Learning Management System (LMS) FAQs

General Information

The [Learning Management System (LMS)] is accessed from the PearsonAccess Next support website (PearsonAccess Next > Resources & Training > Training). The LMS contains training courses and recordings of trainings and webinars provided by MDE and Pearson.

There are two types of accounts in the LMS:

- Learners: All LMS users are assigned the Learner role in order to complete required courses in the LMS prior to administering statewide assessments.
- Managers: District Assessment Coordinator (DAC) and Assessment Administrator (AA) users in PearsonAccess Next are assigned the Manager role in LMS. Managers can run reports to see a record of courses completed by staff at their organization.

New for 2024-25

- Account Self-Registration: The updated self-registration page makes it easier for users to successfully register an LMS account. The self-registration screen now requires users to select both a district and a school before registering an account. Error messages let users know when they have not completed the registration fields correctly.
- Account Registration through PearsonAccess Next: The LMS Learner is a new user role available in PearsonAccess Next. This role is intended to be used for school staff who do not need access to PearsonAccess Next for test administration but do need to complete trainings in the LMS.
- Content Organization – Catalogs: For Learners, content is organized into a single Test Administration catalog. Managers (users with the District Assessment (DAC) or Assessment Administrator (AA) user role in PearsonAccess Next), have additional access to courses and recorded webinar trainings posted to the DAC catalog.
- Content Organization – Learning Paths & Courses: Learning paths only contain required courses to complete the learning path. All other optional courses are posted as standalone trainings in the applicable course catalogs.
- Content Organization – Test Security Training: All Learners are auto-enrolled in the Test Security Training learning path. This training is required for all Learners to complete prior to test administration. By auto-enrolling Learners in this course, Managers can run the Learner Transcript report to see which Learners are registered to their organization.
- Content Organization – Filters: The filter options were reduced in the LMS to reduce visual content overload. Learners will not have a Catalog filter as they only have access to content within the Test Administration catalog. Managers will have access to the DAC catalog and can use the Catalog filter, as needed. The number of tags was reduced to simplify the number of options to select. The Duration filter was also removed.

- Badges & Certifications: Badges and Certifications are no longer provided for completing courses or learning paths. Learners can run an individual transcript to document their record of completed trainings.
- Learner User Interface (UI) Refresh: The Learner user interface (UI) was updated to have a more modern feel. Colors were adjusted, where possible, for better color contrast. Any functionality changes are documented in this FAQ.

1. How do I get an LMS Learner account?

Learners can access the LMS by either self-registering an account or being uploaded from PearsonAccess Next:

- Learners with a PearsonAccess Next account are automatically uploaded into the LMS each morning.
    - 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, enter the email associated with your PearsonAccess Next account.
    - The LMS is hosted by Adobe. All Learners will need an Adobe account to access the LMS.
        - If the email address associated with the PearsonAccess Next account is connected to an Adobe account, enter your Adobe password to gain access to the LMS.
        - If the email address associated with the PearsonAccess Next account is not connected to an Adobe account, you will need to create an Adobe account.
            - Enter your district or school email address and create a password and then select "Continue".
            - Enter basic demographic information, including your first name, last name, and date of birth, and then select "Continue". Note: Legislation requires the collection of date of birth for age verification and website access.
            - Select whether this is a personal account or company/school account. Note: Select "Company or School Account." You will then sign-in to the LMS using your Adobe password.
            - Enter the password in the password field and select Continue. Tip: To avoid signing in to Adobe for each login, select the "Stay signed in" toggle button.
- Learners without a PearsonAccess Next account will need to self-register their own LMS account.
    - To create an LMS account, the Learner will select the Learning Management System (LMS) Self-Registration tab (Minnesota.pearsonaccessnext.com > Resources & Training > Training).
    - Enter the required information:
        - Full Name: Required; enter first and last name.
        - Email: Required; enter your district/school email address. This should be the same email address used to create your Adobe account.
        - District: Required; use the search field to find your district by name or organization number. Select the checkbox next to the district name. Note: You can select more than one district, if needed.

    - School: Required; use the search field to find your school by name or organization number. Select the checkbox next to the school's name. Note: You can select more than one school, if needed.
  - Select "Register."
    Note: Review your selections. It is important to select the correct district and school so your District or School Assessment Coordinator can view your record of completed trainings. Tip: Confirm the first six digits of the school organization number matches the district number (for example, 0000-00). This ensures you are selecting a school within the district. 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. Only Pearson can update the Learner's registration.
- A "Success! Click here to login." message will appear. Select the login hyperlink to log in to the LMS.
- If you did not enter the required information correctly, an error message(s) will appear:
  - Please enter first and last name.
  - Please enter a valid email address.
  - Please select at least one district.
  - Please select at least one school.
    - Note: If you primarily work at the district and not assigned to a school, select at least one school associated with the district. Selecting the correct district is the most important part of registration, as DACs/Managers are responsible for tracking all training completions at the district.
  - Maximum selection limit reached. Please limit selections to a total of 20 districts and schools combined.
  - The LMS is hosted by Adobe. All Learners will need an Adobe account to access the LMS.
    - If you have an Adobe account associated with your district email, sign in to Adobe using your email and password.
    - If you do not have an Adobe account associated with your district email, you will need to create an Adobe account.
      - Enter your district or school email address and create a password and then select "Continue".
      - Enter basic demographic information, including your first name, last name, and date of birth, and then the select "Continue". Note: Legislation requires the collection of date of birth for age verification and website access.
      - Select whether this is a personal account or company/school account. Note: Select "Company or School Account." You will then sign-in to the LMS using their Adobe password.
      - Enter the password in the password field and select Continue. Tip: To avoid signing in to Adobe for each login, select the "Stay signed in" toggle button.

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

After an account has been created, either through self-registration or automatically through PearsonAccess Next, 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).

- Enter your email ID and select “Sign In.”
- Enter the password associated with your Adobe account. Note: If you previously selected “Stay signed in,” you will automatically be directed to the LMS without entering your password.

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

If you have a PearsonAccess Next account, the same email is used when auto-creating an LMS Learner account. This is typically a district email. Use this email to log in to the LMS. See the *How do I get an LMS Learner account?* section above for information on creating an Adobe account needed to access the LMS. For other questions about PearsonAccess Next accounts, contact your District Assessment Coordinator or School Assessment Coordinator (SAC).

If you need to self-register an LMS account, use a district email. Your DAC and/or SAC will track the courses you complete in the LMS using your district email. 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?

If you have a PearsonAccess Next account, your DAC or SAC can update your account in PearsonAccess Next. All changes to PearsonAccess Next accounts are reflected in the LMS the following business day. Note: If your user account in PearsonAccess Next is disabled or deleted, your account is “archived” in the LMS. You will not be able to log in to the LMS and your Manager will not be able to see your record of course completions. Contact your DAC or SAC to enable or restore your PearsonAccess Next account. The following business day your LMS account will be re-activated.

If you self-registered your LMS account, it is important that you correctly create your account. Once a district and school is selected, you are unable to change or view your organizations in the LMS. If you incorrectly self-registered your LMS account, contact your DAC or SAC. Only Pearson can reset a self-registered LMS account.

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

A ”course” is an individual training in the LMS. Some courses are optional, meaning MDE does not require you to complete them prior to your participation in test administration. Optional courses are posted as standalone courses in the LMS. Note: While MDE may not require you to complete an optional course, your district may still require you to complete the course prior to test administration. Required courses are included within a learning path and must be completed prior to your participation in test administration.

A ”learning path” is a group of required courses organized by the user's role in test administration (for example, MCA Test Monitor, MTAS/Alt MCA Test Administrator, District

Assessment Coordinator, ACCESS Test Administrator – Grade 1–12, etc.) that must be completed by the Learner prior to test administration.

A “catalog” is a group of learning paths and optional courses and recordings of trainings. As a Learner, you will only have access to learning paths and courses within the Test Administration catalog. Managers have access to courses and recordings of webinar trainings in the DAC catalog.

Additional information on required courses can be found on pages 205––206 of the *Procedures Manual* (PearsonAccess Next > Resources & Training > Policies and Procedures).

6. How do I navigate the LMS?

After logging in to the LMS, you are taken to the Minnesota LMS home page. The menu along the left contains icons to navigate the site: Home, My Learning, and Catalog. Note: There are other icons in the menu, but these are not applicable to the MN LMS. On the home page, the My Learning List shows your most recently enrolled and viewed courses/learning paths. From here, select the course/learning path tile to launch and complete the course/learning path.

Select the “My Learning List” header or the icon in the menu along the left to go to My Learning page. The My Learning page contains all courses/learning paths you are enrolled in, including courses/learning not yet started, in progress, or have completed. For courses/learning paths not yet completed, select “Continue” under the course/learning path tile to launch the course/learning path. For completed courses/learning paths, select “Revisit” to launch the course/learning path to review content, as needed. The filters panel along the left contains options for searching for courses/learning paths by tag and status. The status filter is useful on this page to find courses/learning paths that you have enrolled in, but not yet completed.

Select the Catalog icon in the menu along the left to view all courses/learning paths available to you as a Learner. In addition to courses/learning paths that you are enrolled in, started, and completed, the Catalog page contains courses/learning paths you have not enrolled in. The filters panel along the left contains the same filter options for searching for course/learning paths. The search bar can also be used to search for course/learning paths. For more information on using filters, refer to the *How can I find a course or learning in the LMS?* section below for more details.

7. How can I find a course or learning path in the LMS?

After logging in to the LMS, select “Catalog” in the menu along the left. The Catalog tab contains all available courses and learning paths in the LMS.

- To search for optional, standalone courses, or learning paths, enter the full or partial course/learning path name in the search bar at the top of the page. The courses/learning paths that match your search criteria will be displayed. Note: Required courses are posted within a learning path and will not appear if searching by the required course name. You must search by learning path name.

- You may also use the filters to refine your search.
  - Tags: All courses and learning paths are tagged with key words for quick search. Select the checkbox next to the tag to search for those courses/learning paths.
  - Status: The status filter allows you to search for courses/learning paths in the following statuses: Yet to Start, In Progress, Completed, Not Enrolled. Select the checkbox next to the status name to search for those courses/learning paths.
  - Note: Managers can also use the Catalog filter to filter results by training catalog (for example, Test Administration or DAC catalog).

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

To enroll in a course or learning path, hover over the applicable course tile. You can quickly enroll in a course by selecting the “Start” button or the “plus” icon in the top right of the tile. After selecting either of these buttons, the course/learning path automatically launches.

Select the course/learning path tile to view the course/learning path description page. Select the blue “Enroll” button to enroll in the course/learning path. Once selected, the course will automatically launch. If you have not started or completed an enrolled course/learning path, you can unenroll by selecting the “Unenroll from Course” button on the course/learning path description page. Note: Once you have completed a course/learning path, you cannot unenroll.

Managers can enroll Learners in course/learning path. See the *How can I enroll Learners in a course or learning path?* section below for more details.

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

To complete a course, you must view all slides and complete any quizzes, as applicable. You can exit a course at any time by selecting the close button at the top right of your screen. To resume a course, select the “Continue” button on the course/learning path description page. When you get to the end of a course, a completion is triggered. Select the close button at the top right. Note: There is no pop-up message at the end of the course to indicate the course has been completed.

On the course description page, a green check mark will appear next to the completed course name. For individual courses, the progress bar along the top of the page will show 100%. For learning paths, the progress bar will only show as partially completed. A learning path is complete when all courses within the learning path have been completed.

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

On the My Learning tab, select “Completed” in the filter options along the left. The blue progress bar underneath the course tile will show 100% complete. For completed courses/learning paths, the button underneath the course tile will read “Revisit.”

You can download a record of completed learning paths/courses. Select the user icon in the top right of the page and then select “Profile Settings.” 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 be saved to the Downloads folder of your browser. This message is misleading; the report will not automatically download. Select “Ok” and then close the Profile Settings window. After the transcript has been generated, a notification will appear in the Bell icon in the top right next to the Profile icon. Select the Bell icon and then select the transcript to download. Note: The transcript is not connected to a single school year and contains all courses you have ever completed in the LMS. Use the filter options in Excel to filter results by date.

11. Do I need to complete the same course again if it is part of multiple learning paths?

No, you do not need to complete a course posted to multiple learning paths (for example, the *Test Security Training* is posted to the ACCESS Test Administrator – Grades 1–12 and MCA Test Monitor learning paths). Once you enroll in a learning path, all previously completed courses will automatically be marked as completed.

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

A learning path is complete once all courses within the learning path have been completed. On the learning path description page, completed courses are indicated with a green checkmark. If one or more 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 be shown as complete on your transcript and in the manager reports.

13. Can I receive CEUs for the courses or learning paths 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 above for more information.

14. 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 provides the written transcript for that slide.
- Navigation controls are found on the bottom of the screen and 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 off/on 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 allow you to move through the course. For locked courses, the Next button is activated once you have fully completed the slide. For unlocked courses, the Next button is active throughout the training.
- For locked 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, you must view all slides in order to complete the course.
- Some courses have an unlocked seekbar and menu, allowing you 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, you 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 is 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.
- The Navigation Buttons are not applicable for MN LMS courses and are greyed out. Use the course navigation buttons outlined above to navigate through the course.

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

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

- To adjust the size of the course within the player:
  - Select the Zoom to Fit button within the Settings gear icon to increase the video to full screen.
  - Select the Enter Full Screen icon.
  - Minimize the Menu/Notes tab by selecting the three-line icon in the top left of the 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.

16. 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?

District Assessment Coordinator (DAC) and Assessment Administrator (AA) users in PearsonAccess Next are assigned as Managers in the LMS. After being assigned the DAC or AA role in PearsonAccess Next, LMS accounts are updated to the Manager role the following business day. Use your PearsonAccess Next email to log in to the LMS. If the email address is associate with an Adobe account, enter your Adobe password to enter the LMS. If the email address is not associated with an Adobe account, you will need to create one. See the *How do I get an LMS Learner account?* section above for more information on creating an Adobe account, as needed.

Once logged in to the LMS, you are taken to the LMS Learner Home Page. Select the user profile icon in the top right to change between the Learner and Manager roles. You will complete courses and learning paths under the Learner role. 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 the Manager role, confirm you have a DAC or AA account in PearsonAccess Next. Users with a DAC and AA account in PearsonAccess Next are automatically assigned as Managers in the LMS. Updates made to PearsonAccess Next accounts are reflected in the LMS the following business day.

- If you need an AA account in PearsonAccess Next, contact your DAC to create, enable or restore your AA account. DACs are responsible for creating and maintaining AA accounts in PearsonAccess Next.
- 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.

3. What is the new LMS Learner Role in PearsonAccess Next?

The LMS Learner is a new user role available in PearsonAccess Next. This role is intended to be used for school staff who do not need access to PearsonAccess Next for test administration but do need to complete trainings in the LMS. By creating LMS Learner roles in PearsonAccess Next, DACs and AAs can ensure all staff are registered to the LMS correctly, delete LMS accounts for staff no longer at the district, and manage which organizations staff are registered to.

Note: If a user has ever existed in PearsonAccess Next for your organization and they become disabled or deleted, the account is archived in LMS. The PearsonAccess Next account must be enabled and restored in order for the user's LMS account to be active. If the staff no longer needs access to PearsonAccess Next, assign them the LMS Learner role to maintain their LMS access.

Here are additional considerations for the LMS Learner role:

- The LMS Learner role in PearsonAccess Next has limited access in PearsonAccess Next and no access to student-level information.
- Newly created users will still receive an email notification to create a PearsonAccess Next password; however, these users do not need to create a password or log in to PearsonAccess Next in order to be uploaded into the LMS.
- For staff that have already self-registered an LMS account, creating a PearsonAccess Next account will update that user's LMS registration information as long as the same email address is used.
- Users assigned to other roles in PearsonAccess Next (for example, Test Monitor/Data Entry, MTAS/Alt MCA Test Administrator) do not need to be assigned the LMS Learner role. All PearsonAccess Next users are imported nightly into the LMS.

4. Can I see a list of Learners enrolled at my organization?

There is no direct report to see which Learners are enrolled at your organization. However, all Learners are auto enrolled in the Test Security Training learning path. You can run the Learner Transcript report in the LMS to see a list of all Learners enrolled in, started, or completed a course for your organization. Since all Learners are auto enrolled in the Test Security learning path, all Learners associated with your organization will appear on the Learner Transcript report. For instructions on running reports in the LMS, refer to the *How Can I Track Enrollments and Completions in the LMS* section below for more information.

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

Managers have the option to enroll Learners in courses or learning paths. This ensures that all Learners are enrolled in the correct courses/learning paths prior to test administration.

- Select either courses or learning paths in the menu to the left.
- Locate the course/learning path and then hover over the three-dot menu icon.
- Select Enroll Learners.
- Learners can be enrolled individually or by group (for example, by school, district, or All Learners).
  - Learners can be added by name or email address.
  - Enter text in the text box to find users that match the text criteria entered.
- (Optional) Select Advanced Options to expand this dialog box and add a note to Learners.
- When all Learners have been added, select Proceed.
- Select Enroll to complete the process.

View the *Managers in the Learning Management System* recorded training posted to the LMS (DAC Catalog) for a step-by-step demonstration.

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

There are two ways to share a course or learning path with Learners:

- Under the Manager role:
  - Select the Courses or Learning Paths tab in the menu along the left.
  - Locate the course/learning path and hover over the three-dot menu icon.
  - Select "Copy URL" to copy the course/learning path URL for sharing. Note: There is no option to email the course under the Manager role.
- Under the Learner role:
  - Select the course tile and then select "Share" in the top right corner of the page.
  - 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.

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

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

Dashboards is the default Manager home page. Dashboards allow you to quickly see an overview of how Learners are progressing through courses. The Learning Summary provides a visual depiction of information you'll find in this section. Select the date filter to see results for a specific period. The default date range is the current month; the other options include the previous three months or the previous 12 months.

Managers can select any of the three dashboards to see detailed information by Learner or course. The **Learning Summary** tab under My Team View in the menu to the left can also be selected to access this information. After selecting the dashboard (or Learning Summary), you will see a table containing the number of courses/learning paths individual Learners are enrolled in, viewed, and completed. Select the hyperlinked number to see the specific trainings, along with enrollment date and progress.

Note: The dashboards do not update in real time. It may take up to 24 hours to update after a user enrolls, views, or completes a course/learning path. For current data, follow steps below for running a report in the LMS. View the *Managers in the Learning Management System* recorded training posted to the LMS (DAC catalog) for a step-by step demonstration.

The **Reports** tab in the menu to the left to view and download completion reports for Learners at your organization. These reports can be displayed as dashboards or exported for you to download. 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.
  - Select Reports in the menu to the left.

- Select Dashboard Reports and then select the Learner Transcripts hyperlink. The Learner Transcript provides a detailed list of a Learner's activity in the LMS, including courses viewed, enrolled in, and completed.
- Complete the following fields:
  - Date Range: Select a date range or enter your own dates for your report to display a range of dates.
  - Select Learners: Find Learners by username or email address. Under username, you can also select users by group (school, district, All Learners, etc.).
  - Select Catalogs: You can select an individual catalog, multiple catalogs, are all catalogs. Note: Learners only have access to the Test Administration catalog.
  - Enrollment Status: You can include all statuses, or filter by Completed, In Progress, Not Started, or Unenrolled.
- (Optional) Select "Advanced Options." Here you can indicate which columns you want to see in the report. The default selection is all columns. Under the Select Columns dropdown, consider limiting your report to these columns: Name, Email, LP/Certification/Course, Type, Course, Started Date, Completed Date, School, and District.
- Once finished, select Generate. Note: It may take several minutes for the report to process. Once processed you will receive an alert in the Bell icon in the top right of the page. Select the Bell icon and then select the report to download.

- Under **Dashboard Reports** you can create your own reports. The drop-down menu will let you modify or download the selected report.
  - Select the **Add** button in the top right of the screen. There are several pre-configured reports available to select.
  - Under type, select the kind of report to create.
  - Define the data you want to appear in the y-axis and x-axis.
  - Select the timeframe to pull data.
  - Apply any additional filters and then select Save.
  - The report will appear under Dashboard Reports.
  - Note: Managers can also create a custom report and define the data they want to see.

View the *Managers in the Learning Management System* recorded training posted to the LMS (DAC catalog) for step-by-step instructions.

8. I cannot see the course or learning path a Learner has completed.

You can view a Learner's district and school by running the Learner Transcript report described above. If the Learner is missing from the report, or has the incorrect school listed, you have two options for updating the Learner's LMS account.

- For Learners with a PearsonAccess Next user account, the DAC or AA can review the user's PearsonAccess Next account 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* (PearsonAccess Next support site > Resources & Training > User Guides) for more information on creating and updating PearsonAccess Next accounts. Note: If you create a PearsonAccess Next account for a Learner who already has a self-registered LMS account, the self-registered account will be updated with information imported from PearsonAccess Next.

- If the user self-registered their LMS account, contact Pearson at (888) 817-8659 or submit a Pearson help desk request to confirm the Learner has an LMS account. Pearson will "reset" the Learner's account, meaning the Learner will need to update their district and school selections the next time they log into the LMS. Note: Resetting a Learner's account does not impact the Learner's already enrolled, started, or completed courses.

9. 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 your Manager's report, courses that have been completed more than one time are listed only once. The timestamp displayed is the first time the Learner completed the course. If the course is part of multiple learning paths, the course will show complete within each learning path completed.

10. Can I mark courses or learning paths complete in the LMS that are completed as a group outside the LMS?

Yes; however, in order to mark a course or learning path complete in the LMS (rather than keeping documentation at the district), participants must have a Learner LMS account. For more information on creating LMS accounts, refer to the *How do I get an LMS Learner Account* section above. Also, confirm the Learner is enrolled in the course/learning path. Refer to the *How can I enroll Learners in a course or learning path?* section above for more information.

To mark courses or learning paths complete:

- Under the Manager role, select Courses or Learning Paths in the menu to the left.
- Select the correct course/learning path tile.
- In the menu to the left, select Learners.
    - Under "Course or Path," confirm the correct course/path is selected. For learning paths, the defaults selection is "All Courses & Paths." If you are marking complete all courses within a learning path, keep this selection. If you only completed a single course as a group, change this selection and select the course name in the dropdown.
    - In the "Search Learners" search field, find Learners by typing in their name or email address. Learners can also be searched for by group, including by school, district, or All Learners. Select the Learner by clicking the box to the left.
    - From the Actions dropdown, select "Mark Completion."
    - Review the confirmation page to ensure the details of the mark course/learning path complete. Note: Once marked complete, you cannot un-submit a completion. If a course or learning path is accidentally marked complete, the school or district will need to manually track each user and the courses or Learning Path that was completed.
    - Select "Proceed."

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

Yes. While you cannot create Learner accounts within the LMS, you can create a user in PearsonAccess Next and assign them the LMS Learner role. This role is intended to be used for school staff who do not need access to PearsonAccess Next for test administration but do need to complete trainings in the LMS. All changes to PearsonAccess Next account are reflected in the LMS the following business day. Note: The user will still need an Adobe account to log into the LMS and complete trainings.

12. Can I track course completion outside the LMS?

Yes, details on tracking completed trainings outside the LMS are available in Chapter 7 of the *Procedures Manual* (PearsonAccess Next support site > Resources & Training > Policies & Procedures).