SmartStart Guide

Training App

Rev: August 2022

Training Application

About the Training Module

The Training module works with the other modules of the FranConnect system to host your corporate training and educational content, manage access to the various levels of your employee base and provide reporting of course participation and test scores.
To access the Training module, click the Training icon in the top navigation pane of FranConnect.

Contents

Jump Start – Quick Reference to Training Implementation Decisions

Answer the questions in the blue bars to prepare to populate your Training center.
Click on any blue underlined link to jump to the instructions for getting started on that topic.

Gather training documents, videos and other resources files from all sources

- Power Point presentations – to allow viewing in the Training App, you will want to save as PDF
- Videos – hosted on a service such as Vimeo now, or do you want to load them into FranConnect?
- Documents – to allow viewing in the Training App, you will want to save as PDF
- SCORM content – we can display SCORM content including interactive material, but we cannot extract results of activities done inside the SCORM lesson. You'll want to build quizzes in FranConnect for that.

Will you limit access to courses based on role, e.g. technician vs. manager?

- Consider: multi-brand, Area/Master Franchisees, owners vs. employees, manager track

Will you arrange courses into learning paths and/or have certifications?

- Will you certify with quizzes?
- Will you certify via skills demonstration?

Divide coursework into consumable "lessons"

- Lessons can be any length, but 10 minutes is a good consumable unit; keeps learners from being interrupted mid-lesson

For some or all lessons, decide on evaluation – will you have quizzes?

- For each quiz, decide if you will display the answers at the end (as in a knowledge review), show them their answer and whether it was right or wrong, or simply display their score (as in a certification exam).
- You can have many question types (text, multiple choice, etc). Only Multiple Choice (single or multi answer) are auto-graded by the system.

Training Implementation Steps List

☐ If you plan to restrict courses or plans by user role, build **Roles** first, so that you can specify the restriction when building courses.

☐ Build **Courses**, including role-based access to each course. You can designate dependencies as well, so for ease of use, build the courses in the order they are to be taken, so that the basic courses will exist to designate as course dependencies for the more advanced courses.

Courses are grouped in **Categories**, for ease of administration. For example, a new employee's training Plan may include two courses from the Orientation category, and three classes from the Sales category, etc. *Categories are completely optional, and you may choose to group only by Plans.*

☐ Add **Lessons** to the courses. At the end of each Lesson, you're offered the opportunity to build a **Quiz** by entering questions and their answers.

☐ Add **Certificates** for completion of sections of learning...you can have one, or several, certificates in a plan. Certificates should be placed after the courses for which they are awarded, so Certificates cannot be first on the course list, nor can two Certificates be adjacent on the list.

If the certificates are not marked as needing Corporate Approval, then certificates will be put into learner profiles on completion of the courses that precede them in the list. If they are marked as needing Corporate approval, Certificates can be approved in the **Admin > Training > Manage Certificates** interface.

☐ Last, add **Plans**, including a schedule during which they're active, role-based access for who may take them, and whether they will be reset to the beginning if a designated amount of time elapses with the course unfinished. In this step, add courses and certificates, in the order that they should be taken.

# Implementing the Training Module

The Training module works with the other modules of the FranConnect system to host your corporate training and educational content, manage access to the various levels of your employee base and provide reporting of course participation and test scores.

To access the Training module, click the Training icon in the top navigation pane of FranConnect.

About the Structure of the Course Catalog

To aid in the navigation of course lessons and to provide flexibility in the organization of your training content, the Course catalog is arranged in a hierarchy of plans, courses, and lessons. The central unit of learning is the **Course**. Users are limited to what courses or plans they can see and attend, based on the **roles** associated with their user ID (each user may hold several roles, such as both technician and manager candidate).

Courses contain one or more **Lessons**, which may or may not have **Quizzes** attached. One or more courses can be included in a **Plan**, and you may choose to award **Certificates** within or at the end of a completed Plan.
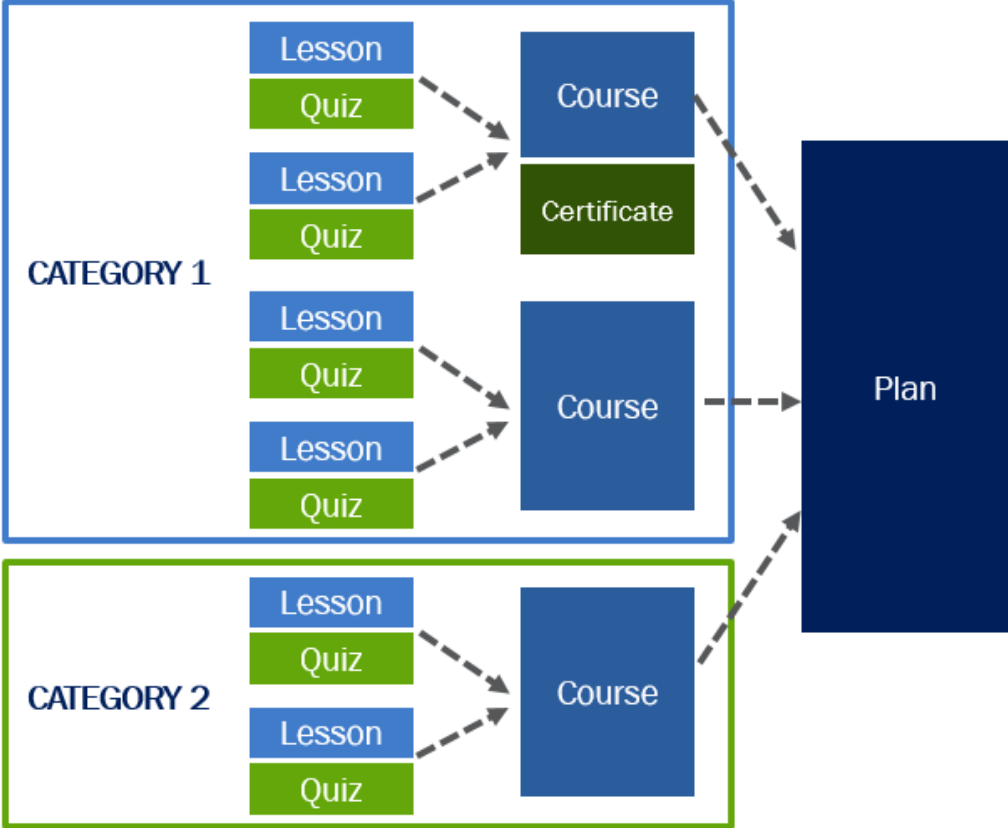
Training content is built in this order.

1. If you plan to restrict courses or plans by user role, build Roles first, so that you can specify the restriction when building courses.

2. Build Courses, including role-based access to each course. You can designate dependencies as well, so for ease of use, build the courses in the order they are to be taken, so that the basic courses will exist to designate as course dependencies for the more advanced courses.

   Courses are grouped in **Categories**, for ease of administration. For example, a new employee's training Plan may include two courses from the Orientation category, and three classes from the Sales category, etc. *Categories are completely optional, and you may choose to group only by Plans.*

3. Add Lessons to the courses. At the end of each Lesson, you're offered the opportunity to build a Quiz by entering questions and their answers.

4. Add Certificates for completion of sections of learning...you can have one, or several, certificates in a plan. Certificates should be placed after the courses for which they are awarded, so Certificates cannot be first on the course list, nor can two Certificates be adjacent on the list.

   If the certificates are not marked as needing Corporate Approval, then certificates will be put into learner profiles on completion of the courses that precede them in the list. If they are marked as needing Corporate approval, Certificates can be approved in the **Admin > Training > Manage Certificates** interface.

5. Last, add Plans, including a schedule during which they're active, role-based access for who may take them, and whether they will be reset to the beginning if a designated amount of time elapses with the course unfinished.

   In this step, add courses and certificates, in the order that they should be taken.

You can also view Certification details along with Course details of franchise users from the Information Manager Training tab.

Managing Access Control for Categories and Courses

You can restrict the access to a course to only those users who need to take it. This helps to keep the user interface cleaner and simpler, and prevents access to unauthorized material. To manage access, you must define roles for your corporate, brand (if multi-brand), Regional, and Franchisee users in **Admin > Users > Roles**, and ensure that each user is assigned to the appropriate role within that users' profile. One user may be assigned to several roles, so assign all roles that apply.

An example of role-based access restriction might be assigning all franchisee-facing training to a category called "Franchisee Training", to easily allow access to all applicable courses, while assigning corporate-based-employee training to its own category, ensuring that franchisees don't see corporate employee training selections.

To control users' access to a Category or Course, when defining the course, enable the button for "Allow Role base access to this course?". New options will be displayed beneath the button, allowing you to check all roles who should see the course (and denying access to unchecked groups).

Note: If you leave this button set to "off", the course will be available to all users.

Adding Courses

To add a course to a category, from **Admin > Training > Course Management**, choose to **Manage Courses** from the top right buttons, if you are not already in the Courses interface. Once you're in the Courses screen, choose the category where the course should reside from the drop-down at the left, and choose **Add Course** from the top right buttons. . Give your course a name, a description, and any viewing limitations you wish to assign, and click **Save**.

Note: You may choose to "Lock" a course, meaning that only you have access to modify it. We recommend that you set courses to be unlocked by default, so that others can modify in the event of your absence, since a locked course may only be modified by someone using the author's login.
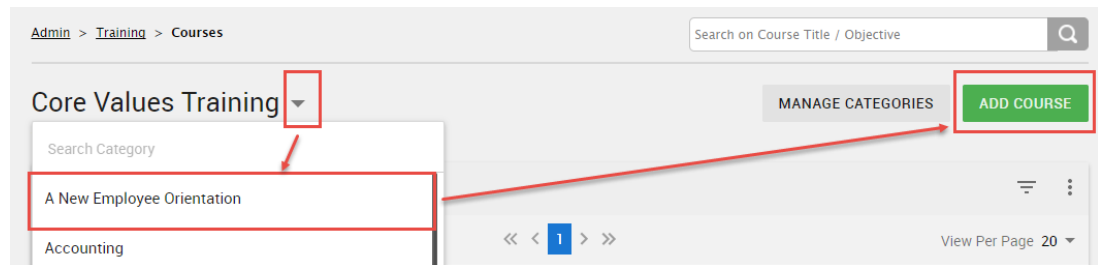
Adding Lessons

Lessons host the specific training content, such as presentations, videos and other training resources designed with course development tools. To create a section, select the host course and click the 'Add Section' link at the top right.
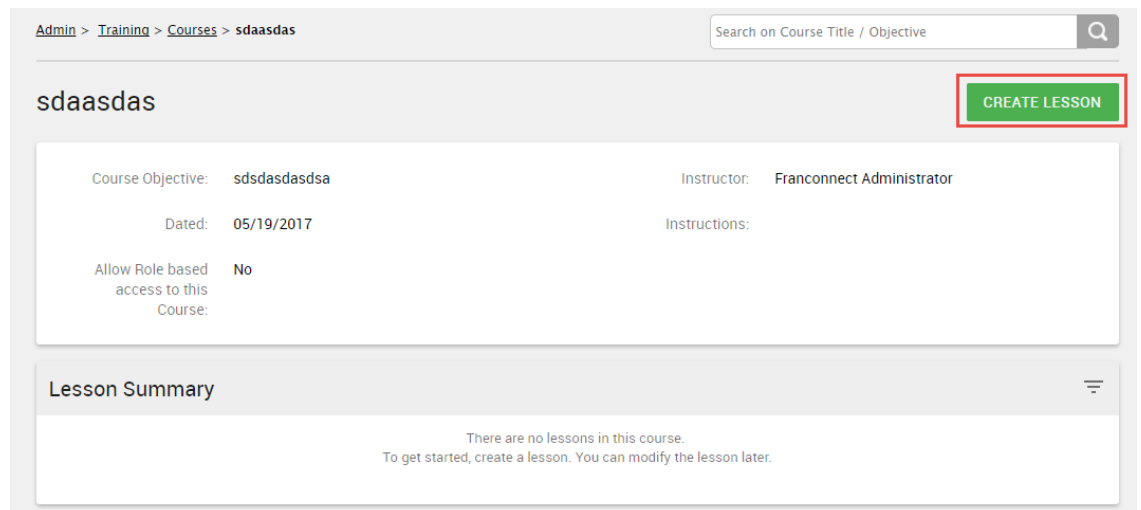
Add Lesson

UPLOAD COVER IMAGE

coffeebeans.jpg

Name *
All About the Bean

Summary *
This course provides the basics in how to handle coffee beans, use the grinder and dispose of spent grounds.

Dependency ▼

Restart lesson if not completed?

CANCEL   CREATE LESSON

Here's what the above settings look like in the user display.
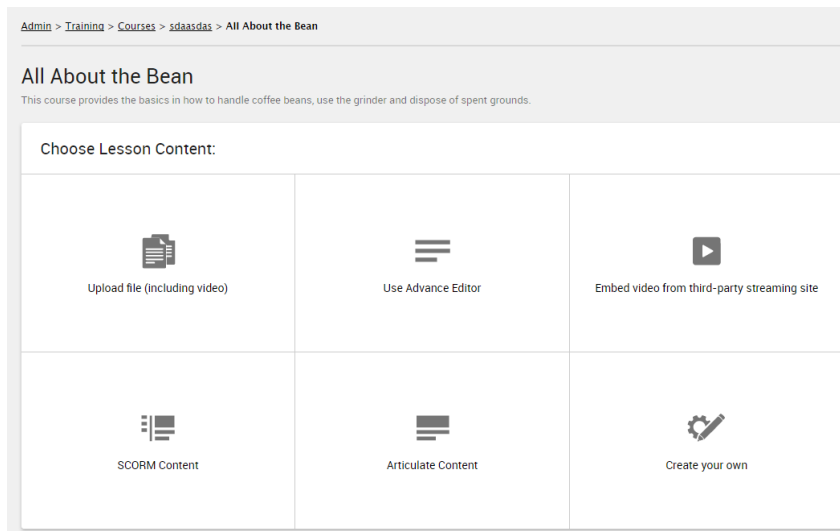
Lesson Summary

Items 1 - 1 of 1   « ‹ 1 › »   View Per Page 20 ▼

👍 **All About the Bean**
This course provides the basics in how to handle coffee beans, use the grinder and dispose of spent grounds.

Last Modified: **05/19/2017**   Quiz:

Next you'll choose lesson content.

You can serve lesson content in several ways, summarized below.

Upload File: You can upload and store files of up to 50MB each. It's recommended for files larger than that, you choose to embed the content using either the Advance Editor, or the Embed feature. Supported file formats are html, htm, ppt, pptx, pps, ppsx, wmv, avi, mov, pdf, PDF, swf, flv, mp4 and mp3.

Use Advance Editor: The Advance Editor lets you write your own HTML either through the editor interface or directly by copying code from another place.

Embed Video: this option lets you enter HTML code to embed videos that will play inside the training environment. This code can be found on most video hosting sites under the **Share > Embed** option.

SCORM: SCORM content is packaged in .ZIP files, and contains the ability to collect learner participation information, and include interactivity such as navigation tools, and quizzes. You can upload files up to 50MB, and the content is displayed inside the Training module interface.

Articulate Content: Articulate is a popular eLearning content authoring tool. FranConnect Training module can accept Articulate compiled ZIP files up to 50MB directly.

Create Your Own: You can also choose to author content directly in the Training module. You can build an infographic page that includes text and pictures, and can include hyperlinks out to reference material. The interface lets you drag placeholder Layouts to the canvas, and populate them with Elements such as text, images and hyperlink buttons.

Developing Content with the Advance Editor

The Advance Editor is an internet compatible content design tool using features of the FranConnect Email template designer to provide the means of creating formatted content without the need for course design tools. An icon bar is used to select the desired formatting and editing tools, which appear as icons and list boxes directly beneath the bar.

Select the 'Use Advance Editor' option to display the editor and use the appropriate icon to type or paste content into the editor pane. To create content in word processing context, use the 'Design' option for the Editor Style setting. If the content is provided in HTML format, select 'HTML' option for the Editor Style setting so that it can be pasted as is in the editor pane.
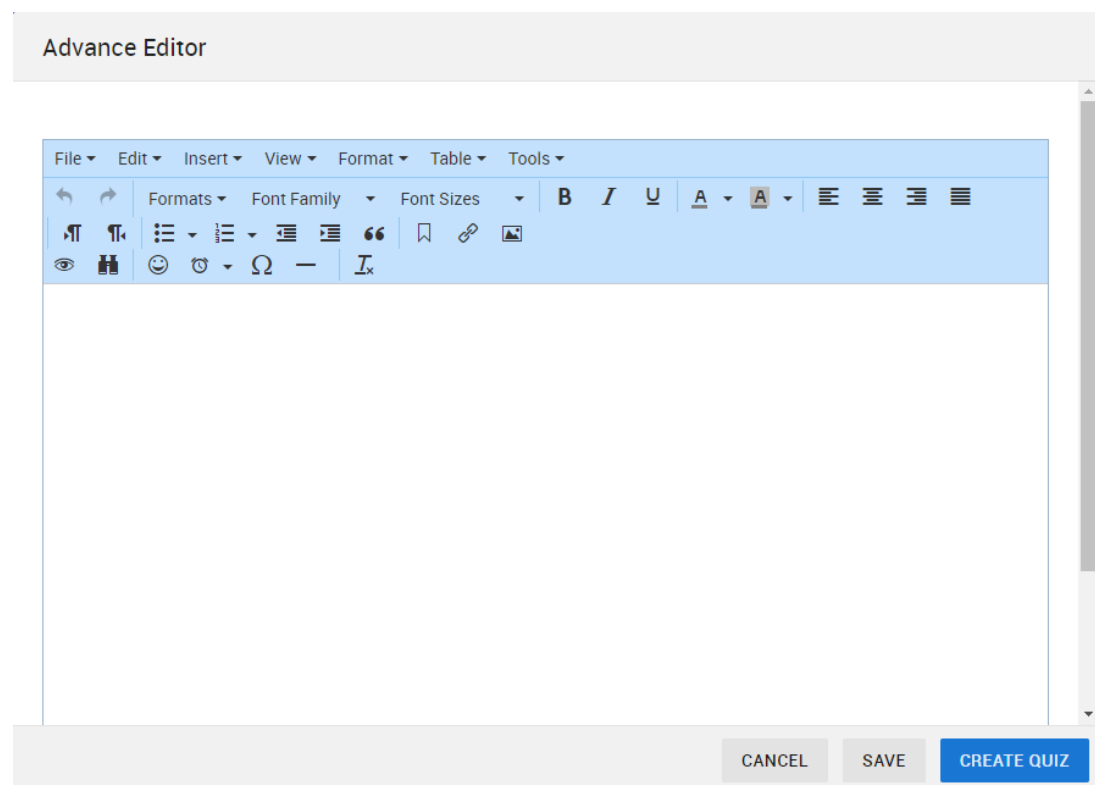
The Advance Editor is an ideal tool for adding lesson agendas, study guides and other text-based content.

Selecting SCORM and Articulate Content

Dedicated training content development tools such as Articulate provide a number of enhanced online tutorial optimized features, including video, voice, screen capture and integrated topic quizzes. Content developed with such tools can be hosted by selecting the 'SCORM Compliant Content' or the 'Articulate Content' options.

While 'SCORM Compliant' content is usually represented by a single file type, 'Articulate' content is usually provided in web file format. The 'Articulate' product generates a Zip file containing the folders and files that make up the presentation portion of the tutorial. Details for supporting this type of content are available within the Section editor by moving the mouse pointer over the 'i' icon beside the option.

Upload File

Supported Format: zip.

Drop your file here

or click here..

CANCEL   SAVE   CREATE QUIZ

Both SCORM and Articulate content will be presented within the FranConnect Training presentation page with full video, audio and quiz interaction as designed.

Selecting Embedded Video Content

It is possible that the training content you wish to reference within the Training module is hosted on content presentation systems such as YouTube, Vzaar or Vimeo,

the 'Embed Video' option provides an input field for the HTML embed code that is generated by the presentation system.

Adding Quizzes

After entering the lesson, you have the option to Add a Quiz to the lesson. To add a quiz, click **Add Quiz** at the bottom right of the Lesson entry dialog. Your quiz needs a name and a description. You can also set a maximum amount of time that students are allowed, to complete the quiz.

You can also set the following parameters:

- Quiz required or optional

- Questions Sequenced (always presented in the same order) or Randomized

- Will participants be able to view their answers and/or the correct answers after taking the Quiz?

Add Quiz

Name (Max 60 characters) *

Description *

Duration	0 Hrs ▼	30 Min ▼

Question Sequencing   **Sequenced**   Randomized

Passing score   40%

Quiz Preference   Required ▼

Can the participants view correct   No ▼

CANCEL   **ADD QUIZ**

Adding Questions to the Quiz

Once the quiz has been defined, it's time to add questions. You can add questions at this point, or choose questions you have already entered in the Question Library. To add a new question:

1. Click **Add New Question** at the bottom left of the Add Quiz dialog.

    Choose the **Response Type** from the drop-down. You can choose from Text, Date, Rating, and Single- or Multi-select answer possibilities.

    When a student encounters a quiz question of <u>Single select</u> type, the list of answers is presented with a radio button. Only one answer is recorded.

    The Multiple Select response type is useful for cases in which a quiz question contains more than one correct answer. Choose the Multi Select response type, select 'Yes' for the Scorable option and assign a question score, then use the Option input boxes to write a set of answers. Use the check box to indicate which answer is correct. The question score is determined by the number of correct answers selected by the student, with the Question Score value being the maximum score.

    When a student encounters a quiz question of <u>Multiple select</u> type, more than one answer may be selected.

    For the multiple choice questions, you must specify the right answer(s) in order to save the quiz questions. All other types of questions can be graded by the instructor manually after the quiz is submitted.

2. Select how many points a correct answer is worth to the total quiz score.

3. Choose whether you want to add this question to the library to use it again in other quizzes.

4. Make sure the question is published in order for it to appear on the quiz.

5. Choose whether this question is **Mandatory** or can be skipped by quiz-takers.

6. When finished, click **Save Quiz** at the bottom right of the dialog.

Add Quiz

Fields marked with * are mandatory.

Name (Max 60 characters) *

Description *

| Duration | 0 Hrs ▾ | 30 Min ▾ |

Question Sequencing | Sequenced | Randomized |

Passing score | 40% |

Quiz Preference | Required ▾ |

Can the participants view correct | No ▾ |

CANCEL   ADD QUIZ

If you choose to add questions from the Library, choose **Add from Question Library** at the bottom left of the dialog. Check the boxes that correspond to any questions you would like to appear on the Quiz, and choose **Select**. The questions will be added to the quiz with their saved settings. You can modify the pre-set settings for a Library question as they apply to this quiz, by choosing **Modify** from the action menu adjacent to the question.

Adding Certificates

You can add certificates to follow courses from the **Admin > Training > Plans & Certificates** link. Choose **Create**, then **Certificate**. Enter the Certificate name and description, and whether it needs corporate approval to be valid (which will put the certificate in the approval queue when a user has completed the adjacent course). You can also set a renewal date.

When setting the fields for the certificate, you can also set the following parameters:

Adding Plans

Plans contain **Courses** and **Certificates**. **Courses** contain **lessons** and **quizzes**. Before adding a Plan, ensure that you have already built courses and certificates that will compose the plan. As you build your course, enter courses, and follow them with the certificates (if any) that they confer when complete. A Certificate cannot be placed in the beginning of Courses. Two Certificates cannot be placed one after another.

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To add a new plan:

1. Navigate to **Admin > Training > Plans & Certificates.**

2. Click **Create** and select **Plan.**
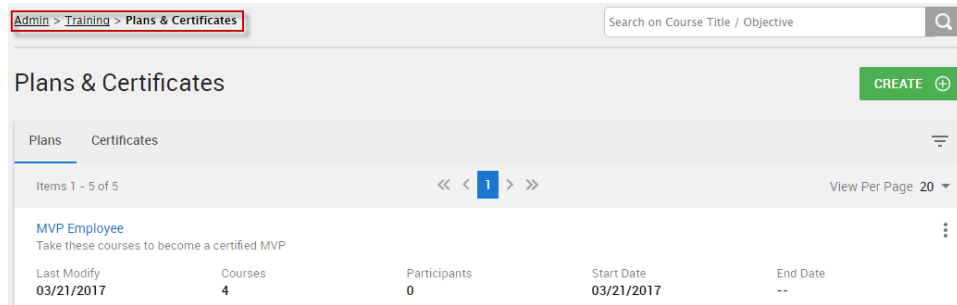
3. Enter the **Name** and **Objective** for the Plan. If you do not want other corporate users to be able to modify/delete this plan, turn the toggle button on displayed to the right of **Lock this Plan**.
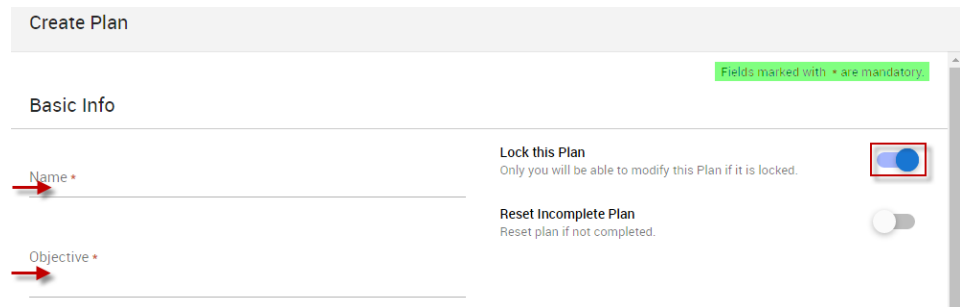
4. If you want user to complete the Plan within your specified duration, turn the toggle button on, appearing next to the **Reset Incomplete Plan**. Specify number of days after which the Plan will automatically get reset, for example two days.

You can assign the Plan to certain Divisions by clicking on the **Assign to these Division** drop-down and selecting the division(s).

If you want users of certain role(s) to be able to access your Plan, turn the toggle button on and choose role(s).

You can also **Schedule this Plan**, choose the **Start** and **End Date** as per your requirement. If you don't want this plan to expire, leave the **End date** field blank.

5.   Click **Save**.

6.   Click **Add Courses** button to add a course to this plan.

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7.   Select Courses that you want to add to the Plan, and click **Add.**

8.   You'll be redirected back to the **Add Plans** page. Now, click **Add Certificates** to add certificates to the Plan.

9.   Select the certificates from the list, and click **Add.**

10. You can drag and drop the courses and certificates to change their order. Click **Save**.