

1 Working with Levels

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Module Objectives

At the completion of this module, you will be able to:

- Design a level structure for your organization.
- Create and maintain levels in VLS™ Administrator.
- Add system administrators and managers.
- Customize Level 1 options.
- Create evaluation and survey sets

Understanding Levels

Levels in VLS™ are used to help maintain organization within the system. VLS™ contains five levels that can be customized to fit the hierarchy in your organization. Users, courses and curricula are assigned to each Level. The default levels are Level 1 through Level 5, but these names can be changed to fit your organization. The function of each level is described below.

Level 1

Think of Level 1 as the system level. At this level, you control the other levels and the appearance of the other VLS™ components. You can add users at this level; however, the users will not be associated with any of the other levels or courses.

Level 2

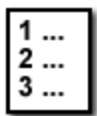
You perform most of the managerial tasks at Level 2. You also control the system authors at this level.

Levels 3, 4 and 5

Levels 3, 4 and 5 further allow you to manage curricula, courses, and users.

Designing Level Structure

Setting up the level structure in VLS™ Administrator will take a little thought as to how you want to define users and courses. Based on the levels you set up, you will assign managers, users, curricula and courses to those levels. You can maintain a level of security by ensuring you define the levels to most closely match your organization structure.



Steps to Change Level Titles

1. In VLS™ Administrator, click on the **System** button at the top of the screen.
2. On the VLS™ Toolbar, click **Options**.
3. In the **Options** menu on the left side of the screen, click **Rename Levels**, under the **Levels:** subheading.
4. Type the new name for each level in the appropriate level box.
5. Click **SUBMIT**.

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Exercise Define a Level Structure

Think about your organization. Define a level structure that matches the way you will assign courses and users to the system.

Levels and Options

Each level within VLS™ allows for different options. Based on how you want to set up the system, you will assign users and managers to different levels to allow for these options.

Level I Options

Level I is the highest level of the system. From here, you can customize features, titles and colors within the entire VLS™ system. You will want to use caution when assigning administrators at this level, to avoid too many people making changes within the system. Any changes made at this level will affect **ALL LEVELS IN THE SYSTEM**.

Level 2 through 5 Options

At the sub-levels of 2 through 5 in VLS™ Administrator, you can customize options **WITHIN THE CURRENT LEVEL ONLY**. Changes made at each level here will only affect that level. As a Manager of a level 2 through 5, you will have the right to change and create evaluation and survey sets, create a new sub-level (From Level 2, create a new Level 3, etc), and manage authors, managers, forums, and user fields.

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Level I Administration

Assigning Managers (Levels 2 through 5) and Administrators (Level I only) will give designated people the rights to make changes at the level to which you assign them. Be careful to assign people to the appropriate level. Recall that Level I Administrators have rights to make changes to the *entire system*.

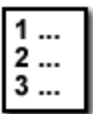


You must add users to the system before you make Manager and Administrator assignments.



Steps to Assign a System Administrator (Level I)

1. In VLS™ Administrator, click the **Level I** button.
2. Click **Options** on the Toolbar.
3. Under the **Manage** subheading, click **Managers**.
4. Click **Add New Manager** at the top of the screen.
5. Select the first letter of the last name of the person you want to add as a System Administrator.
6. Select the *checkbox* next to the name of the person you want to add as a System Administrator.
7. Click **ADD**.
8. Click **Back to Current Managers** to view a list of everyone assigned as a manager in the system.



Steps to Delete a System Administrator

1. In VLS™ Administrator, click the **Level I** button.
2. Click **Options** on the Toolbar.
3. Under the **Manage** subheading, click **Managers**.
4. Click **REMOVE** next to the name of the manager you want to delete.

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Removing a manager from a level does NOT remove them from the system. To remove a user from the system, see Chapter 4: Managing Users.



Exercise Create a New System Administrator

Log in to the VLS™ Server your instructor designates. Assign trainer#_____ as a system administrator. Your instructor will tell you which name to assign.

Customize the System

You can customize VLS™ to match your company's Web site, colors or any other item you wish to match it to. Options available to customize the system include:

- Common Features: this is where you change the session timeout, entry message, designate the LMS portal, and designate Interactive Help enabled.
- System Titles: you can change the titles from VLS™ Administrator and VLS™ Learner to your company name, or any other designation from this area.
- System Colors: here you change the colors in the title bars of VLS™ Learner and VLS™ Administrator.



Explain that the role of the Administrator or manager will typically be to *manage* the evaluation sets and questions. A course author or project manager will typically write the evaluation questions



Exercise Modify Common Features

One participant at a time, edit Common Features in the system.

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Creating Evaluations and Surveys

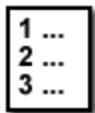
You can create Evaluation and Survey sets at the System Level (Level I) for use within all levels of VLS. These evaluations and surveys can then be assigned to different courses. Creating evaluations and surveys at this level allows you to have standardized evaluations and surveys to use in all courses throughout the system. From the main Evaluation sets screen, you can:

- add new evaluation sets,
- add new questions to evaluation sets,
- edit existing questions, and
- edit response sets.



Steps to Create an Evaluation

1. In VLS™ Administrator, click the **Level I** button.
2. Click **Options** on the Toolbar.
3. Under the Evaluation sub-heading, click Evaluations.
4. From the Existing Evaluation Sets screen, choose **new set** or choose **New Eval Set** from the menu bar.
5. Type the name of the new evaluation set in the name field and click **CREATE**. VLS™ Administrator displays the message **Set added successfully**.
6. Repeat Step 2 to continue adding evaluation sets. Click **existing sets** to return to the main Existing Evaluation Sets screen.



Steps to Add New Questions to an Evaluation Set

1. In VLS™ Administrator, click the **Level I** button.
2. Click **Options** on the Toolbar.
3. Under the *Evaluation* sub-heading, click **Evaluations**.
4. On the Evaluation menu bar, click New Question.

5. Complete the following fields with the appropriate information:
 - *Question Title* – The title of the question.
 - *Question Text* – the body of the question.
 - *Response 1* through *5* – The valid responses for the question you are creating. Please note that all of the response fields must be filled. If a Response Set has been created, a Response Set dropdown list will appear next to the question in the Evaluation Question Window. You may select the appropriate Response Set from this dropdown list. (You will learn how to add a Response Set later in this chapter.)
6. Click **CREATE** to add the question. VLS™ Administrator displays the message **Added successfully**.
7. Repeat Step 2 to continue adding questions.

Notes:**Steps to Add Existing Questions to an Evaluation Set**

1. In VLS™ Administrator, click the **Level I** button.
2. Click **Options** on the Toolbar.
3. Under the *Evaluation* sub-heading, click **Evaluations**.
8. From the *Existing Evaluation Sets* screen, select the name of the evaluation to which you want to add questions.
9. Click the **Modify** radio button, then click **SUBMIT**.
4. On the *Modify* screen, click **Add Questions**.
5. On the *Add:* screen, select each question you want to add to the evaluation set, then click **ADD**.
6. To view a list of all the questions in the current evaluation set, click **Current Set**.



Steps to Edit a Response Set

1. In VLS™ Administrator, click the **Level I** button.
2. Click **Options** on the Toolbar.
3. Under the *Evaluation* sub-heading, click **Evaluations**.
4. From the Existing Evaluation Sets screen, choose **Response Sets** on the menu bar.
5. Click **Add New**.
6. Complete the following fields:
 - *name* – The name of the response set.
 - *Response 1* through *5* – The responses in the set.
7. Click **CREATE**. VLS™ Administrator displays the message **Added successfully**.
8. Repeat Step 3 for each response set that you want to create.
9. Click **back to existing** to return to the *Existing Evaluation Response Sets* screen.



Exercise : Create and Modify an Evaluation Set

1. Create an evaluation set with the title **Evaluation:Yourname**.
2. Create a new question and add it to the set.
3. Add 3 existing questions to the set.
4. Create a new response set, and add it to the question you created.

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Survey Sets

Survey sets are created and modified just like Evaluation sets. The difference between surveys and evaluations is that evaluations offer set responses in which the user must select one of five responses, and survey sets allow for essay and fill-in answers.

Survey sets allow for four types of questions:

- Essay
- Multiple Choice
- Drop Down
- Multiple Multiple Choice



Steps to Create a New Survey Question

1. In VLS™ Administrator, click the **Level I** button.
2. Click **Options** on the Toolbar.
3. Under the *Evaluation* sub-heading, click **Survey Sets**.
4. From the main Current Survey Sets screen, choose **New Question**.
5. From the *Question Type* drop-down list, select one of the following types:
 - **Essay** – Allows the user to type a paragraph in response to the question.
 - **Multiple Choice** – Allows the user to select one choice from a list of responses.
 - **Drop Down** – Allows the user to select a response from a drop-down list.
 - **Multiple Multiple Choice** – Allows the user to select more than one choice from a list of responses.
6. Complete the following fields with the appropriate information:
 - *Question Title* – The title of the question.

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- *Question Text* – the body of the question.
7. Click **CREATE** to add the question. VLS™ Administrator displays the message **Added successfully**.
 8. Repeat Step 2 to continue adding questions.

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Steps to Modify a Survey Response

1. In VLS™ Administrator, click the **Level I** button.
2. Click **Options** on the Toolbar.
3. Under the *Evaluation* sub-heading, click **Survey Sets**.
4. From the *Existing Survey Sets* screen, choose **Existing Questions**.
5. Select a question or instruction from the *Question title* drop-down list and click **EDIT**.
6. Type a response in the response box, and click **ADD**. Notice that the VLS™ Administrator adds the response below the question. Repeat this step as many times as necessary to add the responses for the question.

Creating a New Level 2

From Level I, you can create a new Level 2 division.



Steps to Create a New Level 2

1. In VLS™ Administrator, click the **Level I** button.
2. Click **Options** on the Toolbar.
3. Under the *Levels* sub-heading, click **New Level 2**.
4. Type a name for the new Level 2 in the *Name* box.
5. If you want to specify a password for users to join Level 2, type it in the *Password* box. Otherwise, leave this box blank.

6. Click **CREATE**.
7. The new level is created, and you are returned to the Options main screen.



Exercise : Create a New Level 2

Create a new Level 2 with a name of *Yourname*.

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Licensing

The Licenses section allows you to control how many users have access to VLS™.

Specifically, the options in this section are:

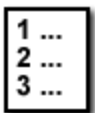
- **Level 1 Licenses** - Contains the license key for your VLS™ license agreement.
- **Level 2 Licenses** - Allows you to modify the number of licenses available in each level.



If you have renamed your levels, then this option will reflect the new level name. For example, if you rename Level 2 to Company, this option will display as Company Licenses.

Modifying Level 1 Licenses

The number of author and user licenses for your VLS™ environment is determined by a license key, provided by Vuepoint according to the terms of your license agreement. If you upgrade your license agreement, Vuepoint will provide you with a new license key that allows you to add additional authors and/or users to your system. This license key number is entered in the Level I Options, under Licenses, Level 1 Licenses.



Steps to Enter Level 1 Licenses

1. In VLS™ Administrator, click the **Level I** button.
2. Click **Options** on the Toolbar.
3. Under the *Licenses* sub-heading, click **Level 1 Licenses**.
4. In the *License Key* field, type the license key provided by Vuepoint.

5. Click **SUBMIT**.

Modifying Level 2 Licenses

The Level 2 Licenses section controls the user licenses assigned to each Level 2 and all levels under it. As a system administrator, you can manually change this information.



Steps to Change Level 2 Licenses

1. In VLS™ Administrator, click the **Level 1** button.
2. Click **Options** on the Toolbar.
3. Under the *Licenses* sub-heading, click **Level 2 Licenses**.
4. Assign licenses as necessary to each Level 2 in the system. Remember that you cannot exceed the number of licenses available in the system. This number is displayed at the top of the screen.
5. Click **SUBMIT**.

System Options

Editing System Information

Within the System section, you have the ability to:

- view system information,
- update the Content Creator version,
- update the Offline Viewer version,
- view the items in the repository,
- view and modify chat settings,
- view and modify conference module settings, and
- perform system utilities.



These fields are for informative purposes only. You cannot change the information on this screen.

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Steps to View System Information

1. In VLS™ Administrator, click the **Level 1** button.
2. Click **Options** on the Toolbar.
3. Under the *System* sub-heading, click **Information**.

Updating the Content Creator Version

You can update the version of Content Creator within Level 1 Options.



Steps to Update Content Creator Version

1. In VLS™ Administrator, click the **Level 1** button.
2. Click **Options** on the Toolbar.
3. Under the *System* sub-heading, click **CC Version**.
4. In the *Upgrade to Version* field, type the version number for the version of Content Creator that you currently use.
5. Click **UPDATE**.



You should only change the version number when you update to a new version of Content Creator. This prevents the question of whether your version of VLS™ Learner is compatible with your version of Content Creator.

Updating the Offline Viewer Version

You can update the version of Offline Viewer within Level 1 Options.



Steps to Update Offline Viewer Version

1. In VLS™ Administrator, click the **Level 1** button.
2. Click **Options** on the Toolbar.
3. Under the *System* sub-heading, click **Offline Viewer Version**.
4. In the *Upgrade to Version* field, type the version number for

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the version of Offline Viewer that you currently use.

5. Click **UPDATE**.

Viewing the Repository

The Repository contains all the images, multimedia, applets, whiteboard images, interaction images, and documents stored in the repository for courses published to the server. You can view these items in the Repository through Level 1 Options.



Steps to View Repository Items

1. In VLS™ Administrator, click the **Level 1** button.
2. Click **Options** on the Toolbar.
3. Under the *System* sub-heading, click **Repository**.
4. Select the type of item you would like to search for from the drop down list.
5. Type a name in the *Search* field for the items you would like to view (i.e. for an image that begins with 'r', type R in the search field).
6. Click **Go**. A list of images beginning with R is displayed.
7. Click on an image title to view that image.
8. To view all items in the repository, clear the *Search* box, and leave the drop-down list to **All**.
9. Any items in the Repository that are NOT linked to a course will display a **Delete** button. Click this button to delete the image from the Repository.

Modifying Chat Settings

You can modify Chat settings such as the Chat Server location, database name, etc. in the Level 1 Options.

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Once chat settings have been set, they should not be changed unless authorized by a system administrator. These settings are automatically changed when the VLS™ server is upgraded.



Steps to Modify Chat Settings

1. In VLS™ Administrator, click the **Level 1** button.
2. Click **Options** on the Toolbar.
3. Under the *System* sub-heading, click **Chat Settings**.
4. Modify the settings as necessary.
5. Click **SUBMIT**.

Updating Conference Module Settings



Steps to Add Conference Module Settings

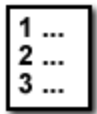
1. In VLS™ Administrator, click the **Level 1** button.
2. Click **Options** on the Toolbar.
3. Under the *System* sub-heading, click **Conf Mod Settings**.
4. Click **Add Conference Module Entry**.
5. In the *IP Address* field, type IP address of the server on which the conference module resides.
6. The system adds default information in the remaining fields: *Port*, *Maximum Users*, and *Threshold*. You can edit the information in these fields:
 - a. In the *Port* field, type the port you want the Live Application Sharing system to use.
 - b. In the *Maximum Users* field, type the maximum number of users allowed at each online conference.
 - c. In the *Threshold* field type the maximum number of users the conference module supports before moving additional users to another conference module.

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7. Click **SUBMIT** to save your changes.

Utilities

VLS™ Administrator includes four utilities that an administrator can use to keep the VLS™ system current.



Steps to Update System Utilities

1. In VLS™ Administrator, click the **Level 1** button.
2. Click **Options** on the Toolbar.
3. Under the *System* sub-heading, click **Utilities**.
4. Select *Click here to download the Course Export Utility* to download and save the course export utility to your computer. Follow the on-screen instructions to complete the download.
5. *Clean up all sessions over 24 hours old* – Click **SUBMIT** to reset the session time for all sessions over 24 hours old.
6. *Remove all expired records from waiting list.* – Click **SUBMIT** to reset a course waiting list.
7. *Logout all users* – Click **SUBMIT** to log out all users from VLS™.

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Level 2 through 5 Managers

In Levels 2 through 5, the Options are identical. Options selected at this level will apply only to the Level in which you are currently working. For example, if you select Options under a Level 2 entitled “Training”, the changes you make will apply to all Levels (2 through 5) assigned under Level 2 Training.

You can change the following options in Levels 2 through 5:

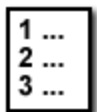
- Evaluation and Survey sets
- Levels 2 through 5: rename, create new, delete
- Manage authors
- Manage LAS Facilitators
- View Forums
- Update User fields
- Manager Managers

Evaluation and Survey sets are created identically to Level 1. To see how to create Evaluations and Surveys, refer to pages 7 through 12 of this module.

Create a New Level

You can create a new Level that will be a part of the Level in which you are currently working. If you are working in Level 2, you will create a new Level 3. If you are working in Level 3, you will create a new Level 4, etc.

You can also rename the current level, and delete the current level from the Options area.



Steps to Create a New Level

1. In VLS™ Administrator, click the **Level** button for the level to which you want to add a sub-level.
2. Click **Options** on the Toolbar.
3. Under the *Levels* sub-heading, click **New Level 3** (or New

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Level 4, or New Level 5).

4. Type a name for the new level in the name box, and type a password, if necessary, in the password box.
5. Click **CREATE**.



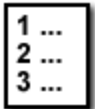
Exercise : Create a New Level 3

Create a new Level 3 under *yourname* level. Name the Level **Training**.



Steps to Rename the Current Level

1. In VLS™ Administrator, click the **Level** button for the level to which you want to add a sub-level.
2. Click **Options** on the Toolbar.
3. Under the *Levels* sub-heading, click **Rename**.
4. Type a new name for the Level in the Name box, and specify a password, if necessary.
5. Click **SUBMIT**.



Steps to Delete the Current Level

1. In VLS™ Administrator, click the **Level** button for the level to which you want to add a sub-level.
2. Click **Options** on the Toolbar.
3. Under the *Levels* sub-heading, click **Delete**.
4. In the *Delete Current Level* screen, click **Delete Level**.
5. The Level is deleted, and you are returned to the main screen.



Exercise : Rename Level 2

Rename your Level 2 to “*yourinitials* Test Level.”

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Managing Authors

To designate a user as a course author at a given level, they must first be assigned as an author to that level. For example, for a user to be the author of a course entitled “LMS Training” in Level 2: Training, you must first specify that they are an author at Level 2: Training.

You can also specify authors’ rights at this level. Rights include:

- **Level 2 Specific:** Allows the user to view all Repository items in Level 2 courses.
- **System Wide:** Allows the user to access all Repository items throughout the system.
- **HTML:** Allows the author to view the HTML code behind the course screens in Content Creator.



Steps to Add an Author

1. In VLS™ Administrator, click the **Level** button for the level to which you want to add an author.
2. Click **Options** on the Toolbar.
3. Under the **Manage** subheading, click **Authors**.
4. Click **Add New Author**.
5. Select the first letter of the last name of the person you want to add as an author.
6. Select the checkbox next to the person’s name that you want to add as an author.
7. Click **ADD**.



Steps to Delete an Author

1. In VLS™ Administrator, click the **Level** button for the level to which you want to add an author.
2. Click **Options** on the Toolbar.
3. Under the **Manage** subheading, click **Authors**.
4. Click **DELETE** next to the author’s name that you want to

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remove from this level.



Changing Author Rights

1. In VLS™ Administrator, click the **Level** button for the level to which you want to add an author.
2. Click **Options** on the Toolbar.
3. Under the **Manage** subheading, click **Authors**.
4. Next to the author's name, select the checkbox for each right you want to add to that user's profile.
5. Click **UPDATE**.

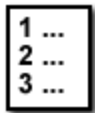


Exercise : Add an Author

Add yourself as an author under the Level 2 you created.

Add New LAS Facilitator

An LAS Facilitator is a course instructor who has the ability to allow others to view documents on their computer through the Chat function in VLS. In order to use this “application sharing,” a user must first be specified as an LAS Facilitator in the Administrator system.



To Designate an LAS Facilitator

1. In VLS™ Administrator, click the **Level** button for the level to which you want to add an author.
2. Click **Options** on the Toolbar.
3. Under the **Manage** subheading, click **LAS**.
4. Click **Add New LAS Facilitators**.
5. Select the first letter of the last name of the person you want to designate as an LAS Facilitator.
6. Select the checkbox next to the person's name.
7. Click **ADD**.

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Steps to Delete an LAS Facilitator

1. In VLS™ Administrator, click the **Level** button for the level to which you want to add an author.
2. Click **Options** on the Toolbar.
3. Under the **Manage** subheading, click **LAS**.
4. Click **DELETE** next to the name of the person you want to delete as an LAS Facilitator.



Exercise : Add an LAS Facilitator

Add yourself as an LAS Facilitator under the Level 2 you created.

Viewing Forums

You can view all Forums for a Level from the Options area of that level.



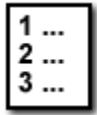
Steps to View a Forum Topic

1. In VLS™ Administrator, click the **Level** button for the level to which you want to add a manager.
2. Click **Options** on the Toolbar.
3. Under the **Manage** subheading, click **Forums**.
4. Click the *Topic* name of the Forum for which you want to view threads.
5. To view forum topics within a certain date range, select the appropriate range from the *Show topics posted within:* drop down list. This helps narrow the list of forum topic names.

Update User Fields

In VLS™ Administrator, you can specify which fields a user must fill out in order to create a new account in the system. You can also specify if a field is required or optional. These fields will appear when a new user clicks “Create New User” from the login screen.

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To Update User Fields

1. In VLS™ Administrator, click the **Level** button for the level to which you want to update fields.
2. Click **Options** on the Toolbar.
3. Under the **Manage** subheading, click **User Fields**.
4. For each field that you want to show, select Show from the drop-down list.
5. For each field that is required, select Require from the Drop-down list.
6. To create custom fields, type the name for the field in the text box next to the drop-down list.
7. Click **UPDATE**.



Exercise : Update User Fields

In the Level 2 that you created, specify the following fields as Required:

- Company ID
- Address
- City
- State
- Zip

Specify Show for the following fields:

- Address 2
- Department
- DOB
- Home Phone

Create a custom field entitled “Office” and make it required.

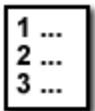
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Adding New Managers



Steps to Assign a Manager

8. In VLS™ Administrator, click the **Level** button for the level to which you want to add a manager.
9. Click **Options** on the Toolbar.
10. Under the **Manage** subheading, click **Managers**.
11. Click **Add New Manager** at the top of the screen.
12. Select the first letter of the last name of the person you want to add as a System Administrator.
13. Select the *checkbox* next to the name of the person you want to add as a System Administrator.
14. Click **ADD**.
15. Click **Back to Current Managers** to view a list of everyone assigned as a manager in that level.



Steps to Delete a Level Manager

1. In VLS™ Administrator, click the **Level** button for the level to which the manager is assigned.
2. Click **Options** on the Toolbar.
3. Under the **Manage** subheading, click **Managers**.
4. Click **REMOVE** next to the name of the manager you want to delete.



Exercise: Add a Level 2 Manager

In Level 2, under the Admin Training Level, assign Trainer_____ as Level 2 Manager.

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