

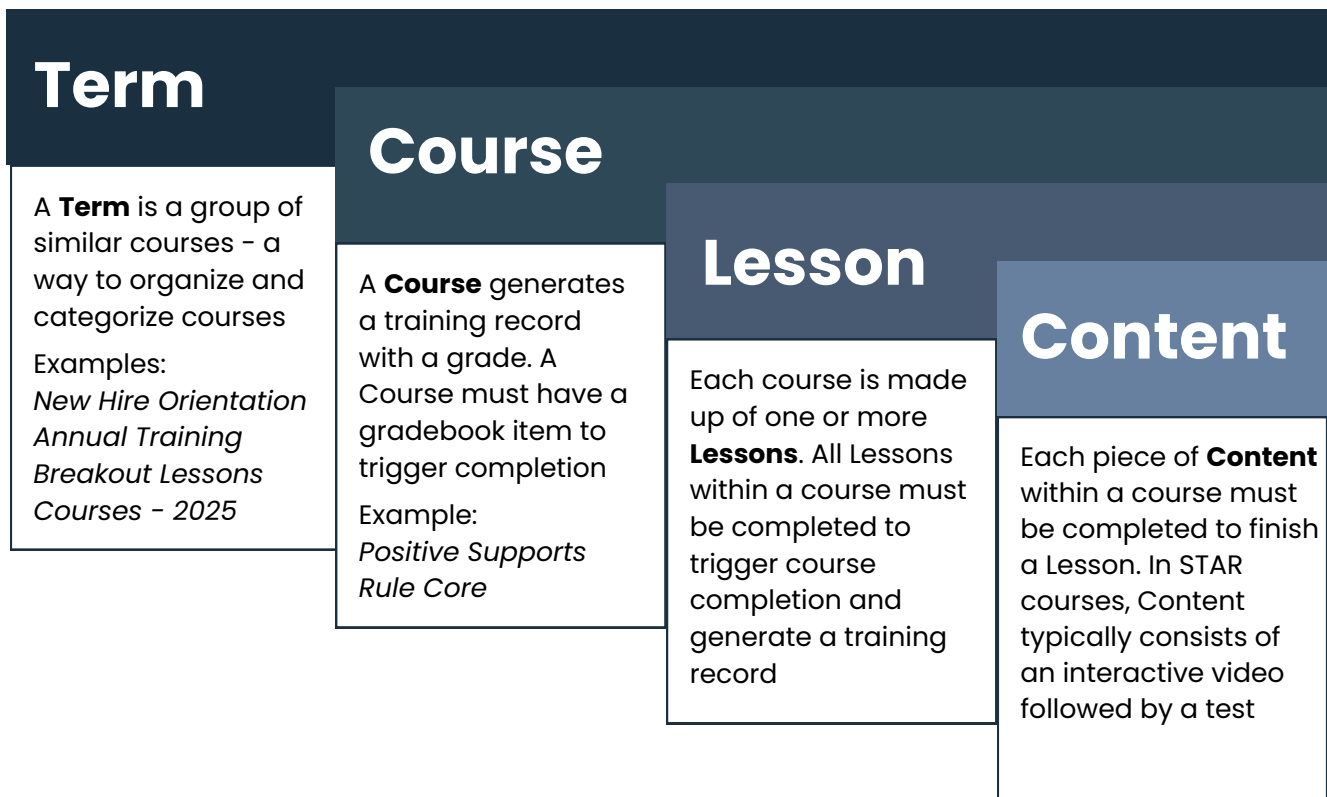
Click on an option to jump directly to that section

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Course Organization

There is a hierarchy to the structure of courses and content within your LMS. See the **STAR Fundamentals Course Directory** for detailed information about course content and course Model Years

A **Term** is a group of **Courses**. **Courses** are made up of **Lessons**. **Lessons** contain **Content**, which can be videos, PDFs, links, tests, or other materials. Students are enrolled in **Courses** and complete **Lessons**. Completed **Courses** generate **Training Records**.



Each STAR Fundamentals course consists of one or more fully narrated, interactive video lessons (SCORM) and corresponding competency measure. Video lessons include regulatory definitions, real-life stories, mini-quizzes, movie clips, and additional resources. Students have the ability to pause, stop, and resume lessons and must navigate through a minimum of 70% of the video in order to mark the training complete. Courses are fully captioned and most allow for the speed up/slowdown of playback to customize the learning experience. To turn off the video completion requirement in a course, see **SCORM Completion Requirements**

STAR assesses competency through multiple choice and true/false tests consisting of a random block of 10 questions from a larger question bank. By default, students are given 5 attempts to receive a passing score of 80%. Students who do not pass are locked until a retake is allowed by an administrator, ensuring that you know if a student is struggling. To customize the pass threshold and attempts, see **Test Attempts and Passing Grade**

Retakes and Secondary Enrollments

A student can only be enrolled in each course within the LMS once. This is typically a non-issue as STAR releases a new Model Year of courses each October and students already have separate Orientation and Annual Training courses. See the **STAR Fundamentals Course Directory** for detailed information about course content and course Model Years.

However, there may be times that you need a student to retake a course they have already taken this year. If they previously took the version of the course in **New Hire Orientation** or **Annual Training**, simply enroll them in the version of the course in **Courses - 20XX**. The content and competency measures are identical. If that's not an option, you will need to create a new copy of the course for enrollment using **Course Cloning**

Course Navigation

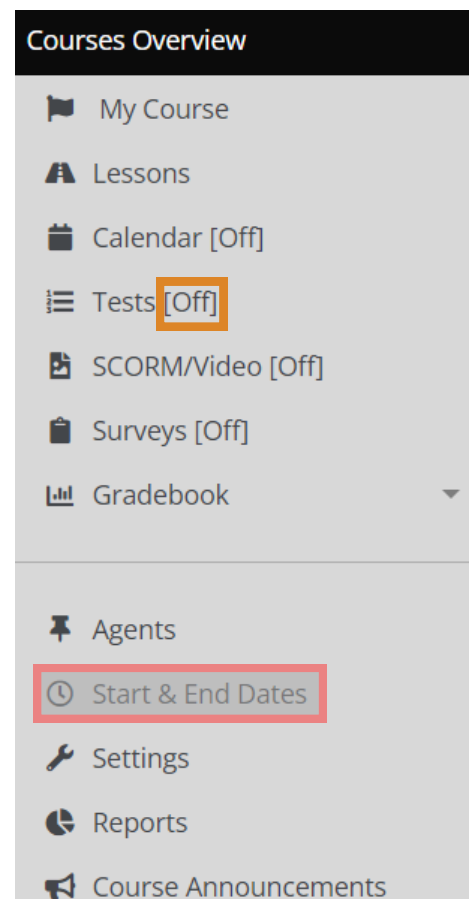
In the STAR courses and custom courses made from STAR Templates, many items in the course navigation will display as **[Off]**.

This just means that they are hidden in student view and only visible to administrations within the LMS.

Students only see **My Course** and **Lessons** in their course navigation

These are known as the "Sidebar Settings" in Cloning

Note: Start & End Dates in the course navigation refers to start and end dates for individual lessons and tests. This is not course access start and end dates which can be found in the Settings menu. For information about using start and end dates for courses, See *Course Start/End Dates* in the **User Management & Enrollments** guide



Resetting a Test

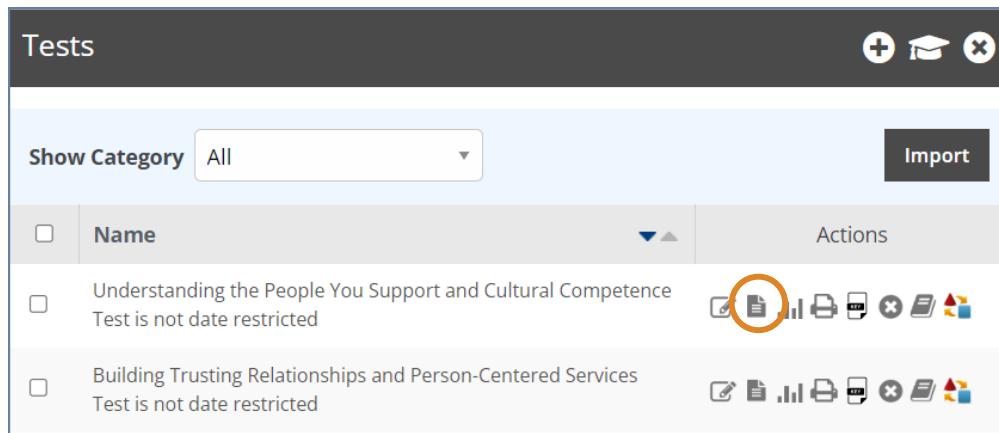
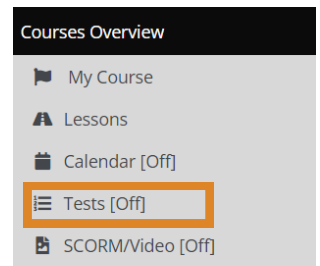
By default, students receive five (5) attempts to receive a passing score of 80%. Students who do not pass are locked until a retake is allowed by an administrator, ensuring that you know if a student is struggling. Some courses have more than one lesson/test. The Help Desk will assist with test resets at the request of a student.

Courses tab → **Term** → **Course** → **Tests**

1. Click on the **Course** in which you want to reset a test

2. In the lefthand side menu, click **Tests**

3. Click the **Review and Grade** icon for the test that needs to be reset for the student



4. **Search** for the Student

5. Click the blue **Retake** icon in the Actions column next to any or all of the prior test attempts to reset. You may choose to reset any or all of the previous attempts

Show

50

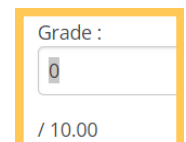
entries

Search:

catsy

Learner	Started	Completed	Attempt	Status	Actions
Pline Catsy	10/19/2024 02:27 pm	10/19/2024 02:28 pm	1	Graded	
Pline Catsy	10/19/2024 02:29 pm	10/19/2024 02:29 pm	2	Graded	
Pline Catsy	10/19/2024 02:30 pm	10/19/2024 02:30 pm	3	Graded	
Pline Catsy	10/19/2024 02:30 pm	10/19/2024 02:31 pm	4	Graded	
Pline Catsy	10/19/2024 02:31 pm	10/19/2024 02:32 pm	5	Graded	

NOTE: To view the student's test attempt(s), click on their name to open the test. You can see the questions the student was asked, the answers they selected, and what the correct answer is. In lieu of resetting tests, **some providers prefer to go over failed tests with the student one-on-one and manually adjust the grade for previously failed questions once competency is demonstrated.**

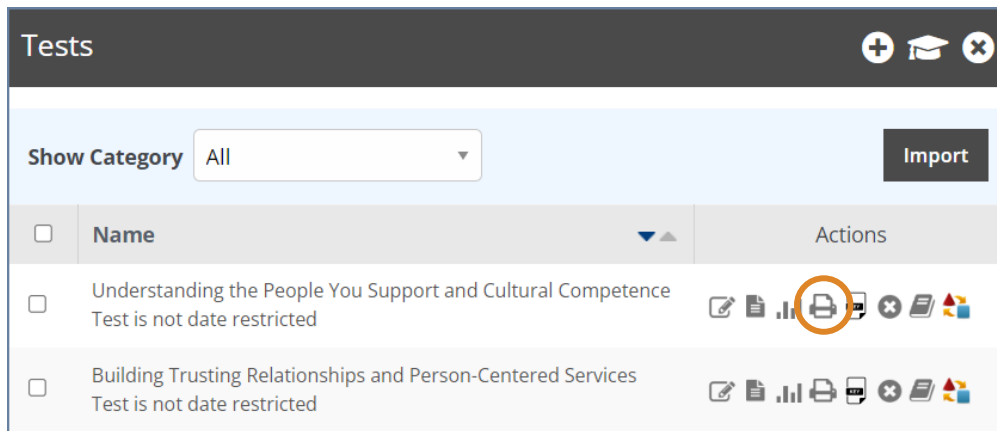
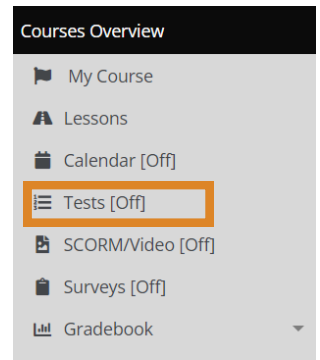


Printing a Test

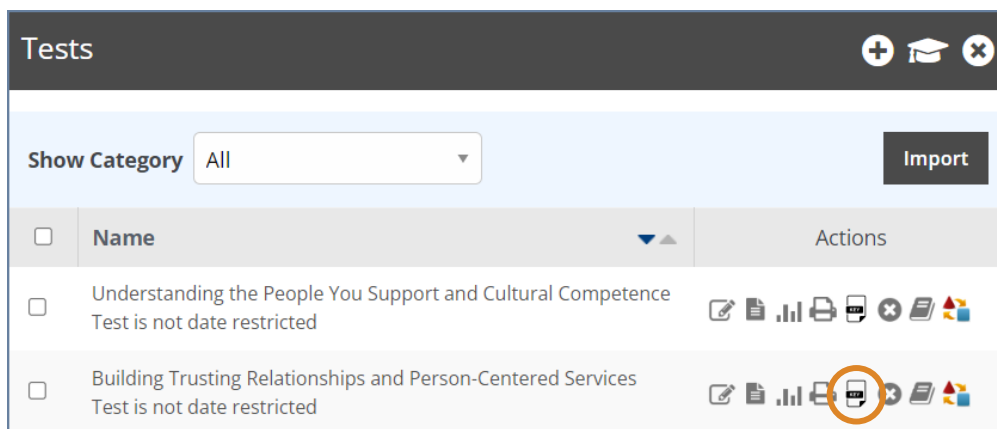
You can print paper copies for any STAR or custom courses within the LMS

Courses tab → **Term** → **Course** → **Tests**

1. Click on the **Course** which contains the test you want to print
2. In the lefthand side menu, click **Tests**
3. Click the **Print** icon for the test you wish to print. The test will open in a new browser tab with a **Print this page** button



4. To print the Answer Key for the test, click the **Key** icon. The answer key will open in a new browser tab with a **Print this page** button

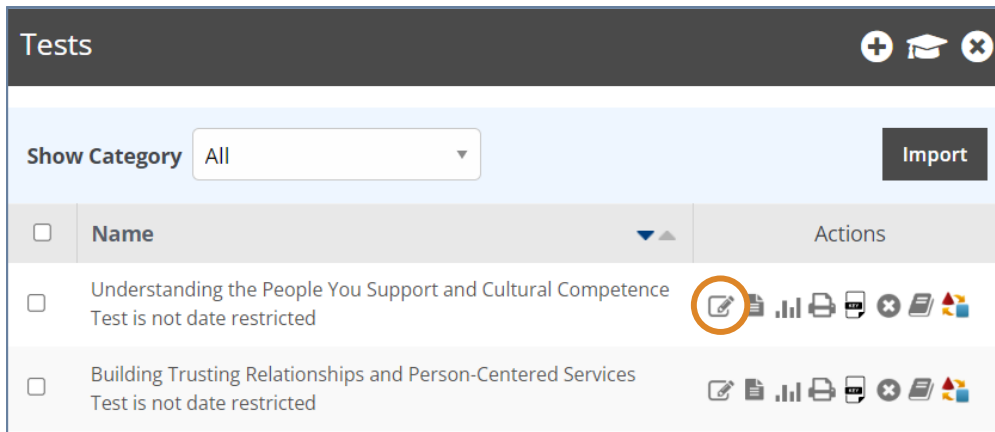
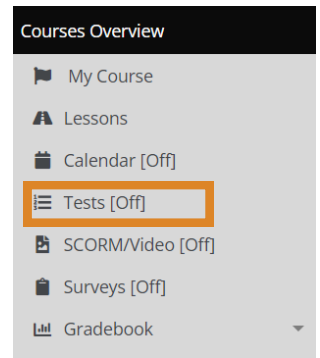


Test Attempts and Passing Grade

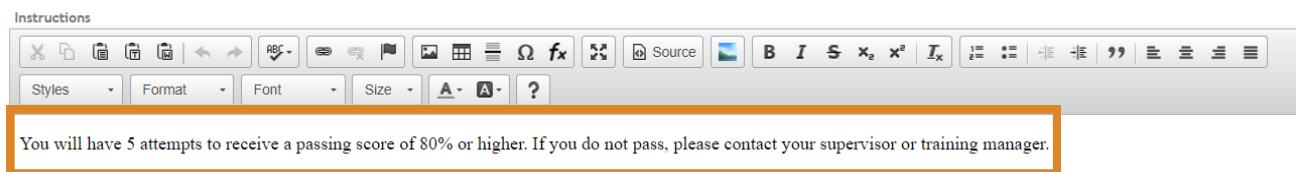
By default, students have 5 attempts to achieve 80% to pass the test. If they reach those 5 attempts, the test is locked and only an administrator can unlock it. You can adjust this setting on a test by test basis.

Courses tab → **Term** → **Course** → **Tests**

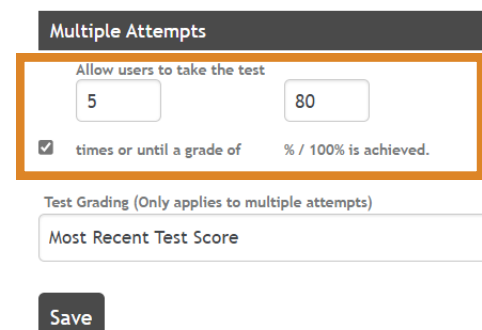
1. Click on the **Course** containing the test you want to adjust
2. In the lefthand side menu, click **Tests**
3. Click the **Edit** icon for the test you wish to edit



4. The **Settings** menu will display, under **Test Information**, update the **Instructions** as needed.



5. Scroll down to **Options**, under **Multiple Attempts**, change the settings as desired. **NOTE:** The checkbox MUST be checked or students will only be allowed one attempt.



6. Click **Save**

Gradebook

The Gradebook allows you to view grades for all students enrolled in the course.

Courses tab → **Term** → **Course** → **Gradebook** → **Full Gradebook**

1. Click on the **Course** which contains the test you want to print
2. In the lefthand side menu, click **Gradebook**, and then click **Full Gradebook**
3. Filters are available within the gradebook. You can filter by Student or Item (test) as well as Category, if in use

Student Filter: Off

Item Filter: Off

Category Filter: Off

4. You are able to see the grades for all completed tests within the course as well as the final score. To edit scores within the gradebook, click **Turn Editing On**

Courses » Course Gradebook » Full Gradebook

Turn Editing On

Students	HIPAA & Data Practices Refresher Points:100.00 Average:100 (100%) Category:Test	Final Total Points:100.00
	HIPAA & Data Practices Refresher	Final
Paulson, Iris iris.paulson	100.00 (100%) (A)	100 (A)
Buckley, Jeff jeff.buckley	- (0%) (-)	(F)

5. This opens the edit window and grades can be manually adjusted for students. When done, click **Submit Grades** to update student course status.

Turn Editing Off Submit Grades

Students	HIPAA & Data Practices Refresher Points:100.00 Average:100 (100%) Category:Test	Final Total Points:100.00
	HIPAA & Data Practices Refresher	Final
Paulson, Iris iris.paulson	100.00 Feedback	100 (A)
Buckley, Jeff jeff.buckley	Feedback	(F)

Courses Overview

- My Course
- Lessons
- Calendar [Off]
- Tests [Off]
- SCORM/Video [Off]
- Surveys [Off]
- Gradebook
 - Gradebook Items
 - Full Gradebook
 - Gradebook Weights
 - Gradebook Categories
 - Final Grades
 - Export Gradebook
 - Email Grades
 - Export Gradebook (CSV)

SCORM Completion Requirement

SCORM stands for Sharable Content Object Reference Model, and it's a set of technical standards for eLearning software. It standardizes the way in which eLearning courses are created, and how they're launched.

Using SCORM files for our courses allows us to make interactive videos with engaging content along with reportable tracking information. Unlike a regular video file, a student can't let a SCORM file play in the background without engaging with it at regular intervals.

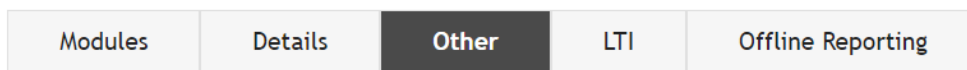
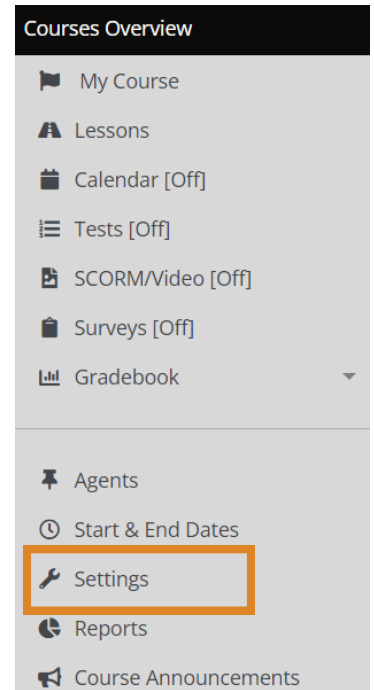
By default, the **SCORM Completion Requirement** is turned on for STAR Courses within the LMS, but the completion threshold within the SCORM file is set to 70%. **This means students must navigate through 70% of the slides in order to mark the video complete.**

Why 70%? Why not 100%? Completion percentage rates were originally set at 100%. It was a nightmare for administrators. If a student exited the video even a few seconds before the end, they couldn't move forward until they went back and watched the last few seconds. Through some additional trial and error and input from our customers, we landed on 70% as the sweet spot.

While you can't adjust the completion percentage within your site as that's done when the file is created, **you can turn the setting requiring completion on and off on a course by course basis.**

Courses tab → **Term** → **Course** → **Settings** → **Other**

1. Click on the **Course** containing the video you want to adjust
2. In the lefthand side menu, click **Settings** and then the **Other** tab



3. In the first section, **Lessons**, scroll down to **SCORM Completion Requirement** and toggle the radio button **On** or **Off** as desired

SCORM Completion Requirement

☒ On: Require completion of SCORM to mark complete.

☐ Off

4. Click **Save**

“In-Service” or Group Training

A frequent question we hear from new and long-term customers alike is, “Can I use the courses for a live “in-service” training or to train as a group?” The short answer is YES! In practice, there are a few ways to do this and the route you take will depend on what will work best for your organization.

Option 1:

- Staff are not enrolled in the course in the LMS
- In the group setting, launch the video file from an Admin account and watch the video together on a large screen
- Print the test and have students complete on paper. Use the answer key to grade it
- Scan all the tests into a PDF file
- Add an Offline Training record to all students who attended in Offline Reportings (Transcripts) See the **Records & Reporting** guide for instructions on *Adding Offline Trainings*
- Enroll anyone who missed the live session into the course

Option 2:

- Staff are enrolled in the course in the LMS
- Turn off the SCORM Completion Requirement in the course
- In the group setting, launch the video file from an Admin account and watch the video together on a large screen
- Students will take the test in the LMS. Those who attended the group training, will be able to mark the video complete and go straight to the test. Staff who missed the group training, will have the option to watch the video prior to taking the test
- Training records will be generated in the LMS upon test completion
- After students have completed their tests, you may want to turn the SCORM Completion Requirement back on

Option 3:

- Staff are enrolled in the course in the LMS
- Ensure that in **Admin tab -> Config & Settings -> General Settings -> Continuing Education Options** the option to “Require lesson completion to pass course” is unchecked
- Turn off the *Test Completion Requirement* for the course within the course settings. **Settings -> Other tab -> Lessons -> Test Completion Requirement.** (just above the SCORM Completion Requirement setting). Note: Students will still need to receive a passing grade in the gradebook in order for the course to complete and produce a training record
- In the group setting, launch the video file from an Admin account and watch the video together on a large screen
- Print the test and have students complete on paper. Use the answer key to grade it
- Enter grades directly into the Gradebook and submit grades to trigger course completion for staff

Reminder Emails (Agents)

Reminder Emails (Agents) can be automated to remind students who have not completed their course on a predetermined schedule. For example, a student may receive an email every Friday at 9:00 am that they have not completed their course. Once the course is complete, the emails will stop. Additionally, a summary email can be sent to designated person(s) with the list of students who haven't yet completed the course.

While these emails must be set up on a course by course basis, they can quickly and easily be cloned into any or all courses.

Courses tab → **Term** → **Course** → **Agents**

The following selections will generate an email at a predetermined time when a student's course completion is less than 100% - incomplete

1. Click on the **Course** for which you want to set up Reminder Emails (Agents)
 2. In the lefthand side menu, click **Agents**
 3. Click the **PLUS** button in the **Threshold Alerts** section of the **Agents** menu to set up Reminder Emails
 4. Set the Subtype to **Gradebook Progress**
 5. Enter a **Title** (not visible to students, serves as a descriptor of the Agent)
 6. Set **Threshold Operator** to "**Less Than**"
 7. Set **Threshold** to "**100**"
 8. Choose a **Recurrence** of "**Weekly**" or "**Daily**"
 9. Choose **day(s) of the week** to send the alert
 10. Set the **Action Time** to send the email
 11. **Leave "Send to Students" checked. DO NOT check "Send Summary to Instructor"**
 12. **OPTIONAL:** Add **Additional Recipients** to send a summary alert. A summary will include a list of all users who received the reminder. Summaries are typically sent to Admins or Training Managers
 13. Enter a **Subject** such as "**Incomplete Course**". This is the subject of the email the student will receive. **The course title is AUTOMATICALLY APPENDED to the subject**
 14. Write the **Body**—message a student will receive—and click **Save**
- You can use macros to personalize the email: {FirstName} and {LastName}. This is helpful if the student's email address is set to the supervisor. If cloning the Agent to additional courses, write a generic body which could apply to any of the courses it's used in

SEE SAMPLE ON NEXT PAGE

Courses Overview

- My Course
- Lessons
- Calendar [Off]
- Tests [Off]
- SCORM/Video [Off]
- Surveys [Off]
- Gradebook
- Agents**
- Start & End Dates
- Settings
- Reports
- Course Announcements

Edit Threshold Alert

Sub Type

Gradebook Progress

Title

Progress Reminder

Threshold Operator

less than

Threshold

100

Recurrence

Weekly

Monday

☐

Tuesday

☒

Wednesday

☐

Thursday

☐

Friday

☐

Saturday

☐

Sunday

☐

Action Time

9 am

Send to Students

☒

Send Summary to Instructor

☐

Send Summary to TAs

☐

Additional Recipients (Comma separated email addresses only.)

Reminder Emails (Agents)

Courses tab → Term → Course → Agents

Sample Agent Subject and Body

Subject

Course Due

Message

✂

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📁

📁

↶

↷

ABC

🔗

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Styles

Normal

Font

Size

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A-

?

Hello {FirstName},

You have an online training course due. Please log in to star.edvance360.com to complete your training as soon as possible.

Thank you,

STAR Services Training Team

If you need assistance, please contact the [STAR Services Training Help Desk](#)

body p

Paragraphs: 1, Words: 37

Agent Tips

- Consider using different settings for Orientation and Annual training. For example, Orientation Reminder Emails send three times a week while Annual Training Reminder Emails send only once a week
- Students receive a Reminder Email for EACH COURSE that is incomplete. Alert Summaries also send per course so the recipient will receive an email for each course with assigned students
- Agents will need to be set up each year with the release of the next Model Year of courses. If you want them the same as the previous year, use **Content Cloning** to clone them to the new Terms

Editing/Adding Terms

Admin tab → **Courses & Communities** → **Terms**

You can edit both STAR and custom **Terms** within your LMS at any time including both the title of the term and how items sort. We also recommend deactivating expired Terms as part of your annual LMS maintenance.

Once entering the Terms Management page, you can filter down to view All Terms, Active Terms, or Deactivated Terms.

Click the **Edit** button to edit the Term. To add a new Term, click the **PLUS** button

Terms Management 				
Name	Start Date	End Date	Deadline Date	
Courses - 2024	10/01/2023	04/01/2025		
Custom Content Templates				

Admin Overview	
	Config & Settings
	User Management
	Application Management
	Courses & Communities
	» Terms
	» Courses
	» Communities
	» Import / Export
	Cloning Tools
	Reports
	Home Page Alerts
	Home Page Links

DO NOT edit the **Custom Identifier** for STAR Terms or updates will not sync in the future. You may change the **Name** of STAR Terms, if desired.

For **New Terms**, the **Custom Identifier** and **Name** can be the same as long as they are unique

The **Start Date** is the date courses in a term are visible to enrolled students. The **End Date** is when they expire from student view

The **Grade Submission Deadline** is not used

The **Sort Order** allows you to adjust the order of terms on the Courses page separate from alphabetically

To **deactivate** a term, change the **Status** to **"Inactive"**

While Terms disappear from student view once they have expired, they remain visible in admin view until deactivated. You can still run Offline Reportings (Transcripts) on inactive Terms, but they will no longer show up as courses eligible for enrollment

Note: If you need to access information such as Test Reviews or Course Reports for courses in deactivated Terms, change the Term status back to active. Do not deactivate terms until they have expired or are no longer in use.

* Custom identifier	Courses - 2024
* Name	Courses - 2024
Start Date ?	10/01/2023 12:00 am
End Date ?	04/01/2025 12:00 am
Grade Submission Deadline	
Sort Order	1
Status	Active
Save	

Editing Courses

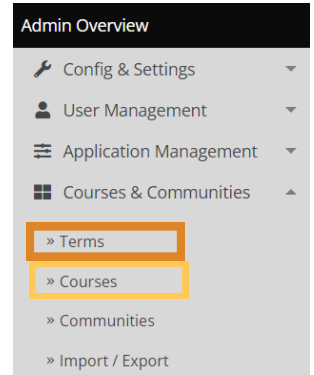
Admin tab → **Courses & Communities** → **Terms** → **Term Title** → **Courses**

Admin tab → **Courses & Communities** → **Courses** → **Term Title** → **Courses**

Courses can be accessed by clicking on either Terms or Courses in the Courses & Communities menu. Reaching the Course Edit Menu is faster when entering through Terms

From the **Course Edit Menu**, you can change the course **Name** and **Description** and/or move a course to a different Term

Note: Editing the title of a course and the term in which it is associated can only be done from the Admin tab course settings. Most other course settings such as description and start/end dates can also be changed within the course.



To edit a course, click the **Edit** button

Courses - 2024				
Course	Course Id	Facilitator	Status	
AT - Annual Fraud Statement Acknowledgement	8C1B8FCD-097E-90D4-8EA7-28AD8CD9F25B-25-223-2-1-24	STAR Services	Active	
AT - Refresher: Bloodborne Pathogens/Universal Precautions (0.5 hrs)	8C1B8FCD-097E-90D4-8EA7-28AD8CD9F25B-2-17-2-1-24	STAR Services	Active	

To change the **Term** for a Course, use the dropdown menu

Term
Courses - 2024
Courses - 2024
Custom Content Templates
Home and Community-Based Services - 2024
New Hire Portfolios - 2024
*Breakout Lessons - 2024

IMPORTANT: DO NOT edit the **Unique Identifier** for STAR Courses or updates will not sync in the future

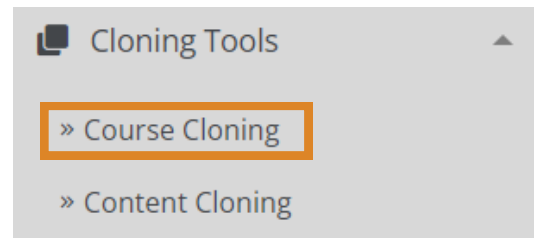
For information on setting start and end dates for courses, See *Course Start/End Dates* in the **User Management & Enrollments** guide

Adjusting other course settings may have unintended consequences. For answers to specific questions, please reach out to the Help Desk

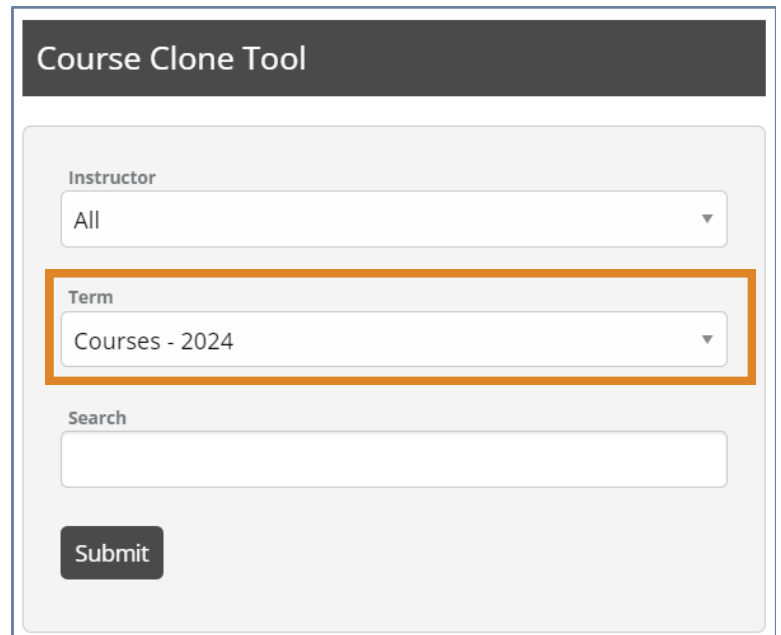
Course Cloning

Admin tab → Cloning Tools → Course Cloning

Course Cloning allows you to make a copy of an existing course, either use as a template or to allow for a second enrollment in a course that a student has previously taken. If you are cloning a course for the purpose of retake or secondary enrollment, we recommend first **creating a new Term** called "Retakes - 20XX" or something similar to make it easy to differentiate these secondary enrollment copies.

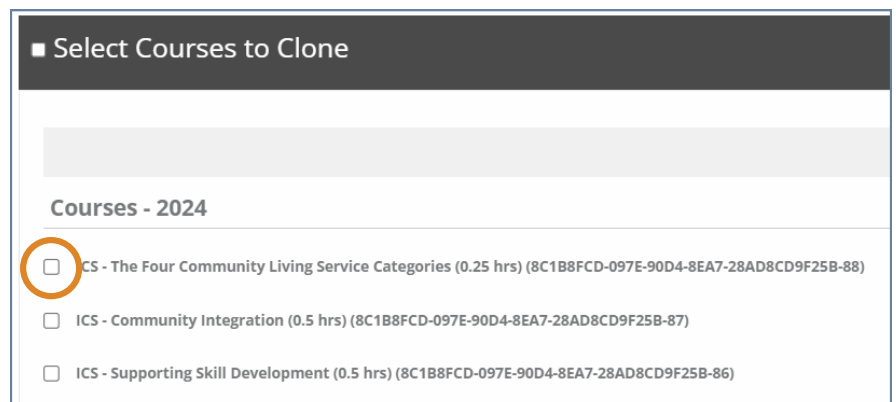


1. **Select the Term** from which you want to clone. Select by choosing a Term from the dropdown or using the search option and then clicking **Submit**



A screenshot of the 'Course Clone Tool' form. The form has a dark header with the title 'Course Clone Tool'. Below the header, there are three sections: 'Instructor' with a dropdown menu showing 'All', 'Term' with a dropdown menu showing 'Courses - 2024', and a 'Search' text input field. At the bottom of the form is a 'Submit' button. The 'Term' dropdown menu is highlighted with an orange rectangular box.

2. **Select the Course(s) to Clone** by clicking the checkbox next to the course. You can also Select All using the top checkbox to copy all courses from a Term

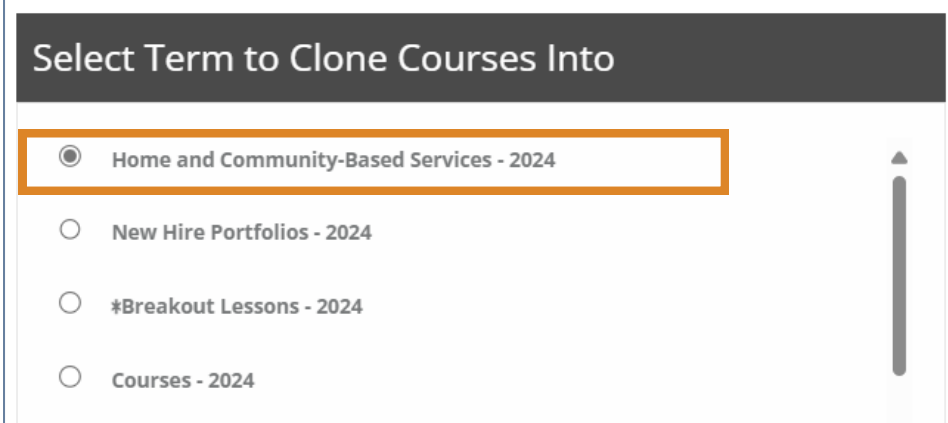


A screenshot of the 'Select Courses to Clone' form. The form has a dark header with the title 'Select Courses to Clone'. Below the header, there is a section titled 'Courses - 2024' which contains a list of courses. Each course has a checkbox next to it. The first checkbox is highlighted with an orange circle. The courses listed are: 'ICS - The Four Community Living Service Categories (0.25 hrs) (8C1B8FCD-097E-90D4-8EA7-28AD8CD9F25B-88)', 'ICS - Community Integration (0.5 hrs) (8C1B8FCD-097E-90D4-8EA7-28AD8CD9F25B-87)', and 'ICS - Supporting Skill Development (0.5 hrs) (8C1B8FCD-097E-90D4-8EA7-28AD8CD9F25B-86)'.

Course Cloning

Admin tab → Cloning Tools → Course Cloning

3. **Select the Term** you want to clone the new course(s) into



Select Term to Clone Courses Into

- ☒ Home and Community-Based Services - 2024
- ☐ New Hire Portfolios - 2024
- ☐ *Breakout Lessons - 2024
- ☐ Courses - 2024

4. Select the Content to Copy

You will always select the following:

- **Description**
- **Lessons**
- **Sidebar Settings**

If you have Reminder Emails set up, also select

- Agents

Note: This screenshot has been edited to show only the items you should select. The actual list of available content to copy is much longer

5. Click **Submit**. The page will refresh and you will receive a course cloned successfully message

IMPORTANT: Follow the instructions in **Editing Courses** if you need to change the title of your cloned course

Select Content to Copy: (Optional)

- ☐ Select All
- ☐ Clone Dates

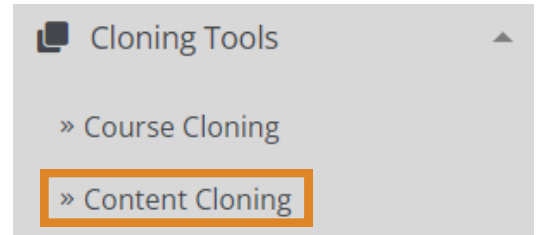
- ☒ Description
(Description & Settings (Warning: This includes course description, logo, and all course changed after clone.))
- ☒ Lessons
(Note: INCLUDED Discussions, Resources, Dropboxes, Tests, Scorm, Surveys & related)
 - ☐ Show Each
- ☒ Sidebar Settings
- ☐ Agents
- ☐ Calendar
(Note: Calendar events will copy same dates that are in the source course.)
- ☐ RSS Feeds

Submit

Content Cloning

Admin tab → **Cloning Tools** → **Content Cloning**

Content Cloning allows you to copy pieces of courses to add to a different course. Content Cloning is most commonly used to copy **Reminder Emails (Agents)** from one course to additional courses. This process is very similar to [Course Cloning](#)



1. **Select the Term** from which you want to clone. Select by choosing a Term from the dropdown and then clicking **Submit**

Content Clone Tool

Instructor

All

Term

Courses - 2024

Submit

2. **Select the Course to Copy From** by selecting the radio button next to the course

Select Course to Copy From

Courses - 2024

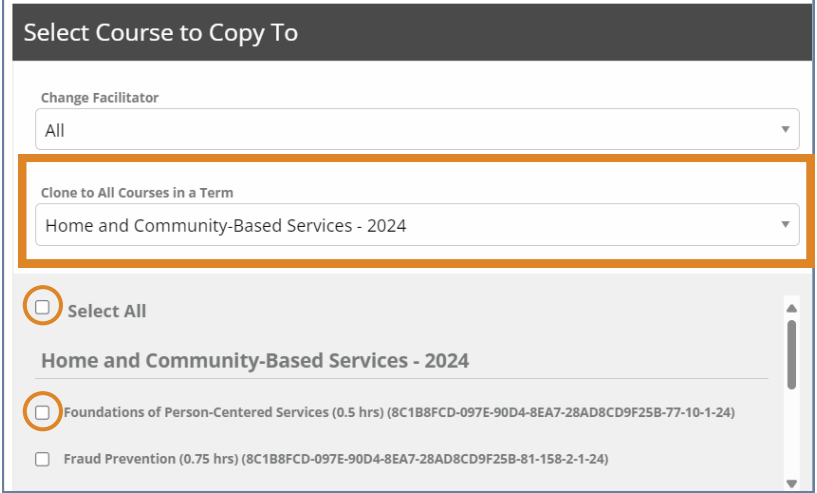
☒ ICS - The Four Community Living Service Categories (0.25 hrs) (8C1B8FCD-097E-90D4-8EA7-28AD8CD9F25B-88)
 ☐ ICS - Community Integration (0.5 hrs) (8C1B8FCD-097E-90D4-8EA7-28AD8CD9F25B-87)
 ☐ ICS - Supporting Skill Development (0.5 hrs) (8C1B8FCD-097E-90D4-8EA7-28AD8CD9F25B-86)

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3. **Select the Course to Copy To** using the checkboxes

You can choose to **Clone to All Courses in Term** and use the **Select All** option. This is especially helpful for cloning **Reminder Emails (Agents)** as you can copy to an entire term of courses at once



4. **Select the Content to Copy**

To clone Reminder Emails, select **Agents**. Otherwise, select applicable content

Note: This screenshot has been edited to show only some of the available items to copy

5. Click **Submit**. The page will refresh and you will receive a content cloned successfully message

NOTE: If cloning Reminder Emails (Agents), repeat these steps to clone to additional Terms/Courses

