ISASP Learning Management System (LMS) FAQs

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General Information

The ISASP Learning Management System (LMS) is accessed from the ISASP Portal and contains training modules provided by ITP and Pearson (*ISASP Portal > Manuals & Training > Training*). There are two types of user accounts in the LMS: **Learner** and **Manager**. The Learner account is for staff who access trainings within the LMS, and the Manager account is for Coordinators and who need to access training completion records of users from within their district and school.

1. How do I get an LMS Learner account?

It is recommended for users to first view the appropriate video tutorial on creating an LMS account posted on the Training page of the ISASP Portal.

There are two ways to get an account for the LMS:

- **Learners with a PearsonAccess^{next} (PANext) account** are automatically uploaded into the LMS nightly. To log into the LMS, select the ISASP Learning Management System (LMS) link. In the *Email ID* field, the Learner will enter the email address that is associated with their PANext account.
    - If the email address associated with the PANext account is connected to an Adobe ID account, the Learner will enter their Adobe ID password to gain access to the LMS. Tip: Select the "Stay signed in" toggle button to avoid signing in each time in the future. Note: Learners with an existing Adobe ID account may also need to select whether this is a personal or company/school account.
    - If the email address associated with the PANext account is not connected to an Adobe ID account, the Learner will need to create an Adobe ID account by entering their email, creating a password, and entering basic demographic information. The Learner will then sign-in to the LMS using their Adobe ID password. Tip: Select the "Stayed signed in" toggle button to avoid signing in each time in the future.
- **Learners without a PANext account** will need to self-register their own LMS account. To self-register for an LMS account, select the green **LMS Self-Registration button** on the Training page of the ISASP Portal. **Note: It is critical for Learners to select the correct district AND school(s) when registering an LMS account. Training completions will not be verified correctly if this is not done.** Once selected, the Learner cannot view or change their district and school selections. See the "*How do I make updates to my LMS Learner account"* section below for more information.
    - If the Learner has an Adobe ID account associated with their email, they can sign into LMS using their email and Adobe ID password. The Learner will register their LMS account by selecting their district and school(s). Use **Ctrl + F** to search for the district and schools by name or **district and schools by the 8-digit Pearson org codes** (recommend method). Note: Multiple districts and schools can be selected, as needed.
    - If the Learner does not have an Adobe ID account associated with their email, they will need to create an Adobe ID account. Select "Create an account" and enter an email, create a password, and select Continue. Learners then enter basic demographic information and select "Done." The Learner will then sign-in to the LMS using the Adobe ID email and password. The user will register their LMS account by selecting their district and school(s).
- Note: If applicable, users may need to unsubscribe from Adobe promotional emails, either by clicking the "unsubscribe" link in the promotional email itself, or logging into the Adobe website and unsubscribing under account settings.

2. How do I log in to the LMS after creating an account?

After an account has been created, all users access the LMS by selecting the ISASP Learning Management System (LMS) link.

3. Which email should I use to create an LMS Learner account?

For users with a PANext account, the same email, typically a school or district email, is used when auto-creating an LMS Learner account. See the "*How do I get an LMS Learner account"* section above for more information on creating an Adobe ID account needed to access the LMS.

For Learners self-registering an LMS account, a school or district email should be used, since your school or district will need to track training completions.

4. How do I make updates to my LMS Learner account?

For users with a PANext account, updates made to the PANext account will be reflected in the LMS the following business day. District Assessment Coordinator (DAC) and School Assessment Coordinator (SAC) users in PANext are responsible for updating PANext user accounts. Note: If a user account in PANext is disabled or deleted, the Learner is "archived" in the LMS. This means that the Learner will not be able to log in to the LMS and the Manager will not be able to see staff training completions. Once the user account in PANext is enabled or restored, the Learner can log in to the LMS and the Manager can see their training completions.

For Learners self-registering an LMS account, it is important that the account is created correctly. **Once a district AND school(s) are selected, Learners are unable to view their selected organizations and are unable to update their account.** If a self-registered account was set up incorrectly, contact the Pearson Help Desk at (833) 878-7041 or submit a Pearson help desk request to update the Learner's account details.

5. How can I find a course in the LMS?

To find courses in the LMS, users can enter the full or partial course name in the search bar at the top of the page. The courses that match the search criteria will be displayed. Users can refine their search to a specific Catalog, Tags, and Status by selecting the applicable checkboxes on the left side of the screen.

6. How do I enroll in a course?

A user can enroll in a course by hovering their cursor over the applicable course tile and selecting the blue plus symbol. A user may also select the course tile and then select the blue Enroll button. Coordinators as Managers in LMS can also enroll Learners in courses. See the "*How can I enroll Learners in a course"* Information for Coordinators section below for more details. Enrolled courses appear on the user's home page and under the My Learning list. Users can further select the "*Go to My Learning"* on the home page or the menu to the left to see enrolled courses. If a user is enrolled in the incorrect course, they can select the course tile and then "*Unenroll from Course*" at the bottom of the page. Note: Once a course is completed the user can no longer unenroll.

7. How do I complete a course?

To complete a course, users must view all slides as applicable. Users can exit a course by using the close button (the **x** on the far upper-right corner of the screen) and then resume the course where they left off by selecting Continue. When the user gets to the end of the course, a completion is triggered. Note: There is no pop-up message at the end of the course to indicate the course has been completed. On the course description screen, a green checkmark will appear next to the completed course name.

8. How can I see the courses I have completed?

Once you log in to the LMS, you can access a record of your completed courses by selecting the My Learning tab from the menu along the left side of the page. Completed courses show a "Complete" marker at the bottom of the course tile. Users can also use the Status filter to view courses in the selected status(es): **Yet To Start, In Progress, Completed**.

Users may also download a record of their completed courses. Select the user icon in the top-right of the page and then select "Profile Setting." Scroll to the bottom of the screen and select "Download my Learning Transcript (XLS)." A message appears stating that the system may take time to generate the report and that it will automatically download to the browser's downloads folder. **This message is incorrect.** Select "OK" then close the Profile Settings. To download the Learner Transcript, select the Bell notification icon in the top-right next to the Profile icon to download the report.

9. How do I zoom in/out while viewing a course?

Use functionality commands built into your device to make the course appear larger or smaller.

- Within the player, select the Zoom to Fit button to increase the video to full screen.
- On a PC or Chromebook, press CTRL + or CTRL - to increase or decrease the size of the Navigation bar icons and Menu/Notes tabs. Use CTRL 0 (zero) to return to the default size.
- On a Mac, press CMD + or CMD - to increase or decrease the size of the Navigation bar icons and the Menu/Notes tabs. Use CMD 0 (zero) to return to the default size.
- On a touchscreen, pinch to zoom in and out.

10. What are the minimum LMS system requirements for viewing courses?

The LMS supports the latest versions of all major browsers and operating systems; however, Google Chrome and Microsoft Edge are the preferred browsers. For Windows 10 and 11, Google Chrome, Microsoft Edge, and Firefox are supported. **Note: The combination of Windows and Safari is not supported.** For macOS X 10.12–15, Google Chrome, Safari, and Firefox are supported. **Note: For both Windows and macOS, Firefox is only supported for the Learner role.** Ensure the following are enabled in the browser settings: JavaScript, third-party cookies, and local storage.

Information for Coordinators:

1. How do I get an LMS Manager account?

Users with PANext accounts are automatically uploaded into the LMS. Coordinator users in PANext are automatically assigned as Managers in the LMS. After a user is assigned the Coordinator role in PANext, LMS Manager accounts are updated the following business day. Users will use their PANext email to log in to the LMS. If the email address is associated with an Adobe ID account, the user will enter their Adobe ID password to enter the LMS. If the email address is not associated with an Adobe account, the user will need to create one. **Note: For Coordinators only assigned to a district in PANext, when logging in to the LMS, the district and school selection screen will appear upon sign-in because Adobe expects both a district and school(s) to be selected in order to complete the profile. Select Proceed to continue and do not select a school.**

See the "*How do I get an LMS Learner account"* section from the first page to create an Adobe ID account, as needed. Once logged in to the LMS, select the user profile icon in the top left to change between Learner and Manager. **Complete courses in the Learner role**. Select Manager to enroll Learners in courses, review course completion reports for staff, and mark trainings completed as a group.

2. What do I do if I am not listed as an LMS Manager?

If you do not have a Manager role in LMS, confirm you are listed as a Coordinator in PANext. Users with a Coordinator account in PANext are automatically assigned as Managers in the LMS.

- If you do not have a Coordinator account in PANext, first confirm there is not another Coordinator in your organization who can update this in PANext for you. If none are available, please contact ITP at iowa-testing-programs@uiowa.edu to request Coordinator access.

3. How can I enroll Learners in a course?

Managers have the option to enroll Learners in the courses. This ensures that all Learners are enrolled in the correct courses prior to test administration. First, select **Courses** on the left side of the menu to locate the course that you want to assign to Learners. Next, locate the course and then hover over the three-dot menu icon and select *Enroll Learners*. Select the Include Learners field to begin enrollment. Learners can be enrolled individually or by user group (for example, a school). Enter text in the text box to find users that match the text criteria entered. When all Learners have been added, select Proceed. Select Advanced Options to expand this dialog box and add a note to Learners, as needed. Select Enroll to finish the process and enroll the selected Learners. When viewing specific information about the course, Managers can select the drop-down to see the enrolled Learners along with the status of each Learner in the course. View the *Managing Learners in the LMS* course posted to the LMS Training Catalog for a step-by-step tutorial on enrolling Learners in courses.

4. How can I share a course with Learners?

To share a course with Learners with an email directly from the LMS, change to the Learner role. Then, select the course tile to get to the course description page, and then select *Share*.

- Select “Share URL” to copy the course URL for sharing.
- Select “E-mail” to open a new email tab. The URL is copied to the body of the email. Enter staff email addresses, update the email subject and body as needed, and then hit Send.

To share a link to a course via email outside of the LMS, change to the Manager role. Select **Courses** on the left side of the menu. Next, locate the course and then hover over the three-dot menu icon and select Copy URL. Note: There is no option to email the course under the Manager role.

Note: The person receiving the link will need an LMS account to view and complete the course.

5. How can I track enrollments and completions in the LMS?

First, **Dashboard** is the default view and lets you quickly see an overview of how Learners are progressing through their assigned courses. When Managers first sign in to the LMS, the Dashboards will load. The **Learning Summary** provides a visual depiction of information you’ll find in this section.
Managers can select any of the three graphs in the Learning Summary to see detailed information by Learner or by course. Managers can also create their own Dashboards. View the *Managing Learners in the LMS* course posted to the LMS Training Catalog for step-by step instructions.

Important: The data displayed in the Learning Summary are dependent on the timeframe selected (the drop-down located in the upper-right). Data can change depending on the timeframe that is selected.

The Learning Summary under **My Team View** lists all Learners on your team and the courses they’ve enrolled in, started, and completed. View the *Managing Learners in the LMS* course posted to the LMS Training Catalog for a step-by-step tutorial on viewing Learning Summary reports in the LMS.

The **Reports** page also allows Manager the access to view and download training completion reports. These reports can be displayed as dashboards or exported for you to download. Select Reports on the left side of the menu. On the Reports page, Managers have access to several different reporting options.

- **Learner Transcripts** (*Reports > Dashboard Reports*) provide a detailed list of a Learner's activity in the LMS, including courses viewed, enrolled in, and completed, as well as quiz results, number of course attempts, and total time spent in the LMS.
- Under **Dashboard Reports** Managers can create custom reports. The drop-down menu will let you modify or download the selected report. The **Add Dashboard** tab allows users to quickly add a dashboard to the Reports page.
- The **Add** button in the top-right allows Managers to add any report to the Reports page. There are several pre-configured reports available to select. Managers can also create a custom report and define the data they want to see.

See the *LMS_STAFF-REPORT_JOB-AID* and *LMS_OVERVIEW-REPORT_JOB-AID* PDFs in the LMS Training Catalog for step-by-step instructions on creating reports to best track staff training completions.

View the *Managing Learners in the LMS* course posted to the LMS Training Catalog for a step-by-step tutorial on running reports in the LMS Training Catalog.

6. A staff member completed a course multiple times. How does this appear on the reports?

On an individual's record of completed courses, as well as on the Manager's report, courses that have been completed more than one time are listed only once. The timestamp shown is the first time the Learner completed the course.

7. Can I mark courses completed as a group through the LMS?

Yes. First, Learners must be enrolled in the course. Under the Manager role, select Courses on the left side of the menu. Select the correct course tile. In the menu to the left on the course description page, select Learners. Open the drop-down(s) to find Learners. Highlight the Learner by clicking the checkbox to the left. From the Actions drop-down, select "Mark Completion."

8. How can I mark courses completed as a group for staff who do not have an LMS account?

If you want to mark courses completed as a group in the LMS, an LMS Learner account is **required** for each staff member. Because the Learner will also need to register an Adobe ID account (or already has an Adobe ID account registered to their email), the Learner will need to follow steps outlined in the "*How do I get an LMS Account"* section from the first page.

9. Can I create a Learner account for staff who do not have an LMS account?

No. An LMS Learner account requires the Learner to have an Adobe ID account which is password-protected. Refer the Learner to the "*How do I get an LMS Learner account"* section from the first page.