Learning Management System (LMS) FAQs

General Information

The [Learning Management System (LMS)] is accessed from the PearsonAccess Next website and contains training courses and recordings of training webinars provided by MDE and Pearson (PearsonAccess Next > Resources & Training > Training). There are two types of accounts in the LMS: Learner and Manager. The Learner account is for staff who access trainings within the LMS, and the Manager account is for District Assessment Coordinators (DACs) and Assessment Administrator (AAs) who need to access completion records of learners from within their district. Note: In the LMS, "Learners" are users who access trainings within the LMS.

1. How do I get an LMS Learner account?

There are two ways to get an account for the LMS:

- Learners with a PearsonAccess Next account are automatically uploaded into the LMS. To log in to the LMS, select the Learning Management System (LMS) Access and Registration tab (minnesota.pearsonaccessnext.com > Resources & Training > Training). In the Email ID field, the Learner will enter the email that is associated with their PearsonAccess Next account.
  - If the email address associated with the PearsonAccess Next account is connected to an Adobe account, the Learner will enter their Adobe password to gain access to the LMS. Tip: Select the "Stay signed in" toggle button to avoid signing into Adobe each time in the future. Note: Learners with an existing Adobe account may also need to select whether this is a personal and company account. View the *How to Log Into the LMS with a PearsonAccess Next Account* video for more information (PearsonAccess Next > Resources & Training > Training).
  - If the email address associated with the PearsonAccess Next account is not connected to an Adobe account, the Learner will need to create an Adobe account by entering their email, creating a password, and entering basic demographic information. The Learner will then sign-in to the LMS using their Adobe password. Tip: Select the "Stayed singed in" toggle button to avoid signing into Adobe each time in the future. View the *How to Log Into the LMS with an Adobe ID* video for more information (PearsonAccess Next > Resources & Training > Training).
- Learners without a PearsonAccess Next account will need to self-register their own LMS account. To create and LMS account, the Learner will select the Learning Management System (LMS) Self-Registration tab (Minnesota.pearsonaccessnext.com > Resources & Training > Training). Note: It is important for Learners to select the correct district and school when registering an LMS account. Once selected, the Learner cannot view or change their district and school selections. See the *How do I make updates to my LMS Learner account?* below for more information.
  - If the Learner has an Adobe account associated with their district email, they can sign in to Adobe using their email and password. The Learner will register their LMS account by selecting their district and school(s). Use Ctrl+F to search for the district/school name or district/school number. Note: Multiple districts and schools can be selected, as needed. View the *How to Log Into the LMS with an Adobe ID* video for more information (PearsonAccess Next > Resources & Training > Training).
  - If the Learner does not have an Adobe account associated with their district email, they will need to create an Adobe account. Select "Create an account" and enter a district email, create a password, and select Continue. Learners then enter basic demographic information and select Done. The Learner will then sign-in to the LMS using the Adobe email and password. The user will register their LMS account by selecting their district and school(s).

View the *How to Log Into the LMS When You Don't Use PearsonAccess Next or Adobe* video for more information (PearsonAccess Next > Resources & Training > Training).

2. How do I log in to the LMS after creating an account?

After a Learner account has been automatically created through PearsonAccess Next or self-registration, all Learners access the LMS by selecting the Learning Management System (LMS) Access and Registration tab on the Training page of PearsonAccess Next (minnesota.pearsonaccessnext.com > Resources & Training > Training).

3. Which email should I use to create an LMS Learner account?

For Learners with a PearsonAccess Next account, the same email, typically a district email, is used when auto-creating an LMS Learner account. See the *How do I get an LMS Learner account?* section for information on creating an Adobe account needed to access the LMS.

For Learners self-registering an LMS account, a district email should be used, since your District and/or School Assessment Coordinator will be tracking the courses you complete. If you do not have a district email, you can use a personal email.

4. How do I make updates to my LMS Learner account?

For Learners with a PearsonAccess Next account, updates made to the PearsonAccess Next account will be reflected in the LMS the following business day. District Assessment Coordinator (DAC) and Assessment Administrator (AA) users in PearsonAccess Next are responsible for updating PearsonAccess Next user accounts. Note: If a user account in PearsonAccess Next is disabled or deleted, the Learner is "archived" in the LMS. This means that the Learner will not be able to log in to the LMS and the Manager will not be able to see staff completions. Once the user account in PearsonAccess is enabled or restored, the Learner can log in to the LMS and the Manager can see their completions.

For Learners self-registering an LMS account, it is important that the account is created correctly. Once a district and/or school is selected, Learners are unable to view their selected organizations and are unable to update their account. If a self-registered account was set up incorrectly, contact the Pearson help desk at (888) 817-8659 or submit a Pearson help desk request to update the Learner's account.

5. How is the LMS organized and what do the different terms (such as catalog, tag, learning path, course) mean?

Courses are individual trainings in the LMS. Some courses are posted as standalone courses while others are part of learning paths. Learning paths are a group of required and optional courses that a Learner must complete prior to test administration.

Learning paths are grouped by categories tied to specific roles for test administration (for example, MCA Test Monitor, New MTAS Test Administrator – 1–2 years, ACCESS Test Administrator – Grade 1–12, etc.).

These categories are organized into a course catalog. The Test Administration catalog contains learning paths with required and optional courses that must be completed prior to test administration. The DAC catalog includes optional training courses and training webinars for District Assessment Coordinators. The Assessment Literacy catalog includes trainings about the life cycle of an assessment and are available for any interested learners.

6. How can I find a course in the LMS?

To find courses in the LMS, Learners can enter the full or partial course name in the search bar at the top of the page. The courses that match the search criteria will be displayed. Learners can refine their search to a specific Catalog, Tags, and Status by selecting the applicable checkboxes on the left side of the screen.

7. How do I enroll in a course or learning path?

A Learner can enroll in a course or learning by hovering their cursor over the applicable course tile and select the blue plus symbol. A user may also select the course or learning path tile and then select the blue Enroll button. District Assessment Coordinators (DACs) or Assessment Administrators (AAs) can also enroll Learners in course or learning path. See the *How can I enroll Learners in a course or learning path?* section below for more details. Enrolled courses/learning paths appear on the Learner's Homepage and under the My Learning List. Learners can further select the *Go to My Learning* on the homepage or in the menu to the left to see enrolled courses/learning paths. If a Learner is enrolled in the incorrect course/learning path, they can select the course tile and then Unenroll from Course at the bottom of the page. Note: Once a course/learning path is completed the Learner can no longer unenroll.

8. How do I complete a course? How do I complete a learning path?

To complete a course, Learners must view all slides and complete any quizzes, as applicable. Learners can exit a course by using the close button and then resume the course where they left off by selecting Continue. When the Learner gets to the end of the course, a completion is triggered. Note: There is no pop-up message at the end of the course to indicate the course has been completed. On the course description screen a green check mark will appear next to the completed course name. The progress bar along the top of the page will show 100%. A learning path is complete when all required courses within the learning path have been completed. Note: Some learning paths also contain optional courses which do not need to be completed to complete the learning path.

9. How can I see the courses and learning paths I have completed?

Once you log in to the LMS, you can access a record of your completed learning paths and courses by selecting the My Learning tab from the menu along the left side of the page. Completed learning paths/courses show a "Complete" marker at the bottom of the learning path/course tile. Learners can also use the Status filter to view learning paths/courses in the selected status(es): Yet To Start, In Progress, Completed.

Learners may also view a list of completed learning paths/courses by selecting the Badges tab from the menu along the left side of the page. Completed learning paths/courses are provided badges and certificates. Under course, completed learning paths/courses are listed with a status of "Achieved." A PDF report can be downloaded and printed for individual, multiple, or all completed learning paths/courses. Note: A badge and certificate is produced once all required courses are completed in a learning path.

Learners may also download a record of their completed learning paths/courses. Select the user icon in the top right of the page and then select "Profile Setting." Scroll to the bottom of the screen and select "Download my Learning Transcript (XLS)". A message appears stating that the system may take time to generate the report and that it will automatically download to the browser's downloads folder. **This message is incorrect.** Select "Ok" and then close the Profile Settings. To download the Learner transcript, select the Bell notification icon in the top right next to the Profile icon to download the report.

10. Do I need to complete the same course again if it is part of a different learning path?

No, the Learner does not need to complete a course posted to different learning paths (for example, *Test Security Training* is in the ACCESS Test Administrator – Grades 1–12 and MCA Test Monitor learning paths). However, the Learner must still enroll in the course to complete the learning path. Once enrolled, the course is marked complete if completed as part of a separate learning path in the LMS.

11. How do I know when a learning path is complete?

A learning path is marked complete once all required courses within a learning path have been completed. If one or more required courses have not been started or are incomplete, the learning path will show a status of In Progress. Individual courses completed within the learning path will still be shown as complete on the Learner's transcript and manager reports. Note: Some learning paths include optional courses that do not need to be completed for a learning path to be marked complete.

12. Can I receive CEUs for courses I complete?

MDE does not provide CEUs for courses completed in the LMS. However, your district may offer CEUs for the courses you have completed. The record of completed courses can be downloaded and printed from the LMS and provided to the appropriate staff in your district. See the *How can I see the courses and learning paths I have completed?* section for more information on downloading records of completed courses.

13. How do I navigate through a course?

Each course includes navigation controls to move through the course.

- There are Menu and Notes tabs along the left side of the screen. The Menu tab lists the slide number and title. The Notes tab presents the transcript for that slide.
- The Navigation controls on the bottom of the screen include:
  - The Play button to start/pause the course. Courses do not auto-play when launched; select the Play button to start the course.
  - The Replay button to restart the slide.
  - The Audio button to adjust volume.
  - The Closed Caption button to turn on/off captioning. Note: Closed captioning is turned off by default.
  - The Playback Speed button to increase or decrease the video playback speed.
  - The Settings gear to enable zoom to fit, accessible text, and keyboard shortcuts.
  - The Zoom to Fit button to increase the video to full screen.
- The Next and Previous buttons on the bottom of the screen let you move through the course. For some courses, the Next button is hidden until the slide ends.
- For most courses, the seekbar along the bottom of the screen and the menu on the left side of the screen are locked. In the Menu tab, the slide name is accompanied by a locked symbol. Once the slide is completed, the lock symbol is replaced by a checkmark to indicate the slide has been completed. For courses with a locked seekbar and menu, Learners must view all slides in order to complete the course.
- Some courses have an unlocked seekbar and menu, allowing the user to move forwards and backwards within a slide using the seekbar, or by selecting slides in the menu that interest them. For courses with an unlocked seekbar and menu, Learners must at least start all slides for the course to appear as complete. In the Menu tab, the slide name is not accompanied by a lock symbol when the course is unlocked. Completed slides have a checkmark next to the slide name in the menu. The course will be completed once all slides in the menu have a checkmark.

The LMS also has a toolbar along the bottom of the page:

- The Table of Contents button contains the course name.
- The Notes button allows Learners to enter notes. The note is saved and still available if the course is exited and resumed or completed.
- The Enter Full Screen button allows the Learner to make the course full screen on their computer.
- Navigation Buttons: These buttons are not applicable for MN LMS courses and are greyed out. Use the course navigation buttons outlined above to navigate through the course.

14. How do I zoom in/out while viewing a course?

Use functionality built into your device to make the course appear larger or smaller.

- Within the player, select the Zoom to Fit button to increase the video to full screen.
- On a PC or Chromebook, press CTRL + and CTRL – to increase and decrease the size of the Navigation bar icons and Menu/Notes tab. Use CTRL 0 to return to the default size.
- On a Mac, press CMD + and CMD – to increase and decrease the size of the Navigation bar icons and the Menu/Notes tab. Use CMD 0 to return to the default size.
- On a touchscreen, pinch to zoom in and out.

15. What are the minimum LMS system requirements for viewing courses?

The LMS supports the latest version of all major browsers and operating systems, however, Google Chrome and Microsoft Edge are the preferred browsers. For Windows 10 and 11, Google Chrome, Microsoft Edge, and Firefox are supported. Note: The combination of Windows and Safari is not supported. For macOS X 10.12-15, Google Chrome, Safari, and Firefox are supported. Note: For both Windows and macOS, Firefox is only supported for Learner role. Ensure the following are enabled in the browser settings: JavaScript, Third-party cookies, and local storage.

Information for District Assessment Coordinators (DAC) and Assessment Administrators (AA):

1. How do I get an LMS Manager account?

Learners with PearsonAccess Next accounts are automatically uploaded into the LMS. DAC and AA users in PearsonAccess Next are automatically assigned as Managers in the LMS. After a user is assigned the DAC or AA role in PearsonAccess Next, LMS Manager accounts are updated the following business day. Learners will use their PearsonAccess Next email to log in to the LMS. If the email address is associate with an Adobe account, the Learner will enter their Adobe password to enter the LMS. If the email address is not associated with an Adobe account, the Learner will need to create one. Note: For DACs only assigned to a district in PearsonAccess Next, when logging in to the LMS, the district and school selection screen will always appear upon sign-in because Adobe expects both a district and school to be selected in order to complete a profile. Select Proceed to continue and do not select a school.

See the *How do I get an LMS Learner account?* section to create an Adobe account, as needed. Once logged in to the LMS, select the user profile icon in the top left to change between Learner and Manager. Complete courses and learning paths under Learner. Select Manager to enroll Learners in courses/learning paths, review course completion reports for staff, and mark trainings completed as a group.

2. What do I do if I am not listed as an LMS Manager?

If you do not have a Manager option, confirm you are listed as a DAC or AA in PearsonAccess Next. Users with a DAC and AA account in PearsonAccess Next are automatically assigned as Managers in the LMS.

- If you do not have a DAC account in PearsonAccess Next, first confirm you are listed as the DAC in MDE-ORG. For assistance updating MDE-ORG, contact MDE at mde.testing@state.mn.us.
- If you are listed as the DAC on MDE-ORG but do not have a PearsonAccess Next DAC account, contact Pearson at (888) 817-8659 or submit a Pearson help desk request.

DACs are responsible for creating and maintaining AA accounts in PearsonAccess Next. For questions about your AA account, contact your District Assessment Coordinator.

3. How can I enroll Learners in a course or learning path?

Managers have the option to enroll Learners in the courses or learning paths. This ensures that all Learners are enrolled in the correct courses/learning paths prior to test administration. First, select Courses to locate the course that you want to assign to Learners. Next, locate the course and then hover over the three-dot menu icon and select Enroll Learners. Select the Include Learners field to begin enrollment. Learners can be enrolled individually or by group (for example, a school). Enter text in the text box to find users that match the text criteria entered. When all Learners have been added, select Proceed. Select Advanced Options to expand this dialog box and add a note to Learners, as needed. Select Enroll to finish the process and enroll the selected Learners. When viewing specific information about the course, Managers can select the drop-down to see the enrolled Learners along with the status of each Learner in the course. View the *Managing Learners in the LMS* course posted to the LMS Training Catalog for a step-by-step tutorial on enrolling Learners in courses.

4. How can I share a course or learning path with Learners?

To share a course or learning path with Learners with an email directly from the LMS, change to the Learner role. Then, select the course tile and then select Share.

- Select “Share URL” to copy the course/learning path URL for sharing.
- Select “E-mail” to open a new email tab. The URL is copied to the body of the email. Enter staff email addresses, update the email subject and body, as needed, and then hit Send.

To share a link to a course via email outside of the LMS, change to the Manager role. Select the Courses tab in the menu along the left. Next, locate the course and then hover over the three-dot menu icon and select Copy URL. Note: There is no option to email the course under the Manager role.

Note: The person receiving the link we need an LMS account to view and complete the course.

5. How can I track enrollments and completions in the LMS?

First, **Dashboards** is the default view and lets you quickly see an overview of how Learners are progressing through their assigned courses. When Managers first log in to the LMS, your Dashboards will load. The Learning Summary provides a visual depiction of information you’ll find in this section. Managers can select any of the three dashboard graphs in the Learning Summary to see detailed information by Learner or course. Managers can also create their own Dashboards. View the *Managing Learners in the LMS* course posted to the LMS Training Catalog for step-by step instructions.

Second, the **Learning Summary** under My Team View lists all Learners on your team and the courses they’ve enrolled in, started, and completed. The Learning Summary under My Team View lists all people included in your team and the number of courses they’re enrolled in, how many courses they’ve viewed, and how many courses they completed. View the *Managing Learners in the LMS* course posted to the LMS Training Catalog for a step-by-step tutorial on viewing Learning Summary reports in the LMS.

Third, select the **Reports** tab to view and download completion reports. These reports can be displayed as dashboards or exported for you to download. The Reports section is available from the navigation menu on the left. On the Reports page, Managers have access to several different reporting options.

- **Learner Transcripts** provide a detailed list of a Learner's activity in the LMS, including courses viewed, enrolled in, and completed, as well as quiz results, number of course attempts, and total time spent in the LMS.
- Under **Dashboard Reports** Managers can create your own reports. The drop-down menu will let you modify or download the selected report. The **Add Dashboard** tab allows users to quickly add a dashboard to the Reports page.
- The **Add** button in the top right allows Managers to add any report to the reports page. There are several pre-configured reports available to select. Managers can also create a custom report and define the data they want to see.

  See the *How to Run Your New Staff Record Report* and *How to Run Your New Overview Report* PDFs in the LMS Training Catalog for step-by-step instructions on creating reports to best track staff learning path and course completions.

View the *Managing Learners in the LMS* course posted to the LMS Training Catalog for a step-by-step tutorial on running reports in the LMS Training Catalog.

6. I cannot see the learning path or course that a Learner has completed. What do I do?

LMS Managers can confirm the Learner's district and school within the reports (Courses > Learners > District and Schools). If the Learner is missing from the report, or has the incorrect school listed, Managers have two options for updating the Learner's LMS account.

- For Learners with a PearsonAccess Next use account, the DAC or AA can review the user's PearsonAccess Next account information and update, as needed. Once updated, the Learner's LMS account will be updated the following business day. Review the *PearsonAccess Next User Accounts Guide* for more information on creating and updating PearsonAccess Next accounts.
- If the user self-registered their LMS account, contact Pearson at (888) 817-8659 or submit a Pearson help desk request to confirm and update the Learner's LMS account.

7. A staff member completed a course multiple times. How does this appear on the reports?

On an individual's record of completed courses, as well as on the Manager's report, courses that have been completed more than one time are listed only once. The timestamp shown is the first time the Learner completed the course.

8. Can I mark courses completed as a group through the LMS?

Yes. First, ensure Learners must be enrolled in the course. Under the Manager role, select Courses in the menu to the left. Select the correct course tile. In the menu to the left, select Learners. Open the dropdowns to find Learners. Highlight the Learner by clicking the box to the left. From the Actions dropdown, select "Mark Completion." See the *How to Mark Learners Complete When Hosting In-Person Training* PDF in the LMS Training Catalog for step-by-step instructions on marking Learners complete in the LMS.

9. How can I mark courses completed as a group for staff who do not have an LMS account?

If you want to mark courses completed as a group in the LMS (rather than keeping documentation at the district), an LMS Learner account is required for each staff member. Because the Learner will also need to register an Adobe account (or already has an Adobe account registered to their email), the Learner will need to follow steps outlined in the *How do I get an LMS Account?* section above.

10. Can I create a Learner account for staff who do not have an LMS account?

No. An LMS Learner account requires the Learner to have an Adobe account which is password protected. Refer the Learner to the *How do I get an LMS Learner account?* section to self-register an LMS account and create an Adobe account, as needed.