

## how to

### How to manage learners

All courses hosted by Nelson Croom allow you to access learner information. You are able to gain access to overview information on the full list of learners as well as drill down into detail for individual learners. You can see when learners are using the course, contact learners from within the system and change settings relating to the learner's experiences.

This **How To** guide will help you understand how to get the most out of the Learner Manager. We hope it helps. If you need any further help just give us a call on **020 7582 3309**.

#### Where will I find Learner Manager?

You will find the Learner Manager menu in the main Imago Manager menu as part of the Imago Administration sub-section.



- Narrow your search. By clicking the **Category** roll down listbox you can choose from a list of 5 options. By then pressing **Go**, a new list will be created.
- You can also narrow your search by the status of the users account. For example you can create a more nuanced list that only shows the users whose expiry is coming up, whose account has expired and who account is now dormant. To create one of these lists simply select the required options in the last roll down listbox and press **Go**.
- You are also able to sort the users into ascending order by clicking the appropriate column heading. Click again to change from ascending to descending order.

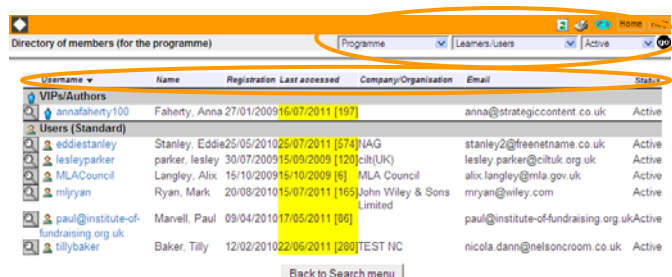
#### How do I view the Learner List for a group?

In order to access the full list of learners select the **Learners: Full List** within the Learner Manager menu.



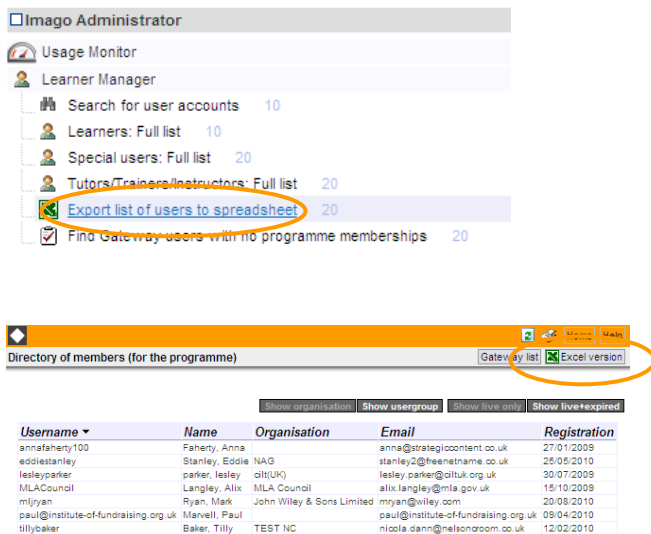
The results will be displayed in the *Directory of Members* page which will allow you to:

- Click on an individual user name and access their profile



**TIP:** This Directory is useful if you wish to look at more than one learner's details. If you have a small group of learners, it may be quicker for you to run this report then access an individual learner's profile from here. If you have a large group of learners it is generally quicker to use the **Search for user accounts** option.

**TIP:** Many pages will allow you to export information to Excel. If you want to export your user list to Excel, you can do that very easily by selecting **Learner Manager > Export list of users to spreadsheet** followed by clicking on the Excel icon in the toolbar (you will find this icon on any page that you can export).



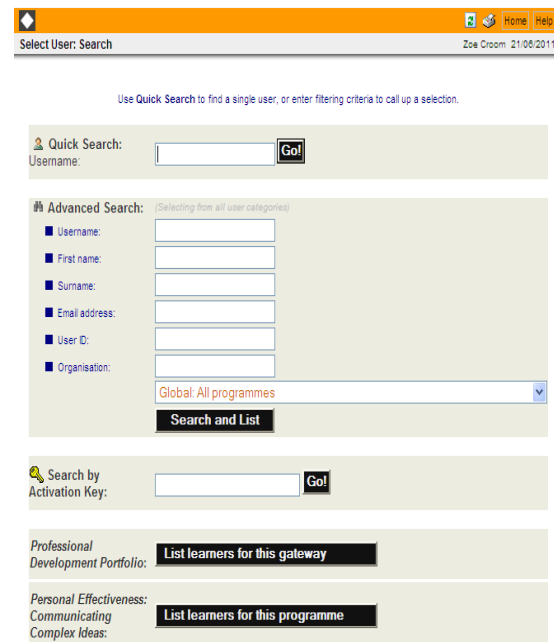
## How do I search for an individual learner?

This search function is handy when you want to pull up an individual user profile, for example when a learner asks you to change or check some of their learner details, especially if you have a long list of learners and do not want to scroll through them to find the one you are looking for.

In order to search for a specific user: **Imago Administrator > Learner Manager > Search for User Accounts**



You will then be presented with this screen:



As you can see from the above screen shot there are many search criteria to choose from. Once you have entered the search criteria into the correct field (don't worry, you don't have to fill them all in) click **Go** or **Search and List** as appropriate.

You will be presented with a list of learners from which to choose the appropriate one, or if there is only one matching profile you will be taken directly to it.

**TIP:** If you are unsure of a spelling for a name, you can use the 'Quick Search' to search for a part of the name by adding a percentage character to the search criteria. For example, searching on 'kat%' would return searches with Kate, Katy, Katie, Katherine etc.

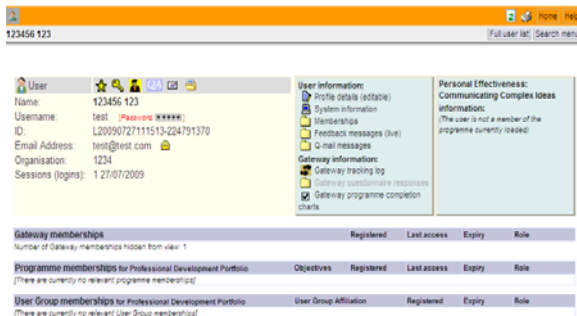
## How do I navigate my way around the user's profile?

From looking at the user's profile you can see how they are getting on with a course, and what programmes they have registered for. It is also the place to come if a user has asked you to change their details or if you need to contact the user for any reason.

There are a number of ways to locate a **User Profile**:

- you can either select a user from **Groups Manager > Group listing**
- or you can find the profile through the **Search** or **Learners: full list** options in Learner Manager

- or if you are in a **Feedback** window you can click on the user name (for more information on managing Feedback refer to the feedback 'how to' guide)



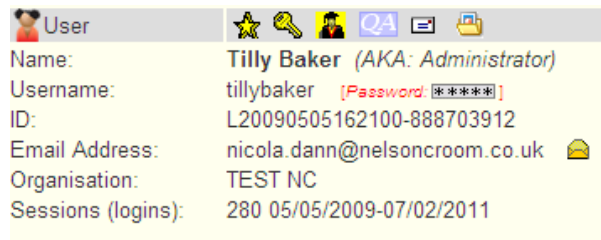
The **User Profile** window allows you to see a range of details about the level of interaction the learner has had with a course including:

- Which courses they are registered for including registration/expiry dates
- Registration details
- How long they have spent in each course and overall
- How many visits they have made to each course and overall
- What pages they have visited and time taken on each
- What answers they have given to free text activities
- Answers given to quizzes and results
- Answers given to exams and results
- Answers given to questionnaires
- Feedback & tutor messages sent and replies received.

Many of the reports contain filtering options which you can use to control the results returned. You may use these to restrict results by date ranges or course areas. For exam reports where there are more than one attempt you can filter on date range and on first/second/all attempts.

**Where can I find contact details about the selected user?**

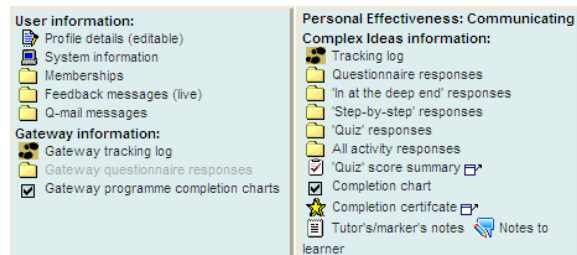
The area at the top left of the user profile window displays the users details.



The tool bar icons allow you to contact the user. See the table below to gain more information about each icon.

Use this...	...to do this...
	Click to view a learner's Record of Completion.
	Click to send the learner a reminder of their username and password to their Imago registered email address.
	Click to send the learner an email telling them their markable assignments have been marked (you can customise the text in this email or accept the default message).
	Click to send the user a reminder to fill out the questionnaire.
	Click to send the user an email via Imago.
	Click to send the user an email from your own email system (for example, Microsoft Outlook).

**Where can I find details about the User's activities within the course?**



The **user information** section will allow you to view details about the user and any feedback they have submitted. Using the Gateway 'Tracking log' you can also view where they have been in the system.

The **course information** menu allows you to view the learner's questionnaire answers, assessment and activity responses.

For example, the 'Tracking log' will allow you see where the user has been within that specific programme. It is useful if you want to monitor how long they have spent in the course or on a particular activity. It can also be useful to see when a learner last accessed the course.

The information you have requested will then appear in the lower part of the screen. For example if you had selected 'Gateway Tracking log' the lower half of the screen would look like this:

■ Logged cumulative dwell time: 0:03:50 ■ Total events logged: 42 (over 9 sessions)

Location	Activity	Detail	Date	Session/dwell
<b>Professional Development Portfolio</b> G2005081190800-725459851				
	Registration (Gateway) completed		07/08/2009 15:41:19	■ 555701951
	Imago: User logged in for gateway		07/08/2009 15:41:22	▲ 0:00:04
	Imago: cleared for launch		07/08/2009 15:41:22	▲ 0:00:00
<b>HR &amp; Compliance: Data Protection</b> C20070808102054-544738810				
	ActivationKey requested during Registration		07/08/2009 15:41:28	▲ 0:00:04
<b>Personal Effectiveness: Managing Workload</b> C20050822163137-899812165				
	ActivationKey requested during Registration		07/08/2009 15:41:34	▲ 0:00:08
<b>Managing People: Coaching Skills (old)</b> C20050817104001-380135999				
	ActivationKey requested during Registration		07/08/2009 15:41:43	▲ 0:00:09
<b>Managing People: Managing High Performing Teams</b> C20070719130254-58236395				
	ActivationKey requested during Registration		07/08/2009 15:41:48	▲ 0:00:03
	Imago: User logged in for gateway		07/08/2009 16:31:05	■ 555702022
	Imago: cleared for launch		07/08/2009 16:31:05	▲ 0:00:00

**TIP:** There are occasionally times when you no longer want a user gaining access to particular courses. If this is the case it is very easy to suspend them. First open the 'Membership' file under 'User Information'. Under the column 'role' click on the roll down listbox and choose **Suspended/dormant** and then click **Update membership**

Gateway memberships	Registered	Last access	Expiry	Role
Professional Development Portfolio G2005081190800-725459851	07/08/2009 15:03:20 10		07/08/2014	Learner/Standard
Number of Gateway memberships hidden from view: 22				
<b>Update memberships</b>				
Programme memberships for Professional Development Portfolio	Objectives Registered	Last access	Expiry	Role
Personal Effectiveness: Communicating Complex Ideas (PDPCCI)	12/02/2010 15:03:20 10		12/02/2013 15:56	Learner/Standard
Number of programme memberships hidden from view: 3				
<b>Update memberships</b>				
User Group memberships for Professional Development Portfolio	User Group Affiliation	Registered	Expiry	Role
Test group 20209	Advanced Diploma: 202 Law and Constitution 2010	10/07/2009	10/07/2014	Suspended/dormant
Slovenia	Antismoking Bursending	17/02/2010	17/02/2011	Suspended/dormant
Tutor Group 1	Professional Jewellers Diploma (JET 1)	02/02/2011	02/02/2016	Select...
Tutor Group 2	Professional Jewellers Diploma (JET 1)	04/02/2011	04/02/2016	Select...
Nelson Croom Testers	Professional Jewellers Diploma (JET 1)	21/03/2011	21/03/2016	Marker
<b>Update memberships</b>				