

# Quick Guide for Course Managers

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MANAGING YOUR COURSES ON LEARNINGHUB

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# LearningHub

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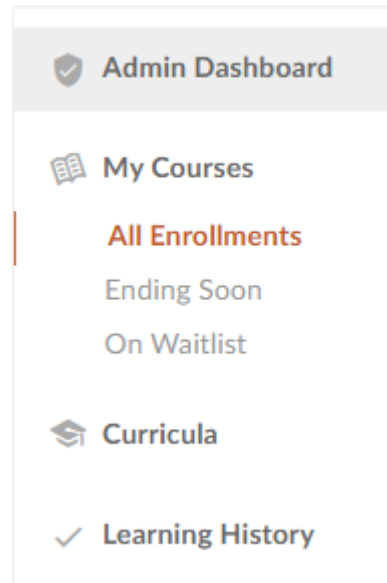
OVERVIEW OF LEARNINGHUB SETTINGS

# Admin Dashboard & Courses

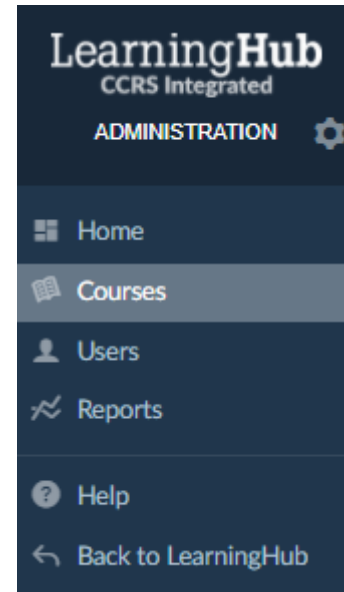
For more information, please see [Manage a Course](#).

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## Accessing the Admin Dashboard



## View Managed Courses



## Existing Courses

You can view all the courses you manage by going into the **Admin Dashboard** after logging in and clicking **Courses** in the Administration bar on the left side of the screen.

## New Courses

To create a new course, submit a [New Course Request](#) form.



For any new courses, please submit a New Course Request ticket. Turnaround times will vary, as each Health Authority may have a different procedure regarding the approval and creation of new courses.

# Course Setting Overview

For more information, please visit [Edit Classroom Course Settings](#) / [Edit e-Learning Course Settings](#) / [Edit Curriculum Course Settings](#)

## Basic Information

Provide information about the course that will be displayed for the learner.

Include message in **Other information** to be displayed in the registration emails sent to learners.

Add **Keywords** for the course to allow learners to search the course using single word tags.

## Registration Rules

**Courses Visibility** controls whether the course is searchable by learners.

**Registration Options** provides further restriction options (employee ID, password).

**Open to Access** controls the account types that are able to access the course.

## Prerequisite

Add courses as prerequisites to restricts learners from taking the course until they have completed the prerequisites courses.

Click **Add Course** and search for the specific course.

Add Courses

## Completions / Certifications

Edit the certification from pre-defined templates.

Set **Retake and Recertification** time periods.

## Notifications

Control the types of emails that will be sent out to learners.

## Course Managers

Click the **Add Course Manager** button to search for the user's name or email.

Click **Remove** to remove user as a course manager.

## Related Courses

Display courses that have added this course as a prerequisite or in a curriculum. For admin use only.

# Classroom vs. Online Settings

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Additional settings can be found for Classroom, Online, and Curriculum courses.

## Classroom Course Settings

CLASSROOM

Classroom Course Settings

Instructors

Control **Waiting list** settings.

- No waiting list: once session is full, no waiting list option
- Manual waiting list: course manager manually enrolls learner from waiting list
- Automatically enroll the first learner in queue

**Restrictions** control when learners cannot register/cancel the session.

Customize the number of days a **Course Reminder** is sent out to learners.

### Instructors

Overview of the course instructors.

## eLearning Course Settings

ONLINE

eLearning Course Settings

**External URL** and **Moodle ID number** will be filled out by LearningHub Admins.

Control whether there will be an **access period** for the course.

# Curriculum Settings

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## Curriculum Courses

### CURRICULUM

#### Curriculum Courses

Click the **Add Course** button to search for the course. While searching for the course, ensure that you type in the full or partial title of the course or the course ID.

Select **Register in All Courses on enrollment** to ensure learners will be registered in the course automatically after enrolling. If there are classroom courses within the curriculum, this function will be disabled as learners will need to select which classroom session to be apart of.

Enabling **Register in All Courses on enrollment** will bypass all open to access, passphrase, and prerequisite restrictions in curriculum courses. Use with caution.

Select only **Require enrollment before course/session registration** allow learners to manually register in courses within the curriculum.

Please note, you are not able to add a curriculum to another curriculum.

# Managing Classroom Sessions

For hosting webinars/virtual classroom sessions, please see [Administering a Classroom Course Virtually](#).

## Add New Sessions

Under Manage Learners, click **Create New Session**.

+ Create New Session

## Session Settings

Fill out the session settings after creating the session. Make sure you enter in the **Attendees** field to set a roster limit. Example: 0 (min)/10(max)

Attendees

0 / 10

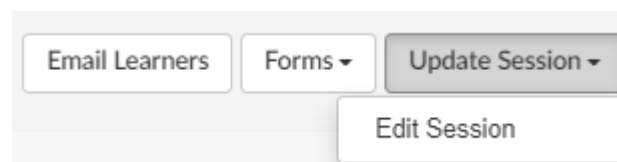
**Location and Session Name** fields will be displayed on the registration page.

## Edit Session Settings

To edit a session after it is created, select the session you wish to edit, click **Update Session**.

A session can also be removed by clicking **\*Remove Session**.

\*This is only available is the session is empty.



A screenshot of a user interface showing three buttons: 'Email Learners', 'Forms' (with a dropdown arrow), and 'Update Session' (with a dropdown arrow). A fourth button, 'Edit Session', is shown as a tooltip or dropdown option below the 'Forms' button.

## Add Previous Sessions

To create a classroom session that has occurred in the past, use the steps listed in Add New Sessions and set a previous session date.

To do this, go to the **Start Date** field and select a date.



A screenshot of two rows of input fields. Each row contains a calendar icon, a 'Date' text box, a clock icon, and a 'Time' text box.

## Emailing Learners

To email all learners in a session, click the **Email Learners** button.

Email Learners

To customize the email in Outlook, use the **Copy** button for the recipient list.

Copy

## Forms

Different forms for the session can be found here.

Forms ▾

Sign-in Sheet  
Evaluation Form  
Certificate Form  
Receipt Form



# Managing Learners in Sessions

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## Registering Learners

Course Manager and instructors can manually register learners into sessions.

Select the session and click Register Learners.

Register Learner

Learners cannot be added to multiple upcoming sessions in a course. If you cannot add a learner in a session, please see if they are already in a session.

## Rescheduling Learners

To move registered learners from one session to another session, select the learner and click **Reschedule**. This is only available for upcoming sessions.

Reschedule



User, Test (Test Account)  
[LhubTest1@fha.ca](mailto:LhubTest1@fha.ca)

## Cancelling Learners

Select the session and click **Cancel** next to the selected user.

Registered Cancel

# Grading Learners in Sessions

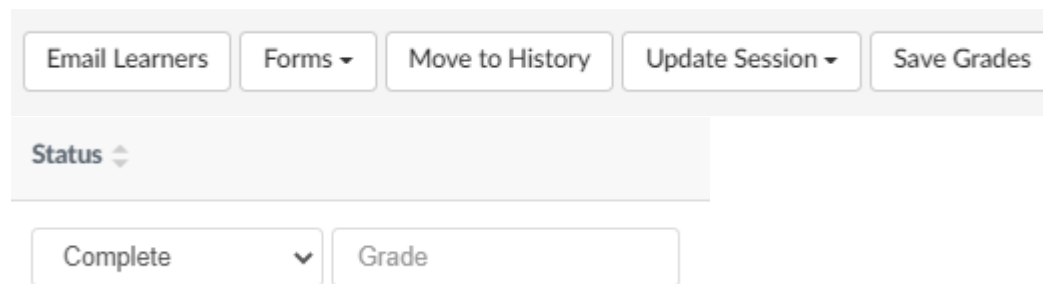
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## Grading Learners

It is the Course Manager or Instructor's responsibility to update course grades and attendance.

To update learners' grades for previous classroom sessions, please locate the sessions under Manage Learners -> click on the **Past** tab -> select the session.

Mark each participant with a **Status** or **Grade**, and click **Save Grade**. Make sure you save grade before moving to the next page of participants in the session. Click **Move to History** when completed grading.



The screenshot shows a toolbar with five buttons: "Email Learners", "Forms" (with a dropdown arrow), "Move to History", "Update Session" (with a dropdown arrow), and "Save Grades". Below the toolbar is a "Status" dropdown menu with a double-headed arrow icon. The dropdown is open, showing two options: "Complete" (with a dropdown arrow) and "Grade" (in a text input field).

If the session is under the History tab, please move it to the Past and then make grading changes.

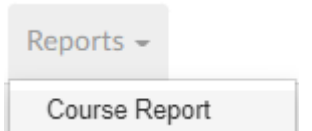


The screenshot shows a toolbar with four buttons: "Email Learners", "Forms" (with a dropdown arrow), "Move to Past", and "Update Session" (with a dropdown arrow).

# Reporting

You can only generate reports for your managed courses. Reports will show a list of all users and their course completion status for any classroom, online or curriculum course you are managing. The reports will differ depending on the type of course.

Click **Admin Dashboard** and click **Courses**. Select the course that you wish to view a **Report** for and click the Reports Tab.



## Online Report

Select the status and date range of the report and click **Filter**. To export your report to Excel, click **Download Report**.

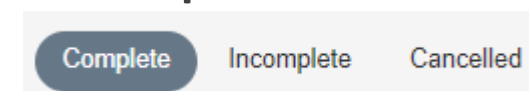
A screenshot of a web form for generating an online report. It includes a title 'Registration Date', a sub-instruction 'To view results please select the options and press Filter.', and four checkboxes for 'Current', 'Passed', 'Expired', and 'Cancel/Reject'. Below this is a 'Date range' section with two date-time pickers. The first picker is set to '2021-01-01 12:00am' and the second to '2021-02-04 11:59pm'. A 'Filter' button is located at the bottom of the form.

## Classroom Report

**Download Report** provides an Excel report on the list of sessions that have been filtered. Clicking on the **Report** button of an individual session will provide a report of all the registrants in that session. **Download Cumulative Report** exports the multiple filtered sessions and the registrations of each session in one report.

## Curriculum Report

Report is separated by **Complete**, **Incomplete** and **Cancelled**.



# Payment

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## Payment Settings

Go to Course settings -> **Payment Settings** if the course requires payment before learners can register.

If **Payment via credit card** is selected as the payment method, a Cost Account Number will be required in order for payment to be redirected to the proper Cost Account for a Health Authority. Credit card is only available for PHSA, NHA, and HEABC courses.

If **Payment via collecting cost** account is selected, learners will be required to enter a cost account number.

Example of the Cost Account Number for PHSA:

Business Unit (5 Digits) – Fund (2) – Account (7) – Department (8) – Site (3) – Project Code (Optional)

00010-00-1234567-12345678-000-B0Z0000

Actual costs for account types will need to be set in Course settings -> **Registration Rules**. Enter the exact dollar amount for each user group that would require payment under **Open To Access**.

# Moodle

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## OVERVIEW OF MOODLE SETTINGS

- [Quick Reference Guide for e-Learning Courses](#)
- [Setting up your Online Course](#)
- [Maximum File Upload Size](#)
- [Updating Course Content](#)

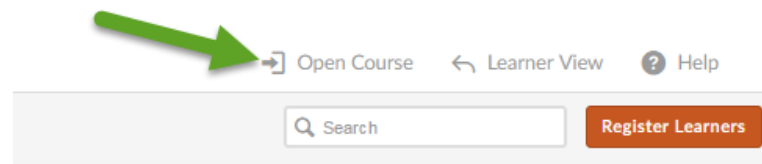
# Moodle Access

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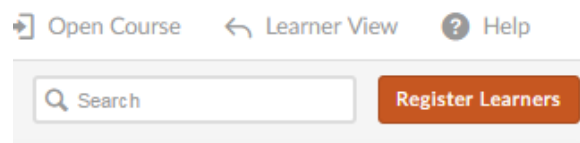
You will be provided two course shells (LearningHub, Moodle) upon course creation. Moodle is the online platform that hosts the course content. Learners will be directed to the Moodle shell when starting courses.

Online courses should not be used as a resource page. All courses should require completion and learning evaluation.

To develop/upload course content and to access Moodle, click **Open Course**.



For learner registration, do not distribute the Moodle link. Use the **Learner View** link as this is the registration page.



# Moodle Activities

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To learn about the types of activities that can be created in Moodle, please see <https://docs.moodle.org/39/en/Activities>\*.

\*Note not all listed activities on this site as available on LearningHub Moodle.

Common Moodle activities for you to consider:

Book: [https://docs.moodle.org/38/en/Book\\_resource](https://docs.moodle.org/38/en/Book_resource)

Lesson: [https://docs.moodle.org/38/en/Lesson\\_activity](https://docs.moodle.org/38/en/Lesson_activity)

Quiz: [https://docs.moodle.org/38/en/Quiz\\_activity](https://docs.moodle.org/38/en/Quiz_activity)

\*SCORM: [https://docs.moodle.org/38/en/SCORM\\_activity](https://docs.moodle.org/38/en/SCORM_activity)

\*Note: SCORM is created with external software, such as Articulate Storyline 3. Moodle acts as a hosting place for the SCORM. With SCORM, more advanced interactions/activities can be created. Examples: <https://community.articulate.com/e-learning-examples>

# Course Testing & Launch

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Before your course goes live, make sure all course settings are set up properly. Please make sure you test the course with test accounts to ensure course completion is generated.

Please visit the following links for further instructions.

[Course Completion Setting Guide](#)

[Testing Courses/Test Accounts/Registering a Tester](#)

## Provide the Course Link:

Please make sure you are providing the LearningHub course link (Learner View) instead of the Moodle link.

Learner must be registered into the course on LearningHub in order to access the course content in Moodle. Do not distribute the Moodle link.

## Common settings to check for:

- **Course Registration Rules:** Check the course registration rule to make sure all appropriate account types are selected.  
Course settings -> Registration Rules -> Open to Access
- **Activity Completion Setting:** Check the Module's Activity Completion setting in Moodle to make sure it is tracking completion.  
Turn editing on -> Click into the Module -> Click Edit settings -> Go down to Activity completion
- **Course Completion Settings:** Check the Course's Completion setting in Moodle to make sure the course is tracking all required activities.  
Turn editing on -> Click Course completion -> Go down to Conditions: Activity completion -> Check off all required modules



# Articulate Storyline

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Articulate Storyline is a third-party software that can be used to create robust interactive online content. Please note user support or troubleshooting for Articulate Storyline will be limited on our end. Articulate Storyline has its own support team that will be able to provide assistance.

To request this software, please connect with Service Desk to submit a software request.

For more information on Articulate Storyline:

<https://community.articulate.com/>

[Articulate Storyline 3](#)

## Articulate Rise:

If you are using [Articulate Rise](#), please note you need to create an “Exit Course” button within your module in order for completion tracking to work properly.

For more information on creating an “Exit Course” button:

<https://youtu.be/gyrU2uiMvIY>

<https://community.articulate.com/discussions/rise-360/new-rise-feature-exit-course>

# Troubleshooting

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COMMON ISSUES

# FAQ & Contact Support

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## FAQs

Course Managers might receive emails regarding general issues with their course.

If this occurs, use the document below to troubleshoot.

[Course Manager FAQ Sheet](#)

## Contact Support

For further support, please submit a [Course Management Support Ticket](#).

Course Management  
Support >

Please submit a Course Management Support Ticket **only if** you are a Course Owner, Course Manager, instructor for a course.