VERMONT
DEPARTMENT OF PUBLIC SAFETY

LMS Users Guide

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LMS Website: **https://vermont.csod.com**

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Vermont DPS LMS User Guide

This is a guide to the State of Vermont Learning Management System (LMS) for Department of Public Safety (DPS) users. This guide is intended as a quick reference to provide basic instructions and answer frequently asked questions. More detailed information is available through the help function of the LMS itself.

Table of Contents

Note: as a web-based system, there are often many ways to get to a given page or option within the LMS. This guide describes a way to perform certain tasks but it may or may not be the only or fastest way to perform them.

ACCOUNT SIGNUP AND MANAGEMENT

All state employees have an LMS account. Employees should not sign up for another account - if they do not know their account information, they should contact their supervisors or an LMS Administrator.

Vermont is using the LMS for all training; different parts of the state government sponsor external users for their trainings. This guide is for users who will primarily take public safety related training. The processes may be similar with other departments or agencies, but external users who will primarily take other kinds of trainings should sign up through the Agency of Transportation (AOT), Agency of Human Services (AHS), or other appropriate agency.

Signing Up for the LMS (External Users Only)

In order to sign up for an account and use the system, users must have Internet access and an email account. State employees already have LMS accounts.

To sign up for an account through DPS as a non-state employee:
- *Go to the public training calendar linked from http://demhs.vermont.gov/training.*
- *Move the mouse over "Register for an Account" (top left) and click on "Registration Page"*
- *Click on the Create an LMS Account Through DPS link.*
- *Fill out the registration information:*
  - *Enter first and last name*
  - *Enter an email address*
  - *Select any applicable disciplines*
  - *Enter an account password*
  - *Click on the Submit button*
- *An LMS Administrator will check to see if the user already has an account.*
  - *If so, the admin will email the user to pass on the existing account information.*
  - *If not, the admin will approve the account and the system will send the user an email.*

Logging In

The first time a user logs in to the LMS, it will ask him or her to set a new password and establish a security question for future password resets. Users can change both password and security question by going to "My Account" options as described in Managing an Account below.

To log in to the LMS:
- *Go to https://vermont.csod.com and enter the user name (or email address) and password.*
- *The system will display a DPS training welcome page that shows announcements and other information for the user:*
    - *Inbox - training messages (registrations, approvals, etc.)*
    - *My Training - newly added courses or sessions*
    - *Upcoming Sessions - any courses scheduled for the near future*
- *To log out, move the mouse over the gear icon in the top right corner of the screen and click on "Log Out" from the options that pop up.*

Users who forget their password should click on the "I forgot my password" link on the login page. The system will ask the security question and allow the user to set a new password. If that does not work, users should contact an LMS Administrator.

Managing an Account

Users manage their own account information on the system. For state employees, much of the data comes from the Vermont Human Resources (VTHR) system and is automatically updated every night - VTHR will overwrite changes the user makes.

To change account information:
- *Move the mouse over the gear icon at the top right corner of the screen and click on "My Account" from the options that pop up.*
- *The Preferences page is for editing account settings.*
  - *To add a Picture, click on the picture and select "Change" to upload a new profile picture.*
  - *The "On Vacation" box sets out-of-office status; this is primarily used for supervisors who need to approve other users' trainings.*
  - *Select Signature - allows the user to choose different fonts when the system prints a signature.*
  - *"Discipline" boxes allow the user to choose public safety disciplines in which they work.*
- *The <u>Options</u> button at the top right corner of the panel allows users to:*
  - *Change Password*
  - *Edit Security Questions*
- *Click on the <u>Save</u> button at the bottom right of the panel to save any changes.*

If a user does not use the system for six months, the account will go inactive. All the records remain in the system, but the user will have to contact an LMS Administrator to reactivate the account to use the LMS again.

FINDING AND REGISTERING FOR A COURSE

Note on LMS Terminology in Plain English

Events are general courses, e.g. ICS 100.

Sessions are offerings of the course, e.g. an ICS 100 course in January.

Parts are the meetings for a session, e.g. 1730-2130 on January 12 (part 1) and 1730-2130 on January 19 (part 2) for the January ICS 100 course.

Finding Courses

Users can only see courses that are available to them. Some Vermont courses are open to anyone, but some are only open to state employees or a specific group of people.

To search for courses:
- *Move the mouse over the "Learning" tab on the top toolbar and click on "Events Calendar".*
  - *The calendar lists available courses by month.*
  - *Move the mouse over a course for a popup with a brief description.*
  - *Click on a course for a more detailed description and more options, including session offerings with registration information.*
  …or…
- *Move the mouse over the "Learning" tab on the top toolbar and click on "Browse for Training".*
  - *Browsing provides a list of all trainings available with short descriptions.*
  - *Filter options are on the left side - users can search for courses by subject, date, type, or location.*
  - *Sort options are at the top right of the panel.*
  - *Click on a course for a more detailed description and more options, including session offerings with registration information.*

Registering for a Course

The LMS allows users to browse different courses (called events) and sessions in different ways. Once a user finds a session he or she wants to attend, he or she must register for it.

There are three steps in signing up for an LMS session - user request, manager or instructor approval, and finally registration. Typically, DPS courses are set for automatic approval and automatic registration on approval. This does not mean users do not need to get permission from their supervisors to attend the course!

To register for a session:
- *Find the session of an event by going to its information page.*
    - *Calendar View brings up the month of the specific session.*
    - *View Event bring up a general page that lists scheduled sessions.*
- *Click on Request when looking at a specific session to register for a course.*
    - *In most cases that is all that is required!*
    - *In some cases, the instructor or a supervisor may need to accept or approve the request.*
    - *Should any courses have prerequisites, those prerequisites must be completed in order to complete registration.*
- *The system sends an email to users when the registration is complete.*

Some sessions may have a certain number of seats reserved for attendees from a specific agency or group, or there may be a limit on the number of attendees from any given agency. In these cases, a user can still request the session - but may be placed on a wait list.

A user on a wait list is NOT registered for the course. If a seat in the course becomes available, the system will send an email notification to everyone on the waitlist. Registration for open seats will be first-come first-served - users who do not register when a seat becomes open remain on the waitlist.

Some courses may require additional paperwork or permissions - the session description should include directions. The most common requirement for DPS-sponsored courses is a FEMA Form 119-25-1. The session details will include a link to download the form and users must fill it out, and either send it to the training administrator beforehand or bring a hard copy with them to the training to receive course credit.

ATTENDING, WITHDRAWING FROM, AND EVALUATING COURSES

Attending Courses

Attending a course works the same way it always has - show up on time, with the required materials, and take the course!

Instructors use the LMS to record attendance and grades, if required. Within five days of course completion, the course will be marked as complete on transcripts and users will be able to access their certificates.

If a course is cancelled, the LMS will notify registered users via email and remove the course from transcripts. Users may register for a different session when one is offered.

Withdrawing from Courses

When students cannot attend course sessions they have registered for, they must withdraw from the session in the LMS prior to the start time on the first day of the session.

To Withdraw from a Session:
- *Move the mouse over the "Learning" tab on the top toolbar and click on "View Your Transcript". The Transcript page will come up.*
- *Find the session; on the right side in a green box click the arrow next to _View Training_ and choose _Withdraw_. A new window will appear.*
- *Choose the best option from the "Please Select a Reason" dropdown.*
- *Enter a quick description in the "Comments" block.*
- *Click _Submit_.*
- *The transcript page will come back up, and the course will show a status of "Withdrawn". The system will also send an email notifying the user that he or she has successfully withdrawn from the session.*

When someone is not able to attend a course, he or she should withdraw as soon as possible to open the seat for someone else.

If a student misses a course without withdrawing from it, the transcript will still carry the session with the user as a "No Show". If someone misses several DPS-sponsored courses this way, DPS will contact the person's supervisor to determine whether or not he or she should be allowed to register for future courses.

Evaluating Courses

Instructors will continue to provide and collect paper evaluations at the end of each course session where an evaluation is required. DPS will eventually migrate to online course evaluations through the LMS and will notify course attendees when that occurs.

DPS does review and schedule new trainings based on feedback from evaluations.

TRANSCRIPTS, EQUIVALENTS, AND EXTERNAL TRAINING

The LMS Transcript displays a user's training history - scheduled training, completed training, and even failed or no-show training.

The LMS will track all new courses in the future. As a rule, DPS has only loaded past trainings from January 1, 2015 and later into the LMS. Over the course of 2017, the DPS training administrators may load other past courses if they have complete records of who attended, and passed, specific sessions.

Users should contact an LMS Administrator and/or their Division Training Administrator if they think the LMS is not properly reflecting credit for a session.

Viewing a Transcript

Users may check their transcripts online at any time.

To View a Transcript:
- *Move the mouse over the "Learning" tab on the top toolbar and click on "View Your Transcript".*
  - *Active trainings are those that are scheduled.*
  - *Completed trainings are those that have taken place.*
  - *Archived trainings are either very old or inactive for some reason - typically to remove clutter from the completed training section.*
  - *The buttons at the top of the list filter or sort the listing.*
  - *The View Training Details option button brings up session information and the user's attendance and score, if applicable.*
  - *The View Certificate option button brings up the training certificate for sessions a user has passed.*
- *The Options button at the top right allows the user to do several things*
  - *Add External Training - see below on Equivalents and External Training*
  - *Export to PDF - generate a PDF version of the transcript*
  - *Print Transcript - print out the transcript*
  - *Run Transcript Report - generate a version of the transcript using different sorting and filtering options*

Equivalent Credits

DPS offers and tracks many courses that are common across the United States. Unfortunately, the LMS does not have an easy way for the users or the LMS Administrators to treat courses taken in different ways or places as being the same. Instead, DPS has created course equivalents.

If a user has taken a course that is the same as an LMS course, he or she may request an Equivalent credit. The LMS uses Materials for these (e.g. "ICS 100 Equivalent" or "IS-120 Equivalent"). Once credited, the system treats the material the same as the equivalent state session.

To Request an Equivalent Credit:
- *Move the mouse over the "Learning" tab on the top toolbar and click on "Browse for Training"*
- *Use the Search feature (top right) to search for an Equivalent material by the title or keyword*
- *Click on the appropriate "<COURSENAME> Equivalent" material*
- *Read the description, and if appropriate, click on the Request button*
- *If the directions specify uploading an external certificate, follow the directions for External Training below.*

The following are courses DPS currently tracks and grants equivalent credit for. These are normally courses which are prerequisites for other courses or part of a training curriculum.

ICS 100	IS-120
ICS 200	IS-130
ICS 300	IS-700
ICS 400	IS-800

External Training

The LMS allows users to load external trainings - trainings not taken through the LMS - if they want to augment their official records. These serve no purpose other than to allow LMS users, managers, and administrators to store and share additional information.

The LMS **does not automatically recognize external course certificates and associate them with LMS equivalents** - see the section on Equivalent Credits above if a user needs credit for a course that he or she took somewhere else.

To Upload an External Training:
- *Scan the certificate into a PDF formatted file.*
- *On the LMS, move the mouse over the "Learning" tab on the top toolbar and click on "View Your Transcript".*
- *From your transcript page, click the <u>Options</u> button and select "Add External Training" to bring up a new page.*
- *Fill out the course information - items with an asterisk are required.*
  - **Title*
  - *Training Description*
  - **Institution*
  - **Training Dates*
  - *Credits Earned*
  - *Training Hours*
- *Add the certificate:*
  - *Drag and drop the scanned PDF certificate into the space shown, … or …*
  - *Click <u>Select a file</u> and browse to the scanned PDF certificate.*
- *Click on <u>Submit</u> to finish the upload.*

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DPS LMS ADMINISTRATORS

DPS LMS Primary Administrator
- DEMHS Training Administrator
  - 802-241-5416, DPS.EMHSTraining@vermont.gov

DPS LMS Secondary Administrators
- DFS Administrative Assistant
  - 802-479-7561, bridgette.hutchinson@vermont.gov
- DEMHS Training Specialist
  - 802-241-5416, danielle.hamilton@vermont.gov
- DEMHS EM Specialist
  - 802-274-0072, glenn.herrin@vermont.gov