BCS On Demand Training Process: Brightspace/ Lumens

On-Demand Database **On-Demand Brightspace Master Course** **On-Demand Panopto Video Repository**

To offer an on-demand training via Brightspace, NICC staff will follow these steps:

1. Develop the class in Lumens and link to D2L Brightspace. This process can be found in Lumens under Class Development> Online Brightspace Procedures. Follow this naming convention for the class title: {On-Demand} Class Name
    a. *When developing a new course, meet with Andrea Knutson prior.*
2. Email online@nicc.edu with the following:
    a. Lumens Course ID#
    b. A request for a course copy from the **On-Demand Brightspace Master Course** OR attach an updated video file for a new on-demand training
    c. Request that the Intelligent Agents be enabled and start/end dates updated
    d. Request that any program developer and/or additional non-Lumens profiles be enrolled in the course under Instructor or Course Reviewer role type.
    e. Note any changes or updates to the on-demand training since the last course run. *For example, let us know if there is a new handout to add to the course, etc.*
3. After Andrea applies the D2L Brightspace information on the Lumens class, DIID will copy relevant course content into the new Brightspace course shell and reply to the ticket when the course is ready for learners.

Class Enrollment

4. Students register and enroll into classes in Lumens. From the Brightspace course, an Intelligent Agent (automatic email from Brightspace) will notify the student that they have been enrolled and will receive sign-in instructions soon. A second Intelligent Agent will notify a BCS admin (currently Mary Hageman) that the student needs to be sent their login/profile notice information for the On-Demand course.
5. The “Brightspace Access” link in the Lumens menu walks users through the Brightspace sign-in process. Students will click the Go To Class link from their Current Registrations. This will load the student into Brightspace, where they will click on their On-Demand course and immediately see the On-Demand video link.

Course Completion

6. Students may receive up to two automated “nudges” while enrolled in an On-Demand course. One Intelligent Agent will run for non-completers the first time there is a 7-day absence from the course; the email they receive will remind them to ask for help if they need to access the course and provide general BCS contact information. A second “nudge” will run during the last week of the month alerting non-completers who have been absent for 24 days straight. The email is designed to encourage non-completers to finish the course before the end of the month. *Bailey keeps the course open one year, but reviews enrollment/completion tracking by calendar month.*

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7. All On-Demand trainings are now simple Panopto quizzes accessed via one click in a Brightspace course. Students confirm they are finished with the On-Demand training by answering a pop-up quiz that displays near the end of each On-Demand video training. Upon completion, a pop-up message in Brightspace notifies students they have earned a course award and have completed the training. An Intelligent Agent will also run the next morning and email and notify them formally of their completion of the training.

Completion Tracking

8. Program developers and enrolled staff can review the Classlist in the navigation bar to see who has/has not accessed the course, and last date of access. Instructors and staff can check the Grades tool in the navigation bar to see who has/has not finished the course. More granular student data (video watch-time, etc.) can be accessed by viewing the Class Progress tool and video statistics in the course. Additional Intelligent Agents can be enabled to report student completion, upon request. Request for assistance with data/reporting may be made at online@nicc.edu
9. The Program Developer will monitor enrolled student enrollment/completion on a monthly basis and will notify BCS admin staff to grade completing students as Pass in Lumens and add an end-of-month completion date.

DIID Internal Processes Related to On-Demand Courses

- *Locate the shell in Brightspace that was generated from Lumens.*
- *Change the Navbar to the 'On Demand' navigation bar.*
- *Set the course homepage to 'Direct to Content'*
- *Add Bailey Kloft credit profile to the classlist as instructor.*
- *Copy the corresponding module/content, external learning tool (Panopto video) link, associated course files, grade item, and all Intelligent Agents from the **On-Demand Brightspace Master Course** into the course.*
- *Verify the configuration and currency of the course award (currently not a certificate).*
- *Set up all five Intelligent Agents by updating dates, updating or adding to any release conditions, and enabling the agents to run from July 1 to June 30 to coincide with the BCS fiscal calendar.*