

LMS Training Plan and Sequence Narrative

Winthrop University

LTEC 645

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This narrative accompanies the LMS Training Plan and Sequence which outlines a training plan for the implementation of a new LMS for the Arts in Basic Curriculum Institute at Winthrop University. The training plan is broken into 3 segments based on user role: the LMS administrator, instructors, and end users.

Training Plan Overview

This training plan is outlined in the order in which the rollout should occur. The LMS Administrator will be the main point of contact within the organization and will be responsible for overseeing and/or developing additional and ongoing training for other ABC staff. We recommend that the administrator have at least 60 days to complete this training sequence prior to the training rollout for instructors.

Instructors will be the second phase of the training and will be overseen by the LMS Administrator. This allows the administrator additional time to work within the platform before it is accessible to end users. In addition to the outlined training sequence for instructors, we also recommend that the instructors peruse the end user training to familiarize themselves since they will be the first point of contact for any issues that arise.

In the third phase of the rollout, end users will receive training on how to use the new LMS. This training will then need to be available on a rolling basis as the ABC Institute enrolls new users, expands to include more courses, and updates are made to the platform.

Section I: LMS Administrator

Outline

1.1 Overview of LMS Features

1.2 LMS Overview for Administrators Workshop

1.2.1 LMS Overview for Administrators Reference Guide

1.3 Generating Reports

1.3.1 Running Standard Reports

1.3.2 Running Custom Reports

1.4 Customizing for Data Production

1.4.1 Monitoring Participant Activity

1.4.2 Progress Tracking

1.4.3 Monitoring Compliance

1.4.4 Evaluating Data in Real Time

- 1.5 Creating a Course Catalog**
- 1.6 Optimizing the LMS System Integrations**
- 1.7 Brand Customization**
- 1.8 Settings for End Users**
- 1.9 Utilizing LMS Support Options**
- 1.10 File Compatibility**
- 1.11 Backup Capabilities**
- 1.12 Administrator Technical Working Group**

Summary

The LMS Administrator begins with an overview eLearning Module followed by an overview workshop which includes a provided manual. The next eLearning module focuses on generating reports, with sections on standard and custom reporting. The fourth item is an eLearning module on data production which again includes a printable manual for later reference. This module covers participant activity and progress tracking, compliance monitoring, and data evaluation. The next eLearning modules focus on creating a course catalog and optimizing integrations. Next we will provide a resource guide for brand customization, and an interactive eLearning module on LMS settings for end users. The final resources we will provide include infographics and resource guides on LMS support options, file compatibility, and backup capabilities. Additionally, we suggest a weekly webinar with an LMS administrator technical working group to provide ongoing support and professional development.

Section II: Instructors

Outline

2.1 Welcome to Your New LMS

2.2 How to Use Your New LMS

- 2.2.1 Course Layout & Content Controls
- 2.2.2 What is Generative AI Course and Content Creation?
- 2.2.3 End User Professional Development Offerings

2.3 Analytics

- 2.3.1 Built In Reports
- 2.3.2 Custom Reports
- 2.3.3 Compliance Tools
- 2.3.4 What is an Activity Log?

2.5 3rd Party Integrations and How to Use Them

2.6 Certifications, Badges, and How to Use Them

2.7 Interface, File Management, & Storage

- 2.7.1 How to Build a Course Catalog
- 2.7.2 What Are Accessibility Functions?
- 2.7.3 How to Use the Online Presence Indicator
- 2.7.4 Resource Sharing
- 2.7.5 What is Learner Personalization?
- 2.7.6 Course Completions Rules and Progress Tracker

Summary

Instructor training sequence begins with two introductory workshops for staff members. These would ideally be in-person so that the LMS Administrator can form a direct working relationship with the other staff members in relation to the LMS and can oversee this training. The first two workshops cover the basics of navigating the LMS, creating course layouts and content, and understanding the user interface. Next the instructors will dive into an eLearning module on analytics including built-in and custom reporting, compliance tools, and activity logs. Next is a video and reference guide on 3rd party integrations along with a video on certifications and badges. The next large eLearning module concerns interface, file management, and storage. This spans topics from course catalogs to accessibility, personalization, resource sharing, and progress tracking.

We recommend that the ABC staff be highly encouraged to walk through the end user training as well. In a small organization such as this, end users are more likely to directly communicate with the instructor before contacting the system administrator if problems arise. This means that instructors need some base-level knowledge in order to potentially provide assistance when needed.

Section III: End Users

Outline

3.1 Welcome to Your New LMS

3.2 How to Use Your New LMS

- 3.2.1 How to Use Group Forums
- 3.2.2 Understanding Assessment & Evaluation Feedback
- 3.2.3 How to Participate in Discussions
- 3.2.4 How to Use Q&A Forums
- 3.2.5 How to Use, Write, and Post Blogs
- 3.2.6 How to Use the Company Email Feature from the LMS
- 3.2.7 What are Mass Announcements?
- 3.2.8 How to Use the Calendar Feature
- 3.2.9 How to Use the Teams/Groups of Learners Feature
- 3.2.10 What are Learning Paths?
- 3.2.11 What is Gamification?
- 3.2.12 What is My Circle?
- 3.2.13 How to Use the Chat Feature
- 3.2.14 How to Use Web Conferencing Feature(s)

Summary

The end user training kicks off with a virtual workshop, but beyond that, the vast majority of end user training consists of videos due to the changing basis of enrolling cohorts and end users into courses. For end users, videos are also the most practical and do not require too much additional time. One video playlist with short tutorial videos would be the most helpful and easily

accessible for end users. This learning module will also have been made available to ABC staff members who might be overseeing these courses.

The training sequence begins with an introductory workshop, which will be recorded. After that, users will complete an online eLearning module which contains videos on basic use in the areas of communication/participation, assessment and feedback, calendar, learning paths, and other integrations. For videos that may be longer in length, we recommend breaking them into shorter chapters on YouTube.