

Skillsoft Learner'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. This guide describes how to find online courses and how to manage your ILT sessions enrollments. Skillsoft administrators and ILT instructors can refer to *Skillsoft ILT Administrator's Guide* or the *Skillsoft Administrator's Reporting Guide* for more information about procedures specific to those roles.

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Accessing Skillsoft

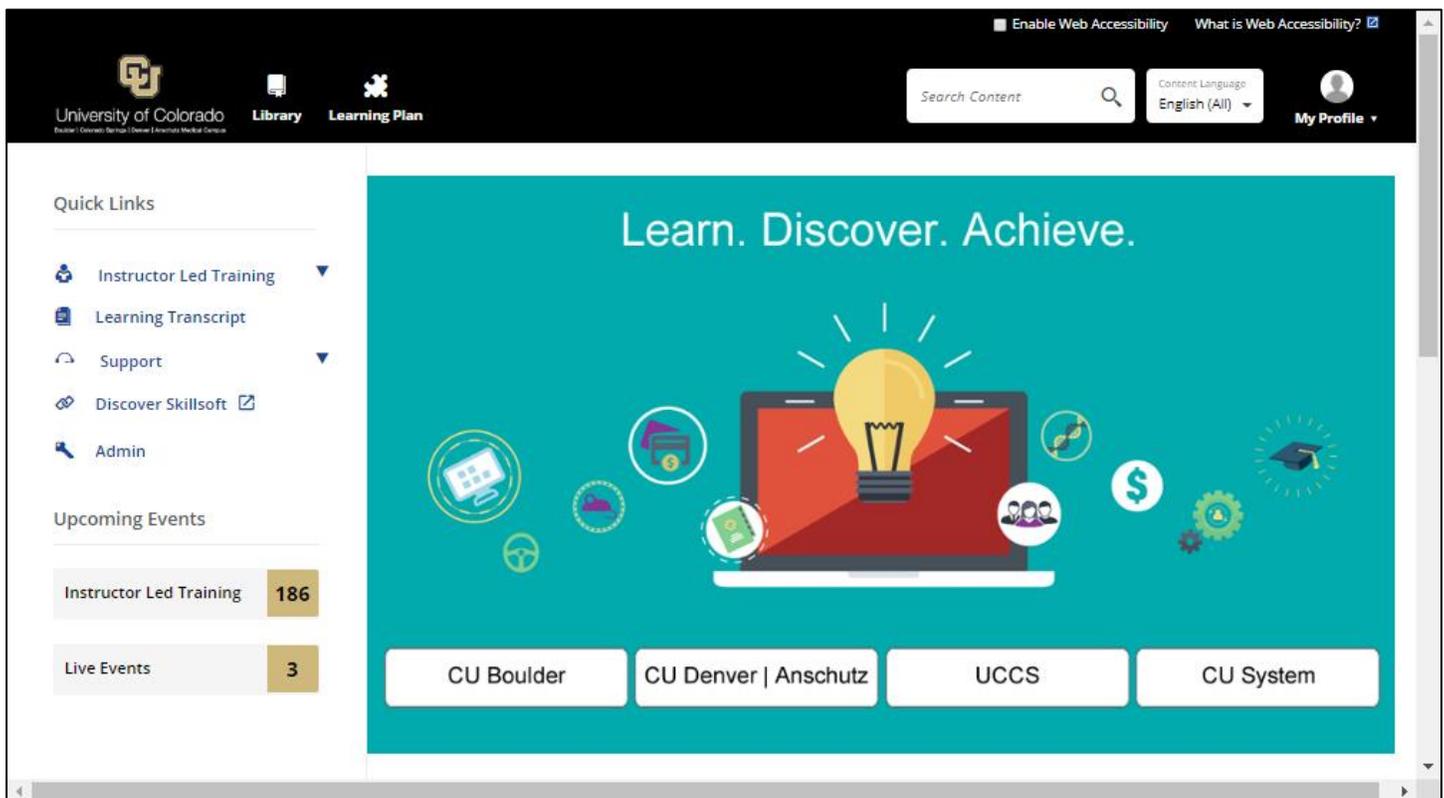
Skillsoft contains the following types of resources for you:

- Custom courses that have been created specifically for CU employees and students. All compliance-related courses are custom.
- Standard courses that are provided by Skillsoft in its library. This library contains courses for both soft skills and technical skills.
- ILT courses that are taught in person on campus. Several teams use Skillsoft to manage their ILT enrollments and completion reporting.
- Books, videos, and job aids on several subjects that you can access anytime.

To open Skillsoft:

1. From your campus portal:
 - **Faculty and Staff:** Click the **Skillsoft** tile.
 - **Students:** Expand **Training**, and click **Start Skillsoft**.

The Skillsoft home page appears:



Any time you want to return to the home page, click the **CU** logo at the top of the page.

Finding and Launching Online Courses

After you log into Skillssoft, there are several ways you can find and launch online courses.

- Type a keyword or phrase in the **Search Content** box, and press **Enter** (or click the magnifying glass icon).
- Click the button for your campus to display the Library of training for your campus.
- Click the **Library** icon at the top of the page and navigate to custom, standard, or department-specific training.

Once you find an online course:

- Click a course title link for information about a course, including a description of the course, its target audience, and prerequisites.
- Click the **LAUNCH** button to start a course.

After you take an online course:

- You usually have to pass a quiz to receive credit for completing an online course. The passing score is what triggers Skillssoft to send completion data to a system of record, such as HCM or the CIW.
- Completion of a course may not appear in a system of record until two days after completing the course.

Accessing Assigned Online Courses

Assigned courses are required by the university for compliance with university, state, and/or federal regulations. These courses have a specific due date, such as a need to complete within the first 30 days for a new hire and may have a recurrence every year thereafter.

Note: If compliance has been met, and you have successfully completed the course and quiz, you may access the course at any time for review, but you will not be able to retake the quiz until it is due to be recompleted. Courses that have been assigned may still be accessed through the Library or a general search.

To access assigned content in Skillssoft:

1. Log on to your campus portal (<https://my.cu.edu>)
2. Select the **Skillssoft** tile.

3. Click **Learning Plan** at the top of the page.

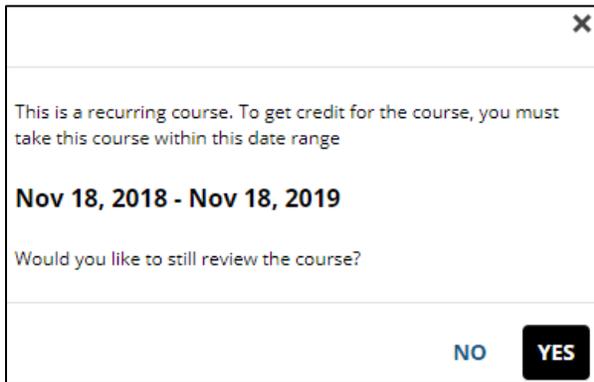


4. The list of courses assigned to you appear in the **General** folder. The due date is listed under the LAUNCH button. The due date will change from n/a to a date within 30 days of the required completion date.

A screenshot of a course card in Skillssoft. On the left is a green square icon with a white person silhouette and circular arrows. To the right of the icon, the text reads "CU: Discrimination and Harassment - CU Boulder and System" in blue. Below that, it says "Custom - Course: 45 Minutes". On the right side of the card, there is a black "LAUNCH" button with a dropdown arrow. Below the button, the text "Status:  Due: n/a" is displayed, with "Due: n/a" circled in red. Below the circle, it says "* Required" in red.

5. Click **LAUNCH** to take the course.

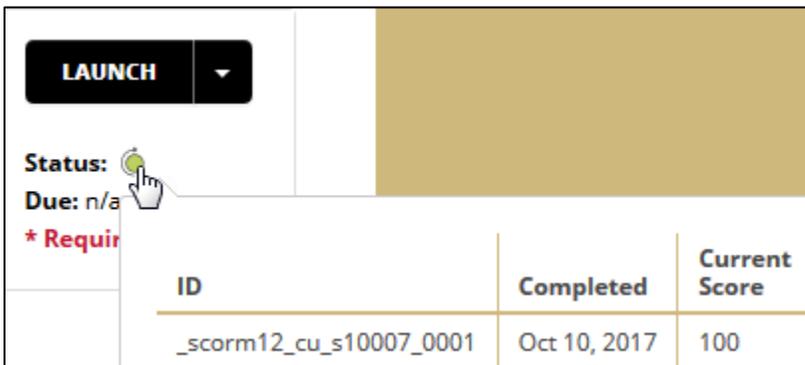
If you have already completed the course and are not due to recomplete it, a message box similar to the one below will appear.



6. If you want to complete the course, click **YES**. Course completions will not be tracked until the date range shown in the message.

Checking Completion Status of Assigned Courses

To check your course completion date, hover over the Status circle that appears under LAUNCH. It will display ID (library id), Completed (date of completion), and Current Score (most recent score received on quiz).



If you have not completed the course, Completed and Current Score will appear blank.

If you have taken the course, but have not successfully passed the quiz, your Current Score will display and Completed will be blank.

Enrolling in Instructor Led Training (ILT)

Instructor Led Training (ILT) courses are in-person sessions taught on campus. There are two methods by which you can enroll in a session: by campus through the Library icon, or through an overall list of scheduled sessions.

Enrolling through the Library

To enroll in an ILT course through the Library icon:



1. Click the Library icon at the top of the page.
2. Select your campus.
3. From the Categories menu on the left, click **Instructor Led Training (ILT)**.
4. Select the course.
 - Sessions that have a status of Pending may not have a location or other details, and may not take place. Courses with a status of Confirmed are guaranteed to occur, and if updated or cancelled, enrolled participants will be notified.
 - The Session Status column, which typically reads as Confirmed, refers to the status of the session, not enrollment status.
5. Click **Enroll** or **Waitlist**. If waitlisted, be sure to check your enrollment before attending the session. Your enrollment in the course is not guaranteed until your enrollment status is enrolled. A message appears indicating you are enrolled and asking whether to add this session to your Learning Plan.

Note: You can also click **SAVE** to add the course to a watchlist and receive notifications when additional sessions are scheduled.
6. Click **Yes**. The Save to My Learning Plan window appears.

A screenshot of a "Save to My Learning Plan" dialog box. The title bar says "Save to My Learning Plan" with a close button (X) on the right. Below the title bar, it says "CU:RCR9-Conflicts of Interest". The main area contains several fields: "Save to" with radio buttons for "General Set" and "New Set" (the latter is selected and circled in red); "Set Name" with a text input field containing "ILT" (circled in red); "Due on" with a date picker; two checkboxes: "I am required to take this" and "Send me weekly overdue notices"; and a "Notes" text area. At the bottom, there is a section for "Reminders to Start Before Due Date" with fields for "Number", "Units" (set to "Days"), and "How many" (set to "Once"). At the bottom right, there are two buttons: "CANCEL" and "SAVE".

7. Select **New Set**. Creating an ILT set in your Learning Plan helps you identify and manage ILT courses you are enrolled in or for which you are on the waitlist
8. In the **Set Name** field, type **ILT**.
9. Click **Save**. For future ILT enrollments, you can select **Existing Set** to save ILT sessions to this ILT set you just created.

Enrolling through the Session Schedule

To enroll through the session schedule:

1. From the Skillsoft home page, under Upcoming Events, click **Instructor Led Training**. A list of all available sessions appears.
2. For the course you want to attend:
 - Click **Actions** and select **Enroll in this Session**.Or,
 - Click a title link to see all sessions scheduled for that course, and click **Enroll** for the session you want to attend.
3. Select **Yes** to add the course to your Learning Plan as described in step 6 of the previous procedure. Skillsoft sends you an email notifying you that your enrollment is confirmed.

After you enroll in a course:

- **Attend the session.** Be sure to sign an attendance sheet or confirm your participation with the instructor. You will receive credit for participating in the session after the instructor enters your participation and an administrator updates the session to Complete. This may take up to 29 days. ILT course completions appear on your Skillsoft Learning Transcript and on your Training Summary in the portal (available through CU Resources Home > Training).
- **Withdraw from the session.** If you are unable to attend the session. Follow the same procedure as you did for enrolling in the session. There will be a Withdraw option displayed where you previously saw Enroll.
- **Enroll in a different session.** You cannot enroll in another session of the same course while currently enrolled or waitlisted for an upcoming session. You must withdraw your enrollment in a session before enrolling in another session of the same course.

Viewing Your Skillsoft Transcript and Training Certificates

To view your transcript in Skillsoft:

1. From the Skillsoft home page, under Quick Links, click **Learning Transcript**.
2. Click **ADD FILTERS** to specify started or completed courses, types of courses, and date ranges, and click **APPLY**.
3. When you have the information you want, click **PRINT**.

To view a certificate:

1. From the Learning Transcript, click the **Actions** button for a completed course. 
2. Select **View Certificate**.
3. Click the **Print** icon to print the certificate to a printer or to a PDF file.

Appendix A

This section contains specific procedures for Skillsoft learners.

Requesting a Certificate of Completion for Professional Programs

You may be asked to provide certifications of completion from Skillsoft for professional programs, including NASBA, PMI, HRCI, WelchWay, and BRN to receive professional credit specific to your certification.

To request a certificate:

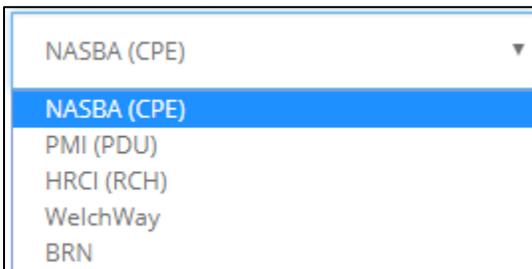
1. Go to <https://certificaterequest.skillsoft.com/>
2. Click **Request**. The following message appears:

Attention Learners:

To complete a Certificate Request, you will be asked to upload documentation that validates your course completions. Please ensure that you have the documentation available in one of the forms noted below before proceeding.

- You are required to provide documentation that verifies your course completions.
- You can upload a copy of a transcript/progress report from your Learning Management System or a test score report from within the course.
For more information on obtaining a test score report, see instructions: [Accessing Your Test Score Report](#).
- Progress Report file must be in either of the following formats: PDF, Word, TXT, and must include your name, course title, start and completion dates, and course score.
- **Note: Excel is not accepted and max upload file size is 25MB.**

3. Click **Proceed to Request Certificate**.
4. Select your program from the **Certificate Program** drop down menu.



5. Enter the course title or Course ID, and click the magnifying glass. 

Note: Course ID is called Library ID in Skillsoft.

6. Click the checkbox next to the correct course and click **Next**.
7. Enter the **Completion Date** and **Score** and click **Next**.
8. Click **Browse** and select your completion documentation.
9. Click **Next**.

10. Enter **First Name**, **Last Name**, **Email**, and **Organization** (University of Colorado).

1. Select Courses 2. Course Results 3. Upload Progress Report 4. User Profile 5. Summary

Enter User Profile:

Please enter First Name, Last Name, Email & Organization.

*First Name:

*Last Name:

*Email:

*Organization:

Previous Next

11. Click **Next**.

12. Review the summary and click **Submit**.

13. Click **Submit** in the pop up window.

14. Click **Close**.

Submit Request confirmation

Submitted Request(s) successfully! The application will be refreshed now.

Close

You will receive an email from certifacterequests@skillsoft.com. Your request will be processed within 10 business days with the certificate of completion attached.