

E-Learning Guide

Student and instructor access to e-learning courses and the Learning Management System

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Microsoft IT Academy E-Learning Program

This document outlines the structure of the Microsoft IT Academy E-Learning Program, and details the steps for student use of the Web site and instructor use of the Learning Management System (LMS).

The student site, outlined on pages 4–8, is where Microsoft IT Academy students access and engage in taking e-learning courses.

The Instructor Learning Management System, outlined on pages 9–22, is where Microsoft IT Academy instructors have the ability to manage and track their students' online learning progress.

Both sites require a Passport account and one-time use of an access code.

Microsoft E-Learning student site

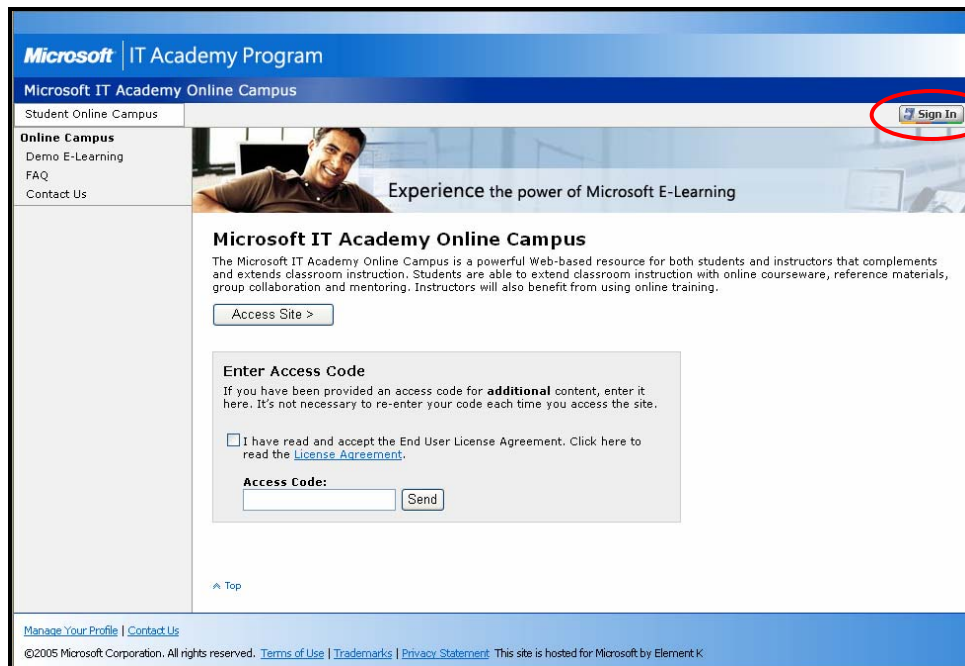
Microsoft E-Learning, accessed through the Microsoft IT Academy Online Learning at <http://itacademy.microsoftlearning.com>, offers many benefits for Microsoft IT Academy instructors and students. The portal allows Microsoft IT Academy members to:

- Reach instructors and students with e-learning products and programs and create a rich blended-learning experience.
- Deliver e-learning courses online via the Microsoft IT Academy Online Learning Web site
- Access localized interfaces in English, French, German, Spanish, Japanese, Brazilian Portuguese, Italian, Simplified Chinese and Korean
- Offer a variety of e-learning materials in the following course areas:
 - Microsoft Office Specialist
 - Desktop Support Technician
 - MCSA
 - MCSE
 - Developer
 - CompTIA

Student access

1. Getting started

Students may access Microsoft IT Academy Online Learning by clicking the **Sign In** button at <http://itacademy.microsoftlearning.com>.



2. First-time student access

To sign in to the [Microsoft IT Academy Online Learning](http://itacademy.microsoftlearning.com) site for the first time:

- a. Click **Register** if you do not have a Passport account.
- b. Or enter your existing Passport credentials and click **Sign In**.

Microsoft.com Home | Site Map

Microsoft Learning

Search Microsoft.com for:

Microsoft E-Learning

To view this specialized content, you are required to sign in with a Microsoft .NET Passport.

Don't have a Microsoft® Passport?

To continue, you need to sign in with a Microsoft® Passport.

Do you have a Hotmail or MSN e-mail address? It's already a Microsoft® Passport. Use it to sign in.

Sign In to Microsoft with a Microsoft® Passport [Help](#)

E-mail address:

Password:

[Forgot your password?](#)

Save my e-mail address and password

Save my e-mail address

Always ask for my e-mail address and password

Microsoft Passport Network
Account Services | Privacy Statement | Terms of Use
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The Microsoft Passport Network

To sign up for a subscription or event, Microsoft requires that you create a Microsoft® Passport account to help secure your information and protect your privacy.

About the Microsoft Passport Network

- [What is the Microsoft Passport Network?](#)
- [Frequently Asked Questions](#)

[Manage Your Profile](#)

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Microsoft

3. Profile information

You will be prompted for additional Passport information if needed. Click **Continue** when complete.

Microsoft.com Home | Site Map

Microsoft Learning

Search Microsoft.com for:

Microsoft E-Learning

Thank you for taking the time to fill out the following online form. If you do not want to submit your information, click **Cancel**.

* Indicates a required field

My Name (Personal Information)

First Name* Last Name*

Middle Name/Initial Additional Last Name

Prefix

Suffix/Title

My E-Mail Address*

Microsoft may use the e-mail address I have provided above to contact me regarding important security, product, and event information.

Microsoft Partners may use the e-mail address I have provided above to contact me regarding important security, product, and event information.

What is your primary role in your company or organization? *

Country/Location *

[Manage Your Profile](#)

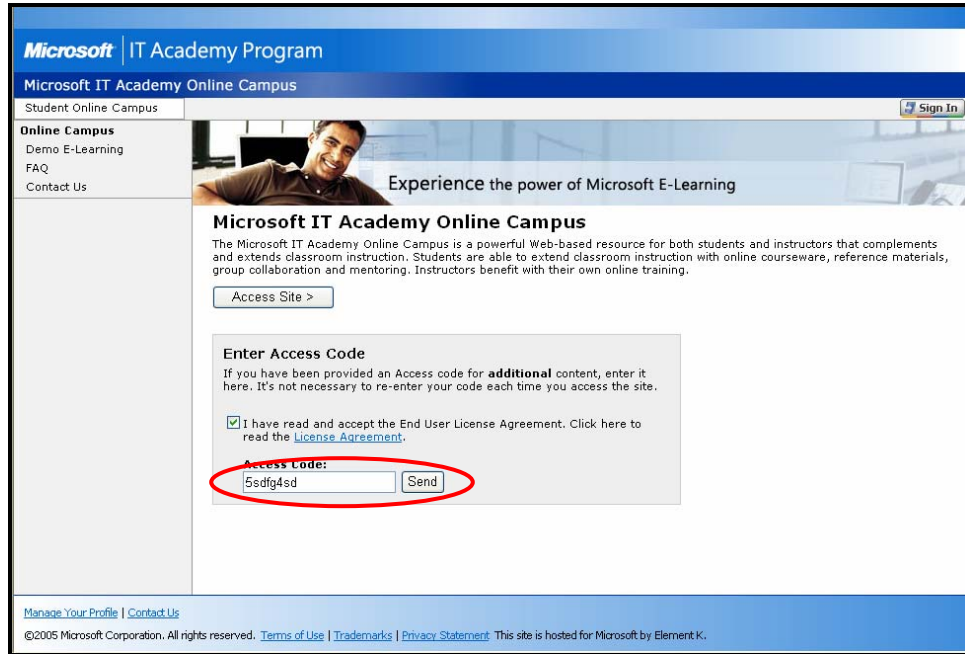
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Microsoft

4. **Enter the site access code**

After initial sign in, you will be returned to the [Microsoft IT Academy E-Learning](#) home page to:

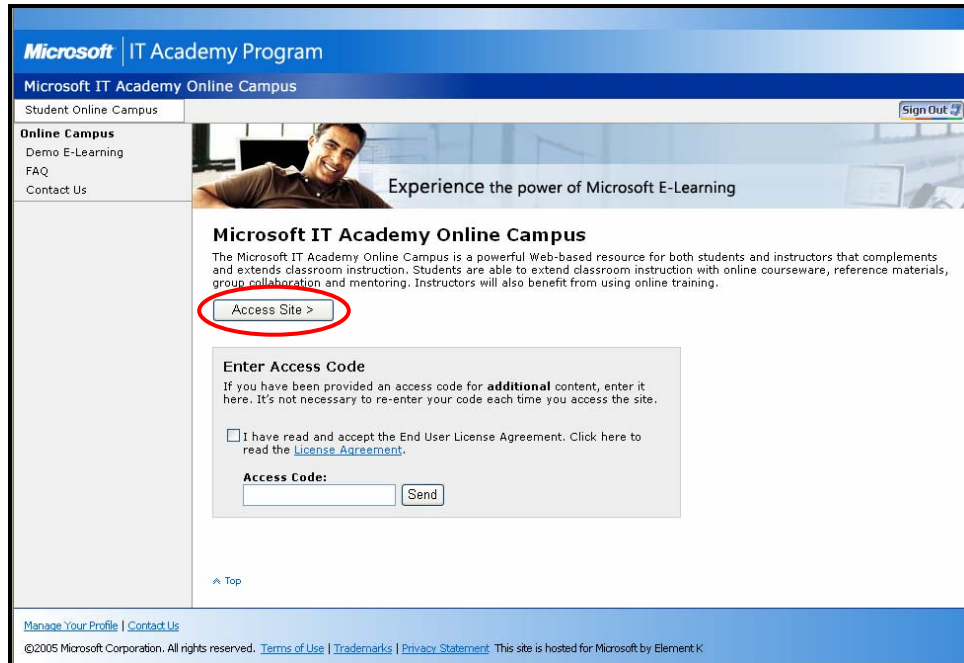
- a. Indicate your acceptance of the End User License Agreement by clicking the checkbox.
- b. Enter the access code provided by your instructor. Entry of the access code is a one-time step to unlock e-learning course materials. On return visits, click the **Access Site** button to reach the My Learning page directly. Access codes for additional courses will be distributed by your instructor.
- c. Click the **Send** button to access the site.



5. Subsequent student sign in

After the initial sign in and activation has been completed as described above, the [Microsoft IT Academy Online Learning](#) site may be accessed directly with your Microsoft .NET Passport account by clicking the **Sign-In** button from the home page.

After your Passport Account has been authenticated, you will be returned to the Microsoft IT Academy Online Learning home page.



6. Accessing course materials and assessments

From the My Learning topic in the left-navigation menu, students may access courses and assessments related to their studies as determined by their instructor.

- To access a course, click the hyperlinked name of the course.
- To launch an assessment, click the **Take Assessment** button.
- E-learning courses are accessible for a term of 150 days, beginning from the time the access code is first used. The expiration date of the course appears on the My Learning page.

Microsoft Learning
E-Learning
Student Online Campus Sign Out

Online Campus
[My Learning](#) (circled)
[My Transcript](#)
[Demo E-Learning](#)
[FAQ](#)
[Contact Us](#)

My Learning
 My Learning provides information and access to courses that you own. Add to Favorites
[Turn audio off](#) in sound enabled courses.

E-Learning	Progress	Expiration Date
A+™ Certification Core Hardware Third Edition (Part 1): Basic Computer Setup <input type="button" value="Retake Assessment"/>	6 of 18	15-Aug-2006
A+™ Certification Core Hardware Third Edition (Part 2): Installing or Removing Internal Hardware <input type="button" value="Take Assessment"/> (circled)	0 of 10	15-Aug-2006
A+™ Certification Core Hardware Third Edition (Part 3): Upgrading System Components <input type="button" value="Take Assessment"/>	0 of 10	15-Aug-2006
A+™ Certification Core Hardware Third Edition (Part 4): Supporting Portable Computing Devices <input type="button" value="Take Assessment"/>	0 of 9	15-Aug-2006
A+™ Certification Operating Systems Third Edition (Part 1): Windows Tools and Managing Applications <input type="button" value="Take Assessment"/>	0 of 13	15-Aug-2006
A+™ Certification Operating Systems Third Edition (Part 2): Installing Network Components <input type="button" value="Take Assessment"/>	0 of 10	15-Aug-2006

7. Accessing transcripts

After taking an assessment, students and administrators may view summaries from the My Transcript page. Transcripts include:

- Course name.
- First and last time the course was accessed.
- Progress of the questions answered.
- Date last assessed.
- Questions answered correctly.

Microsoft Learning
E-Learning
Student Online Campus Sign Out

Online Campus
[My Learning](#)
[My Transcript](#) (circled)
[Demo E-Learning](#)
[FAQ](#)
[Contact Us](#)

My Transcript
 My Transcript provides information and attendance history for courses that you own and have accessed. You will also find information for assessments that you have taken.

E-Learning	First/Last Accessed	Progress	Date Last Assessed	Questions Correct
A+™ Certification Core Hardware Third Edition (Part 1): Basic Computer Setup	Course not Accessed	6 out of 18 finished	15-Aug-2005	50% (6 out of 12)

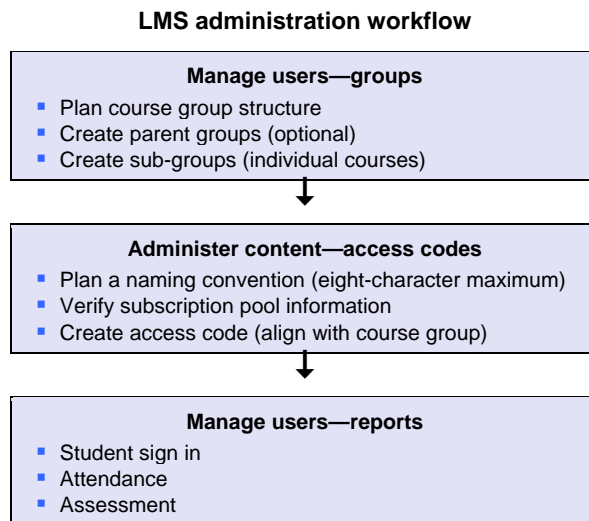
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Instructor Learning Management System Overview

Microsoft IT Academy instructors have the ability to manage and track their students' online learning progress through the Instructor Learning Management System (LMS) at <http://itacademyinstructor.microsoftlearning.com/>. The LMS offers:

- Creation of course groups.
- Creation of course access codes that provide access to a predefined set of e-learning materials.
- Administrator codes LMS access.
- Preparation of real-time reports summarizing sign in, attendance, and assessment data.
- Documentation, help text, and FAQ.
- Interfaces in English, French, German, Spanish, Japanese, Simplified Chinese, Brazilian Portuguese, Italian, and Korean.
- The LMS includes three core functions to:
 - Manage users
 - Administer content
 - Get support

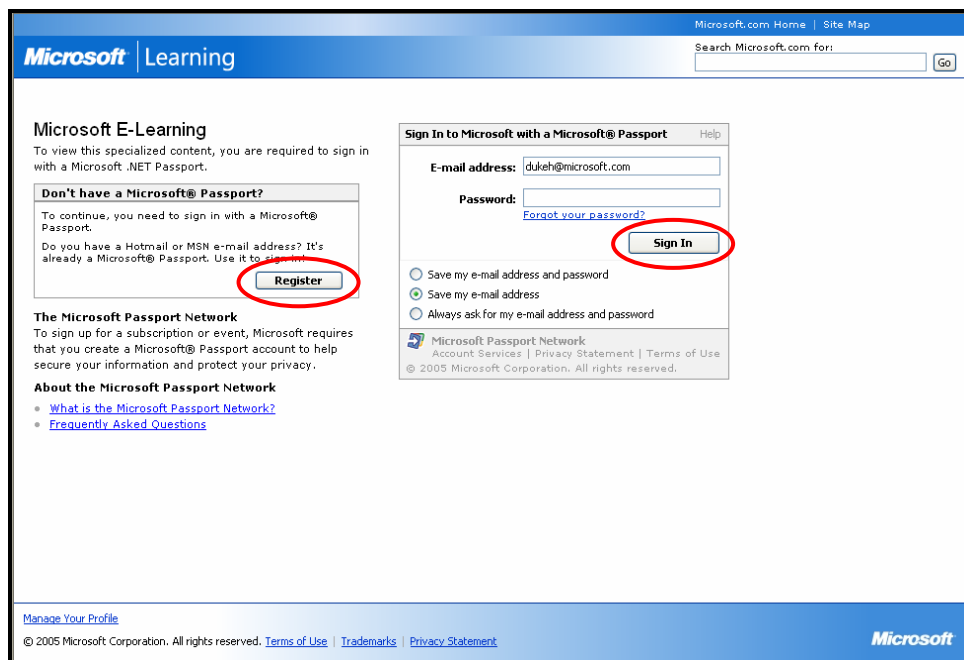
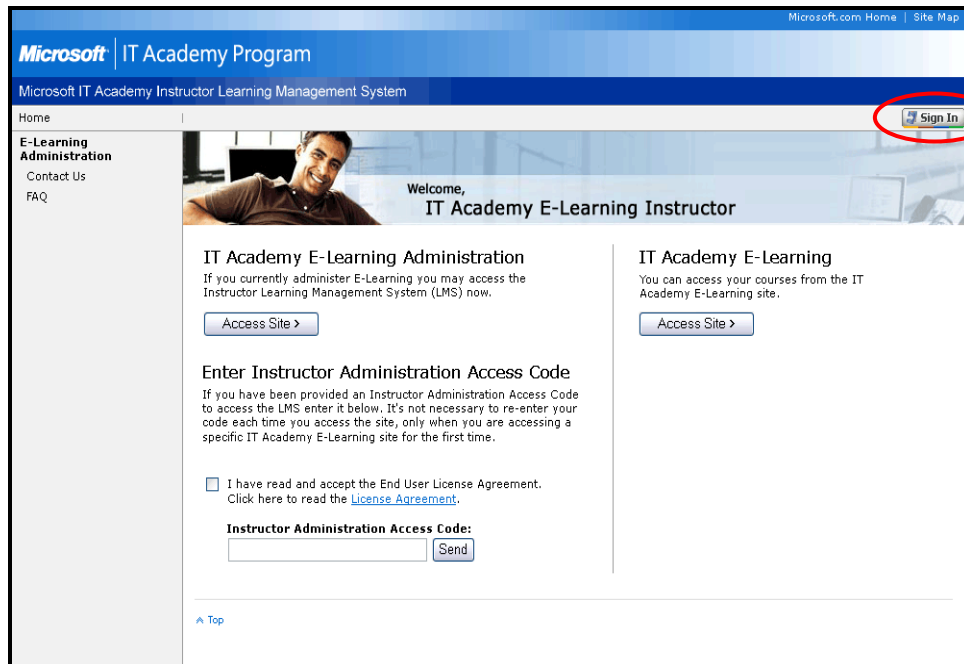
Commonly used features within these areas include management of groups and access codes, and report creation. The following chart outlines the administrator workflow when using the LMS.



1. Instructor access to the Learning Management System

Instructors may access the Learning Management System by clicking the **Sign In** button at <http://itacademyinstructor.microsofttelearning.com>.

- From the Microsoft IT Academy E-Learning Administration home page, click the Passport **Sign In** button and you will be prompted to sign in using a valid Microsoft Passport account. The Passport sign in is required for each site visit.
- If you do not have a Microsoft Passport account, click **Register** to create a new account.



2. First-time instructor access

After initial Passport sign in, you will be returned to the Microsoft IT Academy E-Learning Administration home page to:

- a. Indicate your acceptance of the End User License Agreement by clicking the checkbox.
- b. Enter the Instructor Administration Access Code and click **Send** to access the site.
Note: The access code need only be entered on the initial site visit. Codes are case-sensitive, may require dashes, and text must be entered *exactly* as furnished by Microsoft IT Academy.

Microsoft.com Home | Site Map

Microsoft IT Academy Program

Microsoft IT Academy Instructor Learning Management System

Home

E-Learning Administration
Contact Us
FAQ

Sign In

Welcome,
IT Academy E-Learning Instructor

IT Academy E-Learning Administration
If you currently administer E-Learning you may access the Instructor Learning Management System (LMS) now.
[Access Site >](#)

IT Academy E-Learning
You can access your courses from the IT Academy E-Learning site.
[Access Site >](#)

Enter Instructor Administration Access Code
If you have been provided an Instructor Administration Access Code to access the LMS enter it below. It's not necessary to re-enter your code each time you access the site, only when you are accessing a specific IT Academy E-Learning site for the first time.

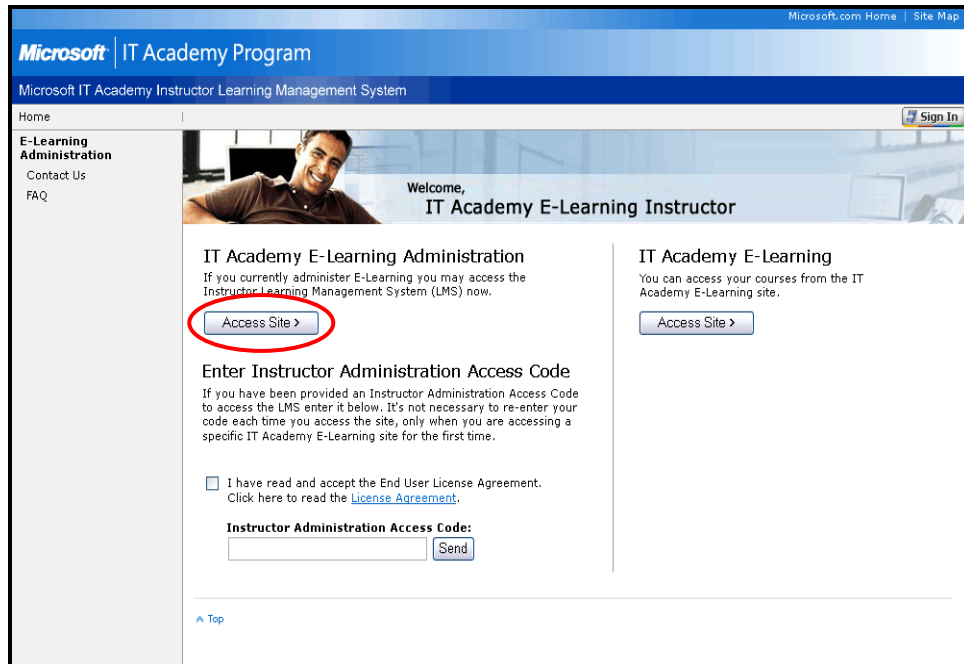
I have read and accept the End User License Agreement.
Click here to read the [License Agreement](#).

Instructor Administration Access Code:
 [Send](#)

[Top](#)

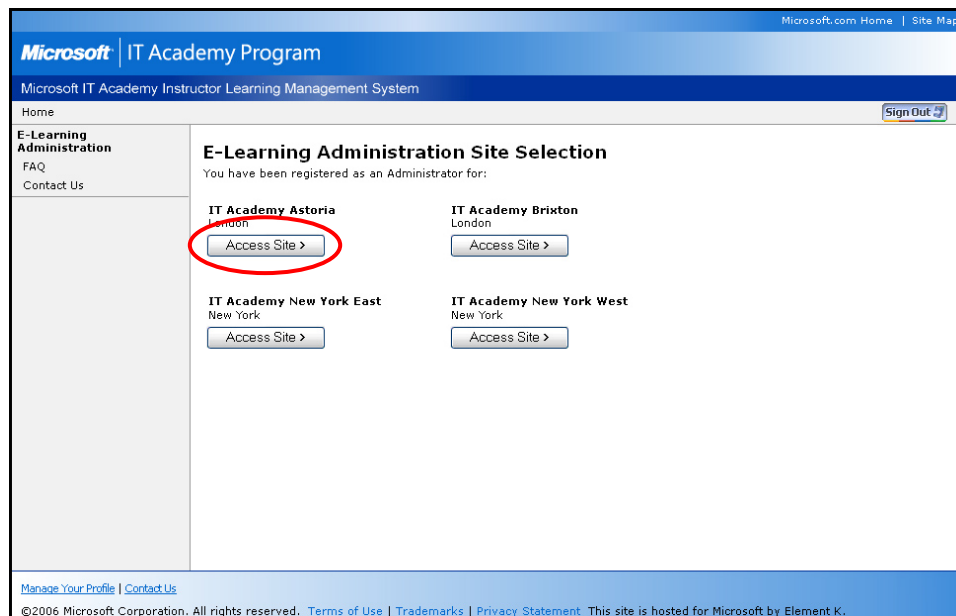
3. Subsequent instructor sign in

After the initial sign in and activation has been completed as described above, the [Microsoft IT Academy E-Learning Administration](#) site may be accessed directly—following your Passport sign in—by clicking the **Access Site** button.



4. Accessing multiple sites

If you have administrative rights to more than one Microsoft IT Academy organization, you will be directed to the E-Learning Administration Site Selection page. Click the **Access Site** button for the desired destination.



5. **Instructor Administration welcome page**

After clicking the **Access Site** button on the E-Learning Administration Site Selection page, you will be forwarded to the site welcome page.

Administrative functions

The Learning Management System left-navigation panel contains the primary administrative topics for:

- Manage Users
- Administer Content
- Support

The functional details for each section are outlined below and follow the LMS administrator workflow.

About groups

Groups set the organizational foundation for e-learning and are used for planning and reporting. This section explains how to create and manage groups.

The first step in the group creation procedure is to plan the group hierarchy as in the following example.

Groups > Plan

Spring 2006 Semester (parent group)

- *Course 2285* (individual-course subgroup)
- *Course 2274* (individual-course subgroup)
- *Course 2275* (individual -course subgroup)

Note: The parent group is optional—it is not a required part of the group hierarchy. Both parent and subgroups may be edited.


Creating groups

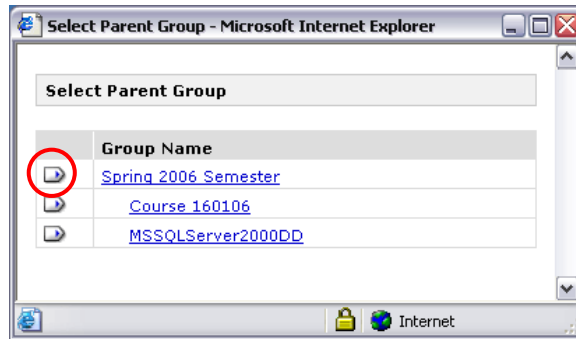
After planning your group structure, you may create groups by navigating from the left-navigation panel to **Manage Users > Groups > Create**.

1. To create a parent group (**creating a parent group is optional**):
 - a. Enter the parent group name, for example, *Spring 06 Semester*.
 - b. Enter a group description, for example, "This parent group includes all e-learning courses in the Spring 06 Semester group."
 - c. Click the **Create Group** button to save your entries and a confirmation page will appear.

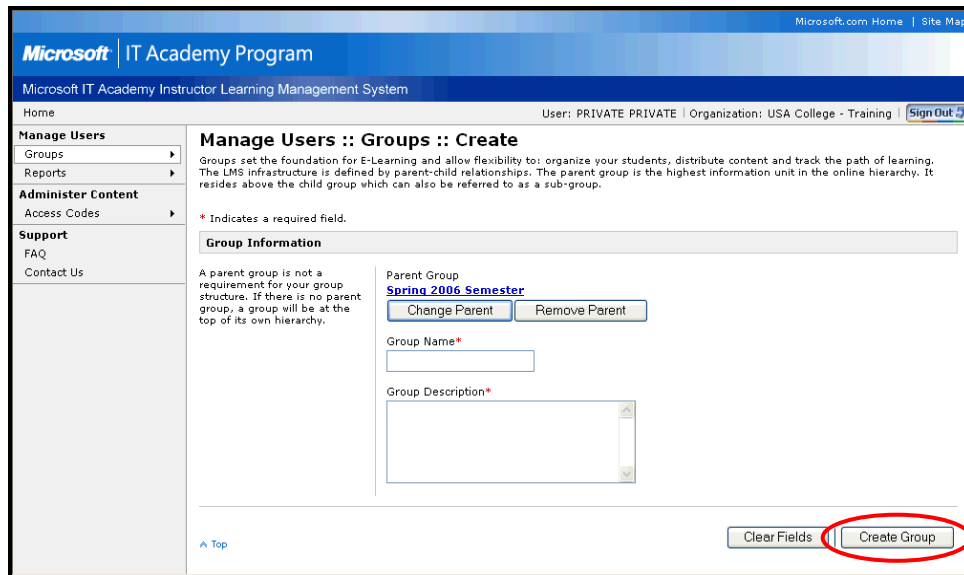
The screenshot displays the 'Microsoft IT Academy Program' interface. The main heading is 'Manage Users :: Groups :: Create'. Below this, there is a 'Group Information' section with a 'Parent Group' dropdown menu and a 'Select Parent Group' button. The 'Group Name*' field is highlighted with a red circle. Below it, the 'Group Description*' field is also highlighted with a red circle. At the bottom right of the form, the 'Create Group' button is highlighted with a red circle. The page also includes a left navigation panel with options like 'Manage Users', 'Reports', 'Administer Content', and 'Support'. A 'Clear Fields' button is located at the bottom left of the form area.

2. To create individual sub-groups within a parent group:

- a. Choose **Create Another Group** link, or
- b. Navigate to **Manage Users > Groups > Create Group**.
- c. Click the **Select Parent Group** button and a group list will appear in a separate window.
- d. Click the **Record Indicator** button  (**not** the group text link) of the desired parent group.



- e. The selected parent group will be added to the record, and the **Change Parent** and **Remove Parent** buttons will appear on the page.
- f. Enter a **Group Name** for your course group title.
- g. Enter a **Group Description**.
- h. Click the **Create Group** button and the Group Created confirmation page will be presented.



3. Next steps

- a. Create additional parent or sub-groups as needed.
- b. Edit or delete course groups if necessary.
- c. Continue the LMS setup process by creating course access codes.

About access codes

Access codes enable course use and control student access to appropriate courses. The access code page can be reached by clicking the Access Codes link in the left-navigation panel.

Before creating codes, decide on:

- A naming convention for Access Code Identifiers
- The number of codes
- Single- or multi-user access codes

Format

- Access codes are formatted as 0000-XXXXXXXX-0000.
- The center section of the access code is known as the Access Code Identifier. Entry of an Access Code Identifier is optional. If you do not specify an identifier, one will be automatically generated by the LMS system.
- If you do specify an identifier, it must be alpha/numeric, contain at least one letter, and have a maximum length of 8 characters.
- The four placeholder numbers on each side of the identifier are automatically system-generated.

Types of access codes

- **Single-use code**
A unique code created for a single user. For example, if you have 10 students in a class, and you want each of them to have their own codes, select the single-use code type.
- **Multi-use code**
One universal code that applies to multiple users. For example, if you have 10 students in Course 2285; one code could be created for use by all 10 students.

Important notes

- The “group” is located within the access code settings feature, thus mapping the course group to the access code.
- The subscription pool information is also located within this feature and **MUST** be added to the course access code in order for students to access content.
- A subscription pool is where all subscription information is managed for the E-Learning courses. It is automatically created by Element K at the time of setup and includes all subscriptions to ITA E-Learning courses.

The following pages detail the process for creating access codes.

Creating access codes

To create access codes, move the cursor to the Access Codes topic in the Administer Content area of the left navigation panel. From the pop-out subtopic menu that appears, select the Create option.

The screenshot shows the 'Administer Content :: Access Codes :: Create' page. The page title is 'Microsoft IT Academy Program' and 'Microsoft IT Academy Instructor Learning Management System'. The page contains the following sections:

- Access Code Set Information:** This section includes an 'Access Code Identifier' field with a placeholder 'XXXX-XXXX', a 'Number of Codes Needed*' field, and a 'Code Type (select one)*' section with two radio buttons: 'Single use: (Individual codes created for each student.)' (selected) and 'Multi-use: (1 universal code to be used by multiple students.)'.
- Access Code Settings:** This section includes an 'Expiration Date*' field with dropdown menus for 'Day', 'Month', and 'Year', and a 'Group' field with a 'Select Group' button.
- Subscription Pool:** This section includes a 'Subscription Pool*' field with a 'Select Subscription Pool' button.

At the bottom of the page, there are two buttons: 'Clear Fields' and 'Create Access Codes'. Red circles in the image highlight the 'Access Code Identifier', 'Number of Codes Needed', 'Code Type', 'Select Group', 'Select Subscription Pool', and 'Create Access Codes' elements.

Access Code Set Information:

Creating a Single-Use code


- Enter the Access Code Identifier, for example, ITA2285.
- Enter a value for the Number of Codes Needed. This is equal to the number of students in your class. If you have 10 students, then you would enter 10 in the Number of Codes Needed field. The system would then generate 10 individual access codes.
- Select the access code type: Single- use.

Creating a Multi-Use code


- Enter the Access Code Identifier, for example, ITA2285.
- Enter a value for the Number of Codes Needed. This is equal to the number of students in your class. If you have 10 students, then you would enter 10 in the Number of Codes Needed field. The system will then generate one code allowing use by 10 different students.
- Select Multi-Use access code type.

Access code settings

- Set the expiration date of the code.
Note: this is the expiration date of the access code(s). If an access code expires prior to the student using it, a new access code must be created.

- Click the **Select Group** button. The parent group and any other groups within in the hierarchy will appear in a separate window. To select a parent group for this access code click the **Record Indicator** *button*  (**not** the group *text link*) of the desired parent group.

Subscription pools

- Click the **Select Subscription Pool** button.
- The subscription pool information page will appear in a new window. To select a subscription pool, click the **Record Indicator** *button*  (**not** the *text links*) of the desired pool item.
- The selected pool item will be added to the Create Access Codes page.
Note: if you want to remove the selected subscription pool, select the checkbox and then click **Remove Selected**.
- Click the **Create Access Code** button.
- The Access Code Created confirmation page will be presented.
- To save an access code summary, click the **Export** button to open or download the information in .csv format.

Search and edit existing access codes

To search or edit existing access codes click the **Search and Edit** subtopic of the **Access Codes** link in the left-navigation panel.

Search for a specific access code

To search for a specific access code:

- Enter your individual access code and click **Search**.
- Verify subscription-pool information.
- Click **Save** after making any edits.

Search for access code sets

You may also search for a set of access codes by the identifier, the (course) offer title, or the product title

Note: Offer and product titles are synonymous.

- Enter your search criteria and click **Search**.
- The Search Results page for each set will appear with the following columns:
 - Access Code Identifier
 - Expiration date
 - Subscription pool IS
 - Remaining uses
 - Status
- Click **View All**, to view every access code available for the identifier, offer title, or product title.

Creating reports

Reports enable tracking of student learning progress in the following areas:

- Student login
- Attendance
- Assessment

To create reports, move the cursor to the Reports topic in the Manage Users area of the left navigation panel. From the pop-out subtopic menu that appears, select the Assessment, Attendance, or Login type of report.

Student login reports

Student login reports show general statistics for student site activity. Details include dates of first and most recent logins, number of logins, and number of students.

The screenshot displays the 'Microsoft IT Academy Program' interface. The main heading is 'Manage Users :: Reports :: Student Login'. Below this, there is a description of the report and a note that an asterisk indicates a required field. The form is divided into several sections: 'Date Range' with dropdowns for Day, Month, and Year; 'User Data' with fields for First Name, Last Name, and E-mail Address; 'Account Information' with a Status dropdown menu (set to 'Active') and an 'Add Groups' button; and 'Product Data' with an 'Activity Filter' section containing checkboxes for 'Online' and 'Offline'. A 'Generate Report' button is located at the bottom right of the form. A red banner at the bottom of the form reads: 'Please be patient while report is processed. Report generation time depends on the filtering options you select and can take several minutes.'

To create a student login report:

- In the Date Range area, enter the day, month, and year.
- For User Data enter the student's information and select **Active** in the drop-down box
- Select online and/or offline in the Activity Filter section.
- Click the **Generate Report** button to compile the report.

Student attendance reports

Attendance reports provide a record of student access to courses including details for courses attended, completed, registered, required, and recommended.

Microsoft IT Academy Program
Microsoft IT Academy Instructor Learning Management System

Home | User: Username | Organization: Organization Name | Sign Out

Manage Users :: Reports :: Attendance

The attendance report provides attendance data for students accessing courses. Details are included for each student listing the courses attended, completed, registered, required, and recommended. Summary data is provided at the student, group and organization levels.

*Indicates a required field.

Date Range

Date Range
Day Month Year Day Month Year

User Data

Filter the students in your report by entering criteria in these fields.

Personal Information
First Name Last Name

Contact Information
E-mail Address

Account Information
Status*
Active

Groups
Add Groups

Product Data

Filter the data in your report by checking the desired criteria for online or offline activity and assessment results.

Course Title
Lookup

Activity Filter*
 Online
 Offline

Assessment Results
 Do not include assessment results
 Include assessment results for all courses (Online and Offline)
 Include assessment results for non-required courses only (Online and Offline)

Generate Report

Report Type*
Select Report Type

Export View*
Select View

Please be patient while report is processed. Report generation time depends on the filtering options you select and can take several minutes.

Generate Report

[Top](#)

To create a student attendance report:

- In the Date Range area, enter the day, month, and year.
- In the User Data section:
 - For user data enter the student's information and select **Active** in the drop-down box.
 - Click the **Add Groups** button.
 - Select the corresponding course group.
 - Select online and/or offline in the Activity Filter section.
 - Choose to include or not include assessment results.

- Select the **Export Summary** or **Export Topic Details** report type.

Note: The *Export Summary* report provides data about the percentage and number of topics completed.

The *Export Topic Details* report provides more detailed information about the percentage, title, number, and start and finish dates of the topic.

- Select the student or course Export View.
- Click the **Generate Report** button to compile the report.

Student assessment reports

The assessment report provides summary-level activity for completed assessments and historical detail for each course and student. Included are scores on completed assessments and the percentage of improvement between each assessment.

To create a student assessment report:

- In the Date Range area, enter the day, month, and year.
- In the User Data section:
 - For user data enter the student's information and select **Active** in the drop-down box
 - Click the **Add Groups** button.
 - Select the corresponding course group.
- Select the student or course Export View.
- Click the **Generate Report** button to compile the report.

Appendix

Support

Refer to the **FAQ** and **Contact Us** links in the left-navigation panel for more information or to contact a Regional Customer Service Center in your area.

Glossary of terms

The following terms are common to the student e-learning and instructor Learning Management System Web sites.

Term	Definition
<i>Access code</i>	The one-time-use alphanumeric code used to enable student access to e-learning courses. A method by which subscriptions to additional content can be distributed to students.
<i>Assessment questions</i>	Questions used to gauge student understanding of course topics.
<i>Assessment tasks</i>	A set of questions that gauge student knowledge of a technical area.
<i>Content item</i>	Types of information, including online, self-paced courses and vLabs®.
<i>Group</i>	A group of courses or students created to facilitate content delivery, support, tracking, and reporting.
<i>My Learning</i>	The area from which students have access to their courses and assessments.
<i>My Transcript</i>	Provides a student and administrator view of learning activity including student course histories that remain in the system after subscriptions expire.
<i>Offer</i>	A Microsoft ITA E-Learning course.
<i>Offline Player</i>	An offline tool that provides anytime, anywhere access without an Internet connection.
<i>Organization name</i>	The Microsoft IT Academy name that forms a unique identifier in the Learning Management System. Each Microsoft IT Academy is configured as its own organization in the LMS.
<i>Reports</i>	Student login, attendance, and assessment activity reports that summarize student learning progress.
<i>Rolling start</i>	The date at which the subscription period begins after an access code is redeemed.
<i>Spoil date</i>	Date after which reserved, but unused, subscriptions are no longer valid.
<i>Subscription</i>	E-learning course access granted after redeeming an access code.
<i>Subscription pool</i>	The repository for course subscription information that facilitates content distribution to students.
<i>Subscription pool ID</i>	The numeric identifier corresponding with a subscription pool.
<i>Term length</i>	The duration of e-learning course access. The period of 150 days following redemption of the course access code.
<i>vLab</i>	A virtual lab where students have online access to real-time hardware, software, and networks.