Session 7:
Online Content (Advanced Topic)

VA TMS Administrators
Role-Based Training

Virtual Instructor-Led Training

Participant Guide

April 2014
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1.0 About This Training

1.1 Training Purpose
The purpose of the VA TMS Administrators Role-Based Training Session 7: Online Content is to teach you the concepts and terminology associated with online content management in the VA TMS.

1.2 Target Audience
This session is an Advanced Topic training session for any VA TMS administrators with some experience in Online Content that are looking for more in-depth instruction.

1.3 Training Length
This training will run for approximately 3.5 hours. Brief breaks will be given.

1.4 Participant Guide
This Participant Guide contains all key content presented in this training, including PowerPoint slides with room for taking notes, activities, and demonstrations for each lesson.

The Participant Guide is divided into two sections:

- About This Training
- Training Content

NOTE: Print a hardcopy of this Participant Guide to use during training. You will need to reference the steps for all demonstrations and activities in this guide while completing steps in the VA TMS.
1.4.1 Participant Guide Icons

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
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<tbody>
<tr>
<td><img src="image1" alt="Icon" /></td>
<td>This icon indicates that there will be a demonstration conducted by the instructor within the VA TMS.</td>
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<tr>
<td><img src="image2" alt="Icon" /></td>
<td>This icon indicates that participants will complete an activity.</td>
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<td><img src="image3" alt="Icon" /></td>
<td>This icon indicates that there is a job aid available for the task.</td>
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1.5 Participant Preparation and Guidelines

1.5.1 Requirements

Participants must complete the following for this training:

- Register for training through the VA TMS.
- Print a hardcopy of this Participant Guide for use during the training. It will be difficult to access electronically during training.

1.5.2 Demonstrations and System Practice Activities in VA TMS

During this training, you will observe instructor demonstrations and complete system practice activities within the VA TMS. These demos and activities will allow you to study and apply what you’ve learned about the features, functions, and processes critical to your role within the VA TMS. The steps for each demonstration and system practice activity have been provided in this guide so you can follow-along. You may also want to reference these steps after the training.

1.5.3 Virtual Instructor-Led Training Guidelines

This training will be delivered as a Virtual Instructor-Led Training (VILT) using a Web conferencing software program. You will need a computer and phone with speakers or headset in order to participate in this training. Follow the guidelines below to ensure the best training experience:

- Print a hardcopy of the Participant Guide for use during training.
- Be sure to log in to the Web conferencing software and dial in to the conference line 5 – 10 minutes early.
• Mute your phone line for the duration of the training session unless otherwise instructed.
• Use the chat feature for any questions during the session.
• The instructor may be able to answer your question immediately. Otherwise, he or she will answer at the end of the training, or send an e-mail afterward.

1.6 VA TMS Administrators Role-Based Training Sessions and Target Audiences
The table below includes a list of all training sessions in this training series, along with the target audience.

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<tr>
<th>Session</th>
<th>Required for</th>
<th>Recommended for</th>
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| Session 1: Introduction to VA TMS for All Administrators and Help Desk and Reports Managers | • Help Desk (as stand-alone training)  
• Reports Managers (as stand-alone training)  
• Assignment Managers  
• Scheduling Managers  
• Registration Managers  
• Domain Managers  
• Learning Managers  
• Item Managers  
• AP Managers | n/a |
| Session 2: VA TMS Training for Scheduling Managers, Assignment Managers, and Registration Managers | • Assignment Managers  
• Scheduling Managers  
• Registration Managers | • Domain Managers  
• Learning Managers  
• Item Managers  
• AP Managers |
| Sessions 3–5: VA TMS Training for Domain Managers, Learning Managers, and Item Managers | • Domain Managers  
• Learning Managers  
• Item Managers | n/a |

NOTE: Sessions 6-10 are advanced topics that are optional for managers who already have experience using the VA TMS.
### 1.7 VA TMS Functions and Associated Roles

**NOTE:** Gray columns indicate add-on roles; white columns indicate stand-alone roles.

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2.0 Training Content

2.1 Welcome

Slide 1: Session Preparation

Notes:

Online Content (Advanced Topic)

Registration Questions/No TRAIN ADMIN ID?
Email: clarence.bashhar@va.gov

Please complete the following BEFORE training begins:
1. Audio: Dial into the VANTS line
2. Presentation & Demonstrations: Adobe Connect
3. Download & Print Training Materials: VA TMS Training SharePoint site
4. Sign In to VA TMS TRAIN: https://va-train2.plateau.com/learning/admin/login.do. Use your TRAIN ADMIN ID and PASSWORD

Slide 2: VA TMS Administrators Role-Based Training:
Online Content (Advanced Topic)
Session Agenda

- Welcome and Introductions
- Lesson 1: Online Learning Overview
- Lesson 2: Content Objects
- Lesson 3: Items with Online Content
- Lesson 4: User Online Status
- Lesson 5: AICC Wrapper
- Question and Answer

Slide 3: Session Agenda

Session Objectives

After completing this session, you will be able to:

- Define content objects
- Describe items with online content
- Show a user's online status
- Explain the AICC wrapper

Slide 4: Session Objectives
**Introductions**

- Name
- Division of VA
- Experience with VA TMS
- Personal training goal
2.2 Lesson 1: Online Learning Overview

Slide 6: Lesson 1: Online Learning Overview

Slide 7: Online Learning

Online Learning
Online learning within the VA TMS is the electronic access of asynchronous training, such as a slide show presentation, an audio or video presentation, a web-based exam, or a document (e.g., a Standard Operating Procedure (SOP) manual).
Slide 8: Content Objects

Content Objects

- A content object is a pointer to a single, launchable file
- Items are made up of multiple content objects

<table>
<thead>
<tr>
<th>Item: Online MWB101 MS Word Basics</th>
<th>File Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating, Saving, and Editing Word Documents (HTML)</td>
<td>Web page (HTML)</td>
</tr>
<tr>
<td>Simulation of Saving a Word Doc</td>
<td>Web page (HTML) with Adobe Flash Movie (SWF)</td>
</tr>
<tr>
<td>Exam of Microsoft Word Basics</td>
<td>Web page with JavaScript (HTML)</td>
</tr>
</tbody>
</table>

Slide 9: AICC/SCORM Standards

AICC/SCORM Standards

- SCORM: Shareable Content Object (SCO)
- AICC: Assignable Unit (AU)
Communication between Content and the VA TMS

JavaScript functions within the actual content set bookmarks, records content object completion, and sends examination data.

Content is provided in one of two ways:

- Created using “in-house” courseware development tools, such as Adobe Dreamweaver, Articulate Presenter, and Trivantis Lectora
- Purchased AICC/SCORM compliant content from third-party vendor

Online Content Process

1. Create the content
2. Upload the content to a public location
3. Identify the content type and its location
4. Add content objects/content packages in the VA TMS
5. Add an item in the VA TMS
6. Assign the online content to the item
7. Test the online item from the VA TMS user application
8. Assign the item to a catalog and/or to the user’s To-Do List
Knowledge Check

List words that describe online learning.

A SCO in SCORM and an AU in AICC refer to an(n) _____________ in the VA Talent Management System.

Slide 12: Knowledge Check

Slide 13: Knowledge Check
Knowledge Check

How does online content communicate with the VA Talent Management System?
2.3 Lesson 2: Content Objects

Lesson 2: Content Objects

Content Objects

- A content object specifies the location of the online content (file or URL address)
- Actual content does not reside within the VA Talent Management System
- Content is typically stored on a content server

Notes:

Slide 15: Lesson 2: Content Objects

Slide 16: Content Objects
### Content Objects

Administrators assign content objects with one or more items. Example content objects include:
- A presentation of course content (PowerPoint)
- An interactive tutorial (Captivate)
- An online publication or article (PDF)
- A quiz, exam, or survey (Flash)
- A Web page (Dreamweaver)

---

### Content Object Record

The content object record is organized into functional areas by tabs. These tabs include:
- Summary
- AICC Support
- Cross Domain
- Launch Method
- Objectives

---

Slide 17: Content Objects

Slide 18: Content Object Record
Slide 19: Launch Methods

Launch Methods

- Content Player
- Document
- AICC
- Browser
- SCORM 1.2, SCORM 2004 (a.k.a. SCORM 1.3), and SCORM 2004 4Ed.

Slide 20: Demonstration: Content Object Record

Demonstration: Content Object Record Tabs
Demonstration: Content Object Record

Log in to the VA TMS and demonstrate the following Content Object Record tabs:

- **Summary Tab**: The Summary tab contains basic information about the content object record, including the content object title, the domain in which it belongs, the name of the user who built the object, the build date, a description of the content object, and the developer tools used to build the object.

- **AICC Support Tab**: The AICC Support tab automatically passes AICC support data to content under AICC core vendor or SCORM launch data. These data are typically used to send information that is critical to the content launch.

- **Cross Domain Tab**: The Cross Domain tab is used for SCORM content located on a different domain name than the VA TMS. This tab requires activation in system configuration. Please consult with your Project Manager and the VA TMS Support team for the best approach for supporting cross domains.

- **Launch Method Tab**: The Launch Method tab identifies the type and path of the content. This content object is AICC compliant and communicates with the VA TMS using AICC standards. The VA TMS initializes the SCORM APIs when the user launches the content. Content objects of one of these three types must conform to the appropriate version of SCORM and communicate with the VA TMS using SCORM standards.

  Select the **Enable Mobile Access** checkbox to enable content to be launched from a mobile device. This is a similar function to the Content is Online checkbox, but specifically for mobile devices. If you have a version specifically designed for mobile devices, the content path goes into Mobile Filename field otherwise it can be left blank. The Content Must Launch method must be set to AICC.

- **Objectives Tab**: The Objectives tab establishes an objective-content relationship. Objectives are associated with multiple content objects, items, competencies, questions, and exams. Administrators use objectives for adaptive learning within the VA TMS online exams.

  **NOTE**: Please refer to the VA TMS: Online Exams course for additional information.
Slide 21: System Login

- Go to https://va-train2.plateau.com/learning/admin/login.do
- Enter your TRAIN Admin Username
- Enter your TRAIN Admin Password

Slide 22: Activity #1: Create a Content Object

System Practice
Activity #1: Create a Content Object

1. Navigate to Content > Content Objects.
2. Select Add New.
3. Enter a content object ID and title for the content object.
4. Select a domain.
5. Leave the Build User, Company, Location, Date, and Developer Tool fields blank.
6. Check the Content Object is Active and Content Object is Online checkboxes (if necessary).
7. Enter a description for the content object.
8. Select Apply Changes.
9. Select the Launch Method tab.
10. Select the Launch Method option.
11. Enter the URL address of the content in the Filename field.
12. Select Apply Changes.

The Job Aid: Create a Content Object is available in the VA TMS.
Content Packages

- A content package is a grouping of content objects
- It is an easy and convenient way to organize content for multiple item assignments

Slide 23: Content Packages

Demonstration: Create a Content Package

Slide 24: Demonstration: Create a Content Package
Demonstration: Create a Content Package

To create a content package:

1. Navigate to Content > Content Packages.
2. Select the Add New link.
3. Enter a content package ID.
4. Enter the title for the content package: VA Home.
5. Select a domain.
6. Enter a description for the content package.
7. Select Add.
8. Select the Objectives tab to add objectives.
9. Select the Content tab.
10. Enter an object label. This is a title and is visible to the users.
11. Select the Folder, Content, or Exam radio button (in this example, select the Content button).
12. Enter or search for your content object ID.
13. Select Add.
14. Select Return to Content Structure.
Activity #2: Create a Content Package

System Practice

Slide 25: Activity #2: Create a Content Package
Activity #2: Create a Content Package

1. Navigate to Content > Content Packages.
2. Select the Add New link.
3. Enter a content package ID.
4. Enter the title for the content package VA Home.
5. Select a domain.
6. Enter a description for the content package.
7. Select Add.
8. Select the Objectives tab to add objectives.
9. Select the Content tab.
10. Enter an object label. This is a title and is visible to the users.
11. Select the Folder, Content, or Exam radio button (in this example, select the Content button).
12. Enter or search for your content object ID.
13. Select Add.
14. Select Return to Content Structure.
Knowledge Check
The content object is identified as AICC when:

a) The content communicates to the VA Talent Management System using AICC standards
b) Users are restricted from the content

c) There is a time limit for accessing the item
d) None of the above

Slide 26: Knowledge Check

Knowledge Check
Online content is stored in a content object.

a) True
b) False

Slide 27: Knowledge Check
Knowledge Check

An admin assigns content items and curricula to a user’s To-Do List.

a) True
b) False
2.4 Lesson 3: Items with Online Content

Lesson 3:
Items with Online Content

- Items with Online Content can be either Online Only or Blended Items, a mix of Instructor-Led and Online Content.
- Online items are also known as asynchronous learning since there is no instructor or time associated with the item.
- Users can access online items at their own convenience.
- Administrators are responsible for assigning items to user To-Do Lists and catalogs after creating the content.

Slide 29: Lesson 3: Items with Online Content

Slide 30: Items with Online Content
Creating an Item with Online Content

Content is selected from the following choices:

- **Add Folder**: Organize complex content by grouping and sequencing assigned content objects
- **Add Content Object**: Administrators assign individual content objects
- **Add Exam Object**: VA TMS exam
- **Add Content Package**: Add multiple objects to the item content structure

Slide 31: Creating an Item with Online Content

Edit Online Settings

- Once the online structure is determined, you must configure the item settings
- For example, a learning event may be recorded for the item after a user successfully completes all online content objects (and/or exams, if applicable)

Slide 32: Edit Online Settings
Slide 33: Demonstration: Create Items with Online Content
Demonstration: Create Items with Online Content

1. Create an Item with the type of **Online Only**. (Add Item > Online Only > Continue)
2. After entering the information on the initial screen, select **Continue** instead of Save and Exit.
3. Select **Settings** in the header.
4. Select **Modify Settings** from the drop-down menu.
5. Check the **Content is available for launch** (available for users) checkbox.
6. Check the **Record learning event when all content is complete** checkbox.
7. Select a completion status from the Completion Status drop-down menu.
8. Select the **Allow users to review content from Completed Works** checkbox if desired.
9. Select **OK**.
10. Select the **plus** sign (Associate content to item icon) in the table header.
11. Select **Add Content Object** from the drop-down menu.
12. Search for and select the content object.
13. Enter the object name (e.g., “Select to Start Content,” or what you want the user to see if there are multiple objects in this item).
14. If the content does not send completion information to the VA TMS, check **Mark this object complete when launched**.
15. If you are creating a folder structure to organize content within this item, you could create a new folder or add this object to an existing one. Otherwise, leave Save in Folder: Root Level as it is.
Activity #3: Create Items with Online Content

System Practice

Slide 32: Activity #3: Create Items with Online Content
Activity #3: Create Items with Online Content

1. Create an Item with the type of Online Only.
2. After entering the information on the initial screen, select Continue instead of Save and Exit.
3. Select Settings in the header.
4. Select Modify Settings from the drop-down menu.
5. Check the Content is available for launch (available for users) checkbox.
6. Check the Record learning event when all content is complete checkbox.
7. Select a completion status from the Completion Status drop-down menu.
8. Select the Allow users to review content from Completed Works checkbox if desired.
9. Select OK.
10. Select the plus sign (Associate content to item icon) in the table header.
11. Select Add Content Object from the drop-down menu.
12. Search for and select the content object.
13. Enter the object name (e.g., “Select to Start Content,” or what you want the user to see if there are multiple objects in this item).
14. If the content does not send completion information to the VA TMS, check Mark this object complete when launched.
15. If you are creating a folder structure to organize content within this item, you could create a new folder or add this object to an existing one. Otherwise, leave Save in Folder: Root Level as it is.

The Job Aid: Create Online Items is available in the VA TMS.
Slide 35: Knowledge Check

Knowledge Check

Define one of the following item classifications:

- Online
- Blended
- Other
- Instructor led

Slide 36: Knowledge Check

Knowledge Check

Which of the following may not be added to the structure of an online item (in the Online Content tab in the Related area)?

a) Folder Object
b) Subject Area
c) Content Object
d) Content Package
e) Exam Object
**Blended Items**

- Blended learning courses are typically a “blend” of instructor-led and Web-based training.
- The item’s Segment tab in the Related area includes one or more segments which enable the item to be scheduled.
- The item’s Online Content tab includes one or more content or exam objects.

---

**Restrictions on Access to Online Content**

<table>
<thead>
<tr>
<th>Level of Restriction</th>
<th>Description</th>
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<tbody>
<tr>
<td>Least</td>
<td>Yes is selected in the User can access online content without being registered in offering drop-down menu in the core area of the item record.</td>
</tr>
<tr>
<td>Somewhat</td>
<td>No is selected in the User can access… drop-down menu. Users must be registered into a scheduled offering of the item in order to launch the online content.</td>
</tr>
<tr>
<td>Most</td>
<td>In addition to No being selected in the User can access… drop-down menu, the Content available only during… checkbox is checked on the Edit Settings and Status page of the item record. Use the Online Access checkbox to determine which segments permit access to the online content.</td>
</tr>
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Demonstration: Create a Blended Item

Slide 39: Demonstration: Create a Blended Item
Demonstration: Create a Blended Item

To create a blended item:

1. Enter Add Item into the Search field below the button bar.
2. Select Go.
3. Select Scheduled and Online. The plus sign changes to a checkmark.
4. Select OK.
5. Select an Item Type from the drop down menu. You do not need to enter the item ID as it is auto-generated.
6. Enter a title and the description of the item.
7. Select a domain ID for the item (you may need to scroll down using the inner window’s scrollbar on the right).
8. Select the Go to Advanced Schedule button to change or add additional segments.
9. Enter a description and duration for each segment.
10. To add more segments, select the Add New icon in the table header. Enter day number, description, duration, delay start, and location type for each segment. Select the Add button.
11. Once you finish adding segments, select Continue.
12. Select the Associate content to item icon in the table header.
13. Select Add Content Object from the drop-down menu.
14. Search for and select the content object to add.
15. Enter the object name (e.g., “Select to Start Content” or what you want the user to see if there are multiple objects in this item).
16. If the content does not send completion information to the VA TMS, check the Mark this object complete when launched checkbox.
17. If you are creating a folder structure to organize content within this item, create a new folder or add this object to an existing one. Otherwise, leave Save in Folder: Root Level as it is.
18. Select OK.
19. Repeat steps 13–19 to add more content objects.
20. Select Settings in the table header.
21. Select Modify Settings from the drop-down menu.
22. Select a completion status from the Completion Status drop-down menu.
23. Check the Content is available for launch (available for users) checkbox.
24. Check the Record learning event when all content is complete checkbox.
25. Select **Allow users to review content from Completed Works** checkbox if desired.
26. Select **OK**.
27. Select **Save & Exit**.

The Job Aid: Create Blended Items is available in the VA TMS.
Activity 4: Create a Blended Item

System Practice

Slide 40: Activity #4: Create a Blended Item
Activity #4: Create a Blended Item

1. Enter Add Item into the Search field below the button bar.
2. Select Go.
3. Select Scheduled and Online. The plus sign changes to a checkmark.
4. Select OK.
5. Select an Item Type from the drop down menu. You do not need to enter the item ID as it is auto-generated
6. Enter a title and the description of the item.
7. Select a domain ID for the item (you may need to scroll down using the inner window’s scrollbar on the right).
8. Select the Go to Advanced Schedule button to change or add additional segments.
9. Enter a description and duration for each segment.
10. To add more segments, select the Add New icon in the table header. Enter day number, description, duration, delay start, and location type for each segment. Select the Add button.
11. Once you finish adding segments, select Continue.
12. Select the Associate content to item icon in the table header.
13. Select Add Content Object from the drop-down menu.
14. Search for and select the content object to add.
15. Enter the object name (e.g., “Select to Start Content” or what you want the user to see if there are multiple objects in this item).
16. If the content does not send completion information to the VA TMS, check the Mark this object complete when launched checkbox.
17. If you are creating a folder structure to organize content within this item, create a new folder or add this object to an existing one. Otherwise, leave Save in Folder: Root Level as it is.
18. Select OK.
19. Repeat steps 13–19 to add more content objects.
20. Select Settings in the table header.
21. Select Modify Settings from the drop-down menu.
22. Select a completion status from the Completion Status drop-down menu.
23. Check the Content is available for launch (available for users) checkbox.
24. Check the Record learning event when all content is complete checkbox.
25. Select Allow users to review content from Completed Works checkbox if desired.
26. Select **OK**.
27. Select **Save & Exit**.

The Job Aid: Create Blended Items is available in the VA TMS.
Knowledge Check

Blended learning refers to:

a) Same time training for managers and subordinates
b) A mixture of instructor-led and self-paced online learning
c) Items that are classified as Other
d) None of the above

Slide 41: Knowledge Check

Knowledge Check

Within a blended item, an admin can specify how restrictive access to the online content should be.

There are three (3) distinct restriction options for blended items. What are they?

Slide 42: Knowledge Check
2.5 Lesson 4: User Online Status

Slide 43: Lesson 4: User Online Status

Notes:

Online Status: User Record

The VA TMS lists all started online or blended items that are not complete under the Online Status tab from the Related area of the user record.

Slide 44: Online Status: User Record

Notes:
Demonstration: User Record

Slide 45: Demonstration: User Record
**Demonstration: User Record**

Use this tab to view the following content object details:

Navigate: **Home > Users > TRAIN Search > Select > More from Related area**

- User accessibility to the content object
- User completed the content object
- Number of times the user opened the content object
- Total time while viewing the content object (if tracked)
- Score of the content object (if tracked)
- Content objectives (if tracked)
2.6 Lesson 5: Using the AICC Wrapper

Lesson 5: Using the AICC Wrapper

- Admins can add an AICC wrapper to content which gives them the ability to pass completion information to the VA TMS.
- With this feature, admins will no longer need to add the self-certification course.
Demonstration: Adding an AICC Wrapper
Demonstration: Adding AICC Wrapper

From the admin home page:

1. Navigate to Content > Content Objects
2. Select Search.
3. Select the pencil icon of a content object to edit it.
4. Select the Launch Method tab in the submenu on the left-hand side of the screen.
5. Select the AICC radio button.
6. Select the User AICC Wrapper checkbox.
7. Enter the location of the content that needs to be wrapped in the Filename field.
8. Select Apply Changes.
Activity #5: Create an AICC Wrapper Content Object

System Practice

Slide 49: Activity #5: Add an AICC Wrapper
Activity #5: Add an AICC Wrapper

From the admin home page:

1. Navigate to Content > Content Objects
2. Select Search.
3. Select the pencil icon of a content object to edit it.
4. Select the Launch Method tab in the submenu on the left-hand side of the screen.
5. Select the AICC radio button.
6. Select the User AICC Wrapper checkbox.
7. Enter the location of the content that needs to be wrapped in the Filename field.
8. Select Apply Changes.
Slide 50: Related Reports

- Online Item Status
- Item Object Details

Notes:

Slide 51: Evaluation & Self-Certification Reminder

- You will be prompted to complete the Evaluation and then you can complete your Self-Certification for this session.
- Evaluations can be found on your To-Do List.
Slide 52: Questions?