Learning Management System

Department Administrator

User Guide

March 24, 2015
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Glossary

1. ASCO – Area Specific Compliance Officer responsible for the design of learning objects as well as the reporting of learner completions.
2. Assessments – Quizzes that learners are required to successfully complete for a learning objective to be marked complete. Quizzes for WBT’s are embedded within the computer based tutorial. Quizzes for ILT’s are distributed in the classroom setting.
3. Certificates of Completion – Printable confirmation that a learner has successfully completed a learning objective.
4. Certification – A learning objective that requires a document to prove completion.
5. Class – A single offering of a learning objective that has multiple registration offerings.
6. Completions – Any learning objective that has currently or historically been successfully finished by the learner.
7. Compliance Profile – A content module asking learners to answer job related questions that determine required learning objectives. Upon completion of the compliance profile module, appropriate learning objectives are automatically assigned to the learner where they may be accessed on a learner’s Me page.
8. Content – WBT videos, tutorials and agendas associated with a learning objective.
9. Course – An individual learning opportunity focusing on a single topic. Multiple classes may be offered for registration in a course.
10. Curriculum – A collection of related learning opportunities designed to provide a thorough understanding of a concept. Upon completion of courses and classes included within, the area of expertise is considered completed.
11. ILT – Instructor led training that is taught in a traditional classroom setting with learners and instructors both present. This type of session is held during standard business hours and registration is normally required.
12. Learn@Work – The University’s new learning management system that is available to all faculty, staff and students. All compliance related training activities are initiated and completed through this system.
13. Learning – The opportunity to participate in a WBT or ILT learning objective.
14. Learning Catalog – A comprehensive listing of all learning objectives available in the system for learners to enroll or register for.
15. Learning Objective – A course, class, curriculum or certificate that the learner is either required to complete or has elected to complete.
16. Learning Request – An electronic form requesting that a learning objective be created or scheduled. The form is submitted from the Me page in Learn@Work.
17. LMS – Learning Management System
18. My Plan – The dashboard of activity for a learner. The page provides links to other learner associated functions as well as a customized listing of all learning objectives. It may be filtered to more easily identify assigned, in progress or completed courses.
19. N-ID – A non-employee ID number that is issued to non-employee faculty, staff and student users. It is designed for users needing to complete learning required to collaborate with Wustl departments. The ID allows the user to create a Wustl Key ID and password to gain access to Learn@Work.
20. Resources – Elements of training that are tracked by individual class. Instructors and training locations are considered resources.
21. WBT – Web based training that is electronically generated and participated in online. Learners have the ability to independently complete the learning objective at a time when it is most convenient for them.
Overview

Learn@Work is the new enterprise wide learning management system at Washington University in St. Louis. This LMS is designed to effectively provide an online repository for learning objectives within the university community. It provides instructor led and web based training module options for learners to log in, register and complete. All compliance related training is now managed within this new technology, along with training modules provided by various departments throughout the Central Fiscal Unit (CFU), the Danforth campus and the Medical School campus.

Accessing Learn@Work

The new university learning management system may be accessed via the website LearnatWork.Wustl.edu. A link to the site is also provided within various Wustl applications. From these locations you will need to click on the provided link to open up the login screen in the new window that appears.

- **HRMS:** A link is available on the Home Page under Useful Links.
- **AIS:** A link is available under the Main Menu.
- **Research Gateway:** A link is available under the Compliance Tools section of your Menu of Activities.
- **Other Locations:** Links are available under Wustl.edu/Policies and from the compliance.wustl.edu website.

Logging In

University Faculty, Staff and Students who need to complete required or elective training will log into LearnatWork.Wustl.edu with their existing Wustl Key ID and password. If you do not have a Wustl Key ID or password, please contact your department administrator or access the Complianceprofile.Wustl.edu website for information on obtaining a Non-Employee login (N-ID). This ID will allow you to create a Wustl Key ID and password for login purposes.

Navigating the Home Page

The Home page is available upon logging into Learn@Work. It provides all of the links you will need to easily access the various components of the system. The top of the page provides you with the navigation to move between pages or views such as the Home, Me and My Team links as shown below. A link is provided under the Learn@Work banner for users to obtain assistance from the LMS Administrator for the site. Additionally, the site provides searching and browsing capability on the top right of the page providing users the ability to easily locate learning objectives.
Featured Courses

The section of the Home Page contains the most frequently accessed modules within the LMS. The first three of them show up on the home page. To begin the learning objective, click on the name of the item that is listed in blue. The page will open for the item where you will be able to either launch the WBT tutorial or register for the ILT class. Click on the More link toward the bottom of the section to access the Featured Course page where the complete listing of featured items may be found.

Browsing

This section of the Home Page provides access to the entire learning catalog, grouped within folders by area and subject matter. The folders are listed in alphabetical order, many of which contain sub-folders to further identify the subject matter within. Click on the folder name to navigate to a full listing of learning objectives associated with the specific catalog item, or click the top level folder labeled Browse to see the full listing of folders and sub-folders in a new page.

Searching

The upper right of the Home Page provides a search field allowing users to locate learning objectives from the catalog. Type the name or partial name of the learning objective into the Search box to locate a module. Select the appropriate item from the listing to navigate to the page where you will be able to launch the WBT module or register for the ITL module.

Note: All learning objectives are not available in the catalog. If you are unable to locate an item that you are required to complete, please contact the ASCO responsible for the content. They can provide the necessary guidance in locating and registering for the objective.
Navigating the Me Page

The Me page is considered the dashboard of activity for learners. It provides a comprehensive listing of all current and historical learning objectives. In addition, various informational pages associated with each learner may be found here using the navigation links available on the left side-bar menu.

My Plan

This view details all personalized historical and current learning objectives. To modify the view to only show one status of learning, click on the appropriately colored section of dashboard wheel. For instance, to see only In Progress learning, click on the salmon colored area of the wheel. The table view below the wheel will refresh to display only the learning objectives in a status of In Progress. This also applies to learning in a status of Pending Action or Completed.

A. The page may also be filtered to identify specific groups of learning objectives based on the following:
   - **Type:** Select from All, Certification, Curriculum, Course, Checklist or Evaluations
   - **Status:** Select from In Progress, Completed or Pending Action
   - **Due date on or after:** Type the date in the mm/dd/yyyy format or use the calendar icon to the right of the field to select a date.
   - **Due date on or before:** Type the date in the mm/dd/yyyy format or use the calendar icon to the right of the field to select a date.
   - **Filter by List:** Select to Mandatory Items from the listing to see required courses.

B. Each learning objective listed will display the Name, Progress, Due date and Actions as shown below. The Actions menu for each is a drop down listing providing multiple options to manage learning.
   - **Add to list:** Allows the learner to add the learning objective to a list that they have created to manage staff items. This action is only available to ASCO’s and System Administrators.
   - **Change Target Date:** Allows the learner to change the due date of a learning objective. This action is only available to ASCO’s and System Administrators.
   - **Delete from plan:** Allows the learner to remove the learning objective from their plan. This action is only available to ASCO’s and System Administrators.
- **Drop**: This option allows you to remove your registration from a course. A reason must be given. This option only appears on courses that are in a status of In Progress and allow users to register themselves. If the objective is assigned automatically, the Drop option will not appear as an Action.

- **Launch**: This option opens up the objective for you to review and complete.

- **Print Certificate**: Allows the learner to print a custom certificate of completion for a completed objective. This option only appears when there is a certificate associated with the objective so not all Action lists will provide this option.

- **View Classes**: Allows the learner to view all upcoming ILT classes related to the learning objective.

- **View Detail**: Allows learner to view all modules of a learning objective. This option only appears on the Curriculum type of objective.

- **View Summary**: This option provides a summary view of your activities related to learning objectives that have multiple activities associated with them. For instance there may be a WBT to review, a quiz to complete and a document to view and acknowledge within a single objective. All activities must be completed in order to receive full credit for the objective.

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C. Learners may also use the navigation items in the upper right of the view.

1. The List View option allows learners to access their list of mandatory or other designated list items. Click on List View as shown above and then click on **Mandatory Items** and view the items added to the list(s).

2. The Calendar View option allows learners to view a monthly calendar of upcoming objectives by date and time. To access it click on Calendar View as shown above and select either **My Events** or **Catalog Calendar** to see the correct set of objectives. To view more details or register for an objective, click on the listing in the calendar for the item.
Profile

This view details the learner’s job data and contact information. It can be edited by the learner to include an online profile and a picture may be added for identification. The profile can also be exported as a pdf using the export icon located on the upper right of the page.

Completed Learning

This view details all historical and current courses the learner has completed. It allows for filtering by time frame. The Actions menu appears on this page as well for ease of navigation.

Learning Request

This view allows learners to retrieve a listing of any requests they’ve made for particular learning objectives. This applies when an objective is available, but upcoming sessions are not yet scheduled.

Order History

This view allows learners to view their complete registration history.

Additional Information

This view allows learners to view the listing of their compliance profile questions from completing the module. It details which ASCO area each question pertains to.

My Compliance Profile Summary

This view allows learner to review their previous responses to the compliance profile questions along with the recommendation for the frequency of completing the module. It also includes the question itself within the view.

Analytics

This view allows learners to view any reports that they currently have automatically generated and delivered to them. The report may be viewed, exported and scheduled from this location.

Note: If a report is needed and not currently available, email LearnAtWork@Wustl.edu to request that a new report be created by the LMS Administrator.
Managing Learning

Learn@Work currently houses all compliance related training activities for the University. Learn@Work allows faculty, staff and students can log into the system, view their profile and complete any assigned courses in one centralized location.

Newsletter

A monthly email newsletter is distributed to all learners detailing learning objectives that are assigned or in progress and either coming due or past due. This Newsletter provides one communication detailing all objectives listed on their Me page, as opposed one email for each item. It is sent on the first day of each month and groups the objectives into sections based on status as shown below. Each section of the newsletter will display the learning objectives that apply.

Learning Enrollments

Learning objectives can include classes, courses, curriculums or certifications. They may be presented in a web-based, instructor led or a blended format. The following locations detail the methods of locating objectives for registering or launching and completing.

A. **Home Page:** Learning Objectives may be located using the Learning Catalog **Search** function as well as from the **Featured** and **Browse** sections. Locate the objective and click on the name to access the objective page.

B. **Me Page:** Learning Objectives may also be located from this page using the Learning Catalog **Search** function. In addition, if you are already registered or enrolled in an objective, you can access it from this location using the **Actions** option located to the far right of the objective name. The **Actions** option will vary depending on the type of course and type of registration.

1. **Enroll:** This option allows you to quickly register for a course and have it added to your plan.
2. **Launch:** This option allows you to take the course directly from the **Me** page under your **Plan**. It is only available when you have previously been enrolled in a learning objective or the objective is in a status of In Progress or Completed.
3. **View:** This status allows you to view the status details of the completed objective. Click on the link and the detail appears. The view details the course name, course ID, version and completion status.
4. **View Classes:** This option is available when an objective is in a status of **Pending Action** or **In Progress**. Click on this option and filter to view the upcoming scheduled courses. Once you have located the preferred offering, click on the **Enroll** button to be registered for the course and have it added to your plan.

![Image of HIPAA Online Refresher with Enroll button highlighted]

5. **View Summary:** This option is available for ILT format courses when the learning objective is in a status of **In Progress** and attendance at multiple sessions is required for completion. Click on the button for the course to view a list of all required sessions with the status of each.

![Image of EHS Med School Facilities Engineering with view summary option highlighted]

**Cancelling Registrations**

Enrollment and registration in a learning objective may be cancelled as long as they are not in a status of **Completed**. To cancel an enrollment, access your Me page and locate the learning objective. Click on the Actions drop down to the right of the course name and select **Drop** from the listing. This action will remove your enrollment.

![Image of Drop option highlighted]

**Printing Certificates of Completion**

Certain learning objectives have printed certificates available to provide written confirmation of completion. For the certificate to generate, the objective must be in a status of **Completed**. To print the certificate learners should access their Me page, use the dashboard wheel or filters to locate the completed course. Once located, click on the actions menu drop down and select **Print Certificate**. The option to print the certificate will appear. If you have trouble printing a certificate, or need to reprint a copy, please contact the ASCO associated with the module for assistance.

![Image of HIPAA 101 with Print Certificate option highlighted]
Sharing Learning Objectives

Learn@Work provides a feature that allows users to recommend learning objectives to co-workers as well as learners in other department throughout the organization. It is also an effective way to recommend objectives to your staff as a manager. If you find that a class, course, curriculum or certification would be of interest or to a co-worker or provide an opportunity for growth, then the option is available to forward them the objective. The Share function will automatically generate a personalized email notification to include a personalized message from you along with a deep link directly to the training. The steps below detail the best use of this feature.

1. From the Home Page or any other location in Learn@Work, use one of the available search functions to locate the learning objective you wish to share.
2. Click on the title of the objective to navigate to the item specific page.
3. Click on Share in the gray bar beneath the item description, as shown below.

4. A detail box will open asking you to enter the name of the person you wish to share the learning objective with. Type in the Last Name of the person and select their Full Name from the results listing that appears.

5. Enter in a personalized message to be included in the email they will receive and click Share.

6. An email will be automatically generated to them from the application.

7. The email generated the will include your personalized message along with a deep link to the training course. Clicking on the link will take them directly to the item in Learn@Work.
My Team

The My Team page provides a detailed overview of all staff activity for their direct reports. The three dashboard views, Overview, Learning and Analytics, allow managers to effectively track required learning objectives for their staff as a team. The details included in each provide the ability to review the objectives of each member individually and take proactive steps to keep them on target.

Overview

The overview is comprehensive listing of learning objectives organized by staff member. For each person it details Upcoming and Overdue activities as well as Pending Approvals. It also tracks whether or not they are on target to complete their assigned objectives. In addition it provides a Staff Actions section for managers to take specific actions for their direct reports.

A. **Assign Learning**: Allows managers to assign additional learning objectives by staff member for their direct reports. Click on the link to open up the view and search for specific objectives.
   1. Select one or more sessions to either register staff or add the session(s) to each of their plans. The session(s) will show under the **Selected Learning** section on the right. Click next to proceed to Step 2 once the selections have been made.
2. Search for and select one or more staff members from the listing using the Select button to add them to the Selected People listing. Click next to proceed to step 3 once the selections have been made.

3. Review the selections for accuracy. If modifications to the objectives are needed, click the Back button and make the appropriate changes. If modifications to the people are needed, click the Back button to add additional learners or click the Edit button under the Selected People column and click the ‘X’ to remove a learner. If the list reflects all learning objectives and staff appropriately, click the Add to Plan button for staff to be assigned the items.

Note: If you hover over the blue column headers, a down arrow will appear for each column. Click on the arrow to re-sort the page in ascending or descending order.
B. **Request Learning**: Allows managers to request learning objectives for their team of direct reports.
   1. Search the catalog for the requested learning objective and click the Select button to add the item to the Request Details column. Enter in the details for the request and click the Next button to proceed to step 2. Only one item may be selected at a time. Follow the instructions from the previous page under the Assign learning section to complete steps 2 and 3 and click the **Submit Request** button.

![Request Learning](image)

C. **Assign Mentors**: Managers have the ability to assign mentors to their direct reports through this function.
   1. Search for one or multiple staff members using the available fields and click their name from the result listing to add them under **Select Mentor**. Search for and select the **Team Member** to associate with the mentor and click **Save** to proceed to step 2. Confirm and save the selections for the mentor(s) to be assigned.

![Assign Mentors](image)
D. **Add Completed Course:** Managers have the ability to add completed learning objectives for their direct reports from this page. Click on the link and a detail box will open.

1. Search for the objective name in the available field, select the radio button(s) for the items to add and click **Save and Next** to proceed to step 2.

2. Add any additional details necessary to identify the completed objective and click **Save and Next** to proceed to step 3.

3. Verify the information is showing correctly on step 3 and click Save.

E. **Assign Checklist:** Managers have the ability to assign a series of tasks that need to be completed by learners and stored in Learn@Work for their direct reports to access.

1. Search for and select the checklist from the listing, designate if it is mandatory using the provided check box and click **Save and Next**

2. Select the staff member to assign them the checklist is step 2.

3. Review the details for accuracy in step 3 and click Assign.
Learning

The Learning page provides two dashboards to allow managers to easily manage learning requests and course evaluations submitted by learners.

A. The **Learning Request Dashboard** available on this page allows managers to review requests for learning submitted by their direct reports. The page is filterable by course, learner and status.

![Learning Request Dashboard](image)

B. The **Evaluations Dashboard** allows managers to view course evaluations submitted by learners.

![Evaluations Dashboard](image)

Team Analytics

The Analytics page allows managers to generate learning objective reports for their direct reports. There are a variety of reports available to review course, class, curriculum and certificate completions. To generate a report, click on the report name, select the appropriate provided filters and click **Save and Run**. To designate a report to be automatically generated and emailed to you, click the **Schedule button**, select the filters to generate the report with and designate a frequency. The report will then be emailed to you based on the frequency selected and will not require that you log into Learn@Work to generate it. For additional information on generating reports, refer to the next section listing the available reports.

![Analytics Dashboard](image)
Customized Analytics

There are various reports available in Learn@Work that will assist you with tracking your personal learning objectives, as well as those of your direct reports. All reports are prefaced with the WU (Washington University) acronym in the system. Each is customized to meet the current specifications of individual learners, departments, managers and ASCO’s. Below is a listing of the available reports with their available filtering options. If you find that additional reporting is needed, please email LearnAtWork@Wustl.edu requesting the creation of a customized report. The LMS Administrator will contact you to discuss the new report specifications, if a comparable report is not already available.

My Team Dashboard

This report is accessible from the My Team>Analytics page and provides a dashboard view of learning objective for direct reports. It includes the breakdown of learning objectives by Certification, Curricula and Course learning objectives and is presented in a chart format.

WU Adhoc Transcripts: Organization>Manager>Person

This report allows viewing the organization wise (and within organization, manager and person wise) summary of transcripts along with the approvals, credits and FOS details. It may be filtered by Completed Courses Transcript Dates, Marked Completed By, Person Organization Name, and Ad hoc Transcript detail. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Person Organization Name</th>
<th>Course ID</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manager Full Name</td>
<td>Completion Status</td>
<td>Order Placed by</td>
</tr>
<tr>
<td>Person Full Name</td>
<td>Completed Courses Marked Complete by</td>
<td>Completed Courses Date Marked</td>
</tr>
<tr>
<td>Person E-Mail</td>
<td>Registration Date</td>
<td>Complete</td>
</tr>
<tr>
<td>Course Title</td>
<td>Completed Courses Delivery Type</td>
<td>Transcript Field of Study</td>
</tr>
<tr>
<td></td>
<td>Completed Courses Duration</td>
<td>Earned Credit in the field of study</td>
</tr>
</tbody>
</table>

WU Assessments>Results by Question>Manager

This report allows viewing the assessment details by question along with the total number of successful, unsuccessful and un-evaluated assessments and the average assessment score. The report may be filtered by Content Subscription Type, Course Title, Class Name, Class ID, Person Organization Name, Person Full Name and Assessment Attempted Dates. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Assessment Question Type</th>
<th>Assessment Question Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Title</td>
<td>Assessment Question Text</td>
<td>Successful Assessments</td>
</tr>
<tr>
<td>Person Full Name</td>
<td>Assessment Question Result</td>
<td>Unsuccessful Assessments</td>
</tr>
<tr>
<td>Person Email</td>
<td>Assessment Attempted on Date</td>
<td>Not Evaluated Assessments</td>
</tr>
<tr>
<td>Assessment Completion Status</td>
<td>Assessment Attempt Number</td>
<td>Average Assessment Score</td>
</tr>
</tbody>
</table>
WU Assessment: Test Results by Topic

This report allows viewing the results per topic for the given assessment and allows for reporting at the Course, Department and Person level. The report may be filtered by Person Organization Name, Person Full Name, Assessment Title and Assessment Completion Dates. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person organization Name</td>
<td>Assessment Topic Question Count</td>
</tr>
<tr>
<td>Person Full Name</td>
<td>Assessment Total Responses</td>
</tr>
<tr>
<td>Assessment Topic Name</td>
<td>Assessment Correct Answers</td>
</tr>
<tr>
<td>Assessment Attempt Number</td>
<td></td>
</tr>
</tbody>
</table>

WU Assigned Courses by Course>Person

This report provides a list of courses assigned by person, including those assigned by prescriptive rules. The report may be filtered by Course Assignment Dates, Course Title and Person Full Name. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person Full Name</td>
<td>Course Assigned By</td>
</tr>
<tr>
<td>Person E-Mail</td>
<td>Course Target Date</td>
</tr>
<tr>
<td>Person Job Type Name</td>
<td>Course Overdue by Days</td>
</tr>
<tr>
<td>Course Title</td>
<td>Registration Date</td>
</tr>
<tr>
<td>Course Assigned On</td>
<td>Course Activity Date</td>
</tr>
<tr>
<td>Completion Status</td>
<td>Completed Courses (Transcript) Status</td>
</tr>
<tr>
<td>Completed Courses (Transcript) Score</td>
<td>Total Number of Courses</td>
</tr>
</tbody>
</table>

WU Certification Activity

This report allows viewing the certification status wise (and within certification status, person wise) summary of the transcript scores and head counts for a given certification. The report may be filtered by Certification Name, Student Certification Status and Person Full Name. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Certification Status</td>
<td>Certification Learning Item Type</td>
</tr>
<tr>
<td>Person Full Name</td>
<td>Certification Learning Item Status</td>
</tr>
<tr>
<td>Person E-Mail</td>
<td>Certification Past Credit Days</td>
</tr>
<tr>
<td>Certification Learning Item Title</td>
<td>Certification Completion Percentage</td>
</tr>
<tr>
<td>Certification Path Name</td>
<td></td>
</tr>
</tbody>
</table>

WU Certification Completion Summary: Organization>Person>Completion Status

This report allows viewing the organization wise (and within organization, person wise) summary of the certification completion status for a given person. It also provides the expiry and re-certification details. The report may be filtered by Person Organization Name, Person Full Name, Certification Name, Student Certification Status and Student Certification Assigned On dates. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person Organization Name</td>
<td>Person E-Mail</td>
</tr>
<tr>
<td>Person Full Name</td>
<td>Student Certification Status</td>
</tr>
</tbody>
</table>
WU Certification Summary by Organization

This report lists the certifications and the number of people who were assigned these certifications by organization. The report may be filtered by Student Certification Assigned On dates. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person Organization Name</td>
</tr>
<tr>
<td>Certification Name</td>
</tr>
<tr>
<td>Certification Version</td>
</tr>
<tr>
<td>Student Certification Available From</td>
</tr>
</tbody>
</table>

WU Certification Summary by Status

This is a crosstab report which provides a summary of the certifications and their statuses for every learner. It also indicates the number of held certificates for every learner using a stacked bar chart. The report may be filtered by Certification Name and Student Certification Assigned On dates. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Name</td>
</tr>
<tr>
<td>Assigned</td>
</tr>
<tr>
<td>Discontinued</td>
</tr>
</tbody>
</table>

WU Course Content Attempt Details

This report allows viewing the content attempt details for the learner along with the time spent on the content. Report pulls details on content where 'Is Scoring' is turned on. It can be filtered by content, department and date. The report may be filtered by Person Organization Name, Course Title, Content Name, Content Subscription Type and Registration Dates. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person Organization Name</td>
</tr>
<tr>
<td>Class Name</td>
</tr>
<tr>
<td>Content Name</td>
</tr>
<tr>
<td>Person Full Name</td>
</tr>
<tr>
<td>Person E-Mail</td>
</tr>
<tr>
<td>Class ID</td>
</tr>
<tr>
<td>Registration Date</td>
</tr>
<tr>
<td>Module Type</td>
</tr>
<tr>
<td>Module Completion Status</td>
</tr>
<tr>
<td>Completion Status</td>
</tr>
<tr>
<td>Module Score</td>
</tr>
<tr>
<td>Count of Learner Attempts</td>
</tr>
<tr>
<td>Successful Attempts</td>
</tr>
<tr>
<td>Unsuccessful Attempts</td>
</tr>
<tr>
<td>Total Time Spent in Module(Minutes)</td>
</tr>
</tbody>
</table>
WU Courses by Title and Org

This report allows viewing a summary of assigned and completed courses by person and includes the adhoc transcripts. The report may be filtered by Course Title, Person Status, and Person Organization Name. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Completion Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person Organization Name</td>
<td>Person Status</td>
</tr>
<tr>
<td>Person Last Name</td>
<td>Person Type</td>
</tr>
<tr>
<td>Person First Name</td>
<td>In Progress Courses</td>
</tr>
<tr>
<td>Person E-Mail</td>
<td>Successful Courses</td>
</tr>
<tr>
<td>Completed Courses Date Marked Complete</td>
<td>Unsuccessful Courses</td>
</tr>
</tbody>
</table>

WU Curricula Completion Summary: Organization>Person>Completion Status

This report allows viewing the organization wise (and within organization, person wise) summary of the people who are assigned the curricula along with the summary in different statuses. The report is designed for reporting on CITI curriculum. The report may be filtered by Student Curriculum Assignment Dates, Person Organization Name, Student Curriculum Status and Curriculum Name. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Person Organization Name</th>
<th>Student Curriculum Assigned On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person Full Name</td>
<td>Student Curriculum Target Date</td>
</tr>
<tr>
<td>Person E-Mail</td>
<td>Student Curriculum Acquired On</td>
</tr>
<tr>
<td>Student Curriculum Status</td>
<td>Curriculum Overdue by Days</td>
</tr>
<tr>
<td>Curriculum Name</td>
<td>Time Lapsed for Curricula</td>
</tr>
<tr>
<td>Curricula Completion Percentage</td>
<td>Held Curriculum Count</td>
</tr>
</tbody>
</table>

WU Expiring Certificates: Organization>Manager>People

This report allows viewing the organization wise (and within organization, manager wise) summary of the certifications which are expiring over the period of 30 days, 60 days and 90 days. The report may be filtered by Student Certification Acquired on Dates, Person Organization Name, Student Certification Status and Certification Name, Student Certification Assigned on Dates, Person Location Name and Person Job Type Name. Terminated employees may be filtered out of the results.

The below fields are available in this report:

<table>
<thead>
<tr>
<th>Person Organization Name</th>
<th>Is Recertification Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person Full Name</td>
<td>Recertification Window</td>
</tr>
<tr>
<td>Person E-Mail</td>
<td>Person Location Name</td>
</tr>
<tr>
<td>Certification Name</td>
<td>Person Job Type Name</td>
</tr>
<tr>
<td>Student Certification Assigned On</td>
<td>Certificates expiring in 30 Days</td>
</tr>
<tr>
<td>Student Certification Acquired On</td>
<td>Certificates expiring in 60 Days</td>
</tr>
<tr>
<td>Student Certification Expiration Date</td>
<td>Certificates expiring in 90 Days</td>
</tr>
<tr>
<td>Certification Expire in (Days)</td>
<td></td>
</tr>
</tbody>
</table>
WU My Team’s Certification Status Summary

This report allows viewing the certification and certification path details for the manager hierarchy of a particular manager for a given date range. The report may be filtered by Manager Full Name, Student Certification Assigned on Dates, Certification Status, Certification Name and Person Location Name. Terminated employees may be filtered out of the results.

The below fields are available in this report:

(Fields of data are to be determined upon response from the user group.)

WU Organization>Overdue Certifications>Manager

This report allows viewing the total number of overdue certifications over a period of 30 days, 60 days and 90 days. The report may be filtered by Certification Name, Person Organization Name, Student Certification Status and Student Certification Assigned Dates. Terminated employees may be filtered out of the results.

The below fields are available in this report:

Person Organization Name  Student Certification Target Date
Certification Name  Overdue Certifications
Person Full Name  Certifications 30 Days Past Due Date
Person E-Mail  Certifications 60 Days Past Due Date
Person Job Type Name  Certifications 90 Days Past Due Date
Student Certification Status

WU Organization>Overdue Courses>Manager

This report allows viewing the total number of overdue courses added to the learner's plan over a period of 30 days, 60 days and 90 days and reports at the Course, Department and Person level. The report may be filtered by Course Title, Class Name, Person Organization Name and Person Full Name. Terminated employees may be filtered out of the results.

The below fields are available in this report:

Person Organization Name  Registration Date
Course Title  Completion Status
Person Full Name  Count of Registration
Person E-Mail  Certifications 30 Days Past Due Date
Class ID  Certifications 60 Days Past Due Date
Course Target Date  Certifications 90 Days Past Due Date
WU Organization>Pending Certifications>Manager

This report allows viewing the details of certifications which are approaching their target dates over the period of 30 days, 60 days and 90 days. The report may be filtered by Student Certification Status and Student Certification Assignment Dates. Terminated employees may be filtered out of the results.

The below fields are available in this report:

- Person Organization Name
- Certification Name
- Manager Full Name
- Person Full Name
- Person E-Mail
- Person Job Type Name
- Student Certification Assigned On
- Student Certification Status
- Student Certification Target Date
- Assigned Certifications
- Certifications Pending in 30 Days
- Certifications Pending in 60 Days
- Certifications Pending in 90 Days

WU Organization>Transcript>People

This report allows viewing the organization wise (and within organization, course wise) summary of the people who are assigned the courses along with the ad-hoc transcripts. The report may be filtered by Course Title, Class Name, Person Organization Name and Registration Dates. Terminated employees may be filtered out of the results.

The below fields are available in this report:

- Person Organization Name
- Course Title
- Person Full Name
- Person E-Mail
- Class Name
- Class ID
- Registration Date
- Completed Courses Date Marked Complete
- Completion Status
- In Progress Courses
- Successful Courses
- Unsuccessful Courses

WU Roster Report

This report enables the administrator to list all the learners by their registration status in a given offering including their email addresses. Report can be filtered by department and date. The report may be filtered by Person Organization Name, Registration Dates and Class ID. Terminated employees may be filtered out of the results.

The below fields are available in this report:

- Class ID
- Person Full Name
- Person E-Mail
- Registration Number
- Registration Status
- Order Item Approval Status
- Person Organization Name
- Course Title
- Classroom Type and Status
- Scheduled Class Facility
- Scheduled Class Location
- Order Item Status
System Support

While Learn@Work is a user friendly application, there may be times when additional support is needed. Whether you have questions regarding how to use the system or you are experiencing technical difficulties, help is available. The information below details which office or area of support to contact based on the question or concern you may have.

Learn@Work Administrator

Questions, comments or concerns may be emailed to LearnAtWork@Wustl.edu for the LMS Administrator. Any request for a custom report or training of navigation may also be sent to this address. Once an email is received, it will be promptly reviewed and you will be contacted by telephone or email with a response. Additionally, numerous help documents and WBT’s are available within the Learn@Work Additional Resources folder located on the Home page under the Browse section on the right.

Department Administrators

Expert Users have been identified in each department across the Medical and Danforth campuses. Normally this person is the department compliance officer or administrator. These individuals are able to assist learners with navigating the system and completing their compliance requirements.

Area Specific Compliance Officers (ASCOS)

Each Compliance office at the University has an assigned officer to manage all compliance related activities. These staff members may be contacted for questions related to issues with the content for WBT’s as well as provide information on the policies related to each requirement. The http://complianceprofile.Wustl.edu/ website provides a listing of the various compliance offices along with contact information for each.

University Help Desks

The Information Services & Technology department provides technical and Wustl Key login support to the university community. Danforth schools as well as Medical school and CFU departments each have an assigned technical support help desk to manage your technology needs. Contacting one of these help desks will put you in touch with a dedicated professional available to assist you with these needs. A listing of each Help Desk at the university may be obtained from the Office of the CIO, Technology Services and Support website located at http://cio.Wustl.edu/items/washington-university-technology-services-support/. For Wustl key login assistance, please contact Systems & Procedures at 935-5707 or SAP@Wustl.edu.

Frequently Asked Questions (FAQ’s)

Questions may arise in using the system that can easily be answered outside of regular business hours when assistance is not readily available. The below Q&A section addresses many of the most frequently asked questions and includes the detailed answers you may need to continue your learning objectives.

Q1: What is the new university LMS Learn@Work?

Learn@Work is the new university wide learning management system. It is a cloud based software solution that can be accessed from any device in any location. Users can log in using their Wustl Key ID and password to access training and compliance modules.
Q2: How do I log into Learn@Work?

Logging into Learn@Work requires that you have a Wustl Key login. If you are a new faculty member, staff member or student of the university you can access Wustl Key.Wustl.edu to set up your key, if you have not already done so. For assistance with your Wustl Key ID or password, please contact System and Procedures at 935-5707.

Q3: I’m collaborating with a university faculty member and I don’t have a Wustl key login. Who can I contact to be issued one?

All faculty, staff and students of the university are able to create a Wustl Key login if they do not already have one. If you are collaborating with the university and are required to complete compliance related training, the university may issue you a non-employee number (N-ID) which allows you to create a Wustl Key login. You will need to contact the payroll administrator for the department you are collaborating with to obtain information on how to initiate this process.

Q4: Can I log into Learn@Work and complete my compliance training on my phone or tablet?

Learn@Work may be accessed from any device to login and complete compliance training. It’s important to remember that not all training modules are designed to be used with mobile devices. Users may experience unexpected views when working from a hand held device, depending on the tools used to create the training module. If you are experiencing issues using this method, try to access and complete the training on your desktop or laptop computer. If this does not resolve the issue you will need to contact LearnatWork@Wustl.edu for technical assistance.

Q5: Do I need to use a particular browser for Learn@Work?

While Learn@Work can be accessed using any browser, using the most recent version is always recommended. It’s a best practice to use the most recent versions of Firefox, Safari and Chrome as well as Internet Explorer version 9, or newer. Older versions of Google Chrome and Internet Explorer are known to present issues with viewing and completing training modules. If you are experiencing technical issues, try using another browser to complete the training. If this does not resolve your issue then contact your department Help Desk or the LMS Administrator for technical assistance.

Q6: How do I locate and complete the compliance profiler questions?

The compliance profile module is easily accessed under the Featured section of the home page. Click on the name to navigate to the module page where you can click on the Launch button to view and complete the module.

Q7: I’ve recently transferred to a new department and need to take additional trainings. How can I access the compliance profiler to update my questions and determine which modules I need for my new role?

Navigate to the Home Page and click on the compliance profile module where you will be able to re-launch the course and answer the questions based on your new role. The My Compliance Summary on the Me Page will update with the new answers and the additional modules will be automatically assigned after overnight processing.
Q8: How do I access my transcript of completed learning?

To view all of your completed courses, navigate to the Me page and click on the link for Completed Learning available from the left side-bar menu. A listing will appear of all modules that you have historically completed.

Q9: How do I get help with using the new University LMS?

There are multiple ways to obtain assistance with the LMS depending on the type of support needed.

- For assistance with training modules that have been assigned to you, contact the Area Specific Compliance Officer (ASCO) for the module.
- For navigation and technical assistance in the LMS, contact the LMS Administrator by email at LearnatWork@Wustl.edu.
- For technical or browser assistance, contact your assigned department Help Desk.
- For assistance with using your Wustl Key to log in to the LMS, contact Systems and Procedures at 935-5707.

Q10: Who can I contact if I try to log in and receive the following error message?

This message indicates that you do not have access to Learn@Work as is most often generated when non-affiliated people are trying to log in. If you receive this message it most likely means that you do not currently have a Wustl Key ID and password. You will need to contact the department administrator for the Wustl department you are collaborating with to obtain an N-ID. Once an N-ID has been issued, you will be able to create an ID and password for login purposes.

Q11: If I find a course that I think would be interesting to a co-worker on another team, can I forward the item to him or her?

Learners have the option to provide links to courses that they find useful to their co-workers through the Share feature in Learn@Work. This feature sends an email notification with a deep link to the learning objective to the co-worker for them to easily log in and take the course. The instructions for using this feature are found in this document under the Manage Learning section. Please refer to the table of contents for the location page number.

Q12: Will I be able to identify students from other departments that are required to take specific trainings to verify whether or not they’ve completed them?

There are currently two reports available in Learn@Work that will allow managers and department administrators to locate faculty, staff and students by name to verify completion of compliance requirements. The reports may be filtered by department, person name and dates, as well as other identifying criteria. Any user with security access to analytics has the ability to generate either report for staff within or outside of their department.