

Learning Management System (LMS) Audience Analysis

SFA University

January 18, 2002





LMS Audience Analysis

Audience	Proficiencies, Responsibility & Roles	Training Type	Person(s) Identified	UAT Participation?
Training Administrators	<ul style="list-style-type: none"> ▪ Perform all tasks of an End User ▪ Register others for training ▪ Cancel others from training ▪ View and manage all resources ▪ Add, edit, delete courses ▪ Enable and disable courses ▪ Schedule and reschedule courses ▪ Record attendance ▪ Add, edit, delete locations, products & equip ▪ Manage rosters ▪ Manage waitlists ▪ Generate reports pertaining to courses 	Hands-on training by Mod. Partner	<ul style="list-style-type: none"> ▪ Scarlett Brock ▪ Mike Ramos ▪ Terry Brooks ▪ Connie Raley ▪ Dinah Nelson ▪ Len Clark 	Yes
System Administrators	<ul style="list-style-type: none"> ▪ Perform all tasks of a Training Administrator ▪ Establish new internal users ▪ Manage business roles and security lists ▪ Generate all reports ▪ Create new reports ▪ Assist other SFA employees with Saba activities, as needed ▪ Coordinate with Jamcracker Service Center (JSC) to address functionality/technical issues 	<ul style="list-style-type: none"> ▪ Saba system administration training ▪ Hands-on training and support (TBD) 	<ul style="list-style-type: none"> ▪ Courtland Smith ▪ Edd Cole ▪ Mike Ramos (TBD?) 	Yes
Training Officers (CAMs?)	<ul style="list-style-type: none"> ▪ Proficiency using Saba LMS ▪ Communicate/coordinate with other SFA employees and customer during training process ▪ Perform all tasks of and End User ▪ Record attendance for a class ▪ Mark a class delivered 	<ul style="list-style-type: none"> ▪ High level system documentation for instructor roles and required proficiencies ▪ Meeting (TBD) 	<ul style="list-style-type: none"> ▪ T. Threlkeld ▪ S. Santana ▪ G. Martin ▪ B. Gray ▪ J. Malone ▪ D. Elliot <ul style="list-style-type: none"> ▪ L. Coffey ▪ J. Straub ▪ L. Burkhardt ▪ S. Pou ▪ D. Tarpley ▪ M. Deeken 	TBD
End Users	<ul style="list-style-type: none"> ▪ Browse the course catalog ▪ Register self for training ▪ Cancel registration for self ▪ View personal profile ▪ Change user password for self ▪ Respond to feedback surveys 	<ul style="list-style-type: none"> ▪ High level quick reference card(s) detailing major end-user tasks (to be posted on websites or emailed at request) 	Registrants	TBD