# Walkthrough of the ISASP LMS Q&A: 2023-2024

*There were three walkthroughs of the ISASP LMS from 1/30/2024–2/1/2024. The responses here are for the questions that were not able to be answered during the Q&A session during each walkthrough. These responses are based on the information that we have as of February 8, 2024, on LMS. Responses will be updated as we gather more information.

| Question | Response |
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| **Webinar #1 – 1/30/2024** | |
| We can see users in LMS that were disabled in PANext. | The user data import process from PearsonAccess[next] (PANext) to the Learning Management System (LMS) has been updated and no longer pulls in disabled user accounts from PANext.<br><br>If you still see disabled or deleted PANext users in LMS, please send an email to Iowa Testing Programs at iowa-testing-programs@uiowa.edu. |

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| Is there a way to disable the automated email to teachers when they enroll? We loaded all of our staff into PANext. Some got the enrollment message, some did not, most found this confusing. | There is not an option to disable the automated LMS emails for a specific organization (school or district). In the LMS configuration, there are going to be three automated emails:<br><br>1. *Welcome to the ISASP Learning Management System (LMS): Verify and Access Your Account* email, sent once when a PANext user is loaded into LMS during the user data import.<br>2. *Welcome to the ISASP Learning Management System (LMS)* email, sent once when a self-registered user creates an LMS account.<br>3. *ISASP Training Auto-Enrollment: Test Security 2023-24* email, sent once when a PANext user is loaded into LMS during the user data import, or when a self-registered user creates an LMS account.<br><br>Many factors can affect the receipt of these emails (e.g., district network filters, email client filters, etc.). Coordinators are encouraged to include local messaging to staff that will help facilitate a smooth move over to LMS. |

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| Do Learners need to login to the LMS before they will populate into the From Learning Plan All Learners heading when we search for the school in the Search Learners field? | No, if these Learners have an active user account in PANext, they will automatically be under the *From Learning Plan All Learners* heading, and applying a user group filter for a school will drill down these results to those users assigned to that specific school.<br><br>Please note this is true for PANext users loaded into LMS; users needing to create a self-registered LMS account will need to select the correct **district AND school(s)** to show up correctly for Managers to track training statuses and completions. |
| We are getting an Adobe alert when attempting to log in. Do we need to push that out to every staff member? | Please email iowa-testing-programs@uiowa.edu with a screenshot of the alert or error message observed. |
| Can you show how to get to the user tab again in the new LMS? | Please see the Documenting Group ISASP Training Sessions guide for the steps to get to the Manage Learners page. |
| Can you tell us again where we go to upload all our staff? | Staff that have an active PANext account are loaded into LMS through the user data import process. Users that do not have a PANext account will need to self-register an LMS account.<br><br>The links to create the appropriate LMS account type are posted on the Training page of the ISASP Portal. |
| In PAN, I am a coordinator. In the LMS I only have the "learner" role (not a new role in PAN). | The user data import process from PANext to the LMS has been updated and will assign the Manager role if the user is an active Coordinator in PANext.<br><br>If you are still missing the Manager role in LMS, please send an email to iowa-testing-programs@uiowa.edu. |

| When will new staff members show up in PANext? | New user accounts in PANext are created by Coordinators, then managed by each individual user/Coordinators. |
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| We deactivated all proctor roles from last year, some who received the enrolled email already and have now taken them out of the new LMS. When we reactivate everyone in PANext, will they receive that email again? | This could have been due to the initial user data import configuration at launch. The user data import process from PANext to the LMS has been updated and no longer pulls in disabled user accounts from PANext.<br><br>Some reactivated users may receive the automated LMS emails again. Coordinators are encouraged to include local messaging to staff that will help facilitate a smooth move over to LMS. |
| Do staff need an LMS account to do a group training? | PANext users loaded into LMS will appear and can be selected to mark a group training completion, but your self-registered users will be missing if they do not create an LMS account. It is recommended to have ALL users complete the process to create an LMS account.<br><br>The links to create the appropriate LMS account type are posted on the Training page of the ISASP Portal. |

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| As the DAC in Pearson… will I get access to all schools? I currently only see the district level.<br><br>(The search learners field on the manage learners page isn't returning all learners who are assigned to that building) | LMS is structured so all Coordinators, whether at the school or district level in PANext, are rolled up as a Manager at the district.<br><br>However, there are going to be ***user groups*** that you can apply as filters, to drill down to specific school data. The user group assignment process has been updated and will pull in all users assigned to that building; you should see the appropriate users filtered for the active building user group filter.<br><br>Please send an email to iowa-testing-programs@uiowa.edu, if you have questions about applying user group filters, as steps may differ depending on the process. |
| I am not seeing the "Manage Learners" tab on my account. I am the district coordinator. Is it because I am not a principal of a building?<br><br>(I do not have it either and I am a principal) | The user data import process from PANext to the LMS has been updated and will assign the Manager role if the user is an active Coordinator in PANext.<br><br>If you are still missing the Manager role in LMS, please send an email to iowa-testing-programs@uiowa.edu. |
| Where will the recording be posted? | The webinar recordings are posted on the Training page of the ISASP Portal. |

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| Just want to verify… we are allowed to do a group training for the "Test Administration Module" instead of individuals going through this online. What guidance do we have for the training if we provide this? However, ALL teachers will do the Test Security Module online. | Yes, schools and districts can conduct group training sessions for all ISASP trainings. The environment, display setup, and schedule are all details decided by the Coordinator. If you have any specific questions about this, please send an email to iowa-testing-programs@uiowa.edu.<br><br>The documentation of a group training session **must** be completed in LMS. Please see the Documenting Group ISASP Training Sessions guide for the steps to do this. |

| Webinar #2 – 1/31/2024 | |
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| Where can we see who already has an account?<br><br>Do we need to keep a record on file at the district of those who have completed training? If so, is there a report that we can pull from LMS? | The Learner Transcript should contain the information you are looking for.<br><br>Signed in as the Manager in LMS, take these steps:<br><br>1. Click on *Reports* on the left. A new page will be displayed.<br>2. Click on the *Dashboard Reports* heading (second from left at the top).<br>3. There will be a blue *Learner Transcripts* link, which is the file with all your users and their training completions / statuses.<br>4. A new window will open up. Change two fields in this new window:<br>   a. *Select date range* can be changed to preset timeframes or you can customize the date range.<br>   b. In the *Search Learners* field, type "All Learners" and select this user group.<br>   c. Click the blue *Generate* button.<br><br>If this report does not contain the information you are looking for, please send an email to iowa-testing-programs@uiowa.edu. |

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| I am a former teacher, who would have administered the test, now instructional coach who will coordinate the testing. Will I have the "management" designation on my account, or do I need to email someone to do this? | The Manager role in LMS can only be granted if the user is a Coordinator in PANext. If you are needing the Manager role in LMS but do not have a Coordinator role in PANext, please have another Coordinator at your school or district assign this user role for you in PANext.<br><br>This update will then be reflected in LMS the following day. |
| When we update our users in PANext will they automatically receive an email like they did in previous years and will this include LMS info? | Yes, you can choose to enable accounts and send a password reset email to deactivated PANext accounts.<br><br>This updated user data would be imported from PANext to LMS, so these users would receive the automated LMS emails the following day. |
| **Webinar #3 – 2/1/2024*** | |
| *All questions were answered during this webinar. | |