

Registrar Help

v 4.2

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Welcome to Help

Using Online Help

Version 4.2

Online Help answers frequently-asked questions and provides step-by-step procedures for maintaining student enrollments and managing reports.

To access: After you have logged on, click *Help* in the left-side navigation bar. Help will appear in a pop-up window above the page you are viewing.

To navigate: Online Help uses a two-frame structure, with tabs for the Table of Contents, Index, and Search features in the left frame (the navigation frame), and the actual Help text in the right frame. In the left navigation frame, use the tabs described below to access three help routes:

Help Routes	
Contents	<p>Displays an expandable Table of Contents. Click a "book" to display sub-topics.</p> <ul style="list-style-type: none">• A plus sign (+) to the left indicates the book contains un-opened sub-topics.• A minus sign (-) to the left indicates the book is fully expanded.• Click on a Help page (indicated by a page icon) to view the information for that topic.
Index	<p>Displays a full list of help subjects.</p> <ul style="list-style-type: none">• Scroll down the Index list to view subjects.• Type a keyword or string of characters in the text box to go to a point in the Index (example: Type the letter 'S' to go to the 'S' section of the Index.)
Search	<p>Allows for search by word or phrase typed into the designated text field. Hit <i>Enter</i> to view search results.</p>

Working with the Help pop-up window:

- Scroll bars allow you to scroll through text in both the left and right frames.
- Click and drag on the window borders to expand the pop-up window to a desired size, or click the maximize button to display a full-page.
- Click and drag on the title bar to move the pop-up window.
- Tip: Use the menu at the top of the pop-up window to search for text on a given page. (Click inside the page in Help that you wish to search, then click *Edit / Find* from the top menu. Enter the word or phrase you want to find.)

To print:

- **Print an individual Help page:** Right-click in the right frame of Online Help (where the Help information is displayed), then select *Print* from the pop-up menu that appears above the Help text.)
- **Print the Table of Contents:** Right-click in the left frame of Online Help (where the Help Table of Contents is displayed), then select *Print* from the pop-up menu that appears above the Table of Contents.

Note: Before right-clicking, expand any "books" in the Table of Contents that you would like to print. Next, right-click in an area that is not directly on the list of "books" and Help pages in the Table of Contents (for example, immediately beneath the list of "books"). Otherwise, the *Print* selection will not appear in the pop-up menu.



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Using the IntraLearn Platform

Product Description

IntraLearn provides an interactive, virtual university and training platform, giving Learning Port creation managers, system administrators, instructors, and students immediate access to learning, tracking, and reporting. Each permission level allows maximized capabilities:

- Learning Port creation managers can readily create new ports as well as manage multi-port administrative functions. Note: Multiple ports are not available for SME applications.
- System administrators find easy, immediate set-up and the ability to measure immediate knowledge assimilation against the bottom line.
- Registrars and order managers discover the ease of managing multi-port environments or designated element levels within a larger system.
- Instructors use course templates for quick course creation and robust course maintenance with live and off-line features to maximize the learning experience.
- Students interact with course material, other students, and instructors at their own pace, whenever and wherever they are.
- SkillBridge skills managers can effectively administer skills gap analysis technology for IntraLearn students and courses. (Note: Skillbridge is available as a separate module.)

A simple Web browser and appropriate access is all that is needed. See System Requirements for further information.

Frame Structure

The online screen is divided into three frames to present all information:

- For the registrar, the left-side navigation bar includes links to these areas:
 - Enrollment* (If enabled by your system administrator)
 - Reports* (If enabled by your system administrator)
 - Profile*
 - Help*
- The content frame to the right displays all course information.
- The banner frame above the content frame displays banner texts or images to identify category or location within the course.

The logo in the upper left corner of the banner frame is a link:

- Click once from anywhere to return to the Welcome page. An organization can customize the look and feel of any frame.

Registrar Overview

Registrar Overview

The system administrator will assign you to act as registrar for specific groups of students, or Enrollment Levels, within your organization. Registrars can perform two types of functions for their assigned Enrollment Levels (either function must be authorized by the system administrator):

1. Manage student enrollments by adding and deleting students, moving students between Enrollment Levels, and updating student Profiles. Details of this function are provided in the Student Enrollment section of Help.
2. Generate registrar reports using Microsoft SQL Server 2000 Reporting Services. Six separate reports are available that provide information on various aspects of student activity. See Report Descriptions for information on what is included in each report and [To Generate Any Report](#) for procedures.

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Log-On

Registrar Log-On

Note: If your installation has Active Directory, please see [Registrar Log-On \(Active Directory\)](#).

In order for you to log on, the system administrator must first authorize you to act as a registrar and assign you to specific Enrollment Levels within the organization.

1. Use the site address (URL) with the **.../administrator** suffix provided to you by the system administrator (example: www.intralearn.com/administrator).
2. Click *Registrar* in the left-side navigation bar.
3. Enter your user name and password (provided by the system administrator).

Registrar Log-On (Active Directory)

Note: This page applies only to installations with Active Directory.

With Active Directory, you can log on directly, without having to identify your user type. If you remain in the same browser session, you can visit other web sites and return to your learning site without having to log on again.

Initial Log-On:

- The system administrator will provide you with a site address (URL) for your learning site, along with a user name and password to log on as a registrar. The address will have the suffix of **.../administrator**.
- When you first open a browser, a pop-up dialog box will appear with a request to enter your assigned user name and password.
- After entering the user name and password, you will be logged on as a registrar.

Within the same browser session:

- If you keep the same browser session, you can visit other Web sites and return to the URL for your learning site. You will not be asked to enter a user name and password again.
- Upon entering the URL, you will be logged on as the registrar.

With a new browser session:

- If you have visited your learning site and then ended the browser session, you will need to go through the same procedure as for an Initial Log-On if you open the browser and type in the URL for your learning site.
- Enter your user name and password in the pop-up dialog box; will be logged on as a registrar.

Note: Your session is configured by default to time out after 20 minutes of inactivity.

Left-Side Navigation Bar

Left-Side Navigation Bar

After you have logged on as a registrar, the following selections are available to you from the left-side navigation bar:

Navigation Link	Description
Enrollment	<p>If the system administrator has authorized you to access student enrollment, the <i>Enrollment</i> link will appear. You can perform a number of student management tasks, including adding and deleting student accounts, placing students in Enrollment Levels, and enrolling students in courses. See the Student Enrollment section of Help for details.</p> <p>When you click on <i>Enrollment</i>, you will first see a Hierarchy 'tree' of all Enrollment Levels within your organization. Click on a particular level, and you can view the names of students who are enrolled within each level.</p> <p>Notes:</p> <ul style="list-style-type: none"> • You will not be able to access all Enrollment Levels - only those levels for which you are the assigned registrar (determined by the system administrator). • The system administrator and Learning Port manager have access to all student accounts in the organization (in all Enrollment Levels).
Reports	<p>If the system administrator has enabled you to produce reports on student activity, the Reports link will appear. Ten report types are available. When you click on the Reports link, a description of the contents of each report appears in the main frame of the page.</p>
Profile	<p>This link allows you to access your personal profile as a Registrar. Information stored on this area includes your user name and password and contact information. The Role field displays the functions that the system administrator has authorized you to perform: Report Manager, Student Manager, or Both.</p>
Help	<p>Click <i>Help</i> at any time to access Online Help for the registrar.</p>

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Registrar Profile

Note: If your installation has Active Directory, please see [Registrar Profile \(Active Directory\)](#).

To access: Click *Profile* in the left-side navigation bar.

The registrar Profile contains information that establishes your user name and password when logging on, and provides identification and contact information.

The Role heading displays the functions that the system administrator has authorized you to perform: Report Manager, Student Manager, or Both.

The system administrator also has access to all other information in your profile and can enter changes.

You can also make changes to this page, including your user name and password. Enter the necessary updates and click the *Modify* button.

Registrar Profile (Active Directory)

Note: This page applies only to installations with Active Directory.

To access: Click *Profile* in the left-side navigation bar.

On the registrar Profile page, you can update only the Comments field. Make changes and click the *Modify* button.

The Role heading displays the functions that the system administrator has authorized you to perform: Report Manager, Student Manager, or Both.

Student Enrollment

Hierarchy Overview

To access the Hierarchy Main Page: Click the *Enrollment* link in the left-side navigation bar. If you have added any Enrollment Levels, you will see a 'tree' of Enrollment Levels within your organization.

In the Hierarchy, student accounts are grouped according to Enrollment Levels (also called Elements) within your organization. The value of the Hierarchy is the ability to have separate registrars track and report on particular groups of students. The system administrator can also choose to leave all students in one Enrollment Level, managed by one registrar or the system administrator.

The registrar, system administrator, and Learning Port creation manager all share access to the Hierarchy. However, the registrar can access only those Enrollment Levels to which he or she has been assigned; the system administrator and Learning Port creation manager can access all Enrollment Levels.

Within your assigned Enrollment Levels, you can add, modify, and delete student accounts, assign students to courses, and access the Grade Book. Each student record must be stored within one Enrollment Level. If you see sub-levels within your assigned Enrollment Level in the Hierarchy, you can also move students from one sub-level to another.

Structure of the Hierarchy: There is one 'Root Level' that appears by default. Beneath the Root Level, you will see all Enrollment Levels in the organization. The Enrollment Level to which you have been assigned will be highlighted. There may also be divisions (or sub-levels) that are associated with that Enrollment Level. The system administrator can create as many tiers of sub-levels as needed.

Example of Enrollment Levels:

Root Level

East Division

Group 1

Group 2

West Division

Group 1

Group 2

To view existing student Profiles: Click on a particular Enrollment Level. If student names are listed, click on a student name. If no student names are listed for that level, the students may be listed in a sub-level. Click *View Hierarchy* in the Action pull-down menu to return to the Hierarchy Main Page (where the 'tree' of Enrollment Levels appears). Next, click a sub-level to view student names.

For details on all aspects of managing student records within the Hierarchy, see the individual Help pages in this section. A guide is provided below.

For installations with Active Directory:

If you have Active Directory, you will need to follow different procedures for adding and searching for students. Some pages in Help have a separate version for users with Active Directory.

For information on the contents of the student Profile, see:

[Student Profile](#) or

[Student Profile \(Active Directory\)](#)

To add, modify or delete a student Profile, see:

[Add, Modify and Delete Student Profiles](#) or

[Add, Modify and Delete Student Profiles \(Active Directory\)](#)

To enroll a student in a course, see:

[Enrolling Students in Courses](#)

To manage student placement within Enrollment Levels:

[Moving Students Between Enrollment Levels](#)

[Placing Unassigned Students in Enrollment Levels](#)

To search for students within the Hierarchy:

[Searching for Students](#) or

[Searching for Students \(Active Directory\)](#)

To load student Profiles in bulk from a designated spreadsheet:

[Batch Load Student Profiles](#) (Note: Only for installations without Active Directory)

Notes:

- In multi-port environments, the Hierarchy module is not shared across ports; there are separate Student Profiles, separate courses, separate Registrars, and separate Enrollment Levels for each port.
- The Learning Port creation manager can access the System Administrator Main Menu, and has the same access to the Hierarchy.
- The Learning Port creation manager can also create Reports on student activity (identical to those created by a registrar). However, the Learning Port creation manager has access to all Enrollment Levels within all ports (in a multi-port system); a registrar can only access the Enrollment Levels to which he or she has been assigned on one port.

Student Profile

Note: If your installation has Active Directory, please see [Student Profile \(Active Directory\)](#).

To access a student Profile:

1. Click *Enrollment* in the left side navigation bar to bring up the Hierarchy Main Page.
2. Click on an Enrollment Level in the Hierarchy. If student names are listed, click on a student name. If no student names are listed for that level, the students may be listed in a sub-level. Click *View Hierarchy* in the Action pull-down menu to return to the Hierarchy Main Page (where the 'tree' of Enrollment Levels appears). Next, click a sub-level to view student names.

About the Student Profile: The student Profile page holds information that identifies each student and establishes that student's log-on account. In addition, the student Profile is tied to courses in which a student is enrolled. Click the *Courses* button at the top of the Profile page to view all courses in which that student is enrolled, add new courses, and remove a student from a course.

From the Profile page, you can click the *Grade Book* button to access the student Grade Book, where you can view and modify grades in all courses in which the student is enrolled. See instructions under the heading **To view a student's Grade Book**, below.

At a minimum, the student Profile must contain a First Name, Last Name, User Name and Password. If your organization has Online Registration, the E-Mail Address is also required. See the heading **Contents of the student Profile**, below, for information on other data that is stored within the Profile.

Students can have access to their own Profiles if enabled by the instructor. Students can change their user names and passwords, enter additional background information and optional personalized settings that impact Chat, the Class Mailbox, and other course features. The student version of the Profile does not include links to *Courses* or the *Grade Book*.

To add, modify and delete student Profiles: See [Add, Modify and Delete Student Profiles](#) in this section of Help.

To enroll a student in a course: See [Enrolling Students in Courses](#) in this section of Help.

Contents of the student Profile:

Identification, Background, and Contact Information: The Profile includes basic information such as First and Last Name, User Name (which must be unique in the system), Password, Student ID, E-Mail Address, Job Title, Department, Organization, Phone Number, Fax Number, Address, additional comments, educational information, and experience.

Chat Information: If the instructor has enabled the Chat area for a course, the student will need to select a Chat Refresh Rate, which controls how frequently new messages are posted in the Chat room. The recommended rate is ten to twenty seconds. The student can also enter a Chat Nickname if desired. This name will appear in place of the student's first and last name when posting Chat messages.

Class Mailbox Information: If the instructor has enabled the Class Mailbox, the student will also need to fill in several communications-related fields.

- For the Class Mailbox, the student will need to add his or her e-mail address as well as POP mail server information in order to retrieve e-mail from an external location (the student's ISP must supply the POP Mail Server address, user name and password). If the student instead wishes to link to an external e-mail location, he or she can enter the web site address (e.g., www.hotmail.com) or a POP Mail Server IP address in the POP Mail Server field (there is no need to enter the user name and password here).

Client Drive Setting for Associated Files: The instructor may ask students to store files on their machines (referred to as a client machines); these files will be automatically incorporated into the course material. The files will be distributed in advance on CD-ROM, floppy disk, etc., and may be text, graphic or multimedia files. On the Profile page, students select the Client Drive

where the files will reside: either the hard drive, CD drive, or network drive. Note: There is no client-side file association for Macintosh.

Note: The maximum length for First Name, Last Name, User Name/Password, POP Mail User name/Password, and Chat Nickname is 40 characters.

To view a student's Grade Book:

- From the student Profile page, click the *Grade Book* button. A list of all courses in which the student is enrolled will appear, with grades for each area of graded student activity and a listing of the student's status in the course (Not Started, In Progress, Completed).
- Click on a course title to see the current scores for the student in each area of activity, along with the weight that has been assigned to each area of activity. If you need to modify a score or a weight for a given student, or add a comment that the student can view, you can do so from this page.

Add, Modify and Delete Student Profiles

Note: If your installation has Active Directory, please see [Add, Modify and Delete Student Profiles \(Active Directory\)](#).

To access an existing student Profile:

1. Click *Enrollment* in the left side navigation bar to bring up the Hierarchy Main Page.
2. Click on an Enrollment Level in the Hierarchy. If student names are listed, click on a student name. If no student names are listed for that level, the students may be listed in a sub-level. Click *View Hierarchy* in the Action pull-down menu to return to the Hierarchy Main Page (where the 'tree' of Enrollment Levels appears). Next, click a sub-level to view student names.

To add a student Profile:

Each student must be assigned to one Enrollment Level. To add a student, you must first select the Enrollment Level where the student will be placed.

1. Click *Enrollment* in the left side navigation bar to bring up the Hierarchy Main Page.
2. Click on particular Enrollment Level within the 'tree' to see a list of students who have been placed in that level.

Note: If there are any sub-divisions of that level, you will need to separately click on that sub-division within the 'tree' to see the students enrolled there. For example, if **East Division** is further broken down into **Group 1** and **Group 2**, you would have to click separately on **Group 1** and **Group 2**.

3. A list of students who are currently assigned to the selected level will appear. (If no students have been assigned, no names will appear, but you will see the headings for Name, E-Mail, Dept, Student ID and Date Added.)
4. Click the *Add Profile* in the Action pull-down menu.
5. Enter text in at least the required fields and click the *Add* button. (Refer to [Student Profile](#) for information on the contents of the Profile.)

To modify a student Profile:

1. See **To access an existing student Profile**, above, to locate the Profile you wish to modify.
2. Enter changes to desired fields and click the *Modify* button.

To delete a student Profile:

1. See **To access an existing student Profile**, above, to locate the Profile you wish to delete.
2. Click the check box next to the student's name and click *Delete* in the Action menu.

You can select more than one student if needed by clicking multiple check boxes. You can also select all the students in the list at once by clicking on the heading in the Select column. A check mark will be placed in each box in the column.

Note: When you delete a student Profile, you automatically remove the student from any courses in which he or she is enrolled.

See also:

[Batch Load Student Profiles](#)

Enrolling Students in Courses

To enroll a student in a course:

- From the student Profile page, click the *Courses* button. A list of any courses in which the student is currently enrolled will appear (the list will be empty if the student is not enrolled in any courses). Click *Add Log-on Account* in the Action pull-down menu.
- From the Course pull-down menu, choose a course from the list and click *Add*. You can add more courses if you choose - select the course from the pull-down menu and click the *Add* button for each course.

Note: There is also an E-Mail Distribution field on this page. If you enter *Y*, the student's name will be listed in the pull-down menu of names for the Class Mailbox.

- Click *Cancel* when you are finished adding courses to return to the list of all courses in which the student is enrolled.
- Click *View Profile* in the Action pull-down menu to return to the student Profile page.

To remove a student from a course:

- From the student Profile page, click the *Courses* button. A list of any courses in which the student is currently enrolled will appear.
- Click the check box in the Delete column next to the Course you wish to remove the student from.
- Click *Delete* in the Action pull-down menu.

Note:

- If you delete a student Profile, that student is automatically removed from the course.

Moving Students Between Enrollment Levels

To access an existing student record:

1. Click *Enrollment* in the left side navigation bar to bring up the Hierarchy Main Page.
2. Click on an Enrollment Level in the Hierarchy. If student names are listed, click on a student name. If no student names are listed for that level, the students may be listed in a sub-level. Click *View Hierarchy* in the Action pull-down menu to return to the Hierarchy Main Page (where the 'tree' of Enrollment Levels appears). Next, click a sub-level to view student names.

To move a student from one Enrollment Level to another:

1. Click the check box next to the name of the student(s) to be moved.
2. Click *Move* in the Action drop-down menu. The names of the student(s) will disappear from the current Enrollment Level.
3. Go to the Enrollment Level where you wish to move the student(s) and click *Get* in the Action pull-down menu. The students you are trying to move will appear in a list along with all other students who are not yet assigned to an Enrollment Level (the "unassigned" students list).
4. Click the names of the student(s) you want to place in the new Enrollment Level and click *Add*. The name(s) you have selected will appear in the new Enrollment Level.

Placing Unassigned Students in an Enrollment Level

When you first access the Hierarchy, you may see a message at the top of the page that there are "unassigned" students who have not been placed in any Enrollment Level. This situation can occur under a number of circumstances:

- You have used the *Move* command to move a student Profile out of a given Enrollment Level, but have not yet placed that student in another Enrollment Level.
- If your organization has online registration, students who have self-registered in courses will be added to the unassigned students list until you place them in an Enrollment Level.
- If your organization has Active Directory, you must first search for students in the Active Directory before you can add their Profiles to the Hierarchy. The students you locate in your search will remain in the unassigned students list until you place each student in an Enrollment Level.

To place an unassigned student:

1. From the Main Page of the Hierarchy (the Hierarchy 'tree'), click on an Enrollment Level where you wish to place a student.
2. A list of students who have already been placed in that Enrollment Level (if any) will appear.
3. In the Action pull-down menu, click *Get*. The list of unassigned students will appear.
4. Click the check box next to the name(s) you wish to add, then click *Add* in the Action pull-down menu. The name student you have just added will then appear with the names of all other students who have already been assigned to that Enrollment Level.

Notes:

- If you wish to move to a different Enrollment Level before adding another student Profile, click *View Hierarchy* in the Action pull-down menu. You will return to the Hierarchy Main Page, and can select another level.

Searching for Students

Note: If your installation has Active Directory, please see [Searching for Students \(with Active Directory\)](#).

Within the Hierarchy, you can search for a student based on any portion of the student's Last Name, First Name, e-Mail Address, Department, or Student ID.

To do a global search (across all Enrollment Levels and sub-levels):

1. Click on *Enrollment* in the left side-navigation bar to bring up the Hierarchy Main Page.
2. In the **Search for** field at the top of the page, type the string of characters you wish to locate.
3. A list of students who meet your search criteria will appear.
 - **To return to the Hierarchy Main Page**, click the *Clear All* button next to the Search field at the top of the page.
 - **To refine your search even further**, enter a new string of text in the Search field at the top of the page, then click the *Find* button.
 - **To view a student's Profile**, click on a student name.
 - **To identify the Enrollment Level where the student has been placed**, click on the student's name to view the Profile, then click the *Cancel* button on the Profile page. The student's name will appear in a list along with all other students in the same Enrollment Level. The name of the Enrollment Level will appear at the top of the page.

To search for students within a particular Enrollment Level:

1. Click on *Enrollment* in the left side-navigation bar to bring up the Hierarchy Main Page. This page includes a 'tree' of Enrollment Levels within your organization.
2. Click a particular Enrollment Level. A list of students who have been placed in that level will appear.

Note: If you do not see any names listed, and there are sub-levels, check if students are listed only within the sub-levels. Click *View Hierarchy* in the Action pull-down menu to return to the Hierarchy Main Page. Next, click a sub-level to view student names.
3. In the **Search for** field at the top of the page, type the string of characters you wish to locate.
4. A list of students who meet your search criteria will appear.
 - **To return to the Enrollment Level where you started your search**, click the *Clear All* button next to the Search field at the top of the page.
 - **To refine your search even further**, enter a new string of text in the Search field at the top of the page, then click the *Find* button.
 - **To view a student's Profile**, click on a student name. Click *Cancel* to return to the Enrollment Level where you started your search.

Batch Load Student Profiles

If your installation does not have Active Directory, you can batch load student records into the database. (Student records include the information in the student Profile plus any course enrollments.) You will need to prepare a designated Enrollment spreadsheet that is shipped with your IntraLearn product and found in the **cgi/bin** directory. The spreadsheet is named *Enrollment.xls*. (Note: If your organization has Course Key registration, you should instead use the spreadsheet named *Enrollment_key.xls*.) You can re-name the spreadsheet if you choose.

To prepare the spreadsheet, see the full set of instructions in the first and second tabs of the spreadsheet itself (the tabs are labeled "Instructions" and "Column Definitions"). Sample data is included in the third tab ("Examples"). The fourth tab ("Data") is where you will actually enter the data to be uploaded.

There is a macro built in to the spreadsheet that creates an .xml file when you have completed the spreadsheet and saved the document. When you are ready to upload the student accounts on the spreadsheet, you will upload the .xml version of the file.

To prepare and upload the Enrollment bulk load spreadsheet:

1. Enter data into the "Data" tab of the spreadsheet. Instructions and examples are provided in the first three tabs of the spreadsheet (see "Instructions," "Column Definitions," and "Examples"). Save as an .xml file.
2. Go to the Hierarchy Main Page and click on the Enrollment Level where you would like to add the student accounts. You can later move students to another Enrollment Level if you wish (see Notes below).
3. A list of students who are currently placed in the Enrollment Level will appear (there will be no student names if no students have yet been placed). In the Action drop-down menu, click *Batch*.
 - A page will appear where you can upload the Enrollment spreadsheet.
 - Click *Browse* and locate the appropriate Enrollment spreadsheet file on your hard drive, then click *Open* in the dialog box where you browsed for the file. The file name will then appear on the Upload page.
 - Click *Update DB* to upload the names on the Enrollment spreadsheet. Click *Cancel* if you do not wish to upload the file, and instead wish to return to the Enrollment Level.
 - The student names will appear within the Enrollment Level you selected.

Notes:

- **To move students to another Enrollment Level:** The student records from the spreadsheet will all be uploaded into only one Enrollment Level. You may wish to move some of the students from the spreadsheet into other Enrollment Levels. See [Moving Students Between Enrollment Levels](#) in this section of Help.
- Time-outs can occur for very long uploads. IntraLearn has tested the following parameters that you can use as a general guide:
 - 3000 students/5 courses = 20 minutes
 - 1000 students/12 courses = 9 minutes
 - 50 students/10 courses = 2 minutes.
- If you wish, you can set up a student record in the Enrollment spreadsheet where the Profile information (including the User Name) matches the information for a student who is already in the database, but the *course information* is different. For example, if a student is already in the database and had enrolled in Course A, you can add the same student to the Enrollment

spreadsheet, but enroll him or her in Course B. The program will not create a new Profile for that student, but will add Course B to the list of courses that are associated with that Profile.

With Active Directory

Student Profile (Active Directory)

Note: This page applies only to installations with Active Directory.

To access a student Profile:

1. Click *Enrollment* in the left side navigation bar to bring up the Hierarchy Main Page.
2. Click on an Enrollment Level in the Hierarchy. If student names are listed, click on a student name. If no student names are listed for that level, the students may be listed in a sub-level. Click *View Hierarchy* in the Action pull-down menu to return to the Hierarchy Main Page (where the 'tree' of Enrollment Levels appears). Next, click a sub-level to view student names.

About the Student Profile: The student Profile page holds information that identifies each student and establishes that student's log-on account. In addition, the student Profile is tied to courses in which a student is enrolled. Click the *Courses* button at the top of the Profile page to view all courses in which that student is enrolled, add new courses, and remove a student from a course.

From the Profile page, you can click the *Grade Book* button to access the student Grade Book, where you can view and modify grades in all courses in which the student is enrolled. See instructions under the heading **To view a student's Grade Book**, below.

Much of the information that makes up the student Profile, including the student's First Name, Last Name, User Name, Password and personal information, is stored in the Active Directory. When you view the Profile, the First and Last Name are displayed at the top of the page and cannot be modified directly from the Profile. The User Name and Password, plus additional job and contact information, are not displayed.

A message at the top of the Profile instructs you to refer to the Active Directory Users and Computers management console for this additional account information.

The fields that do appear on the student Profile, including Chat Nickname, Comments, Education, and Experience can be modified by entering text (or changes to text) and clicking the *Modify* button. See the heading **Contents of the student Profile**, below, for information on other data that can be entered or changed from the Profile.

Students can have access to their own Profiles if enabled by the instructor. They view the same profile page that you see as an Administrator, except that student version of the Profile does not include links to *Courses* or the *Grade Book*. Students can also modify the fields that appear on their Profile.

To add, modify and delete student Profiles: See [Add, Modify and Delete Student Profiles \(Active Directory\)](#) in this section of Help.

To enroll a student in a course: See [Enrolling Students in Courses](#) in this section of Help.

Contents of the student Profile:

Identification, Contact, and Background Information: Fields that can be modified from the student Profile include Student ID, Comments, Education and Experience. Other identification and personal information, such as First and Last Name, User Name, Password, E-Mail Address, Job Title, Department, Organization, Phone Number, Fax Number, and Address, are stored in the Active Directory. Except for First and Last Name, this information is not displayed on the Profile page.

Chat Information: If the instructor has enabled the Chat area for a course, the student will need to select a Chat Refresh Rate, which controls how frequently new messages are posted in the Chat room. The recommended rate is ten to twenty seconds. The student can also enter a Chat Nickname if desired. This name will appear in place of the student's first and last name when posting Chat messages.

Class Mailbox Information: If the instructor has enabled the Class Mailbox, the student will also need to fill in several communications-related fields.

- For the Class Mailbox, the student will need to add his or her e-mail address as well as POP mail server information in order to retrieve e-mail from an external location (the student's ISP must supply the POP Mail Server address, user name and password). If the student instead wishes to link to an external e-mail location, he or she can enter the web site address (e.g., www. hotmail.com) or a POP Mail Server IP address in the POP Mail Server field (there is no need to enter the user name and password here).

Client Drive Setting for Associated Files: The instructor may ask students to store files on their machines (referred to as a client machines); these files will be automatically incorporated into the course material. The files will be distributed in advance on CD-ROM, floppy disk, etc., and may be text, graphic or multimedia files. On the Profile page, students select the Client Drive where the files will reside: either the hard drive, CD drive, or network drive. Note: There is no client-side file association for Macintosh.

Note: The maximum length for POP Mail User name/Password and Chat Nickname is 40 characters.

To view a student's Grade Book:

- From the student Profile page, click the *Grade Book* button. A list of all courses in which the student is enrolled will appear, with grades for each area of graded student activity and a listing of the student's status in the course (Not Started, In Progress, Completed).
- Click on a course title to see the current scores for the student in each area of activity, along with the weight that has been assigned to each area of activity. If you need to modify a score or a weight for a given student, or add a comment that the student can view, you can do so from this page.

Add, Modify and Delete Student Profiles (Active Directory)

Note: This page applies only to installations with Active Directory.

To access an existing student Profile:

1. Click *Enrollment* in the left side navigation bar to bring up the Hierarchy Main Page.
2. Click on an Enrollment Level in the Hierarchy. If student names are listed, click on a student name. If no student names are listed for that level, the students may be listed in a sub-level. Click *View Hierarchy* in the Action pull-down menu to return to the Hierarchy Main Page (where the 'tree' of Enrollment Levels appears). Next, click a sub-level to view student names.

To add a student Profile:

1. Click *Enrollment* in the left side navigation bar to bring up the Hierarchy Main Page.
2. In the **Search For** area at the top of the page, click the *Active Directory* selection.
3. In the **Search For** field, type in the First or Last Name of a student who is registered in the Active Directory. (You do not have to enter the entire first or last name, but if you enter a string of characters, that string must occur at the beginning of the name.)
4. A list of students who meet your search criteria will appear. Click the check box next to one or more student names and click *Add Student* in the Action pull-down menu. Note: Click the *Clear All* button at the top of the page if you wish to cancel the search without adding any students.
5. You will return to the Main Page of the Hierarchy with the 'tree' of Enrollment Levels in your organization. A message will appear at the top of the page to indicate that a number of students "are currently unassigned."

The unassigned group of students includes the students that you added in Step 4. You must now pick an Enrollment Level where you wish to place each student's Profile.

6. Click an Enrollment Level. A list of students who have already been placed in that Enrollment Level (if any) will appear.
7. In the Action pull-down menu, click *Get*. The list of students who are not assigned to any Enrollment Level will appear.
8. Click the check box next to the name(s) you wish to add, then click *Add* in the Action pull-down menu. The name student you have just added will then appear with the names of all other students who have already been assigned to that Enrollment Level.

Notes:

- If you wish to move to a different Enrollment Level before adding another student Profile, click *View Hierarchy* in the Action pull-down menu. You will return to the Hierarchy Main Page, and can select another level.
- After you add a student Profile, that user's name will remain in the Active Directory. You will see that user's name whenever your search in Step 3 (above) pulls in that user's record. However, you cannot add that user's name a second time; there can be only one Profile in the Hierarchy per student. If you check that student's name in Step 4, the program will ignore your attempt to add that student because the record already exists in the Hierarchy.
- Refer to [Student Profile \(Active Directory\)](#) for information on the contents of the Profile.

To modify a student Profile:

1. See **To access an existing student Profile**, above, to locate the Profile you wish to modify.
2. Enter changes to desired fields and click the *Modify* button.

To delete a student Profile:

1. See **To access an existing student Profile**, above, to locate the Profile you wish to delete.
2. Click the check box next to the student's name and click *Delete* in the Action menu.

You can select more than one student if needed by clicking multiple check boxes. You can also select all the students in the list at once by clicking on the heading in the Select column. A check mark will be placed in each box in the column.

Searching for Students (Active Directory)

Note: This page applies only to installations with Active Directory.

You can conduct two types of searches for students if you have Active Directory:

1. Search for students in the Active Directory list, who may or may not have been added to the Hierarchy.
2. Search for students who have already been added to the Hierarchy.

To search for students in the Active Directory List:

1. Click *Enrollment* in the left side navigation bar to bring up the Hierarchy Main Page.
2. In the **Search For** area at the top of the page, click the Active Directory selection.
3. In the **Search For** field, enter the First or Last Name of a student who is registered in the Active Directory. (You do not have to enter the entire first or last name, but if you enter a string of characters, that string must occur at the beginning of the name.)
4. A list of students who meet your search criteria will appear. Click the *Clear All* button at the top of the page to return to the Hierarchy Main Page.

To search for students who have been added to the Hierarchy:

To do a global search (across all Enrollment Levels and sub-levels):

1. Click *Enrollment* in the left-side navigation bar to bring up the Hierarchy Main Page.
2. In the **Search For** area at the top of the page, click the *Hierarchy* selection.
3. In the **Search For** field, you can search for a student based on any portion of the student's Last Name, First Name, e-Mail Address, or Student ID. Enter the string of text you wish to locate.
4. A list of students who meet your search criteria will appear.
 - **To return to the Hierarchy Main Page**, click the *Clear All* button next to the Search field at the top of the page.
 - **To refine your search even further**, enter a new string of text in the Search field at the top of the page, then click the *Find* button.
 - **To view a student's Profile**, click on a student name.
 - **To identify the Enrollment Level where the student has been placed**, click on the student's name to view the Profile, then click the *Cancel* button on the Profile page. The student's name will appear in a list along with all other students in the same Enrollment Level. The name of the Enrollment Level will appear at the top of the page.

To search within a particular Enrollment Level:

1. Click *Enrollment* in the left side navigation bar to bring up the Hierarchy Main Page. This page includes a 'tree' of Enrollment Levels within your organization.
2. Click a particular Enrollment Level. A list of students who have been placed in that level will appear.

Note: If you do not see any names listed, and there are sub-levels, check if students are listed only within the sub-levels. Click *View Hierarchy* in the Action pull-down menu to return to the Hierarchy Main Page. Next, click a sub-level to view student names.

3. In the **Search For** field, you can search for a student based on any portion of the student's Last Name, First Name, e-Mail Address, or Student ID. Enter the string of text you wish to locate.

4. A list of students who meet your search criteria will appear.
 - **To return to the Hierarchy Main Page**, click the *Clear All* button next to the Search field at the top of the page.
 - **To refine your search even further**, enter a new string of text in the Search field at the top of the page, then click the *Find* button.
 - **To view a student's Profile**, click on a student name.

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Reports

Report Descriptions

The following report types are available for the Registrar. The reports can be generated only for those Enrollment Levels to which you have been assigned. Note: Custom reports can also be created by the system administrator.

Report descriptions also appear when you click the *Reports* link in the left-side navigation bar.

Report Type	Description
Exam Results	Lists Student Name, Course Code, Lesson, Test Date, and Score
Student Profile	Lists Student Name, Job Title, Department, E-Mail Address, and Date Added
Registered Courses	Lists Student Name, Course Code, Completion Status (Y/N), Last Log-on Date, Student User Name, and Password
Date Report	Lists Student Name, Course Code, First Log-on Date, Last Log-on Date, and Completed On Date
Detail Report	Lists Student Name, Course Code, Status (Not Started, In Progress, Complete), Last Log-on Date, Completed On Date, and Number of Exams Submitted
Status Report	Lists Student Name, Course Code, and Progress Status (Not Started, In Progress, Complete)
Department Compliance	Lists Department, Number of Employees, and Percentage Complete
Incomplete Course Report	Displays courses not completed by an individual student, grouped by department. Lists Department, Student ID, Student Name, Course Due (Course Not Yet Completed), and Status (Not Started, In Progress)
Student Compliance	Displays courses completed by an individual student. For a selected student and year, lists all courses completed. Includes Course Name, Date Completed, and Test Score (Final Grade)
Course Compliance	Displays compliance for an individual course, grouped by department. For a selected course, lists Department, Number of Employees and Compliance Percentage (the percentage of students who have completed all courses in which they are enrolled).

To Generate Any Report

1. Click *Reports* in the left-side navigation bar (link must be enabled by the system administrator).
2. A list of available reports will appear. Click on the desired report name to begin creating a report.

Choose from the following report types:

- Exam Results
- Student Profile
- Registered Courses
- Date Report
- Detail Report
- Status Report
- Department Compliance
- Incomplete Course Report
- Student Compliance
- Course Compliance

See [Report Descriptions](#) in this section of Help for information on the contents of each report.

3. After you click on a report name, the Hierarchy of Enrollment Levels for your organization will appear. The Enrollment Levels to which you have been assigned as registrar will be highlighted.
4. Click an Enrollment Level in the Hierarchy (you can only click the Enrollment Levels that are highlighted).
5. The report will then appear.

Note: For the following reports, you will need to make one or two additional selections after choosing the Enrollment Level in Step 4. After making your selections, click the *Submit* button.

- **Department Compliance** - choose a department from the Select Department pull-down menu.
- **Incomplete Course Report** - choose a department from the Select Department pull-down menu.
- **Student Compliance** - choose a student from the Select Student pull-down menu, and year from the Year pull-down menu.
- **Course Compliance** - choose a course from the Select Course pull-down menu.

Once you have generated a report, refer to [The Report Toolbar](#) for instructions on navigating within a report, searching for text, exporting the report to a different file format, or printing the report.

The Report Toolbar

The toolbar at the top of the report has a number of navigation, search, and export options for working with any report.

- **To go to a particular page**, use the **forward and back arrows** at top left to move to different pages. Arrows that have a vertical bar next to them allow you to go directly to the first page or last page in the report. You can also enter a specific page number in the text box between the arrows.

Note: The text box between the arrows displays the page you are on in the report. The number of total pages in the report appears to the right of the text box.

- **To search for a string of text** within a report, use the **Find** feature. Enter a string of characters in the text box near the center of the toolbar, then click *Find*. All records in the report that meet your search criteria will be displayed. Click *Clear* to return to the original report.
- In the **Export** pull-down menu, choose from the following selections:
 - **CSV (comma delineated) text**
 - **Excel**
 - **HTML**
 - **XML**
 - **XML with Schema**

Notes:

- If you export the data to an Excel file:
 - Reports cannot be downloaded to Excel 2000.
 - If you save the Excel file to your hard drive, then try to open that file, you may receive the message *Problem During Download - Missing file: c:\stylesheet.css*. Click OK at the bottom of the message, and the file will open normally.
- If you export the data to an HTML file:
 - When the dialog box appears that asks if you want to Save or Open the file, choose Save and view the file from your local drive. If you choose Open, the HTML report will be displayed, but if you close report, you will be exited from the site and will have to log on again to continue.
- **To print a report:**
 - Export the report to an Excel file, then print the Excel file.
 - Export the report to an HTML file, then print the HTML file.
 - Copy and paste any text you choose from the report into a Word document, then print the Word document.

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SkillBridge (SkillBridge module only)

SkillBridge

Note: This page applies only to installations with the SkillBridge add-on module.

SkillBridge is an add-on feature of your courseware, which must be purchased separately for your Learning Management System. If enabled, you can access a robust and comprehensive skills gap analysis tool to manage and report on your internal work force or system of learners. You can track and report on a variety of skills-gap analysis criteria from SkillBridge. Individuals, peers and managers perform assessments to rate employee skills and track these in relation to a skills course and profile database. As a registrar, you can view and print student reports by student or by course (in LSP, for a particular hierarchy level of student enrollment).

You can perform certain student enrollment functions in SkillBridge if enabled by your SkillBridge administrator. See Skills Reports for further details. To add pre-existing student accounts to the new SkillBridge database, click the Synchronize button.

Permission Level	SkillBridge Log-on	SkillBridge Interface and Features
Student	My Skills button that displays on their Welcome page	Can view skills-gap analysis and sign up for courses based on skills levels.
Skills Manager	Skills Manager button on the Welcome page of the administrative log-on domain.	Direct log-on to SkillBridge for skills-gap analysis management.
Registrar	Print Skills Reports from inside the Registrar domain for a particular hierarchy level.	Registrars can print out Skills Reports from their domain and manage student enrollment.
System Administrator	Within the System Administrator domain.	Creates job profiles within student profile management.
Port Creation	Separate log-on IP address for port creation domain.	Designates and enables SkillBridge for individual ports.

Use the internal SkillBridge Help system to navigate within SkillBridge. With SkillBridge you can:

- create student job profiles (in the administrative Student profile screen)
- create courses (learning events)
- create employee development & training programs
- linking courses (learning events) to students
- mapping skills to students or courses
- categorizing courses by SkillBridge criteria.
- reports on Skills categories
- manage resumes

- track and organize project management.

Note: The SkillBridge integration is enabled at the port creation IP address only. From there you can select which ports or organizations you'd like to enable.

To do this, log on to the Icosa module. Choose designated port. Hit *Attributes*. Select the "Y" flag for the Enable SkillBridge field. Click *Modify*.

To log on as Registrar:

1. Log on to the administrator module by entering the IP address in the address bar.
2. From the Welcome page, click the *Registrar* button.
3. Enter your user name and password. Click *Log On*.
4. Click *Reports*.
5. Select Skills Reports to open Skillbridge.
6. Use Skillbridge Help for internal navigation, features and processes.

Also available in SkillBridge's Help, below are some SkillBridge fundamentals:

Skills Management Fundamentals

The essence of the SkillBridge application is the creation of a decision-support data repository that compares Employees' actual proficiencies in each Skill with expected or desired proficiencies established for each Job in the organization. This identifies 'Skill Gaps' which point to areas where Employees need development. Providing many reports and 'slants' on this basic data, the system helps to:

- create agendas for Employee development reviews
- create efficient, productive work teams
- create meaningful Job descriptions
- make better hiring decisions
- better-manage contract worker relationships
- develop organizational succession plans

SkillBridge's Primary Skills Data Stores

SkillBridge is essentially a decision-support data repository defining and storing skills and proficiencies resident in an organization. The repository consists of seven primary data stores.

1. Skill Dictionary

Refers to the entire collection of Skill elements deemed important to the organization. They typically fall into one of 4 general categories; technical, interpersonal, managerial or general business skills. Careful definition and organization of Skills eliminates ambiguity. Most sites identify 150 to 300 Skills as their repository's Skill dictionary, though dictionary-size varies widely between organizations.

It is recommended that a site agree-upon a format for Skill definitions before getting too far along in composing or editing Skills. Some sites prefer a succinct bullet-list format, while others prefer prose. Skill-specific rating definitions may be embedded as another style... very effective but time-consuming to compose. SkillBridge Technologies can work with you to illustrate different formats and assist with your choice.

Increasingly popular are pre-populated "Job-Skills Models"; available from SkillBridge Technologies and other parties, where Skills, Jobs, Proficiencies and Learning Events are already defined. They act as starter-data, or a straw man, for organizations to quickly tailor their data without re-inventing the

wheel for many common technologies and methods.

2. Competency (Proficiency) Ratings

Site-defined, distinctive competency level definitions are vital to populating the repository with meaningful decision-support data. Job profiles, Employee profiles and Candidate profiles are defined using the same rating definitions. Respondents assign a Competency Rating level to each Skill. Though each site may define their own, a suggested set of competency level definitions is:

- 0 = No Ability (reserved value & definition)
- 1 = Conceptual, but no Working Knowledge
- 2 = Novice or Introductory-Level Ability
- 3 = Developing, Need Regular Help or Reference
- 4 = Mostly Functional; Need Occasional Help
- 5 = Totally Capable; Fully Self-Sufficient
- 6 = Complete Mastery; Considered Expert by Others

3. Employee Skill Profiles

Combining Skills (1, above) with Competency Ratings (2, above) yields Employee Skill Profiles. These depict each Employee's competency or proficiency level in each Skill. The collection of all Skills and their assigned Competency Ratings for a given Employee is that Employee's Skill Profile. Employee skill profiles may be derived from self-assessments, 360-degree (multi-rater) assessments, and/or imported test results.

Each Employee has a second profile whose use is optional, called the FreeForm Profile. The FreeForm Profile is actually a field (column) in the Employee table designed to hold miscellaneous, keyword-oriented information on the Employee. Typical items might include educational degrees, line-of-business experience, competitive knowledge, computing environments / platforms not included in the Skill dictionary, etc. Authorized users may perform keyword searches against these profiles to identify individuals for special needs.

4. Weighting Levels

SkillBridge offers an optional feature to add another dimension to skill analysis; that is Weighting. Each site determines for themselves the label attached to Weighting factors ('Importance' and 'Criticality' are the 2 most popular) but the concept is always applied in the same fashion.

Each site (which chooses to use Weighting) assigns their own custom scale. A suggested scale is:

- 1 = Rarely Useful, Low Value
- 2 = Occasionally Useful; Modest Value
- 3 = Regularly Useful; High Value
- 4 = Essential Core Requirement

The Weighting factor acts to treat more-important skills more-heavily in various SkillBridge analyses. A weighting value of 1 is required and may not be deleted, but its label-value may be altered by the site.

5. Job (Model) Profiles

In similar fashion to the creation of Employee Profiles, combining Skills (1, above) with Competency Ratings (2, above) also yields Job (Model) Profiles, which are attached to Jobs instead of Employees. Job Profiles define the 'expected' performance standards of a Job. The collection of all Skills and associated Competency Ratings for a given Job is that Job's Profile.

SkillBridge has a Competency Rating value of zero (0) whose meaning is reserved; its label is 'No Ability'. In Job Profiles, a zero assigned to a Skill means 'No Ability' is desired / required for that Job; i.e. that Skill is Not-Job-Related. The Job-Related concept is used time and again in SkillBridge to select only that subset of Skills from the dictionary that pertain to a given Job (i.e. at least some degree of ability, greater than zero, has been assigned). By defining those Skills that do pertain to a Job, then by extension they are also 'Job-Related' for Employees holding that Job.

Job Profiles are also where Skill-Weighting is used. Job Profiles may be assigned this second value for each Skill to represent that Skill's importance to a Job; i.e. whether it is a 'critical, core competency' (highly Weighted) or simply 'nice-to-have' (low Weighting). Each site establishes their own Weighting

scale; if they choose to use Weightings at all.

6. Candidate (Job Applicant) Skill Profiles

In similar fashion to storing Skill Profiles for Employees and Contractors, we can do the same for outsiders, typically job applicants (aka Candidates). The collection of all Skills and their assigned Competency Ratings for a given Candidate is that Candidate's Skill Profile.

Like Employees, each Candidate has a second profile whose use is optional, called the FreeForm Profile. The FreeForm Profile is actually a field (column) designed to hold miscellaneous, keyword-oriented information on the Candidate. It typically holds similar types of information as is gathered for Employees, and may also have keyword searches against them to identify individuals with special attributes.

7. Learning Events Data Store

An optional-use module holds 'Learning Events'. Learning Events (LEs) describe activities an individual may undertake to improve his/her skills. LEs are 'mapped' to, or associated with, one or many Skills so that if a deficit-gap in a Skill exists, its associated LEs offer learning solutions for that gap.

Sites are encouraged to be very creative in defining Learning Events... after all, the intent is to put power into the hands of the population for them to manage their own growth. Possibilities include Web Sites, CD-Rom Infobases, Magazine Subscriptions, Web-Newsgroups and Books (in addition to 'traditional training' methods such as CBTs, Lecture/Lab classes, etc.). Some sites even establish a Subject-Matter Expert (SME) program, whereby one individual in the organization is named as each Skill's SME, and formally acts as a resource for colleagues. Being named as an SME is considered an honor by many... a very positive, public recognition of one's abilities and contributions.

Skill Gaps

Comparing Skill-by-Skill Competency Ratings for an Employee to those for a Job introduces the concept of the Skill Gap, the foundation for skills management analysis and reporting. For example, say an Employee assigned his proficiency in a given Skill as "2". The profile for his Job may stipulate that "4" is the desired standard. This difference, or Skill Gap, indicates a proficiency-shortfall (deficit gap of 2, portrayed in SkillBridge as -2) for that Employee in that Skill.

This logic of comparing Employee profiles to Job profiles to calculate Skill Gaps is a basic conceptual foundation of SkillBridge.

SkillBridge also supports 360-degree (multi-rater) skills assessment. This provides the ability for several people to record their own views of another individual's proficiencies. These assessors may be subordinates, peers, managers, whatever. SkillBridge then provides reporting on the various "views" of that individual's proficiencies, denoting significant variances and using a Resolution process wherein that Employee's 'Resolved' profile (the data used for skill reports) may be adjusted to reflect the input of others.

As described above, SkillBridge maintains a separate (optional-use) data store for holding Skill profiles for Job applicants (Candidates). Unlike Employees, Candidates are not given system user privileges. Their profile data is collected in any of three fashions.

1. Using system generated, paper-based Data-Gathering Forms. Completed profile data is entered by an in-house clerk.
2. Permitting an applicant to enter their proficiencies directly as one agenda-item during their visit for interviews. An inhouse employee invokes SkillBridge and then seats the applicant at the connected terminal where he/she enters proficiencies directly.
3. Using SkillRecruiter, an optional companion software product which permits applicants to enter skill profile data directly into the SkillBridge database via the world-wide-web as part of their on-line job application.

SkillBridge also holds Candidate contact data as well as his/her resume (which may be searched). And an automated screening routine provides a quick report on those Candidates who are newly-entered (perhaps over the Web from the prior night).

Once a Candidate's profile is entered, his/her Skill Profile may be compared with any Job in the organization to help determine employment 'fit'. Profiles for several Candidates may be printed side-

by-side so hiring managers may assess Candidates' relative strengths and weaknesses.

SkillBridge also provides a Candidate Journal, something like a groupware activity log, whereby users can record their impressions of a Candidate in a central spot accessible to all other authorized users. It is useful for tracking a Candidate through the recruiting process.

Skills Reports

Note: This page applies only to installations with the SkillBridge add-on module.

Registrars can generate SkillView skills gap analysis reports from this domain, as well as manage employee scheduling and project management for the element levels and below that a registrar is assigned to. Further details on these functions can be found in SkillView's Help pages. If enabled by your SkillBridge administrator, you have other student enrollment functions as well. See Skillbridge Help for further details.

To generate Skills reports:

1. Log on as a registrar using the `http://.../administrator` log-on address.
2. Click the *Registrar* button on the left-side navigation bar.
3. Enter your log-on user name and password (this is provided by your system administrator).
4. Click *Reports* to view a list of generic reports.
5. Click *Skills Reports* to launch the SkillView site.
6. Choose from a variety of report options, as well as other management functions as described above, using SkillView Help for further information on designated areas.
7. Print directly from your browser Print function: File>Print.
8. Choose other SkillView report features or click Logout to log off the SkillView site.

Tech Support/Requirements

System Requirements

System requirements for operating IntraLearn software, database server requirements, plug-ins and minimum client requirements (e.g. workstation and browser) are listed below. IntraLearn's application server has been designed to effectively deliver large volume, high-transaction e-Learning sites with features that support performance, availability and scalability. The application server component complements the use of known, industry standard hardware and system software configurations that support scalability. See the Checking Browser Settings document, included on your installation CD, for full details on cookies, Java, and JavaScript support.

Note: IntraLearn has been shown to work seamlessly under Windows 95/98/ME. However, since Microsoft has discontinued support for these operating systems, IntraLearn will no longer address any issues related specifically to these operating systems.

The specifications listed on the following pages apply to:

- IntraLearn LSP 4.0.2 and above
- IntraLearn XE 4.0.2 and above
- IntraLearn SME 4.0.2 and above

Server Requirements

Operating System:

Windows Server 2003 Standard Edition
Windows Server 2003 Enterprise Edition
Windows Server 2003 Datacenter Edition
Windows 2000 Server with SP4 or later
Windows 2000 Advanced Server with SP4 or later
Windows 2000 Datacenter Server with SP4 or later

Database:

SQL Server 2000 Standard Edition with SP4 or later
SQL Server 2000 Enterprise Edition with SP4 or later
SQL Server Reporting Services

Web Server Components:

Microsoft Internet Information Services (IIS) 6.0
Microsoft Internet Information Services (IIS) 5.0
Microsoft .NET Framework 1.1

Application Server:

Macromedia ColdFusion MX 6.1 Application Server

Hardware Specifications:

512 MB RAM
30 MB hard disk space*
CD Drive
Tape backup device (recommended)

* IntraLearn application only. This does not include the disk space requirements for database, application server and other web server components. Consideration must be given for growth requirements as courses are added to the application and the number of students increases.

User Requirements

PC:

Windows XP

Windows 2000

Windows 95/98

Internet Explorer 5.5+

Netscape 7.0

Macintosh:

Macintosh OS X

Internet Explorer 5.2 Macintosh Edition

Netscape 7.1 Macintosh Edition

Mozilla Firefox

Notes:

- Java2 Runtime Environment (JRE) Standard Edition (a free download from Sun Microsystems) required for system administrators and instructors to view the Hierarchy, and for students to view SCORM courses.
- Resolution 800x600 (recommended).

General Requirements for HTML-compliant Browsers

- Accepts cookies - per port (if cookies are disabled, the student will not be able to log on)
- Supports JavaScript 1.0 and Java 1.0.2.
- Supports XML parsing
- Supports style sheets

Troubleshooting User Questions

Questions from first time users

Q: I am entering the user name and / or password I was given, but I still can't log in. Why?

1. Be sure that Cookies have been enabled on your computer; otherwise, access to courses will be denied. (To enable cookies, go to Tools/Internet Options/Privacy/Advanced. Select *Override Automatic Cookie Handling*.)
2. Check that your user name and password are spelled correctly and that the Caps Lock key on your keyboard is off.
3. If you have a firewall on your home computer, you will need to add a rule that allows incoming and outgoing traffic through your firewall for your online course's URL. Consult your firewall's user manual for further information. If your computer is part of a network with a firewall that you do not have access to, contact your IT administrator for assistance.
4. If none of the above scenarios fit, clear your cache and try again.

Q: I am getting an error message that says my session has 'Timed Out.' What does that mean?

Your session is configured by default to time out after 20 minutes of inactivity. If you receive a timeout message, it is most likely because of one of the following:

1. There was a connection problem.
2. You cleared your browser's cookies while logged into your course.
3. You may have hit a key combination that logged you out of your course.
4. Your browser is not properly configured to accept cookies for your course.
5. If none of the above is the reason, contact your instructor.

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