Implementing Web-based Content in LearningLink

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Introduction

LearningLink is the Department of Labor's portal for the delivery of Web-based Training programs and the enterprise system of record for recording training completions. LearningLink supports business and management processes by providing agencies, staff, and customers with single-site access for the management, delivery, and development of learning and knowledge. The purpose of this document is to define required standards and recommended best practices for implementing Web-based Training in LearningLink. Currently, the LearningLink team assumes responsibility for setting up web-based training in LearningLink. As DOL's agencies begin utilizing LearningLink for their training needs, it will be important that each agency understand the setup process, data content sponsors are responsible for, and data formatting standards.

1.0 Standards and Best Practices for Implementing Web-based Content in LearningLink

Implementing web-based content in LearningLink consists of:

- Building Content Objects, Items and Curricula in LearningLink, and
- Testing the Web-based Training.

1.1 *Creating Content Objects, Items and Curricula in LearningLink*

In order to ensure that Web-based Training is accessible to the Learner and that data is accurately recorded, all content posted to LearningLink for Web-based delivery must include certain data descriptions. Posting Web-based Training to LearningLink requires two steps; first, creating a Content Object record, which describes the location and launch method for the Web-based content and second, creating an Item record, which makes the Content Object accessible to Learners. Grouping the Item in a Curriculum is optional. The LearningLink team will create the records in LearningLink. However, as a content owner you will be asked to complete a form so your content can be loaded into LearningLink (Appendix B). Below is a description of content objects, items and curricula and their key fields requiring entry.

1.1.1 *Content Objects*

The first step in posting content to LearningLink is creating a Content Object record. The Content Object record identifies the Web-based content's location and determines the launch method. Following, is a list of the Content Object fields that must be completed for any Web-based content posted to LMS.

Add New:

Content Object	Field	Field Content	Description/Format
Summary	Content Object ID	Alpha numeric	Format: Domain(6)_Subject ID(8)_Name Of Course (domain specific, up to 6)_optional char (3) Examples might look like the following: • MSHA_TECH_MS132_C112 • OSHA_TECH_2340 • DOL_LEAD_LL001

Content Object	Field	Field Content	Description/Format
Summary	Title	Name of the object or course, as described by the content author; Each title must identify who is presenting the course	Example: *Privacy Awareness (presented by the OASAM Information Technology Center)*
Summary	Domain	Select from list	List provided by OHRMISS; Determines who will have access to the object to view, use, and/or administer the object
Summary	Build User		
Summary	Build Company	External to DOL: Proper name Internal to DOL: agency_ sponsoring office	Outside DOL example: Successfactors, SkillSoft Internal DOL example: OASAM_HRC, OSHA_DTE
Summary	Build Date		
Summary	☐ Content Object is Active ☐ Content Object is on-line	Checked	Both boxes must be checked to make the object active and accessible to the Learner
Summary	Description	Brief description of the content of the object or course, as described by the content author	Example: *This course provides general knowledge and background regarding privacy of information within DOL.*
Summary	Developer Tool	The application used to	Example: SkillSoft, Successfactors PQE,

Content Object	Field	Field Content	Description/Format
		create the object	Captivate

Tabs:

Content Object	Field	Field Content	Description/Format
Launch Method	Launch Method	Check the radio button that describes the launch method technology.	May select only AICC, SCORM 1.2, or SCORM 2004
Launch Method	File Name	File path that describes the server location of the object	Example: */content/dol/course/launch.htm*

Fields not listed above are optional and may be completed as described by agency processes.

1.1.2 *Items*

The second mandatory step in posting Web-based content to LearningLink is creating an Item record to hold the Content Object. The Content Object must be associated with an Item in order for it to be viewable to a Learner through the catalog or assigned to a Learner by an Administrator. Multiple content objects may be joined together in a single Item, as is often the case for larger courses broken into multiple modules or other organizational components. Following, is a list of Item record fields that must be completed for any Web-based content posted to LMS.

Add New:

Item	Field	Field Content	Description
Summary	Item Type	Select from dropdown list	

Item	Field	Field Content	Description
Summary	Item ID	Alpha numeric	Format: *DOMAIN_CURRICULATYPE_SUBJECT_COURSENUMBER_DATE* *** Where 'DATE' is the date the content object is loaded into the system.* Examples: *OSHA_TECHNICAL_OCCSAFETY_OCCSAFE001_12242006* *MSHA_IT_MSOFFICE_OFFICE2003_12142006*
Summary	Revision Date	Date	Auto populates, may be edited
Summary	Revision Time	Date	Auto populates, may be edited
Summary	Revision Number	Numeric	Auto populates, may be edited
Summary	Description	Detailed description of the content including the description, target audience and duration	Viewed by the Learner in the catalog and in the Learning Plan Example: *Course Description=This course provides general knowledge ...* *Target Audience=Federal employees* *Duration=1.0 hours*
Summary	Title	Descriptive name of the Item or course	Example: *Privacy Awareness*
Summary	Domain ID	selected from a search list	List provided by OHRMISS; Determines who will have access to the object to view, use, and/or administer the object

Item	Field	Field Content	Description
Summary	Approval Process	Pulldown menu	List of active approval processes

Tabs:

Many of the fields listed in this table are an Enterprise Human Resources Integration (EHRI) requirement. Completing these fields ensures that the proper data is available for EHRI reporting.

Item tab	Field	Field Content	Description
Competencies	Competency ID	Add from list	Optional Field: In order to select a competency to associate with the Item, the competency must be set-up in LearningLink.
Custom Fields	Column 1102 Training Accreditation Indicator	Select from dropdown	EHRI requirement
Custom Fields	Column 1103 Exclude from EHRI	Select from dropdown	EHRI requirement
Custom Fields	Column 1120 Training Source Type	Select from dropdown	EHRI requirement
Custom Fields	Column 1122 Training Purpose	Select from dropdown	EHRI requirement
Custom Fields	Column 1124 Training Sub	Select from dropdown	EHRI requirement

Item tab	Field	Field Content	Description
	Type Code		
Custom Fields	Column 1126 Training Credit (Hours)	Numeric value	Format: 0.0 EHRI requirement
Custom Fields	Column 1127 Training Credit Designation Type	Select from dropdown	EHRI requirement
Custom Fields	Column 1129 Training Delivery Type Code	Select from dropdown	EHRI requirement
Custom Fields	Column 1131 Training Credit Type Code	Select from dropdown	EHRI requirement
Custom Fields	Column 1221 Estimated Tuition and Fees	Numeric value	EHRI requirement
Custom Fields	Column 1222 Training Materials Cost	Numeric value	EHRI requirement
Custom Fields	Column 1230 Cont. Svc. Agreement Req'd	Select from dropdown	EHRI Requirement
Online Settings	☐ Item is Online	Checked	Must be checked for the Item and associated Content Object to be viewable and accessible to Learners
Online	Online	Select from dropdown	Controls the online

Item tab	Field	Field Content	Description
Settings	Completion Status	list	completion status

Additional Item Record Requirement: In order to create an online item record, at least one object must be added to the structure as an exam, content folder, or content. This action is available from On-line Settings> Edit.

Fields not listed above are optional and may be completed as described by agency processes.

1.1.3 *Curricula*

Items can be grouped together in Curricula. This structure is optional, but if it is used, then certain fields are required. If an item will be auto-assigned, it will need to be in a curriculum.

Tab	Field	Field Content	Description
Summary	Curriculum ID	Unique identifier for curriculum	Format: *DOMAIN_CURRICULATYPE_SUBJECT_COURSENUMBER_DATE* *** Where 'DATE' is the date the content object is loaded into the system.* Examples: *OSHA_TECHNICAL_OCCSAFETY_OCCSAFE001_12242006* *MSHA_IT_MSOFFICE_OFFICE2003_12142006*
Summary	Title	Descriptive title for the collection of learning activities	Example: *Department of Labor New Hire Curriculum*
Summary	Description	Brief description	Example: *Curriculum of courses for newly hired DOL employees*

Tab	Field	Field Content	Description
		of the purpose of the Curricula	
Summary	Creation Date	Date	Date of the created curriculum. It will autopopulate to today's date
Summary	☐ Active	Checked	Must be checked to make the Item active and accessible to the Learner
Summary	Domain ID	Selected from a search list	List provided by OHRMISS; Determines who will have access to the object to view, use, and/or administer the object

Note: At least one Item must be added to the Curricula

Fields not listed above are optional and may be completed as described by agency processes.

1.2 *Testing web-based content in LearningLink*

Web-based Training content is developed and owned at the agency level. However, LearningLink is an enterprise solution, which suggests a limited set of global standards that support management of the system across DOL.

1.2.1 *Testing in the Staging Environment*

LearningLink has two environments, Production and Staging. The Production environment is reserved for content that is distributed to Learners. The Web-based content in Production is thoroughly tested for its integrity in programming and instructional value. The Production environment is LearningLink's system of record for recording training completion across DOL.

LearningLink's Staging environment is a mirror of Production. Staging is used for testing the integrity and performance of Web-based content and delivery structures prior to the deployment to Production.

1.2.1.1 Focus Group Testing in Staging Environment

Focus group testing is an evaluation process used to validate the course content and learning strategies implemented in the web-based training. Key stakeholders in the course content and a small sampling of the learning audience participate in the focus group testing. LearningLink's Staging environment provides a real setting for focus group testing.

During focus group testing, the participants are assigned the Web-based content in the staging environment. The participants are expected to launch and complete the course, with the course designer present, reporting any content errors, technical inadequacies, and frustrations or confusions they encounter. Focus group testing provides content stakeholders the opportunity to evaluate the course and request necessary updates prior to finalizing the course and prior to beta testing.

Focus Group testing in Staging is an essential best practice to ensure the integrity of the content that is offered to Learners through LearningLink.

1.2.1.2 Beta Testing

Beta testing is a formative evaluation procedure used to validate and verify that the software supporting the Web-based content works as expected and can be implemented through a LearningLink structure with the expected outcome. LearningLink's Staging environment provides a real setting for beta testing that does not impact the training records of real Learners.

During beta testing, a pilot group of Learners who mirror the target audience are assigned the Web-based content, or course, in the staging environment. The pilot group is expected to launch and complete the course, reporting any technical errors that they experience. Beta testing gives administrators the opportunity to test and evaluate the course and LearningLink structures in a controlled environment, and then make adjustments before releasing the course to real Learners in the Production environment.

Beta testing in Staging is an essential best practice to ensure the course functions as expected in LearningLink.

Appendix A: Glossary

Term	Definition
Web-based Training (WBT)	A group of predominantly interactive, training and training support products delivered over the Worldwide Web. WBT products include instructional software and software management tools used in support of instructional programs.