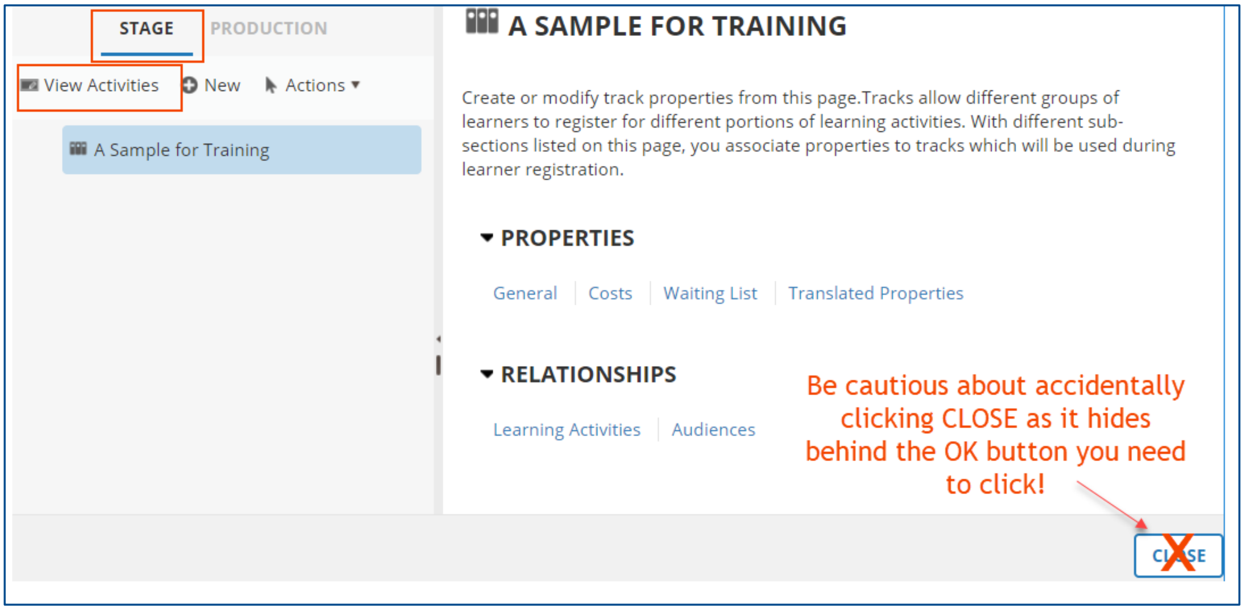


Notes:

- This property is only available for Smart Waiting lists.
- The hold time is recommended to be set to 72 hours to allow for evenings and weekends.

Save Waiting List

Click **OK** to save the waiting list information. You will be returned to the **View Tracks** main page. Click **View Activities**.



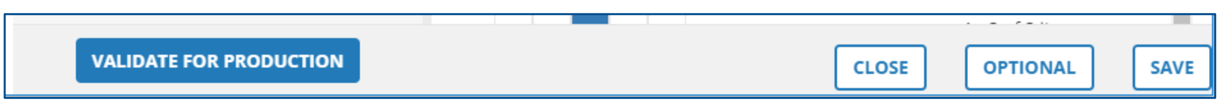
Note:

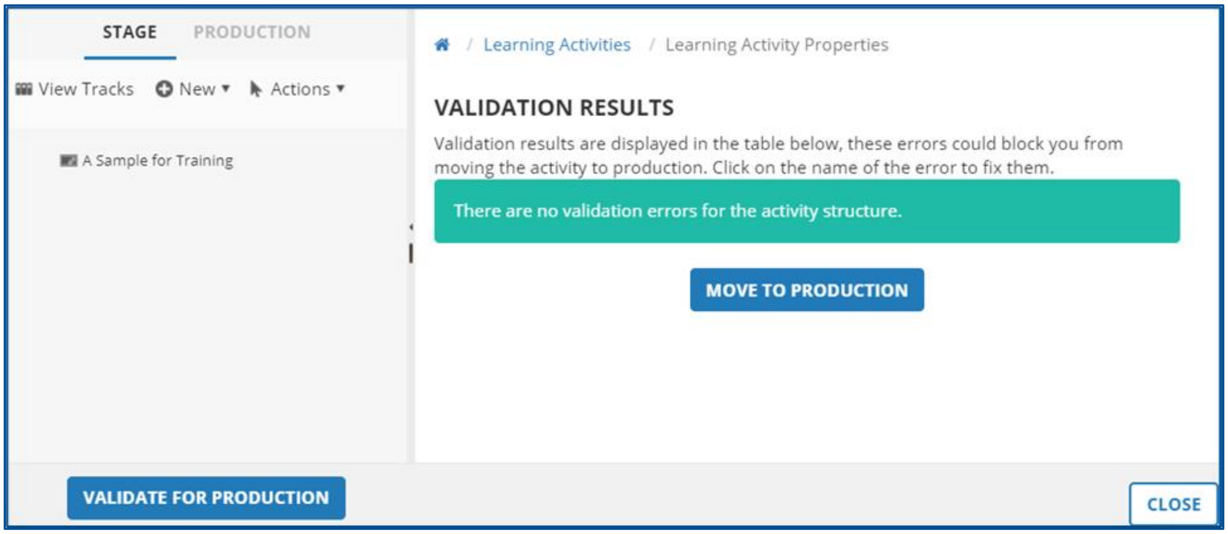
- If you accidentally click CLOSE, you will be returned to the Learning Activities page.
- To continue with the validation process, you will need to search for the class you are creating and click the **EDIT** button to open it again.

Publish

Validate for Production

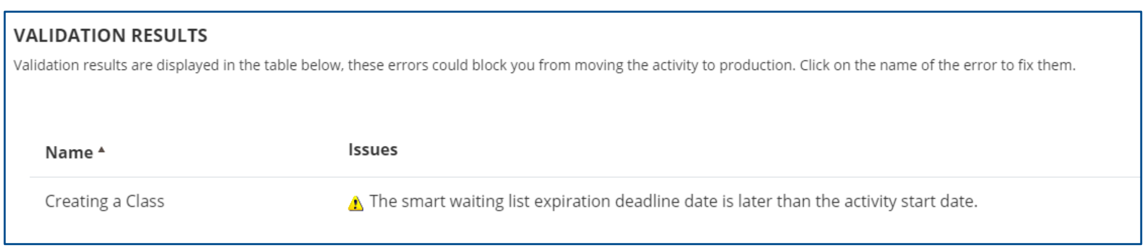
Click **Validate for Production** to ensure there are no errors and you have entered all necessary details for your class. A validation message will be displayed.





Notes:

- If you see warnings and/or errors, you are encouraged to resolve the errors before proceeding. The reason for the warning/error will be provided. Clicking on the error will take you to the section in the template where you can resolve the issue.



- **Error Indicator:** You will not be able to move forward until the error is resolved.

- **Warning Indicator:** You are required to review the warning (and resolve if possible) before moving the course to production.
- After reviewing and/or correcting the issue(s), you will need to **Validate for production** again.

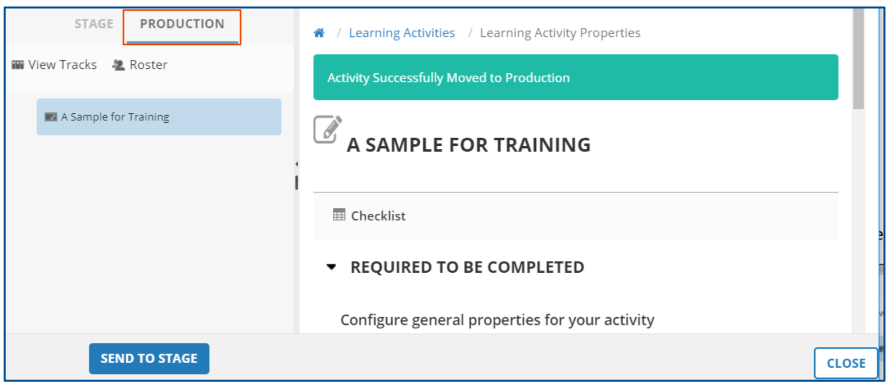
Move to Production

Considerations Before Proceeding:

- Moving to Production will **open the class for registration**.

- If you are NOT ready to launch the class, leave the class in Stage until you are ready to move to production.
- An email confirmation notification will be sent out to the mailbox of the Activity Owner identified for the class.
- If you selected the option to send the Express Interest notification, a notification message will be sent to everyone that has Expressed Interest in the course.

Click **Move to Production** to publish the activity for your selected audience to see in sccLearn. A validation message will again be displayed
Click **Close** to return to the Activity Management page in Learning Activities.



4 - Pre-Class Roster Management

The roster displays the list of all learners registered, canceled, or wait listed for an activity.

Pre-class activities include all the roster related activities you may need to complete prior to the class date. These include:

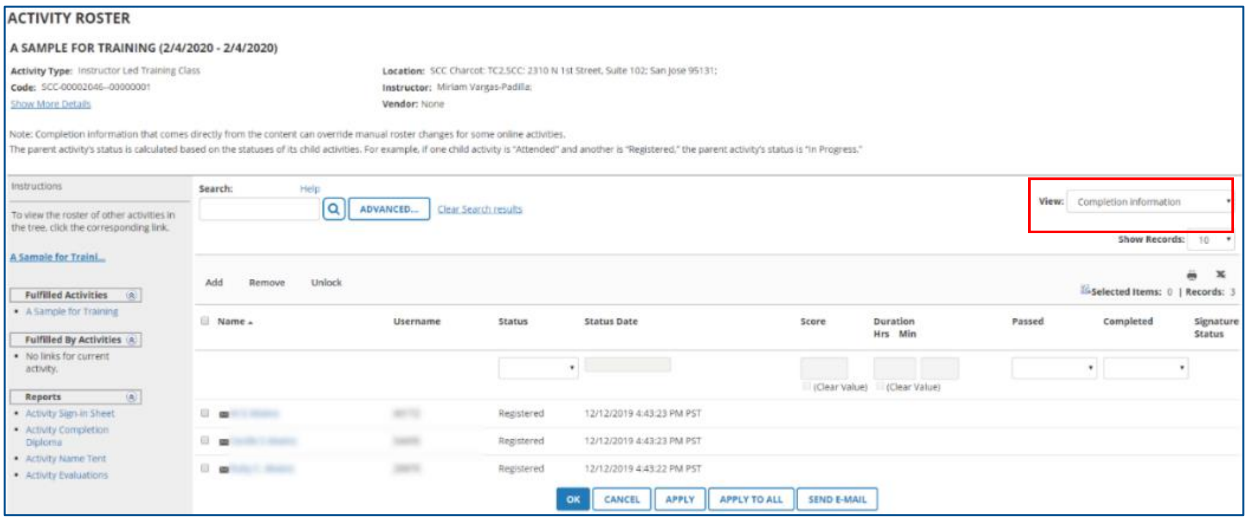
- Viewing the class roster
- Registering learners to the class or the waiting list
- Canceling (or drop) learners from the class
- Exporting learner names to Excel
- Printing the Roster
- Emailing learners

View Instructor Led Training (ILT) Class Roster

The roster displays the list of all learners registered, canceled, or wait listed for an activity. Refer to the Orientation to Administration Training for how to navigate the Roster Management page.

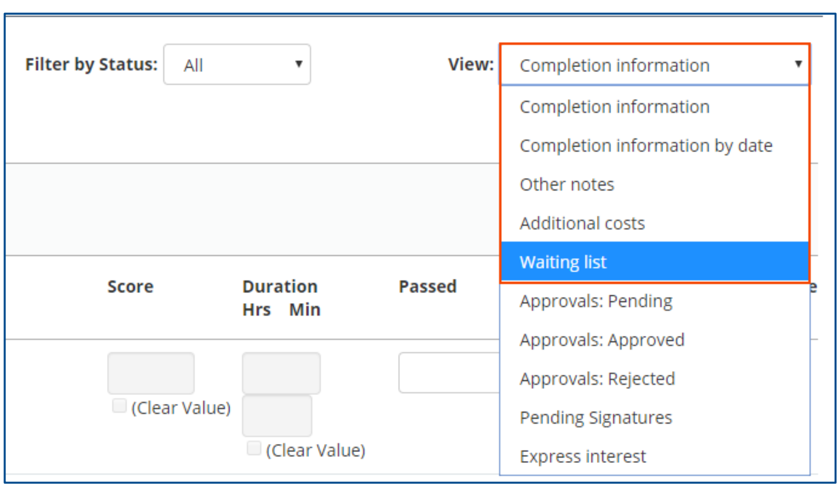
Registered, Canceled, and Attended Learners

Completion Information view displays learners with **Registered**, **Canceled**, and **Attended** status**.**



Waiting List Learners

Change the view from **Completion Information** to **Waiting List**.



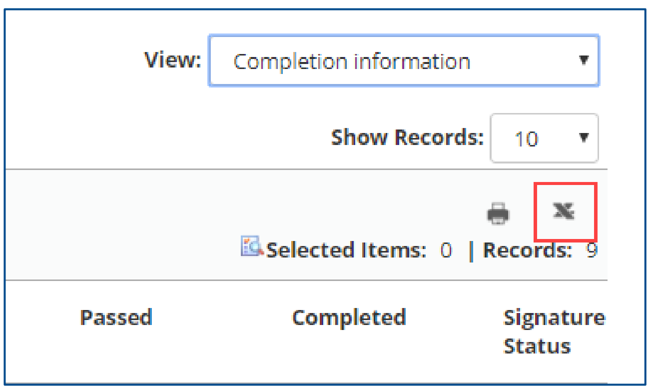
Export Learner Names

Exporting the learner names to Excel allows you to prepare customized rosters and manipulate/analyze the data.

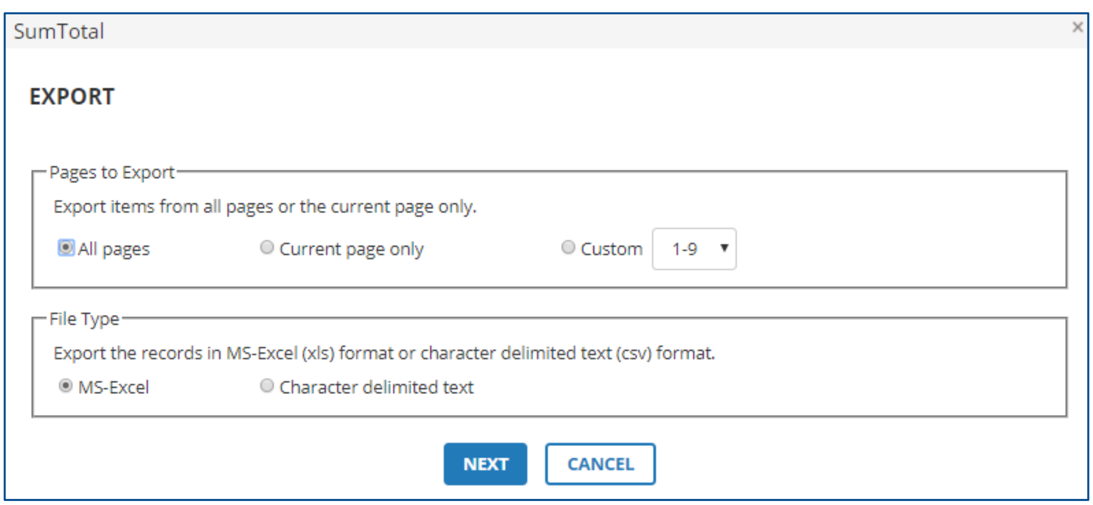
Notes:

- Exporting learner names can also be performed after class completion for post-class activities such as follow-up questions.
- Exporting learner names for the course will display learners from all classes associated with the course.

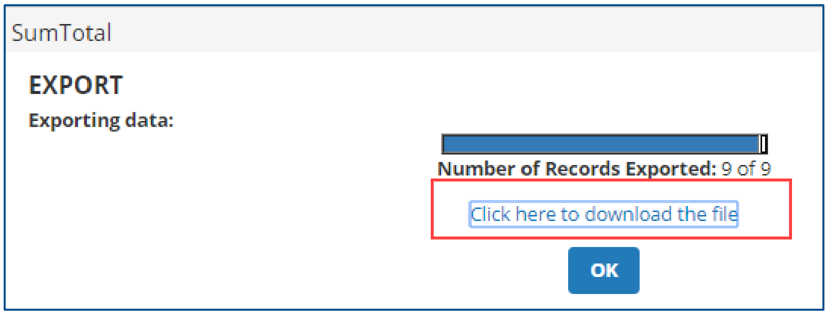
1. To export the list of learners in the **current** view of the roster, click the **Export** icon.



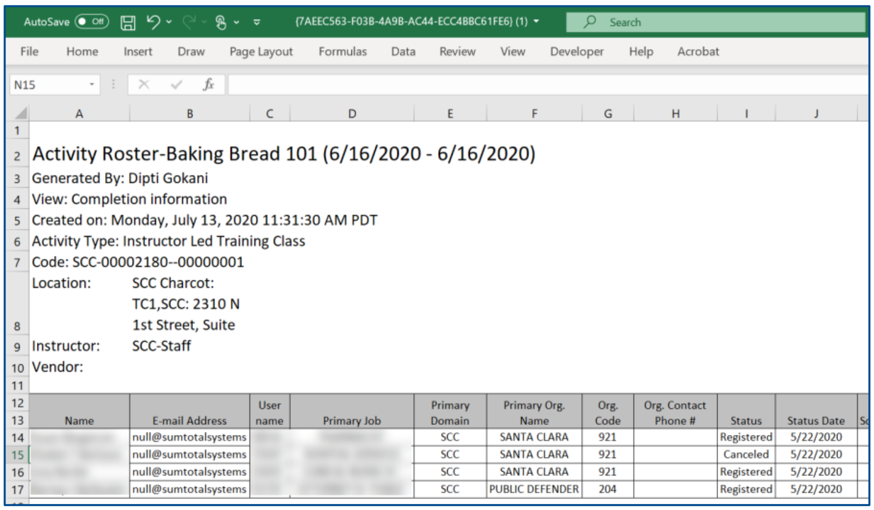
2. Click **Next** to Export **All pages** to **Microsoft Excel**.



3. Download the file using the **Click here to download the file** hyperlink. Once downloaded, you can open the file using Excel. Click **OK** to close this window.



4. The excel file will display the details for the selected activity.



Note:

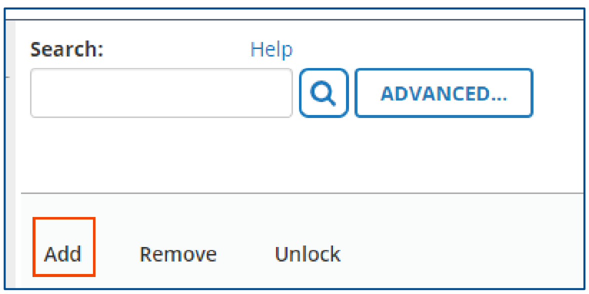
- The excel file will contain the following information for each learner (based on data available):

Name	E-mail Address	Username
Primary Job	Primary Domain	Primary Org. Name
Org. Code	Org. Contact Phone #	Status
Status Date	Score	Duration (Hrs/Min)
Passed	Completed	Signature Status
Approved by	Enrolled by	User Code
Manager	Position	

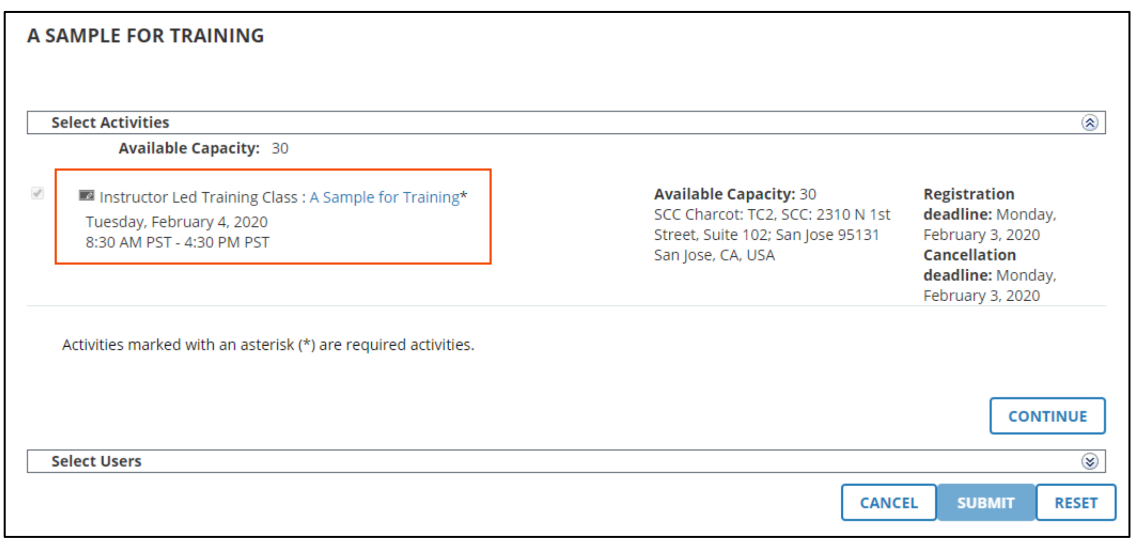
Add Learners to Class Roster or Wait List

Typically, learners self-register for a class before attending. When the class waiting list is configured properly, learners are placed on the waiting list if the class is full when they register. sccLearn will automatically notify wait listed learners when an open seat is available. The learner will be moved onto the roster if they accept the offered seat. However, there may be instances where a learner is unable to register or attends as a walk-in learner. As an administrator, you can add learners to the waiting list *before* the completion of a class or to the roster before *and* after the completion of the class.

1. Click **Add**.



2. Click **Continue** at the **BATCH REGISTRATION** window.

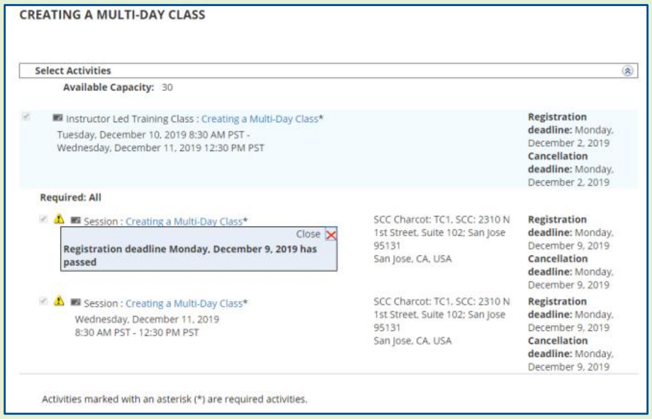


Note:

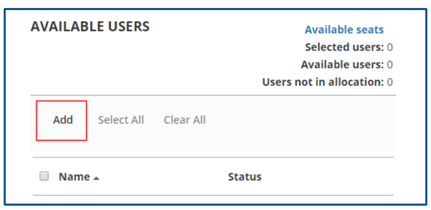
- A registration deadline warning notification will be displayed for a class in the past.

Multi-Day Class:

All sessions will be displayed for Multi-Day Class rosters. You should **not be able** to uncheck any of the sessions.



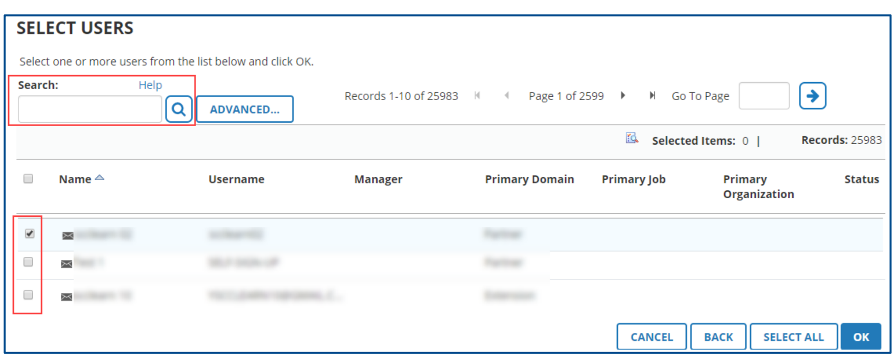
3. Click **Add** to select learners followed by **NEXT** to **Select Viewable Users**



Note:

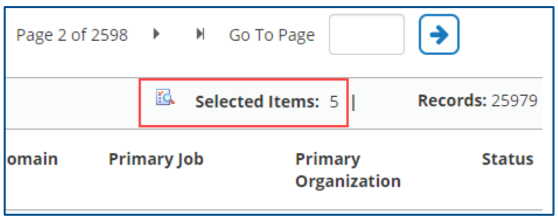
- Do **NOT** select learners using a different option as it may lead to unintended consequences.

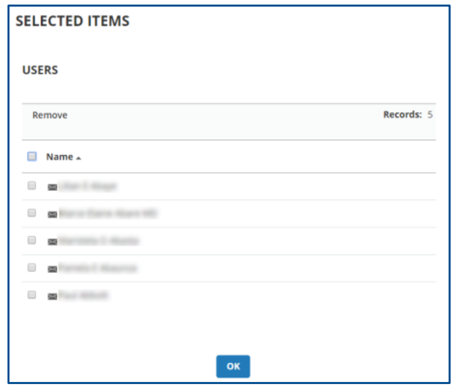
4. Use the **Search** or **Advanced Search** feature to search for learner names. Select the check box beside the learner name. Click **OK** once all names have been selected.



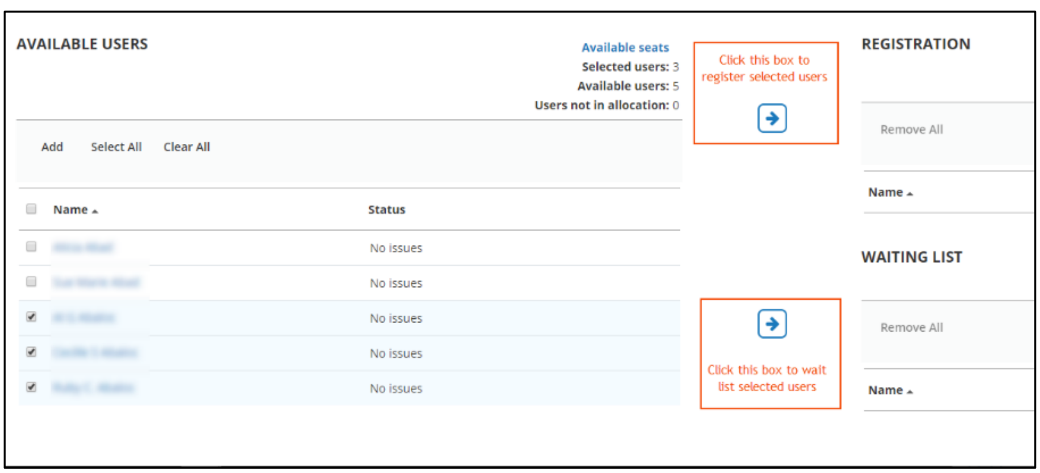
Notes:

- You can search for and add multiple learners at this step.
- Verify the number of learners against the **Selected Items** indicator and/or confirm names by clicking the icon to the left of the **Selected Items** indicator. Click **OK** to close the selected items window.





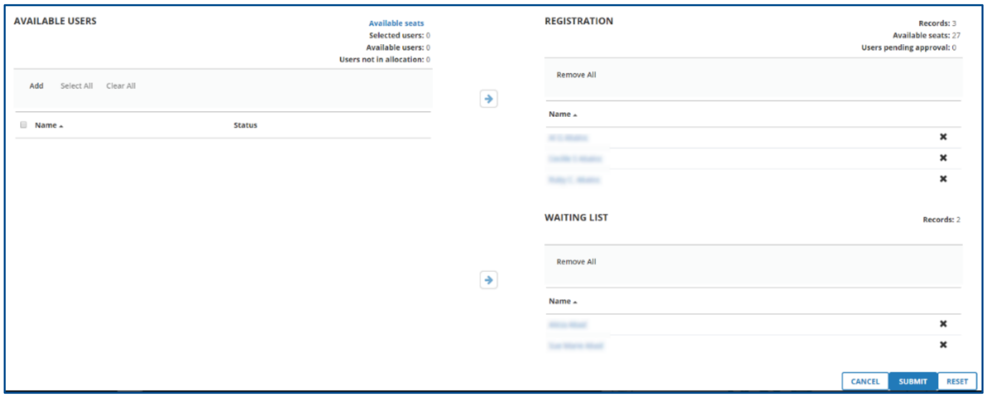
5. Select the check box beside the learner(s) name you wish to add. To **register** learners, click the **top** blue arrow. To add learners to the **waiting list**, click the **lower** blue arrow.



Note:

- The system will allow you to add learners to the waiting list even if the class is not full. This is not advised. It will force the learner to go through unnecessary steps to add themselves to the roster.

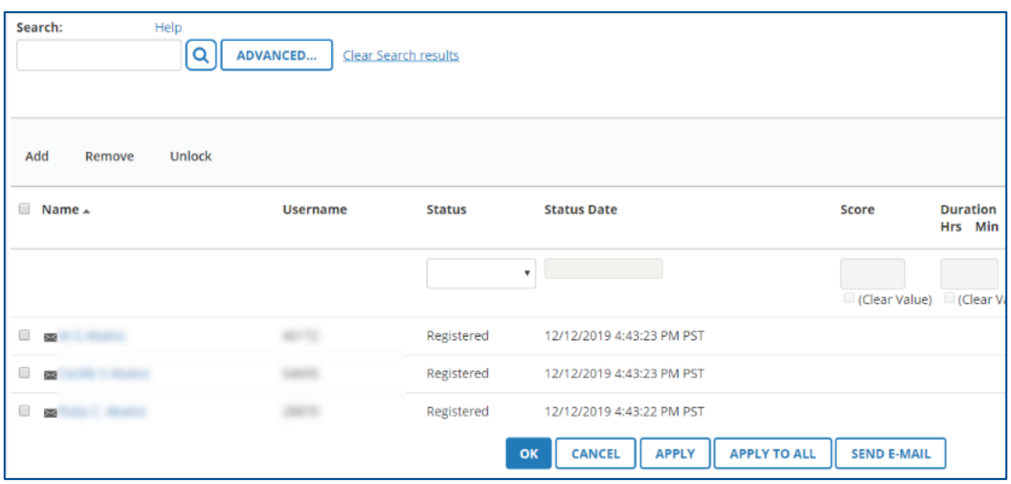
6. Click **SUBMIT** to confirm the selections.



Notes:

- Once you add a learner to the roster, sccLearn will send them a registration notification.
- If there are no available seats for the class, a warning box will appear indicating: *"Due to insufficient capacity, moving the selected user(s) to registration will result in overbooking the capacity"*.

7. The Activity Roster Page, showing the newly registered learners, will be displayed for you to manage. To view all registrations, click the magnifying glass.



Cancel/Drop Registrations

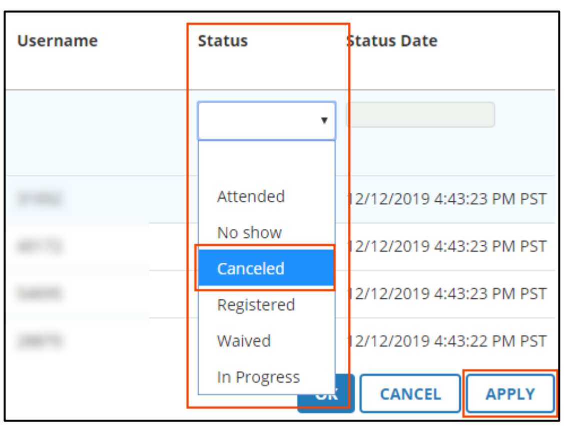
Best practice is for learners to cancel their own registration to classes. If a learner is unable to cancel - for example, due to being on leave - you can cancel a learner's registration.

Notes:

- Do **NOT** "Remove" learners from the class as this will remove all record of the learner's registration for this class.
- Due to the parent/child relationship between courses and classes, the learner registration will also be reflected at the course level. Follow the same steps to cancel the learner registration from the course level.

1. Select the checkbox beside the names you want to cancel from the roster.

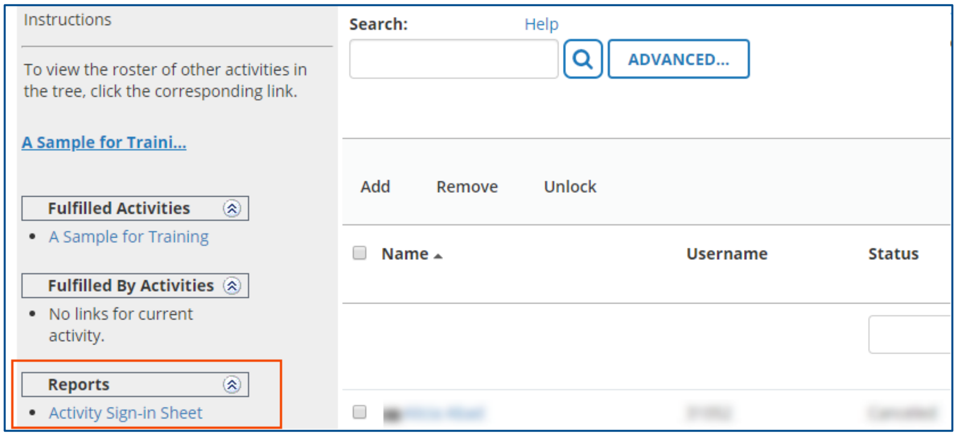
2. Select **Canceled** from the Status drop-down selection, followed by **APPLY**. A confirmation message will be displayed. Click **OK** for the roster to be updated to show the selected learner as "Canceled".



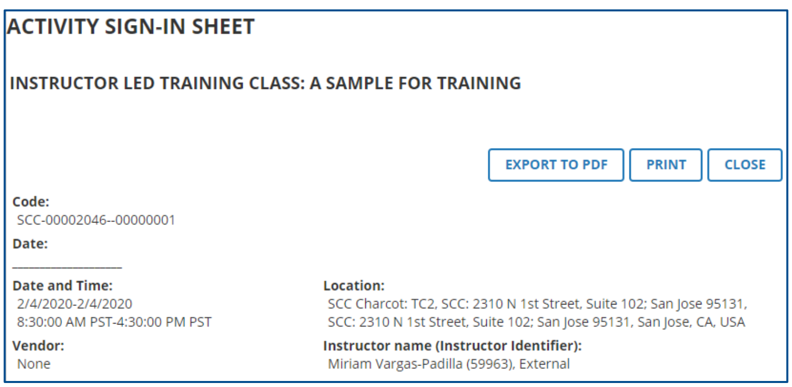
Print Built-in Class Sign-In Sheet

A basic sign-in sheet is built into sccLearn and available for printing. If this sign-in sheet does not meet specific needs for your program, contact the sccLearn Program Manager for alternatives.

1. Click **Activity Sign-in Sheet** under Reports in the left tab.



2. At the Activity Sign-In Sheet window:
   - Click **EXPORT TO PDF** followed by the **Click here to download the file** message to save the roster as a pdf file.
   - Click **PRINT** for the print dialog box to directly print the roster.



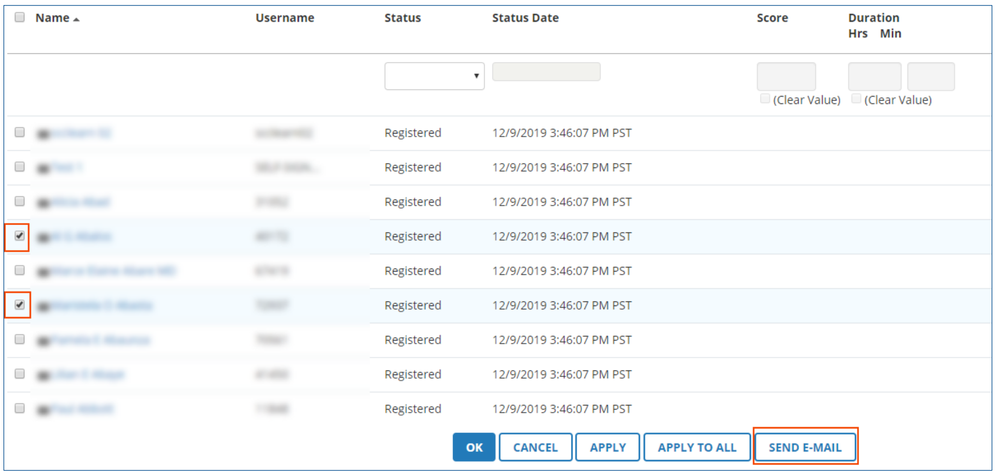
Email Learners

There may be instances where you need to email learners. Some scenarios where this may be needed are:

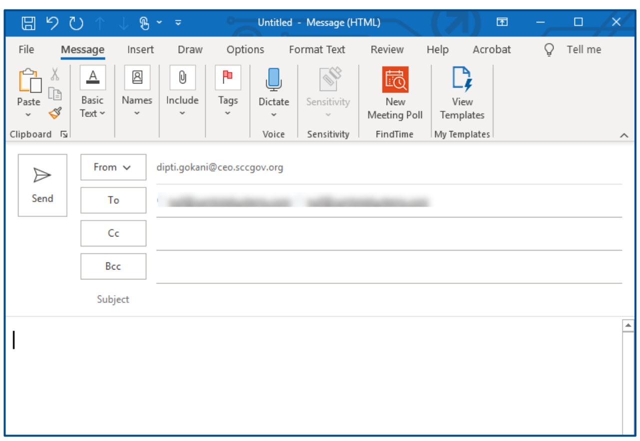
- To send prework such as handouts or class materials to registered learners.
- To notify webinar learners of the virtual location and access codes to attend the class.
- To notify Waitlisted learners or those who have Expressed Interest that you are offering the class on another date and if they would like to register.

In addition to emailing learners, you could also export the list to Excel to capture the learner details and email them outside of sccLearn.

1. Select the checkbox beside the names you want to email and click **Send E-Mail.** To select everyone, click the check box beside the Name column title.



2. Prepare your email and click **Send**.



5 - Post-Class Roster Management

Post-class activities include all the roster related activities you may need to complete after the class has taken place, such as:

- Marking Attendance for:
  - Wait listed learners that attended as walk-in learners
  - Walk-in learners that were not registered
  - Registered learners that did not attend
  - Registered learners that attended
- Correcting the status of learners

Mark Attendance for a Class

When marking attendance, you are updating the class roster to reflect the status of all learners that attended the class as “Attended”, “Passed”, and/or “Completed”. Registered learners that did not attend the class would be marked as “No Show” (recommended) or “Canceled.”

Multi-Day Class:
Marking attendance is completed at the session level to allow the learner to receive credit for the sessions they attended. As an administrator, navigate to the session to mark attendance. If a learner does not attend the session, they would be considered a **“No Show”** for that session. Their learner status for the class will remain as **“In Progress”** until the class is completed. If they attend a **“make-up”** session at a later date, you will need to correct the status of the **“No Show”** status to reflect the actual date they completed the class.

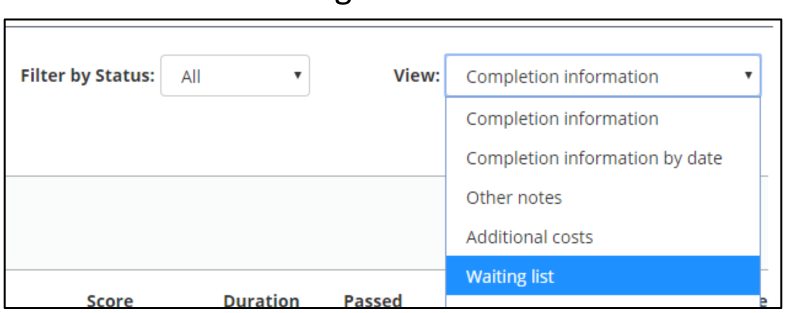
Waitlisted Learners that Attended as Walk-in Learners

All learners that were **wait listed** but attended as a walk-in learner, need to be moved to the roster.

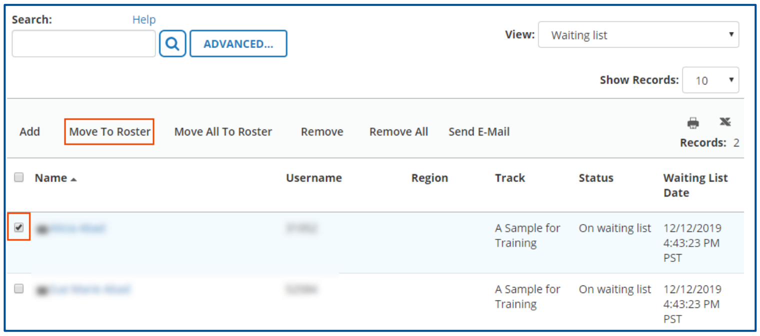
Note:

- When a learner is offered an open seat in a class, the system will hold that seat. Therefore, the system may read that there are no open seats even if the class is not at maximum capacity yet.

1. Click the **View** drop-down selection box and select **Waiting List**, to view learners on the waiting list.



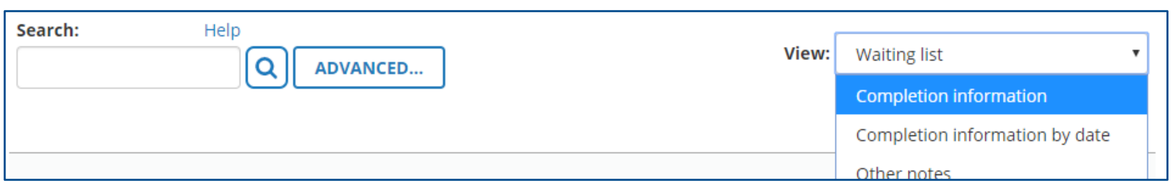
2. Select the checkbox beside the names you want to move to the roster and click **Move To Roster.** Alternatively, you can click **Move All To Roster** if you wish to move *every* learner from the waiting list to the roster.



Notes:

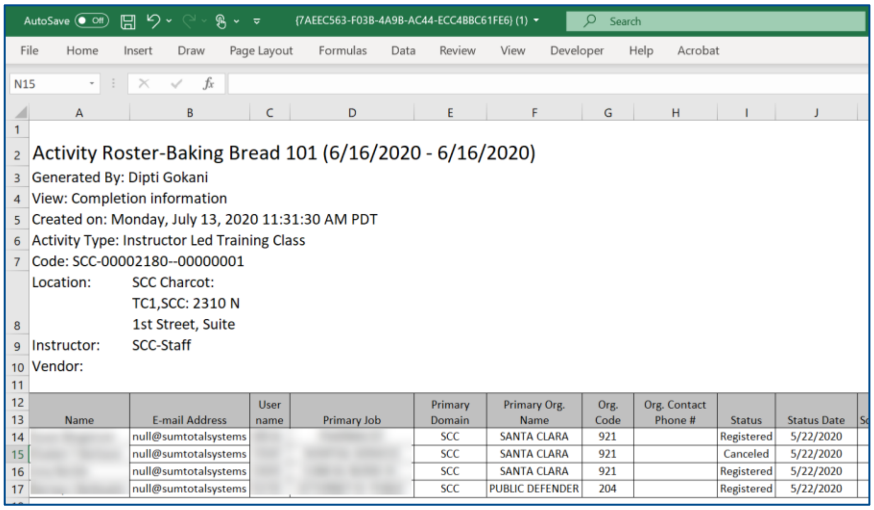
- Once you move a learner to the roster, sccLearn will send them a registration notification.
- You may need to update your capacity if the number of learners you wish to add exceeds the maximum capacity set at the class level.

3. Select **Completion Information** from the View drop-down selection box to confirm they are registered.



Walk-in Learners that Attended Without Registering

All learners that were **not registered and attended** will need to be added to the roster prior to continuing. Refer to the instructions to **The excel file will display the details** for the selected activity.



Activity Roster-Baking Bread 101 (6/16/2020 - 6/16/2020)
Generated By: Dipti Gokani
View: Completion information
Created on: Monday, July 13, 2020 11:31:30 AM PDT
Activity Type: Instructor Led Training Class
Code: SCC-00002180--00000001
Location: SCC Charcot: TC1,SCC: 2310 N 1st Street, Suite
Instructor: SCC-Staff
Vendor:

Name	E-mail Address	User name	Primary Job	Primary Domain	Primary Org. Name	Org. Code	Org. Contact Phone #	Status	Status Date
	null@sumtotalsystems			SCC	SANTA CLARA	921		Registered	5/22/2020
	null@sumtotalsystems			SCC	SANTA CLARA	921		Canceled	5/22/2020
	null@sumtotalsystems			SCC	SANTA CLARA	921		Registered	5/22/2020
	null@sumtotalsystems			SCC	PUBLIC DEFENDER	204		Registered	5/22/2020

Note:

- The excel file will contain the following information for each learner (based on data available):

Name	E-mail Address	Username
Primary Job	Primary Domain	Primary Org. Name
Org. Code	Org. Contact Phone #	Status
Status Date	Score	Duration (Hrs/Min)
Passed	Completed	Signature Status
Approved by	Enrolled by	User Code
Manager	Position	

Add Learners to Class Roster or Wait List.

Registered Learners that Did Not Attend

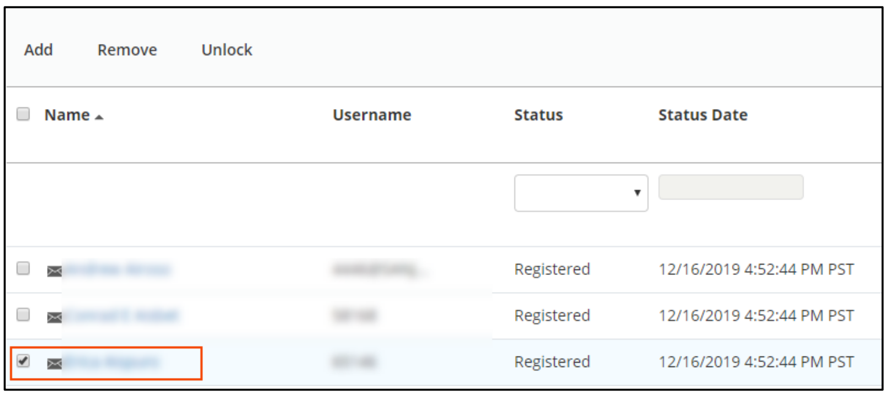
It is recommended to mark all learners that were **registered but did not attend** the class, with a **No Show** status. This allows the department, the learner's manager (if configured within sccLearn), and the learner to keep track of registrations. A notification will be sent to the manager (if configured) indicating that their registered employee did not attend the training.

Note:

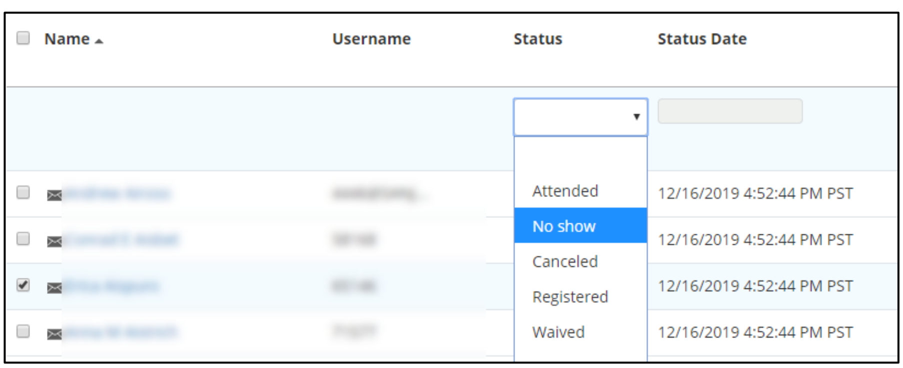
- If you do not mark the learners with a No Show Status, their registration will need to be canceled (dropped) from the roster prior to continuing. Refer to the instructions to **Cancel/Drop Registrations.**

Multi-Day Class:
As you will be marking attendance at the session level to accurately record attendance in the event that learners do not attend all the sessions, select the session level when you select the status for the learner.

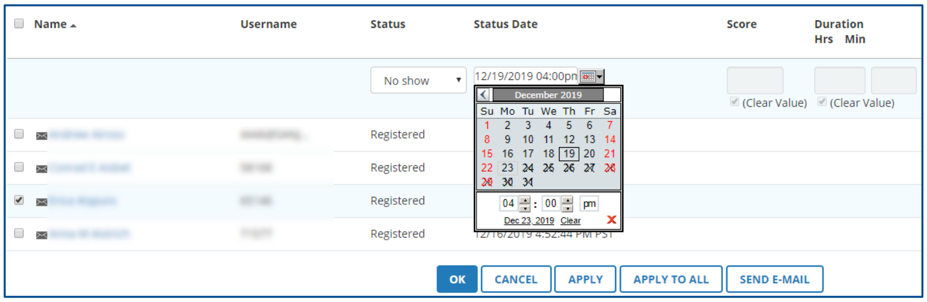
1. Select the checkbox beside the registered learners who **did not attend** the class.



2. Select **No Show** (or **Canceled**) from the Status drop-down selection.



3. The **Status Date** field will become available to edit. Click the calendar to select the end date and time of the class. Click "x" to close the calendar.



4. Click **APPLY** followed by **OK** to the confirmation message.

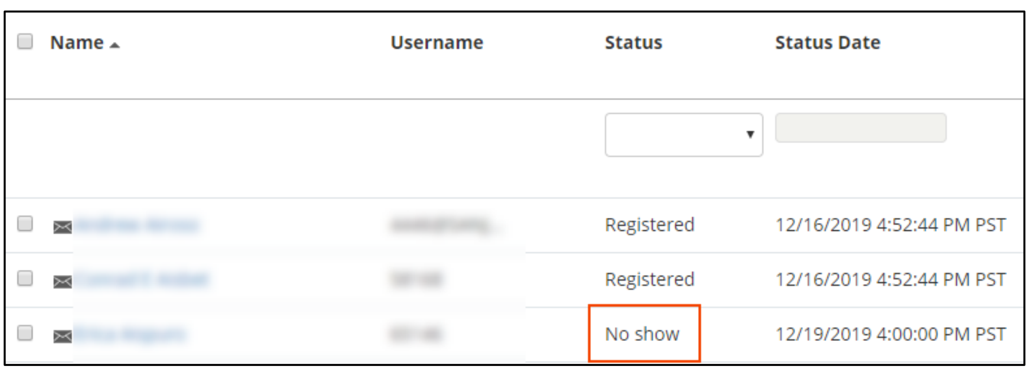
Note:

- Do **NOT** click APPLY TO ALL as this will apply the no show status to ALL learners registered for the class.

Multi-Day Class:

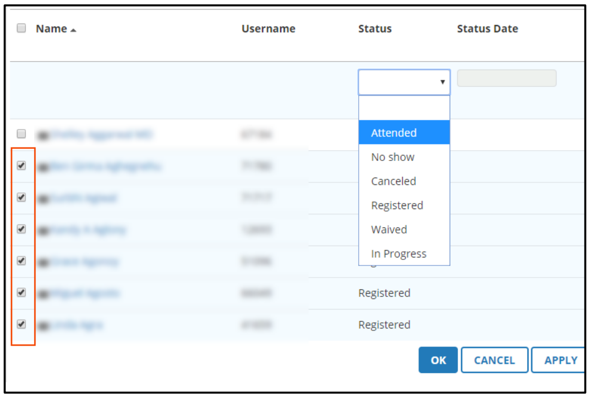
If you are marking attendance for a Multi-Day Class, you will receive a message indicating: *"This change will be applied to both the parent activity and all of its child activities."*

5. Verify the roster is updated to show the selected learner status as "No Show".

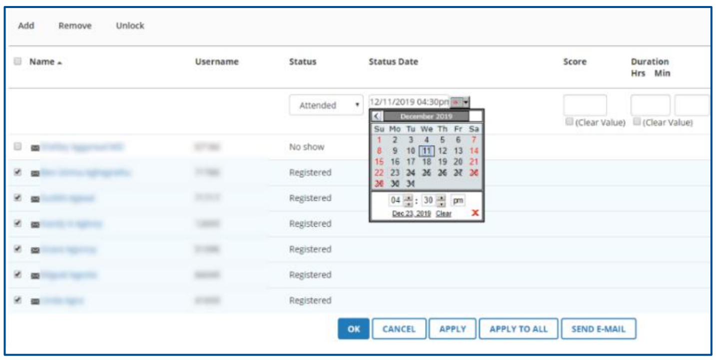


Registered Learners that Attended

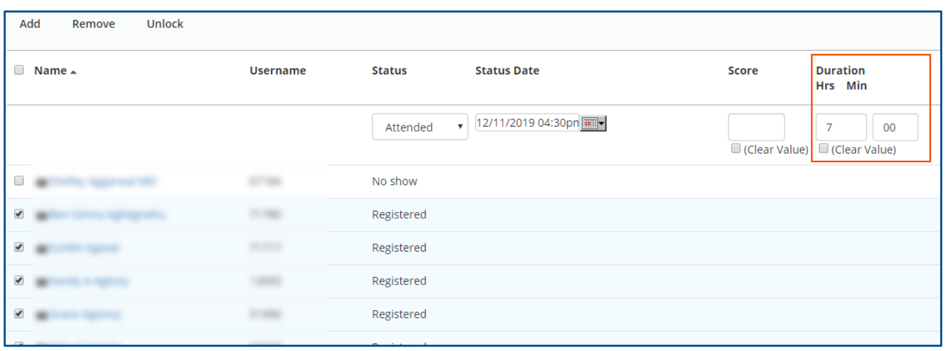
1. Select the checkbox beside the registered learners that **attended** the session. Select **Attended** from the Status drop-down selection.



2. The **Status Date** field will become available to edit. Click the calendar to select the end date and time of the class. Click “x” to close the calendar.



3. Enter the **Duration** of the class.



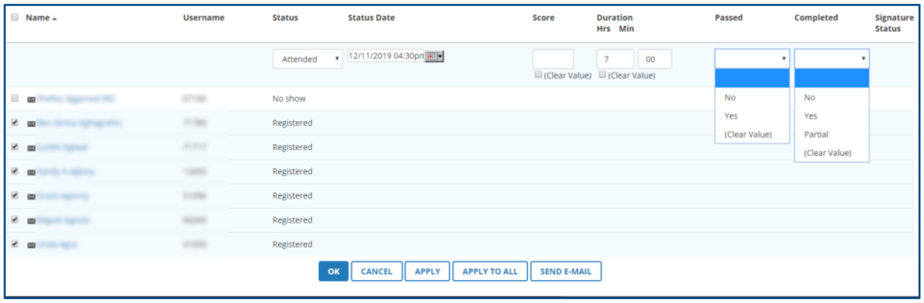
Multi-Day Class:

If this is a Multi-Day Class with each session having the same duration, enter the duration for one session. If this is a Multi-Day Class with sessions of different durations, the attendance will need to be marked on each individual session.

4. Change the status of:

   Passed to Yes.

   Completed to Yes.



Notes:

- If these are both left blank, sccLearn assumes both will be set to **Yes**.
- Some departments reflect learners that **unsuccessfully** completed an activity by marking the learner as:

  Completed: **YES**

  Passed: **NO**
- Confirm with your department before marking learners with unsuccessful completion.

5. Click **APPLY** for a confirmation message indicating the changes have been applied, followed by **OK**. The Activity Roster will be updated to show the selected learner status as "Attended".

Note:

- Do **NOT** click APPLY TO ALL as this will apply the attended status to ALL learners registered for the class.

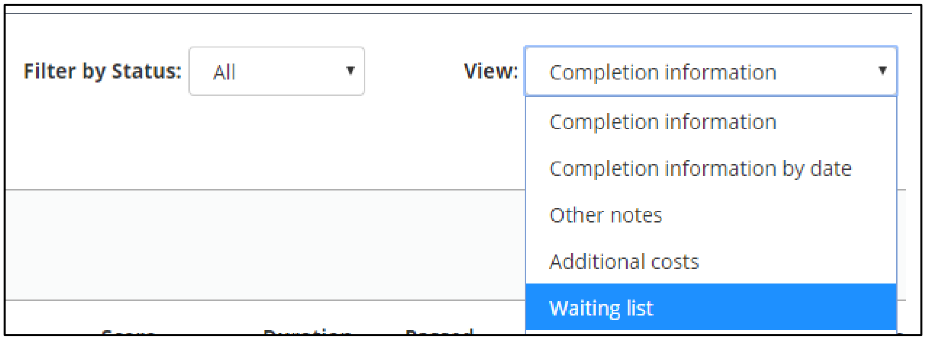
Multi-Day Class:

If you are marking attendance for a Multi-Day Class, you will receive a message indicating: *"This change will be applied to both the parent activity and all of its child activities."*

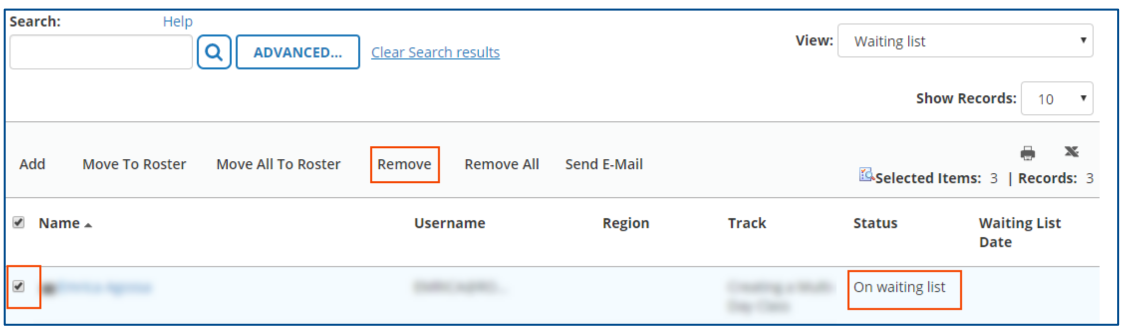
Wait Listed Learners that did Not Attend

Learners who were wait listed but did not attend, need to be released from the class before they can register for another class (offering of the same course).

1. Click the View drop-down selection box and select **Waiting List**.



2. Select the checkbox beside each learner and click **Remove** and click **OK** to continue from the confirmation message.



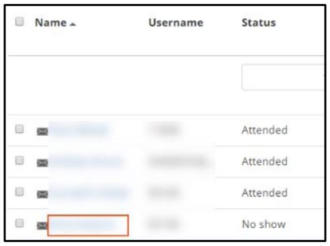
Notes:

- Once the Waiting List is cleared, click **Cancel** to close the message indicating there are no records to display and return to the Activity Management page.
- Waitlisted learners will remain on the course waitlist as well unless they are removed by an administrator.

Correct Status of Completed Class

You can change the status of a learner after the class attendance has been marked. This occurs if a status was set incorrectly or if a learner forgot to sign the roster and realized it after receiving a No Show status.

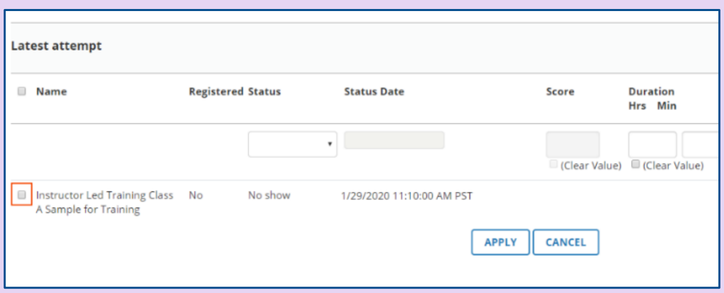
1. Click on the **learner name** whose status you want to adjust



2. Correcting the status varies for Single and Multi-Day Classes.

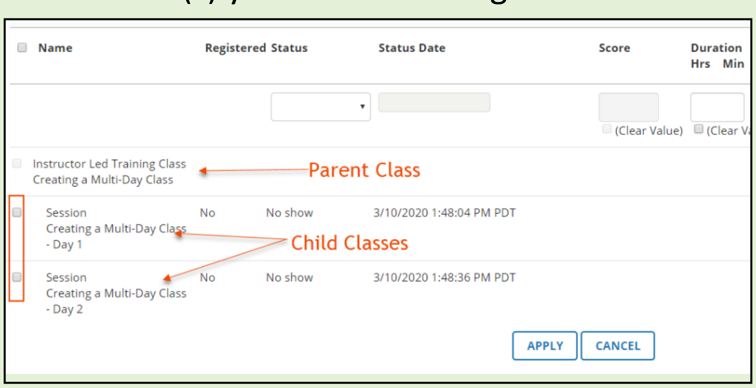
Single Day Class:

Select the **class title** when the learner profile is displayed.

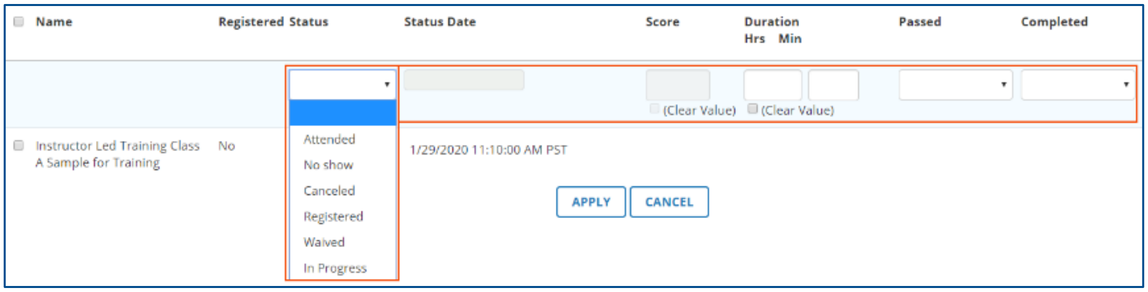


Multi-Day Class:

Each child session will be displayed individually and will need to be adjusted to reflect the status change in the parent class. Select the checkbox beside the session title(s) you need to change.



3. Select the new status from the Status drop-down selection.



Single Day Class:

If you select the status to be:

No Show: The Status Date, Duration, Passed and Completed fields **will be reset** to blank.

Attended: The Status Date, Duration, Passed and Completed fields **will need to be entered** to reflect the correct status.

Multi-Day Class:

If you select the status to be:

No Show for each session: The Status Date, Duration, Passed and Completed fields **will be reset** to blank.

Attended for each session: The Status Date, Duration, Passed and Completed fields **will need to be entered** to reflect the correct status.

Different for each session: The Status will display as **In Progress** for the class when viewing the activity roster, while each session will reflect the individual status.

4. Click **APPLY** followed by **OK** to the confirmation message.

5. Click **Cancel** to close the Learner Profile window and return to the Activity Roster, which will be updated to show the new learner status. Click **Cancel** again to return to the Learning Activities page.

6 - Miscellaneous Activity Related Tasks

Once your courses and classes have been created, there may be occasions when you need to:

- View Express Interest List
- Edit the activity
- Copy an existing class
- Cancel the class
- Deactivate the course

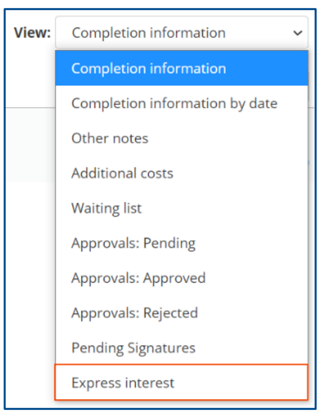
These instructions are written with the assumption that you are familiar with creating courses and classes as well as roster management. Refer to those sections if you need guidance as you work through these tasks.

View Express Interest List

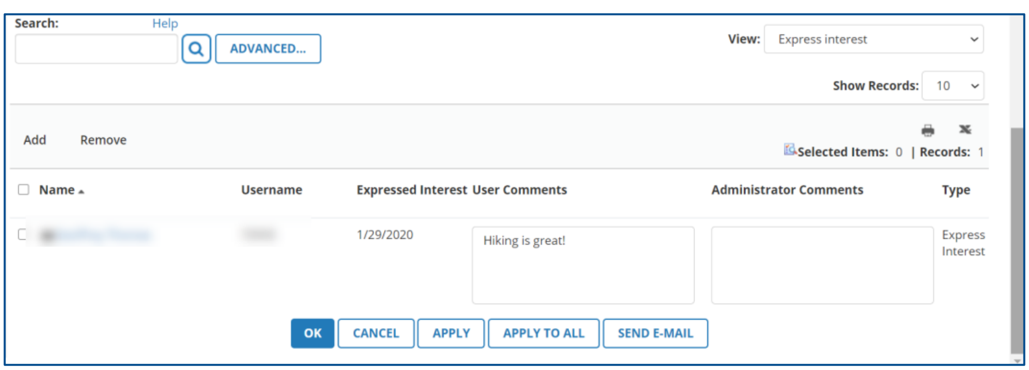
The Express Interest list is useful to gauge how many learners may be interested in taking the course. The Express Interest property is configured when the course is created, so it may not be available for all courses. If configured at the course level, during the creation of classes (or offerings of courses), an option to notify the learners that have expressed interest will be provided.

Refer to the Orientation to Administration Training in sccLearn for how to navigate the Roster Management page.

1. Having opened the roster for the course, change the view from **Completion Information** to **Express Interest**.



2. The Express interest list will be displayed with the comments that the user entered when they expressed interest.



Edit Activity

The process for editing **published** activities, whether webinars, courses, or classes, is very similar.

Notes:

- If you edit a course, the changes will reflect in any classes created after.
- The changes will not reflect in previously created classes.
- If you want the changes reflected in previous classes, you will need to edit each class manually.

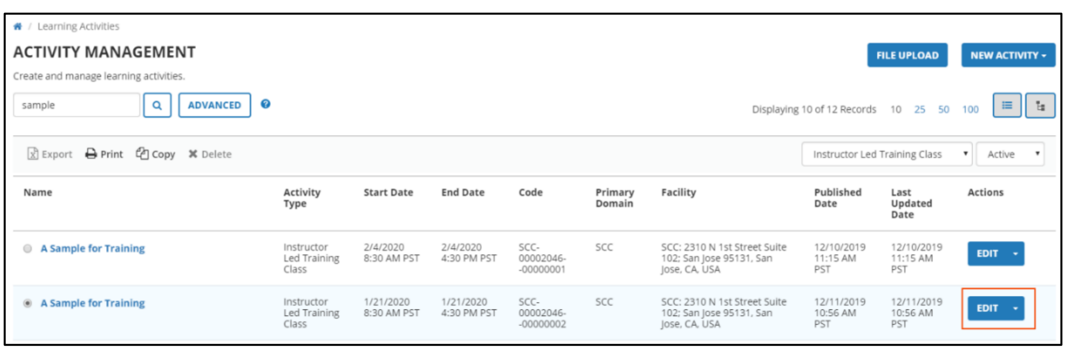
As the activity has already been published, you will be editing a **copy of the activity. While editing the copy,** the **current version** will remain visible to the learner. Once you have edited and validated the activity, selecting **Moving to Production** will update the current version for consumption.

Impact to Learners

An email confirmation notification will be sent out to learners when the title, location, or time of a class has been changed.

Edit Class

On the Activity Management page, click **EDIT** beside the activity name.



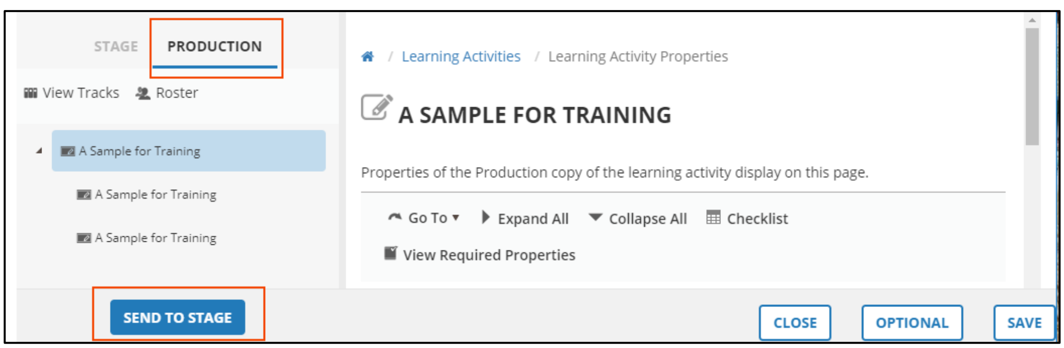
Changing Class Date

If you need to reschedule a class, it is highly recommended to create a new class instead of changing the date of the existing class. There are two reasons for this:

1. You do not know if the new date works for all learners registered to the existing class.
2. The system sends out a notification telling registered learners that the class has changed, but it does not send out a new Outlook calendar invite, nor does it update the existing calendar invite.
3. The cancelation deadlines for existing registered learners does not change with the schedule change. This can result in registered learners not being able to cancel their own registration.

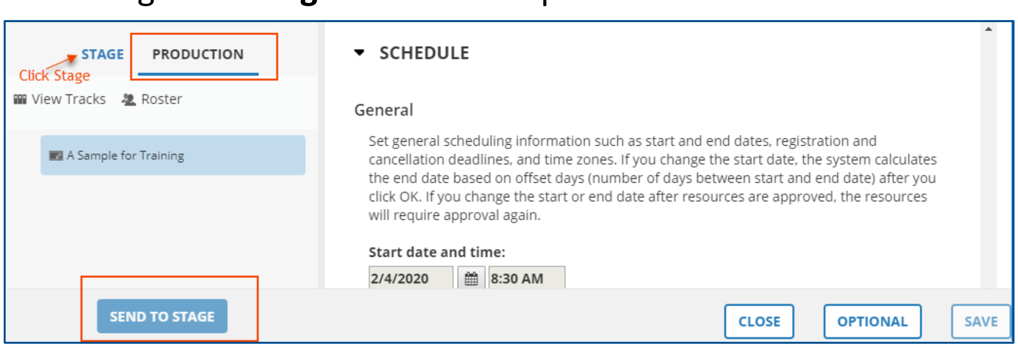
Send to Stage

Click **Send To Stage** once the Learning Activities properties are displayed and make any necessary edits to the class in stage. Verify the details are correct and **SAVE** the changes.



Note:

- If **Send To Stage** is greyed out, the activity has already been sent to stage for editing. Click **Stage** across the top.



Validate for Production

Click **Validate for Production** to ensure there are no errors and you have entered all necessary details for your activity.

Note:

- As is the case when creating the activities, you are encouraged to resolve the errors before proceeding.

Move to Production

Considerations Before Proceeding:

- Moving to production will **update the settings** for the class that is visible for registration, unless the visibility for the class was changed.
- An email confirmation notification will be sent to the mailbox of the Activity Owner identified for the class.
- An email confirmation notification will be sent to the learner **only** if the title of the class, the location of the class or the time of the class have changed.

Click **Move to Production** to update the current version of the activity for your selected audience to see in sccLearn. Close the validation message to return to the Activity Management page in Learning Activities.

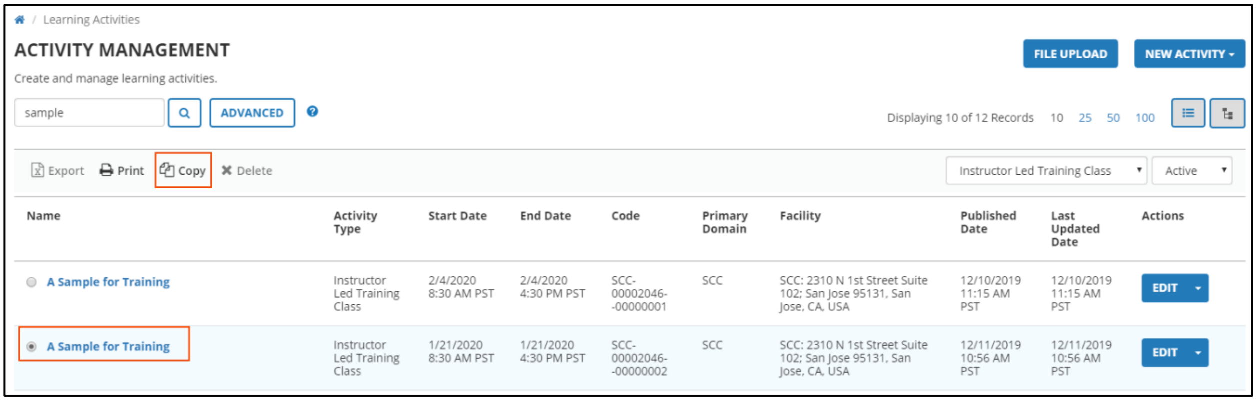
Copy Existing Class

If you are offering a class multiple times, it may be easier to create a copy of the class than create a new class.

1. Click the radio button next to the class name and click the **Copy** icon.

Note:

- The copy icon is only available if the "**Can be Copied" Status** was selected in the existing class.
- Copying the class does **not** send out express interest notifications. To notify learners that have expressed interest, you **must** create a new class.



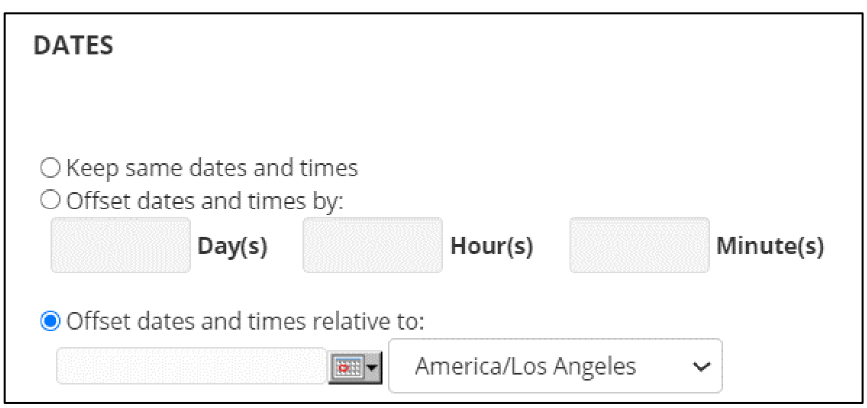
Class Dates

You have three options by which to select the dates for the next class.

- **Keep the same dates and times** allows you to keep the date and time of the session. This could be useful if you are creating a concurrent class at another location.
- **Offset the dates and times by** allows you to create classes every week or on the same day each week.
- **Offset the dates and times relative to** allow you to select the date and time of the next class by clicking on the calendar icon.

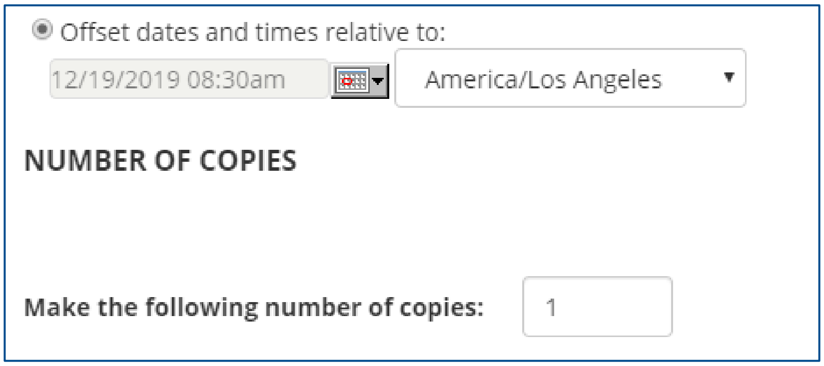
Note:

- The recommended best practice is to use **Offset the dates and times relative to**.



Quantity

Select the number of copies based on the dates selected.

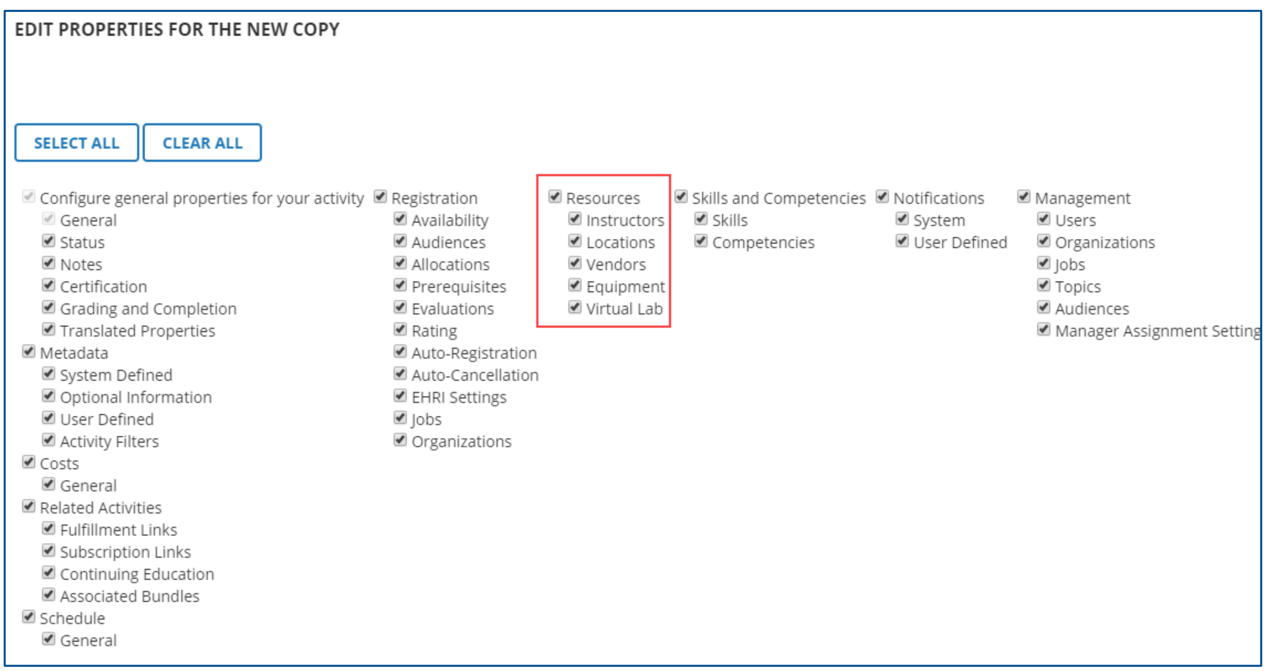


Properties to Copy

Click **OK** to copy all properties for the original class.

Notes:

- If you have planned a different resource or location for the class, uncheck the resource selection.
- Do **NOT** change any other default properties on this page.



Name and Owner

Remove **Copy (x)** of from the name of the course and update the Activity owner to reflect your department.

Start Date, End Date, Registration and Cancelation Deadlines

These dates will be pre-populated based on the Offset date you selected during the copy process but may need to be updated.

Single Day Class:
Confirm that the dates for the class are correct or adjust as needed.

Multi-Day Class:
Ensure that all date details are correct to reflect the start of the class for first session and end of the class for the last session. Also verify that the deadlines reflect the first session.

Locations and Instructors

The location and instructors will be pre-populated when the session was copied if the properties were not deselected. Confirm the resources are correct or adjust as needed.

Multi-Day Class:
If you copied a Multi-Day Class, ensure that all child session details are correct.

Notes:

- Confirm the resources **prior to** associating them with the class.
- sccLearn does **not** connect with Outlook or any external system to coordinate with calendars or booking systems.

Waiting List Properties

Confirm the wait list information is correct or adjust as needed before validating and publishing the class.

Publish the Class

Confirm that everything for the class has been entered correctly. Click **Validate for Production** to ensure you have entered all necessary details and there are no errors. Resolve any errors before proceeding to **Move to Production**.

Notes:

- Moving to Production will **open the class for registration**. If you are **NOT** ready to launch the class, leave the class in Stage until you are ready to move to production.
- An email confirmation notification will be sent out to the mailbox of the Activity Owner identified for the class.
- Copying an existing class does not send out Express Interest notifications regardless of how the original class was configured.
- To notify learners that have expressed interest, you **must** create a new class.

Configure Additional Copies

If you made more than one copy of the class, be sure to configure all remaining copies of the copied class.

Canceling a Class

Classes can be canceled for various reasons. Typically, you will be canceling a class that learners have already registered for. Therefore, you would need to:

- Notify all registered and wait listed learners that the class will no longer be offered.
- Clear the waiting list before canceling the class, so it is no longer visible to learners.

Notify and Remove Wait Listed Learners

1. View learners on the **Waiting List** for the class being canceled. Select all learners and click **Send E-mail** to notify them of the reason for being canceled from the class (i.e. the class is no longer being offered). Provide alternate dates that they may register for.

2. Select all learners again (if not already selected) and click **Remove.**

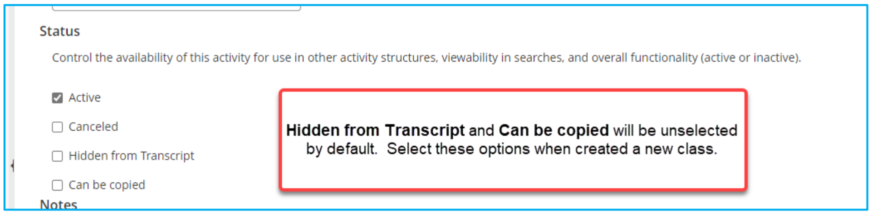
Notify and Cancel Registered Learners

1. View **Registered** learners for the class being canceled. Select all learners and click **Send E-mail** to notify them of the reason for being canceled from the class (i.e. the class is no longer being offered). Provide alternate dates that they may register for.

2. Select all learners again (if not already selected) and click the drop-down arrow beside **Status** and select **Canceled**. Click **APPLY**.

Cancel Class

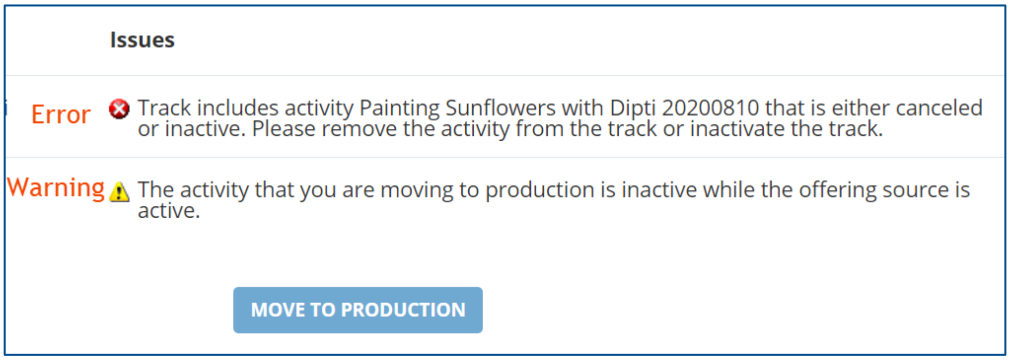
1. **Edit** the class to be canceled and modify the **Status** properties of the class so it is not visible and cannot be registered for.
    - Status setting **<u>required</u>** to be **<u>NOT</u>** selected: **Active**
    - Status setting **<u>required</u>** to be selected: **Canceled**



2. **Save** the class and click **Validate for Production** to identify where additional configurations are needed for canceling the activity.

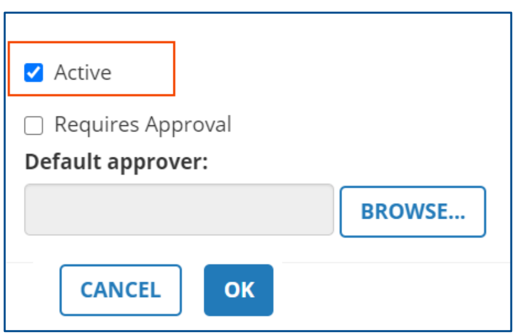
Notes:

- It is normal to see warnings and/or errors when canceling a class.



- The **MOVE TO PRODUCTION** button will **not** be available until the errors have been resolved.

3. Click the **Error Message** to navigate to the property causing the error. Deselect the **Active** property and click **OK**. You will be returned to the Validation Results page.



4. Click **Validate for Production** again.

5. Click the **MOVE TO PRODUCTION** button which should now be available.

Note:
The Warning message is informational and does not require resolving.

Multi-Day Class:
You may receive an error notification prompting you to also configure these Status settings for the individual sessions. Follow the steps to click on the notification message and resolve the errors before proceeding to validate and move the class to production.

Deactivating a Course

Deactivating a course that is no longer offered, will remove the course from the catalog and learners will not be able to find the course using the search feature.

Prior to deactivating the course, you should:

1. Ensure all delivered/completed classes have been marked as attended.

2. Cancel all future classes.

3. Notify all registered and wait listed learners and those that have expressed interest that the course will no longer be offered.

4. Clear all upcoming registrations, so the activity no longer appears on the schedule for those learners.

Notify and Remove Wait Listed Learners

1. View learners on the **Waiting List** for the course being deactivated. Select all learners and click **Send E-mail** to notify them of the reason for being removed from the list (i.e. the course is no longer being offered). Include alternative courses that they may register for.

2. Select all learners again (if not already selected) and click **Remove.**

Notify and Cancel Registered Learners

1. View **Registered** learners for the course being deactivated. Select all learners and click **Send E-mail** to notify them of the reason for being canceled from the course (i.e. the course is no longer being offered). Include alternative courses they may register for.

2. Select all learners again (if not already selected) and click the drop-down arrow beside **Status** and select **Canceled**. Click **APPLY**.

Notify and Remove Express Interest Learners

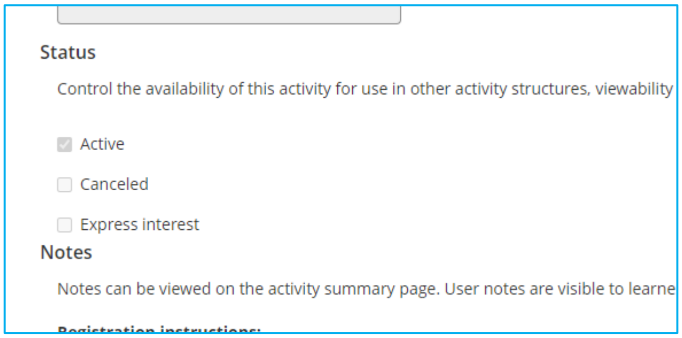
1. View learners who have **Expressed Interest** for the course being deactivated. Select all learners and click **Send E-mail** to notify them of the reason for being removed from list (i.e. the course is no longer being offered). Include alternative courses that they may register for.

2. Select all learners again (if not already selected) and click **Remove.**

Deactivate Course

1. **Edit** the course to be deactivated and modify the **Status** properties of the course so it is no longer active.

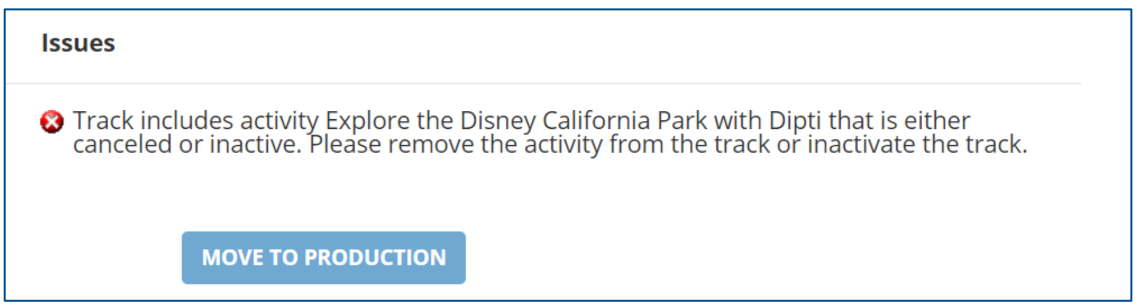
Status setting **required** to be NOT selected: **Active**:



2. **Save** the course and click **Validate for Production** to identify where additional configurations are needed for deactivating the course.

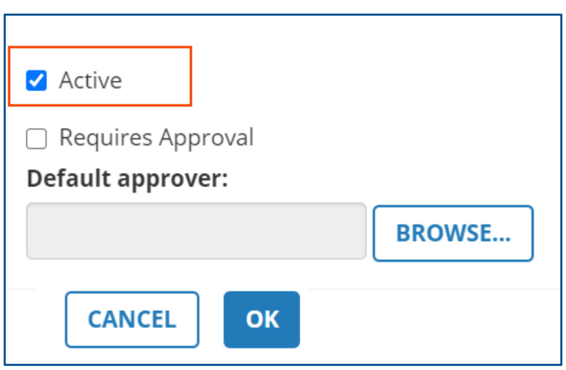
Notes:

- It is normal to see warnings and/or errors when deactivating the course.

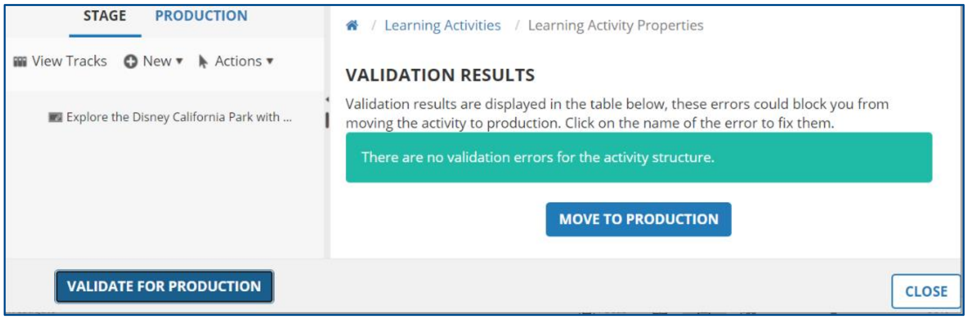


- The **MOVE TO PRODUCTION** button will **not** be available until the errors have been resolved.

3. Click the **Error Message** to navigate to the property causing the error. Deselect the **Active** property and click **OK**. You will be returned to the Validation Results page.



4. Click **Validate for Production** again.



5. Click the **MOVE TO PRODUCTION** button which should now be available.

Note:

- While it may seem counter intuitive to be moving the deactivated course to production, this step applies the settings that have changed such as deactivating the course.

For any further questions, please contact LED@ceo.sccgov.org.