NTC LMS User Guide – NTC

January 2019

Contents

1 Background

The National Training Center (NTC) serves as the national focal point for the development and delivery of motor carrier safety training to enhance the capabilities of participating Federal, State, and local government officials.

The fundamental goal of the Federal Motor Carrier Safety Administration (FMCSA) is to reduce fatalities, injuries, and commercial vehicle crashes. The mission of the NTC is to provide high quality motor carrier safety and law enforcement training to its customers to assist the FMCSA in achieving its goal.

NTC course specialists are responsible for creating a standard set of courses. State Points of Contact (POCs) then schedule classes with specific dates, times, and locations, and assign instructors to allow students to register for and take a particular course.

2 Organization

This document is organized into sections that align with key functional areas of the NTC LMS. This user guide is designed specifically for the role(s) identified, and is intended to walk the user step-by-step through each user specific use case pertinent to the LMS.

Each section will also identify a permission matrix that indicates which user roles are able to view and edit information. This is informational only, but allows a full scope picture of the LMS and how each role might use information.

3 Roles

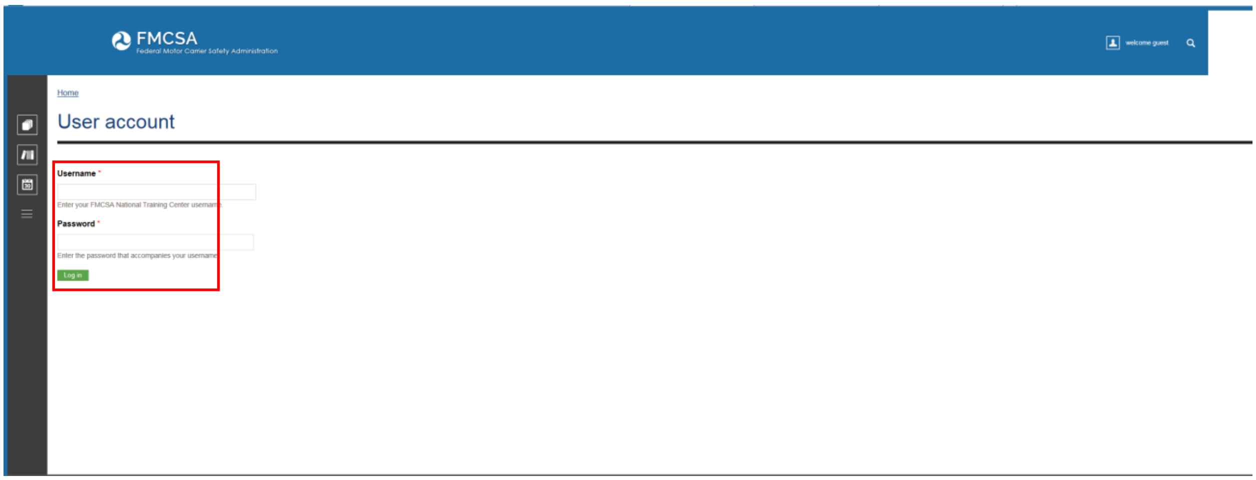
The LMS is a role based system that utilizes 9 different user roles to ensure a streamlined and secure learning environment for all users. The user roles breakdown as follows:

- NTC
- NTC (I)
- NTC(II)
- NTC(III)
    - Note: Only NTC users will have the ability to create courses and edit instructor information.
- State POC
    - Note: State POCs will be able to approve or deny student registrations.
- Instructors
- Master Instructor
- Instructor
- Presenter
- Candidates
- Students
    - Note: Students will need to log in to register for classes.

4 Logging In

The LMS is a centralized training system that uses roles to separate system content and permissions. As such, Federal users of the system will log in via the following URL:
http://fmcsa.lms.dot.gov/user

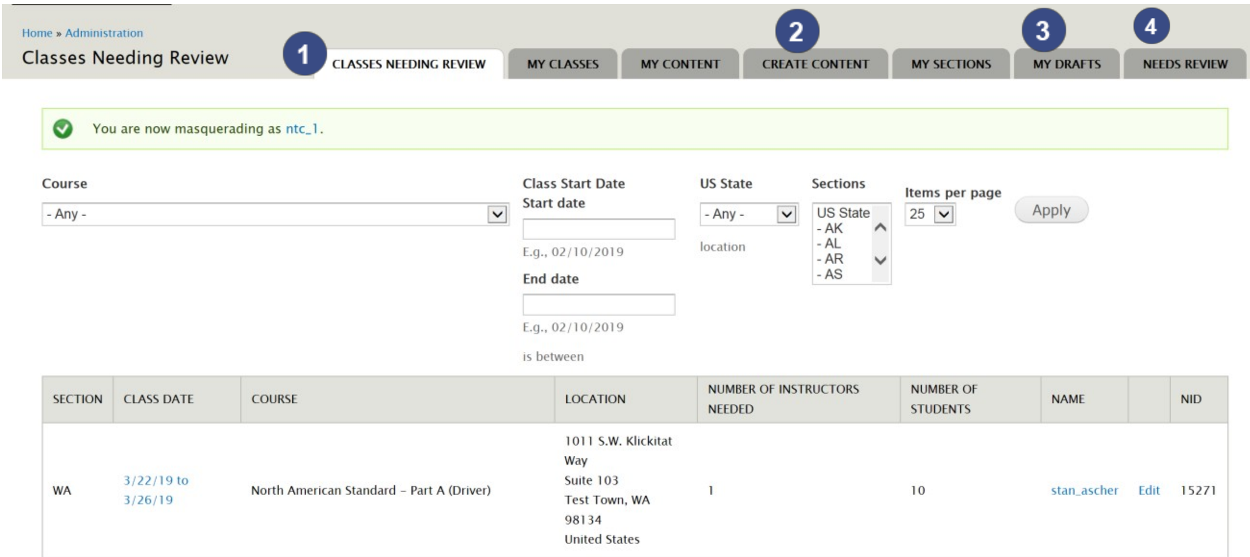
State users have a different url that validates their identity through login.gov. For NTC users, enter the above noted url in your web browser and hit enter. You will be taken to the following login screen:



To enter the LMS, you will enter your email address as the username, followed by the provided password, then click 'login'.

5 Workbench

The LMS has a central information hub known as the 'Workbench'. This will be the first place a user sees when they log into the LMS and gives the user content that requires review and approval as well as the latest content entered.



1 **Needs Review**
Content that has been submitted for Review and may require NTC review and approval.

2 **Create Content**
This tab allows users to create Courses, Classes, Instructor Profiles, Exams.

3 **My Drafts**
Content that the user has created but never finalized.

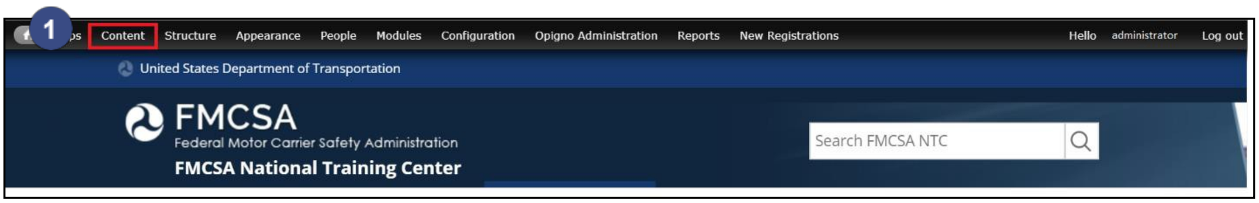
4 **Needs Review**
Content that requires NTC review and approval.

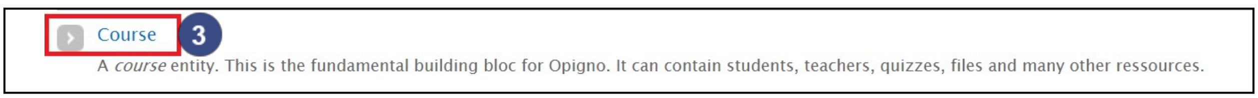
6 Courses

Courses are predefined trainings that clearly layout a standard set of learning objectives across all States. Each class is tied to a course.

6.1 Entering a Course: Part 1

NTC users and State POCs will be able to enter new courses into the LMS system. The steps below will walk you through the process of entering a course.





1 **Content**
After logging into the LMS system, click on the ‘Content’ link on the toolbar along the top of the page.

2 **Add Content**
You will be directed to the Content page. Select the “+ Add content” link towards the top of the page.

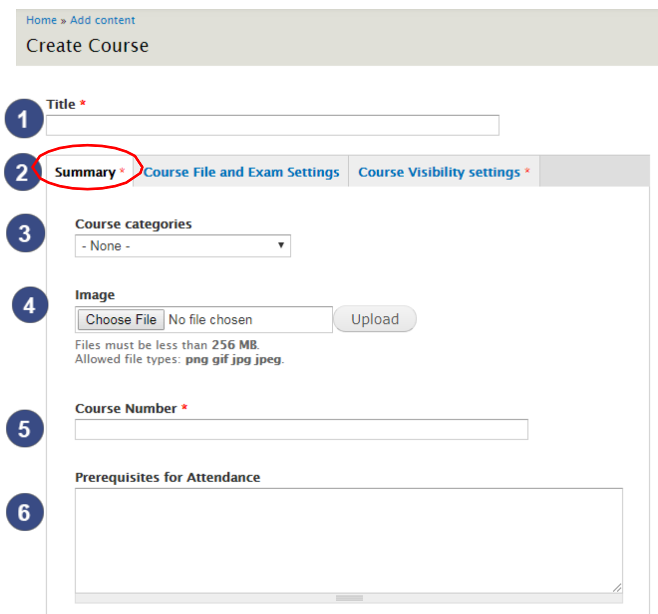
3 **Course**
You will be directed to the “Add content” page. Select “Course” to begin adding a course. The next page is a guide that covers all the fields and steps for entering a course.

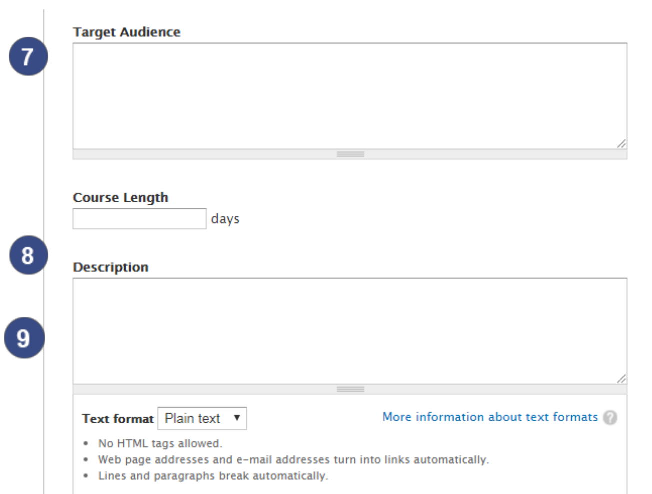
6.2 Entering a Course: Part 2

After selecting “Course” on the Create Content page, you will arrive at the form pictured below. Use this form to author your course content and save it as a draft. The Course content type is divided into three tabs. The steps below will walk you through the process of entering content for each tab.

6.2.1 Summary Tab

The steps below will walk you through the process of entering content on the Summary tab.





1. **Title**
   Enter the title for the course. This is a required field.

2. **Summary** Tab
   The first tab is the Summary tab.

3. **Course Categories**
   Select a category for the course from the dropdown list. Only one category can be selected.

4. **Image**
   Upload an image for the course. The image must be smaller than 256 MB. Not Required.

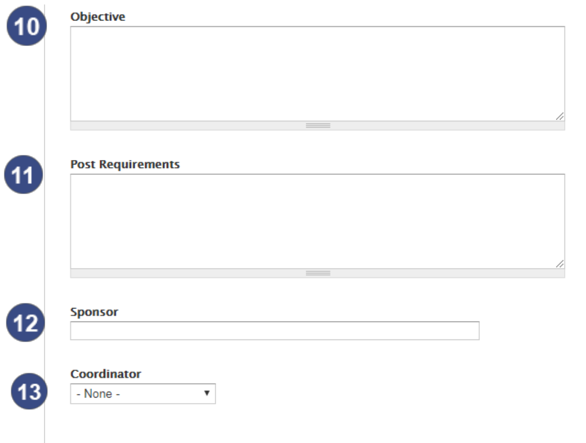
5. **Course Number**
   Enter the Course Number for the course. This is a required field.

6. **Prerequisites for Attendance**
   Enter the prerequisites for attendance for the course. If there are none, type ‘None’.

7. **Target Audience**
   Enter the target audience for your course.

8. **Course Length**
   Enter the Course Length.

9. **Description**
   Enter a description for the course. Text type can be selected from the dropdown menu. If using HTML text type, the user can insert images, tables, format text, and include subtitles, subheads, and links that might be contained in the body of the content.



10 **Objective**

Enter the objective(s) of the course. Text type can be selected from the dropdown menu. If using HTML text type, the user can insert images, tables, format text, and include subtitles, subheads, and links that might be contained in the body of the content.

11 **Post Requirements**

Enter any post-course requirements associated with the course.

12 **Sponsor**

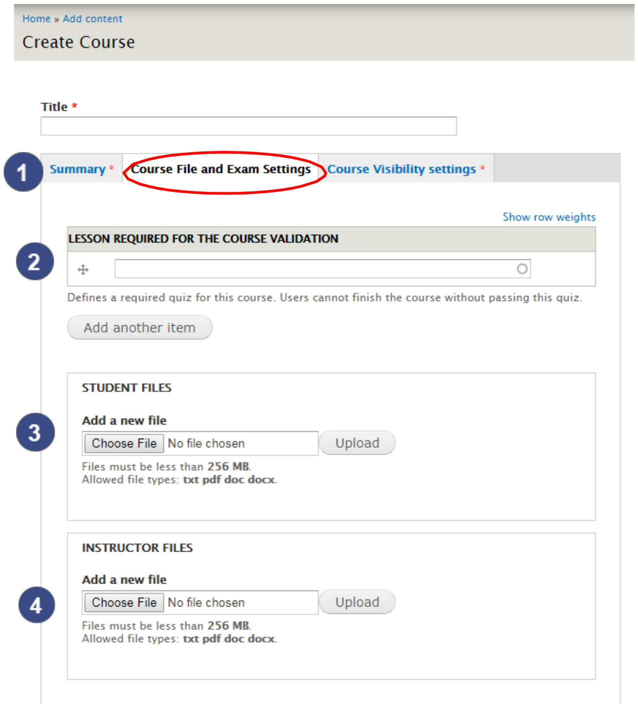
Enter any course sponsors.

13 **Coordinator**

Select an NTC coordinator from the dropdown list.

6.2.2 Course File and Exam Settings Tab

The steps below will walk you through the process of entering content on the Course File and Exam Settings tab.



1 **Course File and Exam Settings Tab**
Click on the Course File and Exam Setting tab to begin adding content to that tab.

2 **Lesson Required for the course validation**
Select the quiz required for the course.

3 **Student Files**
To add a Student File, click browse, locate the file you would like to attach to the course, and click ‘Upload’.

4 **Instructor Files**
To add Instructor File, click browse, locate the file you would like to attach to the course, and click ‘Upload’.

6.2.3 Course Visibility Tab

The steps below will walk you through the process of entering content on the Course Visibility tab.

1. **Course Visibility Settings Tab**
   Click on the Course Visibility Settings tab to begin content on that tab.

2. **NTC course feed id**
   Enter the course feed id.

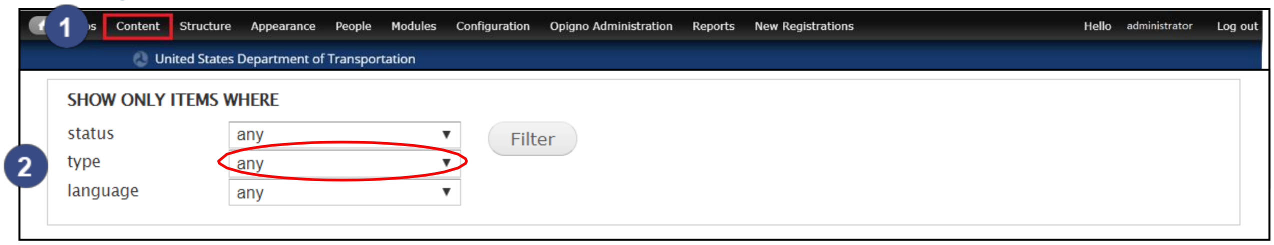
3. **Group Visibility**
   Select the course's visibility indicating who can register for the course. This field is required.

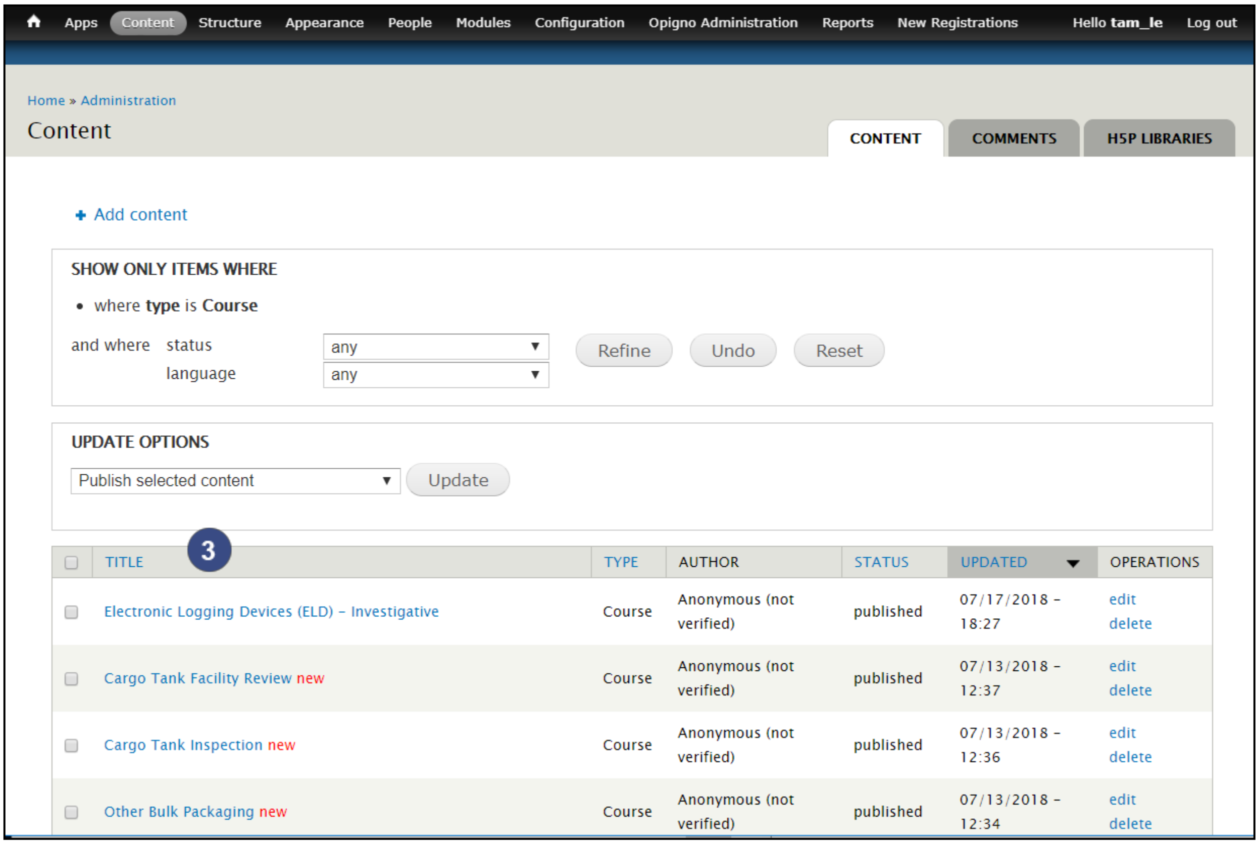
4. **Required instructor certifications**
   Select all the certifications necessary for an instructor to teach this course. This is a required field.

5. **Required Course**
   Search for/enter the title of a different course for this course to be dependent on. Click the "Add other item" if you would like to add more than one course.

6. **Save**
   Click the "Save" button to save any changes you make. If you create or modify a course but do not click Save, your changes are lost. It is a good idea to save your work often.

6.3 Viewing a Course





1 Content

After logging into the LMS system, click on the 'Content' link on the toolbar ribbon along the top of the page.

2 Type

You will be directed to the Content page. Select "Course" from the dropdown on the "Type" filter, then click the "Filter" button.

3 View

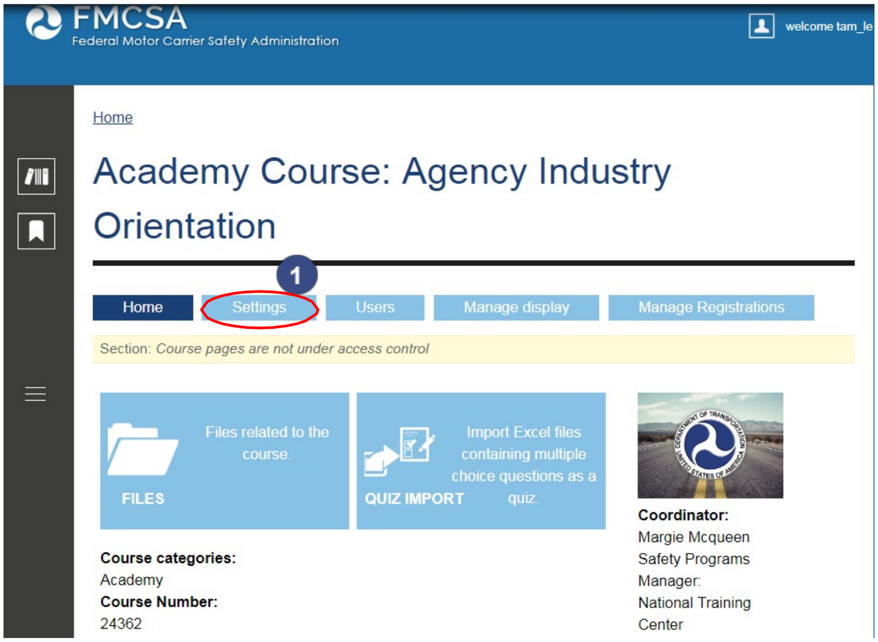
You will then see a list of all the courses in the system. You can click on the "Title" link to sort the results by title. Once you've found the course you would like to view, click on the title of course. This will take you to the Course page.

6.4 Approving a Course

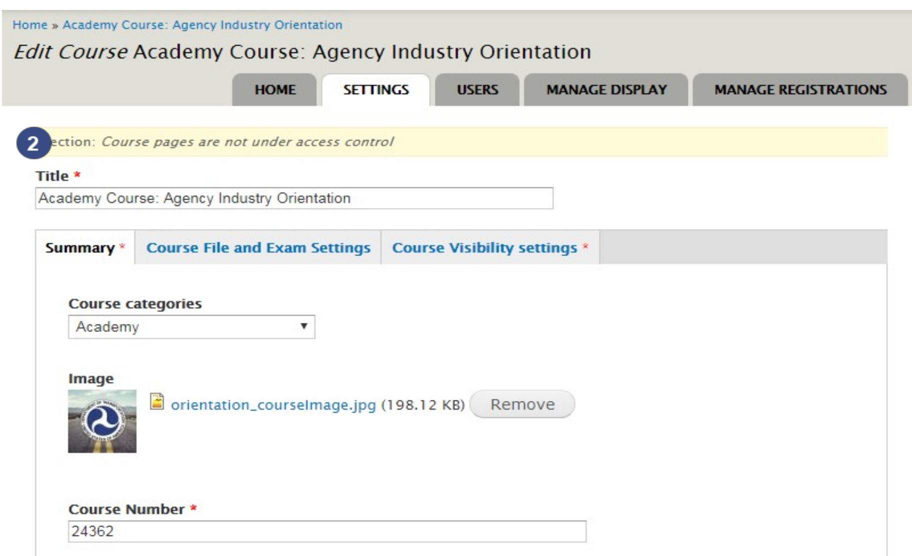
As an NTC user, there is no approval process for a course. Saving a course will finalize the course.

6.5 Editing a Course

After creating a Course, users will have the ability to edit their Courses. The steps below will walk you through editing a Course.



1 After logging into the LMS system, navigate to the Course you would like to edit. Once you are on your Course page, select the “Settings” tab to make edits to your content.



2 Selecting the “Settings” tab will take you to the edit mode for your Course.

3 

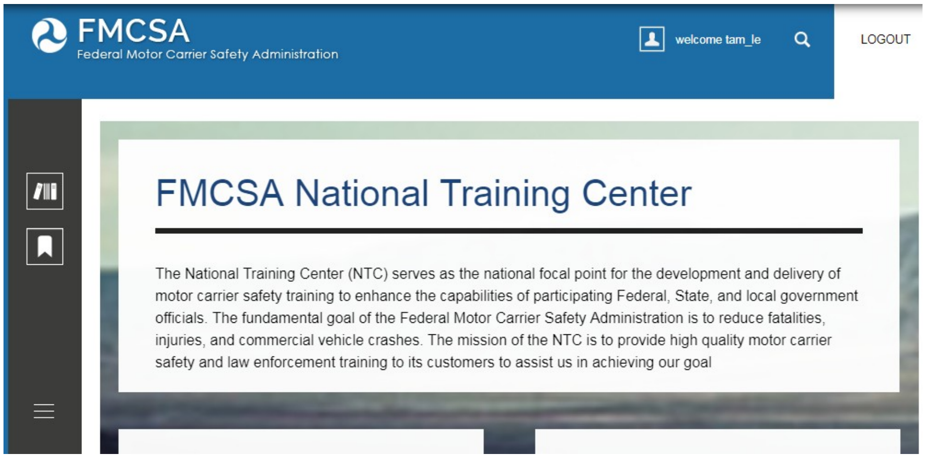
3 After the desired edits are made, scroll to the bottom of the page and click “Save.”

6.6 Adding Course Files

NTC I, NTC II and NTC III can add course-related files to their courses. To begin adding files to a course, navigate to your course page. On the course page, you will see a “Edit” link on the top. Click on the “Edit” link to begin adding files to your course. Follow the steps from step “6.2.2 Course File and Exam Settings Tab” to add course files to your course.

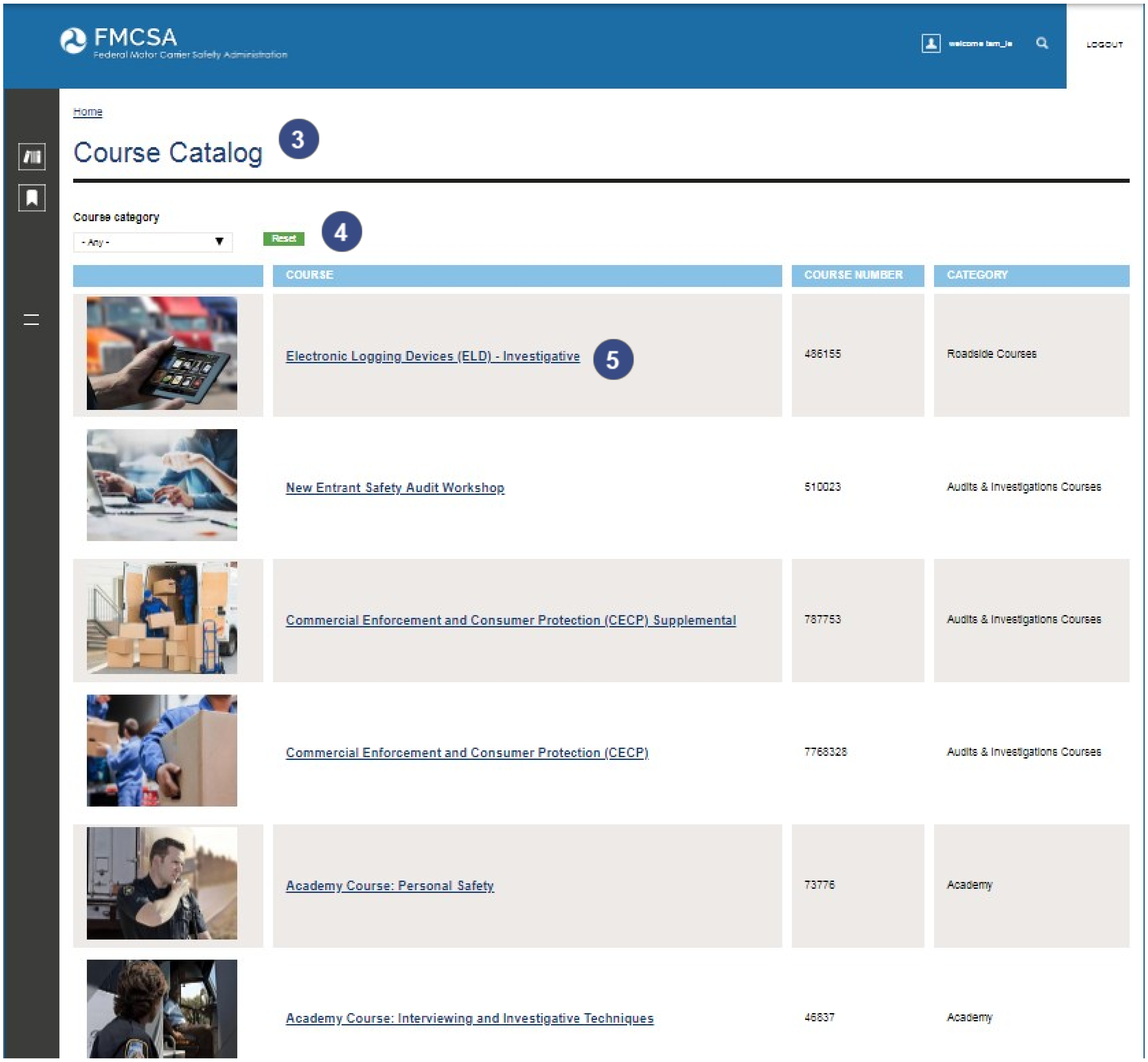
7 Course Catalog

The Course catalogue is publicly viewable without any logging credentials required.



1 To access the Course Catalog, select the last icon on the left rail.

2 This will expand the left rail with several navigation items. Select ‘Course Catalog’ from the left navigation.



3 Course Catalog

This will take you to the Course Catalog page. The Course Catalog is organized by Course Category and lists all available courses, their Course Number, Course Image, and Course Name.

4 Filter

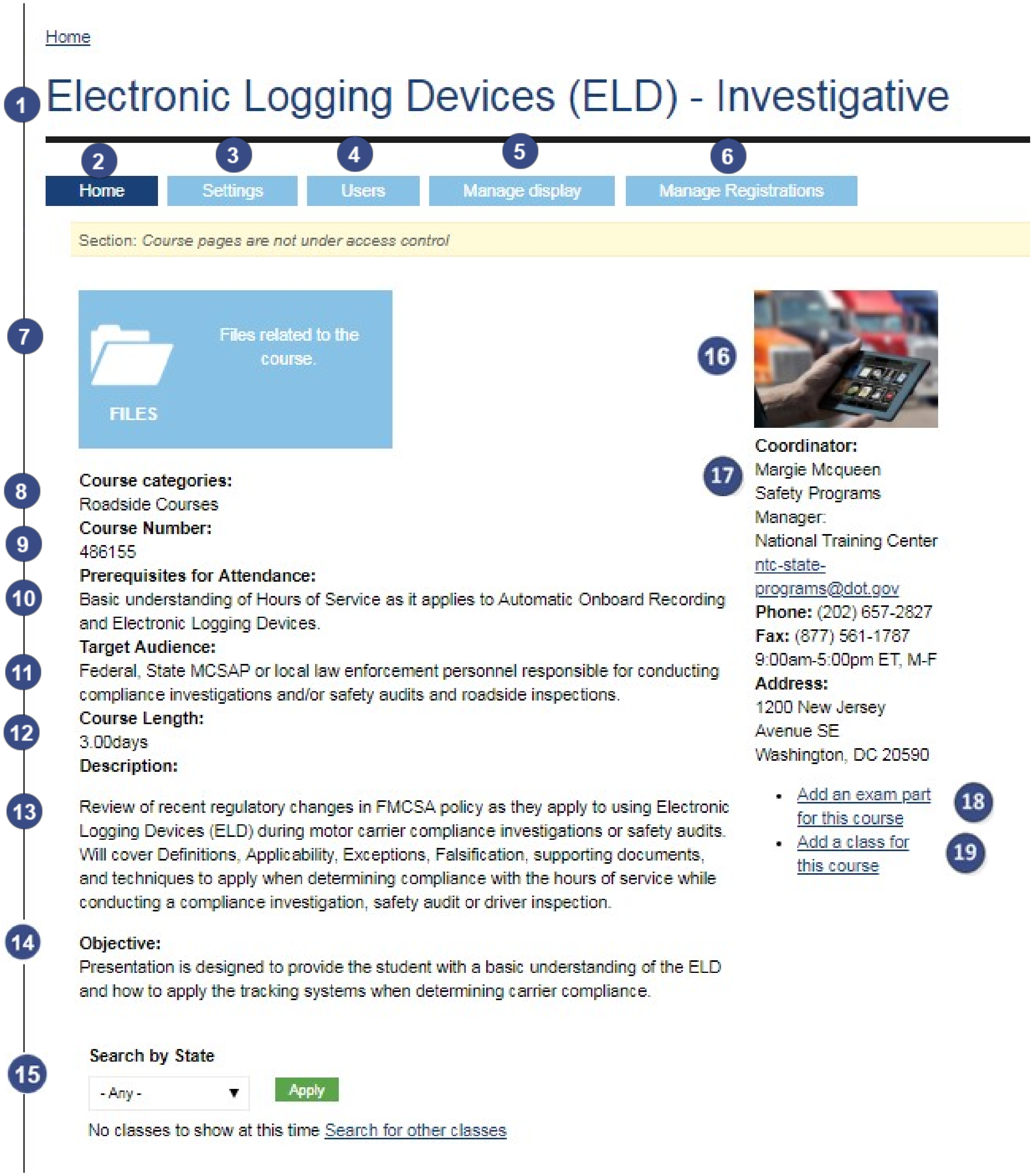
You can filter your results by course category by selecting a category from the drop down at thetop of the page.

5 Title

You can view more details on a course by clicking on the title of your desired course.

7.1 Viewing a Course

After selecting a course on the Course Category page, you will be taken to the course page.



1 **Course Name**
The course name displays at the top of the course page. Course names can be used to find the course in the Course Catalog, in the site search bar, and on the Registration page.

2 **Home**
The Home tab takes you to the public view for the course. This page is viewable to all users. It displays all the course's information.

3 **Settings**
The Settings tab takes you to the back-end user view for the course. Selecting this tab allows you to make edits to the course page.

4 **Users**
This tab allows NTC to release grades to the students.

5 **Manage display**
The Manage Display tab is used by developers on the back end. Non-dev users don't have access to this page.

6 **Manage Registrations**
The Manage Registrations tab allows certain users to accept or reject pending student registrations.

7 **Files**
The files field allows users to view and add files to the course. Files are grouped by folder – Student Files, Instructor Files, and Archives.

8 **Course categories**
The course categories field displays the category for the course. Categories help organize the course within the Course Catalog.

9 **Course Number**
The Course Number field displays the course number for the class. Course numbers can be used to find the course in the Course Catalog, in the site search bar, and on the Registration page.

10 **Prerequisites for Attendance**
The Prerequisite for Attendance field displays any courses that must be completed or knowledge that must be acquired by a student before they can register for the course.

11 **Target Audience**
The Target Audience field displays the type of students the course is intended for.

12 **Course Length**
The Course Length field displays the duration of the course, in days.

13 **Description**
The Description field displays an overview of the course and any topics it covers.

14 **Objective**
The Objective field details the goals of the course.

15 **Search by state**
Use this field to search for classes by state.

16 **Course Image**
On the right rail, a course image displays at the top for the course. This is the same image displayed for the course in the Course Catalog.

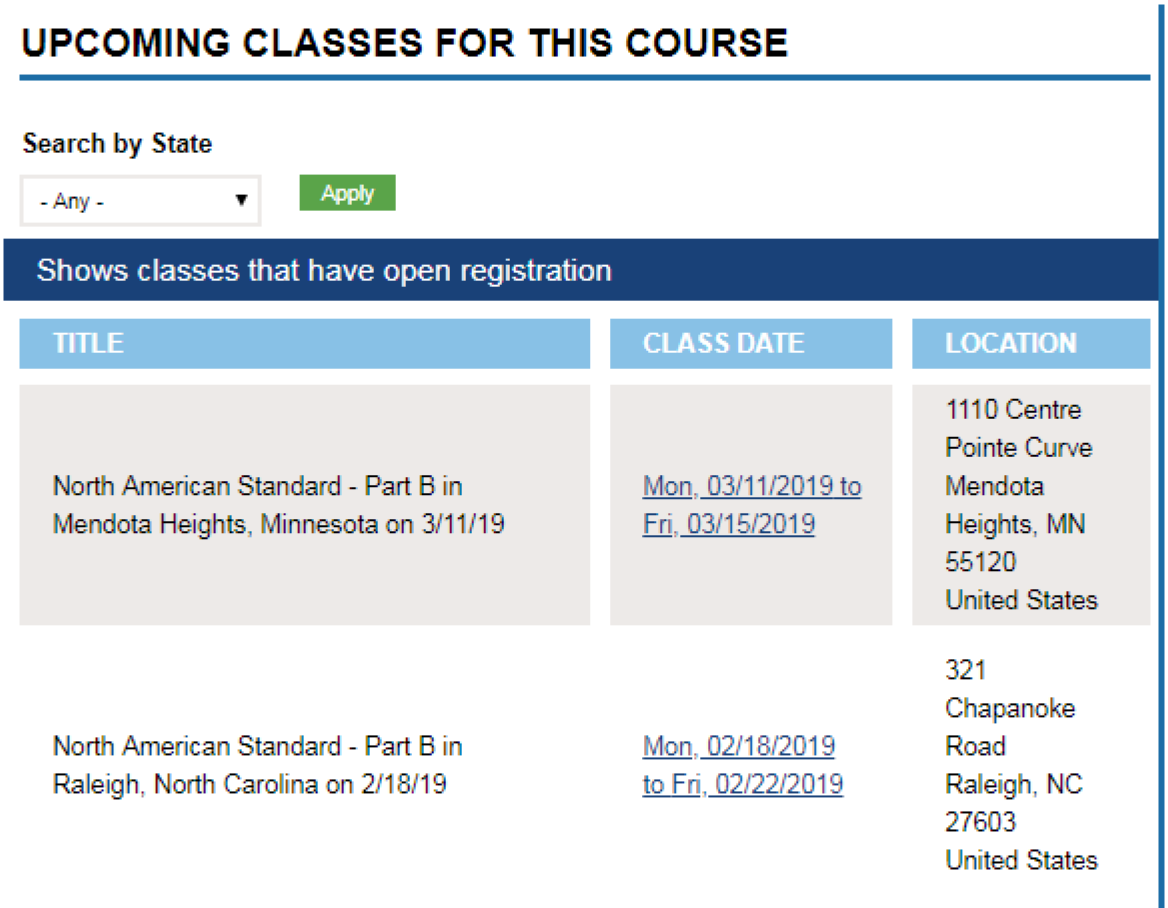
17 **Coordinator**
The Coordinator field lists the name of the NTC coordinator associated with the course.

18 **Add an exam**
Use this selection to add exams to the course.

19 **Add a class**
Use this field to add classes to the course.

7.2 Viewing Upcoming Classes

At the bottom of a course page, you will see a section titled “Upcoming Classes for this Course.” This section lists classes in various states, with the most recent courses listed first. From this page you can view class names, class dates, and class locations. Pagination at the bottom of the page allows you to click through to view more classes. Clicking on a class date will take you to that specific class page. You can also search by for classes by using the “Search by State” field.

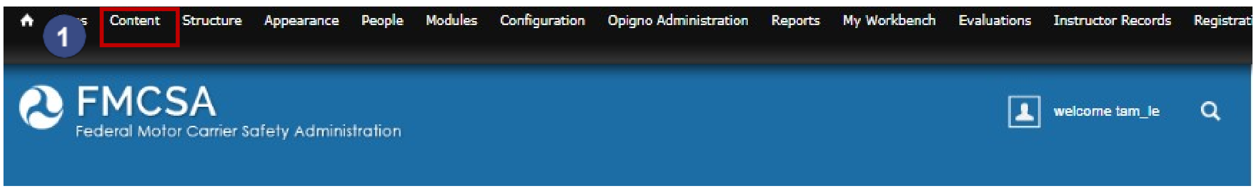


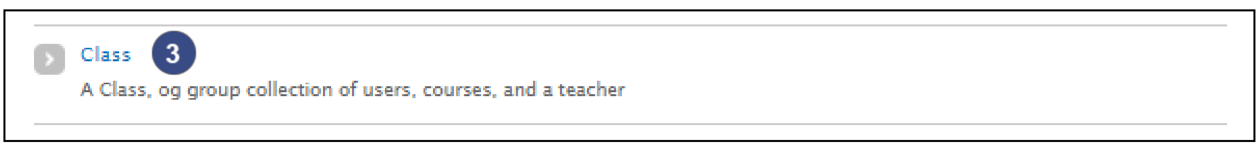
8 Classes

The NTC LMS has been built to eliminate the need for the NTC Scheduler, which was previously used by State POC's to enter suggested classes for approval by NTC. In an effort to consolidate systems, reduce redundancies and synch issues, while enhancing metrics, classes will be entered within the NTC LMS.

8.1 Adding a Class Part 1

State POCs are responsible for creating and maintaining class information in the system. Classes created are subject to final review by Course Specialists before they are made available to the public site.





1 **Content**
After logging into the LMS system, click on the 'Content' link on the toolbar along the top of the page.

2 **Add Content**
You will be directed to the Content page. Select the "+ Add content" link towards the top of the page.

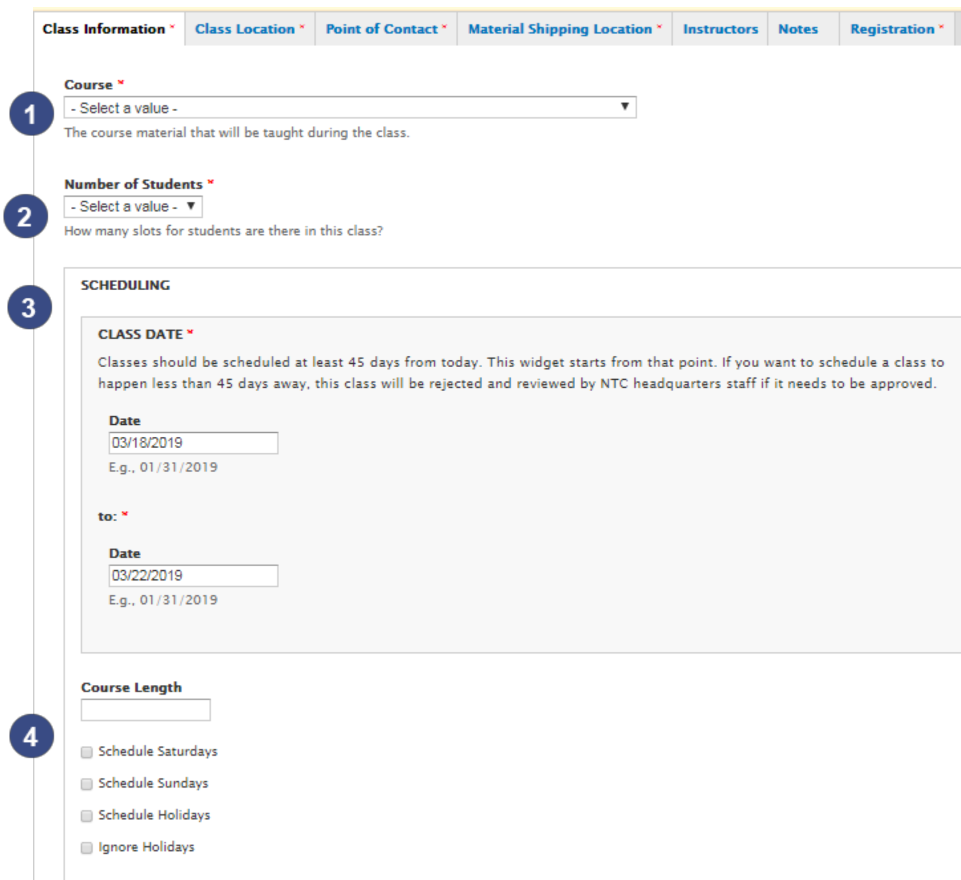
3 **Class**
You will be directed to the "Add content" page. Select "Class" to begin adding a class. The next page is a guide that covers all the fields and steps for adding a class.

8.2 Adding a Class: Part 2

After selecting “Class” on the Create Content page, you arrive at the form pictured below. Use this form to author your class content and save it as a draft. The steps below will walk you through the process of adding a class. The Class content type is divided into eight tabbed sections.

8.2.1 Class Information Tab

When adding a new class, you will first see the Class Information tab. The steps below will walk you through all the fields on the Class Information tab.



1 **Course**
Select a category for the course from the dropdown list. Only one category can be selected. This is a mandatory field.

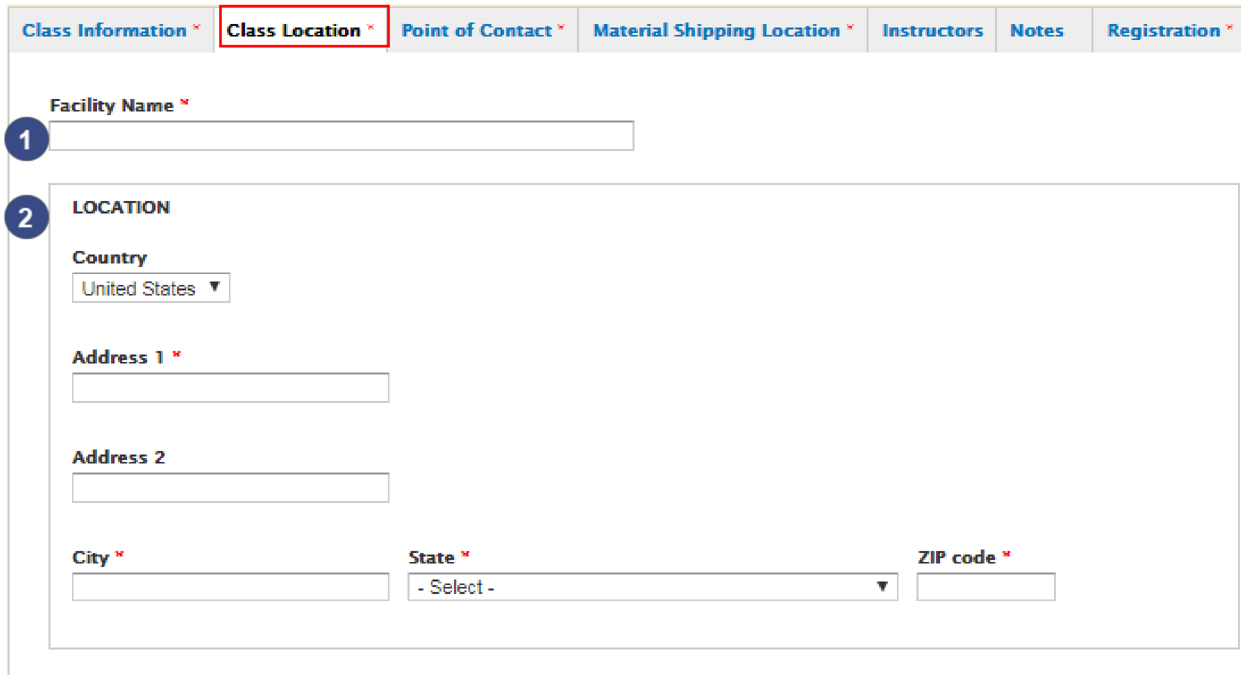
2 **Number of Students**
Enter the max number of students for the class.

3 **Scheduling**
Enter the class start and end date. Classes should be scheduled at least 45 days from today. If you set for the class to start less than 45 days away, the class will be rejected.

4 **Course Length in Days**
Enter the length of the class in days. Eight hours is 1 day and 12 hours is 1.5 days.

8.2.2 Class Location Tab

After completing the required fields on the Instructors tab, select the Class Location tab. The section below will walk you through all the fields on the Class Location tab.

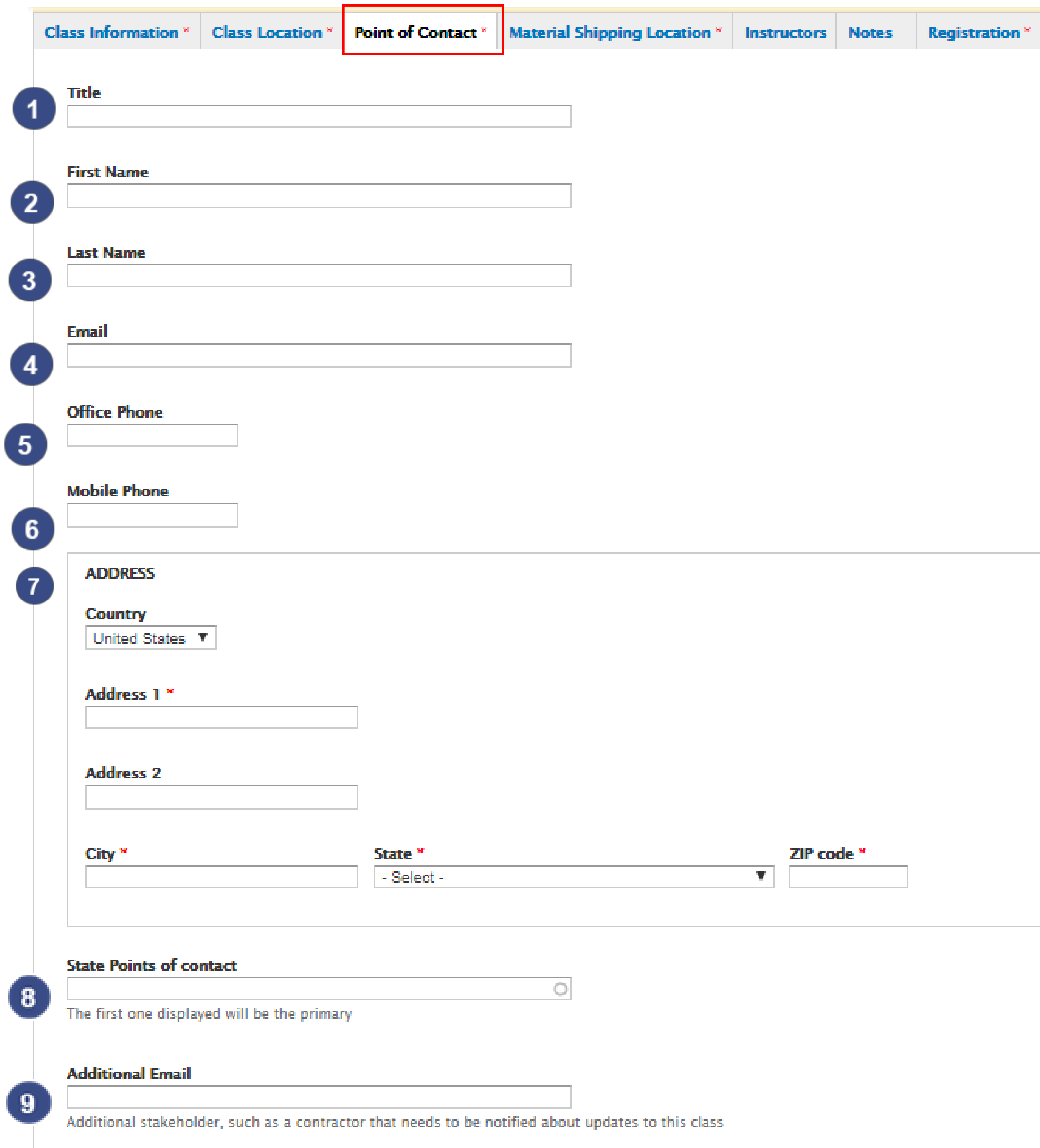


1 **Facility Name**
Enter the facility name for the class location.

2 **Location**
Enter the address for the class location. This is a mandatory field.

8.2.3 Point of Contact Tab

After completing the required fields on the Material Shipping tab, select the Point of Contact tab.



1. **Title**
Enter the title of the POC for this entry. If you do not wish to display a title for the contact, you can leave this blank. This field is optional.

2. **First Name**
Enter the first name of the POC for this entry as you want it to appear on the page. This is a mandatory field.

3. **Last name**
Enter the first name of the POC as you want it to appear on the page. This is a mandatory field.

4. **Email**
Enter the email address for the POC. Note: this must be a valid email address. If you do not wish to include an email address, you can leave this field blank. This is an optional field.

5. **Office Phone**
Enter the phone number for the POC, including the area code (e.g., 6174942000). Note: Enter phone numbers without hyphens or parenthesis. The system will take care of the formatting. If you do not wish to include an office phone number, you can leave this field blank. This is an optional field.

6. **Mobile Phone**
Enter the mobile phone number for POC, including the area code (e.g., 6174942000). Note: Enter phone numbers without hyphens or parenthesis. The system will take care of the formatting. If you do not wish to include a mobile phone number, you can leave this field blank. This is an optional field.

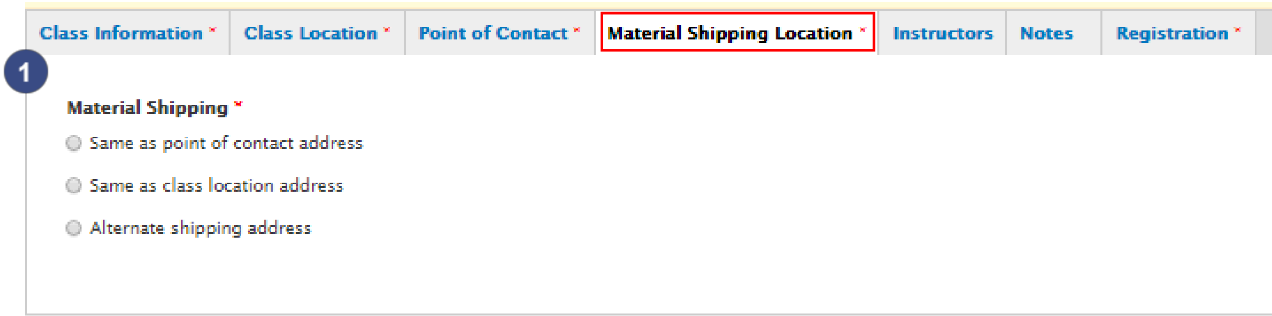
7. **Address**
Enter the mailing address for the POC. This field is mandatory.

8. **State Points of contact**
Enter the state points of contact here. Start typing and a drop-down selection will appear with all the state POC emails in the system.

9. **Additional Email**
Enter additional emails for State POCs.

8.2.4 Material Shipping Tab

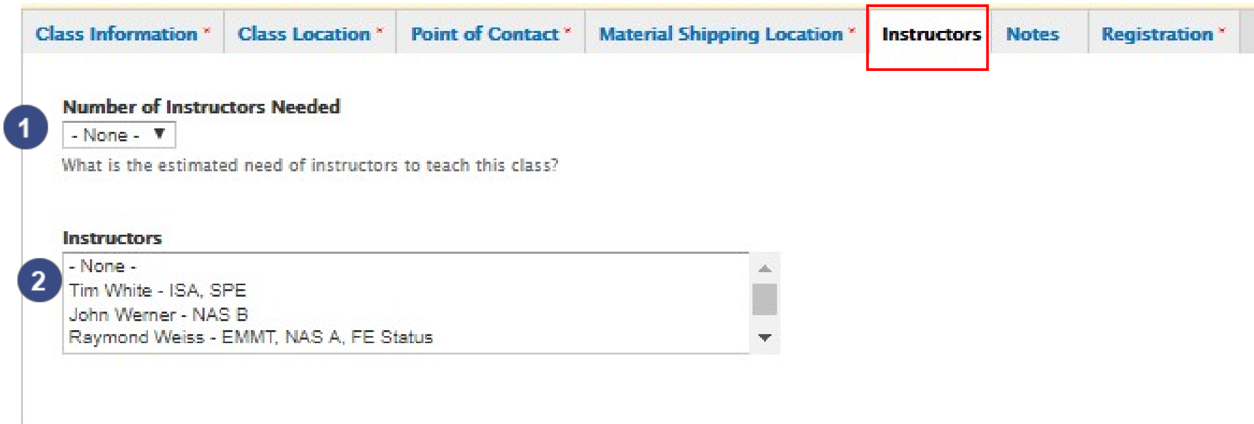
After completing the required fields on the Class Location tab, select the Material Shipping tab.



1 **Material Shipping**
Select whether materials for this class should be sent to the point of contact address listed, the class location listed, or to an alternate shipping address. If 'Alternate shipping address' is selected, a new field for "Alternate Shipping Address" will appear.

8.2.5 Instructors Tab

After completing the required fields on the Registration tab, select the Instructors tab.

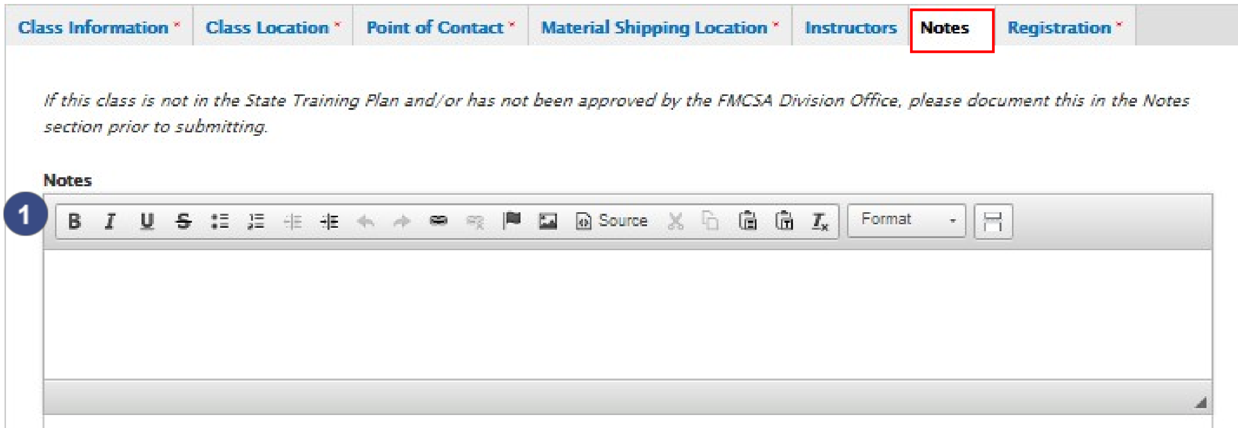


1 **Number of Instructors**
Select the number of instructors needed for the class.

2 **Instructors**
Select the names of instructors for the class. Click and hold "Ctrl" to add more names if more than one instructor will teach the class.

8.2.6 Notes Tab

After completing the required fields on the Point of Contact tab, select the Notes tab. The fields on this tab are optional. The following section will walk you through all the fields on the Notes tab.

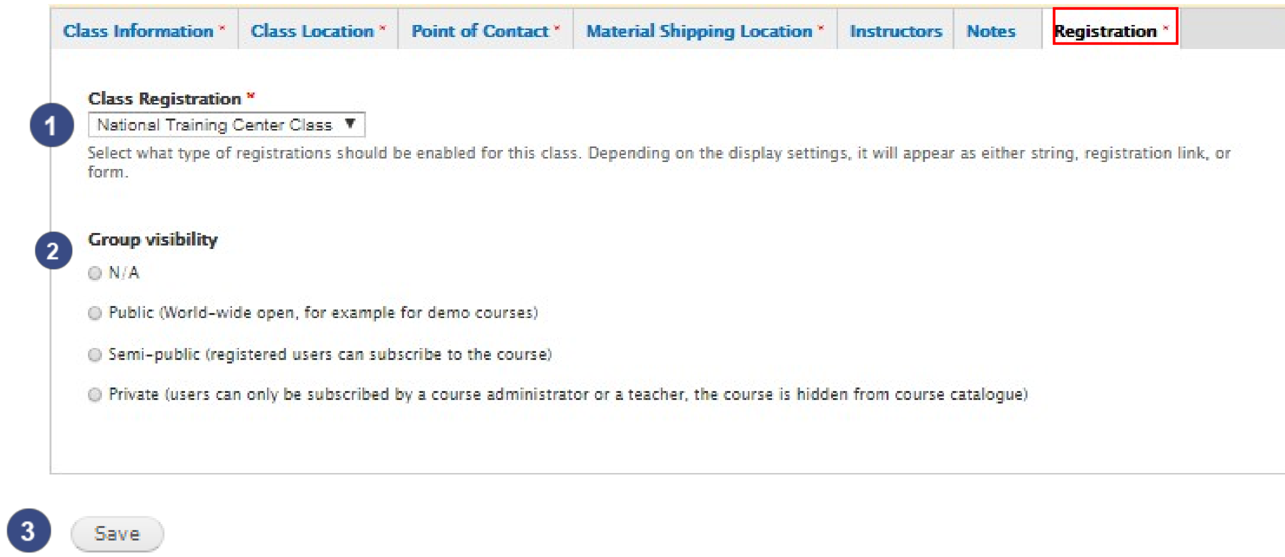


1 **Notes**

If this class is not in the State Training Plan and/or has not been approved by the FMCSA Division Office, please document this in the Notes section prior to submitting

8.2.7 Registration Tab

After completing the required fields on the Class Information tab, select the Registration tab. The steps below will walk you through all the fields on the Registration tab.



1 **Class Registration**
Select what type of registrations should be enabled for this class. Depending on the display settings, it will appear as either string, registration link, or form. This is a mandatory field.

2 **Group Visibility**
Select the desired class visibility. This is an optional field.

3 **Save**
Click the "**Save**" button to save any changes you make to your class. If you create or modify a class but do not click Save, your changes are lost. It is a good idea to save your work often

8.3 Submitting Class Entry for Editorial Review

After saving a class entry draft, you will see a preview of your class content.

Note: this draft does not represent the way the information formats once published, but provides you the opportunity to review things such as the spelling and grammar before you submit it to an NTC level user for final approval and publishing.

At the top of your draft, you see the below pictured toolbar, which allows you to view the current state of the content, edit the draft, and submit your draft contact info to the editor.

1 **View Draft**

The View Draft button shows you the current state of your draft and allows you to preview it before you send it for approval.

2 **Edit Draft**

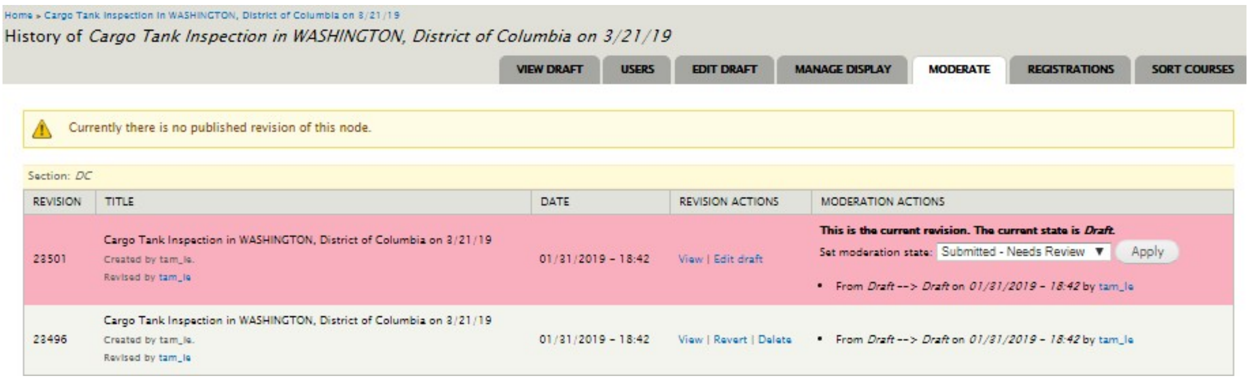
Clicking the Edit Draft button takes you back to a page that is very similar to the one you used while creating the contact info. After you create a draft, you can use the Edit Draft button to go back and make updates, changes, or corrections. Note that if you edit a published draft, the edited version must go back through the editorial process (Draft Needs Review Published). In addition, if you are editing a published contact, this button text says “New Draft” instead of “Edit Draft.”

3 **Set Moderation State**

While in the “View Draft” view, you have access to the Set Moderation State drop-down menu. If you have viewed your draft and are ready to send it on to be edited and published, you can select “Needs Review” in this list and click “Apply.” When you do this, you are setting the state of the draft to “Needs Review” and an NTC level user will be able to review and publish the draft.

Moderate

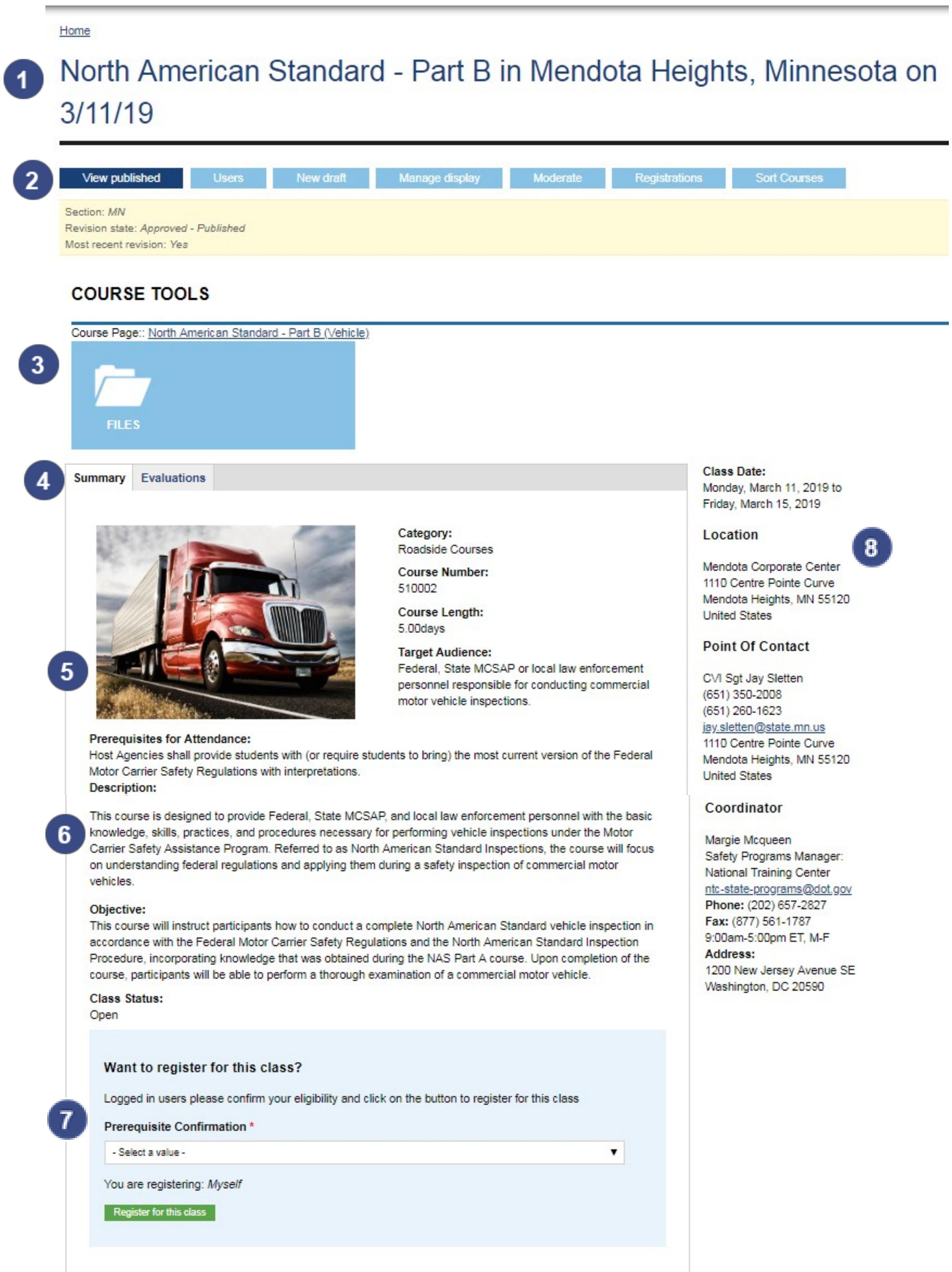
The Moderate button takes you to the content moderation interface, pictured below, which provides a bit more in-depth view of the moderation and the state of the content. The Moderate page allows you to see the revision number, the draft's original author, and any authors who have revised it. From here, you can also move content from "Draft" to "Needs Review" state.



After you send your contact entry to the "Needs Review" state, NTC-level users will be able to review, edit, or publish the class content. Once the content is in this state, the content author's role in creating the class information is finished.

8.4 Viewing a Class

You can navigate to your class page by going to the Content page on the backend and filtering your results by Class type. See [Viewing a Course] for screenshots and detailed instructions. The section below will walk you through all the front-end view of the class page.



1 **Course Title**
The course title displays right below the navigation tab.

2 **Navigation Tabs**
At the top of the class page, you will see all the view tabs. You can click on different tabs to edit the class, manage users, manage registrations and sort classes.

3 **Course Tools**
View course tools for the class, including exams and course files.

4 **Evaluations**
Click on the Evaluations tab to view evaluations for the class.

5 **Course Image**
The course image displays in the middle of the page.

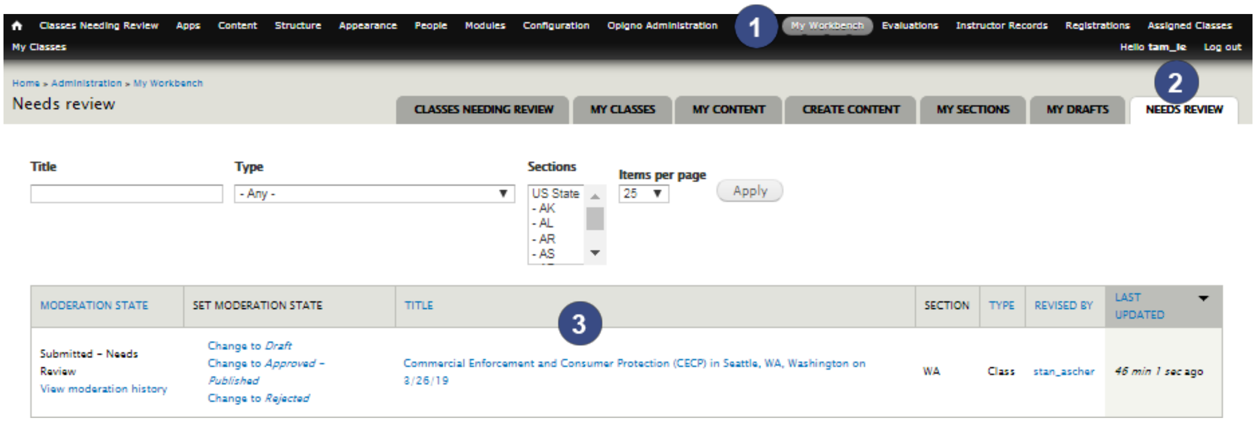
6 **Course Info**
The course info displays below the course title. This is the same information that displays on the course page.

7 **Class Registration**
At the bottom of the page, you will see a section for users to register for the class.

8 **Class Info**
The class details will display on the right rail.

8.5 Approving a Class

NTC level users have the ability to approve and publish classes that are in the “Needs Review” state. The steps below will walk you through viewing and approving classes.



1 My Workbench
To begin, select “My Workbench” on the top ribbon navigation. From this screen, you can view content recently added to the site, as well as content that you have recently created or edited.

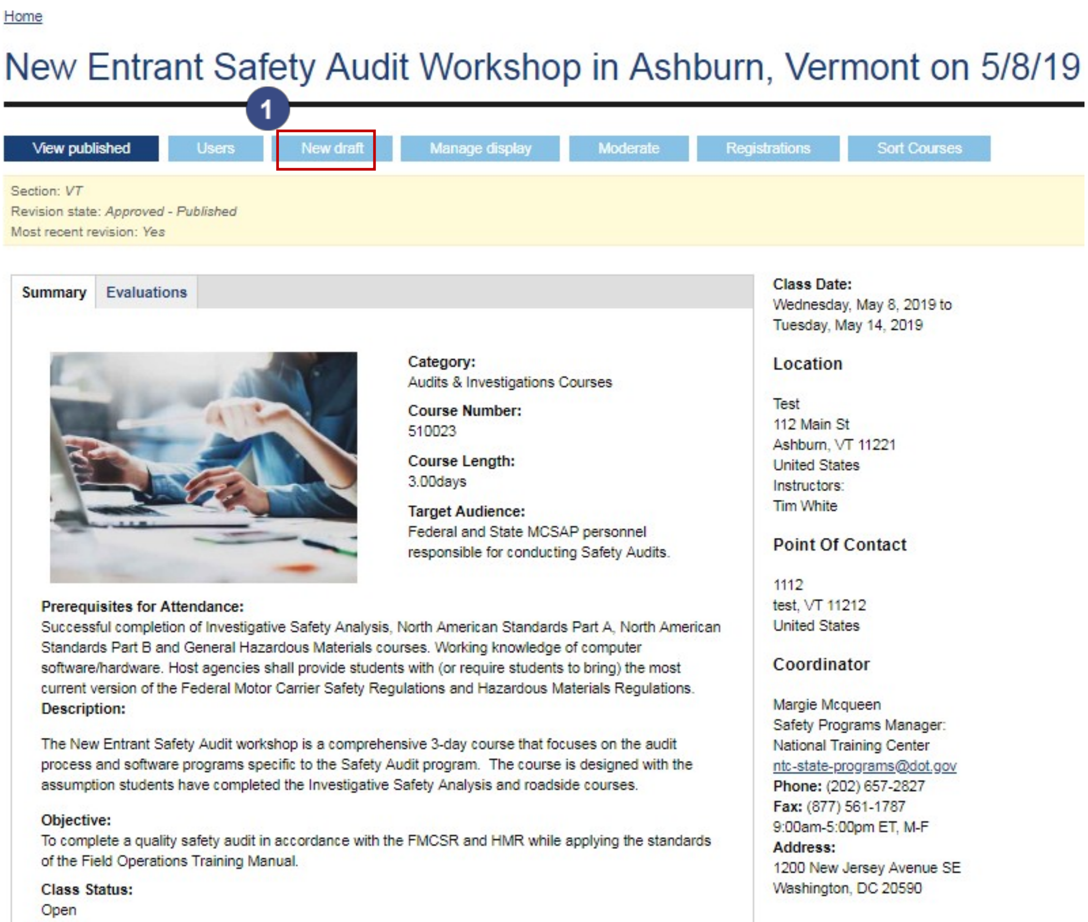
2 Needs Review
Select the “Need Review” tab to view all content that are in the Needs Review state.

3 Title
Click on the title of the content you would like to review.

4 Draft View
After selecting the class you would like to review, you will be taken to the draft view for the class below. From here, you can preview the draft, edit the draft, or change the moderation state. To change the moderation state, use the drop down to select either Draft, Approved, or Rejected, then click “Apply.”

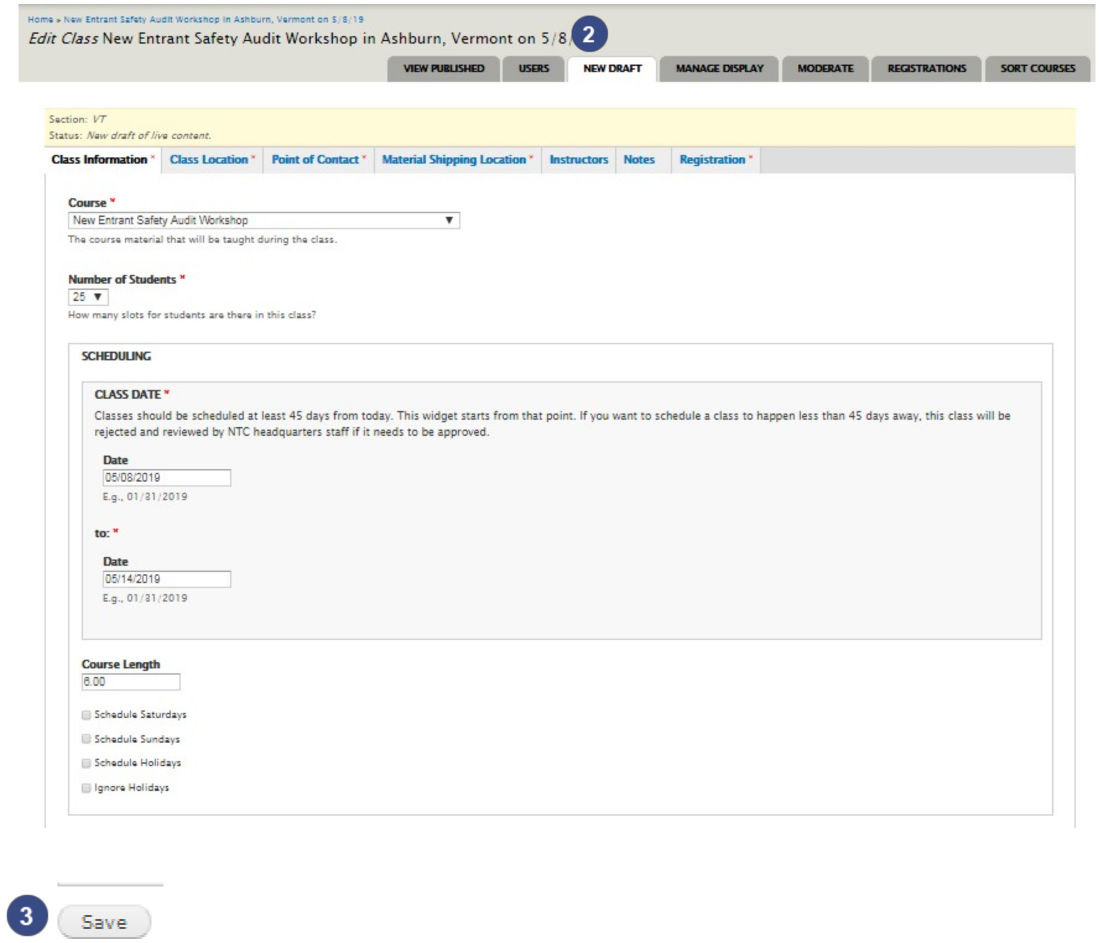
8.6 Editing a Class

After creating a class, users will have the ability to edit their class. The steps below will walk you through editing a class.



1. **New Draft**

   After logging into the LMS system, navigate to the class you would like to edit. Once you are on your class page, select the “New Draft” tab to make edits to your content. If the class has not been published yet, this tab will be titled “Edit Draft.”



2

Edit Mode

Selecting the “New Draft” tab will take you to the edit mode for your course.

3

Save

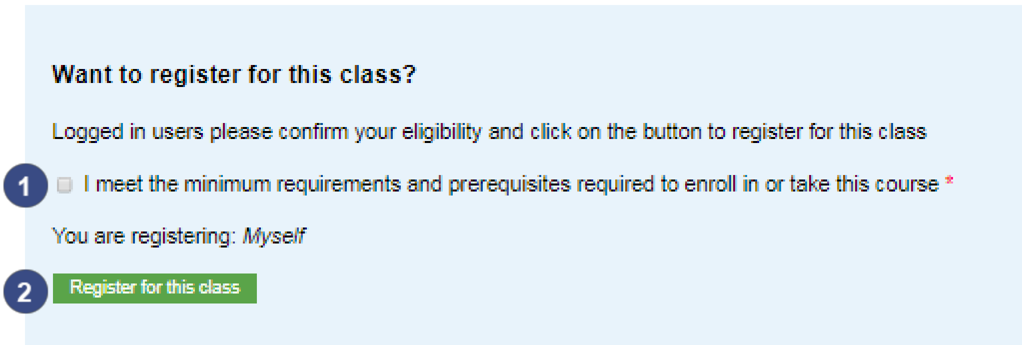
After the desired edits are made, scroll to the bottom of the page and click “Save.”

9 Registering for a Class

To register for a class, first navigate to your desired class. When you scroll towards the bottom of your class page, you will see a "Register for this class" section. You can register for a class as a new user or as an existing user. The following steps will walk you through the registration process.

9.1 Logged-in User

If you are a logged in user attempting to register for a class, you will see the below registration box.

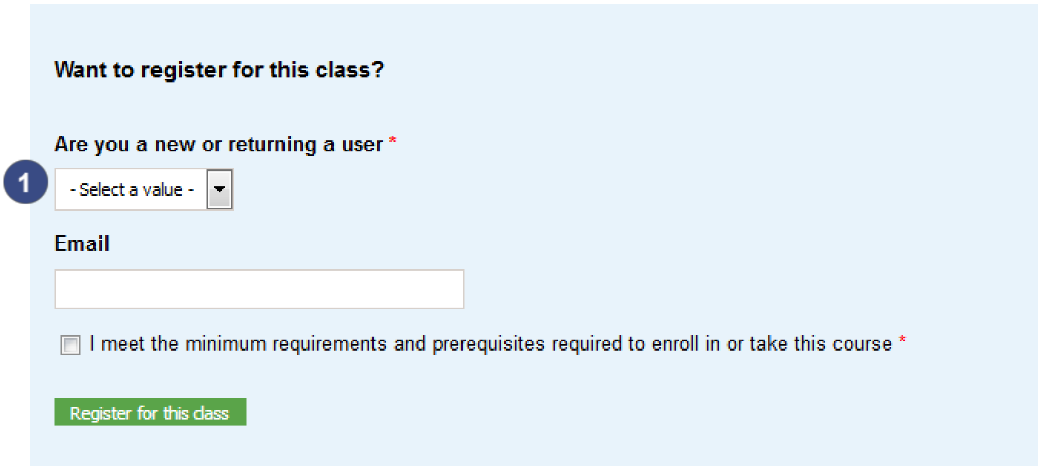


1 **Course Requirements**
You must meet the minimum requirements and perquisites required to enroll in courses. If you don't check the "I meet the minimum requirements" box, you will get an error message and not be able to register for the class.

2 **Register**
Once you have selected the requirements check box, click "Register for this class" to continue.

9.2 Guest User

If you are a guest user not logged into the LMS system, you will see the below registration box.



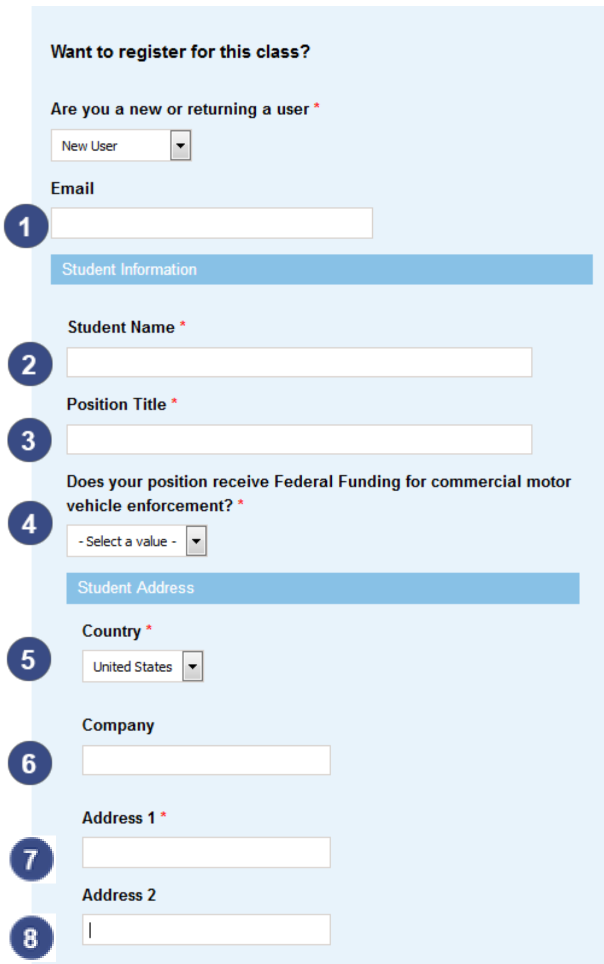
1 **User Type**
Select if you are a New User or a Returning User

- New Users
  - If you selected "New User," continue to New Users section.
- Returning Users
  - If you selected "Existing User," continue to the Existing Users section.

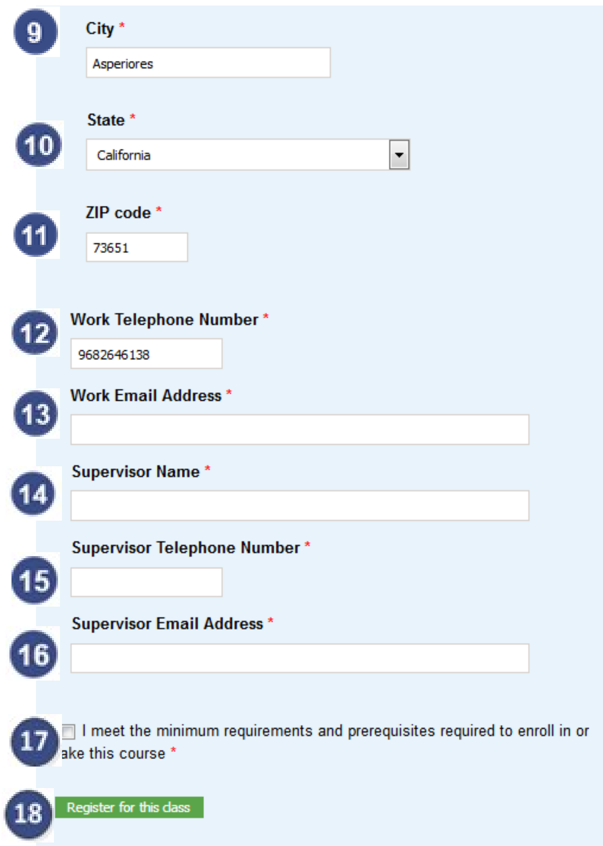
9.2.1 New Users

A New user in the NTC LMS is defined as an individual who has never taken an NTC class through the NTC LMS. When the LMS launches, all users will be treated as a new Registration. The LMS identifies users based on the supplied email address. New users need not be logged into the site to register for a class.

If you select "New User" from the user type, you will arrive at the form below. The steps below will walk you through the process of registering for a class as a new user.



1. **Email**
   Enter your email address
2. **Student Name**
   Enter your full name. This is a required field.
3. **Position Title**
   Enter your position title. This is a required field.
4. **Federal Funding**
   Select if your position received federal funding. This is a required field.
5. **Country**
   Enter your country of residence. This is a required field.
6. **Company**
   Enter your company. This is an optional field.
7. **Address 1**
   Enter your mailing address. This is a required field.
8. **Address 2**
   Enter an alternative address if applicable. This is an optional field.



9 **City**
Enter your city. This is a required field.

10 **State**
Select your state from the dropdown list. This is a required field.

11 **Zip Code**
Enter your zip code. This is a required field.

12 **Work Telephone Number**
Enter your work telephone number. This is a required field.

13 **Work Email Address**
Enter your work email address. This is a required field.

14 **Supervisor Name**
Enter your supervisor name. This is a required field.

15 **Supervisor Telephone Number**
Enter your supervisor telephone number. This is a required field.

16 **Supervisor Email**
Enter your supervisor's email address. This is a required field.

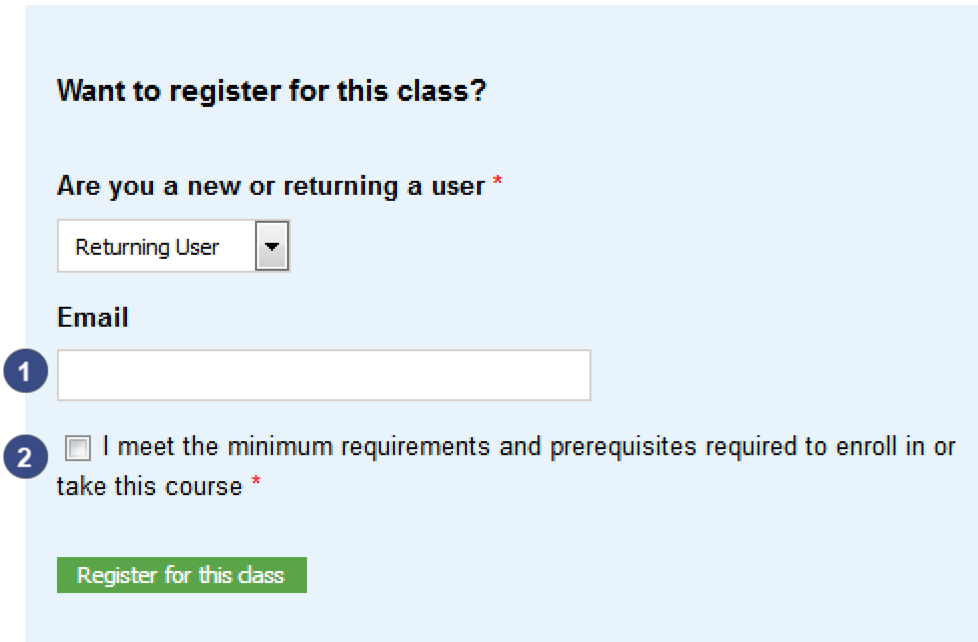
17 **Course Requirements**
You must meet the minimum requirements and prequisites required to enroll in courses. If you don't check the "I meet the minimum requirements" box, you will receive an error message and not be able to register for the class.

18 **Register**
Once you have selected the requirements check box, click "Register for this class" to continue.

9.2.2 Returning Users

An returning user in the LMS is defined as a user who has previously been approved for a class within the NTC LMS. Existing users are required to enter less information as it has previously been submitted. Existing users however must be logged into the site to register for a class. The steps below will walk you through the process of registering for a class as a returning user.

If you selected “Returning User,” you will be taken to the screen below.



1 **Email**
Enter your email address.

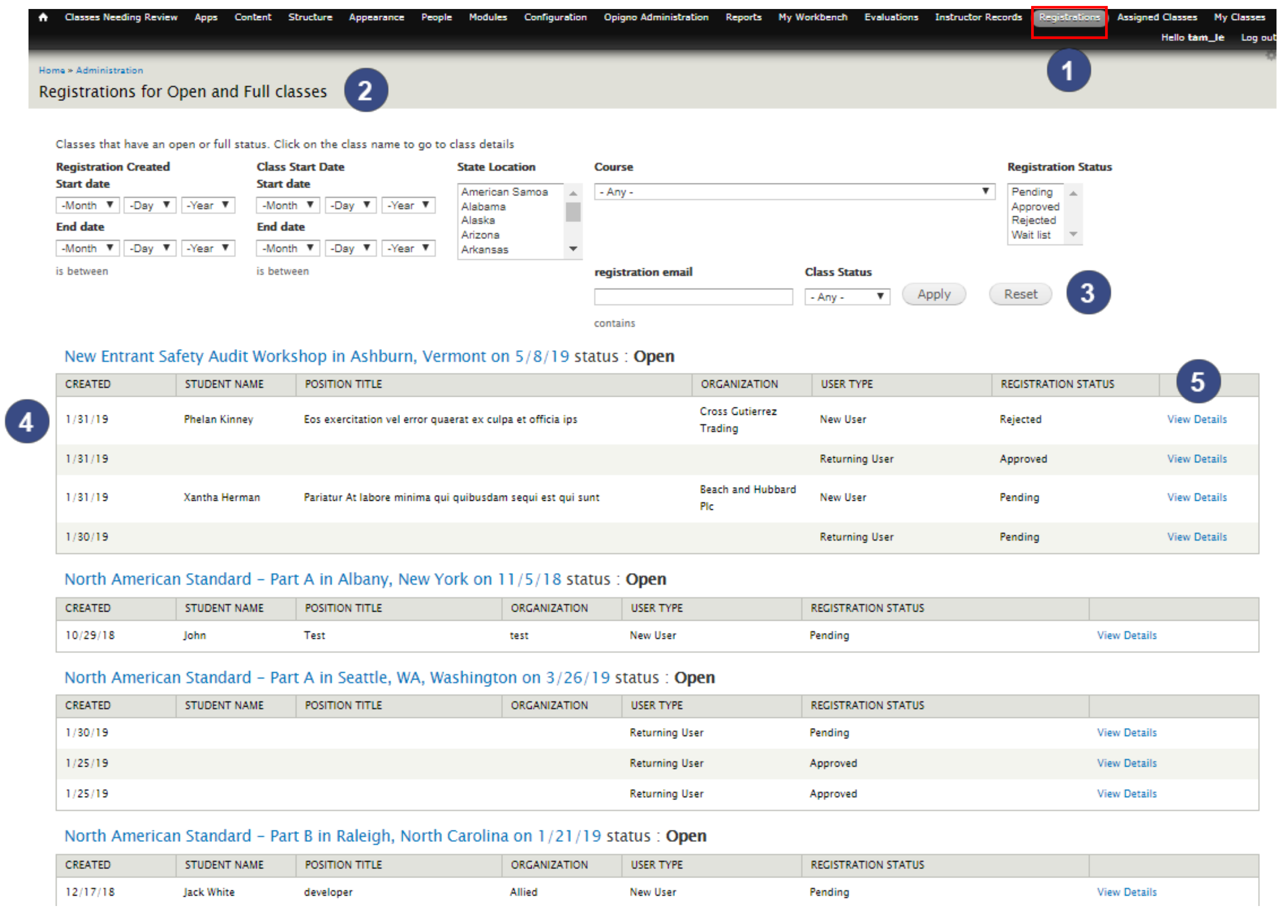
2 **Course Requirements**
You must meet the minimum requirements and prequisites required to enroll in courses. If you don’t check the “I meet the minimum requirements” box, you will receive an error message and not be able to register for the class.

3 **Register**
Once you have selected the requirements check box, click “Register for this class” to continue.

Note: Once you select “Register for this course,” you will be directed to the LMS login page. As a returning user , you must be logged in to register for courses. Once logged in, you will be redirected to the class page to register as a logged in user.

10 Registration Queue

NTC level users as well as the State POC will have the ability to view all Registrations for all courses within the LMS. The Registration Queue is designed to track all incoming registrations for all classes, prompting the State POC to make an approval or Rejection decision based on submitted data.



1 **Registration Queue**
To access the Registration Queue, select “Registration” from the top navigation bar.

2 **All Registrations**
Clicking on the “Registration” link will take you to the “All Registrations” page. This page lists class registrations of all statuses: Approved, Pending, and Rejected. Registrations are sorted by class.

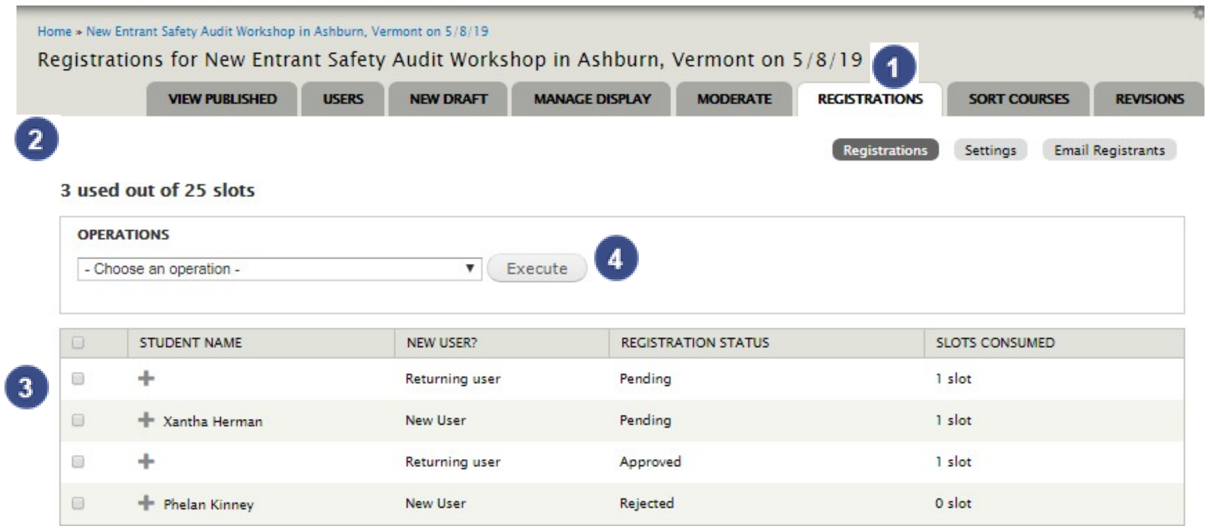
3 **Search Filters**
Registrations can be filtered by Registration Created date, Class Start Date, State Location, Course Name, registration email, Class Status, and Registration Status. Make your selection from the dropdown lists and click “apply” to see your results. Click the “Reset” button to reset your search filters.

4 **Student Registration**
Each registration includes the student's name, date registered, position title, organization, user type, and registration status.

5 **View**
Selecting the "View Details" link from the registration queue page takes you to the student's registration information page.

11 Managing Class Registrations

NTC level users will have the ability to approve and reject student Registrations for all classes within the LMS. The steps below will walk you through managing student registrations.



1 Registration Tab
After navigating to a class you would like to manage registrations for, click on the "Registrations" tab on top.

2 Registration Page
This will take you to a page with a list of student registrations for the class.

3 Student Registrations
Each student registration will display their name (if they are a returning user, you will need to click the "+" to view student details), whether they are a returning student; their registration status, and if they occupied a slot in the class.

4 Operations
To approve or reject a pending student registration, first select the checkbox next to the student registration, then select the option from the operations dropdown and click "execute." This will change the pending student's registration status.

12 Exams

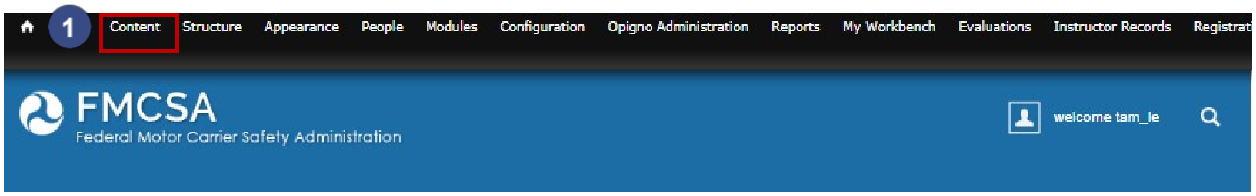
Exams can be added to any course within LMS. The steps below will walk you through the process of adding and taking exams.

12.1 Adding an Exam: Part 1

There are two ways to add exams to a course. The steps below will walk you through the process of adding exams.

12.1.1 Option 1

One way to add exams is by navigating to the content link on the top toolbar.



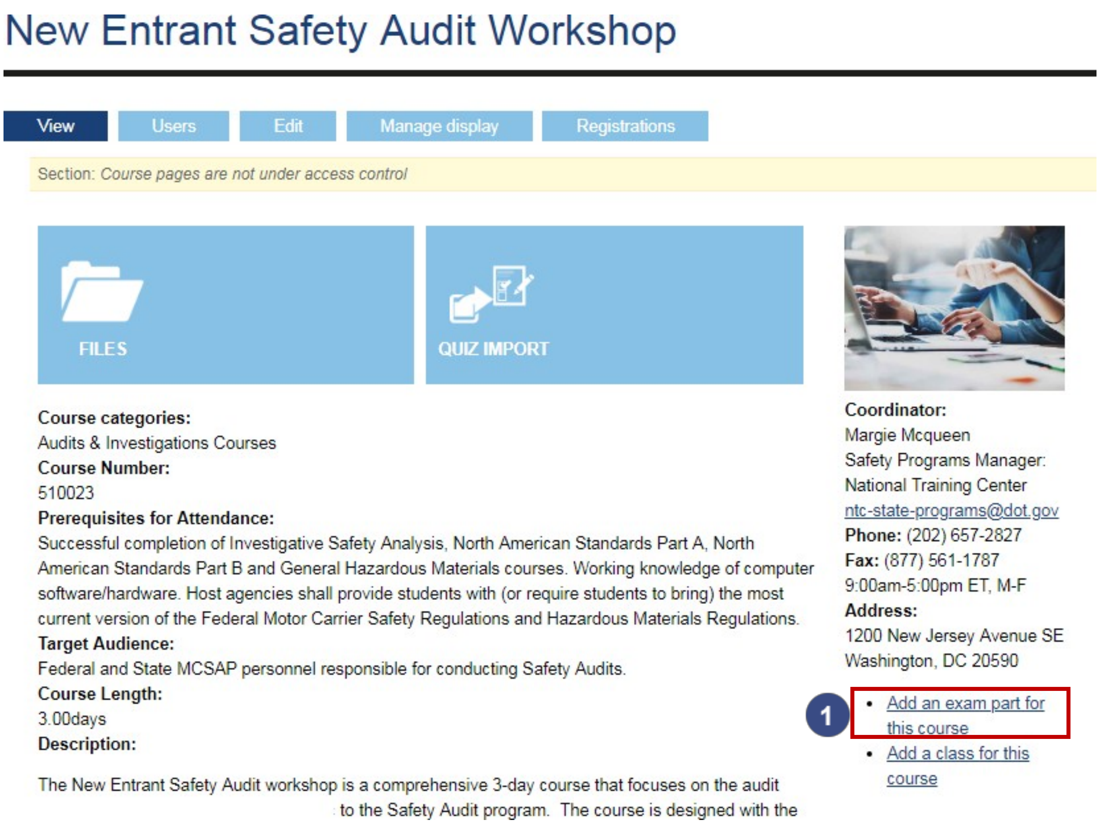
1 **Content**
After logging into the LMS system, click on the 'Content' link on the toolbar along the top of the page.

2 **Add Content**
You will be directed to the Content page. Select the "+ Add content" link towards the top of the page.

3 **Lesson**
You will be directed to the "Add content" page. Select "Lesson" to begin adding an Exam. The next page is a guide that covers all the fields and steps for adding an exam.

12.1.2 Option 2

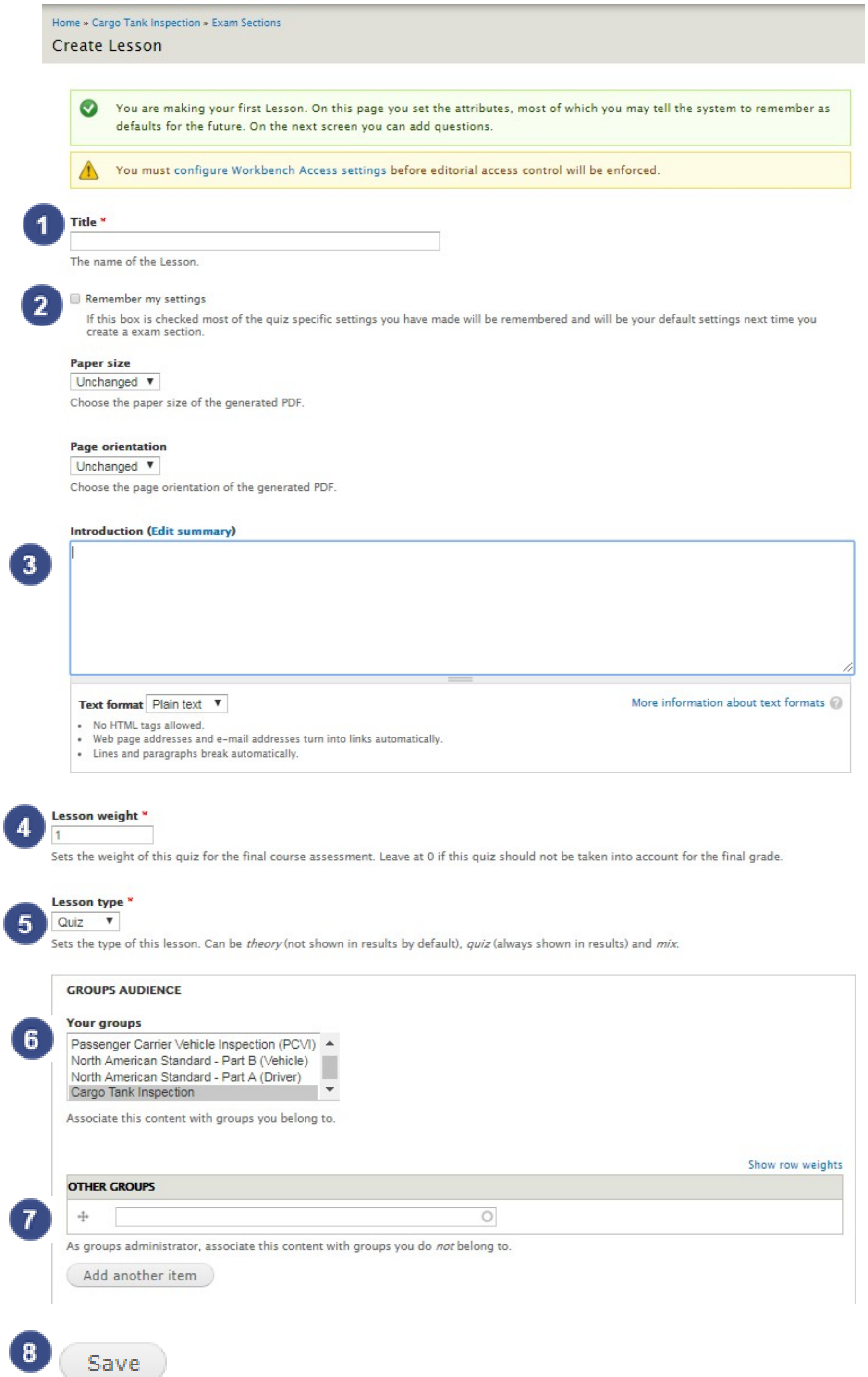
Another way to add exams is by navigating to the course you would like to add an exam for.



1. After navigating to the course you would like to add an exam for, you will see an “add an exam for this course” link on the right rail. Click this link to begin adding your exam.

12.2 Adding an Exam: Part 2

After selecting one of the options from Adding an Exam Part 1, you will arrive at the Lesson content type below. Each exam is broken out by lessons, or topics. Use this form to author your exam lesson and save it as a draft. The steps below will walk you through the process of adding an exam lesson.



1 Title
Enter the title for your exam lesson. You can follow the format of "Course Name + Baseline or Alternate + version number + Topic Number + Topic (e.g. "NAS A Baseline v1.7 Topic 1: Introduction to Level III Inspections")

2 Remember my settings
You can check this box if you would like to save your settings for the next time you create an exam lesson.

3 Introduction
Enter an introduction blurb for your exam. This is an optional field.

4 Lesson weight
Use the lesson weight field to set the weight of this exam lesson for the final course assessment.

5 Lesson Type
Select the lesson type. The default is set to "Quiz"

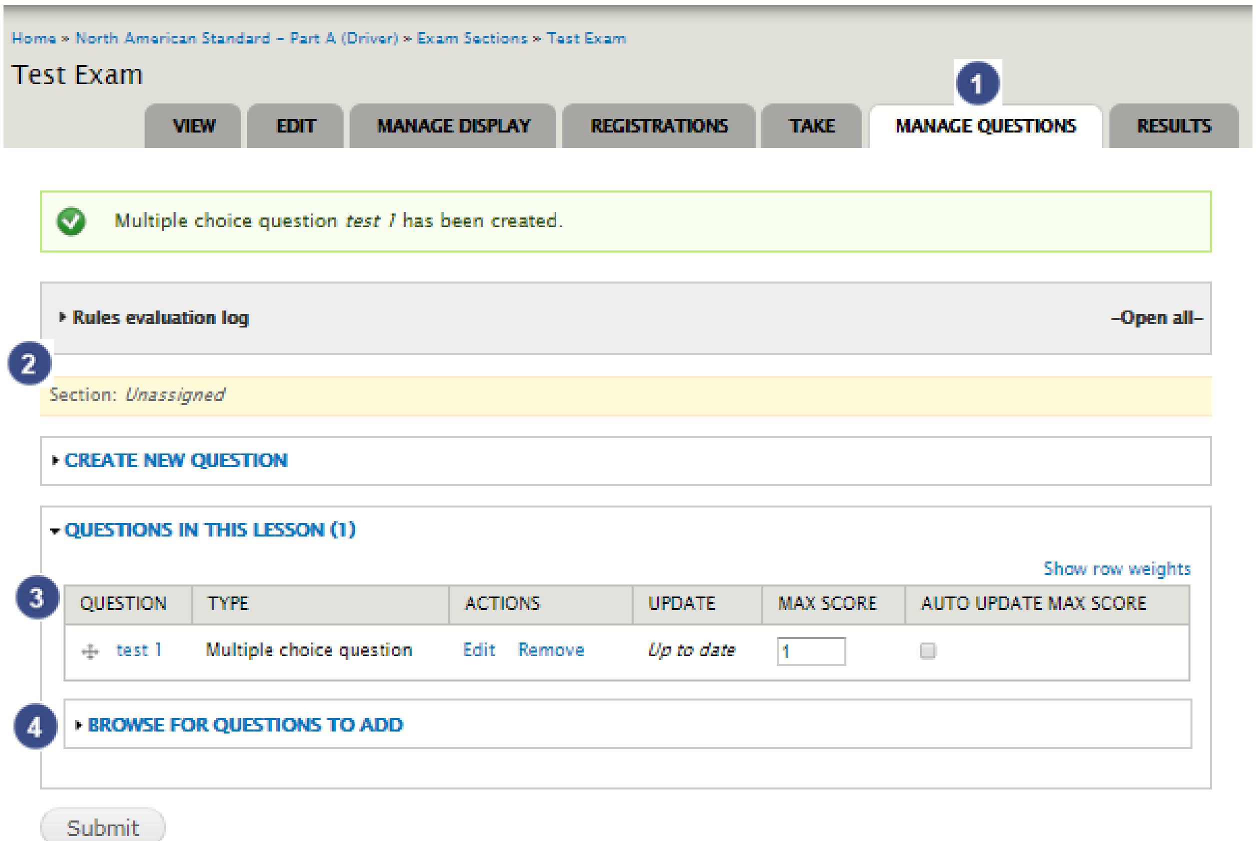
6 Groups Audience
If you went through Option 2 on Create an Exam Part 1 above, this section would be preselected. If not, select the course you would like to link the exam to.

7 Other Groups
If there are more courses you would like to link the exam to, add them here.

8 Save
Once you are don't adding details to your exam, click "Save" to continue.

12.3 Adding an Exam: Part 3

After clicking “Save” in the step above, you will be taken to the Manage Questions tab of your exam. Here you can create new exam questions or browse and select questions in the LMS system. The steps below will walk you through the process of adding an exam question.



1 **Exam Tabs**

You are currently on the “Manage Questions” tab. Navigate to other tabs if you would like to view your exam, edit your exam, take your exam, or view exam results.

2 **Create New Question**

Select Create New Question if you would like to add a new question to your exam.

3 **Lesson Questions**

As you add questions to your exam lesson, you will see them displayed here. You can use this section to edit, remove, or reorder questions.

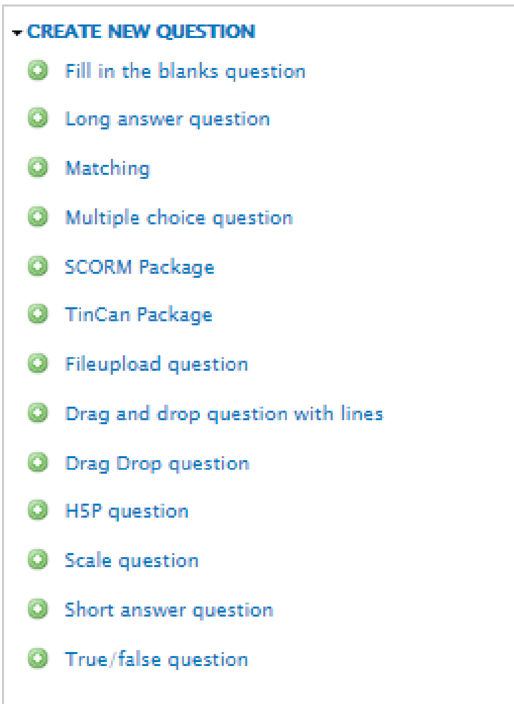
4 **Browse Questions**

Select “Browse for Questions to add” if you would like to select a question that is already in the LMS system.

12.3.1 Create New Question: Part 1

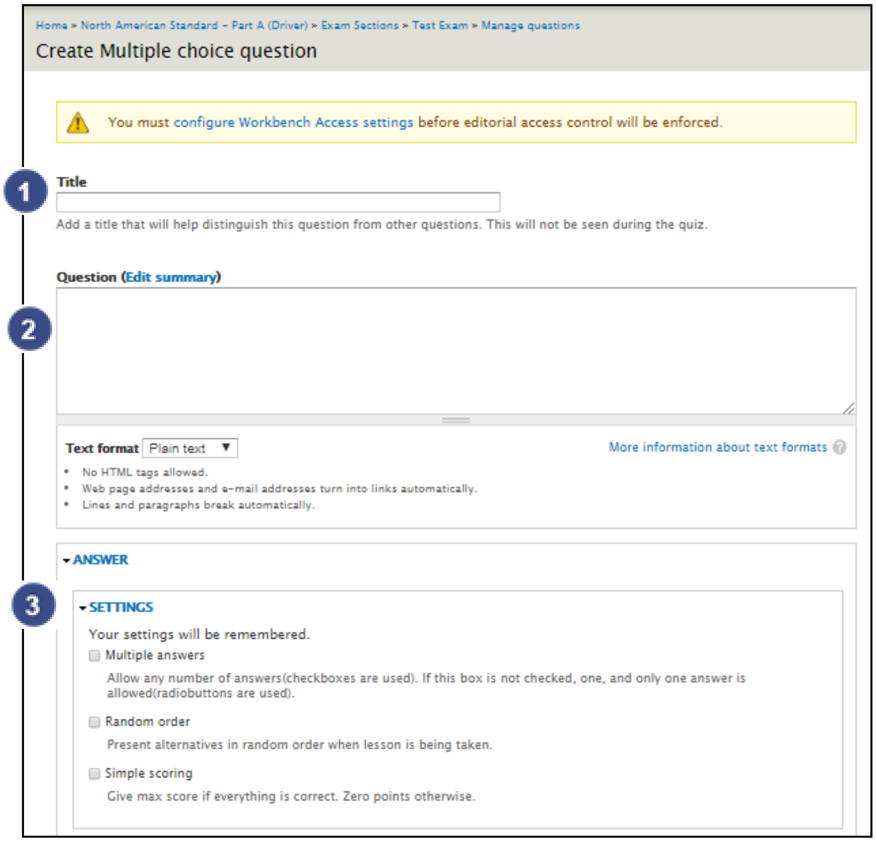
The steps below will walk you through the process of creating a new exam question.

After selecting “Create New Question,” you will see a list of options to choose from for your question. Select the type of question you would like to add.



12.3.2 Create New Question: *Part 2*

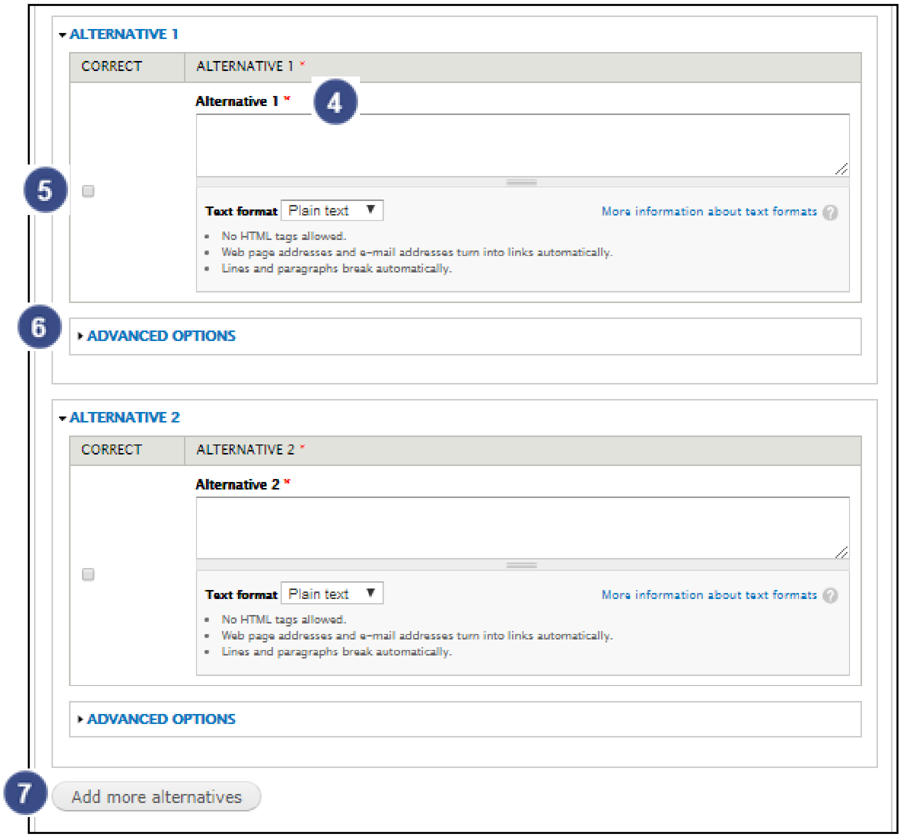
After selecting the type of question you would like to add, you will arrive at the form pictured below. The steps below will walk you through the process of adding details to your multiple choice exam question.



1 **Title**
Enter the title for your question. This can help distinguish it from other questions. This will not be visible during the quiz.

2 **Question**
Enter your question here.

3 **Answer Settings**
Select how your desired settings for your exam question.

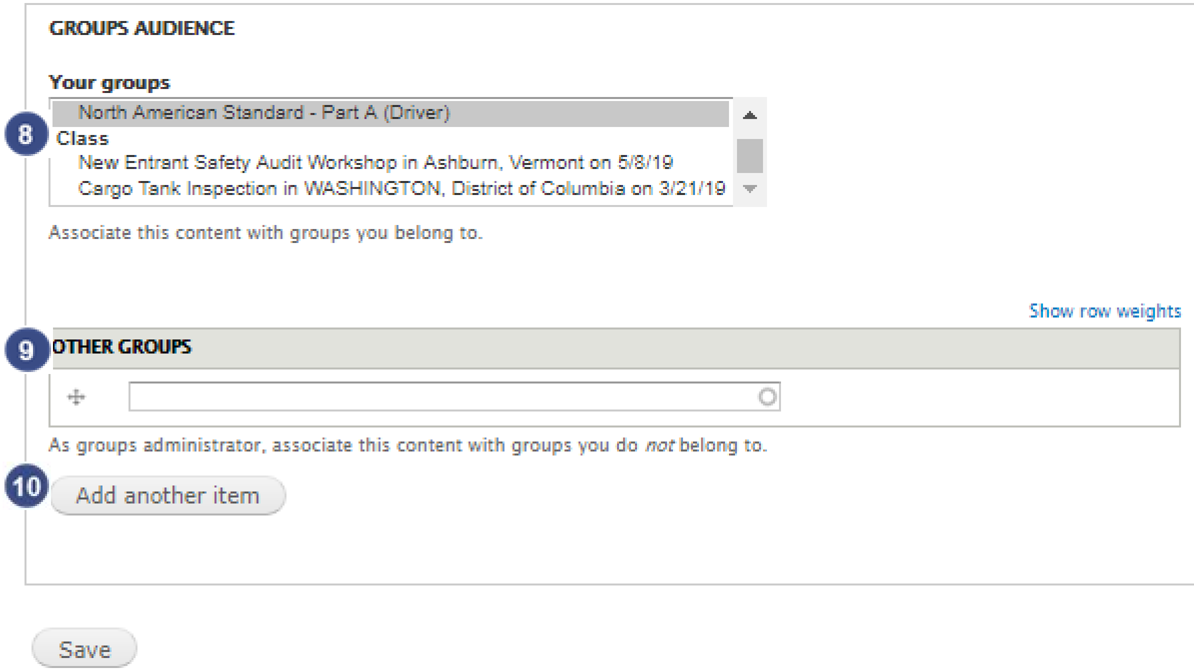


4 Alternative
Enter your multiple choice answers in the alternative boxes.

5 **Correct**
Select the checkbox for the correct answer.

6 **Advanced Options**
Select "Advanced Options" if you would like to provide feedback for your if a student does or does not select this answer.

7 **Add more alternatives**
Click this box to add more answer choices.



8 Your Groups
The exam question will default to the course you are creating the question for. If this is not correct, select the correct course here.

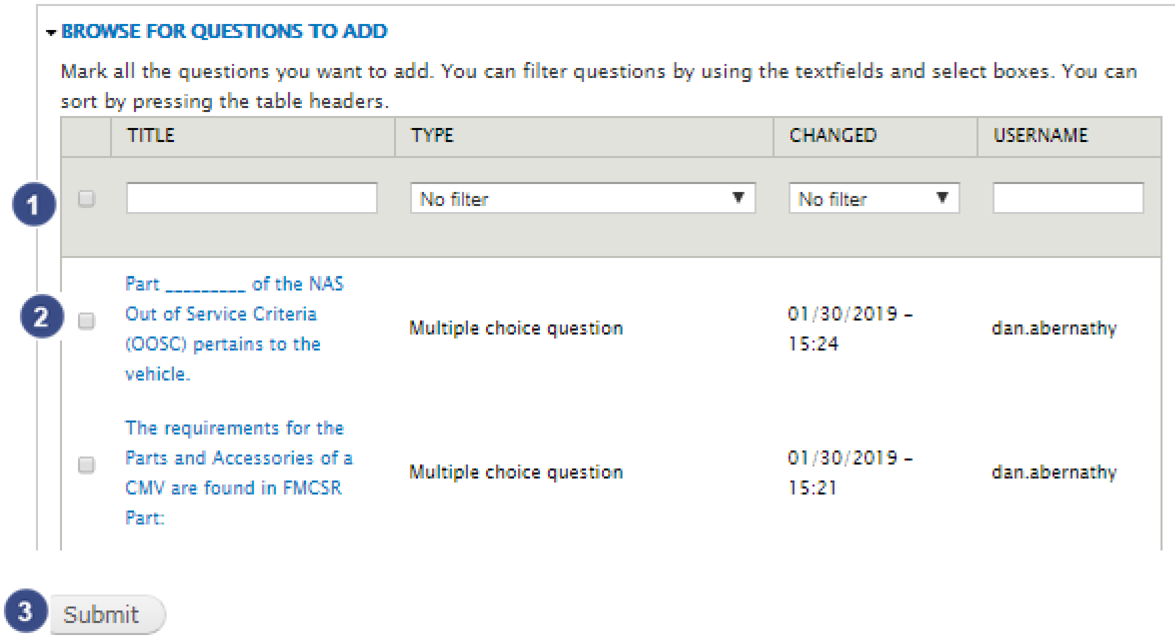
9 Other Groups
If there are more than one course linked to this question, add it here.

10 Save
Once you have completed adding details to your exam question, click "Save" to continue.

Note: Once you save your question, you will be taken back to the "Manage Questions" tab for your exam. Your new question will now display under the "Questions in this Lesson" section. You can continue to add more questions to your exam.

12.3.3 Browse for Questions to add

If there are already questions within LMS that you would like to add to your exam, you can select the "Browse for Questions to Add" option.



1 Filter
You can search for questions within LMS by filtering them by title, question type, date edited, or username of the person who created them.

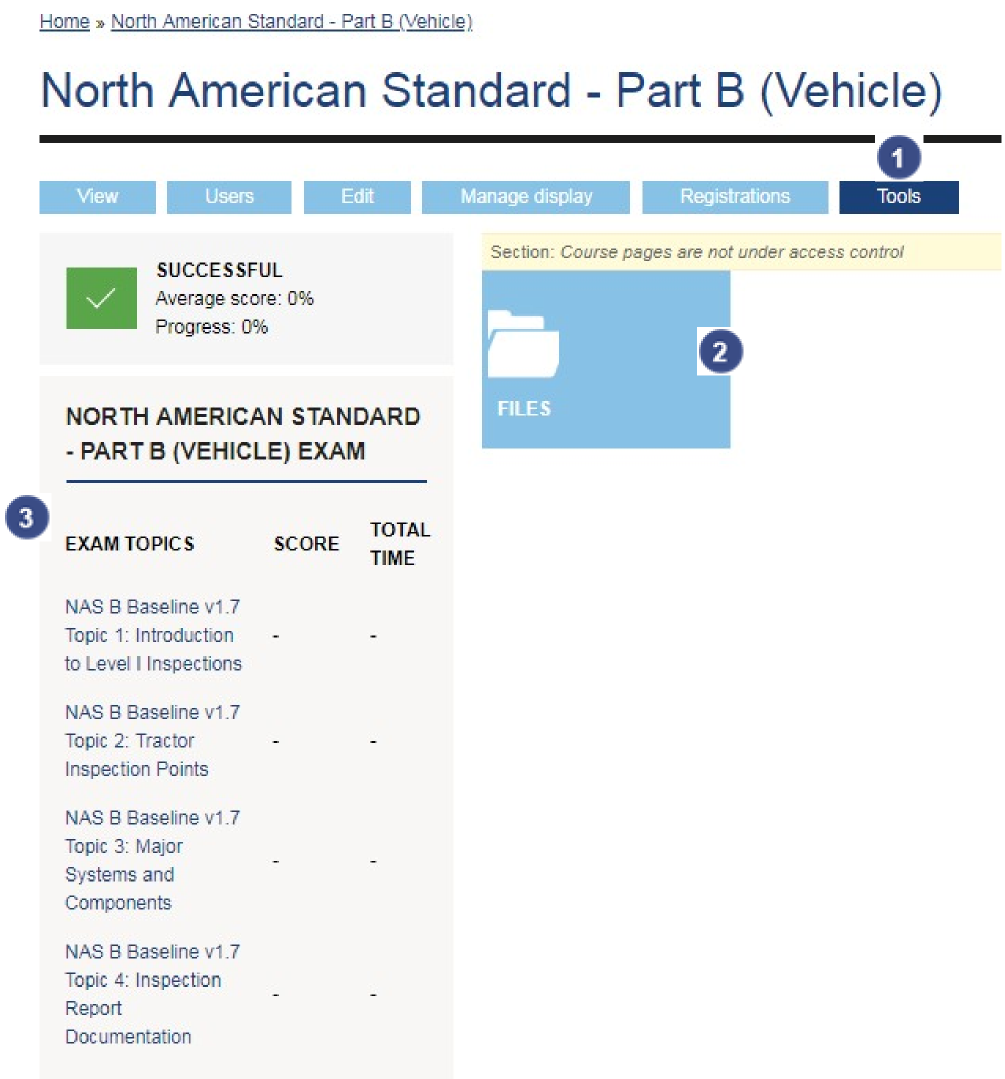
2 Select
Once you have found your desired question, you can check the box next to the question to select it. You can select more than one question to add.

3 Submit
Once you have made your question selections, click "Submit" to continue.
Note: After you submit your questions, you will be see your newly added questions display under the "Questions in this Lesson" section.

13 Taking Exams

13.1 Part 1

To take an exam for a course, first navigate to your desired course.



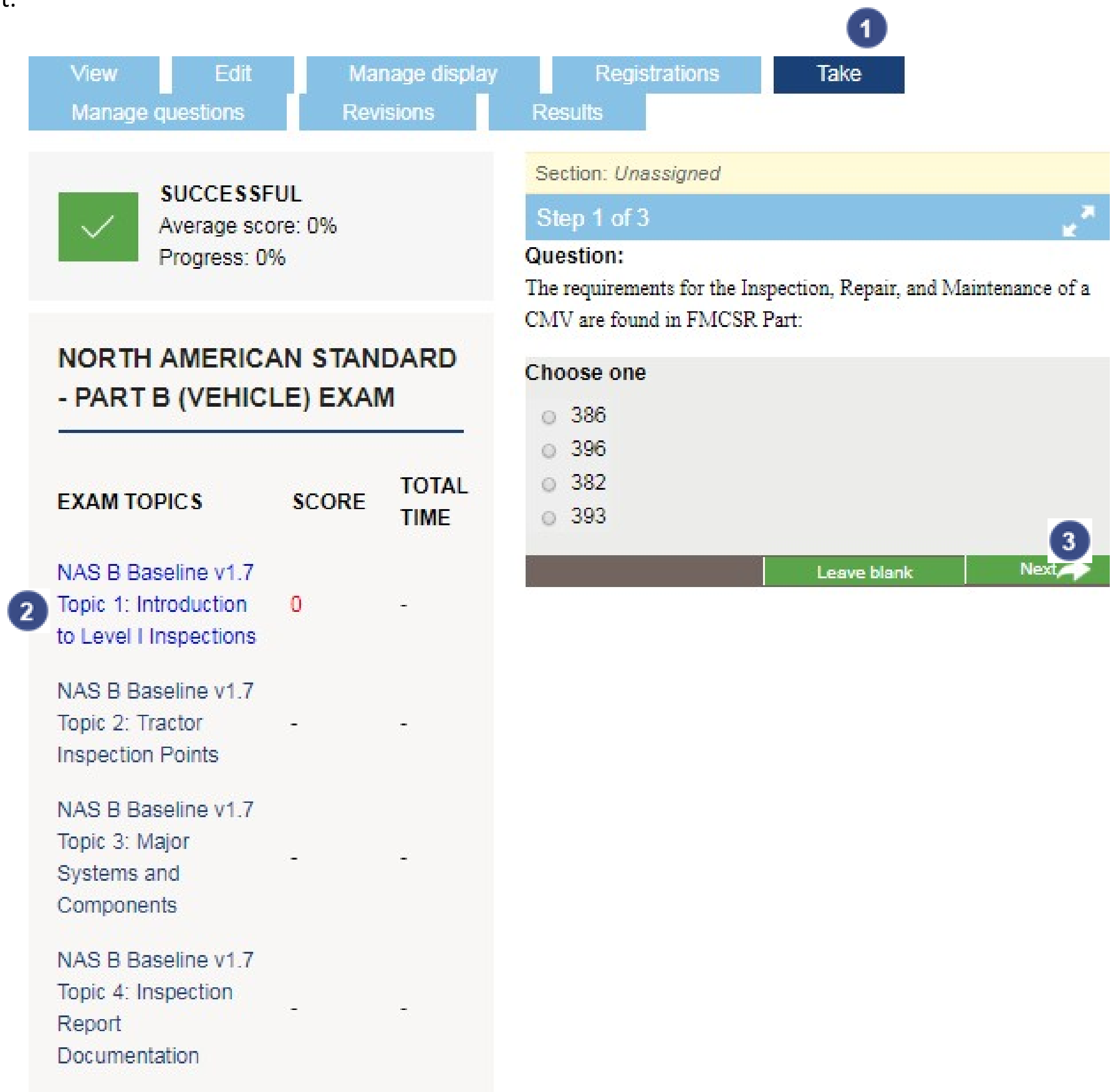
1 **Tools**
From the Course page, select Tools tab.

2 **Files**
From this page you can select “Files” to view all Course files.

3 **Exam**
On the left of the page you will be able to view all exam topics for the course. Select the topic title for the exam topic you would like to take.

13.2 Part 2

After selecting the exam topic you would like to take, you will see the exam questions display on the right.



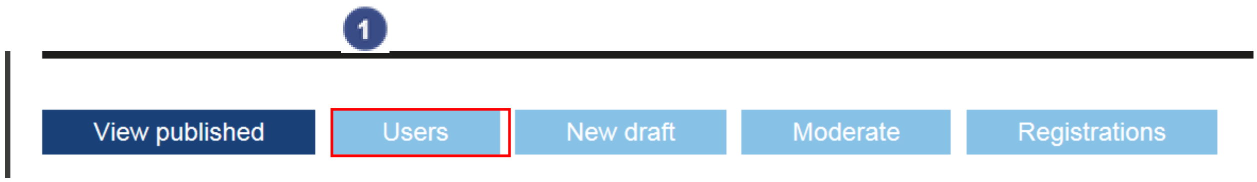
1. **Tabs**
After selecting an exam topic, the top tabs will change. You will now be directed to the Take tab to take the exam.

2. **Selected Topic**
You will see your selected exam topic highlighted on the right.

3. **Take Exam**
Begin taking your exam by selecting your answer and selecting Next.

14 Releasing Grades

As an NTC user, you have the ability within the LMS to review student grades as they are submitted. The LMS will not disclose the results of exams to the student at the time of submission, to release grades the NTC user will authorize the release of the grades as described below by navigating to the class and selecting 'user' as described below:



1 **Users**
This tab has option for managing the course materials for the class such as opening exam, releasing grades and cancellation of class.

1 **Open Exam for Students**
This option is available to NTC users as a troubleshooting or help desk function. Instructors should open the exam when they are ready to administer the exam.

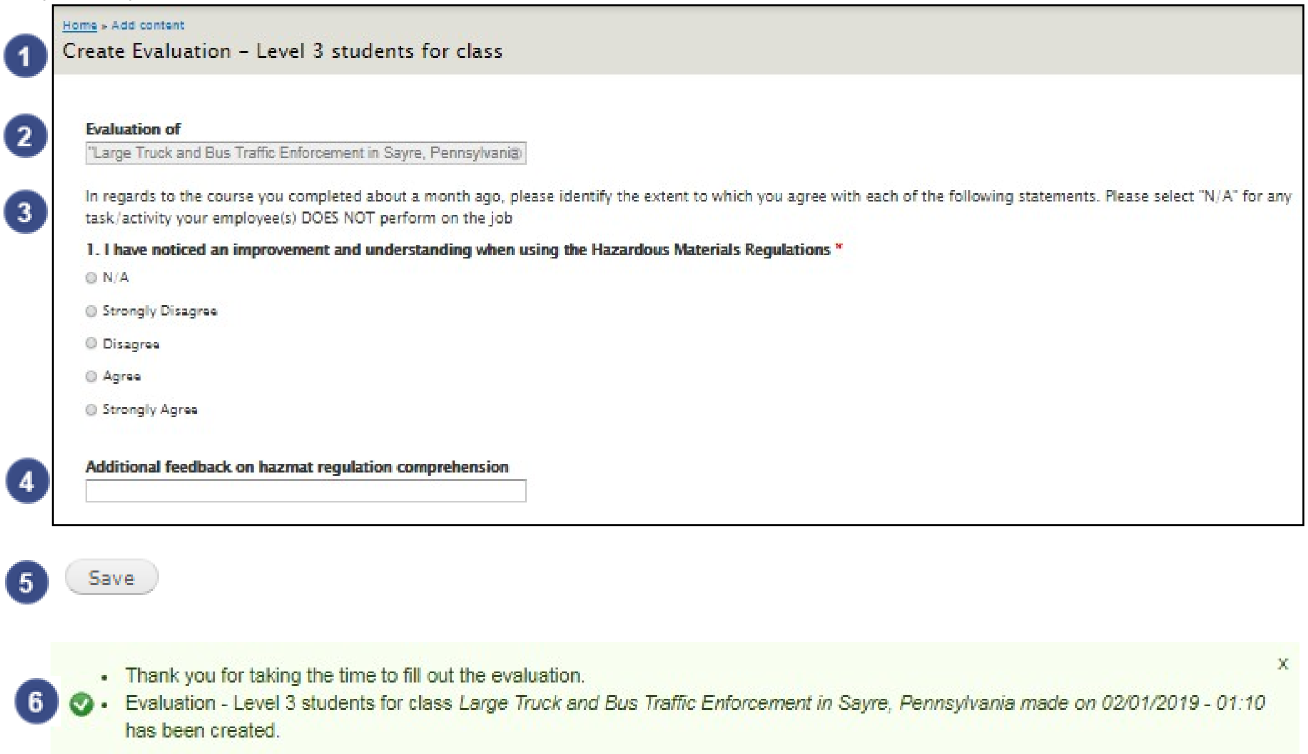
2 **Release Grades to Students**
NTC will review grades and click this link when they are ready for students to view their certificates and grades. A notification will be sent to students when grades are released.

3 **Cancel This Class**
Available to NTC users only. If needed the class can be cancelled from this screen. Notifications will be generated to students and instructors and the class status will change in the 'upcoming classes' page.

15 Evaluations

15.1 Completing an Evaluation

Once a course has ended, students, instructors and supervisors will receive emails with links to the specific course's evaluation. Click on the link to begin the course evaluation. All evaluations will be captured anonymously.



1 **Evaluation Title**
The evaluation level and title will display at the top of the page

2 **Course**
Each evaluation will be linked to a course, displayed below the title.

3 **Questions**
A response to every question is required

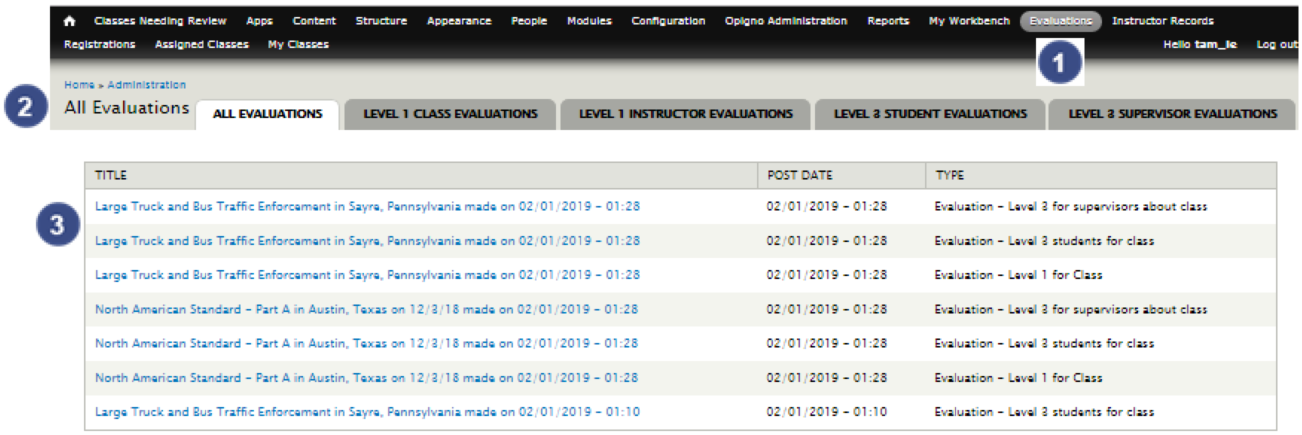
4 **Additional Feedback**
Provide additional feedback is optional.

5 **Save**
Once you have completed your evaluation, select Save

6 **Confirmation**
After saving your evaluation, you will see a confirmation message.

15.2 Viewing Completed Evaluations

Completed course evaluations can be viewed on the All Evaluations page. The steps below will walk you through the process of viewing completed course evaluations.



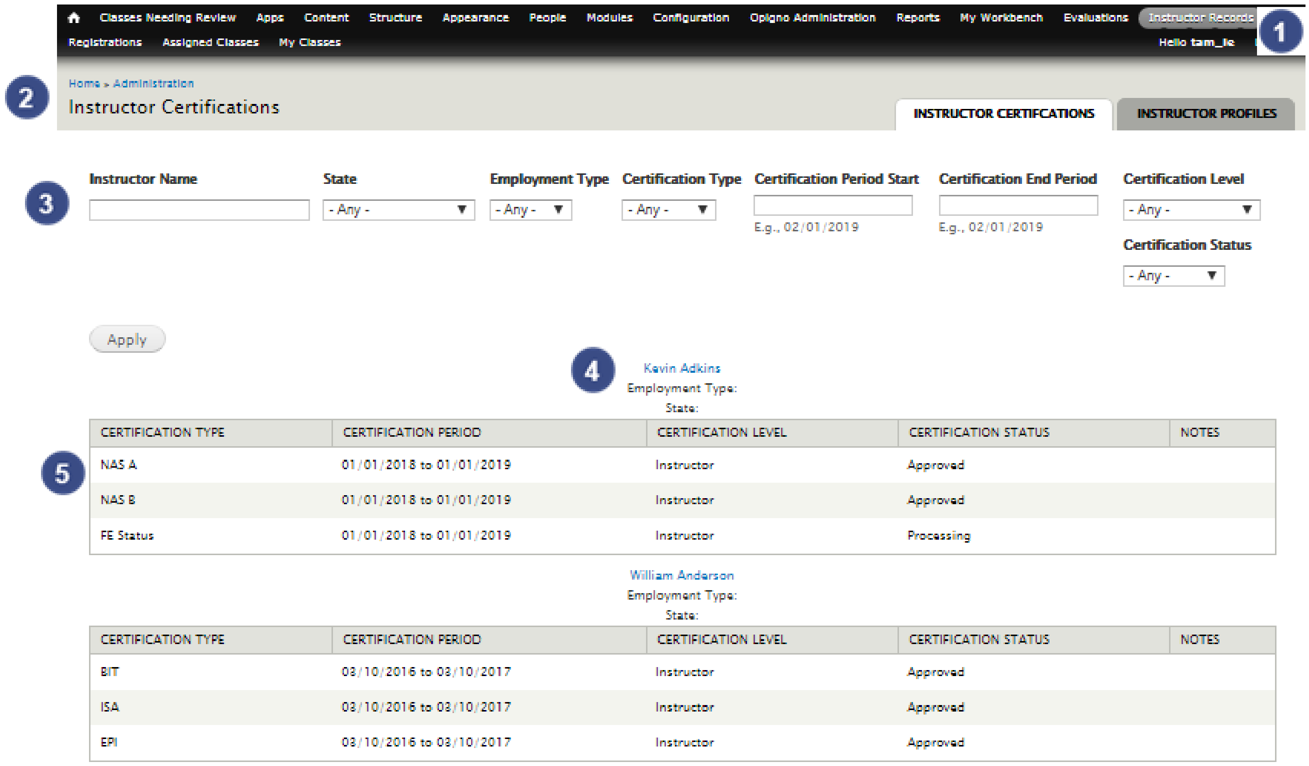
1 **Evaluations**
To begin viewing completed course evaluations, click on the “Evaluations” link from the top navigation bar.

2 **All Evaluations**
This will take you to the “All Evaluations” page, where you can view all evaluations completed. You can select the other tabs to view the evaluations broken out by type.

3 **Evaluations**
Each evaluation is listed with a title, postdate, and type. Select the title of the evaluation you would like to view.

16 Instructors Records

16.1 Instructor Certifications



1 **Instructor Records**
To view Instructor Certifications, begin by selecting "Instructor Records."

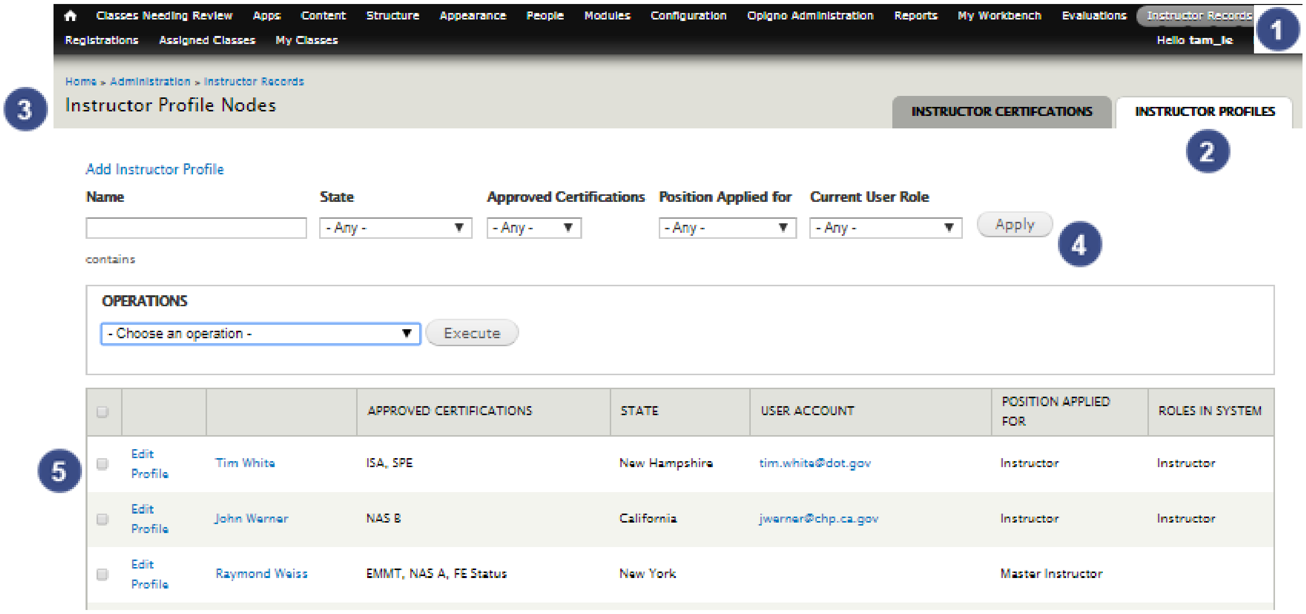
2 **Instructor Certifications**
You will be directed to the Instructor Certifications page.

3 **Filter**
Here you can filter certifications by Instructor name, state, employment type, certification type, certification period, certification level, or certification status.

4 **Instructor Profile**
You can click on an instructor's name to view their profile.

5 **Certification Details**
The instructor certification page is organized by instructor name. Each instructor's certification has their certification period, level and status listed.

16.2 All Instructor Profiles



1 **Instructor Records**
To view instructor profiles, begin by clicking on the “Instructor Records” link on the top navigation.

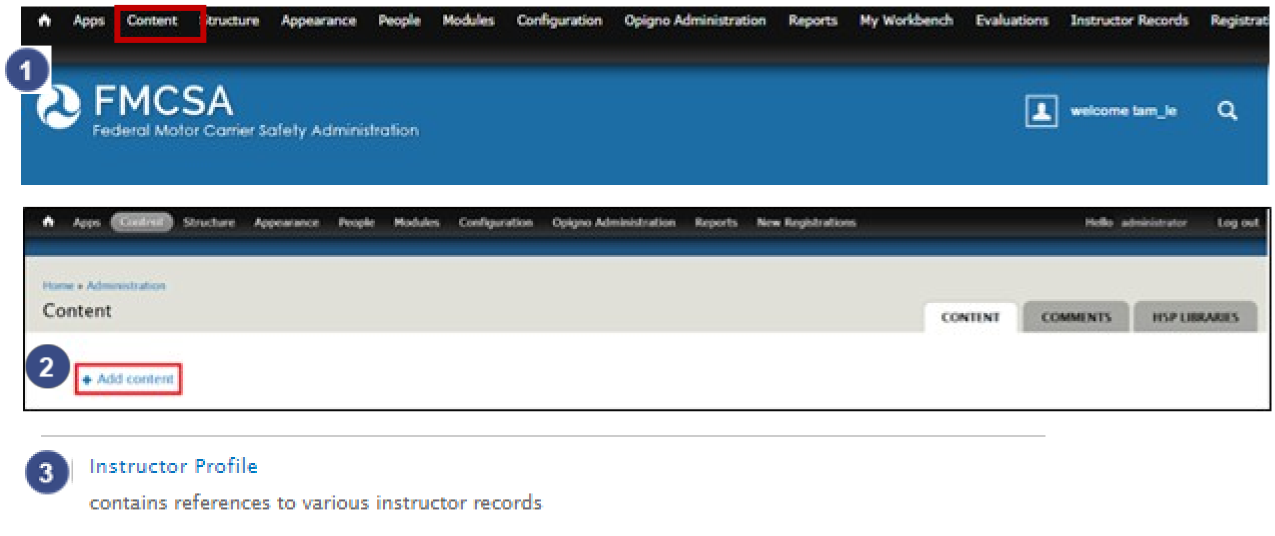
2 **Instructor Profiles Tab**
Click on the Instructor Profiles tab on top.

3 **Instructor Profiles**
This will take you to a page with a list of all instructor profiles within LMS.

4 **Filter**
You can filter your results by name, state, approver certification, position applied for, or current user role.

5 **Profile Details**
Each instructor profile result will display their name, approve certifications, state, user account, position applied for, and roles in the system.

16.3 Add Instructor Profile: Part 1



1 Content
After logging into the LMS system, click on the 'Content' link on the toolbar along the top of the page.

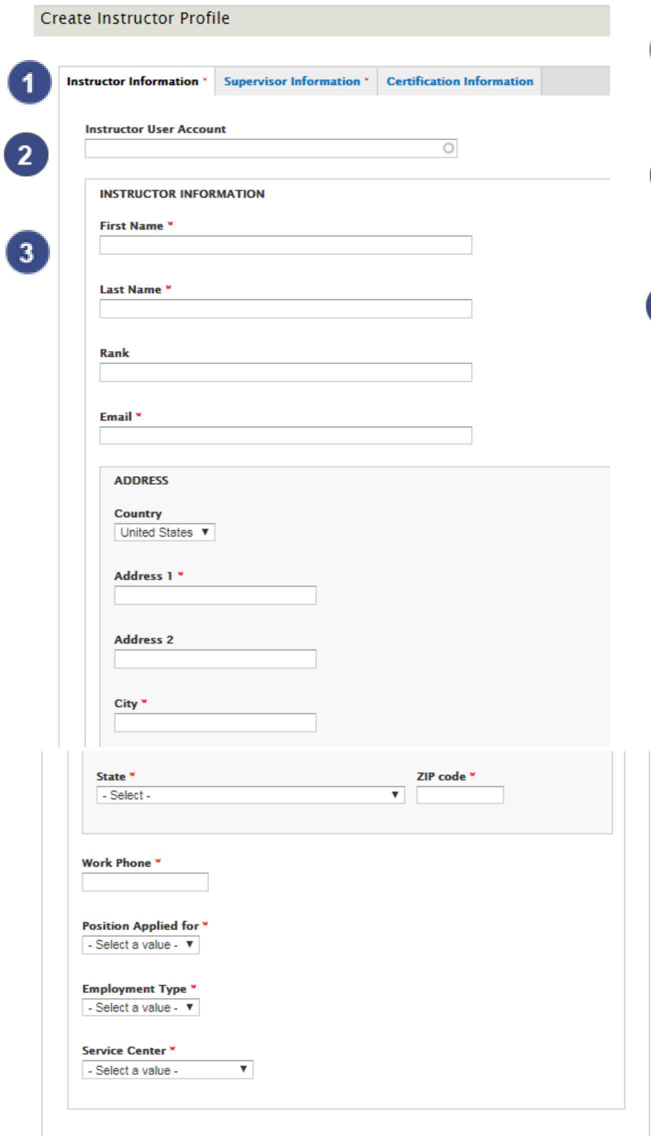
2 Add Content
You will be directed to the Content page. Select the "+ Add content" link towards the top of the page.

3 Instructor Profile
You will be directed to the "Add content" page. Select "Instructor Profile" to begin adding an Instructor Profile. The next page is a guide that covers all the fields and steps for adding an Instructor Profile.

16.4 Add Instructor Profile: Part 2

The Instructor Profile content type is broken up into three tabs – Instructor information tab, Supervisor information tab, and Certification Information tab. The following steps will walk you through the filling out the fields on each tab.

16.4.1 Instructor Information Tab

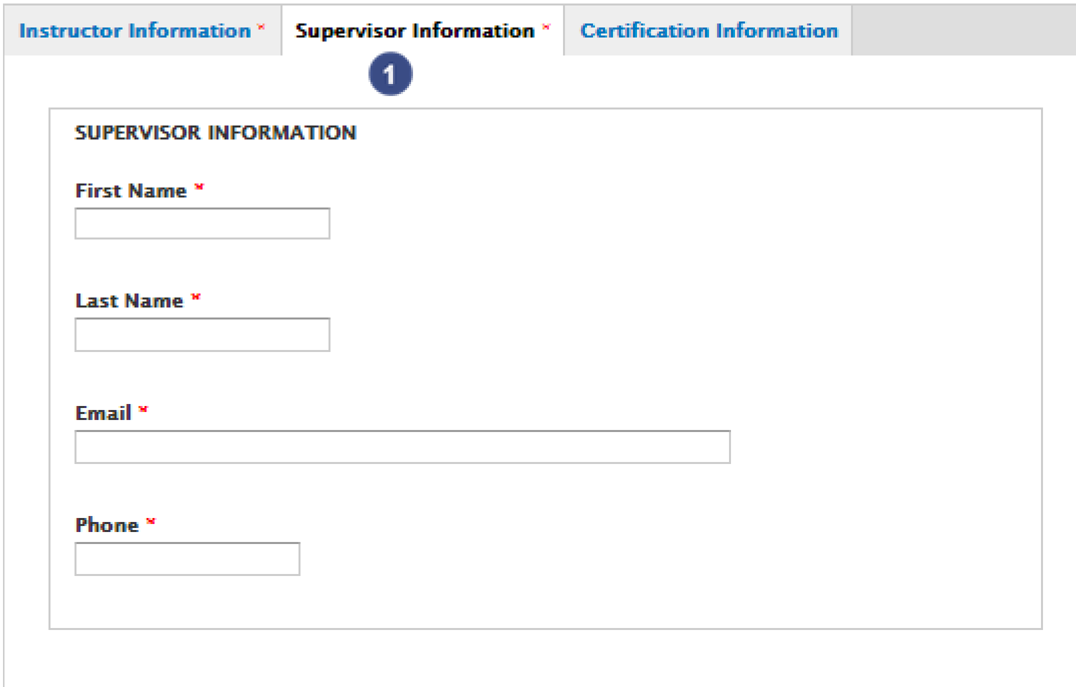


1 **Instructor Information Tab**
The first tab is the Instructor Information tab.

2 **Instructor User Account**
Enter the Instructor User Account, if available.

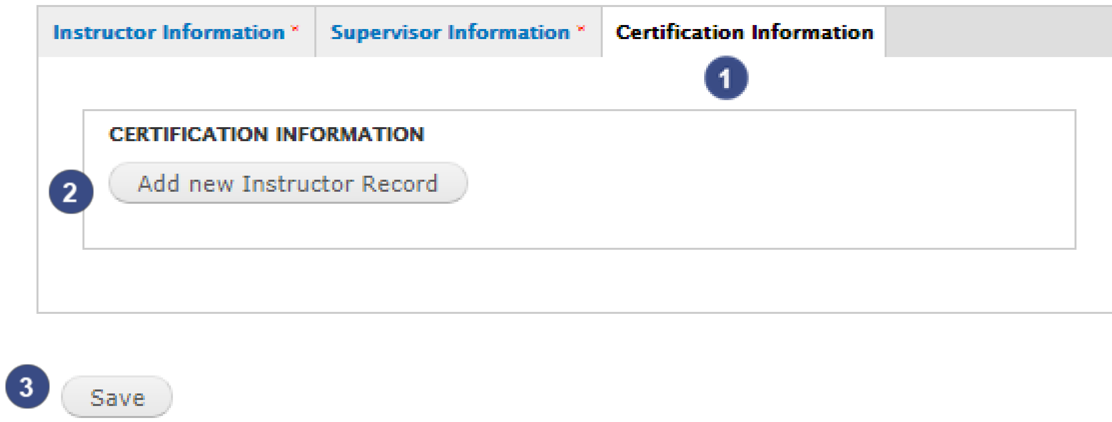
3 **Instructor Information**
Enter the Instructor’s name, email, address, work phone, position applied for, employment type, and service center. These are all required fields.

16.4.2 Supervisor Information Tab



1 **Supervisor Information Tab**
Click on the Supervisor Information tab to begin adding supervisor information. All fields on this tab are required.

16.4.3 Certification Information Tab



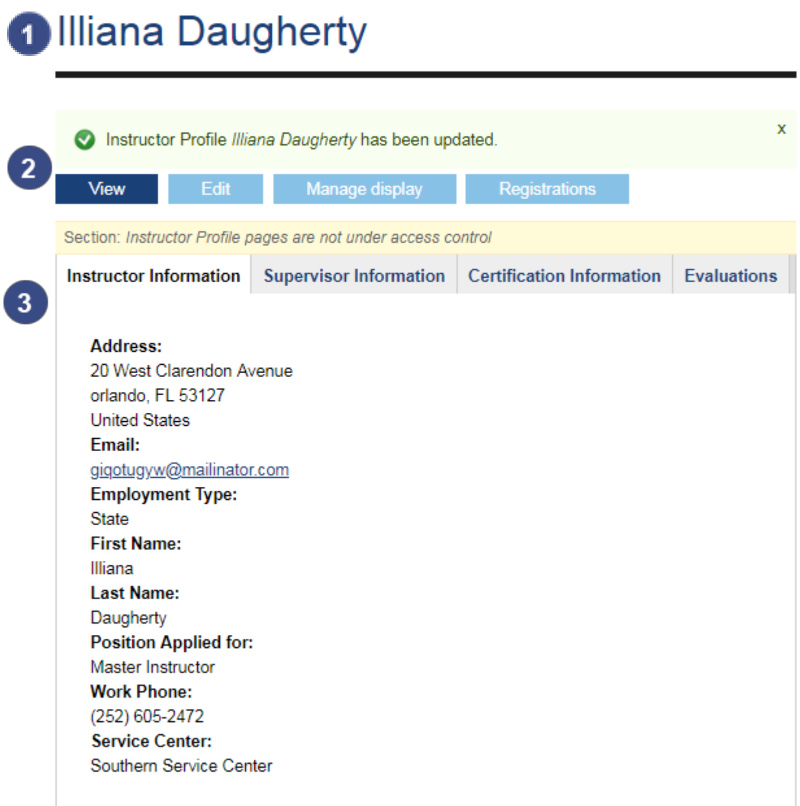
1 **Certification** Information Tab
Select the Certification Information tab to begin entering certification information for your instructor profile.

2 **Add New Instructor Record**
Select "Add new Instructor Record" to begin adding new certification details for your instructor profile.

3 **Save**
Once you have completed entering information for your instructor profile, click save.

16.5 Instructor Profile – Display view

After creating your instructor profile, you will be directed to the front-end view of the profile page.



1 **Instructor Name**
The instructor Name will be displayed on the top of the page

2 **View/Edit**
The above display is the view page of the profile. You can click on edit to edit the profile.

3 **Tabs**
The instructor Information tab displays the entered instructor information. You can navigate to the other tabs to view the instructor's other profile details.