University of Colorado
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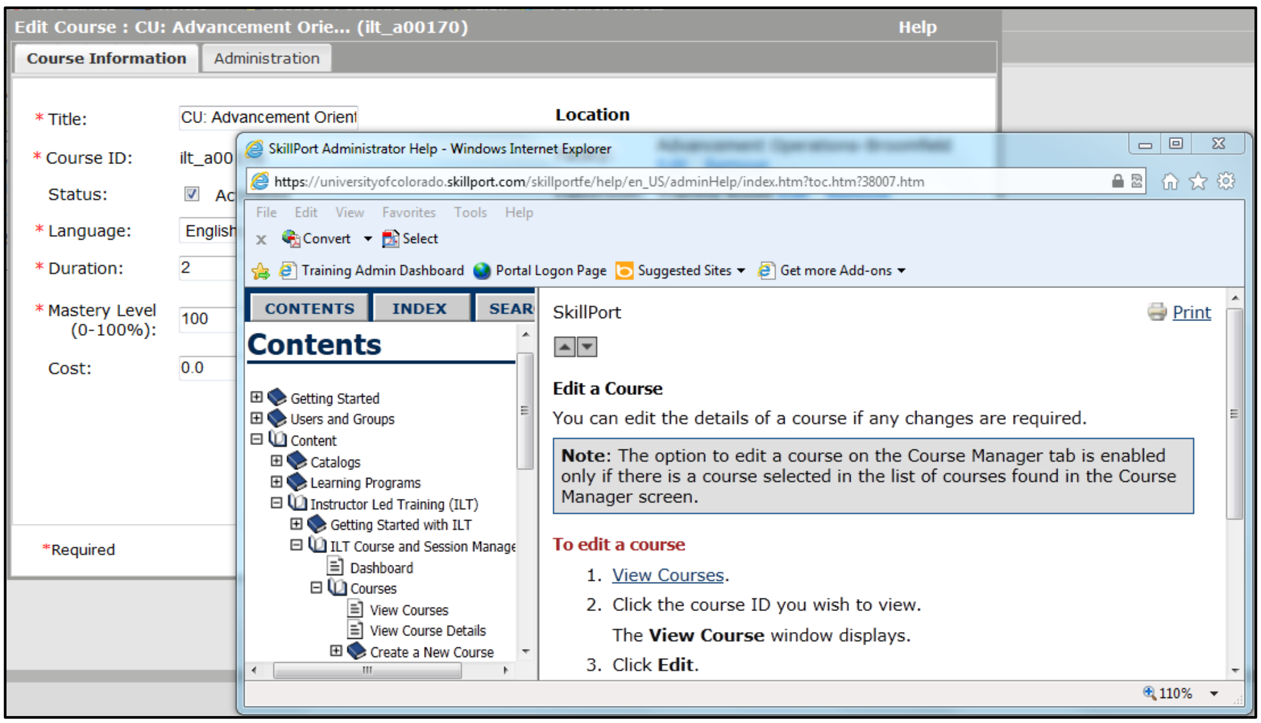
SkillSoft Instructor Led Training (ILT)

Administrator Procedures: Creating and Managing Courses and Sessions

SkillSoft lets you manage instructor led training (ILT) tasks, such as scheduling training, setting up self-enrollment for training sessions, and tracking training completions. SkillSoft reports ILT completions to the PeopleSoft Human Resource Management System (HRMS), providing one platform to manage training records.

This document describes how to perform administrative tasks in SkillSoft for creating and managing ILT courses and sessions.

Additional information can be found in SkillSoft by clicking Help. When you click Help from a sub-window, the help file opens to the section that is related to the window, so you don't have to search through the file to find the information. For example, the Help link from the Edit Course window (shown below) opens the help topic, "Edit a Course."



Before You Begin

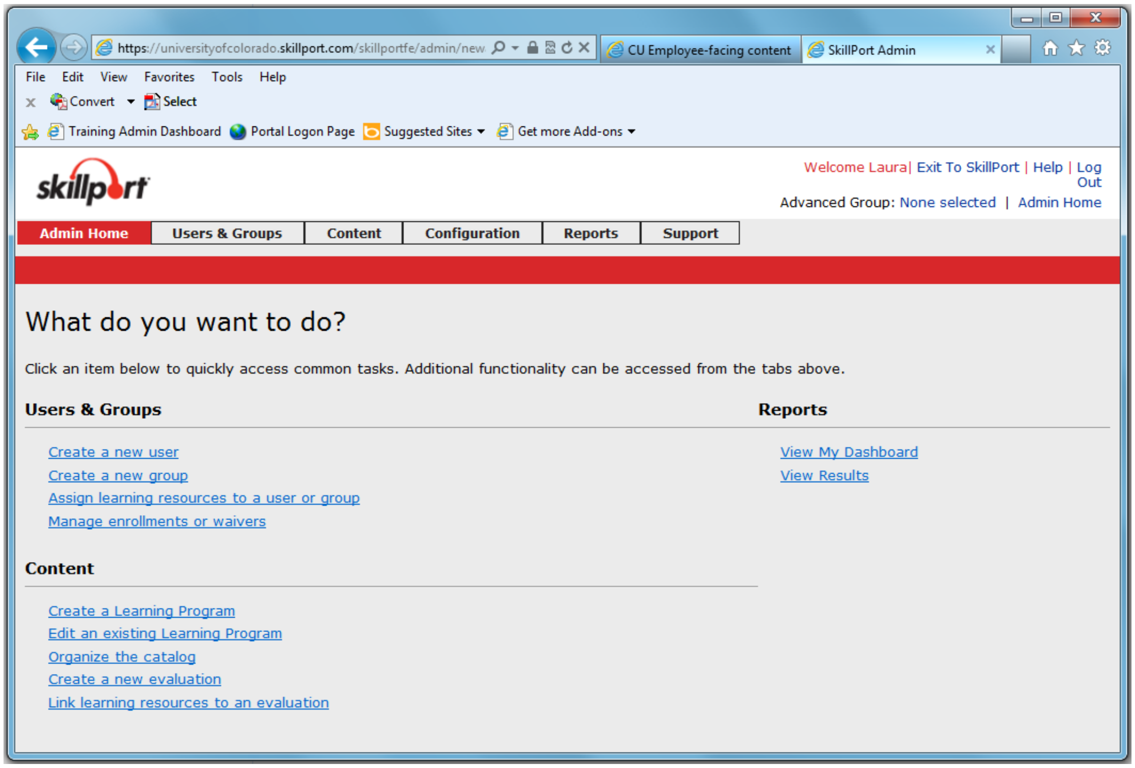
You should complete the following tasks before creating courses in SkillSoft:

- **Create the Course in HRMS:** Because HRMS is the system of record, courses must be created in HRMS before they are created in SkillSoft. When the course is created in HRMS, it is assigned the course title and course code that you will need when adding the course to SkillSoft. If your course has not been created in HRMS, contact Employee Learning and Development (system.training@cu.edu) to have it created and get your HRMS course title and course code.
- **Define Resources in SkillSoft:** You may want to define resources associated with your course, such as instructors, facilities, and classrooms, so you can select them when creating the course. This can save you time when creating courses. See *Adding Instructors* on page 8 and *Managing Resources—Facilities, Classrooms and* Contacts on page 9 for more information.

Creating a New ILT Course in SkillSoft

To create a new course in Skillsoft:

1. After accessing SkillSoft, click **Admin** from the top of the page. SkillSoft displays the Admin Home page:



When you want to return to this page, click **Admin Home** from the top of the page.

2. From the **Content** menu, click **ILT> Course and Session Manager**.
3. Click **Course Manager**.
4. Click **New Course** . A New Course window appears.

   Note—Copying an Existing Course: Alternately, you can select a course and click Copy to create a copy of an existing course. When you copy a course, a page appears that looks the same as the New Course page, only with the existing course's information. You can then edit the information the same as you would for a new course as described below.

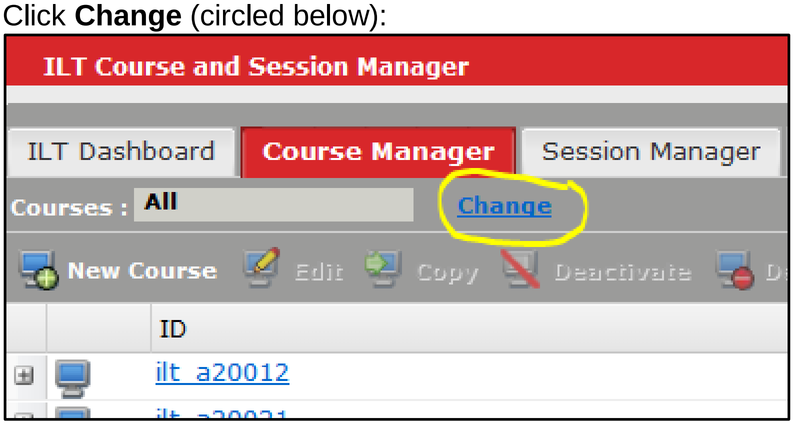
5. In the **Title** box, type the HRMS course title. Courses must be set up in HRMS prior to being setup in SkillSoft. If you do not know the HRMS course title and code, contact ELD for assistance (system.training@cu.edu).
6. In the **Course ID** box, type the HRMS course code. The Course ID cannot be edited once an ILT course has been created in SkillSoft.
7. In the **Duration** boxes, type the length of time of the course, in hours and minutes.
8. If this course is regularly facilitated at the same location, you can click the Edit links to add a Facility and Classroom for the course and make them the default when you create a session. Or, you can leave these selections blank and select them when creating a session.
9. In the **Description** box, type a brief summary of the course. You may consider including the intended audience and the learning objectives.
10. Click the **Administration** tab.

11. Update the Enrollment Settings, or leave them as they are and change them when you create a session for the course.
12. To add course administrators, click the **Edit** link that appears below Course Administrators. The Select Course Administrators page appears. You may be the only administrator, or some instructors have assistants who may be administrators. Administrators are users who can edit this course and who can receive automated email notices, such as when a course does not reach the required capacity.
13. Select the administrators from the **Course Administrator View** box on the left and click the green arrow to move your selected names to the **Selected Course Administrators** box on the right.
14. Click **OK**. You are returned to the New Course window.
15. If you want to select a contact person for this course, click the **Edit** link that appears next to Contact. A contact is any person other than the instructor who may be contacted for information about this course. If you do not see your contact listed, you can add the contact as described in *Managing Resources—Facilities, Classrooms and* Contacts on page 9.
16. Select the **Instructor Can Manage Roster** check box, if the Instructor needs to manage enrolling or withdrawing users. Instructors are selected when you create the session.
17. Click **Save & Add Session** to continue with creating a session for the new course. Or, click **Save & Exit** and create a session later. To continue with a session, see *Creating a New ILT Session in SkillSoft* on page 5.

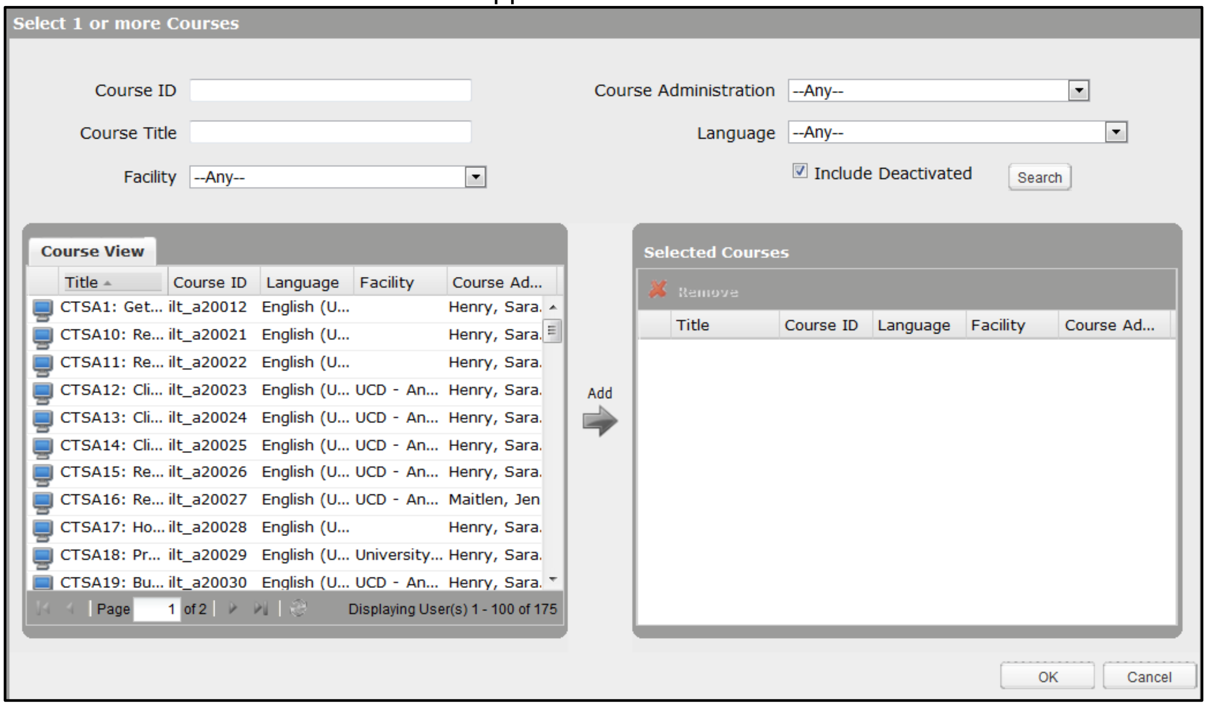
After creating a new course, contact Employee Learning and Development (system.training@cu.edu) to have the course moved to the correct folder where learners can find it in SkillSoft.

Searching for a Course
The Course Manager lists all courses in SkillSoft. If you want to change this listing you can search for a particular course:

1. From the **Content** menu, click **ILT> Course and Session Manager**.
2. Click **Course Manager**. A listing of all courses appears that you can filter to one or more that you want to work with.
3. Click **Change** (circled below):



A Select 1 or more Courses window appears:



4. Type the course ID, or other search criteria, and then click **Search**. Results of the search appear in the box on the left side of the page.
5. Select the course (or courses) from the Search Results and click the green arrow to move your selection to the Selected Courses box on the right.
6. Click **OK**. You return to Course Manager with your selected courses listed. If you want to reset the listing, click **All Courses**.

Note: You can follow this same procedure when working with sessions.

Editing an ILT Course in SkillSoft

Any time that you want to edit a course, such as to update the description, change the administrators, or edit the enrollment settings:

1. From the **Content** menu, click **ILT> Course and Session Manager**.
2. Click **Course Manager**.
3. Change the listing by searching for the course you want to edit.
4. From the Course Manager listing, select the course (do not click the course ID link), and click **Edit**.
5. Edit the Course Information or Administration setting from the appropriate tab.
6. Click **Save & Exit**.

Making a Course Inactive (Remove from Catalog Display)

If you don't want a course to appear in the catalog listing (because you don't have any sessions planned for a while) you can make the course inactive.

1. Edit the course as described above.
2. From the Course Information tab, deselect the **Activated** check box that appears next to Status.
3. Click **Save & Exit**.

Inactive courses no longer appear in the Catalog, and sessions cannot be added for them. When you want to schedule sessions again, edit the course and select the Activated check box.

Creating a New ILT Session in SkillSoft

After creating a new course, you will need to create a session. A session is an instance of a course that has been scheduled for a specific date and time that will be held at a location, which includes facility and classroom, with an instructor and students. If you have already created a session for a course, you can copy the existing session to create another session.

To create a session for a course:

1. From the **Content** menu, click **ILT> Course and Session Manager**.
2. Click **Session Manager**.
3. Use the **Change** link to search for the course you are creating a session for.
4. From the Session Manager listing, click **New Session**. The New Session for Course window appears with a new Session ID already entered.
5. Click **Edit** (next to Instructor) to select the instructor for this session. The Select Instructor window appears.
6. Select the instructor from the list, and click **OK**. You return to the New Session for Course window. If you do not see the instructor listed, see *Adding Instructors* on page 8 for information about how to add the instructor to the list.
7. In the **Location** section, click **Select** to specify the facility and classroom, similar to selecting the instructor. If you do not see the facility or classroom listed, see *Managing Resources—Facilities, Classrooms and* Contacts on page 9 for information about how to add the facility and classroom to the list.
8. In the **Schedule Details** section, select the correct **Time Zone.** (GMT –7:00) Mountain Standard Time (America/Denver).
9. The **Session Meetings** box lists today's date as the new session date. Click the date to select the date of the new session. **Note:** If the session is taking place on more than one date or at more than one time, you can add additional session dates by clicking **Add**. Details for the first day should be set up prior to adding additional days. To delete unwanted rows, select the check box next to the row you want to delete and click Delete.Click the **Administration** tab.
11. Click the **Edit** link that appears below Session Administrators to select administrators. The Select Session Administrators page appears. You may be the only administrator, or some instructors have assistants who may be administrators. Administrators are users who can edit this session and who can receive automated email notices, such as when a session does not reach the required capacity.
12. Select the administrators from the **Session Administrator View** box on the left and click the green arrow to move your selected names to the **Selected Session Administrators** box on the right.
13. Click **OK**. You are returned to the New Session for Course window.

14. If you want to select a contact person for this course, click the **Edit** link that appears next to Contact. A contact is any person other than the instructor who may be contacted for information about this course. If you do not see your contact listed, you can add the contact as described in *Managing Resources—Facilities, Classrooms and* Contacts on page 9.
15. Select the **Instructor Can Manage Roster** check box, if the Instructor needs to manage enrolling or withdrawing users.
16. Click **Save & Exit.** The session is saved, but not yet confirmed. Learners can enroll, but they will not receive an Outlook invitation for their calendar unless the session is confirmed.

To confirm the session,

1. Click the Session ID link from the Session Manager listing and click **Confirm**.

Session ID	Course ID	Status	Open	Enrolled	Waitlist
Course Title: CU: Advancement Orientation (3 Sessions)					
ilt_a00170-0001	ilt_a00170	Comp		9/12 75%	N/A
ilt_a00170-0002	ilt_a00170	Conf	✓	0/10 0%	0
ilt_a00170-0003	ilt_a00170	Unconf	✓	1/10 10%	0

SkillSoft displays an E-mail Message form for you to notify the instructor and administrators with the details of this session.

2. Edit the message and click **Send** to send the message, or click **Don't Send** to cancel this notification.

Creating a New Session by Copying an Existing Session

When you want to create additional sessions for a course, you can make a copy of a previous session.

1. From the sessions listed on the Session Manager tab:
   a. Highlight the session (click anywhere but a link) and then click **Copy**.
   Or,
   b. Click the Session ID link, and then click **Copy**.

   The Copy Session for Course window appears.
2. Make updates to the copy and click **Save & Add Another Copy** or click **Save & Exit.**

You will need to confirm the session, which indicates that the session will take place. Learners can enroll, but they will not receive an Outlook invitation for their calendar unless the session is confirmed.

To confirm the session,

1. Click the Session ID link from the Session Manager listing and click **Confirm**. SkillSoft displays an E-mail Message form for you to notify the instructor and administrators with the details of this session.
2. Edit the message and click **Send** to send the message, or click **Don't Send** to cancel this notification.

Editing an ILT Session

You may want to make updates to a session. For example, you may have created a session and not confirmed it yet. Or you may need change the description or cancel a session.

1. From the **Content** menu, click **ILT> Course and Session Manager**.
2. Click **Session Manager**.
3. Use the **Change** link to search for the course that has the session you want to update.

4. From the sessions listed on the Session Manager tab:
    a. Highlight the session (click anywhere but a link) and then click **Edit**.
    Or,
    b. Click the Session ID link, and then click **Edit**.

    The Edit Session for Course window appears.
5. Update session information, such as the facility, classroom, and schedule details, or go to the Administration tab to update enrollment settings and administrators.
6. Click **Save & Exit**.

Cancelling an ILT Session
Sometimes you may need to cancel a session. You must cancel sessions that you want to delete.

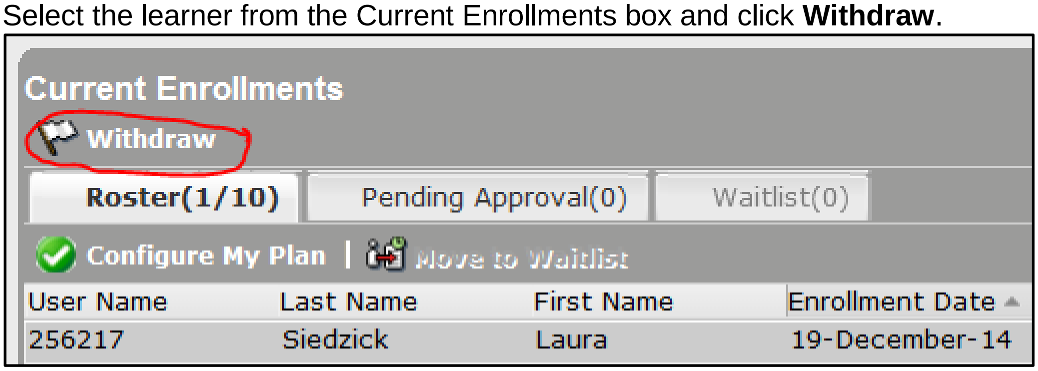
1. From the Sessions listing, click the Session ID link to open the session.
2. Click **Cancel** . All enrolled learners are withdrawn and receive an automated message that the session has been cancelled.

Enrolling Learners in a Session
If you have learners that are unable to enroll themselves, an administrator or instructor can enroll them.

1. From the Sessions listing, click the Session ID link to open the session.
2. Click **Manage Enrollments** .
3. In the **Search** box, type the name, email address, or last name of the learner you want to enroll, and click **Search**.
4. Select the learner from the Search Results and click the green arrow to move the learner to the Current Enrollments box on the right. The system prompts you to confirm you want to enroll this learner. Click **Yes**.

Withdrawing Learners from a Session
If you have learners that are unable to withdraw from a session, an administrator or instructor can withdraw them. It can be helpful to withdraw learners before a session when there are learners on a waitlist for enrollment.

1. From the Sessions listing, click the Session ID link to open the session.
2. Click **Manage Enrollments** .
3. Select the learner from the Current Enrollments box and click **Withdraw**.



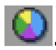
If learners are on a waitlist, the next learner is enrolled automatically and sent a notification email.

Entering Results and Completing a Session

After a session has been delivered, you should enter the attendance and progress information of each learner who attended the session. You should then complete the session so that the results are posted to HRMS (overnight).

Important Note: Course completion will automatically report to HRMS only if you enter student results within seven days of the course completion date. If you miss this seven-day deadline, contact Employee Learning and Development (system.training@cu.edu).

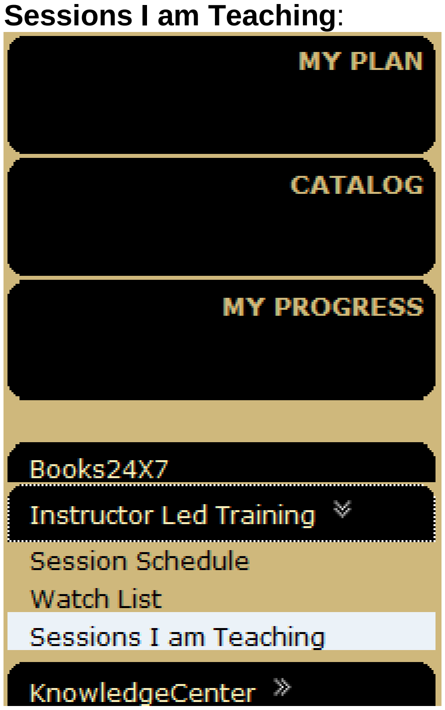
To enter results and complete a session:

1. From the Sessions listing, click the Session ID link to open the session.
2. Click the **Roster** tab.
3. Click **Enter Results** . The Enter Results window appears.
4. Click **Attd** (attended) and **Pass** for those learners who participated. For those learners who did not attend, leave the boxes blank, and type **1** in the **Score** box (the value of the score cannot be zero or empty). In the **Notes** box for that learner type **No Show**.
5. Click **Submit All** to save your changes.
6. Click **Complete** . Completing the session submits the results to SkillSoft. No further changes may be made once the course is complete. You are prompted to confirm completion.
7. Click **OK**.

Printing a Roster for a Session

To find and print a roster to use as a sign-in sheet:

1. Logon to the university portal and click **Start Skillsoft**.
2. If you are an administrator, see Editing an ILT Session and display the session ID in Session Manager. If you are an instructor, click **Instructor Led Training** on the left, and then click **Sessions I am Teaching**:



3. Click the link for the Session ID. A Session Information page appears.
4. Click the **Roster (*n*/*n*)** tab.
5. Click **Attendance Sheet**.

6. Click **Print** if you want a copy for your class.

Adding Instructors

You may want to set up instructors before you set up your course. However, they may already be created, in which case you can wait until you are creating a course, or after, to add them to the lists in SkillSoft.

To add an instructor:

1. From the **Users & Groups** menu, click **ILT Roles> User Role Management**. The ILT User Role Management page appears.
2. In the **Search** box at the top of the page, type the name, email address, or last name of the instructor and click **Search**.
3. Select the appropriate role boxes for the instructor:
   - **Inst** - An Instructor can manage details associated with a session they are teaching.
   - **SAdm** - A Session Administrator can create, delete and act as an Administrator for any session they create or that is assigned to them.
   - **CAdm** - A Course Administrator can create, delete and act as an Administrator for any course they create or that is assigned to them. Course Administrators can also act as Session Administrators for any sessions of the course.

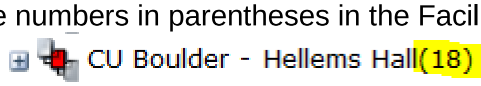
   Do not assign Admn (Administrator) rights to an instructor.

Managing Resources—Facilities, Classrooms and Contacts

You may want to set up facilities and classrooms before you set up your course. However, they may already be created, in which case you can wait until you are creating a course, or after, to add them to the lists in SkillSoft. You may also want to set up a contact for a course or session. A contacts is a person other than the instructor or administrator who may be called or emailed for information about a session.

To add a facility and or a classroom:

1. From the **Content** menu, click **ILT> Resource Manager**. The Resource Manager page appears.
2. Check that the list does not already list the facility.
3. To create a new facility:
   a. Click **New Facility** in the Resources tab.
   b. In **Facility ID**, type the next number available for a facility. This number is required. You can see these numbers in parentheses in the Facilities & Classrooms listing.

      For example: 

   c. In **Facility Name**, type the name of the campus building you are adding.
   d. In the **Directions** box, type driving directions and visitor parking information.
   e. Click **Save**.
4. To create a new classroom, select the facility from the Resources list and click **New Classroom**.
5. Type the information for the classroom and click **Save**.

To add a contact that you want to associate with a session:

1. From the **Content** menu, click **ILT> Resource Manager**. The Resource Manager page appears.
2. Expand **Contacts** to check that the list does not already list your contact.
3. To create a new contact:
    a. Click **New Contact** in the Resources tab.
    b. In the **Name** box, type the first and last name of the contact.
    c. In the **Contact ID** box, type a unique identifier. Look at the other contacts so that you create an ID that is consistent with other contacts on the same team. When adding a contact to a course or session, you can search by Contact ID, so it helps if your group is following a consistent convention.
    d. Type any additional information, such as the contact's title, primary e-mail address, and phone number.
    e. Click **Save**. This contact will now be available for you to select when creating courses and sessions.

Running the Course Evaluation Report

You can run a report of the evaluations that learners complete after taking your online course.

To run the evaluation report:

1. From the **Reports** menu, click **Templates**.
2. Expand **Training Effectiveness**.
3. Expand **Content Evaluation**.
4. Select **Detailed by Evaluation** and click **Edit** from the top right corner.
5. Click the **Asset Filter** tab.
6. From the **Evaluation** list box (below the Catalog search pane), select **SkillSoft Course Evaluation**.
7. In the **Search** box, type the course number and click **Search**.
8. Select the course from the Search results and click the green arrow to move it to the pane on the right.
9. Repeat steps 7 and 8 for additional courses.
10. Click the **Filter Options** tab.
11. From the **Filter On** list box, select either **Completion Date** or **Evaluation Submission Date**.
12. Use the **Previous** option or the **From** option to specify a date range for your evaluation data.
13. Click **Preview**. The report is displayed.
14. Click Save Result is you want to save this report. A Save Result window appears.
15. Select the format for the output of your report and click OK.

To download a saved report:

1. From the **Reports** menu, click **Results**.
2. Select the report from the list of saved reports and click **Download**.