YouthWorks

YOUTHWORKS LEARNING MANAGEMENT SYSTEM

Introduction: This document is meant to guide end users when navigating the YouthWorks Learning Management System (LMS). It will be revised as needed to include new or updated information.

Reach out to Joelle Paolino at jpaolino@commcorp.org with any suggestions or additional information.

Content

Dashboard

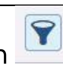
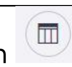
The Dashboard is the home page of the LMS. It is tailored to show you only the information for your site or region.

All of the widgets on your Dashboard can be expended into full reports by clicking on them. Below are all of the widgets found on your Dashboard and information on their content:

- **Saved Reports**: A list of all the Reports that you have saved within your LMS portal for easy access
- **Logins by Week**: A chart of how many times participants are logging in per week
- **Course Enrollment Status by Department**: A chart of all your departments enrolled courses and the status of completion by participants.
- **My Generated Reports**: A list of custom generated reports that you have created.
- **Logins by Day**: A chart of how many times participants are logging in per day

Setting up the LMS

Layouts: Layouts are saved filtered reports to help categorize information within your LMS. A majority of the information in the LMS is a report and can be customized for your benefit. To save a Layout follow the steps below:

Step	Action
1	Choose which categories of information you would like to be in your Layout by clicking the button 
2	Add any filters to filter the information you are looking for using the filter button 
3	Once the report shows the information you are looking for click the Report Layout button 
4	Click Create New, name your Layout and click Save
5	If you would like the Report you created to be the default report for each time you sign into the LMS, click the Report Layout button, highlight the report you would like to be the default and click the Star icon to Set As Favorite

Courses Layouts: Setting Layouts for Courses allows organization to all of the Courses offered by YouthWorks and Absorb. Below are recommended Course Layouts:

- Online Courses
- Instructor Led Courses
- Online Courses by Tier
- Instructor Led Courses by Tier
- Online Courses offered by Absorb

User Layouts: Setting Layouts for Users allows organization to all of the Users in your Department. Below are recommended User Layouts:

- All Participants (User Type=Participant)
- All Participants you supervise (Supervisor=Your Name)

ILC Sessions Layout: Setting Layouts for ILC Sessions report allows organization to all of the ILC Sessions you have created. Below is the recommended ILC Session report Layout:

- Instructor (Instructor=Your Name)
    - We also highly suggest you save this Layout as a Favorite

Courses

Courses: All career readiness courses that staff can enroll participants in are located in the Courses section of the LMS. Below is a list of the different course types:

- Instructor Led Signal Success
- Career Readiness Learnings (each region/site has a Career Readiness Learning ILC to add sessions under)
- Online Signal Success Courses
- Online Absorb courses
- Signal Success Curriculums
- Interplay Learning Courses

Actions:

- **Edit:** The only time staff will Edit a Course is when adding a Session to an Instructor Led Course
- **Enroll User:** Staff can enroll participants in Courses here
- **Course Enrollments:** Staff can see all participants and if they are enrolled for the selected course
- **View Activity Report:** The Activity Report is a report that shows participant activity in the course

Venues: Venues are the physical places that Instructor Lead Courses will be taking place. They must be entered prior to creating a Session for Instructor Lead Courses. Once Venues are in the LMS they will only need to be created once.

Creating a Venue: Follow the steps below to create a Venue:

Step	Action
1	**Click the Courses tab on the upper left side of your screen, scroll to Venues**
2	**Click Venues and look at the Venues listed and ensure the one you are about to input is not already listed**
3	**Under Actions click Add Venue**
4	**Add all information to the Venue including Name, Max Class Size, and Address**
5	**Click Save**

Course Enrollments: Course Enrollments is a List View of all participants who are enrolled in one specific course.

Follow the steps below to find Course Enrollments:

Step	Action
1	Click the Courses tab on the upper left side of your screen, scroll to Course Enrollments
2	Add the Value of the Course you are looking to gain information about and click Add Filter
3	This report will show all participants and if they are enrolled in the course selected as well as their progress in that course.

Users

Users: Users is a list of all the staff and participants that are an active part of your program. Please see Course Layouts to create layouts that allow you to see the Users you want when opening this report.

Actions:

- **Add User:** Add User will only appear when no User is selected. Use to add a new participant or staff member to the LMS. See below for guidelines on what information is essential to a User Profile
- **Edit User:** Tab used to edit all User profiles.
- **Duplicate:** Do not use.
- **Enroll User:** Click to enroll the User highlighted in any course.
- **User Transcript:** A snapshot of a User's activity in the LMS.
- **Message User:** Click to send a message.
- **Reset Password:** Curated message to send a User an email supporting them in resetting their password. You can also send new User onboarding emails from this screen.
- **Merge User: Do not use.**
- **Impersonate**: Click to impersonate a participant and see their profile.
- **View Enrollments:** Will bring you to the User Enrollment report where you can see all enrollments for the participant selected.
- **View Activity Feed:** Will show a report of all the participant's selected enrolled courses and their completion score
- **View Groups:** Click to view the group the User is in.

Departments: Departments are how Sites and Regions are organized in the LMS. This tab allows you to see what Department you are in.

Groups: Groups are how staff and participants are separated within the LMS. Groups allow permissions and views of information to be categorized. You can view groups of participants as a whole here allowing you to send a message to the whole group from this tab

Follow the steps below to view groups of participants:

Step	Action
1	Click under the Users Tab
2	Open Groups
3	Click the Group you want to message
4	Under Actions click Message Group
5	Enter your custom message and click Send

User Enrollments: You can use User Enrollments to see the status of one participant's progress in all of their enrolled courses.

Follow the steps below to obtain User Enrollments:

Step	Action
1	On the left side of your Dashboard click the Courses icon
2	Scroll down to User Enrollments

3	Choose the User you would like information on. You can view: • All courses that a participant is enrolled in • Completed courses and the percentage completion for incomplete courses • Date the participant was enrolled and the date the course was completed

Reports

Reports: The Reports tab has a multitude of reports that can be customized and run in the LMS. To access reports follow the steps below:

Step	Action
1	On the left side of your Dashboard click the Reports icon
2	Select the Report you would like to view

Below are the Reports tab categorizes most used:

- **Learner Activity:** Learner Activity reports is a big picture report on all Learners and their progress of courses. Reports on all courses enrolled in, courses started, and courses completed
- **Learner Progress:** Learner Progress reports are more detailed reports on the progress of learners in their courses. This report focuses on the progress percentage, average score on each course and the completed vs enrolled
- **Course Activity:** Course Activity reports allows staff to see the enrollments and progress of all Learners for one course. Staff need to filter by the course, only one course can be reported on at once
- **Instructor Led Sessions:** ILC Sessions Reports allows staff to see all of the ILC Sessions created for your region or site. Staff can see all attendance information in this report. Staff can also see all data around ILC Sessions here
- **ILC Activity Report:** ILC Activity Reports allows staff to see one Instructor Led Course and
- **Session Approvals:** Do not use

Setup

Setup is where all custom Generated Reports will be saved. We don't anticipate staff will create custom reports until they are fluent in the LMS

To Access Saved Custom Reports follow the steps below:

Step	Action
1	On the left side of the Dashboard, click the Setup icon
2	Once custom Reports are created, click Saved Reports

Participant Enrollment

Enrolling Participants in Online Courses: Below are three different ways to enroll participants into Online Courses

Via Courses

Step	Action
1	Go to Courses
2	Click the Course you want to enroll your participant in
3	Click Enroll User
4	Scroll through users checking off all of the participants you want to enroll
5	**Option:** Click Add Courses to add more courses, all participants checked off will be enrolled in all the courses added
6	Click Save

Via Users

Step	Action
1	Go to Users
2	Click the Users you want to enroll in a Course
3	Click Enroll Users
4	Add the Course or Courses you want to enroll them in
5	Click Save

Via Course Enrollments

Step	Action
1	Go to Course Enrollments
2	Click the Course you want to enroll your participants in
3	Click the Users you want Enrolled
4	Click Enroll Users
5	Add any additional Courses you want those participants to be enrolled in
6	Click Save

Enrolling Participants in Instructor Led Courses: Below is the only way to enroll participants into any Instructor Led Courses

Creating a Session

Step	Action
1	Go to the Course you would like to create a session for and click that Course
2	Click Edit
3	Scroll to Sessions
4	Click Add Session
5	Fill out all of the Session Details
6	Click Publish

Once the Session is created

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Step	**Action**
1	Ensure the correct Course is highlighted
2	Click Enroll User
3	Add the Session you just created
4	Add all Users you want to Enroll in this Course
5	Click Save

Participants will see this under their Courses tab and will get a message letting them know they have been enrolled

You can create all the Sessions for you cycle at once or one at a time

Attendance

Tracking Attendance for ILC Session

Step	Action
1	Go to the Reports tab
2	Click ILC Sessions Report
3	Click the Course you want to mark Attendance for
4	Click Mark Attendance
5	Click the box once to mark them as Present, click it twice to mark as Absent
6	You can add a Percentage of Completion as well
7	Click Save

Tracking ILC Attendance Per Course

Step	Action
1	Go to the Reports Tab
2	Click the ILC Sessions Report
3	Search for the Session you want attendance data on
4	Filter and Categorize to get the data you want
5	Click the Session
6	Click Manage Grades and Attendance under Actions

Tracking ILC Attendance Per Participant

Step	Action
1	Go to the Users Tab
2	Click the User you want attendance information on
3	Under Actions click User Transcript

LMS Resources

All Resources that are in the LMS are under Global Resources. These resources include...

- Alumni Resources

- Tier 1-4 Instructor Led Curriculum
- Participant Documents
- Programming Resources
- RFP Related Resources
- Signal Success Resources

To Access Global Resources, staff need to be in their Learner Experience Portal. To Access the Learner Experience Portal, follow the steps below:

Step	Action
1	Ensure you are looking at your Dashboard
2	Scroll to the top right of the Dashboard and click Account
3	Scroll down and select Learner Experience

Once your Learner Experience Portal loads, follow the steps below to access all Global Resources

1. Click the Resources widget

Here you can browse all of the folders to find the curriculum or resources you need.

To return to your Dashboard follow the steps below:

Step	Action
1	Click the three dashes in the top right corner of the screen
2	Scroll down and select Admin

Leaderboards: Leaderboards are a motivational tool within the LMS staff can choose to utilize. Leaderboards show staff how participants are doing in completing their courses in graph form. To access your Leaderboards follow the steps below:

Step	Action
1	Ensure you are looking at your Dashboard
2	Scroll to the top right of the Dashboard and click Account
3	Scroll down and select Learner Experience
4	Once your Learner Experience Portal loads • Find the Widget that says Leaderboards where you can see a chart showing participants' progress in all their career readiness learnings.
5	Staff can click on the Leaderboards widget to gain more detailed information.

Participant LMS Portal: Participants have their own LMS portal that will show them the information needed for them to navigate the LMS. Their portal will show them:

- All courses they are enrolled in
- Their profile
- Calendar of events
- Leaderboards

Participants will need to receive an onboarding email from the LMS to access their portal. To send participants their onboarding email, please follow the steps below:

Step	Action
1	Go to Users tab and click Users
2	Click the User you want to send the onboarding email to
3	Under Actions, click Reset Password
4	The Reset Password Message will automatically be selected, instead select the Send New User Message
5	The correct message will auto-populate. You can add more users to the To section if you would like to send the onboarding email to more than one participant. They will each get a unique message to create an account
6	Click Send

Messages

Messages are where all communication will come through in the LMS. Staff can send participants messages; participants will not be able to respond.

Follow the steps below to Send a Message under the User Tab:

Step	Action
1	Select the participant you would like to send a message to
2	Under Actions select Message User
3	Compose the message
4	Click Send

Follow the steps below to Send a Message under Groups

Step	Action
1	Go to the Users icon
2	Click Groups
3	Click the Group with Participants in the title
4	Highlight the group
5	Under Actions click Message Group
6	Compose your message
7	Click Send

Follow the steps below to Send a Message under the Messages tab

Step	Action
1	Click the envelope icon on the top right of your Dashboard
2	Click View All Messages
3	Click Compose Message
4	Choose to send it to an individual or a group
5	Compose the message and click Send

Account

Staff can access any of their profile information or settings through their Account. Below are the Account options:

- **Language:** Change language
- **Accessibility:** Use this button to turn on any accessibility preferences you would like.
- **Change Password:** Gives you the ability to change your password. You need to know your old password to do it through this portal. If you don't know your password, reach out to your region lead, they can reset it.
- **User Settings:** Use this button to change any of the information on your profile.
- **Learner Experience:** Gives you the ability to access your Learner Dashboard. Here you will access Global Resources and Leaderboards.
- **Log Out:** Use this button to Log Out of the LMS

Need Assistance

If you experience an issue with the LMS, take the following step to resolve:

Step	Action

1	Work with fellow LMS trained co-workers to see if the issue can be addressed in house
	• If the issue cannot be resolved in house, send an email to: YouthworksLMSsupport@commcorp.org detailing specifics about the problem
	  ○ YouthWorks will respond within 48 hours
	  ○ If the issue is a system-related problem, YouthWorks will escalate the request to Absorb's technical support team
	  ○ YouthWorks will communicate when the issue has been resolved

Job Aids

How to Enter Participant Information in the YouthWorks Learning Management System (LMS)

Description: This job aid provides information on how to accurately set up a Participant Profile in the LMS to ensure consistency across all YouthWorks partners.

Once in the LMS navigate to the Profile section to begin.

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Follow the steps below to create the Participant Profile:

Field	Action
First Name	Enter Participant First Name
Last Name	Enter Participant Last Name
Username	Enter Participant e-mail address
Department:	Select appropriate Region or site
Messages	Send new user email is automatically checked on. Leaving this checked on will send the new user an onboarding email. You can uncheck it and send an onboarding email to multiple people at once if you prefer. See Participant LMS Portal in this Guide for more details
Active	Ensure the Active button is "On". It should be **Blue**
Learner	Ensure the Learner button in "On"
Location	Select appropriate Region or site
Supervisor	Enter assigned Case Manager name
Program	See the **Program Naming Convention Chart** below to determine correct naming convention to use
User Type	Select Participant
YouthWorks Tier	Select the appropriate Tier; Tier 1, Tier 2, Tier 3 or Tier 4

Program Naming Convention Chart

Site or Region Department Name	Program Naming Convention
Berkshires	Berkshires
Boston ABDC	ABCD
Boston Apprentice Learning	Apprentice Learning
Boston Brighter Boston	Brighter Boston
Boston Digital Ready	Bos Digital Ready
Boston Fresh Films	Bos Fresh Films
Boston OYEO	OYEO
Boston PIC	PIC
Boston Wentworth	Wentworth
Boston YOU	YOU
Bristol Associates for Human Services	Associates for Human Services
Bristol Attleboro	Attleboro
Bristol Area School to Career Partnership	AASTCP
Bristol Coastal Career Academy	Coastal Career Academy

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Bristol Taunton Together	Taunton Together
Bristol Youth Connections	Youth Connections
Cape and Islands	Cape and Islands
Central Blackstone Valley Hub	Blackstone Valley Hub
Central Center of Hope Foundation	Center of Hope Foundation
Central Milford Youth Center	Milford Youth Center
Central Worcester Community Action Council	Community Action Council
Central Youth Opportunities	Youth Opportunities
Franklin Hampshire	Franklin Hampshire
Greater Brockton	Brockton
Greater Lowell	Lowell
Greater New Bedford	New Bedford
Hampden Holyoke Youth Services	Holyoke Youth Services
Hampden New England Farmworkers Council	New England Farmworkers Council
Hampden Valley Opportunity Council	Valley Opportunity Council
Merrimack Valley	Merrimack Valley
Metro North City of Cambridge	Cambridge
Metro North City of Everett	Everett
Metro North City of Malden	Malden
Metro North City of Revere	Revere
Metro North City of Somerville	Somerville
Metro North Community Work Services	Community Work Services
Metro North Digital Ready	MN Digital Ready
Metro North La Colabortiva	La Colabortiva
Metro North Sasaki Foundation	Sasaki Foundation
Metro SouthWest Waltham	Waltham
Metro SouthWest Youth Connections	Youth Connections
North Central	North Central
North Central Fitchburg Public Schools	Fitchburg Public Schools
North Central Fresh Films	NC Fresh Films
North Central Making Opportunities Count	Making Opportunities Count
North Central Monty Tech	Monty Tech
North Central Spanish American Center	Spanish American Center
North Central Winchendon YMCA	Winchendon YMCA
North Shore	North Shore
North Shore Beverly	Beverly
North Shore Danvers	Danvers
North Shore Gloucester	Gloucester
North Shore Lynn	Lynn
North Shore Peabody	Peabody
North Shore Salem	Salem
South Shore	South Shore
South Shore MAP Academy	MAP Academy
South Shore Middleboro	Middleboro
South Shore Plymouth	Plymouth

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South Shore Quincy	Quincy
South Shore Randolph	Randolph

How to Create Universal Labeling in the YouthWorks Learning Management System (LMS)

Description: New information that is added to the LMS requires a naming convention. To ensure continuity across all Sites and Regions, staff should adhere to the following universal naming conventions.

Follow the guidelines below to ensure Universal Labeling:

Type	Description	Naming Convention
Venues	Venues are the physical locations where Instructor-led Courses will be taking place. Each Venue will only need to be created once	All venues should be labeled as follows: Site Name>Location Name Example: Somerville-Community Center

Sessions	Sessions are one-time occurrences of Instructor-led Courses.
	
	All in-person learnings will need to be recorded in the LMS as Sessions
		All Sessions should be labeled as follows:
		• Cycle Year> Tier> Event Session
		• Examples:
		  ○ 2024 Cycle 1 Tier 2 Module 3-5 Session
		  ○ 2024 Cycle 2 Tier 3 Carrer Chat Session

Staff and Participant Usernames	All staff and participant usernames should be the same as their e-mail address	All LMS Usernames should be consistent with the staff of participant e-mail address: • Example: Jane Paolino's e-mail address is jpaolino@commcorp.org , the Username in the LMS is jpaolino@commcorp.org