University of Colorado
Boulder | Colorado Springs | Denver | Anschutz Medical Campus
EMPLOYEE SERVICES

Skillsoft ILT Administrator's Guide

Skillsoft is a learning management system (LMS) the university uses to provide online training and instructor-led training (ILT) to faculty, staff, and students.

The following user roles apply to Skillsoft:

- **Learners** – End users who log in to Skillsoft through their campus portal to complete online courses and enroll in ILT sessions. Refer to *Skillsoft Learner's Guide* for more information.
- **Instructors** – Facilitators of ILT sessions, who print rosters, email learners, enter grades, and view course evaluations.
- **ILT Administrators** – People who manage ILT course sessions (individual classes) from creation through completion, including updating a course, creating a session, managing sessions, and completing sessions.
- **Report Administrators** – People who only need access to run reports out of Skillsoft. Report administrators should complete the *Skillsoft Reports* online course, and refer to the *Skillsoft Administrator's Reporting Guide* for more details and procedures.

Getting Access to Skillsoft: Faculty, staff, and students can access Skillsoft through their campus portals. In order to receive administrator access, instructors, ILT administrators, and report administrators must complete the *Skillsoft ILT Administrators* online course prior to requesting access.

This guide describes tasks for Skillsoft administrators, some of which may also be applicable to instructors, such as printing a roster, enrolling a user, and entering results (grades). For other users, refer to the guide specific to your role: *Skillsoft Learner's Guide* or *Skillsoft Administrator's Reporting Guide*.

Select a topic from the table of contents on the following page for detailed information.

Contents

Managing ILT Courses and Sessions

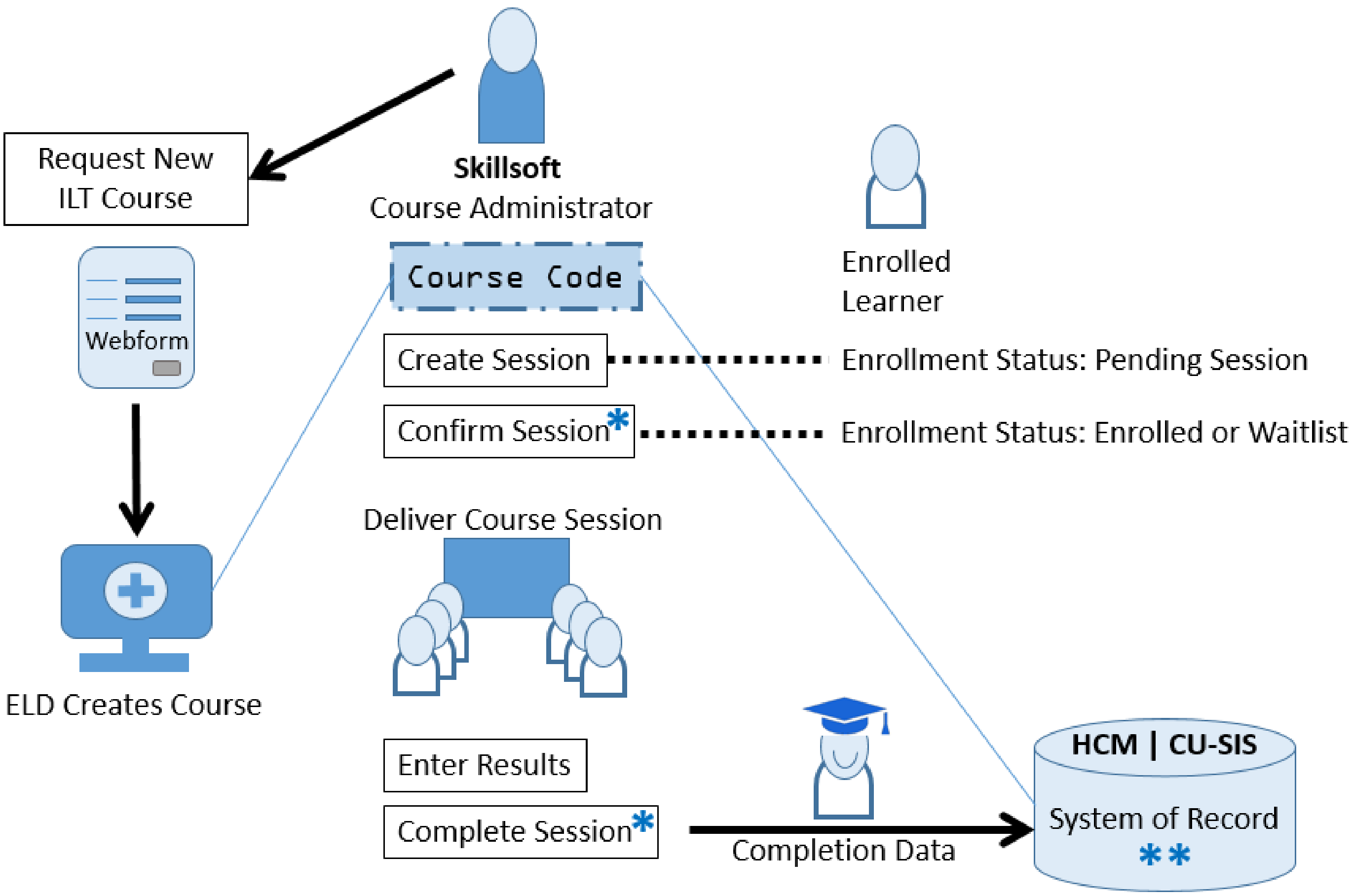
As a Skillsoft administrator, you can manage instructor led training (ILT) courses. This includes scheduling training sessions, setting up self-enrollment, managing session rosters, and tracking training completions. After a session of a course has been delivered, you must enter results (attendance and grades), and mark the session complete within 29 days of the session delivery date.

Once a session is marked complete, the employee training record in PeopleSoft Human Capital Management (HCM) is updated automatically overnight. Some ILTs are required for students. Student completions are updated in CU Student Integrated Systems (CU-SIS) automatically overnight.

This document describes several tasks for managing ILT courses and sessions in Skillsoft.

Understanding the Purpose of Managing ILT Courses

The overall goal of managing ILT courses, as described in this guide, is to correctly record a learner's completion of a course. Course completions are recorded in HCM and/or CU-SIS. These systems of record receive course completion information through an overnight process from Skillsoft. The diagram below illustrates the tasks (in boxes) that Skillsoft requires to accurately capture and deliver course completion data to these systems.



*Skillsoft only reports completion data for sessions that have been confirmed and completed.

**Skillsoft completions automatically load to HCM and CU-SIS overnight.

While this guide describes several tasks that Skillsoft course administrators can perform, the previous diagram emphasizes those tasks that ensure accurate course completion data in the systems of record:

- Request New ILT Course (ELD must create courses in both HCM and Skillsoft, before you can manage them in Skillsoft.)
- Create Session
- Confirm Session
- Enter Results
- Complete Session

Requesting a New ILT Course

The process of creating a new ILT course involves multiple systems and must be performed in a specific order. ELD creates new ILT courses in HCM, CU-SIS (if applicable), and Skillsoft. Courses must be created in HCM before they are created in Skillsoft so the records of completion can be connected and tracked correctly.

To request a new ILT course:

1. Go to the Skillsoft Administrators Training Website located at https://www.cu.edu/employee-services/professional-growth-training/training-services/Skillsoft/Skillsoft-administrators.
2. Click **Request a New ILT Course**. An online form appears.
3. Enter details about the course, and click **Preview**.
4. When you are satisfied with the form, click **Submit**.

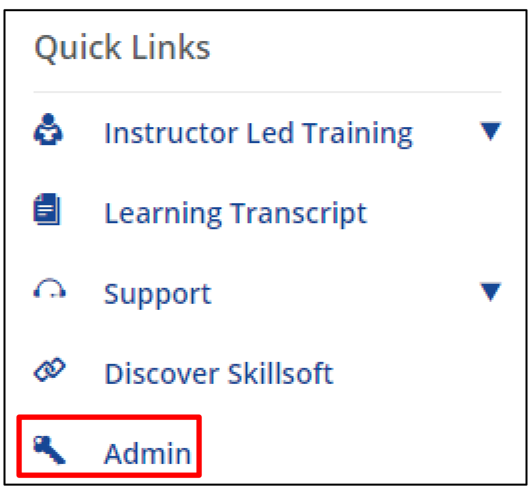
ELD receives your request and uses the information you provide to create your course in HCM, CU-SIS (if applicable), and Skillsoft. Because HCM assigns a unique course ID, courses **must** be created in HCM first. Without the HCM course ID, your course sessions in Skillsoft will not report completion information to the learner's record.

In addition, ELD adds your course to the appropriate campus and category folder in the Skillsoft catalog, so learners (employees or students) can locate and enroll in course sessions.

ELD authorizes your Admin security access in Skillsoft, which lets you manage sessions for your courses. You are responsible for setting up the first session, as described later in this guide.

Accessing the Admin Home Page

After ELD creates the course in HCM and Skillsoft, and sets up your Skillsoft security access, you can manage the course and its sessions. Most tasks require you to navigate to the Admin Home page first. To access the Admin Home page, click **Admin** under Quick Links in the left hand menu in Skillsoft.

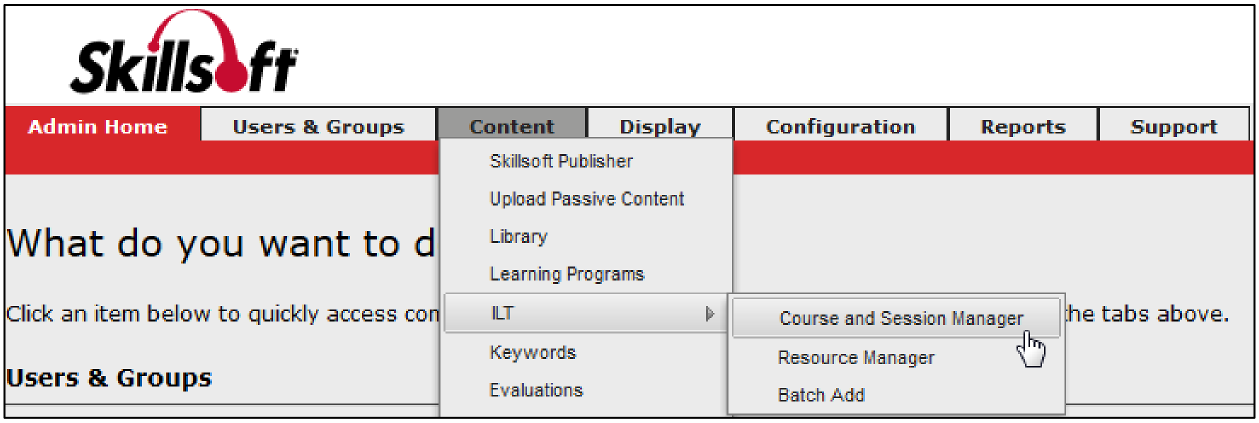


Skillsoft displays your Admin Home page in the same window.

Locating an ILT Course

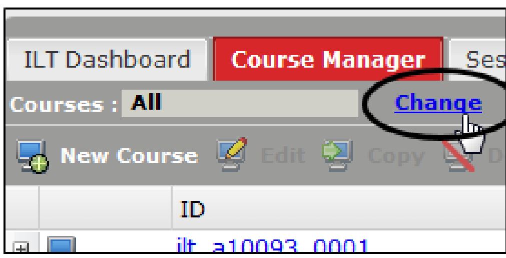
To locate your course from the Admin Home page:

From the **Content** menu, point to **ILT** and click **Course and Session Manager**.

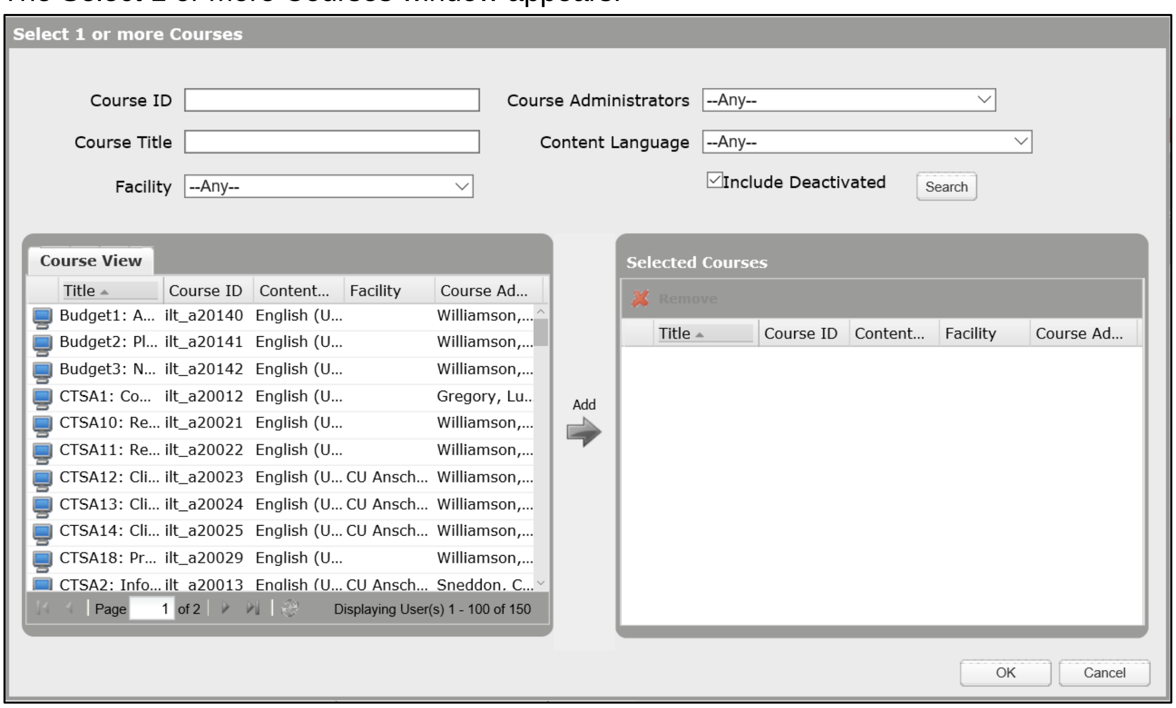


The ILT Dashboard appears and displays a summary of details related to courses and sessions.

Click the **Course Manager** tab. A list of all ILT courses in Skillsoft appears.
Click **Change**.



The Select 1 or more Courses window appears:

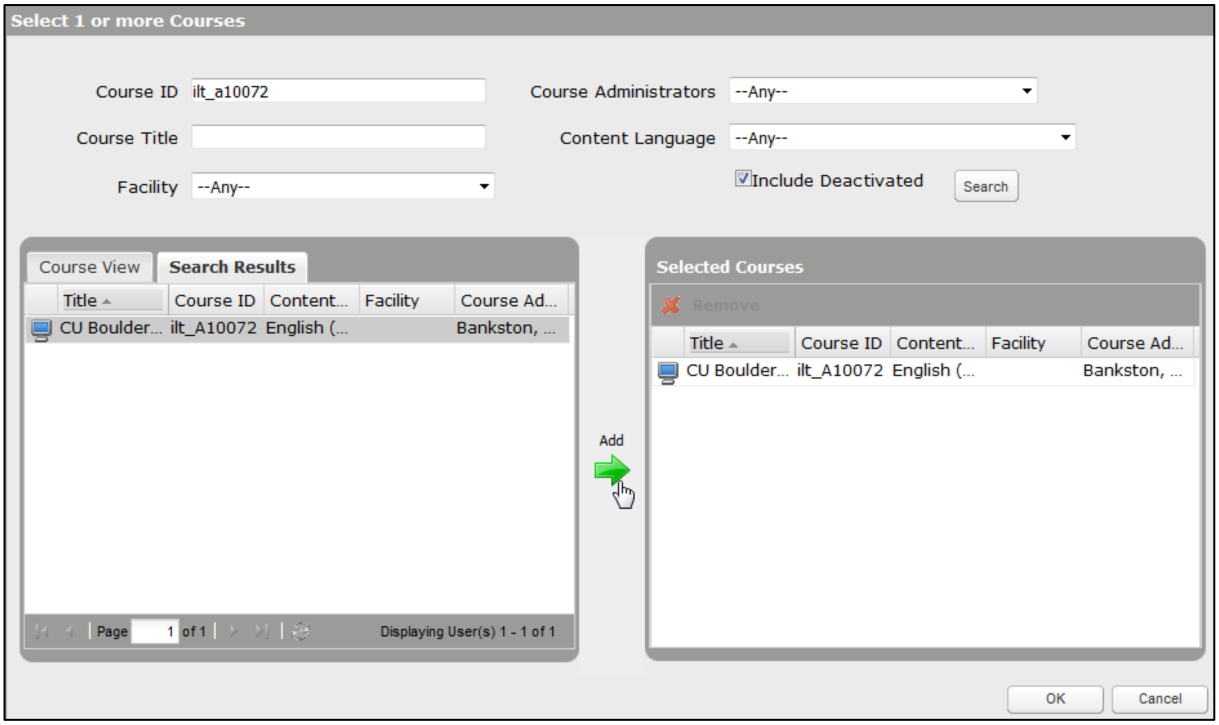


In the **Course ID** box, type the ID of your course. Be sure to include the characters ilt_. For example, ilt_a10072. You could also type the Course Title, but using the course ID is the most accurate way to find your course.

Click **Search**. Search Results appear in the box on the left.

From the Search Results, click the course that you want to manage so it appears highlighted.

Click the **Add** arrow. Your course appears in the Selected Courses box on the right. Repeat these steps to add multiple courses.



Click **OK**. Skillsoft returns you to Course Manager with only the selected courses listed. This listing will remain until you change the settings, reset the listing, or end your session in Skillsoft. If you want to reset the listing, click **All Courses** (to the right of Change).

Note: This procedure is similar when working with sessions. You would use the Session Manager tab rather than the Course Manager tab to select sessions instead of courses.

Editing a Course

To edit information about a course, such as the description or the enrollment settings:

1. From the **Content** menu, point to **ILT** and click **Course and Session Manager**.
2. Click **Course Manager**.
3. Locate your course as described in the previous procedure.
4. From Course Manager, click the course ID. The Course Information tab appears.
5. Click **Edit**. 

The Edit Course window appears.
6. Edit Course Information or Administration settings from the appropriate tab.
7. Click **Save & Exit**. The system prompts you to send an email to enrolled learners and other defined administrators and contacts. In most situations you will click **Don't Send**. If you decide to send a message, be sure to update the From field.

Creating a Session

After ELD creates your course in Skillsoft, you can create sessions for the course. A session is an instance of a course that occurs on a specific date, at a specific time and location (facility and classroom). A session includes an instructor and students.

Note: After you create the first session of a course (0001), you can copy it to create additional sessions as described in Creating a New Session by Copying an Existing Session on page 11.

Important: Skillsoft automatically assigns a session ID (for example, ilt_A10072-0005) by default. Do not edit the default session ID. Sessions should be in a consecutive numerical format: 0001, 0002, and so on.

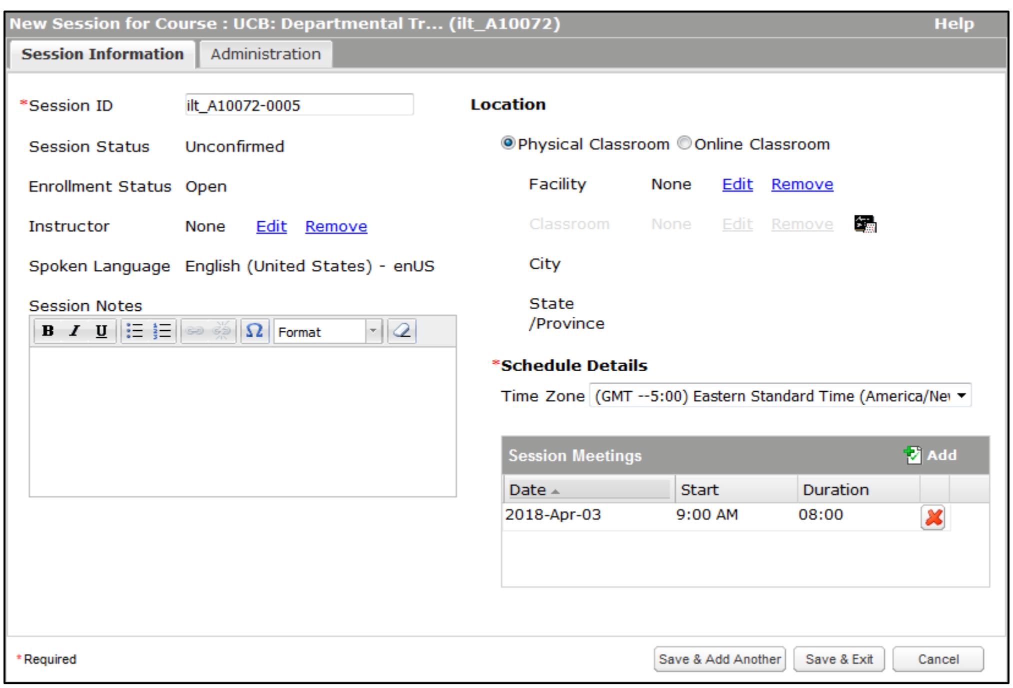
Before you get started, make sure you have the following information to specify for your session:

- Location of the session (campus, building, room)
- Schedule details for each session (date, time)
- Capacity (how many people can attend) – This number will determine when the session is full.
- Instructor (first and last name, email address)
- Session administrators (first and last name, email address)

Note: The drop-down lists for selecting the session details listed above are created and maintained by ELD. If you do not see an instructor, facility, or classroom listed, email system.training@cu.edu to have them added.

To create a session for a course:

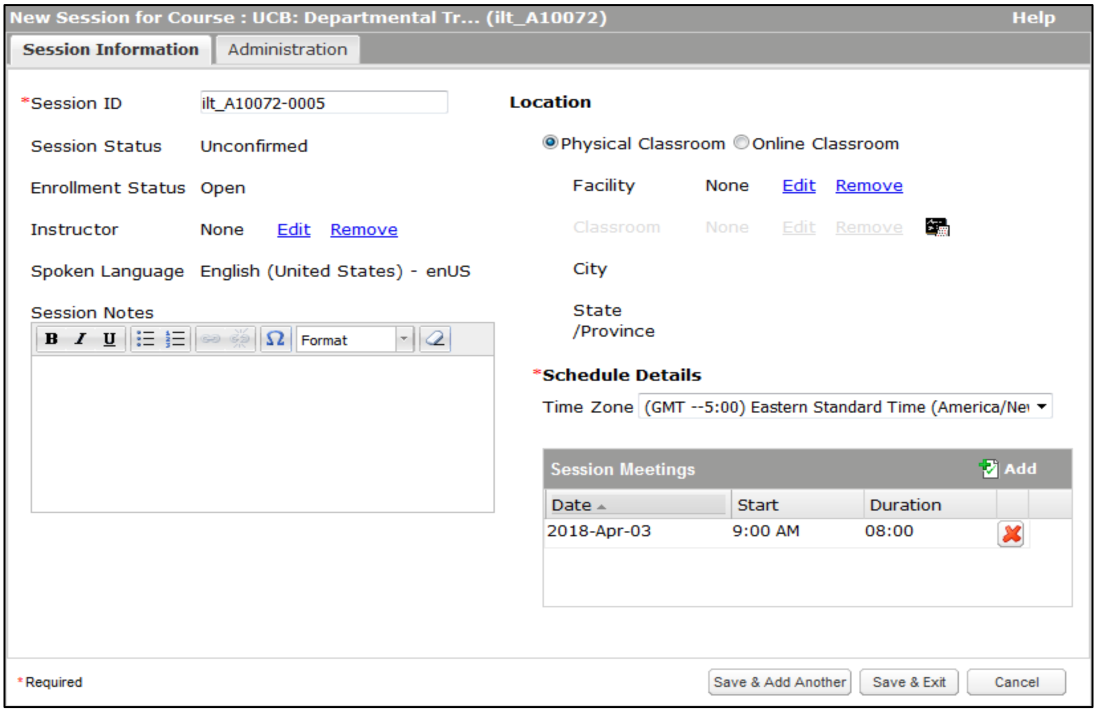
1. From the **Content** menu, point to **ILT**, and click **Course and Session Manager**.
2. Click **Session Manager**.
3. Locate your course.
4. Click the course ID.
5. Click **New Session**. The New Session for Course window appears.



Now you can specify details about the session, define administrators for managing the session, select the instructor for the session, and confirm the session. A session must be confirmed in order for employees or students to enroll and receive credit for completion.

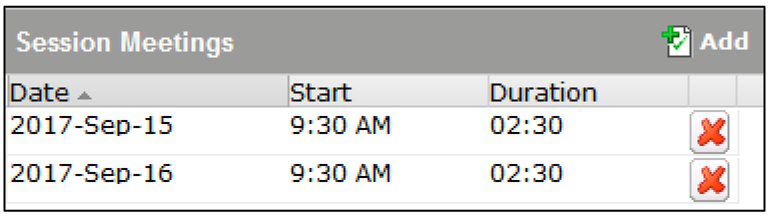
Specifying Session Details

The Session Information tab lets you specify the instructor, location, and the schedule details of the session.



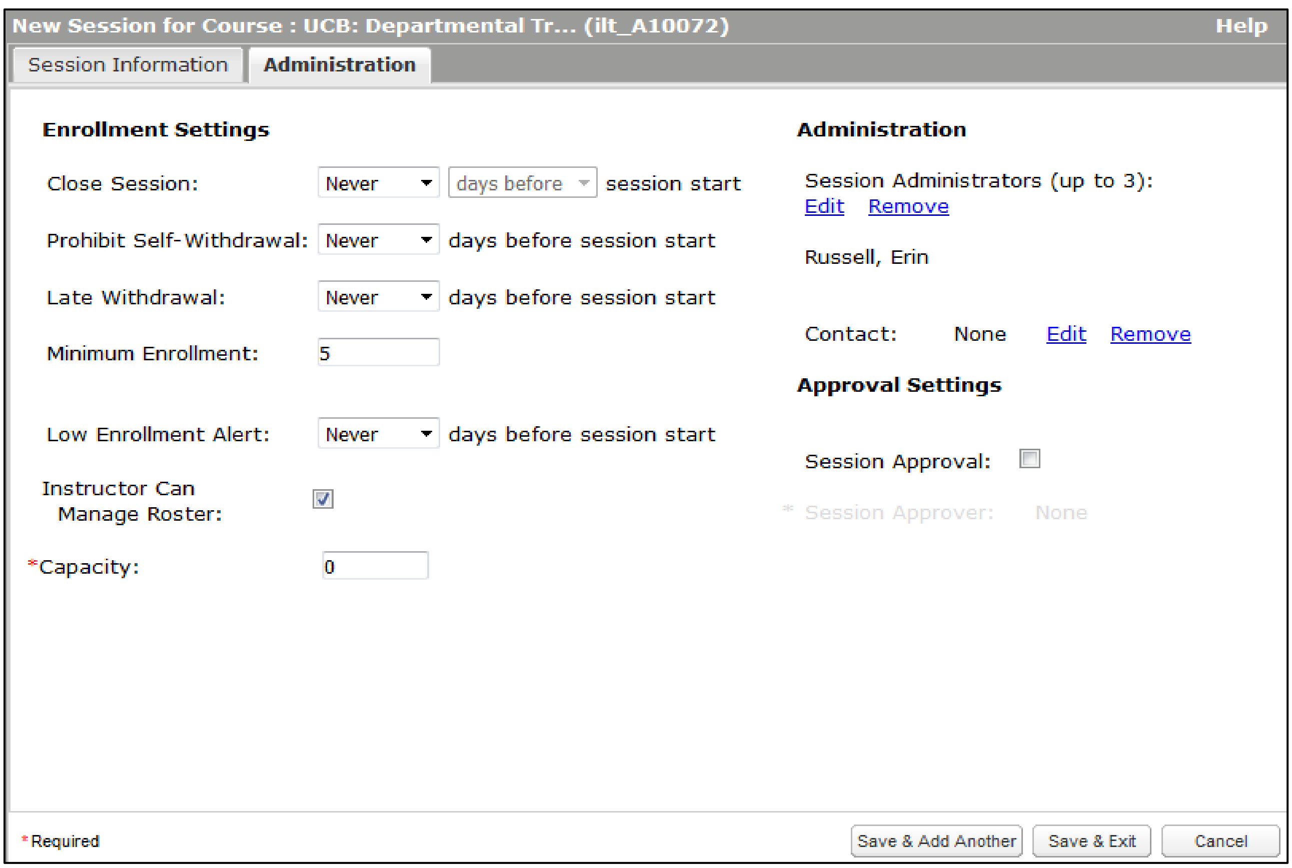
1. Notice the Session ID field is already populated. Do not change the Session ID. This unique number is assigned by Skillsoft. If changed, completions will not report accurately in Skillsoft or in the systems of record.
2. Add an instructor.
    a. To the right of Instructor, click **Edit**. The Select Instructor window appears.
    b. Search for a person by last name or email address. If the instructor is not listed, email system.training@cu.edu to have them added.
    c. Select the instructor.
    d. Click **OK**.
3. Specify the location. The location of a session includes a facility and a classroom. Many of the CU campus facilities and classrooms have already been entered and saved into Skillsoft by ELD. They must be created by ELD in Skillsoft to be available for selection. If you do not see the facility or classroom you need, email system.training@cu.edu to have it added.
    a. To the right of Facility, click **Edit**. The Select Facility window appears.
    b. Select the facility from the list.
    c. Click **OK**.
    d. To the right of Classroom, click **Edit**. The Select Classroom window appears.
    e. Select the classroom.
    f. Click **OK**.

4. Specify schedule details:
    a. Click the **Time Zone** list box to expand the list. The default value must be updated for every session you create.
    b. Scroll up and select **(GMT –7:00) Mountain Standard Time (America/Denver)**.
5. Specify the session meetings:
    a. Double-click the date displayed in the Date column, and select the date of the session.
    b. Click time displayed in the Start column, and select a start time for the session.
    c. Click the value displayed in the Duration column, and select how long the session is scheduled to run.
6. If your session takes place over more than one day, click **Add** and repeat these steps. For example, the image below shows that the session is taught over two days. This feature is not for adding more sessions of a course.



Specifying Administration Details

Select the **Administration** tab to add session administrators and specify enrollment details for the session.



1. Select the **Instructor Can Manage Roster** box, to give the instructor access to the roster.
2. Enter the number of participants allowed in the **Capacity** field. If there is not a set limit on the number of participants the instructor allows, use the capacity of the classroom.
3. Select Session Administrators. (Administrators are Skillsoft users who can edit sessions and who will receive automated email notices, such as when a session does not reach the required capacity or is cancelled. If the user you are looking for is not listed, contact system.training@cu.edu to have the user added as an administrator.)
    a. Under Session Administrators, click **Edit**. The Select Session Administrators window appears.
    b. In **Last Name**, type a name and click **Search**.
    c. Select the person's name so it appears highlighted.
    d. Click the **Add** arrow to move the name to the Selected Session Administrators box.
    e. Click **OK**.
4. Do not use the Contact feature at this time. A Contact is someone other than the instructor or administrators, such as a vendor.
5. Optionally, you can enter a Minimum Enrollment number and a Low Enrollment Alert. These values specify when to notify administrators that there may not be a sufficient number of people enrolled. They can then decide whether or not the session needs to be cancelled or rescheduled.
6. If you want, specify approval settings. Most administrators do not use these settings. If you want to closely manage approval of enrollments for the course, such as a course that requires an enrollment fee, you will want to edit this section.
    a. Select the **Session Approval** box.
    b. Click **Edit** for Session Approver.
    c. Select an **Approver**, and click **OK**.
7. Save your session.
    - If this is the only session you need, click **Save & Exit**.
    - If you need to create additional sessions, click **Save & Add Another**. Another option for creating additional sessions is to copy the existing session as described in the next section.

The session is saved, but not yet confirmed. The session status will appear as **New** and the enrollment status for learners will appear as **Pending Session**.

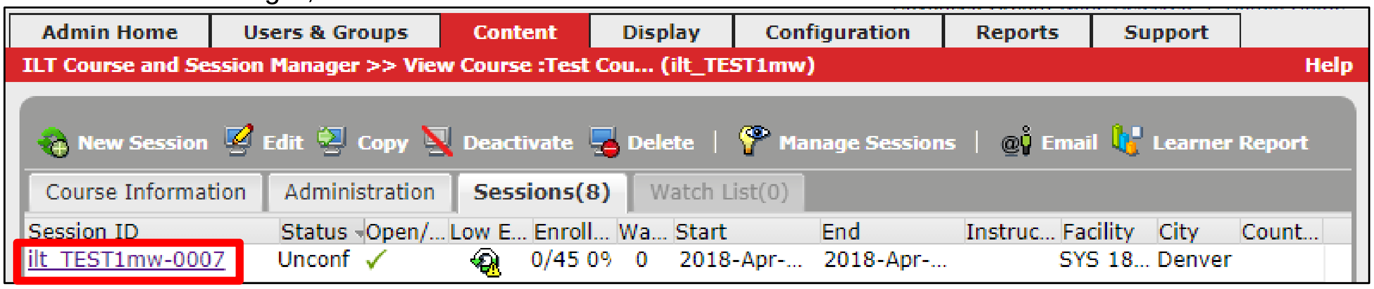
Important: You must confirm the session in order for employees or students to enroll and receive credit for completion.

Confirming a Session

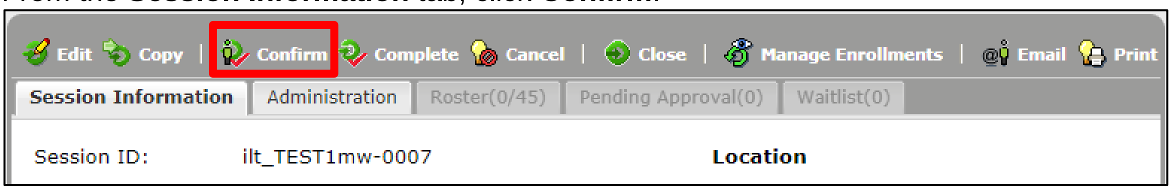
Learners who enroll in a session that has not been confirmed will have a Pending Session enrollment status. Only after a session is confirmed will a learner see that they are Enrolled.

To update a session's status to Confirmed:

1. From Session Manager, click the **Session ID**.



2. From the **Session Information** tab, click **Confirm**.



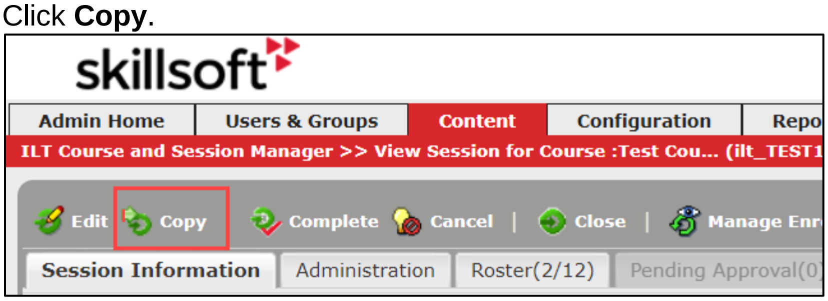
Skillsoft prompts you to send an email to other users connected to this session, including administrators, contacts, and learners.

3. Click **Don't Send** unless you need to notify learners. You may want to notify learners if the time or location of the session changes. If you decide to send a message, be sure to update the From field.

Creating a New Session by Copying an Existing Session

Additional sessions for a course can be created by making a copy of a previous course session. Sessions can only be copied within a course, not between courses.

1. From the sessions listed on the Sessions tab, click the **Session ID**.
2. Click **Copy**.



The **Copy Session for Course** window appears.

3. Make updates from the **Session Information** and **Administration** tabs, as needed.

   Note: Skillsoft automatically assigns a session ID (for example, ilt_A10072-0005) by default. **Do not edit the default session ID.**

4. Click **Save & Add Another Copy** to add another copy, or click **Save & Exit** to save this session and close the window.
5. Click **Confirm** to update the status of the session to Confirmed.

Editing a Session

You will need to update a session when there is a change to the time or location. You will also edit a session when you want to confirm a pending session, or cancel a session.

To update an existing session:

1. From the **Content** menu, point to **ILT**, and click **Course and Session Manager**.
2. Click the **Course Manager** tab.
3. Click **Change** to search for the course.
4. Type the Course ID or Course Title.
5. Click **Search**.
6. Select the course from the Search Results box, and click the **Add** arrow to move your selection to the Selected Courses box on the right.
7. Click **OK**.
8. Select the Course ID. The Course Information tab appears.
9. Click the **Sessions** tab. A list of sessions for this course appears.
10. Click the Session ID of the session you want to update.
11. Click **Edit**.
12. The **Edit Session for Course** window appears.
13. If needed, update session information, such as the facility, classroom, and schedule details, or go to the Administration tab to update enrollment settings and administrators. If you want to close or cancel a session, proceed to the following sections.
14. Click **Save & Exit**.

Closing a Session

To manage enrollment, you may want to close a session to prevent further learners from enrolling, especially when there are learners on a waitlist for the session.

1. Locate your course and select the specific session.
2. From the Sessions listing, click the Session ID link to open the session.
3. Click **Close**. All waitlisted learners are moved to the course watchlist and receive an automated message that the session has been closed. You may want to edit the message to watch-listed learners to let them know whether an additional session has been created. Remember to update the From field before choosing to send the email.

Cancelling a Session

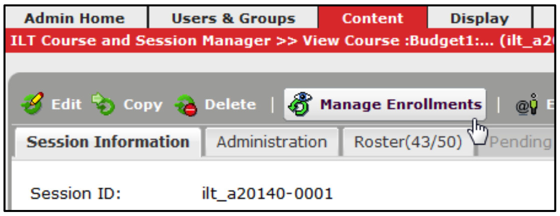
To cancel a session.

1. Locate your course and select the specific session.
2. From the Sessions listing, click the Session ID link to open the session.
3. Click **Cancel.** All enrolled learners are withdrawn and receive an automated message that the session has been cancelled. They are moved to a watchlist to ensure they are notified of any newly-scheduled sessions for the course. Remember to update the From field before choosing to send the email.

Manually Enrolling Users in a Session

You may need to enroll users who cannot enroll themselves or who attended a session without enrolling first.

1. Locate your course and select the specific session.
2. From the Sessions listing, click the Session ID link to open the session.
3. Click **Manage Enrollments**.

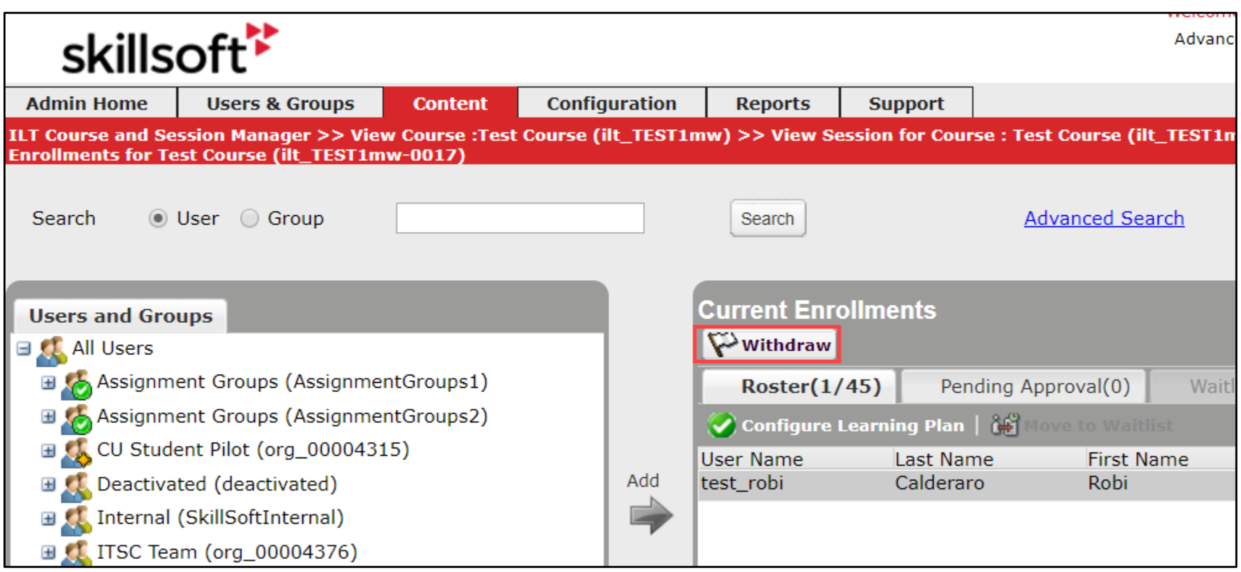


4. In the **Search** box, type a last name or email address of the user you want to enroll, and click **Search**.
5. Select the user from the Search Results and click the **Add** arrow to move the user to the Current Enrollments box on the right. The system prompts you to confirm you want to enroll this learner.
6. Click **Yes**.
7. Click **Back** to return to the session window.

Manually Withdrawing Users from a Session

You may need to manually withdraw users from a course session who cannot withdraw themselves.

1. Locate your course and select the specific session.
2. From the Sessions listing, click the **Session ID** link to open the session.
3. Click **Manage Enrollments**.
4. Select the user from the Current Enrollments box and click **Withdraw**.
5. Click **Back** to return to the session window.



Note: If users are on a waitlist for the session, the next user is automatically enrolled and sent a notification email.

Emailing Learners Enrolled in a Session

As a course administrator, you can email all enrolled and/or waitlisted learners whenever there is a change in the session status, information, or schedule. Administrators can also enable instructors to manually send messages to learners on the roster, including waitlisted learners.

To email an enrolled learner:

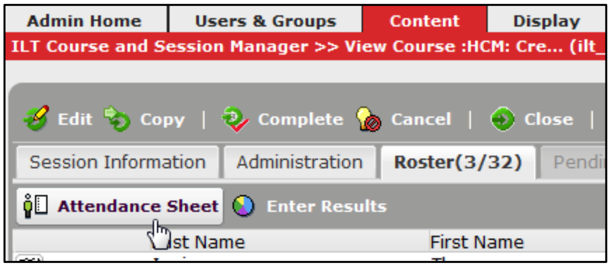
1. Click the course session.
2. Click **Email**. An email dialog box displays.

3. Update the From email address:
   a. Click the **From** button.
   b. Type either the email address or the first and last name of the class administrator, and click **Search**.
   c. Select the person from the Search Results tab, and click the **Add** arrow.
   d. Click **OK**.
4. Edit the other recipients as needed. The To and Cc buttons work the same as the From button described above. The Bcc link displays a View Mail List window from which you can expand the Session Enrolled List, the Session Wait List, the Course Wait List, or the Course Watch List and select individuals.
5. Edit and review the message in the Body text box.
6. Click **Send**.

Printing a Roster for a Course Session

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

1. Locate your course and select the specific session.
2. Click the **Roster** tab.
3. Click **Attendance Sheet**.



4. Click **Print** if you want a copy for participants to sign and write their employee IDs as they check in. (For best results, use a landscape orientation when printing.)

Attendance Sheet

Instructor	Session ID	Course ID	Title
	ilt_TEST1mw-0001	ilt_TEST1mw	Test Course

Facility	Classroom	Start	End
CU System - 1800 Grant Street, Denver	Conference Room 100	2018-Feb-12 9:00 AM America/New_York	2018-Feb-12 10:00 AM America/New_York

Name	User Name	Email	Student Signature
Lowe, Janet	4749fa5c-7045-11e2-8cca-005056 91002b	janet.lowe@cu.edu	
Williams, Mary	40488f79-e27e-11e2-997a-005056 91002b	mary.williams@cu.edu	

Entering Results and Completing a Session

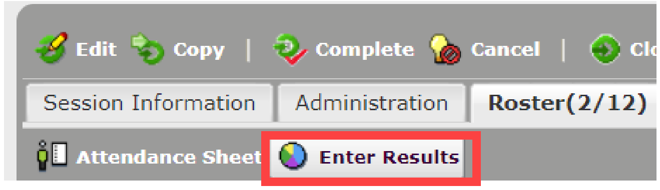
After a session has been delivered, course administrators or instructors must enter results (attendance and grades) for each user who enrolled and/or attended the session. For the results to post to the system of record overnight, they must also update the session to Complete.

Important: Course completions automatically report to HCM **only** if you enter learner results within 29 days of the course completion date and mark the session Complete. If you miss this 29-day deadline, enter the results and mark the session as Complete; then email the Course and Session IDs of the session to Employee Learning and Development at system.training@cu.edu. ELD will complete a manual upload of your session completions from Skillsoft to HCM, after which the learners' official training records will accurately reflect the course completion. ILT Administrators should run the Detailed by ILT Course and Session report to identify delivered sessions needing to be marked as Complete. Refer to the *Skillsoft Administrator's Reporting Guide* for more information.

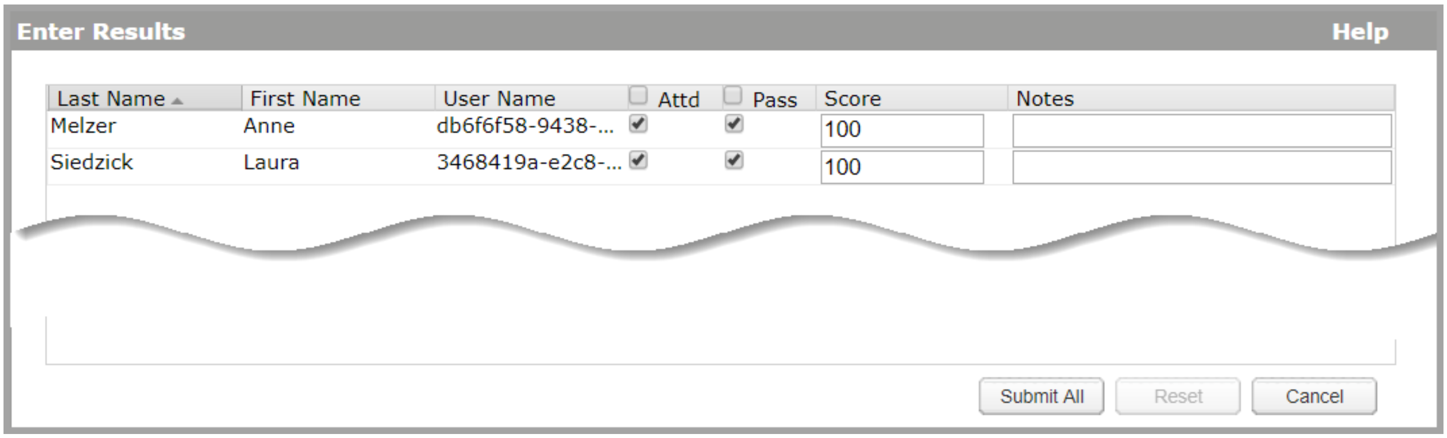
To enter results and complete a session:

1. Locate your course as described in Locating an ILT Course on page 5.
2. Click the course ID. The Course Information tab appears.
3. Click the **Sessions** tab.
4. Click the Session ID link to open the session.
5. Click the **Roster** tab.

6. Click **Enter Results**.



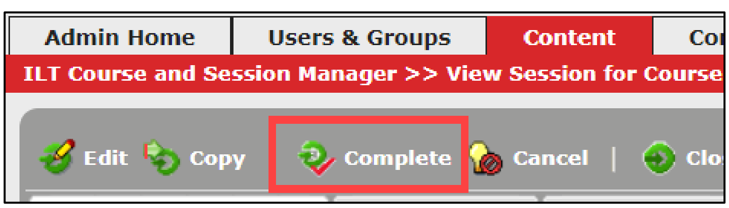
The Enter Results window appears:



- For each user who participated:
  a. Click the **Attd** (attended) and **Pass** checkboxes.
  b. Leave the default of 100 in the score field.
- For each user who did not attend:
  a. Leave the checkboxes blank.
  b. In the **Score** box type **1**. The value of the score cannot be zero or empty.
  c. In the **Notes** box, type **No Show**.

7. Click **Submit All** to save your changes to the roster.

8. Click **Complete**.



A confirmation message appears

Important: Completing the session submits the results to Skillsoft. No further changes may be made after the session is marked complete.

9. Click **OK** to confirm completion.

Note: If you do not have a session or a course in Skillsoft; however, you need completions recorded in HCM, contact system.training@cu.edu for assistance.

Deleting an Unused Session

Sometimes you may have created a number of sessions that ultimately were not used. They may have never been confirmed or no-one enrolled and they were canceled. Whatever the reason, it is important to remove unused sessions so they don't appear in lists and reports.

To delete an unused session:

1. From the Session Manager tab, click the session so it appears highlighted (selected). (Do not click the course ID or session ID links.)
2. Click the **Delete** button. A message appears confirming you want to delete the session.
3. Click **Yes**. An email template appears in case you want to notify any other administrators or instructors associated with the session.
4. Either edit the message template and click **Send**, or click **Don't Send**. Skillsoft returns you to the Session Manager tab and the session is no longer listed.