STC Learning Portal

FAQs and Checklist

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FAQs

General Questions:

Q: What browsers does the LMS portal support?
A: You can use any modern browser with the LMS (i.e. Google Chrome, Microsoft Edge, Safari). The LMS portal was designed in Google Chrome, which makes it the preferred browser.

Q: I am using a modern browser, but I am still having issues with the portal.
A: If you are having issues with the LMS portal and you are using a preferred browser, make sure you do not have any firewalls blocking access to the portal.

Q: If I am the training manager for my agency will I have to give anyone in my agency that needs to use the LMS portal my login information?
A: No, you will not. Anyone that was listed as a training manager or instructor in the old RFC system will have a profile in the LMS system and should have received an email instructing them how to login. If you are building a course and need to add an instructor that is not already in the system, you will be able to do so while creating the certification. If you need to add a user for any other reason, please contact your STC Field Representative.

Certification Questions:

Q: Why does my course start day show as 1/1/1900?
A: This is a system generated date that identifies courses that have been brought over to the LMS portal from the old RFC system.

Q: Will the LMS allow me to insert multiple objectives/activities into a course at a time?
A: No, you must insert all performance objectives into the timeline separately

Q: Why is the *Module* column highlighted red for an activity I have added?
A: When this happens, it means that you have not fulfilled the hour requirement for that objective

Q: Can I split an objective?
A: Yes, you can split an objective, as long as you fulfill the full hour requirement for that objective. The *Module* column will remain highlighted red until the full amount of hours for a specific objective are fulfilled.

Q: When adding days to my course outline, why does nothing happens when I click "Add day"?
A: At the end of completing a day's worth you have to click "Add day" once to confirm that day is complete and then "Add day" one more time to create a new day tab.

Q: Why does the "Activities" page show a check mark next to an activity/performance objective but the *Module* column is still showing red?

A: The "Activities" page will show a check mark next to a performance objective once you have initially selected to use that activity/performance objective. However, this does not mean that the objective has fulfilled its hour requirement.

Q: When filling out a certification, how will I know which fields are required?
A: If you click "Continue" and you have not completed all required fields on that page, a red text box will appear at the top of the page detailing what has not been completed. You will also see this symbol  next to the incomplete field.

Q: What is the character limit in the "Subject matter" Field?
A: The character limit is 164. If your test exceeds this limit, consider breaking up the tests into shorter time frames.

Q: Do I need to enter BST & WST test questions into the course outline?
A: No, the system will automatically populate the amount of BST and WST test questions required once subject matter requiring these type of questions is selected as an activity.

Q: What type of activities can be included in "Administration hours"?
A: According to STC policy, administration hours can include graduation time, graduation preparation, test review (results), orientation, dressing/undressing for PT.

Q: What is required when entering "Agency specific" training?
A: You need to leave a comment/note next to the activity detailing what the instruction is. This must be a measurable performance objective.

Q: What would I use the "copy shortcut" feature for on a course?
A: The "copy shortcut" feature to share a link to your course/certification with someone else that has access to your agency that may need a quick link to the course/certification.

Q: How can I start a performance objective/activity at a half hour mark?
A: To start an activity at any time increment other than an hour, click down to the next hour mark and then adjust the time accordingly. Once you add the objective, it will move to the correct place on the timeline.

Q: When creating a course, if I select "test" in the "Instructional Methodology" it does not add instructional hours.
A: This is correct. In order to correctly separate testing hours and instructional hours, the tests and the performance objectives must be added separately.

Q: Can I select multiple objectives to test on in one time slot?
A: Yes, you can test for multiple performance objectives at one time, just make sure to check "test" in the "Instructional Methodology" column.

Q: Why can't I select the box in front of an activity/objective?
A: This is generally a browser error. If you are using certain browsers, you will either have to double click the box or click the actual title next to the check box and it will select.

LMS Checklist for Agencies & Private Providers

This checklist is to help you navigate through some launch activities you will need to complete. STC and Allen Communication have worked hard to try and make this transition as easy as possible.

Checklist

1. **IMPORTED CERTIFICAITONS** – We have attempted to import all Annual RFCs and IFTs into the Learning Portal. WREs, Special Certs, and Core Course will need to be created in the Learning Portal.
2. **EXPIRATION DATE** – All certifications that were imported have the expiration date from the RFC system. This means all your courses are currently certified. You will only need to recertify courses as they expire
3. **INSTRUCTORS** (complete in the next 30 days) – One of the issues we ran into with the RFC system was the design of the Instructors List, the system kept them all. Because of this we had to import all instructors into the Learning Portal, even if they are not currently assigned to a course. We are asking Training Managers and Private Providers to vet their users list for active instructors. When you find an instructor that is no longer assigned to your courses please follow these steps.
    a. Click My Agency
    b. Locate User name
    c. Click on User name
    d. Click Edit
    e. Go to the "Status" field and select Inactive.
    f. Click Update
4. **INSTRUCTORS OUTSIDE OF YOUR AGENCY** – In the event that you are certifying a course and need to add an instructor from another Agency or Private Provider (someone you believe that is already in the Learning Portal), please send an email to Chelsea Paez (Chelsea.paez@bscc.ca.gov) asking for them to be added to your instructor list. This is a temporary work-a-round while we work on developing a way you to do this yourself. This will help in creating duplicate users in the Learning Portal.
5. **ADDING ADDITIONAL USERS** – For the time being the only users that should be added to the Learning Portal are;
    a. Training Personnel – Training Managers and Private Provides may add additional users to certify courses and manage information on the Learning Portal. Unlike the RFC (one login), each person will have their own account. Please follow the directions for adding Users (click My Catalog).
    b. Instructors – While instructors will have individual accounts, they will not have access to the Learning Portal that this time. In later phases, they will be given access.

6. **RECERT COURSES** - If you want to make a change to a course, other than a date, you need to following:

    1. Click on the course number you want to edit.
    2. Click on Create Working Copy
    3. List the changes you are going to make to the cert and click save
    4. To make changes to the course information, you will need to click Edit at the top of the screen.
    5. If you are making in Instructors or the outline, click the Edit next to that area.
    6. Complete you changes and click Submit
    7. You will now see the course listed, Submitted Pending Approval.

If you have questions please contact your assigned Field Rep or post questions to the forums within the Learning Portal.