HHS Learning Portal

Content Administrator

NIHTraining Center

HHS LEARNING PORTAL
CONTENT ADMINISTRATOR

Version 1.0

National Institutes of Health Training Center

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1.0	03/29/2010	NIH LMS Implementation Team	03/29/2010	Initial publication

Please submit any questions or suggestions for changes to
LMSSupport@mail.nih.gov.

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INTRODUCTION

The LMS Content Administrator role is for those who need to upload online content for courses or develop tests and questionnaires in the LMS. *NOTE:* Even though a Content Administrator may upload course content, a Training Administrator must make that content available to learners by setting up a course and offering.

In the Content Administrator course, you will learn to:

- Manage the development of course content, to include consideration of…
  - o SCORM standards
  - o Section 508 compliance
  - o Courseware development process

- Import content into the LMS and make it available as a course for learners
- Create an assessment question group
- Create a test
- Create a questionnaire
- Use the Knowledge Base for informal content

This section of the user manual will guide you through the process of using the privileges assigned to you as a Content Administrator.

DEVELOPING COURSE CONTENT FOR THE LMS

This course is not intended to teach you how to develop online courseware yourself. Rather, it is intended to teach you important information about managing online courseware development, whether you or a co-worker are developing it in-house or you are contracting development to an outside vendor. Online courseware standards, the development process, and expected deliverables should be considered BEFORE any work begins. Paying attention to these key factors before your content ever gets into the LMS will ensure successful deployment in the LMS. It will also save you considerable time and money by not having to remediate issues later.

SCORM/AICC STANDARDS

Standards from the Aviation Industry Computer Based Training (CBT) Committee, a.k.a. AICC, and the Shareable Content Object Reference Model, a.k.a. SCORM, are designed to pass information back and forth between your course and the LMS. The information is passed through variables, and allows such things as bookmarking, tracking of progress, test scoring, and ensuring a learner completes the entire course before it is marked as successful. SCORM is the newer, preferred standard; however, both AICC and SCORM courses will work with the Saba LMS. The HHS Learning Portal currently requires SCORM version 1.2 for SCORM courses. (The newer SCORM 2004 set of standards should be supported in the future.)

If you are contracting course development, your statement of work (SOW) and contract should specify that the end product must be SCORM 1.2 compliant AND work with HHS' implementation of the Saba LMS.

For more information on either of these standards, visit:

- AICC: http://www.aicc.org/
- SCORM: http://www.adlnet.gov/

IMPORTANT: Content can be loaded to the LMS without being AICC or SCORM compliant, such as PowerPoint files, PDF documents, etc. However, since there is no communication being passed to the LMS, such content will mark complete as soon as a learner opens it, regardless of whether they have read through the content. Make sure you determine your tracking needs for the course BEFORE you decide how it will be developed.

SECTION 508 ACCESSIBILITY

ALL content made available through electronic means by ALL government agencies MUST be Section 508 compliant. There are no exceptions. This applies to materials intended for internal and external use, regardless of the audience size. Failing to comply with Section 508 accessibility standards can derail your training initiative and get your organization involved in a law suit.

Section 508 is part of the Rehabilitation Act of 1973 enacted to overcome barriers in information technology for people with disabilities. It is MANDATORY for ALL Federal government agencies. Not only is it mandatory, but it is the right thing to do in order to avoid excluding people with disabilities from accessing the same information to which everyone else has access.

If you develop materials in-house, you are responsible for ensuring Section 508 compliance. If you contract for development, make sure you include Section 508 requirements in your SOW and contract, and require your vendor to complete the HHS Product Accessibility Template (PAT) thoroughly. (See reference below.)

There are many resources available to help you comply with Section 508.

- **Section 508.gov**

  http://www.section508.gov/

  This site is targeted to the Federal government and includes a wealth of information, including Section 508 law, training, tools, Department-level contacts, etc. It also includes links to the Buy Accessible Wizard (BAW).

- **Buy Accessible Wizard (BAW)**

  http://www.buyaccessible.gov/

  This is a GSA site designed to help you comply with Section 508 requirements with any procurement, including online courseware development.

  NOTE: Even if you are developing courseware in-house, use the Buy Accessible Wizard to ensure you are complying with all applicable standards from the beginning. The site includes training on how to use the tool. It will give you provisions to include in a SOW for online course development, ensuring your vendor knows exactly what is expected up front. It will also help you search for vendors who have the expertise to meet Section 508 requirements.

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- **HHS Office on Disability**

  http://www.hhs.gov/od/

  HHS' Office on Disability provides information about Section 508 policy, including:

    o Language to use in procurement documents;
    o Section 508 Coordinators and Officials within each HHS agency (including NIH);
    o Information and documents for vendors, including the HHS Product Accessibility Template (PAT); and
    o Information about Section 508 training requirements and opportunities.

- **HHS Office for Web Communications & New Media, Section 508**

  http://www.hhs.gov/web/508/
  This site contains a wealth of information, including compliance checklists for different types of files and standards to follow. There are also links to some online training resources.

- **NIH's Office of Acquisition Management and Policy (OAMP) provides some information at**

  http://ocm.od.nih.gov/Division/DAPE/dape_links.asp#LetterS.

- NIH's Center for Information Technology (CIT)

  http://training.cit.nih.gov/
  CIT offers some classes on developing Section 508 compliant documents.

Some ICs have additional information and contacts regarding Section 508 compliance as well.

ONLINE COURSE DEVELOPMENT PROCESS

Although this is not a lesson to teach all the details of online course development, there are some highlights and deliverables you should be aware of. If you are contracting development, make sure these milestones and deliverables are in your SOW and contract.

At a minimum, each of the major milestones below should be sign-off approval points for the project:

- **Storyboards:** At this point in development, the content outline and course flow should be documented. Storyboards show a screen-by-screen layout of the content, graphics, links, and navigation to be developed into each page of the course. This is the time to ensure the content is correct, the navigation is logical, and you like the overall color and navigation scheme for the course.

- **Beta:** This is the first time you see a programmed product. It is still a draft at this point, but you should make sure it will load into the LMS (using the Staging environment) with all functions (launch, bookmarking, completion, exit) working correctly. This is also a good time to have an initial Section 508 compliance evaluation done.

- **Pilot:** At this stage, your course should be very close to complete. All major course elements should be present. The pilot course should be loaded into the LMS Production environment, but only made available to a small testing group. Your pilot testers should be representative of the target population of learners, and you should include users with disabilities, PC users, and Mac users. Your testers should complete the pilot course in its entirety and provide you with feedback.

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- **Final product:** All revisions should be complete and any problems uncovered during pilot testing should be resolved. Final deliverables include:

  o *Source files* – Unpackaged course files in the authoring tool format and all original graphics or other resources used in the course. You will need these if the course requires revisions later.

  o *SCORM package* – This is a ZIP file containing all course resources that is packaged and exported from the authoring software. It should be exported from the authoring tool specifically as a SCORM 1.2 package.

    NOTE: Be sure the imsmanifest.xml file is always at the root of the ZIP package.

IMPORTANT: Make sure you always obtain the source files and SCORM package from any vendor. These are government property if the project was developed with government funds. You need the SCORM package to load into the LMS, and you need the source files if you ever need to make any course revisions.

Any course authoring tool may be used to develop online content for the LMS as long as the output is Section 508 compliant and AICC or SCORM 1.2 compliant. Saba Publisher is an authoring tool derived from Lectora that is specifically compatible with the Saba LMS, but it is not required.

GETTING YOUR COURSE INTO THE LMS

Once you have content ready to load into the LMS, there are several steps you must follow to make it available for learners to access.

1. Test the SCORM package for SCORM compliance. (Not applicable to non-SCORM content.)

2. Import the content to the LMS content repository.

3. Preview the uploaded content.

4. Make the content available to learners through a course and offering.

5. Test it as a learner.

The Step-By-Step procedures that follow will guide you through the process.

IMPORTANT: Before you begin the process of uploading any content, make sure the content file is on a local computer drive, not a network drive. This will make the process faster, more efficient, and avoid any problems with network traffic.

STEP-BY-STEP (TEST FOR SCORM COMPLIANCE)

The SCORM compliance test should only be run on a ZIP file that was exported to be a SCORM 1.2 package. For all other content, skip this Step-By-Step procedure.

1. Select the **Content Administration** role in the drop-down *Go To* menu.

2. Click on the **Repositories** tab.

3. Click on the **Tools** link.

4. Click Browse.
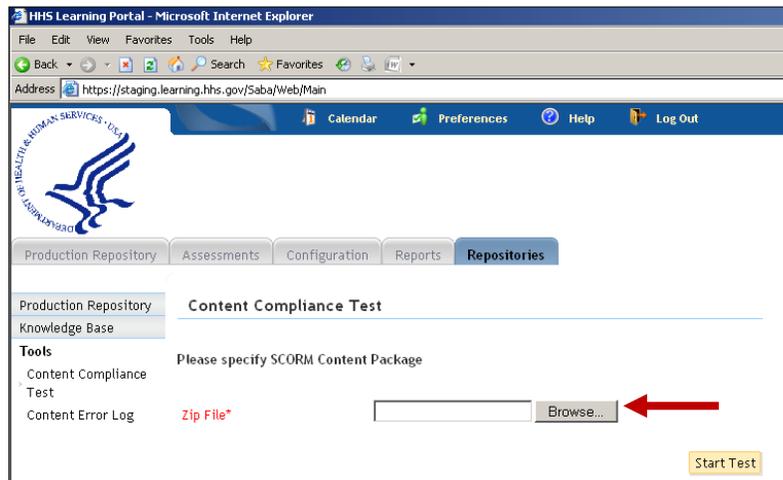
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5. Navigate to the location of your SCORM ZIP file, select it, and click **Open**.
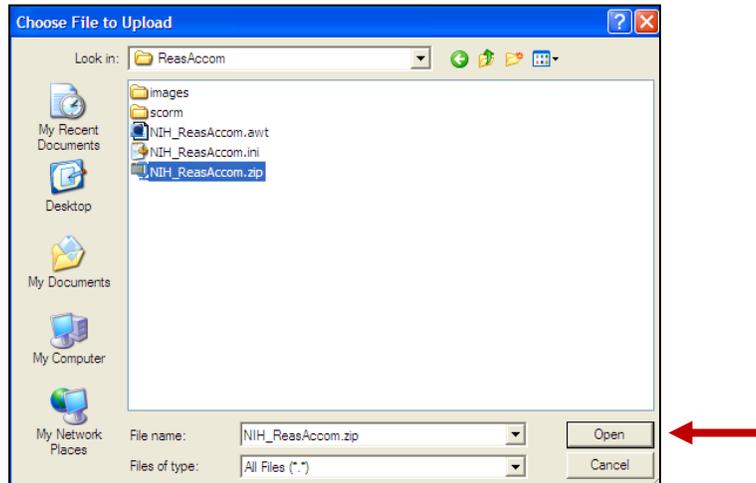
6. The file path will populate in the **Zip File** field. Click **Start Test**.
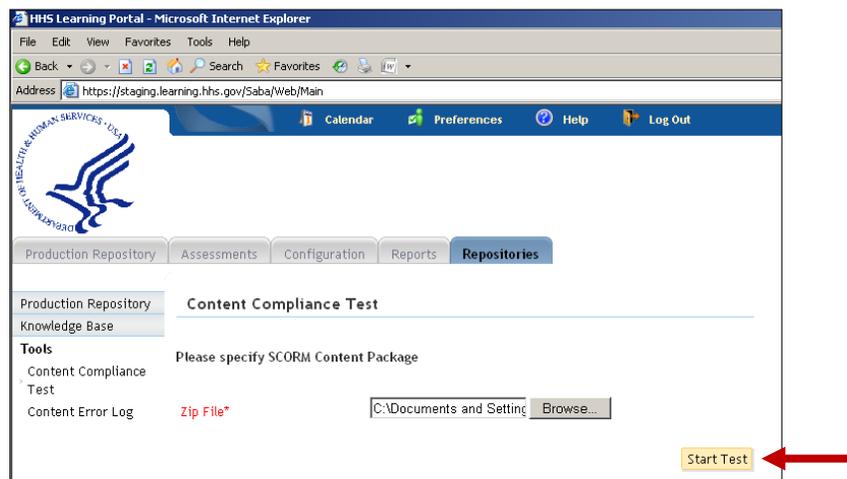
7. Click **OK** from the *Message from webpage* pop-up box.
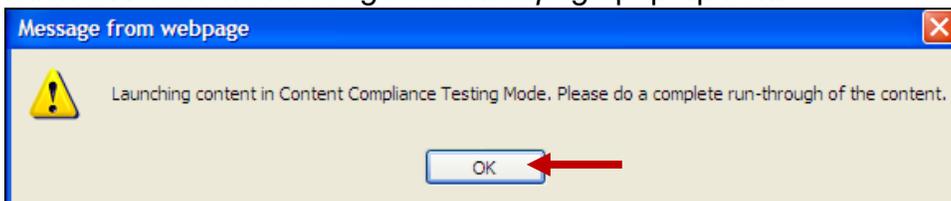
8. Your course file will launch in a pop-up window. Navigate through your course all the way to the end and exit as your learner would.

   NOTE: This view is for the test and not necessarily representative of what your course will look like to learners.

9. The compliance test will verify your content and display the results. If your SCORM package was formatted properly, you should get an **Import Status** of **Success**.

   If there were any errors, you can see a detailed report by clicking **View Errors/Warnings**. If any errors were found, provide this information to the course developer for correction.
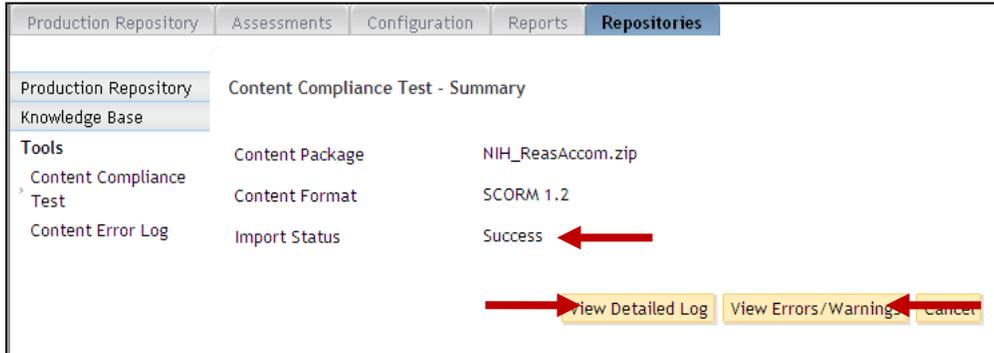
10. Click **View Detailed Log**. This log will give you a detailed list of communications that took place between your course and the LMS. Near the bottom, make sure you see a line that reads **cmi.core.lesson_status = p**. The course will never mark complete unless this variable is set to 'p' upon completion of the course.
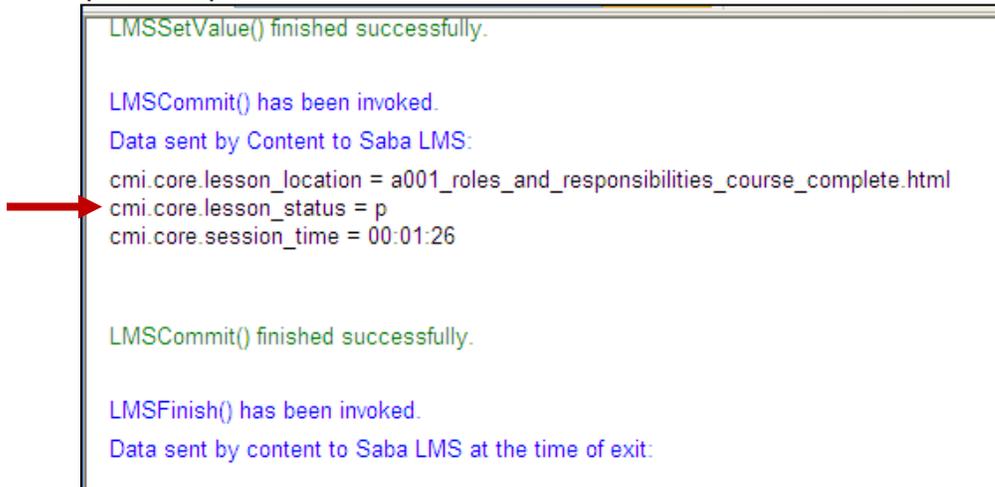
A successful compliance test and cmi.core.lesson_status variable set to 'p' means that your SCORM package is formatted correctly and it should complete when learners finish. It does not mean that every aspect of your course functions the way you intended to. As you will see later, there are several other steps at which testing is done before the course is every releases to learners.

STEP-BY-STEP (IMPORT CONTENT)

The HHS Learning Portal has a dedicated server for storing online content. Online content must be uploaded to the server and then made available to learners through the course catalog. It is possible to host online content on an external server as well. However, that is more complicated and will require coordination with the LMS hosting and maintenance vendor. Contact the NIH LMS Team if you wish to pursue external content hosting.

1. Select the **Content Administration** role in the drop-down *Go To* menu.

2. The screen defaults to the **Production Repository** tab.
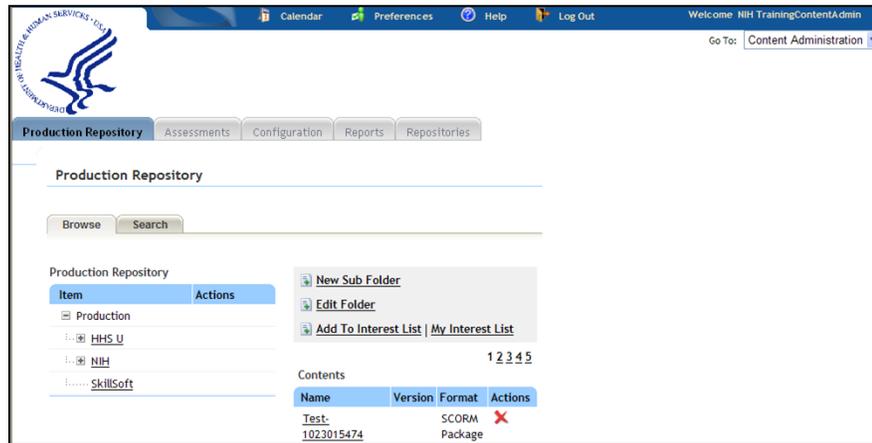
3. All content you post belongs under the **NIH** folder.

4. Some subfolders exist already. The red X appearing next to the folder name indicates which folder you currently have selected. Notice that the view below indicates you have the NIH root folder selected.

   NOTE: Content stored in each folder is listed in the Contents table. Clicking the red X under the Actions column will delete the content item if it has never been attached to a course. Clicking the item title will display more details, including a link to preview the content item. If the list of content items is long, use the Search tab to locate content.
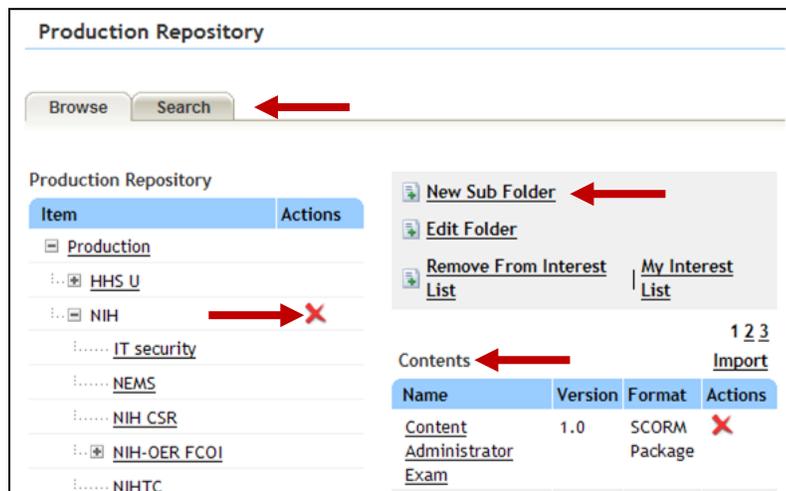
5. If you need to create a new **NIH** subfolder for your IC or organization, make sure you are at the NIH folder, then click **New Sub Folder**.

6. In the **New Content Folder** pop-up window, specify the name of your new folder, and make sure it is set at **Security Domain** NIH and **Parent Folder** NIH.

7. Click **Save**. Your new folder should appear under the **NIH** folder.

8. Select the folder to which you want to upload content. (Remember to check the position of the red X, but DO NOT click the red X (delete).)

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9. Click **Import**.

Import Content

10. Give you content a meaningful **Name** and make sure the **Security Domain** is set to NIH.

11. If you are uploading a SCORM package, select SCORM Package in the drop-down menu for **Content Format**. Other types of files you may upload for content are AICC, a file (use if your content is a PDF, PPT, etc.), URL, or ZIP file. (Remember that only SCORM and AICC content types will track learner information.)

12. Choose the appropriate **Player Template** using the picker icon next to that field. You have three choices:

   a. **3x/5.1 Compatibility Template** – This player is typically used for Skillsoft courses and may be necessary for Mac usability, depending on your course.
   b. **Empty Player** – This player will open your course in a window without additional navigation or menu options. To use this template, all navigation and menu features must have been programmed into the course itself.
   c. **System Defined** – This player will open your course in a window with additional navigation features on the top and left sides. These additions take away from the screen size to view your course.

13. For **Content Type**, choose Learning Objects from the drop-down menu if your content is a SCORM package. If your content is not a SCORM package, click the drop-down arrow to see your choices and select the one most appropriate.

14. Add a **Version Number**.

15. You may enter an **Expiration Date** for your content; meaning it will no longer be available to learners or administrators to use. BEST PRACTICE IS TO LEAVE THIS FIELD EMPTY. If you ever want to retire your content, you can add the appropriate date at that time.

16. Make sure the **Parent Folder** listed is the one in which you intend to place your content.

17. You do not have to select a **Content Provider**; and the **Delivery Vendor** may be left as Saba.

18. Click **Next**.

Import Content: NIH Reasonable Accommodation Training (SCORM Package)

* = required

1. Content Details ···▶ 2. Import Content

Zip File*   C:\Documents and Setting [Browse...]

Content Server*   Production Content Server

«Previous   [Import]
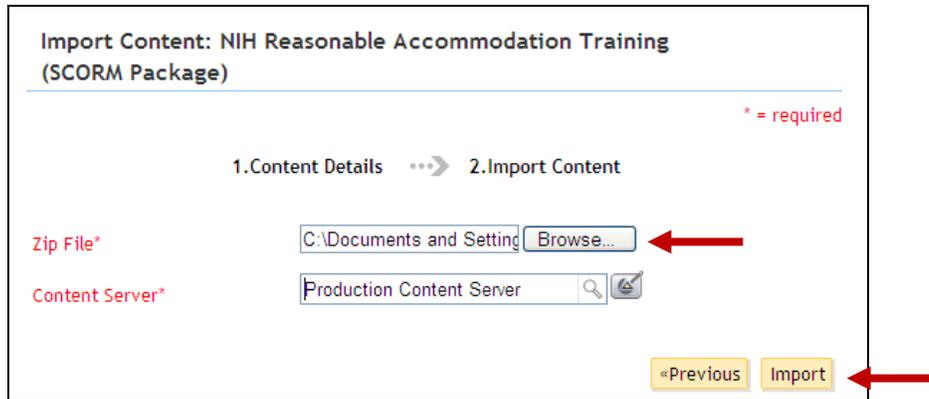
19. Click **Browse** to locate your **ZIP File** Scorm Package. (Preferably placed on a local hard drive.)

20. The only **Content Server** available is the Production Content Server. Use the picker icons to select it.

21. Click **Import**. Your SCORM package will upload to the Production Repository, and you will see a **Content Inventory Details** screen with all the details you set. This is the same screen of details you will see whenever you click the title of a content item in the Production Repository.

Content Inventory Details: NIH Reasonable Accommodation Training (SCORM Package)

* = required

| Content Details | Current Subscriptions | Content Metadata |

Name*   NIH Reasonable Accommodation Tra
Security Domain*   NIH Common
Content Format   SCORM Package
Content Format Version   SCORM 1.2
Player Template*   3x/5.1 Compatibility Template
Status   Published Edit
Version Number   1.0
Expiration Date
Parent Folder*   OEODM Courses
Content Provider
Delivery Vendor   Saba

STEP-BY-STEP (CONTENT INVENTORY DETAILS)

1. The **Current Subscriptions** tab will list any courses and offerings to which a piece of content is connected. NOTE: A course will have the course number designated by the Training Administrator. The offering will have an LMS-generated 8-digit number under the **PartNo** column.

   IMPORTANT: You cannot delete a content item that has been attached to a course or offering. It can be disabled by adding an expiration date, but it cannot be deleted.

   Content Inventory Details: NIH Reasonable Accommodation Training (SCORM Package)

   * = required

   | Content Details | Current Subscriptions | Content Metadata |

   Current Subscriptions   Print | Export

PartNo	Name	Subscribed On	Subscribed By	Subscription Type
00007415	NIH Reasonable Accommodation Training	09/28/2008	00064122	Learning
NIHOEODM2003	NIH Reasonable Accommodation Training	09/28/2008	00064122	Learning

   Return to Repository

2. The **Content Metadata** tab allows you to add metadata that may help others find your content more easily. Add appropriate information; add a related competency if appropriate; and **Save** your changes.

   Content Metadata Details: NIH Reasonable Accommodation Training (SCORM Package)

   * = required

   | Content Details | Current Subscriptions | Content Metadata |

Content Format	SCORM Package
Content Type	Learning Objects
Author	
Description	NIH Reasonable Accommodation Training
Language	English
Keywords	

   Competency   Add Competency

   No items found

   Save   Return to Repository   Cancel

3. At the bottom of the Content Inventory Details screen is a field where you should indicate the **Owner** of the course. It is necessary to do this in case there is ever a question or problem with the course and an administrator needs a contact person. Click **Add Owner**, search for the person's account, and designate him/her as the content owner.

Delivery Vendor	Saba
External Content ID	
Zip File	NIH_ReasAccom.zip [ ] [Browse...]
Content Server*	[Production Content Server] 🔍 ✎
Use as Survey, Evaluation, or Multi-Rater Assessment	☐
Available Offline	☐
E-Signature Required	☐
Is Scoring	☑
Is Dirty	☐
Owner	Add Owner
	No items found

Preview Content
View Content Communication Log

[Save] [Return to Repository] [Cancel]

4. The **Preview Content** link allows you to see what your course will look like to learners when they launch it. (Feel free to change the Player Template setting if you want to see how the course looks in different players.)

5. The **View Content Communication Log** will list communications that have passed between the LMS and the content while you were previewing it. If you navigated all the way through the course, you should verify again that the cmi.core.lesson_status variable is set to 'p.'

   NOTE: If your content item was neither AICC nor SCORM, you will not see a **View Content Communication** Log link.

The content you uploaded is now ready for a Training Administrator to attach to a course and offering and make available in the LMS catalog.

STEP-BY-STEP (TEST ONLINE COURSE)

1. Select **My Learning** from the **Go-To** drop-down menu.

2. Make sure you can find the correct course through a catalog search as well as browsing the catalog by category.

3. Register for, launch, and complete the course as a learner would to ensure that everything is functioning as desired.

4. Check your transcript to make sure the completion record moved to the transcript.

5. If there are no problems, then the course is ready to be announced to NIH staff that needs to use it.

IMPORTANT: Be sure to complete the 'Request for LMS Training Rollout Support' form that can be obtained by contacting the NIH LMS Implementation Team at lmssupport@od.nih.gov.

BUILDING TESTS AND QUESTIONNAIRES

As a Content Administrator, you have access to tools used to build question groups, tests, and questionnaires in the LMS.

TESTS VERSUS QUESTIONNAIRES

	Test	**Questionnaire**
Purpose	To grade whether the learner has certain knowledge	To gather information
Scored	Yes	No
Question Answers	Questions must have one or more correct answers with incorrect distracters	Questions do not have correct/incorrect answers
Question Types Allowed in Saba	fill-in-the-blank multiple choice true/false	Essay Likert scale multiple choice yes/no
Relationship to Courses	Can be attached to a course as a Content Module to be used as a pre- or post-test or can be available in the catalog as a stand-alone item	Must be attached to a course under the Related Info tab Evaluation section and will show up in a learner's Evaluations menu when the course is completed
Relationship to Competencies	Question groups can be associated with a competency and a score can be associated with a competency proficiency level	Not associated with competencies

NOTE: Surveys may also be developed and deployed through the LMS, however that is done through the Human Capital Administrator role. Surveys must be deployed to a specific target audience and are not available through the course catalog.

QUESTION GROUPS

Under your Content Administration role, Assessments tab, you will see a Question Groups menu item. If you have common questions that you use for more than one questionnaire or test, you may pre-enter them in the LMS so they are available for your use when you build a test or questionnaire later.

When you build a **New Question Group**, you must designate it as a Test question group or a Questionnaire question group. This designation will determine which types of questions you may add to the group, and the designation may not be changed. Test question groups may only be used when you are building a test; questionnaire question groups may only be used when you are building a questionnaire.

STEP-BY-STEP (CREATE A QUESTION GROUP)

1. Select **Content Administrator** from the drop-down **Go To** menu.

2. Click on the **Assessments** tab.

3. Click on the **Question Groups** menu item.

4. Click **New Question Group**.

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5. **Name** your new question group, make sure it is in the NIH **Security Domain**, and designate whether it will be a test or questionnaire **Type**.

6. Click **Save**.

7. Add a group description if desired, then click **Add Question** to start building your question group.

8. See Step-By-Step procedures below for adding each test or questionnaire type. Click **Save** when you are finished.

9. The **Advanced** tab allows you to add a competency to the question group if desired.

TESTS

STEP-BY-STEP (CREATE A TEST)

1. Select the **Content Administration** role in the drop-down **Go To** menu.
2. Click the **Assessments** tab. The view defaults to the **Tests** menu.
3. Click the **New Test** link.
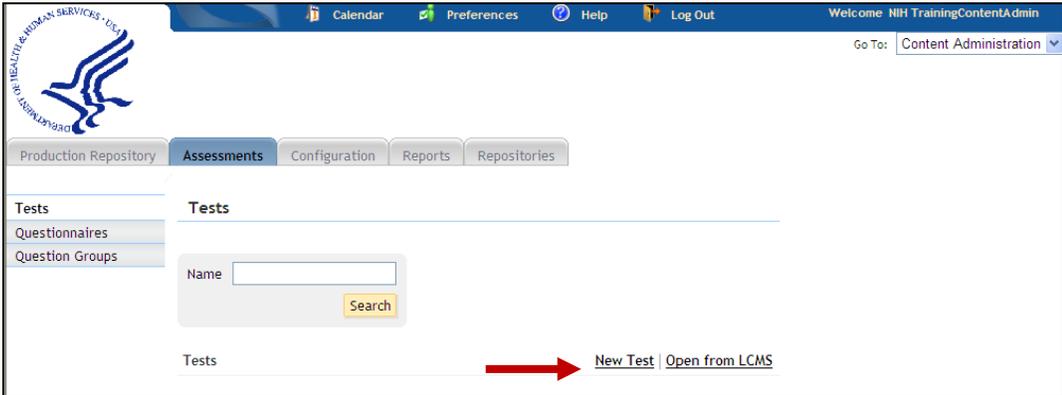
4. Give your test a meaningful **Name**.
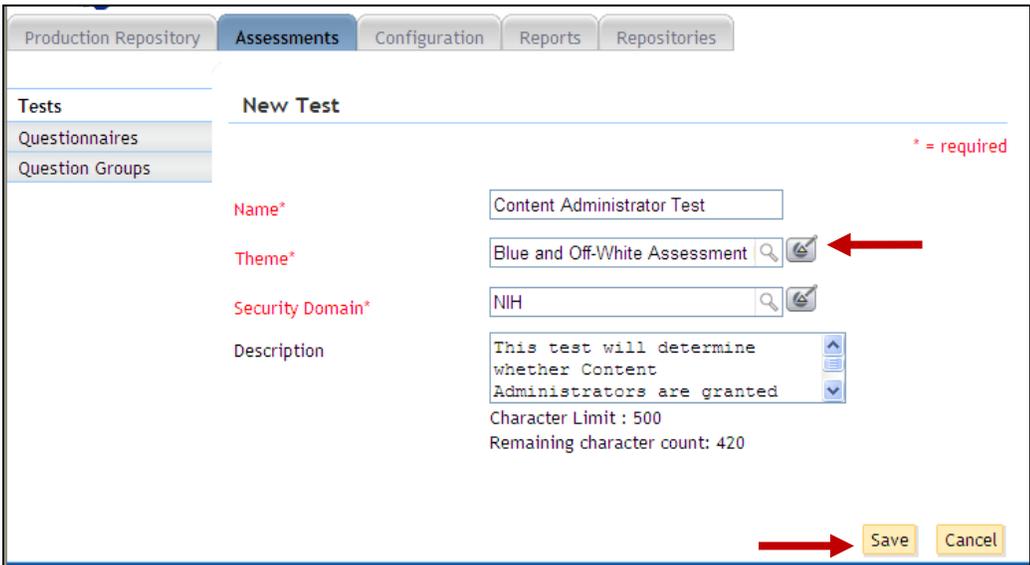
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5. Choose an available **Theme** from the options available in the picker pop-up box.
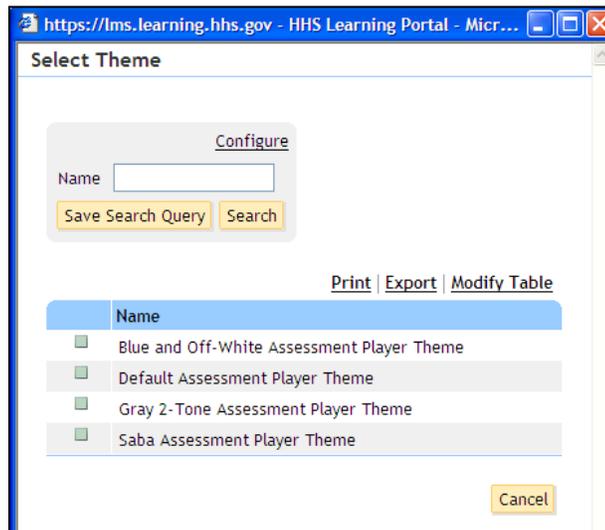
6. The **Security Domain** should be NIH, and add a description of the test. Only administrators will be able to see the description.

7. Click **Save**, and you will be taken to the **Edit Test** screen for the newly created test.

8. Select the **Advanced** tab to set test properties.
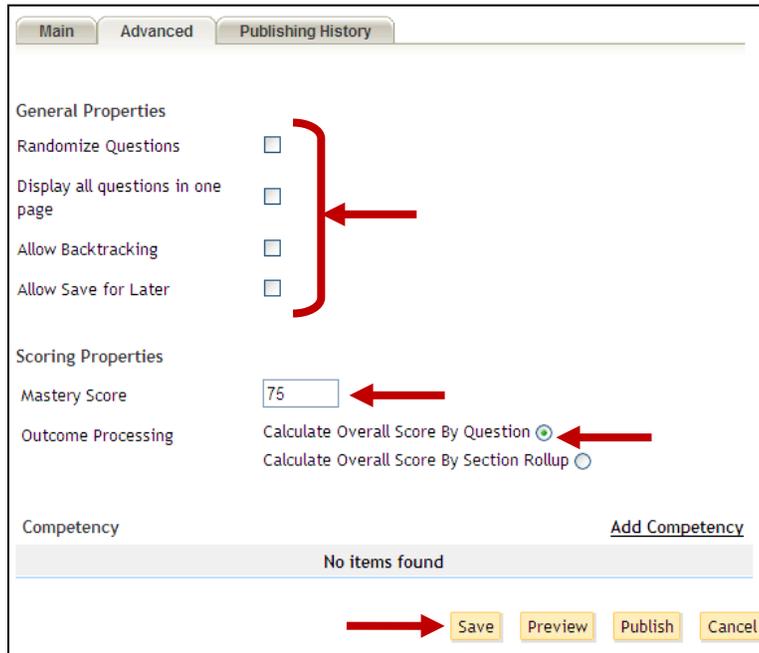
9. Click the check boxes next to **General Properties** you want for your test. You may:

    a. **Randomize Questions** (or your questions appear in the same order each time a learner takes the test)
    b. **Display all questions in one page** (or each questions displays on its own page)
    c. **Allow Backtracking** (or learners will not be able to go back to a question they already answered)
    d. **Allow Save for Later** (or learners will have to complete the test in one session)

10. Set **Scoring Properties** by indicating a **Mastery Score** and selecting the radio button for how you want the LMS to calculate the test score.

11. You may also **Add Competency** to the overall test if desired. This will allow you to attach a competency to the test and indicate a proficiency level the learner will have attained if they master the test.

12. Click **Save**.

STEP-BY-STEP (ADD SECTIONS TO A TEST)

1. Scroll to the bottom of the **Edit Test** screen to continue building your test.

2. In the **Instructions** text box, add instructions you want the learner to see before they begin answering any questions in your test.

3. Your new test will have one **Default Section** and no questions. Multiple test sections may be used if you want to group questions within your test that may require unique instructions. Every test must have at least one section. Click the section title to edit its properties.

4. Click **Save** when you are finished editing the test section properties.

5. Select the **Advanced** tab. This tab allows you to override any test properties that may need to be different for this section. You can come back to this screen later to make adjustments as you build your test. You may also set a specific mastery score for this section of the test if desired.
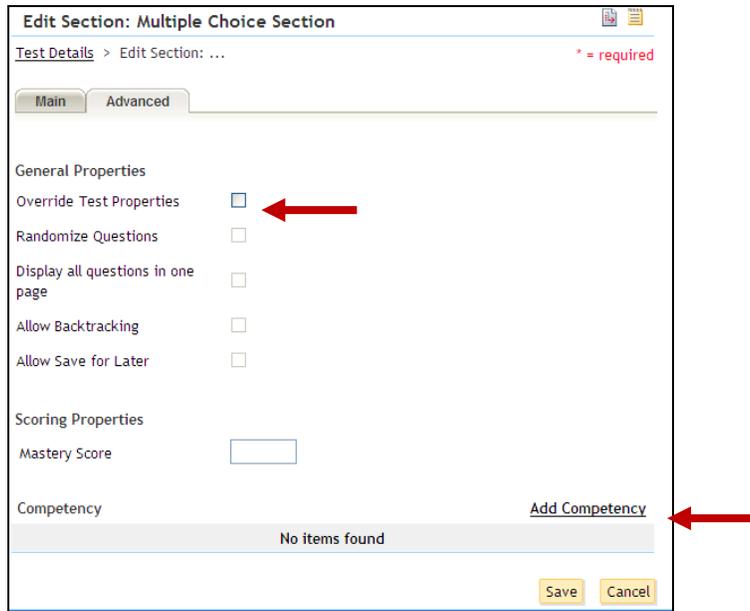
6. You may also use the **Add Competency** link to add a competency to this section and set a minimum proficiency level the learner will have attained if they master this section.

7. **Save** any changes, and click **Test Details** to return to the **Edit Test** screen.

8. If you want additional sections in your test, use the **Add Section** link to add more and set their properties as demonstrated.
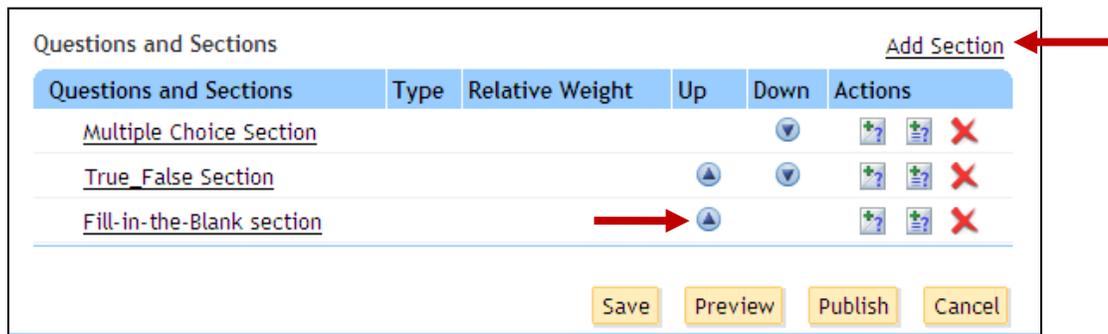
9. You may also use the **Up** and **Down** arrows to change the order of sections within your test.

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10. To add questions to a test section, select the icon next to the appropriate section to either add a question or add a question from a question group. (Remember, a question group must have been created specifically for tests before you try to pull a question from it.

Add Question

Add Question from Question Group

11. To add from a question group, simply search for your question group and **Select**.

12. Choose the question(s) you want to add and **Select**.

13. The question will added to your test section and can be edited like any other question.

STEP-BY-STEP (ADD MULTIPLE CHOICE QUESTIONS)

1. On the **New Question** screen, **Name** your question and select the Multiple Choice **Format**.

2. In the **Question Text** field, type the question text the learners will see.
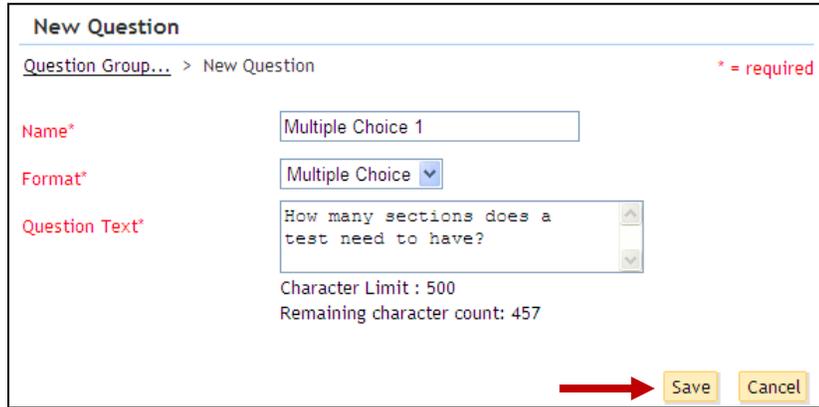
3. Click **Save**.

4. You can now edit the question properties. If there are special instructions just for this question, type them in the **Instructions** field. Fill in the appropriate checkboxes if you want to **Show Image** with your question, **Allow Multiple Correct Answers**, or **Randomize Choices** for the question.

5. Click **Add Answer Choices**.

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6. In the **New Answer Choices** pop-up, add each answer choice on its own line.

7. Click **Save** when you are finished.

8. Your **Answer Choices** will now appear at the bottom of the **Edit Question** screen.

9. You may edit answer choices by clicking the appropriate one, designate which is correct, change the order, delete (red X), or add new. Click **Save** after editing.

10. The **Advanced** tab allows you to add a weight to the question. All questions default to a weight of 1. A weight of 0 means the question will not be calculated in the score. A higher weight gives that question more importance to the test score.

11. Click **Question Group** to return to the edit group screen or **Test Details** to return to your test.

STEP-BY-STEP (ADD TRUE/FALSE QUESTIONS)

1. On the **New Question** screen, **Name** your question and select the True/False **Format**.

2. Add the text of your question in the **Question Text** field.

3. Click **Save**.

4. For a True/False question, the answer choices are already filled in.

Content Administrator

5. You may add **Instructions** specific to this question, choose to **Show Image** with it, indicate the correct answer, and change the order of the choices.
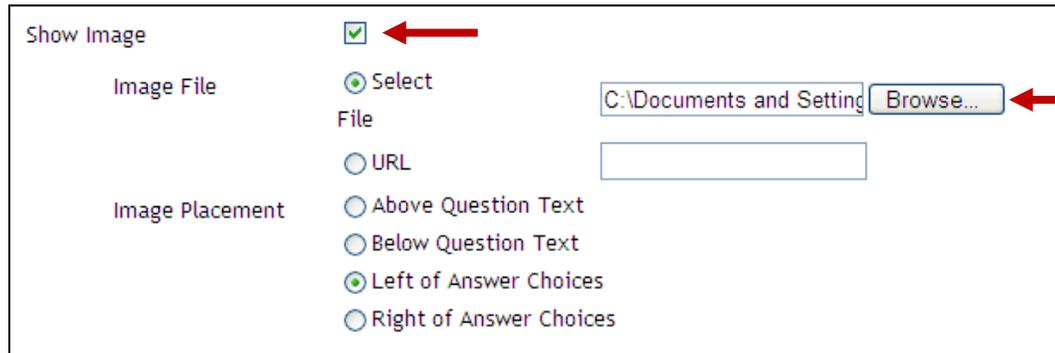
6. If you **Show Image**, you will need to indicate the path of the **Image File** and indicate the **Image Placement**. When you click Save, the image will upload to the LMS.

7. As with other question types, the **Advanced** tab allows you to add a weight to the question for scoring purposes.
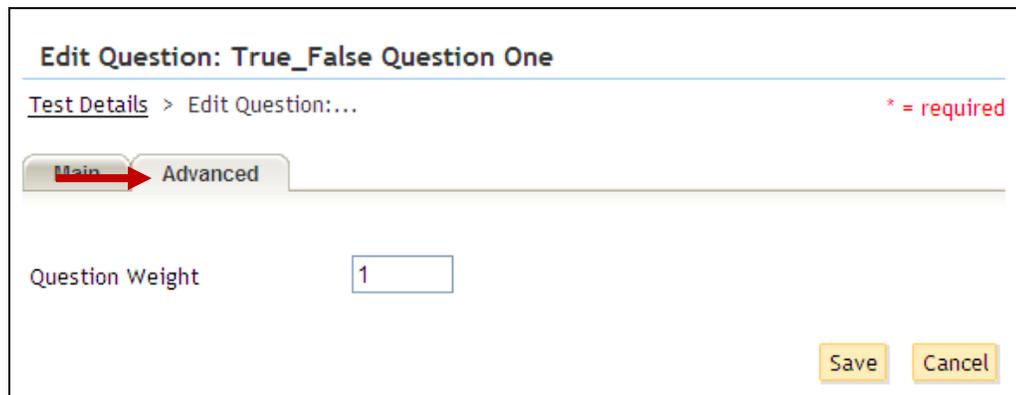
8. Click **Question Group** to return to the edit group screen or **Test Details** to return to your test.

STEP-BY-STEP (ADD FILL-IN-THE-BLANK QUESTIONS)

1. On the **New Question** screen, **Name** your question and select the Fill-in-the-Blank **Format**.

2. Type the question in the **Question Text** field.

3. Click **Save**.

4. The **Edit Question** screen will allow you to add **Correct Answer(s)** choices for the Fill-in-the-Blank question. Try to account for any variations a learner might enter that would still be considered correct.

5. **Save** changes. The **Advanced** tab will allow you to weight the question.

6. Click **Question Group** to return to the edit group screen or **Test Details** to return to your test.

STEP-BY-STEP (PREVIEW AND PUBLISH A TEST)

You will not be able to preview a test until it contains at least one question. After that, you may preview as many times as you like while you are building the test. Once questions are added to a test section, a + appears before the section title. Click the + to expand the list and show the questions in the section. You can adjust the weight and order of questions here as well. Remember to save all your changes.

1. When you have added all the questions and checked the test, section, and question properties, click **Preview** and do a complete run-through of your test. Make any necessary edits until you are satisfied with the test.

2. When you are finished making edits, click **Publish**.

3. The **Publish Test** window helps you save the test as content in the Production repository. **Name** the test content item.


4. The **Security Domain** will always be NIH; and the **Content Server** will always be Production Content Server.

5. Choose a **Player Template** (same as those explained in Step-By-Step (Import Content), step 12.)

6. Add a **Version Number**, but leave the **Expiration Date** field empty for now.

7. Choose the appropriate **Content Folder** from the Production Repository in which to place the test content.

8. Click **Publish**. You should see a message that your test content has published successfully.
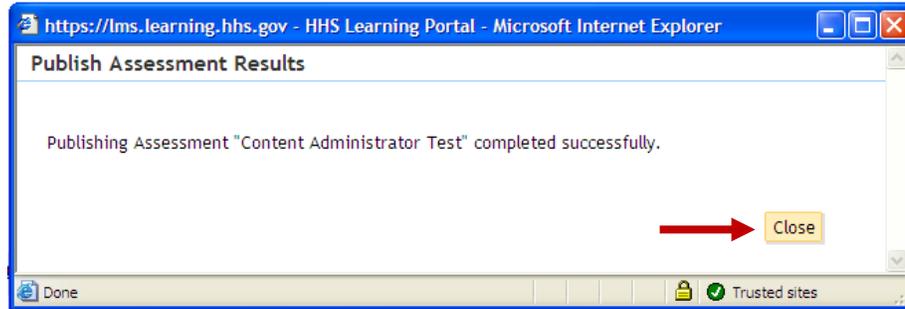
9. Click **Close.**

10. The **Publishing History** tab now shows that the test was published.
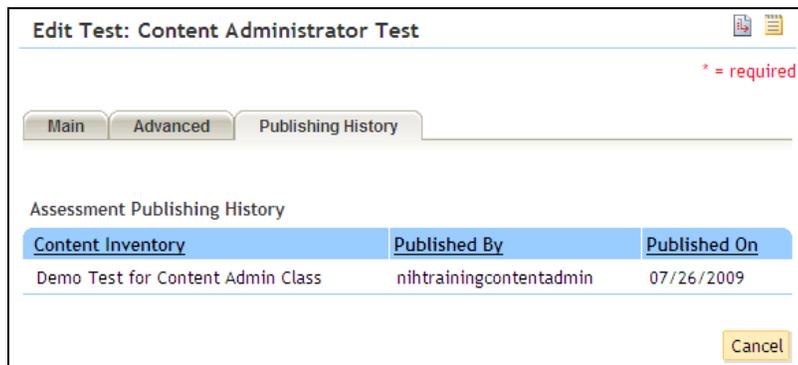
11. Find the test in the **Production Repository** to verify. It will appear as a SCORM package.

QUESTIONNAIRES

STEP-BY-STEP (CREATE A QUESTIONNAIRE)

12. Select the **Content Administration** role in the drop-down **Go To** menu.

13. Click on the **Assessments** tab.

14. Click the **Questionnaires** menu.

15. Click **New Questionnaire**.
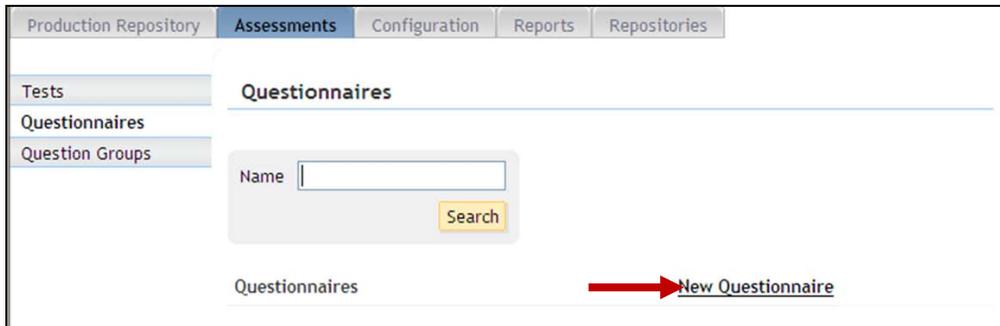
16. **Name** the questionnaire, select a color **Theme**, make sure NIH is the **Security Domain**, and add a **Description** if desired. Only administrators will be able to see the description.

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17. Click **Save** and you will be taken to the **Edit Questionnaire** screen of the new questionnaire. Add questionnaire **Instructions** if appropriate.

18. Select the **Advanced** tab to set test properties. Click the checkbox next to options you want and click **Save**.

19. Return to the **Main** tab.

STEP-BY-STEP (ADD SECTIONS TO A QUESTIONNAIRE)

1. Scroll to the bottom of the **Edit Questionnaire** screen to continue building your questionnaire.

2. Your new questionnaire will have one **Default Section** and no questions. Multiple questionnaire sections may be used if you want to group questions within your questionnaire that may require unique instructions. Every questionnaire must have at least one section. Click the section title to edit its properties.

3. Click **Save** when you are finished editing the questionnaire section properties.

4. Select the **Advanced** tab. This tab allows you to override any questionnaire properties that may need to be different for this section. You can come back to this screen later to make adjustments as you build your questionnaire.

5. **Save** any changes, and click **Questionnaire …** to return to the **Edit Questionnaire** screen.

6. If you want additional sections in your questionnaire, use the **Add Section** link to add more and set their properties as demonstrated.

7. You may also use the **Up** and **Down** arrows to change the order of sections within your questionnaire.

8. To add questions to a questionnaire section, select the icon next to the appropriate section to either add a question or add a question from a question group. (Remember, a question group must have been created specifically for questionnaires before you try to pull a question from it. See Step-By-Step (Add Sections to a Test), steps 23-25 for directions on how to add a question from a question group.

STEP-BY-STEP (ADD ESSAY QUESTIONS)

1. From the **New Question** screen, **Name** the question, and select the Essay **Format**.


2. Add the **Question Text** you want learners to see and click **Save**.

3. Add **Instructions** if they apply to this specific question, select the checkbox if the question will include an image, and indicate the number of text field lines you want to allow in the answer field.

4. Click **Save** then click **Questionnaire …** to return to the **Edit Questionnaire** screen.

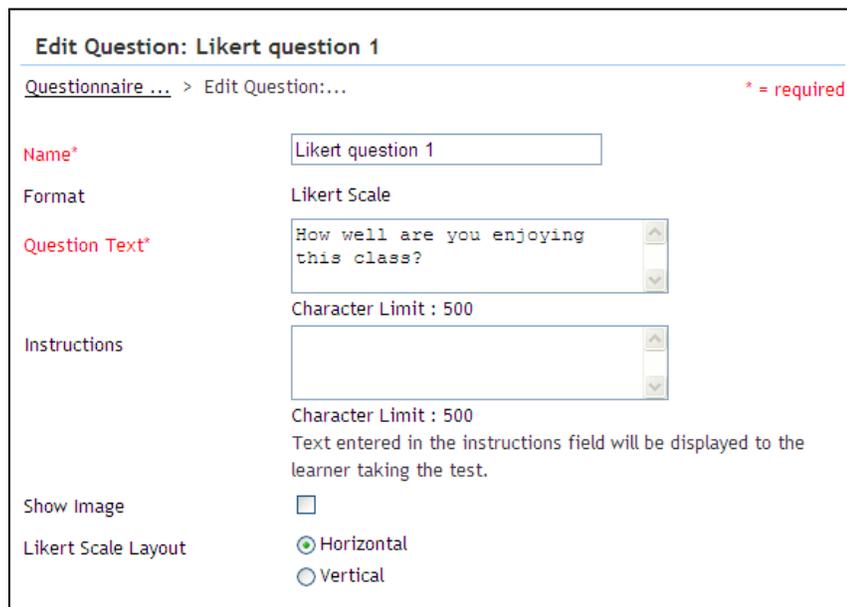## STEP-BY-STEP (ADD LIKERT SCALE QUESTIONS)

1. From the **New Question** screen, **Name** the question, and select the Likert Scale **Format**.
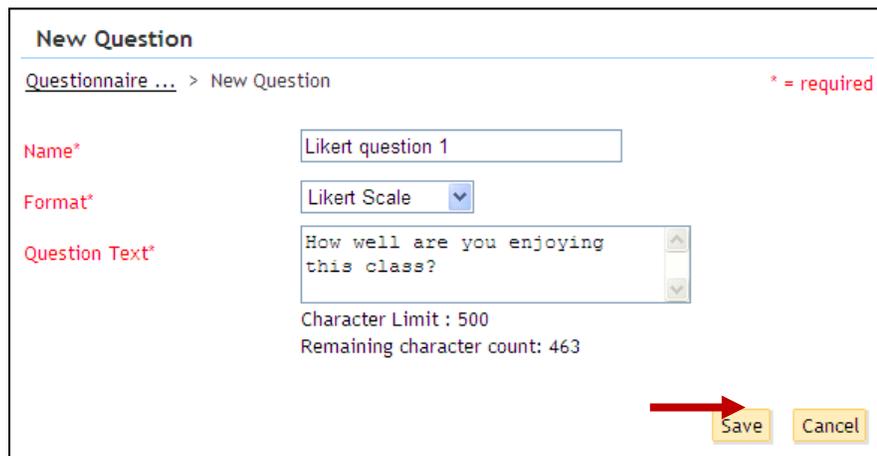
2. Add **Question Text** for your learners, then click **Save**.

3. Add **Instructions** if they are specific to this question, indicate whether the question will include an image, and indicate whether you want the answer choices displayed vertically or horizontally.

4. The **Answer Choices** are already completed for Likert Scale questions. However, you may change the wording of the answer choices by clicking title of each one. You may also change the value of each answer choice and the order in which they appear.

Answer Choices	Value	Up	Down	Actions
Strongly Agree	4		▼	
Agree	3	▲	▼	
Neutral	2	▲	▼	
Disagree	1	▲	▼	
Strongly Disagree	0	▲		

Save Cancel

5. **Save** any changes you make.

6. Click **Questionnaire …** to return to the **Edit Questionnaire** screen.

STEP-BY-STEP (ADD MULTIPLE CHOICE QUESTIONS)

See Step-By-Step (Add Multiple Choice Questions to a Test or Question Group) for instructions on adding a multiple choice question. For a questionnaire, there will be no scoring or weighting options.

STEP-BY-STEP (ADD YES/NO QUESTIONS)

See Step-By-Step (Add True/False Questions to a Test or Question Group) for instructions on adding a Yes/No question. The answer choices will just be Yes and No instead of True and False, and you will not have scoring or weighing options.

STEP-BY-STEP (PREVIEW AND PUBLISH A QUESTIONNAIRE)

See Step-By-Step (Preview and Publish a Test) for instructions to publish a questionnaire. The steps are the same.

USING THE KNOWLEDGE BASE

The Knowledge Base is very much like the Production Repository, however the content you post does not have to be attached to a course in order for learners to find it. Use this for informational content that does not need to be tracked and does not require a transcript record for learners. This is considered Informal Resources in the LMS.

1. Select the **Content Administration** role in the drop-down **Go To** menu.

2. Click the **Repositories** tab.

3. Click the **Knowledge Base** menu item.
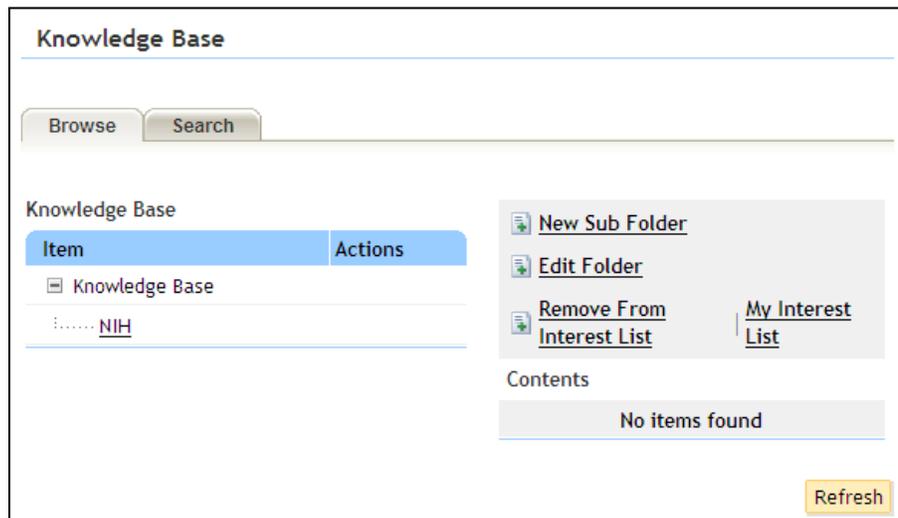
4. See Step-By-Step (Import Content) procedures for creating a subfolder in the Knowledge Base repository and importing a content item.

Learners will find your Knowledge Base content under the **My Learning** role, Learning tab, **Knowledge Center** menu item. They can search for it using 'All Informal Resources.' They can also browse the Knowledge Base repository folders.

HELPFUL INFORMATION

LINKS AND RESOURCES

- HHS Learning Portal log on page
  https://lms.learning.hhs.gov

- HHS Learning Portal Help Desk
  1-866-246-5440
  DHHSHelp@gpworldwide.com

- NIH Training Center web site
  http://trainingcenter.nih.gov

NIH LMS ADMINISTRATOR HELP CONTACTS

Please use the HHS Learning Portal Help Desk contact information about for learners having trouble logging on to the LMS and other technical issues. Feel free to contact the email below if you are having problems performing your Administrator tasks in the LMS. This email is maintained by the NIH LMS Team.

   LMSSupport@mail.nih.gov

APPENDIX A – ORGANIZATION CODES

Organization (org) Codes are also referred to as SAC Codes

HN	All of NIH
HNA	(OD) Immediate Office of the Director
HNB	(NIAMS) National Institute of Arthritis and Musculoskeletal and Skin Diseases
HNC	(NCI) National Cancer Institute
HND	(NCCAM) National Center for Complementary and Alternative Medicine
HNE	(NCMHD) National Center on Minority Health and Health Disparities
HNF	(FIC) John E. Fogarty International Center for Advanced Study in the Health Sciences
HNG	(CSR) Center for Scientific Review
HNH	(NHLBI) National Heart, Lung, and Blood Institute
HNJ	(CC) Clinical Center
HNK	(NIDDK) National Institute of Diabetes and Digestive and Kidney Diseases
HNL	(NLM) National Library of Medicine
HNM	(NIAID) National Institute of Allergy and Infectious Diseases
HNN	(NIA) National Institute on Aging
HNP	(NIDCR) National Institute of Dental and Craniofacial Research
HNQ	(NINDS) National Institute of Neurological Disorders and Stroke
HNR	(NCRR) National Center for Research Resources
HNS	(NIGMS) National Institute of General Medical Sciences
HNT	(NICHD) National Institute of Child Health and Human Development
HNU	(CIT) Center for Information Technology
HNV	(NIEHS) National Institute of Environmental Health Sciences
HNW	(NEI) National Eye Institute
HN2	(NINR) National Institute of Nursing Research
HN3	(NIDCD) National Institute on Deafness and Other Communication Disorders
HN4	(NHGRI) National Human Genome Research Institute
HN5	(NIAAA) National Institute on Alcohol Abuse and Alcoholism
HN6	(NIDA) National Institute on Drug Abuse
HN7	(NIMH) National Institute of Mental Health
HN8	(NIBIB) National Institute of Biomedical Imaging and Bioengineering

APPENDIX B – HHS LEARNING PORTAL DOMAIN STRUCTURE