



Department of Education

Office of Student Financial Assistance

Saba Learning Management System (LMS)
Training and Support Approach

January 18, 2002

Training Approach



- Training will leverage various media, with electronic media as a priority
 - Saba online help and intuitive registration design will enable end-user self-training
 - Onsite, hands-on functional training will be provided to those who will be administering the system (e.g., Training Administrators, Training Officers)
 - One-page Quick Reference Cards and/or a Job Aid will document system functions and enable efficient transfer of system knowledge, if necessary
 - Vendor training will be provided for system administrators requiring comprehensive knowledge of Saba functionality

- End-user training will be coordinated with external communications and links to high-level documentation that introduce users to new training registration process

- Training will actively involve participants who will become key resources in the ongoing support of the LMS

Training Objectives



- Participants and end-users should understand the new registration process and where to go for help

- Training Administrators should:
 - learn the functions of the Saba LMS
 - understand his or her role and responsibilities
 - know who to contact for help
 - understand his or her role for end-user support

- System Administrators should:
 - obtain a technical and functional understanding of the Saba LMS
 - be aware of his or her role as support for Training Administrators
 - understand who to contact for help

System Proficiencies



The **External User** should be able to...

- Log in as a New User
- Navigate through Forgotten Password
- Change Password
- Search for a Conference/Workshop
- Register for a Conference, Class, Workshop
- Cancel Registration for a Conference/Class
- Add a Name to a Class Waitlist
- View/Edit Personal Profile
- Customize Saba Home Page (My Saba)
- Respond to Feedback Surveys

The **Training Officers** should be able to...

- Administer Attendance for a Class
- Close a Course
- Cancel a Class
- View certain Report (TBD)

System Proficiencies



The **Training Administrator** should be able to...

- Create/Add Category Definition
- Add/Modify Media Group
- Add/Modify Prefix for Product Group
- Add/Create/Edit Product Group
- Add/Create/Edit Equipment
- Add/Create/Edit Manufacturer
- Add/Create/Edit Vendor
- Add/Create/Edit Products
- Add/Create/Edit a Course
- Add/Create/Edit a Class
- Enable and Disable Courses
- Cancel a Class (as an Instructor)
- Close a Class
- Close a Course
- Assign a Resource, Equipment or an Instructor to a class
- Add/Create/Edit Rooms
- Attach a document to a class (i.e. hotel recommendations, directions, etc.)
- Create/Run a Report
- Create/Run a Custom Report using Crystal Report Writer
- Print ad-hoc Confirmation & Information Letters for a specific User
- Export business object from client module to excel (e.g., facility, Class, Location, Equipment, Resources – Resource Planner Module)
- Export External Users to Excel (Sales & Marketing Module)
- Export Classes to Excel (Education Planner Module)
- Create Nametags (workaround)
- Add/Create/Edit an Evaluation
- Add/Create/Edit a Survey
- Add/Create/Edit a Questionnaire
- Designate Employee as an Instructor
- Create a Checklist
- Create Name Tents
- Customize Saba Home Page (My Saba)
- Manually Confirm Participant to a Class from the Waitlist
- Credit Unregistered Learner/Participant (credit can be given to a user if (s)he participated in a conference/course/wkshp but was not allowed to register (e.g. max. users already registered) – Users must be registered)

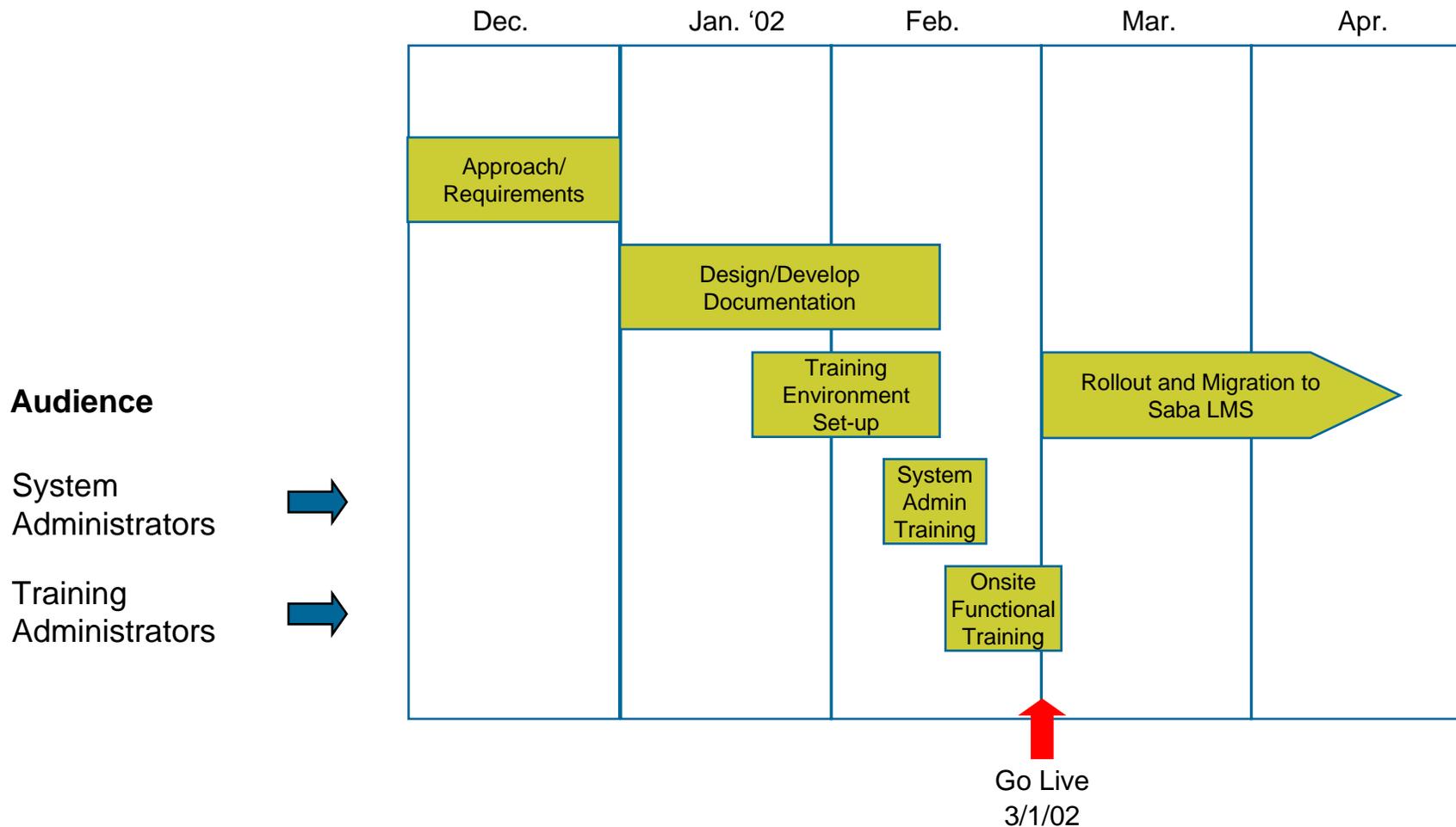
System Proficiencies



The **System Administrator** should be able to perform all functions of all users as well as...

- Create/edit the Domain Structure
- Create/modify Employees
- Create/modify Category Definitions
- Modify Business Rules
- Create/Modify Security Lists
- Password Reset

Timeline



Support Alternatives



	Type of Training/Support	Description
Cost ↓ High	<ul style="list-style-type: none"> Online Help 	<ul style="list-style-type: none"> Searchable help function accessible to end-users from a drop-down menu in the Saba 3.4 application
	<ul style="list-style-type: none"> 800 Number 	<ul style="list-style-type: none"> Central point of contact for end-user or administrators with application questions, logon issues (see support organizations slide)
	<ul style="list-style-type: none"> Quick Reference Card(s) 	<ul style="list-style-type: none"> High-level one page documents that focus on critical Saba tasks or functions, e.g. logon, create a course/class, run a report
	<ul style="list-style-type: none"> Job Aid 	<ul style="list-style-type: none"> Documentation that describes Saba system functions applicable to SFA; includes guides that walk a user through system components
	<ul style="list-style-type: none"> Onsite Functional Training 	<ul style="list-style-type: none"> One day hands-on training class covering all system functions applicable to SFA intended for Saba LMS primary users
	<ul style="list-style-type: none"> Saba System Administrator Training 	<ul style="list-style-type: none"> Comprehensive technical and functional training course provided through the Saba vendor intended only for system administrators

Training Delivery Alternatives (by audience)



Audience	Training/Support Alternative(s)
<ul style="list-style-type: none"> ▪ Guest User (External User registering for a course) 	<p style="text-align: center;">will receive →</p> <ul style="list-style-type: none"> ▪ Online Help (drop-down menu on Saba LMS) ▪ Quick Reference Card (by email, if necessary) ▪ Phone # to Training Administrator
<ul style="list-style-type: none"> ▪ Instructor (Training Officer) 	<p style="text-align: center;">will receive →</p> <ul style="list-style-type: none"> ▪ Email with
<ul style="list-style-type: none"> ▪ Training Administrator 	<p style="text-align: center;">will receive →</p> <ul style="list-style-type: none"> ▪ Online Help ▪ Quick Reference Cards ▪ Hands-on Training Class ▪ System Administrator
<ul style="list-style-type: none"> ▪ System Administrator 	<p style="text-align: center;">will receive →</p> <ul style="list-style-type: none"> ▪ Online Help ▪ Saba 3.4 System Documentation ▪ 800 Number (Jamcracker Support Center) ▪ Quick Reference Cards ▪ Saba System Administrator Training ▪ Hands-on Training Class (serve as support)

Hands-on Training Support Requirements



Environment Requirements

IT Support Requirements

Saba Hands-on Training 2/20-2/21 (TBD)

- LCD Projector
- PC for PowerPoint and local network
- Classroom or conference room for 6-10 students
- Saba Learning Management System (LMS)
- Whiteboard or flipchart
- Rental Laptops
- Client Modules downloaded via Citrix

- Training environment
- Training IDs for 6-10 students
- Training data for all IDs
 - Scenarios for Saba LMS
- Network

Saba System Administrator Training 2/13-2/14 (TBD)

None

(hosted by Saba)

None

(hosted by Saba)