



HealthStream Learning Center

Fast Facts

A collection of facts and tips to get the most out of the next generation
HealthStream Learning Center.



contact support

For all questions about products and services that you have already purchased.

- Go to your web-based support portal, HealthStream Support, at <http://support.healthstream.com>.
- Call HealthStream Customer Service at 800-521-0574.
- Email HealthStream Customer Service at customer.service@healthstream.com.

contact sales

For all questions about products and services you have not yet purchased.

- Contact your senior sales account manager at his/her direct phone number or personal email.
- Call HealthStream Sales toll free number at 1-800-933-9293.
- Email HealthStream Sales at info@healthstream.com.

Table of Contents

Logging into the HLC - Section 1

Student - Section 2

My Courses	2-1
Transcript	2-1
Catalog.....	2-2
My Profile	2-2
Help and Support.....	2-2

Administrator - Section 3

People

Student Management.....	3-1
Student Group Management	3-2
Administrator Management	3-3

Courses

Creating a Course: Overview.....	3-4
Adding a Course.....	3-5
Adding Learning Activities to a Course: Overview	3-6
Adding an Authoring Center Learning Activity	3-7
Adding a Test	3-8
Adding a Classroom Activity	3-9
Adding an Evaluation	3-9
Adding Course CE Credit.....	3-9
Previews/Permissions/Publishing	3-10
Category Management.....	3-10
Course Versioning.....	3-11
Annotations Management	3-13
CE Credit Management.....	3-13

Education

Assignments Overview	3-14
Class Management	3-14
Learning Events	3-16

Reports	3-16
----------------------	------

Tools	3-17
--------------------	------

Services	3-17
-----------------------	------

My Profile	3-17
-------------------------	------

Additional Fast Facts - Section 4	4-1
--	-----

Appendix 1 - New Assignment Rules	A1-1
--	------

Appendix 2 - Understanding Assignment Grace Periods	A2-1
--	------

Appendix 3 - Assignment Completion Report Terms	A3-1
--	------

Appendix 4 - Next Gen HLC Reports	A4-1
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Logging into the HLC

- The “Make this my default selection on this computer” defaults the radio button selection. It does not automatically launch the user into the associated role.
- A password reminder feature can be enabled by calling HealthStream Customer Service. This feature will allow students to create a password reminder by clicking the “Manage Account Information” link on the My Profile tab where they can enter the reminder. A password reminder link will be available from the main Login screen should they forget their password. They can click that link to see the reminder they entered.
- Students who have only one role within the system (i.e. not an administrator) will be launched directly to their My Courses screen when they log in.

CHANGES FROM CLASSIC HLC

- The www.cmecourses.com/yourInstitution web address has been replaced by www.healthstream.com/hlc/yourInstitution.
- There is a single point of login to the system, whether you are logging in as an administrator or a student. You may be able to enter the system using a single User ID/password combination to access multiple roles and/or affiliations. If you have more than one role in the system (e.g., administrator and student) or affiliation (e.g., institution) you will log in and then select the role and affiliation from the Select Affiliation screen for which you wish to enter.
- Transition customers with separate logins for student access and administrator access can merge the two logins into one by following these instructions—if their current administrator role allows them to edit student records:
 1. Log in as an administrator.
 2. Search to locate your own student record.
 3. Click Promote to Administrator (upper right-hand corner).
 4. Assign your current administrator role to your student record.
 5. Request another administrator with at least the same level of access or HealthStream Customer Service delete your original administrator role.
NOTE: Do not attempt to merge logins by accessing the administrator role and granting student access. This process results in two student transcripts, which cannot be merged.
- If an administrator utilized both the department administrator and instructor roles within the Classic HLC with varying levels of access associated with each role, the administrator will need to continue utilizing two separate logins within the Next Generation HLC. HealthStream recommends utilizing the original administrator User ID from the Classic HLC platform as the instructor role within the Next Generation HLC so that the role is associated with all scheduled classes. A new associate administrator role will need to be created with a separate User ID and password with access to only the appropriate departments.
NOTE: Two separate logins are not needed if the department/associate administrator and the instructor roles both have access to the entire institution.
- The Discipline/License Information screen that appeared in Classic HLC the first time students logged into the system has been removed within the Next Gen HLC. New students will launch directly to their My Courses screen, even upon initial login.
- Passwords are case-sensitive.

Student

MY COURSES

- Students will automatically launch to their My Courses screen upon login unless they work at two or more institutions. They will be prompted to select an institution.
- My Courses definitions:
 - * Assigned Courses = Courses delivered to the students via an assignment created by an administrator in the HLC.
 - * Elective Courses = Courses selected by the student from the course listing within the Catalog tab or, if enabled, the listing within the HospitalDirect tab.
 - * Enrolled Courses = Courses for which an administrator has registered a student into a specific class. If a student is registered for a classroom activity, he/she is automatically enrolled in the entire course.
- Once a Due Date has passed and there is a grace period (explicit or implied), the Due Date appears in red on the My Courses screen (unless the course is part of a recurring assignment based upon original Due Date with no grace period).
- All courses are due at 11:59 p.m. Eastern Time, regardless of the student's specific time zone.
- Students must click the name link of a course on the My Courses screen to view course details.
 - * The course details view includes information about course learning activities and continuing education (CE) credit information—if applicable—that pertains to the student viewing the information. CE credit information displayed to the student is based upon the system matching the course CE credit information with the student's discipline and state licensure stored within the system.
 - * Students must click the Course Overview link (upper right-hand corner) to view all information about the course (description, learning objectives, etc.) as well as all CE credit information related to the course.

TRANSCRIPT

- Transcripts can be configured and printed from the Transcript tab. By default, students see the last 12 months.
- Students must click the name link of the course to view course details and certificates from the Transcript tab.
 - * Students will see a default certificate and, as appropriate, CE certificates.

CHANGES FROM CLASSIC HLC

- The Estimated Length shown on the transcript is a sum of all estimated completion times added to the Common Properties screens of each learning activity within a course.

Student

CATALOG

- The Search field on the catalog screen is whole-word search, however wild cards such as asterisks, can be used. (Example: cardio* returns courses that contain cardio, cardio-vascular, cardiology, cardiogram, etc.).

CHANGES FROM CLASSIC HLC

- The Category tree used to aid in searching for courses is—by default—managed at the Enterprise level.

MY PROFILE

- By default, students can change all fields on the Manage Account Information screen (My Profile tab) except their User ID.
- The Student Show Me How is accessible inside the online student Help system.
- A printable student User Guide (PDF format) is available inside the online student Help system.
- By default, students enter their own discipline and license information. Administrators, by default, have view-only access.

CHANGES FROM CLASSIC HLC

- The feature that allows students to enter their own discipline and license information can be disabled for students and enabled for administrators if desired.

HELP AND SUPPORT

CHANGES FROM CLASSIC HLC

- Students can click the Help icon from any HLC screen to view context-sensitive online Help.
- A Support Statement indicating who to contact within your organization for HLC support can be customized and posted at the bottom of each HLC screen. To implement this feature, please contact HealthStream Customer Service.

PEOPLE

STUDENT MANAGEMENT

- Manually added student data will be superseded by data provided in the data import file.
- Time Zone – allows the system to synchronize classroom and virtual class activities scheduled across time zones. This feature does not change the Due Date time for assigned courses. Due Dates are always 11:59 p.m. Eastern Time, regardless of the time zone in which the student works.
- Active Date defaults to the Hire/Re-hire Date. It is a customer-defined field that can be used to identify important changes in student status (e.g., department change). A student cannot be due for any course that has a Due Date prior to his or her Active Date. Be sure all administrators know how the Active Date is being used to ensure consistency of data entry. See Education-Assignments Overview for additional information about the use of Active Date.
- From the administrator view of the My Courses screen, administrators can see assigned courses, elective or enrolled courses, and upcoming courses (i.e. courses in a recurring assignment that do not yet appear on the student's My Courses screen). They can also select and configure the student transcript and Assignment Completion Report for viewing and printing.
- By default, students manage their own license and discipline information (visible to administrators).

CHANGES FROM CLASSIC HLC

- The feature for students to manage their own license and discipline information can be disabled for students and enabled for administrators upon request.
- The “Allow this student to access the system” check box replaces the Classic HLC Status drop-down menu. When unchecked, the student is considered inactive.
- The Supervisor/Manager link allows a designated supervisor for each student, regardless of the department in which the student works.
- Hire/Re-hire Date replaces the Classic HLC Anniversary Date and is functionally the same.

PEOPLE

STUDENT GROUP MANAGEMENT

- Student Groups cannot be deleted if they are associated with a group assignment.
- To edit a student group, search for the group, click the Student Group name link, then click the Continue button. NOTE: An Edit link for the Student Group is no longer available.

CHANGES FROM CLASSIC HLC

- Student Groups are fully searchable. They can be placed into two broad categories: Visible (for those student groups which you actively use) or Hidden (for student groups you do not use but wish to preserve for archival purposes).
- The Classic HLC group assignment engine created hidden student groups when student criteria were used for the assignment. These student groups are migrated to Next Gen HLC as hidden (but searchable), with “[Classic Assignment Group]” appended to the name and “Migrated from Classic HLC” added to the notes field. They can be re-used for new assignments, used for reports, and any other area that allows selecting a student group.
- Enterprise Student Groups are available for organizations with two or more institutions within their hierarchy. Profile Student Groups can be created based upon Job Category, Hire/Re-hire Date Range (or month), Review Date Range (or month), Active Date Range (or month), Institution, and Department (In Classic HLC, Institution was selectable but Department was not). These groups can be used for enterprise assignments, class registration, and reports at the level where they are created.

Administrator

PEOPLE

ADMINISTRATOR MANAGEMENT

- Use the Add an Administrator link only when adding an administrator who is not a student in the system. If the administrator is also a student, you may search for the student record and click the Promote to Administrator link. Following this process allows the administrator to use the student login for both student and administrator access. You may also add the administrator with a user ID separate from the student ID, if desired.
- Multiple administrator roles are merged into a single administrator role at login with access to all features designated by each of the selected roles.

CHANGES FROM CLASSIC HLC

- Administrators can add and manage administrators at or below their own level of access (as determined by feature/function access).
- Migrated customers who have separate student and administrator logins can create a single login by following these steps:
 - * Accessing the student record (if administrator access allows for student editing),
 - * Promoting the student record to the desired level of administrator,
 - * Deleting the original administrator record (NOTE: you must have another administrator delete this record).
- Administrators with access to schedule classes are automatically recognized as instructors in the system, even if they do not specifically have an instructor role.
- All administrators can manage their own instructor resume.
- If an administrator had two roles—Department Administrator and Instructor—within the Classic HLC, administrator access in Next Gen HLC is limited to the departments associated to the Classic Department Administrator. In this case, the administrator may need to be re-entered as a new Associate Administrator (Add an Administrator) with a separate User ID and password, with the migrated administrator (instructor role) updated with Entire Institution affiliation. While this will require the administrator to have two administrator logins, it will also allow viewing of the entire institution and associated classes for which they are instructing (Note: Keeping the original administrator ID for the instructor role is recommended as it is associated with scheduled classes).

COURSES

CREATING A COURSE: OVERVIEW

- Course = A collection of one or more learning activities made available to students by assignment, administrator registration in a class or in the catalog. A course can include one or more learning activities.
- Learning Activity = A single component within a course. Learning activities include:
 - * Online authored content (Authoring Center customers only)
 - * Classroom activities
 - * Virtual classes (Virtual Class customers only)
 - * Tests
 - Can be placed anywhere in the course and can therefore serve as pre-tests, post-tests, quizzes etc.
 - * Evaluations
- Sample HLC Course - Electrical Safety PA, includes three learning activities:
 - * Pre-assessment test
 - * Online content
 - * Post-assessment test
- Enter CE Credit Management information if you plan to offer CE credit for the course you are creating (See section: CE Credit Management).

CHANGES FROM CLASSIC HLC

- Course development pre-work depends on the type of course and included learning activities:
 - * Add Categories (enterprise-level feature) to assist in organizing your course library and improve search capabilities.
 - * Add Building Resource Types (enterprise-level feature) to which buildings and resources can be applied.
 - NOTE: Building Resource Types are very broad categories into which resources can be placed. Sample Resource Types include:
 - Rooms
 - Audiovisual equipment
 - CPR equipment
 - Computer equipment
 - * Add instructors for classroom or virtual class activities if the instructors are not already administrators in the system with access to schedule classes.

COURSES

ADDING A COURSE

- The data entered into the Course Properties screen becomes the Course Overview from the student's view.
- A course can be mapped to one or more Categories (See section: Category Management).
- The certificate template selected as the Default Certificate is the certificate that all students, regardless of licensure, will receive for course completion. Do not select a CE certificate as the default.
- Development Status does not require update prior to publishing a course, if the course is being published by the administrator creating the course or another administrator with equal access.
- Education Office Assistants (administrator role) cannot publish courses unless they are marked as Development Status Approved, and that approval must be marked by a higher level administrator.
- Marking a course "Retired" does not prevent the course from being used in the system. You may retire the course by selecting Retired from the Development Status window and un-checking all boxes except Reporting on the Quick Publish screen. You must re-publish a course you wish to retire.
- If an Inactivation Date is entered (additional properties), the course will no longer be available for assignment or completion once that date arrives.
- Do not enter Course Fees at this time. Adding a Course Fee will result in students being unable to access the course unless they enter credit card information into the billing wizard. Your organization must have a PayPal Payflow Pro merchant account and that merchant account must be added by HealthStream to your facility to process student payments for administrator-developed courses.
- Customers who previously entered Course Fees into Classic HLC will note that the fee amount (if greater than 0) has been moved to the Class Details field. A note appears in the Course Description telling students to see Class Details for Course Fee information.
- Keywords entered in additional properties will aid in course search.
- The Technical Requirements field can be used to describe pre-requisites or other qualifications for taking a course, as well as any general information regarding what students may need to participate in the course.

COURSES

ADDING LEARNING ACTIVITIES TO A COURSE: OVERVIEW

- You can add any number of learning activities in any order to a single course.
- If an Estimated Completion Time is added to one learning activity, it should be added to each learning activity within the course. The system will sum the estimated completion times for each activity into a total course Estimated Completion Time. The course Estimated Completion Time will appear on the student transcript once the course is successfully completed.
- The following are examples of how a selected Completion Mode impacts course completion:
 1. A test marked Completion Required with a designated Minimum Passing Score will allow a student to take the test up to the maximum number of test attempts to reach the minimum passing score. If the minimum passing score is not achieved within the maximum number of attempts, the student will no longer be able to access the test, but will be able to move on through the other learning activities within the course. If the “Meeting minimum passing score will immediately pass the course” checkbox is checked, and the student meets or exceeds the minimum passing score, the student will pass the entire course (i.e. “test out”) and will not have to complete the other learning activities within the course.
 2. A test marked Pass Required with a designated Minimum Passing Score will allow a student to take the test up to the maximum number of test attempts to reach the minimum passing score. If the minimum passing score is not achieved within the maximum number of attempts, the student fails the test and therefore fails the course. If the course was assigned, he/she will be un-enrolled and re-enrolled from the course and must repeat all learning activities. NOTE: Administrators can also directly enroll students in a course with a pre-test or post-test by registering them for a class that is in the course. If the student fails the course they are no longer enrolled.
 3. A class marked Completion Required with a designated Minimum Passing Score will be satisfied if the student is graded as having attended and a score is entered (whether or not the minimum passing score is met). If the “Meeting minimum passing score will immediately pass the course” checkbox is checked for the class, and if the student meets or exceeds the minimum passing score, once graded, the student will pass the entire course and will not have to complete the other learning activities within the course.
 4. A class marked Pass Required with a designated Minimum Passing Score will be satisfied if the student is graded as having passed, achieving the minimum passing score. If the student is marked as attended, and the score does not meet the minimum requirement, the student fails the class and the course. If the course was assigned, he/she will be un-enrolled and re-enrolled from the course and must repeat all learning activities. NOTE: Administrators can also directly enroll students in a course by registering them for a class that is in the course. If the student fails the course they are no longer enrolled.
- To create a “test out” activity (test or classroom activity):
 - * Set completion mode to Completion Required.
 - * Add a minimum passing score.
 - * Check the box allowing course completion if minimum passing score is met.
 - * For tests, set the maximum number attempts (under Test Settings) to a value other than No Maximum. Otherwise the students will remain in a loop until they pass the test (which forces them to test out of the course).

COURSES

ADDING LEARNING ACTIVITIES TO A COURSE: OVERVIEW (CONTINUED)

- Score percent weight can be added to scored learning activities only (tests or classroom activities). The system will calculate the overall course score based upon the actual scores obtained for each scored learning activity and the score percent weight applied to each. Example:
 - * Pre-test designated with a score percent weight of 25%
 - * Classroom activity designated with a score percent weight of 25%
 - * Post-test designated with a score percent weight of 50%
- NOTE: Be sure to add a score percent weight of 100 if the course includes only one learning activity (test or classroom activity) if you want the activity score to appear as the course score on the student transcript.

ADDING AN AUTHORIZING CENTER LEARNING ACTIVITY

- Click the Choose a Folder link to access all authored content folders.
- Once selected, the authored online activity can be previewed by clicking the Preview link.
- Authored learning activities will go live (i.e. be published) when the course is published. It is no longer necessary to send authored content to HealthStream for publishing.
- Never associate a folder with more than one course. If you wish to use the same authored content in more than one course, copy and re-name the authored content folder in your Authoring Center FTP site so that you have a separate folder for association with the new course.

CHANGES FROM CLASSIC HLC

- It is no longer necessary to send authored content to HealthStream for publishing.
- There are no automatic pre- and/or post-test placeholders. Administrators will determine if they wish to add tests to courses that include authored learning activities.
- To allow subject matter experts and others who are not designated Authoring Center users to have access to preview authored learning activities, they must be granted administrator access to the HLC.
- NOTE: Any administrators with access to the Authoring Center will be able to associate a folder of authored content to a course.

COURSES

ADDING A TEST

- Test types are designated by the administrator based upon where they are placed within the course (e.g., pre-test, post-test, quiz).
- The administrator may check the “Allow this Learning Activity to be overridden” checkbox. By doing so, he/she may grant permission to administrators at designated subsidiary affiliations the ability to edit and deliver the edited test to their students only (See section: Preview/Permissions/Publishing).
- If a student does not pass a test (marked as Pass Required) in an assigned course within the designated maximum number of attempts, the student will be re-enrolled in the course and must complete all learning activities, even if already completed during the prior enrollment. If the course is not assigned, the student will not be re-enrolled upon failing the course.
- Single Page option renders the test in a scrolling web page with one question following the next. Multi-page renders each question on a separate screen. Multi-page may be useful when images are placed in test question and answer fields.
- Display Feedback (test level): Presents the question, the answer the student chose, plus the correct answer and rationale. If unchecked, students will only see the score they earned when they grade a test.
- Extended Feedback (question level): Presents the question, the answer the student chose, plus all potential answers and rationale. Display Feedback must be checked for Extended Feedback to be activated.
- Enabling the Pause feature allows students to leave and return to a test. Even if the students time out of the HLC, they can re-enter the test and their prior answers will remain marked.
- Question Groups allow you to optionally sort questions by content area to ensure a balance of content-related questions. The administrator determines the number of questions from each group to be delivered as part of the test. Students will not see the Question Groups when taking the test.
- Images can be incorporated into the test question, answer, and rationale text boxes (See section: Other Next Gen HLC)
- Tests and evaluations created in the HLC can be exported from the HLC (as an XML file) and re-imported for use in the same or another course or shared with other institutions.

CHANGES FROM CLASSIC HLC

- Setting Maximum Test Attempts limits students to the designated number of times they can access the test.

Administrator

COURSES

ADDING A CLASSROOM ACTIVITY

- When adding a classroom activity to a course, you must complete the classroom template. The class or classes cannot be scheduled until the course has been published.
- If you identify instructors (Add Instructors) on the classroom template and check the “Use Only Qualified Instructors” checkbox, you are limited to only identified instructors when scheduling classes. Left un-checked, you can search for and select other instructors when scheduling classes.

CHANGES FROM CLASSIC HLC

- All administrators with access rights to schedule classes appear as an instructor in the HLC.

ADDING AN EVALUATION

- An evaluation can only be marked Not Required or Completion Required.
- The administrator may check the “Allow this Learning Activity to be overridden” checkbox. By doing so, he/she may grant permission to administrators at designated subsidiary affiliations the ability to edit and deliver the edited evaluation to their students only (See section: Preview/Permissions/Publishing).
- Evaluation questions can be placed in Question Groups, and group names will appear when the evaluation is rendered. This step is helpful for evaluations covering specific areas such as classroom environment, learning objectives, instructor, etc.
- Like tests, evaluations created in the HLC can be exported and imported for re-use.

ADDING COURSE CE CREDIT

- **Accreditation compliance is the responsibility of the customer organization. Involve those responsible for your CE program management in the use of HLC CE Credit Management tools. There is an administrator role called CE Credit Manager that can be designated for those individuals.**
- Prior to adding CE credit to a course you must enter your CE accreditation/approval information into the HLC (See section: CE Credit Management).
- Click the Add Course CE Credit link and select from the available accredited/approved provider listing. Enter the amount of CE credit to be awarded as well as the initial and expiration date for CE approval. A field for a Course Level Accreditation Statement is available if needed.

Administrator

COURSES

PREVIEWS/PERMISSIONS/PUBLISHING

- **NOTE: You cannot add, delete, or reorder learning activities once a course has been published.**
- **If you edit a course, including course properties, CE credit, or any of the learning activities within the course, the course must be re-published to update the course in the HLC.**
- Click the Preview link at the top of the screen prior to course publishing to view the course details as they will appear to students.
- To rearrange course learning activities prior to publishing, drag and drop them into place from the course navigation tree on the left-hand side of the screen.
- If you allowed override for any learning activities, select the subsidiary affiliations you wish to allow override by clicking the Permissions link.
- Quick Publish: Be sure to review the available checkboxes prior to publishing.
- Advanced Publish: Allows you to select subsidiary affiliations (specific institutions, departments, etc.) to which to publish the course, and also allows you to edit publishing options for each selected affiliation.
- By choosing to add a course to the Courseware Exchange, the online activities, tests, and evaluations will be included in the shared course. Classroom activities are not.

CATEGORY MANAGEMENT

- Categories are used to organize your course library and to provide an additional search mechanism for students and administrators.
- By default, only enterprise administrators can add or manage categories.
- Always click the Expand Categories button after adding, editing or deleting a category.

COURSES

COURSE VERSIONING

- You may choose to create a new course version, or create a new course when you need to:
 - * Add or delete a learning activity
 - * Rearrange learning activities
 - * Make significant changes to a learning activity, such as extensive edits to a test or authored content
 - * Make changes to CE credit associated with a course.
- Consider the following when determining if course versioning or creating a new course is most appropriate:
 - * Reporting on a course spans all course versions. If you need to report on a course version separately from the previous version or versions, create a new course. The system will view the new course as separate and distinct from other course versions.
 - * When a course is versioned:
 - Any authored learning activities are copied in the authoring directory and associated with the new course version. Be sure when editing authored activities in Contribute you select the correct version.
 - Test Question Analysis, Test Scores and other Test Reports are reset to 0. However, report data for the previous versions are preserved, and reports can be generated for previous course versions.
 - CE credit attached to the previous version is transferred to the new course version. Follow accreditation/approval guidelines to ensure appropriate CE credit issuance.
 - * Course versioning does not affect assignments or exemptions.
- If you choose to version a course, consider the implications of the Un-enroll and Re-enroll selection when the new version is published.
- If you check the Un-enroll and Re-enroll Students from this Version of the Course checkbox, students who have not yet completed the course:
 - * Are un-enrolled and re-enrolled into the new course version
 - * Are dropped from any classes in which they were previously registered
 - * Must complete all learning activities within the course from the beginning
 - * Are able to register or be registered (by an administrator) for classes associated with the new course version only.

COURSES

COURSE VERSIONING (CONTINUED)

- If you check the Un-enroll and Re-enroll Students from this Version of the Course checkbox, administrators:
 - * Will no longer be able to register students for upcoming classes in the previous course version
 - * Will be able to manage prior classes associated with the previous course version
 - * Will not be able to assign the previous course version.
- If the Un-enroll and Re-enroll Students from this Version of the Course checkbox remains un-checked, students who have not yet completed the course:
 - * Will remain in the previous version (whether they were assigned, enrolled in or elected the previous course version)
 - * Will remain in any classes in which they are registered
 - * Can choose to drop a class registration, but can only re-register for classes associated with the course version they are currently in (i.e. the previous course version).
- If the Un-enroll and Re-enroll Students from this Version of the Course checkbox remains un-checked, administrators:
 - * Cannot register students for classes associated with the previous version (except for any students who are still enrolled in the previous version)
 - * Cannot schedule new classes for the previous version
 - * Cannot assign the previous version of the course.
- When a course is published that has two or more versions, only the published version is the active version. The active version of the course is
 - * Available for assignments (but doesn't require existing assignments to be updated)
 - * Available in the student's course catalog
- If it is important to allow students to be able to choose which version to complete, or for administrators to choose which version to assign, consider creating a new course instead of a new version.
- Reports include completions for all versions of the course, though versions are not itemized. If it is important to make that distinction, consider creating a new course instead of a new version.

COURSES

ANNOTATIONS MANAGEMENT

- Annotations can be added to screens on HealthStream regulatory courses.
- Annotations can include images (See section: Other Next Gen HLC).
- Multiple annotations on a single screen will appear in a single annotation window.

CE CREDIT MANAGEMENT

- **Accreditation compliance is the responsibility of the customer organization. Involve those responsible for your CE program management in the use of HLC CE Credit Management tools. There is an administrator role called CE Credit Manager that can be designated for those individuals.**
- Certificate Templates can include “code snippets” or placeholders that draw text from other fields within the HLC when a certificate is generated for course completion (e.g. Student Name, Course Name, Accreditation/Approval Statement). **Certificates are dynamic. Any changes made to the certificate template, or elsewhere in the HLC from which data are drawn to populate a code snippet, will change the certificate wherever it resides (e.g. student transcript).** To preserve a previously-issued certificate, create new versions of each CE credit component, either version the previous courses to which the CE was attached or create new courses, activate the new or versioned courses, and inactivate the previous courses.
- Enter CE credit information into the system in the following order:
 - * Add Certificate Template.
 - * Add Course Provider.
 - * Add Accrediting/Approving Body.
 - * Add Accredited/Approved Provider by linking the above three items.
- For detailed information about CE Credit Management, reference the CE Credit Management Functionality document in the HLC Help.

EDUCATION

ASSIGNMENTS OVERVIEW

- There are several new assignment rules that have been applied to Next Gen HLC, including how the use of an Active Date on the student record can change student assignments. See Appendix 1 for important information about assignment rules and the use of active dates.
- There is a new Start Date field that allows you to set an assignment to begin (i.e. become visible on the student's My Courses screen) on a prescribed date. It defaults to tomorrow's date but it can be set to today's date.
- Once the Start Date of an assignment arrives, the assignment timing (except End Date) is locked down and cannot be edited.
- There is an optional End Date field that allows you to end an assignment while preserving the assignment information for historical purposes (and to preserve assignment-related reports).
- Individual assignments can be deleted at any time.
- The Assignment Completion Report - Schedulable, the Assignment Completion Report - Drill-Through, as well as the Delinquent/Past Due Reports (schedulable and drill-through) are based on assignment data.
- For additional information, see Appendix 2: Understanding Grace Periods and Appendix 3: Student Status Definitions.

CHANGES FROM CLASSIC HLC

- Individual and Group Assignments are available in Next Gen HLC. Bulk Individual Assignments have been replaced by creating Student Groups and then creating Group Assignments. This process allows for archival and retrieval of assignment data at any time.
- Group Assignments are created using Student Groups. There is no longer a Search Criteria option when creating a Group Assignment. You can easily select an existing - or create a new - Student Group when creating a Group Assignment.

CLASS MANAGEMENT

- To deliver a class in the HLC, you must have a course with a classroom learning activity, which allows you to search for the course and add classes.
- Class Management definitions:
 - * Enroll: Placing a student in a course.
 - * Register: Placing a student in a class.
By registering a student for a class, an administrator automatically enrolls the student in the course.
 - * Un-enroll: Removing a student from a course.
 - * Drop: Removing a student from a class. This action does not un-enroll a student from the course.

EDUCATION

CLASS MANAGEMENT (CONTINUED)

- You cannot schedule classes until the course is published.
- To schedule a class, you must first search for the course using Add a Class.
- When adding more than one class for a single learning activity (e.g. the class is repeated every Friday for four weeks) you can:
 - * Add and save the first class,
 - * Copy that class (all information except registered students are copied),
 - * Edit information such as date/time/location (i.e. resources) and Update,
 - * Save the new class,
 - * Repeat the copy/edit/update/save procedure for each class.
- Sessions are part of a single class. For example, a class may be held across two days. Therefore, it will have two sessions. Attendance at both sessions is required for the student to complete the class. ALL REGISTRATION, ATTENDANCE, AND GRADING occurs at the class level, not per individual session.
- When registering multiple students for a class, the first set of registrations will appear in alphabetical order. If a wait-list is available, the first students registered (in alpha order) up to the maximum class capacity will appear on the active roster. The remainder will appear on the wait-list.
- When students self-register, they too appear in alphabetical order until the class is full. Wait-listed students, if permitted, are added to the class in the order of when they were added to the wait-list, not by last name.
- Students can be registered after a class occurs (e.g. walk-ins).
- The Grade link appears after the scheduled class start time for the class date has arrived.
- Administrators can manage a wait-list using the Drop and Force features. Forcing more students onto an active roster than the designated maximum class size indicates permanently increases the maximum class size.
- A student can be dropped from a class (either before or after the class has been graded) by using the Drop from Class button on the Class Registration page. Students who are dropped from a class are still enrolled in the course and can be registered for another class in that course.
- If you wish to drop a student from a class and un-enroll him/her from the course, click the Drop and Un-enroll From Course button. The student will be dropped from the class, and the course will be removed from the My Courses screen. If the student received this course in an assignment, clicking the Drop and Un-enroll From Course button will result in the course remaining on the My Courses tab; however, the student would have to repeat any previously completed learning activities and would need to register—or be registered—for another class to complete the classroom activity.
- If the student has already been graded for the class and successfully completed the entire course prior to being dropped from a class in either situation above, the course completion will be removed from the student's transcript.

EDUCATION

LEARNING EVENTS

- If a learning event satisfies an HLC course, by default it will not automatically generate any associated CE credit that was attached to the course. This process can be changed by checking the “Allow this accreditation to be used for Learning Events” checkbox on the associated Accredited/Approved Provider screen. **Only check this box if compliant with accrediting/approving body guidelines.**
- Learning events that satisfy an HLC course listed on the student’s My Courses screen will satisfy all current assigned course instances that are due after the learning event completion date.
- Learning events can be added for education outside the HLC or outside the institution (e.g. workshop or conference) and will appear on the student’s transcript.
- CE credit earned at an outside learning event can be added to the transcript by setting up a Learning Event Accredited Provider (see the CE Credit Management Functionality document in the HLC Help system).
NOTE: Credit added to the student transcript from an outside source will not be differentiated from credit earned in-house.

CHANGES FROM CLASSIC HLC

- Learning Events were previously called Activities in Classic HLC.

REPORTS

- Request Manager provides a repository within the HLC for requested and scheduled reports and other system tasks (e.g. course publishing).
- Reports open in a secondary window, which allows you to switch back to the Configuration screen and change criteria quickly for a new or alternate view of the report.

CHANGES FROM CLASSIC HLC

- Note: For detailed information on Next Generation Reports, see Appendix 4.
- The Assignment Completion Schedulable and Drill-through Reports:
 - * Are based upon Due Date range, not Completion Date range as in Classic HLC.
 - * Report on course completions (not a specific assignment). The assignment(s) to which the courses are associated can be used as a short-cut for adding criteria to the report.
 - * Report on assigned courses only, not elective or enrolled courses.
- The Delinquent/Past Due Schedulable and Drill-through Reports are based upon assignment data and use Due Date range.

Administrator

TOOLS

- Building Resource Types are added at the enterprise level by default.
- Building Resource Types are broad categories of resources used for classroom activities. Examples include:
 - * Rooms
 - * Audio-Visual Equipment
 - * CPR Equipment
 - * Computer Lab Equipment
- You must add buildings, and then add your resources, categorizing them into one of the Resource Types that are available within your system.
- Depending upon your Internet settings, students may need to copy and paste the map URL added to building information into a new browser window address bar.
- Add and manage Departments and Job Titles manually only when necessary. The preferred data entry method is via the data import file.
- Although Department Name and Code are marked as required fields, the system will accept either/or/both.
- When entering a Job Title, add the name, code or both.
- Administrators should have a process by which someone is designated to check uncategorized job titles routinely (e.g. weekly) and map them to a standard HLC Job Category.

SERVICES

- **Online Help is available from any screen within the HLC by clicking the Help link in the upper right-hand corner, or from the Search Online Help link on the Services screen. Keyboard Shortcut: Alt-H.**
- Printable User Guides are PDF Help articles that include screen shots. They are also available from the Services tab.
- The Idea Box link launches a Zoomerang survey, allowing you to provide feedback and enhancement requests electronically to the HealthStream Release Planning Group.
- The Customer Community link provides instant access to the online discussion forums for HLC administrators.

MY PROFILE

- If an administrator enters data into the Business Address and Phone fields, and that administrator is scheduled as an instructor for a classroom activity, students will be able to view the business address and phone information.
- If an administrator enters data into the Instructor Resume fields, and that administrator is scheduled as an instructor for a classroom activity, students will be able to view the instructor resume information.
- A link to the HLC browser check is available from the My Profile tab: Check System Requirements. Once the browser check is run the link disappears.

Additional Fast Facts

ADDITIONAL CAPABILITIES

CHANGES FROM CLASSIC HLC

- Numerous keyboard shortcuts are available for navigating the Next Gen HLC. For a listing of keyboard shortcuts, see the HLC Help system. **Most popular: End Key to scroll immediately to the bottom of the page.**
- A User Support message can be crafted to appear at the bottom of the HLC screens directing your students to the appropriate internal resource for assistance in using the platform.
- An optional Highlights screen can be enabled by Customer Service, allowing you to post messages to all students or all administrators when they log into the Next Gen HLC.
- Onscreen text viewing size can be adjusted by going to the View button at the top-left menu bar, selecting Text Size and then selecting the desired size from the drop-down menu. If you have a scroll-wheel mouse, you can also hold the Ctrl key with one hand and scroll with the other to change text size.
- The Discuss link (upper right-hand corner) is another access point to the Customer Community.
- Images can be incorporated into any screen created in a WYSIWYG (“what you see is what you get”) editing field such as test and evaluation questions, answers, rationales, as well as certificates and annotations. Images can be added using a drag & drop or copy/paste. NOTE: Images must be stored on the Internet, such as on the customer’s web server. At this time, they cannot be stored in an Authoring Center account. The following image file types can be used:
 - * JPG
 - * GIF
 - * GIF animations NOTE: Only the first frame of the animation file will appear in printed reports and certificates.

Additional Fast Facts

AUTHORING CENTER

- Customers will continue to access and utilize Contribute or other authoring tools outside the HLC to develop authored online activities.
- The FTP (for editing folder names, deleting folders, or deleting pages) is accessible through the HLC Courses tab.
- The Courseware Exchange link that is accessible from the Courses tab, allows administrators to access customer-shared courses that have been added to the exchange in Next Gen HLC. Those shared courses include authored activities, as well as any tests and/or evaluations associated with the course.
- Authored content that was added to the Courseware Exchange in Classic HLC, as well as HealthStream regulatory course content, is accessible via the FTP Connection, and must be copied and pasted into your organization's authoring account for editing and use. Those assets do not include tests or evaluations.
- The Pro Resource Center (A.D.A.M. Library) is accessible through the HLC Courses tab for Authoring Pro customers.
- Authored activities “go live” as soon as the course is published within the HLC. Subsequent edits require a re-publish of the course(s) containing the authored activity and may take up to 24 hours to re-set.

CHANGES FROM CLASSIC HLC

- Authored activities are published by the HLC administrator as a learning activity within an HLC course. Authored activities no longer require separate submission to HealthStream for publishing. The content is immediately available for use in developing courses.
- Because administrators publish their own authored activities, there are no longer pre-test and post-test placeholder questions attached to the activity. Administrators can add tests, evaluations, and other activities to a course containing an authored activity.
- Previewing an authored activity requires administrative access to the Course Management feature of the HLC. Administrators can preview the content alone using the Preview link when the authored activity is selected, or the Preview icon in Course Builder to view the entire course.

Appendix I

New Assignment Rules

THE CHANGES DETAILED BELOW AFFECT CUSTOMERS

- Utilizing recurring assignments
- Modifying individual students' active date fields

EFFECTIVE DATE FOR RECURRING ASSIGNMENTS

- The effective date of a recurring assignment cannot be backdated further than the length of the recurrence period less one day from the initial due date (e.g. two-year assignments cannot be backdated more than 729 days, and a one-year assignment cannot be backdated more than 364 days).
- Note for customers transitioned from the Classic HLC: This rule change resulted in a re-calculation of due dates for improved accuracy. For existing assignments, the application of the new effective date rule impacted the calculation of the effective date. The actual effective date shown on the applicable assignment record continues to reflect the date originally entered for the assignment.

COURSE COMPLETIONS FOR ALL RECURRING ASSIGNMENTS

- To ensure that the system utilizes the most recent course completion when calculating the next assignment recurrence:
 - * When there is more than one course completion within the same assignment period, the system utilizes the most recent completion to satisfy the assignment due date of the course.
- This rule causes the system to recognize the most current completion date relevant to the due date.
- Note for customers transitioned from the Classic HLC: This rule change results in the system utilizing the most recent completion date to more accurately calculate upcoming due dates for recurring assignments.

RECURRING ASSIGNMENTS WITH FIXED DUE DATES

- The Next Generation HLC utilizes the designated month, day, and year to calculate the initial due date of an assignment.
- Note to customers transitioned from the Classic HLC: This change results in the system accurately displaying the initial due date on the student's My Courses page with the intended due date (month/day/year) as indicated by the administrator within the assignment editor.

Appendix I

New Assignment Rules

ACTIVE DATE

- With the implementation of the Next Generation HLC, an Active Date field—defaulted to the student's hire/re-hire date—was added to each student's general information screen. The purpose of the active date is to provide a mechanism by which a student's assignments may be re-set based upon a date (e.g. if a student returns from a Leave of Absence (LOA)). The active date may be utilized to track student status changes including department changes, job title changes, or returns from LOA. It is important to note that all assignment due dates are re-calculated when the active date is changed. Additionally, the active date is currently not imported via the data import file, but it can be changed manually on the student's record by an administrator.
- New assignment due dates are calculated when the student's designated active date is changed to a date subsequent to the student's hire/re-hire date and there are past due assignments on students' My Courses pages.
- If the active date is edited for a student record, all assignments will be adjusted based upon the newly entered active date. This action prevents students with status changes (e.g. transferring to a new department) from becoming immediately delinquent. Past due assignments from a one-time assignment with a fixed due date are removed from the student's My Courses screen. All other assignment due dates are recalculated, and assignments considered past due prior to the edit of the active date will display newly calculated due dates that are subsequent to the active date.
- Note: The active date must be equal to or greater (i.e. more recent) than the hire/re-hire date. When a student record is imported, the active date is defaulted to the hire/re-hire date. If a subsequent import is received for the same student reflecting a new hire/re-hire date, the active date will be defaulted to that date.
- Any subsequent import that includes a hire/re-hire date will cause the system to overwrite the manually-changed active date to match the imported hire/re-hire date.

Appendix 2

Understanding Assignment Grace Periods

INTRODUCTION

Assignments in the HLC have either an explicit or implied Grace Period, depending on the assignment type and settings. These grace periods impact what appears for student status on reports as well as what students experience on the My Courses tab.

Additionally, administrators have the option of adding an End Date to both one-time and recurring assignments. Once an assignment end date arrives, the assigned courses that have not been completed are removed from the My Courses screen and the student is marked Delinquent.

ONE-TIME ASSIGNMENTS

For all one-time assignments, there is always an implied grace period. The assigned courses remain on the student's My Courses page until completed, unless removed by the administrator through exemption or assignment editing. There is no explicit grace period parameter. An implied grace period is open-ended and terminated by the end date, if used (See below). One-time assignments present one instance of the course(s), thus there is no "next Due Date" factor (as there is in recurring assignments).

RULE 1: Any student who misses the due date becomes Past Due for that course until completed.

RULE 2: Any student who completes a course after the due date for that course becomes Completed Late.

RULE 3: When an End Date is applied to a one-time assignment, the implied grace period between the due date and the end date becomes a defined grace period. A student completing a course after the due date but prior to the end date becomes Completed Late. Any student who does not complete courses prior to the end date is marked Delinquent. The assigned courses are then removed from the My Courses page. There is no notation on the My Courses screen to inform students of the length of the grace period. Students will see the course due date in red until the implied grace period passes.

RECURRING ASSIGNMENTS

Recurring assignments create successive occurrences of an assigned course, called 'instances.' There are two different recurring assignment Due Date options:

1. Next Due Date based on Original Due Date (e.g., Due Date is always 12/31)
2. Next Due Date based on Previous Completion Date

RECURRING ASSIGNMENT: NEXT DUE DATE BASED ON ORIGINAL DUE DATE

For recurring assignments where the next Due Date is based on Original Due Date, there can be an explicit grace period if the Grace Period parameter is used. If a grace period is not explicitly stated (default value is 0), then there is no grace period. (See online Help article on Group Assignments for more detail)

RULE 4: Any student who misses the due date (with no grace period) becomes delinquent for that instance of the assigned course. Once the due date passes the assigned courses are removed from the My Courses page.

Appendix 2

Understanding Assignment Grace Periods

RULE 5: Any student who misses the due date and the grace period (entered in the assignment's Grace Period parameter) becomes delinquent for that instance of the assigned course. When the grace period ends, the assigned courses are removed from the My Courses page. There is no notation on the My Courses screen to inform students of the length of the grace period. Students will see the course due date in red until the grace period passes.

RULE 6: If there is an assignment End Date, once the end date has passed, the student becomes delinquent for that course instance if the assignment end date arrives before the end of the specified grace period.

Note: If the End Date is calculated (by the HLC) to occur before the Due Date, then the student will not get that instance of the assignment, i.e. not assigned. (Example: The Due Date is relative to the student's Hire or Review Date; the end date must be a fixed date. It cannot be relative to any student dates.)

RECURRING ASSIGNMENT: NEXT DUE DATE BASED ON PREVIOUS COMPLETION

For recurring assignments where the Next Due Date is based on Previous Completion Date, there is always an implied grace period. The only termination of this implied grace period is the assignment End Date, if used.

RULE 7: Any student who misses the due date becomes Past Due for that instance of the assigned course until completed.

RULE 8: Any student who completes a course after the due date for that instance of the assigned course becomes Completed Late.

RULE 9: Any student who does not complete courses prior to the assignment end date becomes delinquent.

Note: If the end date is calculated to occur before the next due date, then the student does not get that instance of the assignment, i.e. not assigned.

Appendix 3

Assignment Completion Report Terms

INTRODUCTION

To meet customer requests and more accurately display the status for a student in Assignment Completion Reports (and, to an extent, Delinquency Reports) additional terminology has been applied to Next Generation HLC Reports. This document provides detailed definitions of each term within the context of various assignment settings.

On Assignment Completion Reports, the following terms are used:

- Exempt
- Not Assigned
- Not Yet Due
- Completed On-Time
- Completed Late
- Past Due
- Delinquent

See below for detailed explanations of each term, based upon assignment type (Note: Failed students are not shown. Students who fail an assigned course are automatically re-enrolled. This process continues until the course is passed, the student is removed from the assignment or becomes delinquent).

DEFINITIONS

Exempt - The student was excused from the required assigned course instance by an administrator.

Not Assigned - For the Due Date Range specified, the student was not assigned to complete the course.

Not Yet Due - The Due Date for the course shown is on or after today's date. All assigned courses are due at 11:59 PM Eastern Time on the Due Date.

Completed On-Time - The course was completed on or before the Due Date for the course shown.

Completed Late* - The course was completed after the Due Date during a grace period that is either explicit or implied.

Note: An example of an explicit Grace Period is a recurring assignment where the next Due Date is based upon original Due Date and has a specified grace period. An example of an implied grace period is a recurring assignment where the next Due Date is based upon Previous Completion Date, or a one-time assignment to which an End Date has been applied.

Past Due* - The student has passed the due date, but can still complete the assigned course. He/she is still within the grace period.

Delinquent* - The student has passed the due date (and grace period, where applicable) and cannot complete the assigned course instance. The course instance is removed from the My Courses page.

*For further clarification to these definitions based on Assignment Type see tables, next page.

Appendix 3

Assignment Completion Report Terms

Completed Late - Course was completed after the Due Date.

Assignment Type	Clarified Definition
One time with no End Date	Course was completed after the Due Date.
One time with End Date	Course was completed after the Due Date but before the End Date.
Recurring based on Original Due Date with no Grace Period	N/A. If no grace period, course is removed from My Courses screen once Due Date has passed.
Recurring based on Original Due Date with Grace Period	Course was completed between the Due Date and the end of the Grace Period.
Recurring based on Previous Completion with no End Date	Course was completed any time after the Due Date.
Recurring based on Previous Completion with End Date	Course was completed after the Due Date but before the End Date.

Past Due - The student has passed the Due Date, but can still complete the assigned course.

Assignment Type	Clarified Definition
One time with no End Date	Course is not yet completed although the Due Date has passed.
One time with End Date	Course is not yet completed although the Due Date has passed and the End Date has not yet arrived.
Recurring based on Original Due Date with no Grace Period	N/A. If no grace period, course is removed from My Courses screen once Due Date has passed.
Recurring based on Original Due Date with Grace Period	Course is not yet completed although the Due Date has passed, but the student is still within the designated Grace Period.
Recurring based on Previous Completion with no End Date	Course is not yet completed although the Due Date has passed.
Recurring based on Previous Completion with End Date	Course is not yet completed although the Due Date has passed and the End Date has not yet arrived.

Delinquent - The student has passed the Due Date, and any applicable Grace Period or End Date. The course instance has been removed from the My Courses screen.

Assignment Type	Clarified Definition
One time with no End Date	N/A. There must be an End Date attached to a one-time assignment for delinquency to apply.
One time with End Date	Course is not yet complete and the End Date as arrived.
Recurring based on Original Due Date with no Grace Period	Course was not completed by the Due Date.
Recurring based on Original Due Date with Grace Period	Course was not completed by the end of the grace period.
Recurring based on Previous Completion with no End Date	N/A. There must be an End Date attached to this assignment for delinquency to apply.
Recurring based on Previous Completion with End Date	Course was not completed by the End Date.

Appendix 4

Next Gen HLC Reports

PEOPLE REPORTS			
Report Name	Description	Schedulable	Age of Data
Discipline Listing	Lists all licensure disciplines used in the HLC.	Not Applicable	Real-time
Expiring License	Lists students whose license(s) are expired or about to expire. The report includes all students for the administrator's affiliation (e.g., their institution or allocated departments). Can use fixed or relative date ranges.	Yes	24 Hours
Group Transcript	Allows multiple students' transcripts to be created at once, including inactive students. Allows chronological or credit view. Administrator has option to include failed courses, activity comments, and User ID. Option to use relative and fixed date ranges.	Yes	Real-time
Instructor Resume	Create either a standard or professionally styled resume with information about a selected instructor, including all classes taught (as tracked in the HLC) within a given date range.	Yes	Real-time
Role Features	View active HLC features for a selected role. This will aid you in planning new roles.	Yes	Real-time
Role Utilization	View all people who have been given a particular role.	Yes	Real-time
Student Assignment Completion	View selected courses assigned a student. Can be configured to generate individual reports for one or more students.	Yes	24 Hours
Student Demographic Data Export	Generate an MS Access database of students in the HLC.	Yes	24 Hours
Student Group	View all students in a student group with various sort options. Option to include student group criteria.	Yes	Real-time
Student Listing	View all students based on selected criteria. Option to include inactive students plus various sorting choices.	Yes	Real-time
Student Transcript – Admin View	View an individual student's transcript, with options to include User ID and failed courses, view chronologically or by credit. Option to use relative and fixed date ranges. This is the same workflow as used from the administrator's view of the student record when clicking My Transcript: Configure and Print.	Yes	Real-time

Appendix 4

Next Gen HLC Reports

COURSE REPORTS			
Report Name	Description	Schedulable	Age of Data
Accrediting/Approving Body Utilization	View selected accrediting/approving bodies and the courses, course providers and credit units for a selected affiliation.	Yes	24 Hours
Annotations	View all annotations for a selected affiliation.	No	Real-time
Awarded CE Credit	View credit information, including credits earned per student, date earned and student license information.	Yes	24 Hours
Course Development Status	Check the status of courses with any or all selected development status options.	Yes	Real-time
Course Listing	Create a printed list of all courses active in the HLC or filter to courses that contain specific types of learning activities.	Yes	Real-time
Evaluation Structure	Print a report showing all information about an evaluation used in the HLC, including settings, question groups, and all questions.	Yes	Real-time
Expiring Courses	View a list of courses that are set to expire between the next 30 days to the next 365 days. This includes your own developed courses and third party content that has a contract.	Yes	Real-time
Test Structure	Print a report showing all information about a test used in the HLC, including settings, question groups, and all questions and available answers.	Yes	Real-time

Appendix 4

Next Gen HLC Reports

EDUCATION REPORTS			
Report Name	Description	Schedulable	Age of Data
Assigned Courses	View a list of courses that have been assigned with either a Start Date, Due Date or both Start and Due dates within a specified date range to selected student groups, departments, job titles or job categories.	Yes	24 Hours
Assignment Completion-Drill-through	Track students' progress toward the completion of designated courses that have been assigned to them. The report may be configured against specific courses, students, or assignments. The report will show the status of each student as being Completed On Time, Completed Late, Not Yet Due, or Delinquent. This report is tied to assignments; therefore, an assignment is required to create a context for the report. See also: Assignment Completion - Schedulable.	No	24 Hours
Assignment Completion – Schedulable	Track students' progress toward the completion of designated courses that have been assigned to them. The report may be configured against specific courses, students, or assignments. The report will show the status of each student as being Completed On Time, Completed Late, Not Yet Due, or Delinquent. This report is tied to assignments; therefore, an assignment is required to create a context for the report. The schedulable version of the report will be a “flat” or scrollable report that can be scheduled to run at a specified interval against a fixed or relative date range. See also: Assignment Completion - Drill-through report.	Yes	24 Hours
Class Contacts	Create a list of instructors and students, including their contact information, for a specific class (with the option to include wait listed students).	No	Real-time

Appendix 4

Next Gen HLC Reports

EDUCATION REPORTS			
Report Name	Description	Schedulable	Age of Data
Class Grades	View students' grades for a selected class.	Yes	24 Hours
Class Grading Status by Administrator	View a list of instructor-led classes, by administrator, and their current grading status (grading complete or incomplete), regardless of course name.	Yes	Real-time
Class Grading Status by Department	View a list of instructor-led classes for a specific course's class learning activities and their current grading status (grading complete or incomplete).	Yes	Real-time
Class Registration Status	View whether selected students are enrolled in a selected course or not and whether or not they are registered for any classes associated with a class learning activity in the course (including wait listed).	Yes	Real-time
Class Roster and Sign-in Sheet	View all students registered for a class. Also, create on-the-fly sign-in sheets.	Yes	Real-time
Completion Data Export	Export all student demographic data and associated activity data for a defined date range (e.g., course level activity) to MS Access database.	Yes	24 Hours
Course Certificates	Generate certificates of completion or CE certificates associated with a course or a learning event.	No	Real-time
Course Completion Drill-through	Determine which students in the selected criteria have completion dates within the designated time period for the courses selected. It is an option to show only those students with completions or to show all students selected, whether or not they have a completion date for the specific courses. This report does NOT have any direct connection to assignments; therefore it has no notion of on-time, past due, etc.	No	24 Hours
Course Completion - Schedulable	Determine which students in the selected criteria have completion dates within the designated time period for the courses selected. It is an option to show only those students with completions or to show all students selected, whether or not they have a completion date for the specific courses. This report does NOT have any direct connection to assignments; therefore it has no notion of on-time, past due, etc. It can be scheduled to run at a specified interval against a fixed or relative date range.	Yes	24 Hours

Appendix 4

Next Gen HLC Reports

EDUCATION REPORTS			
Report Name	Description	Schedulable	Age of Data
Delinquent/Past Due – Drill-through	Find students who are past due or delinquent for a particular assigned course or courses.	No	24 Hours
Delinquent/Past Due – Schedulable	Find students who are past due or delinquent for a particular assigned course or courses. Can be scheduled to run at a specified interval against a fixed or relative date range.	Yes	24 Hours
Enterprise Assignment Completion Overview	Track the status of institutions that have been given enterprise-level assignments. This report is only available in hierarchies where there are multiple subsidiary institutions.	No	24 Hours
Evaluation Data Extract	Extract data from a selected evaluation as an MS Excel file.	Yes	24 Hours
Evaluation Scores	Report the aggregate results of an evaluation for a course. The report can be filtered so that only select question types (e.g., text feedback) are displayed.	Yes	24 Hours
Failed Courses	View all students who have failed selected courses.	Yes	24 Hours
Instructor Class Schedule	View a schedule of classes for a specific instructor.	No	Real-time
Learning Events Completion	View student completion status for selected other learning events (e.g., training that is not directly developed or distributed using the HLC).	Yes	24 Hours
No-Show	View students who were marked as No Show for a selected class.	Yes	Real-time
Test Question Analysis	Show the percent of test takers who selected each response, by test question response.	Yes	24 Hours
Test Scores	View students' test scores for a course (including stand-alone test scores) based on any version of the course.	Yes	Real-time
Top-10 Courses Completed	List the top 10 courses with completions at a particular level of an organization's hierarchy.	No	24 Hours
Training Hours Summary	View overall totals for course completions, approximate (and average) hours, completions earning credits and credits awarded.	Yes	24 Hours

Appendix 4

Next Gen HLC Reports

EDUCATION REPORTS			
Report Name	Description	Schedulable	Age of Data
Upcoming Classes	View a schedule of upcoming classes (regardless of instructor). Classes can be displayed by upcoming date, or grouped first by course name.	No	Real-time
Upcoming Due Dates	View a list of students who have courses due within the selected date range (from 7 to 60 days).	No	24 Hours
Daily Building Schedule	View all scheduled classes for a selected date for a specific building.	Yes	Real-time
Daily Equipment Schedule	View all scheduled resources for a selected date for a specific building.	Yes	Real-time
Daily Room Schedule	View all scheduled classes for a selected date for a specific room.	Yes	Real-time
Department Listing	View a list of all departments.	Yes	Real-time
Department Utilization	View how selected departments are associated with annotations, assignments, profile student groups, students, and administrators.	Yes	Real-time
Job Title Listing	View a list of job titles.	Yes	Real-time
Job Title Utilization	Show Job Mapping between Job Title and Job Category. Show students who have a selected job title, assignments made to this job title, and profile student groups that are mapped to this job title.	Yes	Real-time
Organization Hierarchy	Display a visual representation of an organization's hierarchy.	No	Real-time
Resource Utilization	View how selected resources (by resource type) have been used over a specified date range in relation to scheduled classes.	Yes	Real-time
Room Utilization	View how selected rooms (by resource [room] type) have been used over a specified date range in relation to scheduled classes.	Yes	Real-time