University of Colorado
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EMPLOYEE SERVICES

Skillsoft Administration: Step-by-Step Guide

Managing ILT Courses and Sessions

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

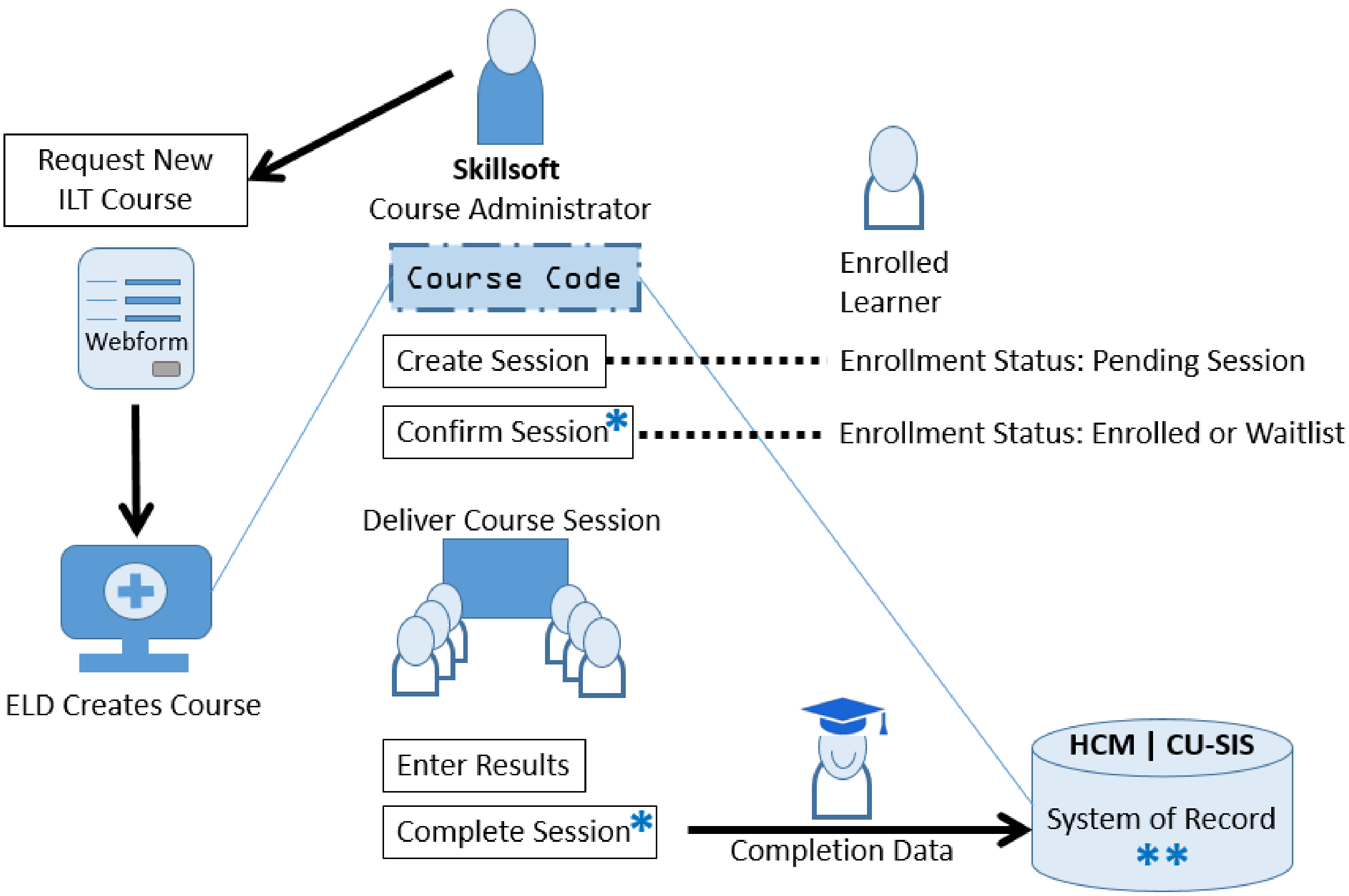
Once a session is marked complete, the employee training record in PeopleSoft Human Capital Management (HCM) is updated. Some ILTs are required for students. Student completions are updated in CU Student Integrated Systems (CU-SIS).

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

Contents

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.



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

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

- Request New ILT Course (ELD must create courses 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 created correctly. Campus ILT course administrators can request a new ILT course, which ELD will process.

To request a new ILT course:

1. Go to the Skillsoft Administrators Training Website located at https://www.cu.edu/employee-services/career-advancement-learning/learning/skillsoft/skillsoft-administrators-training.
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**.

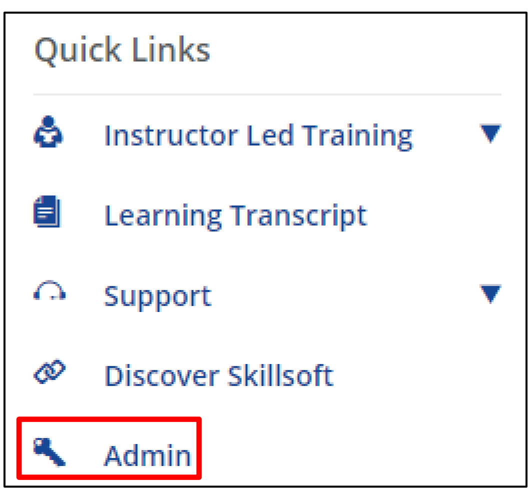
ELD receives your request and uses the information you provide to create your course in HCM, CU-SIS (if applicable), and Skillsoft. Because HCM assigns the unique course ID, courses **must** be created in HCM first. Without the HCM course ID, your course sessions will not report completion information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

In addition, ELD adds your course to the appropriate campus and category folder in Skillsoft, 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. 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, 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.

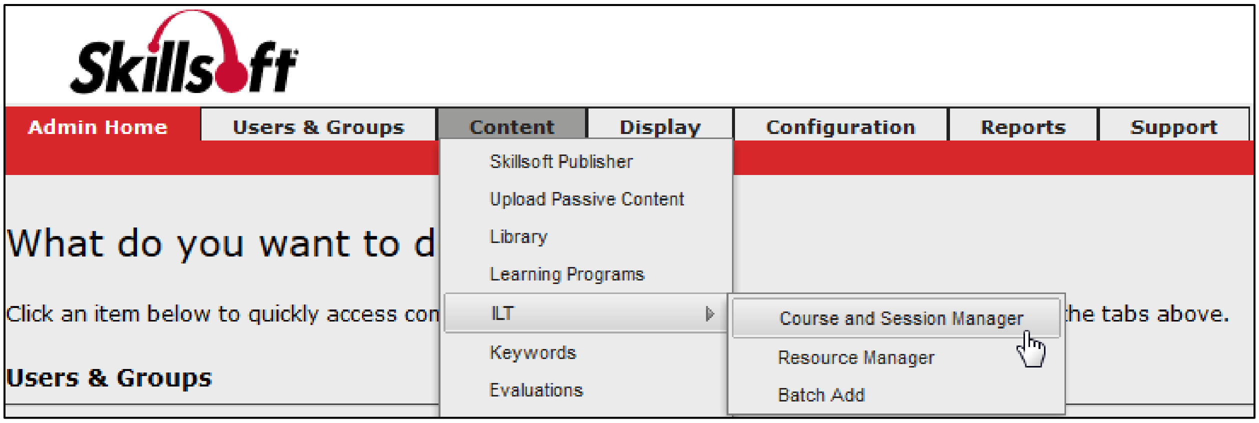


Skillsoft displays your **Admin Home** page in the same window.

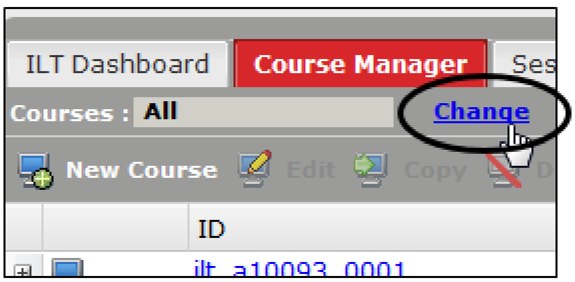
Locating an ILT Course

To locate your course on the Admin Home page:

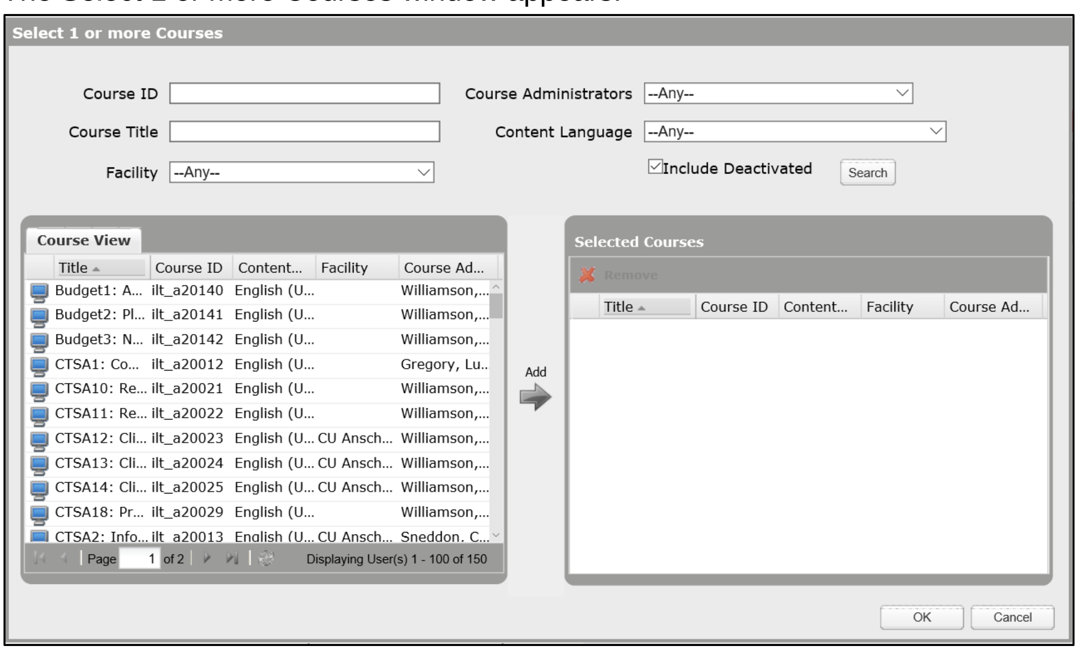
1. From the **Content** menu, point to **ILT** and click **Course and Session Manager**. The ILT Dashboard appears.



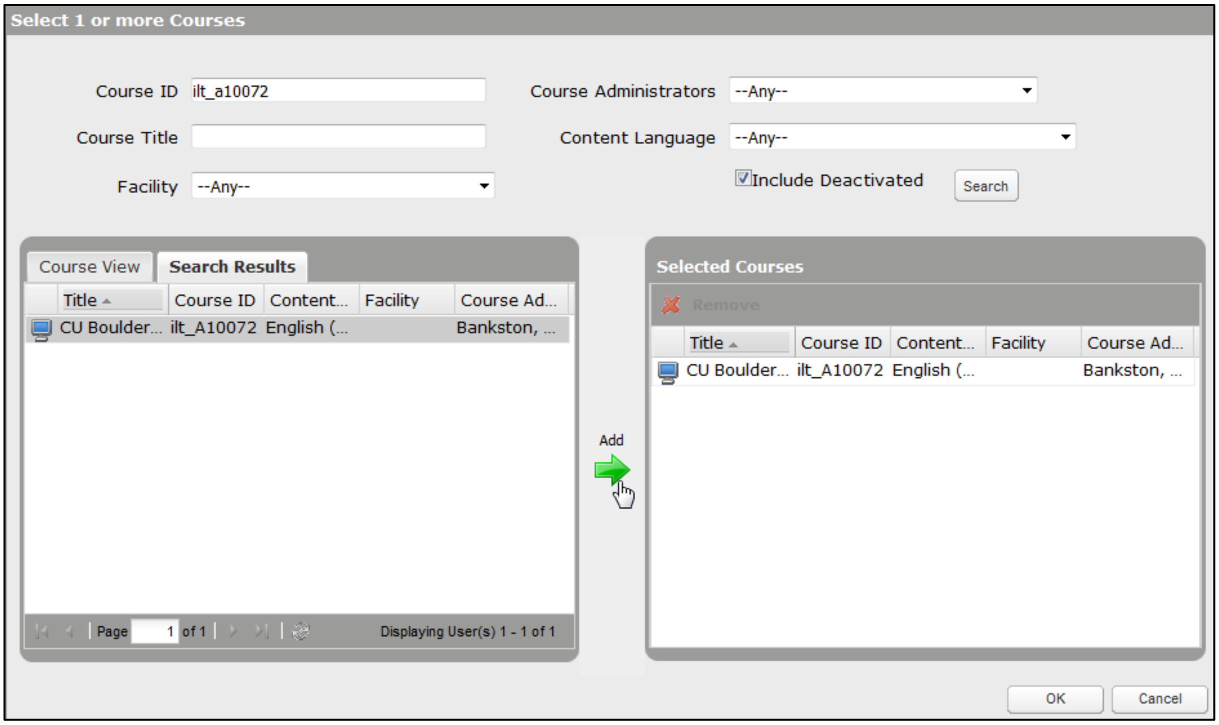
2. Click the **Course Manager** tab. A list of all ILT courses in Skillsoft appears.
3. Click **Change**.



The Select 1 or more Courses window appears:



4. In the **Course ID** box, type the ID of your course. Be sure to include “ilt_”. For example, ilt_a10072. You could also type the Course Title, but using the ID is the most accurate way to find your course.
5. Click **Search**. Search Results appear in the box on the left.
6. From the Search Results, click the course that you want to manage so it appears highlighted.
7. Click the **Add** arrow to move your selection to the Selected Courses box on the right. Repeat these steps to add multiple courses.



8. 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, the administrators, 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. Course Information appears.
5. Click **Edit**. 

The **Edit Course** window appears.
6. Edit the Course Information or Administration settings from the appropriate tab.
7. Click **Save & Exit**. The system prompts you to send an email. In most cases, click **Don’t Send**. If you do click **Send,** it will send an email to enrolled learners and other defined administrators.

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 any additional sessions.

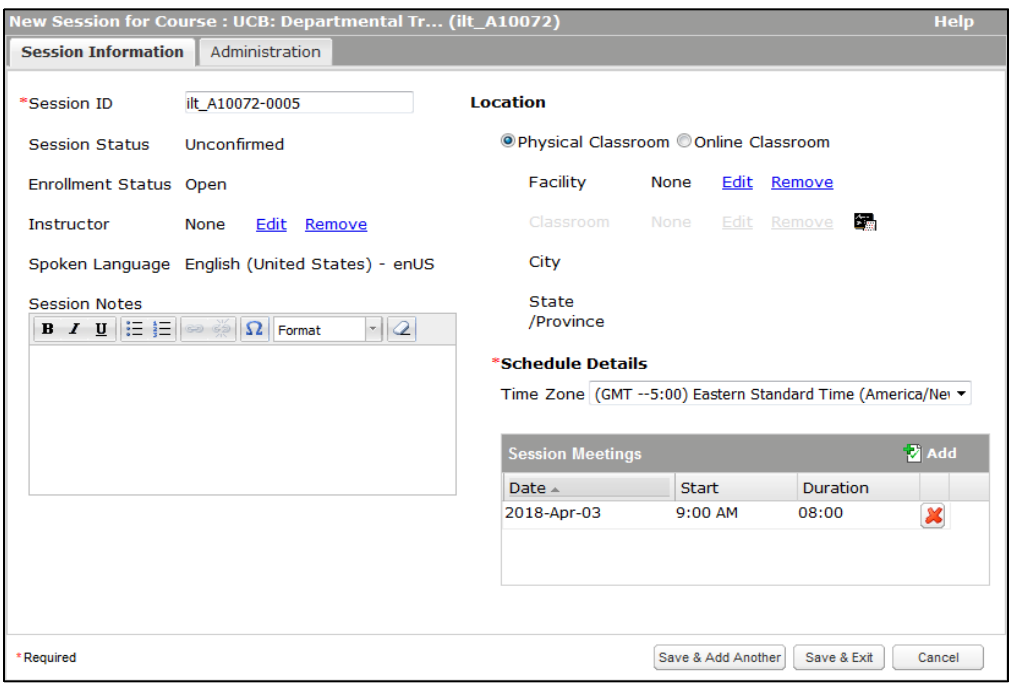
Important: Skillsoft automatically assigns a session ID (for example, ilt_A10072-0005) by default. Do not edit the default session ID. Sessions should be in a consecutive numerical format: 0001, 0002, and so on.

Before you get started make sure you have:

- 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)

To create a session for a course:

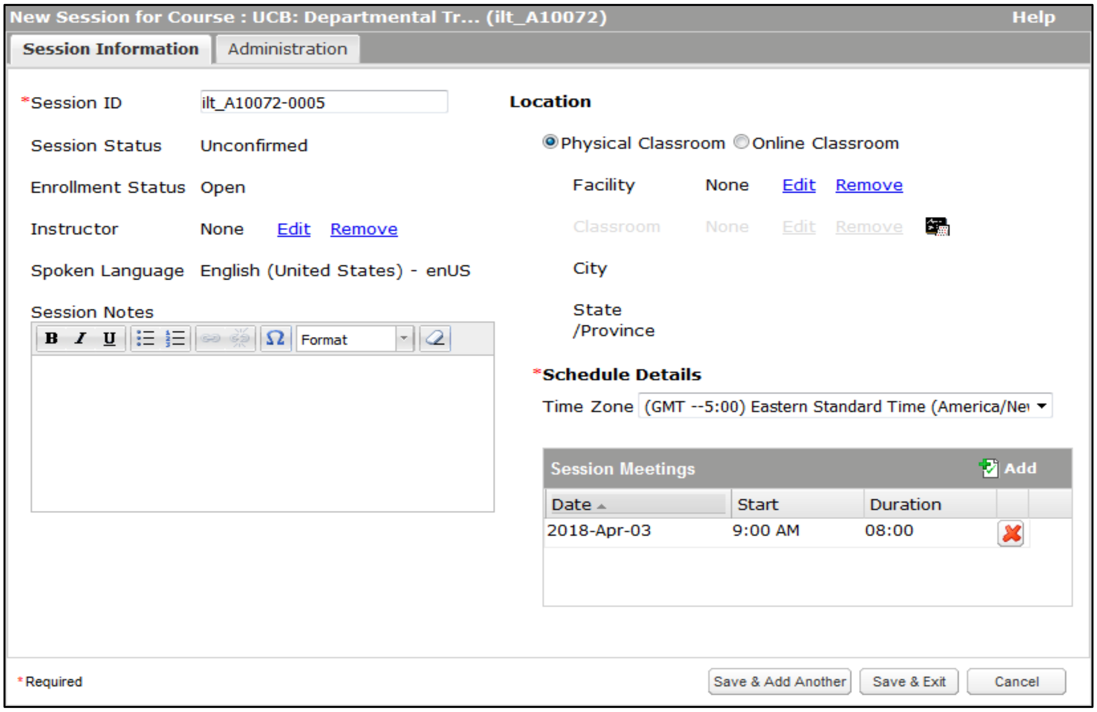
1. From the **Content** menu, point to **ILT**, and click **Course and Session Manager**.
2. Click **Session Manager**.
3. Locate your course.
4. Click the course ID.
5. Click **New Session**. The New Session for Course window appears.



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

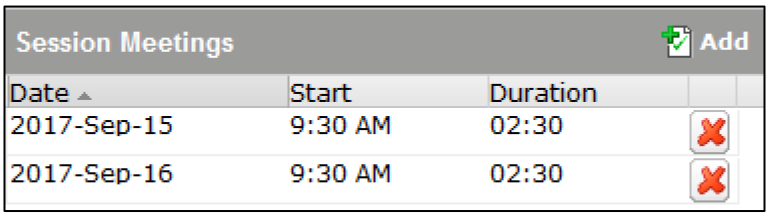
Specifying Session Details

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



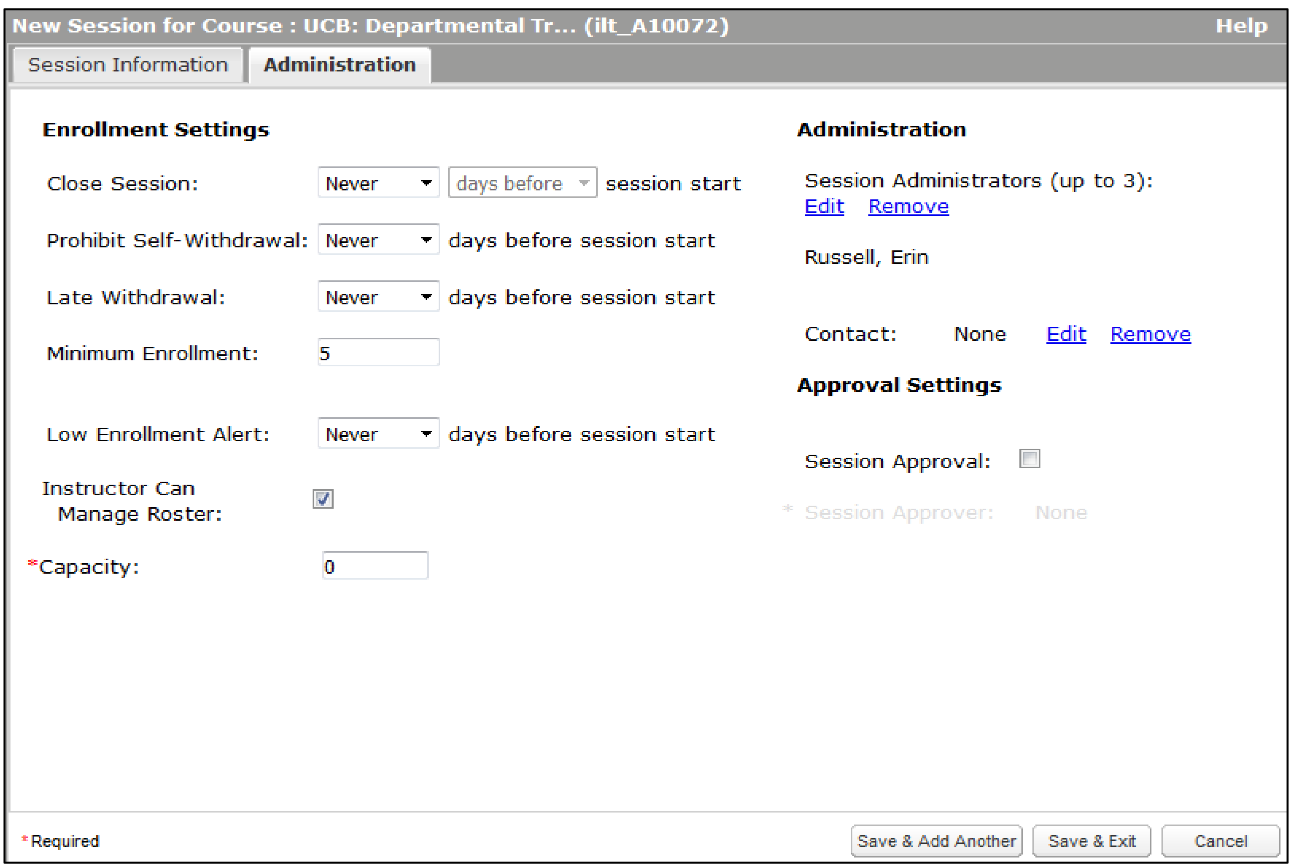
1. Notice the **Session ID** field is already popuplated. Do not change the Session ID. This unique number is assigned by Skillsoft. If changed, completions will not report accurately.
2. Specify an Instructor.
    a. To the right of Instructor, click **Edit**. The Select Instructor window appears.
    b. Search for a person by last name or email address.
    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 in Skillsoft before you can select them. If you cannot locate the facility or classroom you need, contact system.training@cu.edu.
    a. Under Location and to the right of Facility, click **Edit**. The Select Facility window appears.
    b. Select the **Facility Name**.
    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 the Schedule Details.
    a. Click in the **Time Zone** list box to expand the list. You must change the auto-populated Time Zone.
    b. Scroll up and select **(GMT –7:00) Mountain Standard Time (America/Denver)**.
5. Specify the Session Meetings.
    a. Click the **Date** to select the date of the session.
    b. Click **Start** to select a start time for the session.
    c. Click **Duration** to select how long the session is.
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.



Specifying Administration Details

Select the **Administration** tab to specify session administrator and 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 if your course 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**.

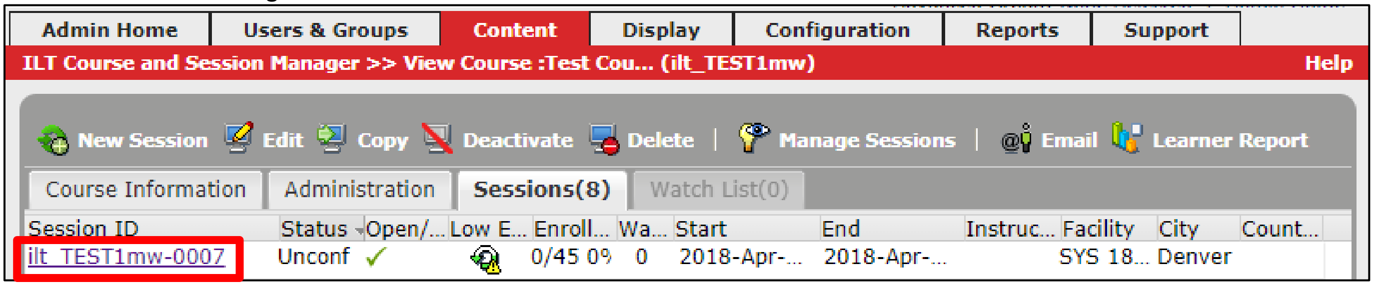
> **Important:** You must confirm the session in order for employees or students to enroll and receive credit for completion.

Confirming a Session

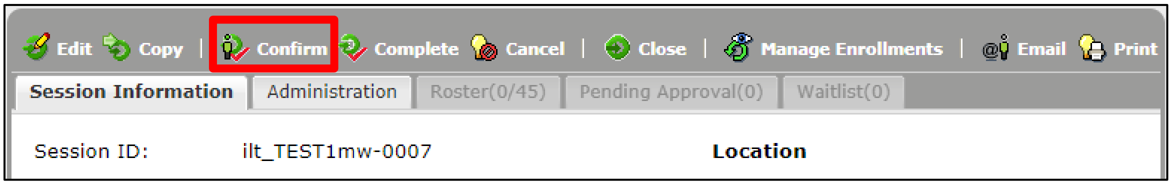
Learners who enroll in a session that has not been confirmed will have a Pending Session enrollment status. Only after a session is confirmed will a learner see that they are Enrolled.

To update a session's status to Confirmed:

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



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



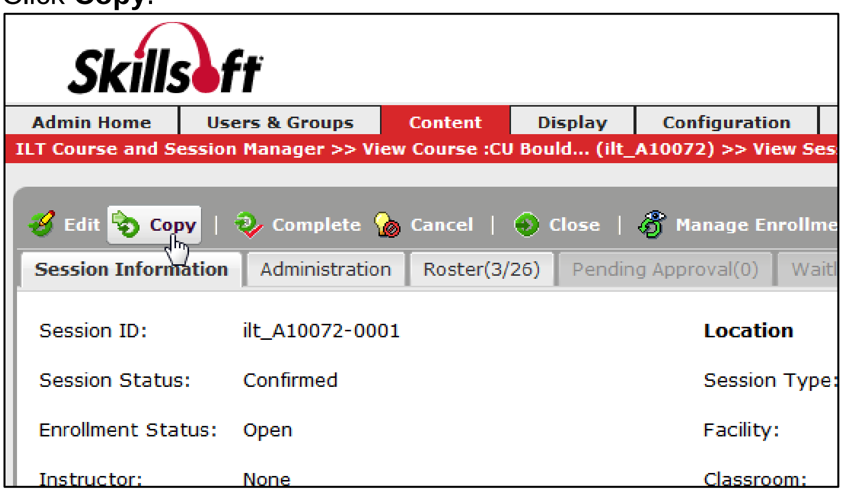
Skillsoft prompts you to send an email to other users connected to this session, including administrators, contacts, and learners.

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.

Creating a New Session by Copying an Existing Session

Additional sessions for a course can be created using 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** or **Save & Exit**.
5. Select **Confirm** to update the status of the session to Confirmed. This applies to every session.

Editing a Session

Occasionally, you may want to update a session, such as to change the description or cancel a session. Or, when you have created a session and not confirmed it yet.

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. Enter the Course ID or Course Title.
5. Click **Search**.
6. Highlight 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 Session Manager tab:
   - Highlight the session (click anywhere but a link) and then click **Edit**.
     Or,
   - Click the **Session ID** link, and then click **Edit**.

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

Cancelling an ILT Session

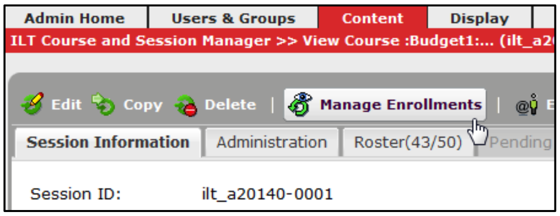
Sometimes you may need to cancel a session.

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.

Manually Enrolling Users in a Session

You may want to manually enroll users for a course and session. You may do this if the user cannot enroll themselves or if you had someone attend without first enrolling.

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**.

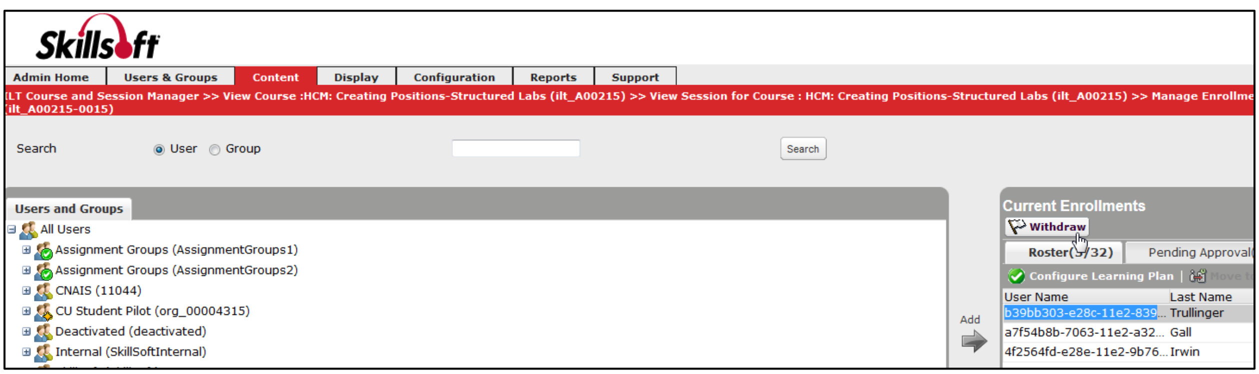


4. In the **Search** box, type a last name or email address of the user you want to enroll, and click **Search**.
5. Select the user from the Search Results and click the **Add** arrow to move the user to the Current Enrollments box on the right. The system prompts you to confirm you want to enroll this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

Manually Withdrawing Users from a Session

You may want to manually withdraw users from a course session. You may do this if the user cannot withdraw themselves or if the session has a waitlist.

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**.



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

Emailing Learners Enrolled in a Session

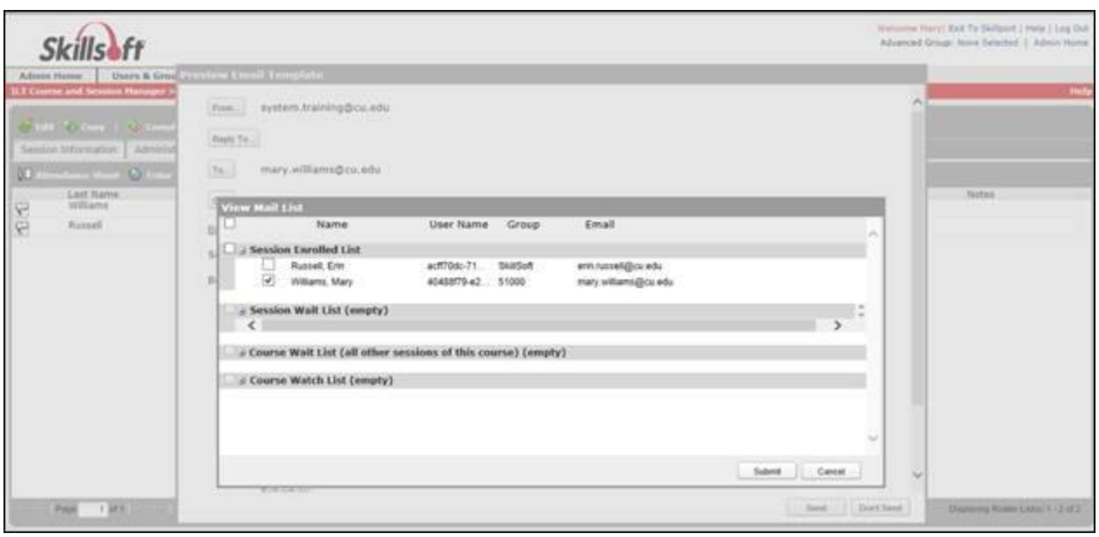
As a course administrator, you can email all enrolled and/or wait-listed learners regarding updates whenever there is a change in the session status, information, or schedule. Administrators can manually send messages to enrolled learners and instructors. Administrators can enable instructors to manually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

To email an enrolled learner:

1. Click the course session.
2. Select **Email**. An email dialog box displays.
3. Click the **To** and/or **Cc** button and/or the **Bcc** link to select specific users or groups from a list.

The **View Mail List** box opens from which you can select individuals from the Session Enrolled List, the Session Wait List, the Course Wait List, or the Course Watch List.

4. Select the checkbox next to each name and click **Submit**.

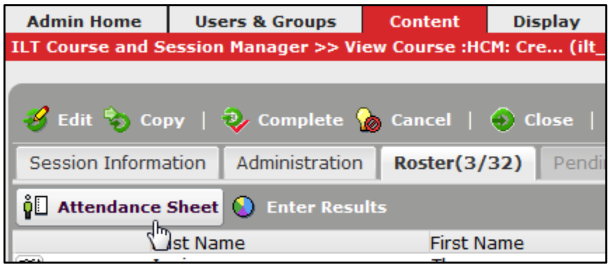


5. Edit and review the email.
6. Click **Send**.

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.)

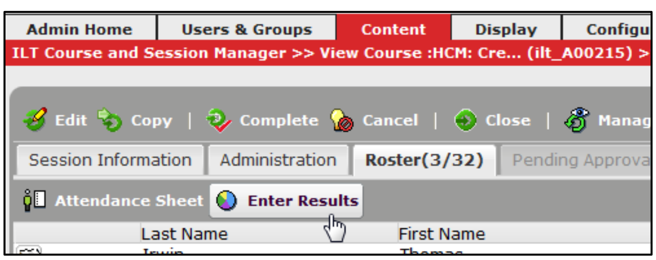
Entering Results and Completing a Session

After a session has been delivered, course administrators or instructors must enter the attendance and progress information of each user who attended the session. They must then mark the session **Complete** so that the results are posted to HCM (overnight).

Important: Course completions automatically report to HCM only if you enter student results within 30 days of the course completion date and mark the session Complete. If you miss this 30-day deadline, email Employee Learning and Development at system.training@cu.edu.

To enter results and complete a session:

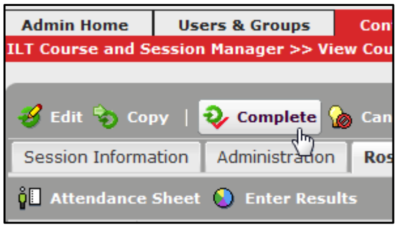
1. Locate your course and select the specific session.
2. From the Sessions listing, click the Session ID link to open the session.
3. Click the **Roster** tab.
4. Click **Enter Results**. The Enter Results window appears.



   a. For each user who participated, click **Attd** (attended) and **Pass**.
   b. For each user 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, type **No Show**.

5. Click **Submit All** to save your changes.

6. 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.

7. Click **OK** to confirm completion.