

Trainer's Guide Table of Contents

Materials in this Guide.....	7
Installing and Playing a Course.....	8
Organizing and Administering Your Training Activities	9
Introduction to CourseWorks®	11
Overview	11
CourseWorks® Program Group	11
Setup	12
TrackPro	13
Deliver	13
CustomPro	14
Help	14
Documentation Conventions	15
Menu Notation	15
Terms and Definitions	15
Administrator	15
Button	15
Check Box	16
Concurrent Accesses	16
Curricula and Subcurricula	16
Dialog Box	16
Dragging.....	17
Drop-down Menu	17
Light Bulbs (💡).....	17
Network Drive	17
Radio Buttons	18
Select	18
WARNING!	18
Installing CourseWorks®	19
Overview	19
New Install of CourseWorks® on a Standalone Computer	20
Upgrading CourseWorks® on a Standalone Computer	23
New Install of CourseWorks® on a Network.....	26
Overview	26
Network Configurations	27
Configuration 1: Shared Database Only	27
Configuration 2: Networked Database and Course Data Files	32
Configuration 3: Networked Database and All Course Files	40
Upgrading CourseWorks® on a Network.....	48
Removing CourseWorks®	53

Using CourseWorks® at Your Facility	54
Administrator Tasks Overview	54
Install CourseWorks® (Step 1).....	55
Install Courses (Step 2a).....	55
Setup (Configure) Courses (Step 2b).....	56
Establish the Student Database (Step 3).....	56
Organize Courses into Curricula (Step 4)	57
Enroll Students (Step 5)	59
Schedule Students (Step 6)	59
Choose Login Options (Step 7).....	60
Set Up Auto-Boot, Establish Passwords and Other System Options (Step 8)	61
Review Student Data (Step 9).....	62
Other Administrator Tasks.....	63
Backing Up the Student Database	63
Compacting the Database.....	64
Customizing Courses with CustomPro.....	64
Certificates	64
Surveys	64
Question Analysis.....	64
 TrackPro	 66
Overview	66
Starting TrackPro	66
View Menu.....	66
Overview	66
Status Bar and Toolbar	67
View Options	67
Curriculum View	68
Student View	68
Course View	69
Reviewing Course Questions and Segment Test Results	69
View a Specific Question.....	69
View Specific Question or Segment Test Responses for an Individual Student.....	71
View Course Question Performance Facility-Wide	72
View Student Network Status.....	73
Log Out a Student	73
Administration Menu.....	74
Database Menu	74
 Install and Configure Courses	 75
Overview	75
Start Setup from the Desktop.....	76

Installing a Course.....	76
Justplay	78
Hybrid	78
Full.....	80
Configuring a Course	82
Start the CourseWorks® Setup Program	82
Course Setup Options	84
Course	84
Interface	84
Clock	85
Print	86
Summary	86
Certificate	86
Survey	86
Reverse	88
Skip Ahead	88
Tests.....	88
Assessments	90
Message (Course Message)	91
Oversize Video	92
Record Only Partial Data.....	93
Set Source Path: Modify.....	93
Removing ("Deleting") a Course	95
Deliver	97
Overview	97
Course Selection (Tic-Tac-Toe) Menu	97
Start Deliver from the Desktop	98
Course Button Border Colors	98
Closed Captioning	99
Deliver Function Buttons	99
Course Navigation Buttons.....	100
Bookmarks	102
Student Database Fields	103
Overview	103
Renaming a Field	103
Adding a Student Field.....	105
Deleting a Field	107
Designating a Field "Required" or "Not Required"	108
Student Database: Adding, Modifying and Deleting Students	109
Adding a Student	109
Modifying Student Data	111
Deleting a Student from the Student Database.....	113

Curricula	116
Curriculum Overview	116
Subcurriculum Overview	117
Setting Up and Using Curricula	118
Creating a Curriculum	119
Designating the Curriculum's Courses	120
Deleting a Curriculum	123
Viewing Curricula in Deliver	124
Changing the Order of Courses on a Tic-Tac-Toe Menu	126
Modifying Curricula	128
Creating Subcurricula	131
To Create a Subcurriculum	132
Enroll Students	135
Overview	135
Enrolling an Individual Student (into Courses or Curricula)	136
Removing a Student from a Course (or Curriculum)	138
Enrolling Multiple Students (into Courses and Curricula)	141
Scheduling Courses	144
Overview	144
Starting the Course Scheduler	144
Set Start / End Date	146
To Clear or Change a Date Already Set	148
Set the Recertification Period	148
Viewing Student Course Schedules	149
Viewing and Printing TrackPro's Course Schedule Reports	150
Selecting the Courses or Curriculum for Deliver	152
Designating What the Student Sees When Starting Deliver	152
Set Deliver Mode	154
Enrollment Requirement	158
Overview	158
No Login Required	158
Login Required (Self-Enrollment Option)	158
Login Required (Must Be Pre-Enrolled)	159
Which Login Option is Best for My Organization?	159
To Specify a Course's/Curriculum's Enrollment Requirement	160
Displaying a Student's Progress at Login	162
Passwords	163
Overview	163
Requiring Passwords When Students Log In	164

Creating a Student Password.....	165
Deleting a Student Password.....	165
Modifying a Student Password.....	167
TrackPro (Administrator) Password	167
Remove the TrackPro Password.....	168
Deliver Exit Password	168
Create a Deliver Exit Password.....	169
Remove the Deliver Exit Password	170
Other System Options	170
Auto-Boot	170
Language Options	171
System Message	173
Reports	175
Overview	175
Accessing and Printing Data Using the Report Feature.....	175
Creating a New Report.....	177
Deleting or Modifying a Custom Report	181
Export a Report to a Text (.txt) File	182
Student Certificates	183
Setting Up a Course to Print Certificates Immediately Upon Course Completion.....	183
Modifying and Printing Certificates by the Administrator.....	184
Database "Advanced" Features	187
Removing Obsolete Data from the Database	187
Remove Historical Training Data.....	187
Compacting the Database.....	189
Exporting A Single Student's Data	190
Merging a CourseWorks® Database	191
Importing a Non-CourseWorks® Database	194
Move Database	197
Delete Site.....	198
Restoring from a Backup File.....	199
CustomPro	200
Overview	200
Steps to Customizing a Course.....	201
Starting CustomPro	201
Starting CustomPro from the Desktop	201
Reviewing the Original Course to Determine Changes.....	201
Creating the Multimedia Files.....	202
Preparing Text.....	202

Preparing a Graphic File	203
Preparing a Video File.....	203
Making Your Modifications	203
Inserting a New Text or Slide (Graphic) Segment or Copying an Existing Text or Slide (Graphic) Segment	204
Inserting Existing Quiz Questions into a Course	206
Inserting New Quiz Questions Into a Course	208
Including Custom Questions in Pre- and Post- Tests	211
Inserting Custom Feedback (“Correct” or “Incorrect” Response) for Custom Questions.....	212
Inserting Existing Video Segments into a Course	213
Deleting Content from a Course (and Undoing a "Delete").....	214
Viewing Custom Content in a Course	216
Saving Your Modifications as You Work	216
Outputting the Custom Changes.....	217
Installing the Custom Course	219
Technical Assistance	221
Warranty/Disclaimer	222
Single End User License Agreement for CourseWorks® Software	223
Software Product License	223

Materials in this Guide

Welcome to CourseWorks® version 7.0! In this three-ring binder you will find three things related to CourseWorks®:

- A CD containing the CourseWorks® learning management system (LMS) software and its documentation.
- Information on how to access the CourseWorks® v7.0 Trainer's Guide (on the CD).
- Information on how to access the CourseWorks® v7.0 Student's Guide (on the CD).

We have done a number of things to make CourseWorks® v7.0 as easy to use as possible. The CourseWorks® learning management system is menu driven, and incorporates a "Help" document. However, for easy reference we have also provided information about all of these features in the Trainer's Guide. (If you have questions on the materials in this package, or the operation of CourseWorks® v7.0 itself, you should contact the distributor from whom you purchased CourseWorks®.)

The CourseWorks® CD contains two components:

- The Learning Management System (LMS) - This is the "core" of CourseWorks®. Using this system you can do things such as set securities, define logins and activate optional features that can be used with a course. This system also allows you to record and track employee/student performance by recording information such as the amount of time it has taken them to complete a course, test question results and the like. The CourseWorks® learning management system also acts as the "platform" software that allows you to play the courses themselves.
- A copy of the CourseWorks® documentation in PDF form – This includes the Trainer's Guide and the Student's Guide, and can be accessed using Adobe Acrobat Reader.

As you start using CourseWorks® you will need to make some decisions about how to employ its capabilities. For example, there are several approaches that can be used to install courses on your computer, each with its own advantages.

Additionally, you will want to consider what type of "security" you want to employ with CourseWorks®. For instance, you probably won't want to give employees/students access to the learning management system portion of CourseWorks® ... reserving these capabilities for the people who are overseeing and administering your facility's training activities. The materials in this package will help you think through these types of questions and make decisions that result in your training activities running smoothly and efficiently.

One of the first things you should do after receiving this package is to thoroughly read the Trainer's Guide. Not only will it help you to understand the capabilities in CourseWorks®, but it will help you decide how to address the training issues within your organization.

If you still have questions about how to set up and administer your training activities, or the functioning of CourseWorks® itself, contact the distributor from whom you purchased CourseWorks®. They will be glad to help you.

Installing and Playing a Course

In CourseWorks®, there are three major ways courses can be accessed (played). And how courses are played is tied very closely to how they are installed ("loaded") onto the computer you are using:

- **Play from the CD ("JustPlay" installation option)** - This plays the course from the CD only. With the "JustPlay" option, none of the course content resides on the computer's hard drive. The only thing that happens when the course is ~~installed~~ is that the course button is added to the Deliver Tic-Tac-Toe Menu of available courses. Because the CD is being continually accessed for text, video, audio and course "logic", using "JustPlay" can sometimes result in "slow spots" as the course is being played.
- **Play Entirely from the Hard Drive ("Full" installation option)** - This option plays all portions of the course from the computer's hard drive. This will result in the fastest possible "access" to the course by the computer, which means there are no "slow spots" and video quality is optimized... which may be important if you are running on an older computer.

The problem with this approach is that if all of the components of a course (text, audio, video, etc.) are loaded onto a computer's hard drive, it takes up several hundred megabytes of disk space. As a result, depending on the drive's available

capacity, only a limited number of courses may be able to reside on the drive at the same time.

- **Play from Both the Hard Drive and the CD (“Hybrid” installation option)** - This is the recommended approach for installing and playing courses in most facilities. Using this approach the course logic, text, quizzes and tests are loaded onto the computer's hard drive while the audio and video portions of the course are accessed from the CD-ROM drive. Because the computer's access to the hard drive is very fast, having the course logic and text files on the drive eliminates "slow spots" when the course is played. This approach also results in very good audio and video quality, since those segments of the course are now easy for the computer to locate quickly on the CD.

**Detailed instructions for installing courses can be found in the "Install and Configure Courses" section of this guide.*

Organizing and Administering Your Training Activities

The way you organize and administer your training activities, as well as how you use CourseWorks[®] to facilitate and control those activities, can have a significant impact on the success of your training activities. You will want to give a good deal of thought as to how you schedule employees'/students' training, track test scores, generate reports and the like.

One of the most important early issues you will need to deal with is how to have your facility's employees/students access the courses you are using. You will want to consider things like security, limiting access to specific courses and whether or not you want to have particular employees or groups of employees take a predetermined list of courses.

This is tied to determining what features and options within the CourseWorks[®] learning management system you want to use, including setting security, establishing login requirements and procedures, setting up curricula, scheduling your employees/students for training courses, and the like. You will want to consult the "Using CourseWorks[®] at Your Facility" section of this guide to make these determinations (if you have questions regarding the capabilities in CourseWorks[®], or how to use the features and options that are available, call the distributor from whom you purchased CourseWorks[®]).

You will also want to start thinking about how you will be using the recordkeeping and tracking capabilities within the learning management

system, and what type of reports you would like to generate. Remember that agencies such as OSHA are placing an increasing emphasis on documenting that employees have received the training the agencies require.

This information is also helpful in determining which employees are qualified to move into new positions, who is eligible for promotion, and to legally establish that employees have, in fact, received training in topics such as safety and regulatory compliance.

The functions in CourseWorks® can help you with all of this, and you will want to know its capabilities thoroughly.

Introduction to CourseWorks®

Overview

CourseWorks is the learning management system (LMS) that is used with courses in the Interactive CD-ROM Training Library. CourseWorks® is an easy to use, comprehensive suite of programs for managing the delivery, administration, and authoring of CD courses. With CourseWorks® an organization can set up an interactive CD-ROM training environment to handle student enrollment and scheduling, security, tracking student performance and training certification.

This guide is designed for people who are performing training administration using CourseWorks®. Some organizations may have one person designated to perform as the CourseWorks® administrator, or several people may share the administrator tasks.

An administrator can literally have CourseWorks® in its simplest form running in several minutes, with a few mouse clicks... or they may decide to use a number of the optional capabilities in CourseWorks® to configure it to meet their organization's unique needs. Even then, configuring the CourseWorks® learning management environment is fairly straightforward and does not require a tremendous amount of time.

If you will be acting as your organization's CourseWorks® administrator, you should review this guide in order to learn about the many capabilities in CourseWorks® before your students take any courses. For instance, CourseWorks® has a "curriculum" feature that provides an easy means for grouping courses and enrolling many employees at one time, which you may want to use.

CourseWorks® Program Group

With CourseWorks® an organization can configure its interactive training environment to suit its particular needs. The programs available in CourseWorks® where this is done include:

- Setup
- TrackPro
- Deliver
- CustomPro
- CourseWorks® Help

Each of these programs corresponds to an icon in the CourseWorks® program group and is explained in detail in this documentation.



Setup



The administrator uses Setup to install, set up, and delete CourseWorks® courses. Setup is used to configure each course individually by enabling or disabling optional course-related features. Some of these features include:

- "Pre- and Post- Tests" – allow the administrator to create tests and specify the number of questions to include, as well as the tests' passing scores.
- "Assessment Tests" – allow the administrator to give a student the ability to "skip out" of various modules in each course, by creating an initial test that includes questions from each module. If the student answers the questions correctly for the respective module, they have the option to skip that module.
- "Skip Ahead" – permits students to "skip" out of the video segment they are watching before it has finished playing, and move on to the next part of the course.
- "Reverse" – allows students to repeat the previous course element.
- "Certificate" – lets students print out a "Certificate of Completion" immediately after completing the course.

**Detailed instructions on how to use these features can be found in the "Course Setup Options" section of this guide.*

TrackPro



TrackPro

TrackPro is used to perform most of the CourseWorks® administrative functions. The administrator uses TrackPro to set up and maintain the training database containing student and course data, as well as to configure the training environment at the systems level. Using TrackPro the administrator can send "messages" to students who are using the system, set passwords and login requirements, and control access to courses and curricula.

An administrator can also use TrackPro to establish login procedures, specify the Deliver "Tic-Tac-Toe" menus that students see when they log in, require passwords, and trigger the printing of training certificates. TrackPro also lets the administrator review and print reports and perform other database tasks such as importing and exporting student demographic data. The administrator can also monitor students who are logged in to CourseWorks®, as well as log off inactive users.

TrackPro's "scheduler" function is a great tool for monitoring the continual certification requirements that some organizations and industries must adhere to. With the scheduler feature the administrator can establish the start and end dates between which courses are to be taken as well as specify a course's "recertification period" (a time frame in which a student must retake a course, such as annually).

Deliver



Deliver

Students use Deliver to access their courses. When Deliver starts up the student will typically see a Tic-Tac-Toe menu of the training courses or curricula that are available to them.



CustomPro



CustomPro

With CustomPro courses can be customized quickly to make them site or organization-specific. CustomPro lets administrators insert or delete text, graphics, narration and video files into an existing course.

Help



CourseWorks
Help

This program displays the CourseWorks® Trainer's Guide. The Trainer's Guide is in a searchable PDF format and includes instructions for most of the common tasks that will be performed when using CourseWorks®. The Trainer's Guide is accessible by clicking on any of the Help buttons that appear throughout this software. Once the Trainer's Guide is displayed, a Search box will appear at the top of the page. Simply enter the topic you are trying to find information on and the file will automatically take to you the section of the Guide that contains this information.

Documentation Conventions

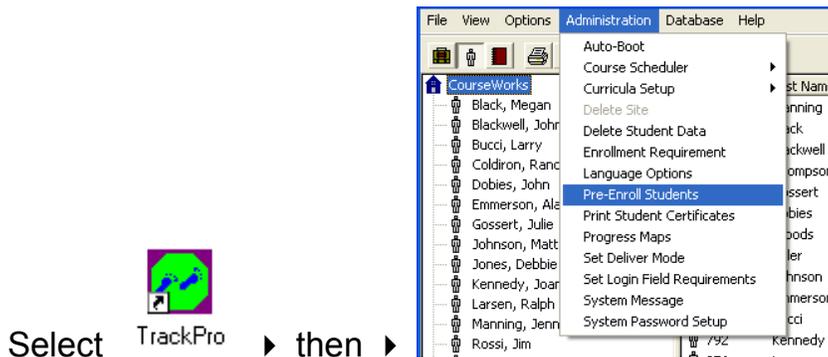
Menu Notation

Instructions in this guide that are directing you to choose from menus will be written with a triangle (▶) symbol separating each menu selection or step.

For example, rather than say... "select '**TrackPro**', and from that menu select '**Administration**', and then select '**Pre-Enroll Students**'"... the instructions will be written in this shorthand notation:

Select **[TrackPro] ▶ [Administration] ▶ [Pre-Enroll Students]**.

This means the same as...



Terms and Definitions

To avoid writing "(s)he" or "s/he", we will generally use the pronoun "she" when referring to an administrator and "he" for a student. (We believe that about 50% of training administrators are female and 50% are male and that the same percentages are true for students. But we just couldn't bear to write "(s)he" or "she/he" everywhere!)

Administrator

Throughout the guide we use the term "administrator" to refer to the person(s) charged with administering the organization's computer-based training environment.

Button

A button is used to invoke its command, i.e. . Some buttons may appear with one letter in its text underlined. When that is the case, you can also press the  key on your keyboard and the corresponding letter

to invoke the command. For example, the  button has its "P" underlined. In this case you would press  and **P** in order to invoke the "properties" command.

Check Box



Clicking on a check box creates a checkmark in the box and enables the feature described in the box. Clicking on a check box that already has a checkmark in it will "deselect" it (disable that feature).

Concurrent Accesses

We use the term "concurrent" to describe the situation when more than one student is accessing CourseWorks® on a network at the same time. In a networked environment, the number of anticipated concurrent users usually determines how many CourseWorks® and course licenses will be required.

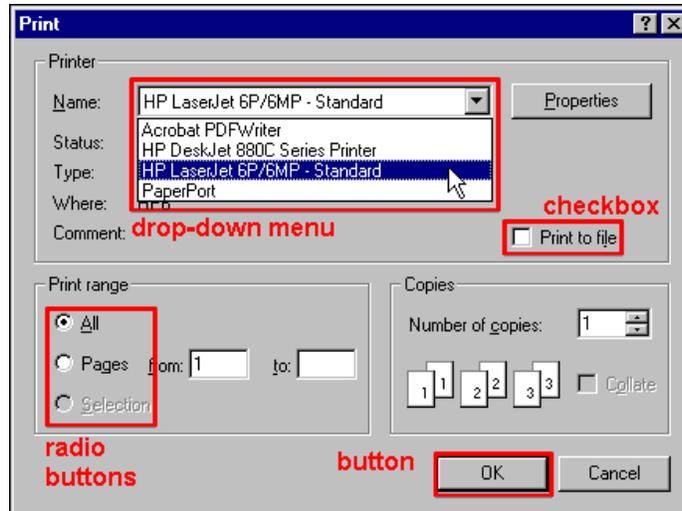
Curricula and Subcurricula

The word "curriculum" is used to refer to one group or set of courses. Whenever we refer to more than one curriculum, we will use the term "curricula". CourseWorks® also allows the administrator to further refine the grouping of courses into "subcurricula".

**See "Curricula" for details.*

Dialog Box

In Windows, a "dialog box" prompts the user of a program to select options. For example, most Windows programs have a "Print" dialog box that contains drop-down menus, buttons, and check boxes that allow you to specify things such as where you want to print to, how many copies to print, etc.



Dragging



Drag means to hold down the *left* mouse button and then, while holding it, move the mouse and release the button at a new location

Drop-down Menu



Drop-down menus are used to display a list of available choices. You click on the  to expand the list. To select an item from the expanded list, you then click on it.

Light Bulbs

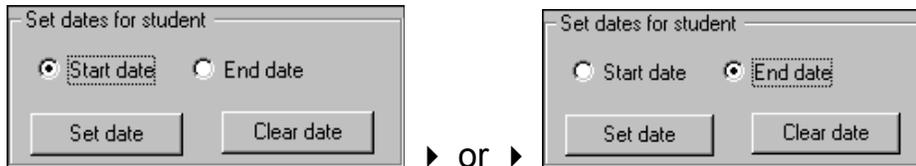
Light bulbs can be found in bold type and are "boxed". They denote a "tip" that will help you in using CourseWorks®.

Network Drive

Some organizations use a "client/server" configuration and others use a "peer-to-peer" network. We use the term "network" to refer to either type of network, since CourseWorks® works equally well with both. The term "network drive" will be used to indicate the drive that CourseWorks® resides on, regardless if the drive is a network drive in a client/server network or a shared drive in a peer-to-peer network.

Radio Buttons

CourseWorks® uses "radio buttons" to prompt the user to make a choice from a series of mutually exclusive choices. The term "radio buttons" implies that these "buttons" behave in a similar fashion to the buttons on a car radio. (When you push in a channel selector button the radio switches to the channel assigned to that button. Only one button can be activated at any one time).



In this example, there are two radio buttons shown. In the left graphic, the "Start date" is the selected option whereas in the right graphic the user has clicked on the "End date" option.

Select

"Select" indicates that you are to highlight an item in a list or menu, then click with the mouse on that specified item.

WARNING!

Warnings are provided in bold type and are "boxed" so that they won't be missed. Warnings generally tell you about things that should not be done within CourseWorks® because they can have dire consequences.

Installing CourseWorks®

Overview

There are four ways that the CourseWorks® learning management system can be installed:

- A new installation of CourseWorks® to a standalone computer.
 - This type of installation is performed if you have never had any previous versions of CourseWorks® reside on the computer you are installing to, and if you do not plan to run CourseWorks® over a network. See *"New Install of CourseWorks® on a Standalone Computer"* for more information.
- An upgrade of CourseWorks® to a standalone computer.
 - This type of installation is performed if you already have a previous version of CourseWorks® residing on the computer you are installing to and you do not plan to run CourseWorks® over a network. See *"Upgrading CourseWorks® on a Standalone Computer"* for more information.
- A new installation of CourseWorks® on a network.
 - This type of installation is performed if you have never had any previous versions of CourseWorks® running on the network that you are installing to. See *"New Install of CourseWorks® on a Network"* for more information.
- An upgrade of CourseWorks® on a network.
 - This type of installation is done if you already have a previous version of CourseWorks® running on the network that you are installing to. See *"Upgrading CourseWorks® on a Network"* for instructions.

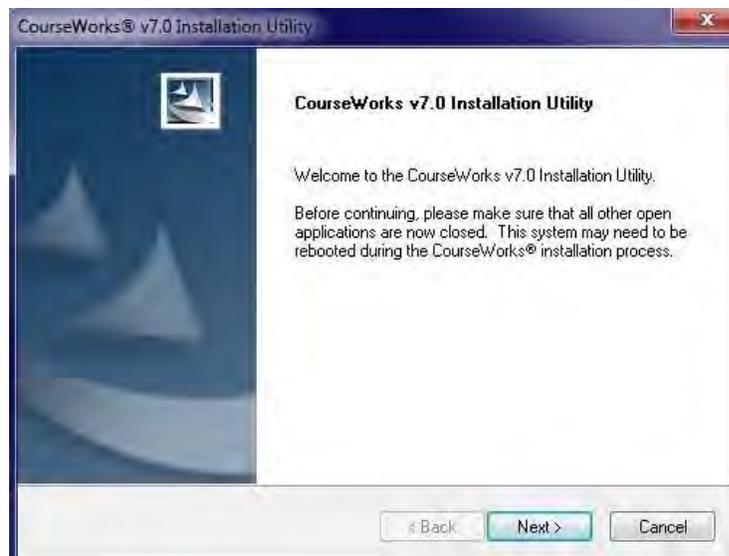
All CourseWorks® installations require that the user have full administrative rights (read, write, erase, create and modify) through the Windows operating system to the drive that CourseWorks® is being installed to.

Remember, as with any software you must close all open windows before starting the installation process. Specific instructions for each type of install are provided in the next sections.

New Install of CourseWorks® on a Standalone Computer

To perform this type of installation:

1. Insert the CourseWorks® CD into the computer's CD-ROM drive. If "autorun" is enabled on your computer, the installation utility will automatically start the installation process. If autorun is not enabled:
2. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive to open the contents of the CD. Then double click on the "setup.exe" file to initiate the install process.
3. The next screen to appear will be the CourseWorks® Installation Utility screen.



Follow the directions on the screen to proceed with the installation.

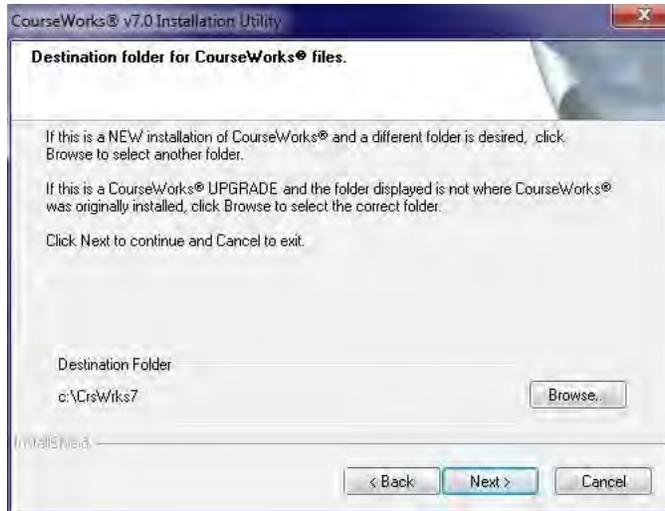
- When the license agreement appears, you must accept this agreement by clicking “Yes” to continue with the installation (if you do not agree to the terms in the agreement, click the “No” button and return the software to the distributor from whom you made your purchase).

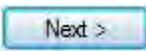


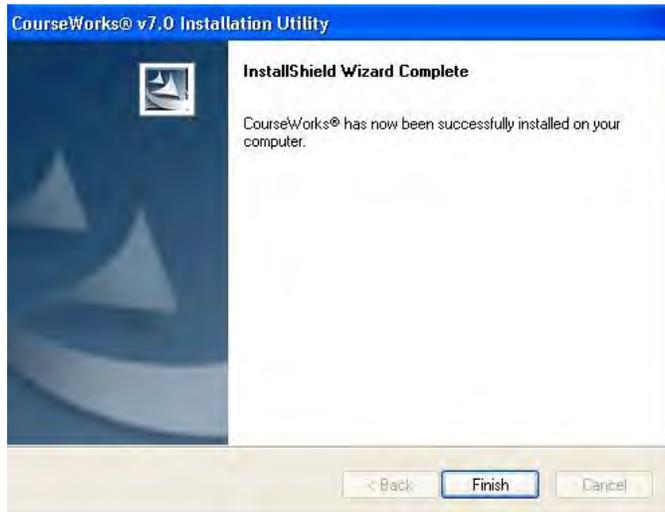
- On the Installation Type screen select the first option, which will —...install either a new copy or an upgrade of CourseWorks®".

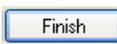


- You will then be prompted to choose the —destination” folder for the CourseWorks® software. You can either have the software install to the default folder, "c:\CrsWrks7", or browse to choose a different location.



7. Click .



8. Click .

Upgrading CourseWorks® on a Standalone Computer

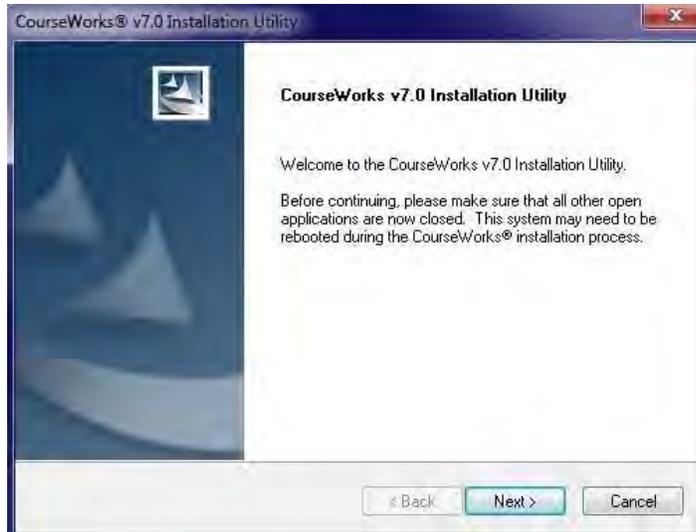
WARNING!

Your current database will **NOT** be converted when installing CourseWorks® 7.0. You will be starting with a “clean” database after you install CourseWorks® 7.0. If you would like to keep your current records, you must export your current database as a .csv file in order to keep a hard copy **before upgrading to 7.0**. You can do this by following the directions below.

- 1. Open TrackPro**
- 2. File/Create Database**
- 3. Type in the name to save the file as with the extension of .csv**
- 4. Choose the fields to be contained in the database**
- 5. Click Finish**
- 6. The .csv file will be saved in the Paulson/crswrks/db folder**

To perform this type of installation:

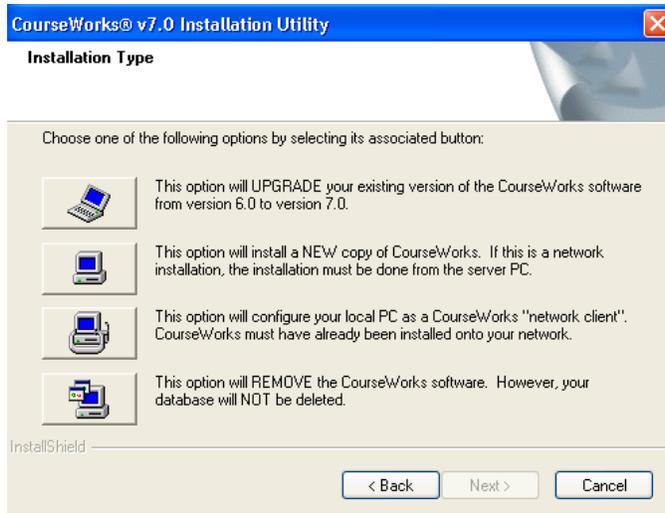
1. Insert the CourseWorks® CD into the computer's CD-ROM drive. If autorun is enabled on your computer, the installation utility will automatically start the installation process. If autorun is not enabled:
2. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive. Then double click on the —setup~~.ce~~” file to initiate the install process.
3. The next screen to appear will be the CourseWorks® Installation Utility screen.



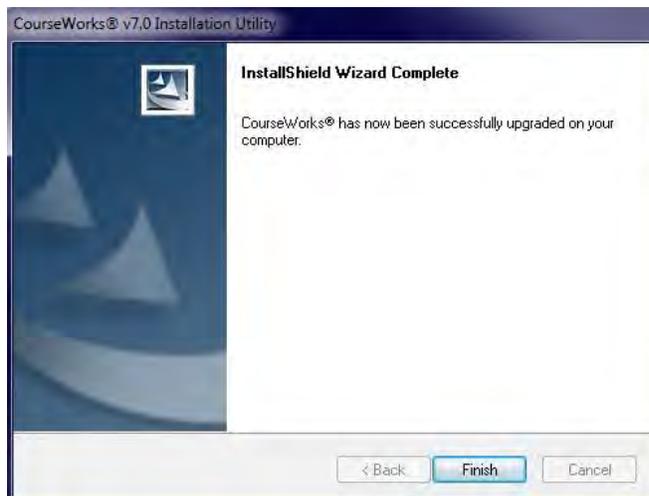
4. Follow the directions on the screen to proceed with the installation.
5. When the license agreement appears, you must accept this agreement by clicking on “Yes” to continue with the installation (if you do not agree to the terms in the agreement, click the “No” button and return the software to the distributor from whom you made your purchase).

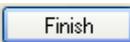


6. On the Installation Type screen select the first option on the screen, to "...update your existing version of the CourseWorks software from version x.x to version 7.0".



7. The installation program will then proceed to upgrade your software.



8. Click .

New Install of CourseWorks[®] on a Network

Overview

There are two major types of network configurations, "client/server" and "peer-to-peer". We will use the term "network" to refer to both types of networks, since CourseWorks[®] works equally well with either one.

The term "network drive" will be used to indicate a drive that is available to the students, regardless whether the drive is on a server in a client/server network or is a shared drive (acting as a server) in a peer-to-peer network.

In either case, the CourseWorks[®] administrator needs to verify that students using CourseWorks[®] will have sufficient access rights/permissions (read, write, modify, create, erase) to the CourseWorks[®] installation folder and all subfolders on the drive that will be used for the student database. (See your network administrator if you are not sure how your organization's computers are configured).

In a client/server network the "server computer" is usually located in a secure area and is operated by the organization's network administrator. The "client computer" is typically a computer that a student will be using, so we will use the term "student computer" rather than "client computer".

In a peer-to-peer configuration, one of the shared computers may be treated as if it were the server (the "network drive"). In many cases the CourseWorks[®] administrator will use one of her computer's drives as a "shared" drive and store the student database and other CourseWorks[®] network components there.

 **When configuring your network, make certain that all students have sufficient network rights/permissions (read, write, create, erase, modify) through the Windows operating system to the network drive's CourseWorks[®] folder and its subfolders. Also make sure that the student computers point to the network drive.**

See your network administrator if you have questions about specifying the location of files and "mapping the drives" between the student computers and the network drive.

Network Configurations

CourseWorks® can be networked in three different configurations. Which configuration an organization selects depends primarily on their computers' storage capacities (both on the server computer and on the student computers) and from which computer (the server or a student computer) the training administrator would prefer to access the student performance and course data. The three configurations are:

- Shared Database Only (“Attach to Database”) - CourseWorks® and the training courses are installed and operated on each individual student computer. However, all student computers share one database, which is either stored on one of the student computers or on a separate database server.
- Networked Database and Course Data Files - CourseWorks® as well as the course and student training data are stored on the network drive. A course's audio and video components are supplied from the course CD at the student computer, or the course itself can be installed to the local drive of the student computer.
- Networked Database and All Course Files (everything is networked) - The database, CourseWorks® and all course components, including the audio and video files, reside on the network drive. The student does not need to have a course CD at his computer.

Configuration 1: Shared Database Only

In this configuration, CourseWorks® and all the training courses are installed and operated on each individual student computer, while sharing one common database. The database can either be stored on one of the student computers or on a separate network drive. CourseWorks® and the courses themselves are installed to the local drive of each student computer. The courses can be installed using any of the course installation options (see —Installing a Course” for more information). All student training data and course data that is generated when courses are taken on student computers is saved to the shared database.

Advantages:

- Large course content files (generally video and audio files) are accessed from either the course CDs or the local hard drives of the student computers, saving space on the network drive.
- All training data is saved to the one central database, rather than having this information stored on multiple student computers.

Disadvantages:

- CourseWorks[®] is installed on every student computer rather than on the network drive.
- Course CDs can be needed at each student computer, depending on the type of course installation you select. (Contact your distributor for multiple copy discounts).
- Since CourseWorks[®] itself is not installed onto the network drive, you can only access the student performance and course data from a student computer, not from the computer where the actual database is stored (unless it is stored on one of the student computers).

To install CourseWorks[®] in this configuration you need to:

1. Purchase a sufficient number of courses to install on each student computer.
2. Purchase a sufficient number of copies of CourseWorks[®] to install CourseWorks[®] on each student computer.
3. You will need to decide the number of “concurrent accesses” that you need. For example, if you have 50 student computers on your network, but only 10 student computers will be accessing CourseWorks and/or individual courses at the same time, you will need 10 network licenses for CourseWorks[®].
4. Install CourseWorks[®] on each student computer, using the following steps:

- a. Insert the CourseWorks® CD into the computer's CD-ROM drive. If “autorun” is enabled on your computer, the installation utility will automatically start the installation process. If autorun is not enabled:
- b. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive. Then double click on the “-setup.exe” file to initiate the install process.
- c. The next screen to appear will be the CourseWorks® Installation Utility screen.



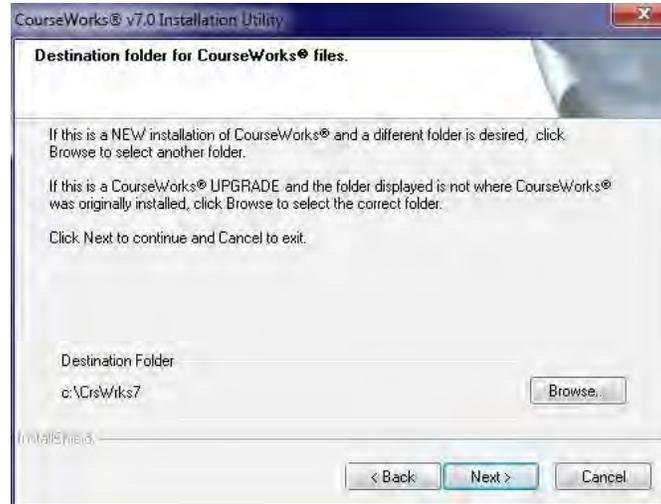
- d. Follow the directions on the screen to proceed with the installation.
- e. When the license agreement appears, you must accept this agreement by clicking “Yes” to continue with the installation (if you do not agree to the terms in the agreement, click the “No” button and return the software to the distributor from whom you made your purchase).



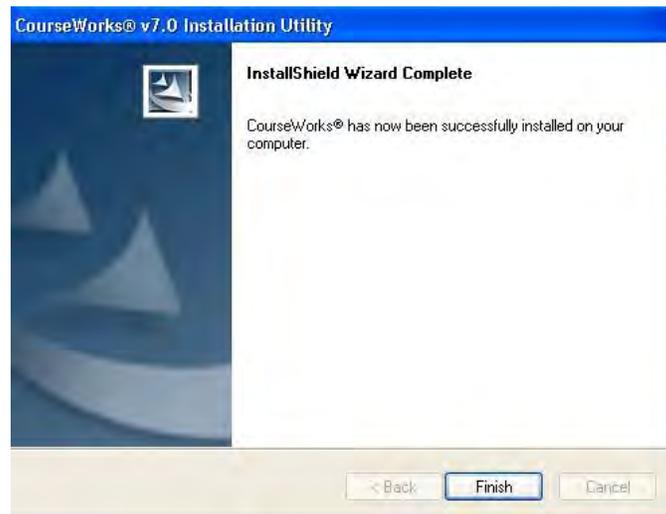
- f. On the Installation Type screen select the first option, which will —...install either a new copy or an upgrade of CourseWorks®".

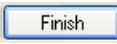


- g. You will then be prompted to choose the —destination” folder for the CourseWorks® software. You can either have the software install to the default folder, "c:\CrsWrks7", or browse to choose a different location.



- h. Click .

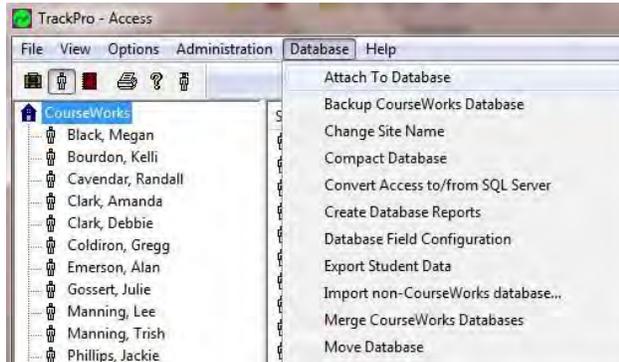


- i. Click .
- j. Repeat this process for each student computer that will be sharing the database.
- k. For these additional student computers you will also need to perform the "Attach to Database" function described below.

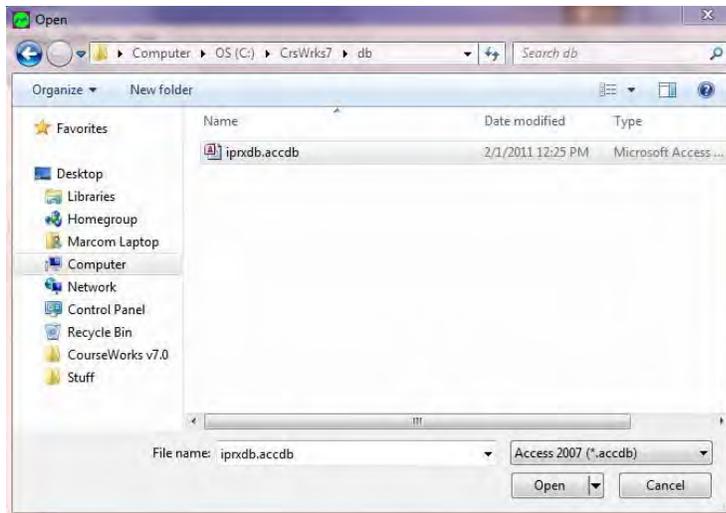
Attach to Database

1. After each student computer installation has been completed, click:

[TrackPro] ▶ [Database] ▶ [Attach to Database]



2. Locate the database file ("iprxDB.accdb") on the drive that you want to attach to.



3. Click .
4. TrackPro will then attach itself to the database and take you back to the main TrackPro window, where you will now see the data from the shared database.

Configuration 2: Networked Database and Course Data Files

In this configuration, CourseWorks® is installed on the network drive (a server drive in a LAN or a shared drive in a peer-to-peer configuration) but not on the student computers. Courses are played locally from the course

CD or installed to the local drive of each student computer. All student training data that is generated when courses are taken on the student computers is saved to one central database on the network drive. Some course content files (such as text and slides) are also stored on the network drive.

This configuration requires the purchase of CourseWorks® network licenses to manage concurrent access to CourseWorks® by multiple student computers. Multiple physical copies of the course(s) may also need to be purchased if you choose to access the course audio and video files from the course CDs at each student computer.

Advantages:

- Large course content files (generally video and audio files) remain on the course CDs or are accessed from the local hard drive of each student computer, saving space on the network drive.
- The network drive is the central repository for student training data and course data, instead of having this information stored on multiple student computers.
- The administrator can access the student training data and course data directly from the network drive, and doesn't need to use a student computer.
- Some course content files (such as text and selected bitmaps) are installed on the network drive, eliminating delays.

Disadvantages:

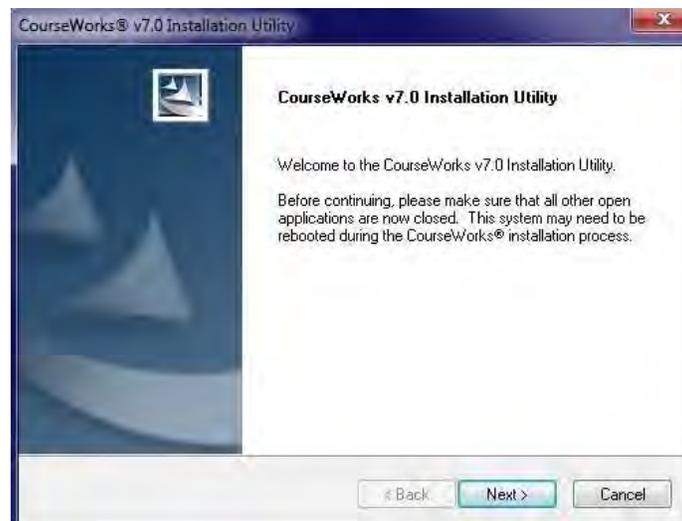
- Course CDs may be needed at each student computer, depending on the type of course installation you select. (Contact your distributor for multiple copy discounts).

To install CourseWorks® in this configuration you need to:

1. Purchase a sufficient number of network licenses for CourseWorks®. In this situation what is important is the number of —concurrent accesses” that you need. For example, if you have 50 student computers on your network, but at any one time only 10 student computers will be accessing courses concurrently, you will need 10 network licenses for CourseWorks®. (Contact your distributor for network license pricing).
2. Purchase a sufficient number of course CDs or course licenses. If you will have more than one student taking the

same course at the same time, you will need multiple copies or licenses of that course. For example, if you will have five students taking the same course at the same time, you will need to purchase five copies or licenses of that course. (Contact your distributor for multiple copy discounts).

3. Install CourseWorks® directly on the network drive (this must be done directly on the server, not from a student computer.)
 - a. Insert the CourseWorks® CD into the computer's CD-ROM drive. If autorun is enabled on your computer, the installation utility will automatically start the installation process. If autorun is not enabled:
 - b. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive. Then double click on the “-setup.exe” file to initiate the install process.
 - c. The next screen to appear will be the CourseWorks® Installation Utility screen.



- d. Follow the directions on the screen to proceed with the installation.
- e. When the license agreement appears, you must accept this agreement by clicking “Yes” to continue with the installation (if you do not agree to the terms in the agreement, click the “No” button and return the software to the distributor from whom you made your purchase).



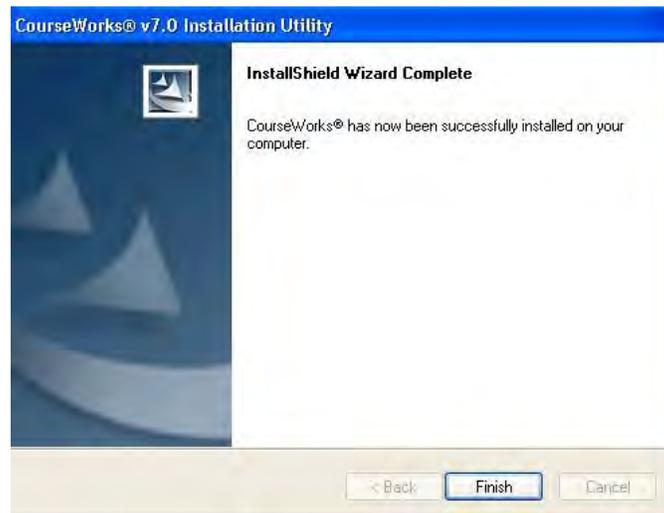
- f. On the Installation Type screen select the first option, which will —...install either a new copy or an upgrade of CourseWorks®”.



- g. You will then be prompted to choose the —destination” folder for the CourseWorks® software. You can either have the software install to the default folder, "c:\CrsWrks7", or browse to choose a different location.



h. Click .



i. Click .

The next step is to configure all of your student computers as "clients". This is done by running the Client Setup option on the CourseWorks® CD:

1. Insert the CourseWorks® CD into the student computer's CD-ROM drive. If autorun is enabled on your computer, the installation utility will automatically start the installation process. If autorun is not enabled:
2. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive. Then double click on the "—setp.exe" file to initiate the install process.

3. The next screen to appear will be the CourseWorks® Installation Utility screen.



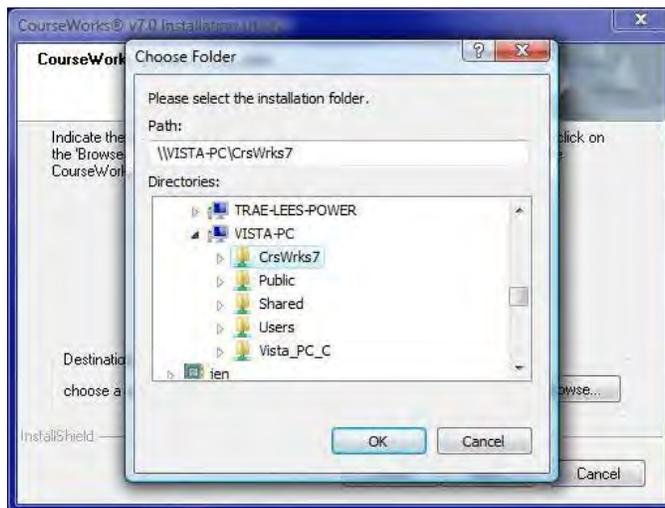
4. Follow the directions on the screen to proceed with the installation.
5. When the license agreement appears, you must accept this agreement by clicking “Yes” to continue with the installation (if you do not agree to the terms in the agreement, click the “No” button and return the software to the distributor from whom you made your purchase).



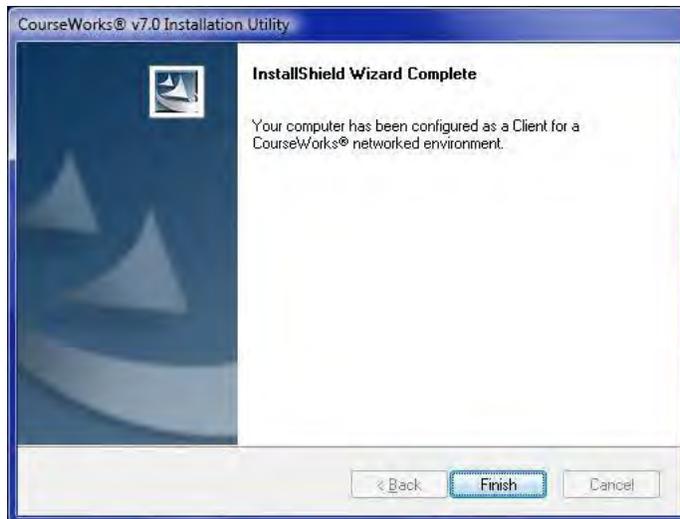
6. On the Installation Type screen select the second option, which will —...configure your local PC as a CourseWorks® network client“.



7. The next screen will ask you to choose the destination folder. Click "Browse" in the "Destination Folder" box. When browsing for this location, make sure to choose the CourseWorks® folder on the network drive, not just the network drive itself.



8. Click . The path will then appear on the destination folder box.
10. Click .
11. You will then be notified that... "Your computer has been configured as a Client for a CourseWorks® networked environment".



12. Click .
13. Repeat this process on every student computer that will be accessing CourseWorks®.

The next step in this process is to install the training courses themselves to the network drive. **Refer to "Installing a Course" for more information.*

Once all courses have been installed on your network drive, you must next "unlock" the concurrent licenses that you have purchased. This is done by installing the CD-ROM labeled "CourseWorks® Server Software Concurrent License Codes" that came with your CourseWorks® package. This will "unlock" the number of concurrent licenses to CourseWorks®, as well as the number of concurrent licenses for any Paulson courses that you have purchased.

To install this CD:

1. Insert the CD-ROM into the computer's CD drive.
2. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive. Then double click on the "—setp.exe" file to initiate the install process.
3. The software will automatically locate and update CourseWorks® with the appropriate number of concurrent licenses.

Configuration 3: Networked Database and All Course Files

In this configuration, CourseWorks® and all of the training courses themselves are installed on the network drive only (a server drive in a LAN or a shared drive in a peer-to-peer configuration). This means that all course content files (including video, audio, text, graphic, bitmap files and course "logic") are installed on the network drive. All student training data and course data that is generated when courses are taken is saved to one central database on the network drive. No course content files, database files or CourseWorks® programs are installed on any student computers. There are, however, several system files that will be installed to the student computers as part of the client setup process.

This configuration requires the purchase of the number of CourseWorks® licenses corresponding to the number of concurrent accesses to CourseWorks® that you want your student computers to have. You will also need to purchase a sufficient number of concurrent course licenses for the course(s) you are installing. (Contact your distributor for network license pricing).

Advantages:

- No CDs are required at the student computers.
- The network drive is the central repository for student training data and course data, instead of having this information stored on multiple student computers.
- The administrator can access the student performance and course data directly from the network drive, and doesn't need to use a student computer.

Disadvantages:

- Since all course content will be stored on the network drive, your organization's network must have sufficient bandwidth as well as video streaming software to transmit the courses to the student computers. If you are using a large number of courses, you must be able to allocate ample space on the network drive to store the entire content of all of the courses.

Note: Consult with your network administrator about this installation configuration.

To install CourseWorks® in this configuration you need to:

1. Purchase a sufficient number of network licenses for CourseWorks®. In this situation what is important is the number of “concurrent accesses” that you need. For example, if you have 50 student computers on your network, but at any one time only 10 student computers will be taking courses concurrently, you will need 10 network licenses for CourseWorks®. (Contact your distributor for network license pricing).
2. Purchase a sufficient number of licenses for the courses you will be using. The number of licenses you need for each course will vary depending on the "demand" that you have for the different courses you will be running and your training scheduling patterns. These accesses are in addition to the network licenses you'll need for CourseWorks®. (Contact your distributor to discuss configuring course accesses and pricing).
3. Install CourseWorks® directly on the network drive (this must be done directly on the server, not from a student computer.)
 - a. Insert the CourseWorks® CD into the computer's CD-ROM drive. If autorun is enabled on your computer, the installation utility will automatically start the installation process. If autorun is not enabled:
 - b. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive. Then double click on the “-setup.exe” file to initiate the install process.
 - c. The next screen to appear will be the CourseWorks® Installation Utility screen.



- d. Follow the directions on the screen to proceed with the installation.

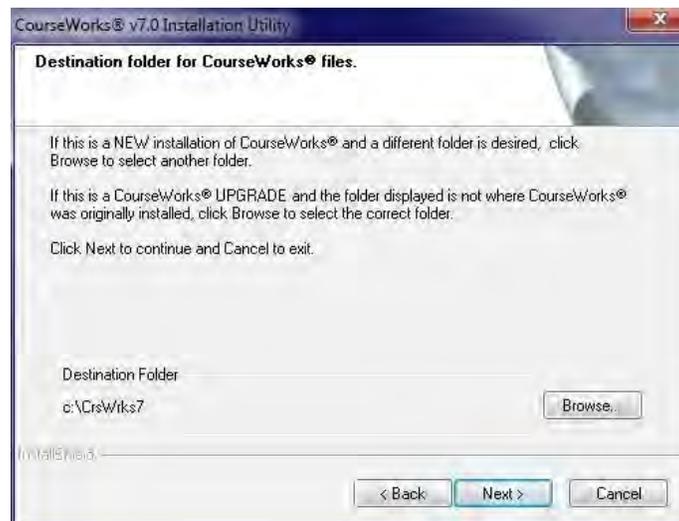
When the license agreement appears, you must accept this agreement by clicking “Yes” to continue with the installation (if you do not agree to the terms in the agreement, click the “No” button and return the software to the distributor from whom you made your purchase).

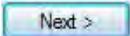


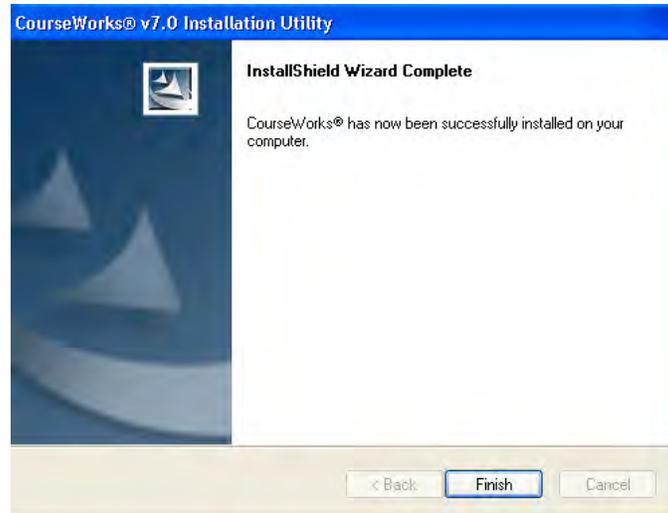
- e. On the Installation Type screen select the first option, which will —...install either a new copy or an upgrade of CourseWorks®”.

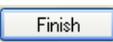


- f. You will then be prompted to choose the —destination” folder for the CourseWorks® software. You can either have the software install to the default folder, "c:\CrsWrks7", or browse to choose a different location.



- g. Click .



h. Click .

The next step is to configure all of your student computers as "clients". This is done by running the Client Setup option on the CourseWorks® CD:

1. Insert the CourseWorks® CD into the student computer's CD-ROM drive. If autorun is enabled on your computer, the installation utility will automatically start the installation process. If autorun is not enabled:
2. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive. Then double click on the "setp.exe" file to initiate the install process.
3. The next screen to appear will be the CourseWorks® Installation Utility screen.



4. Follow the directions on the screen to proceed with the installation.
5. When the license agreement appears, you must accept this agreement by clicking “Yes” to continue with the installation (if you do not agree to the terms in the agreement, click the “No” button and return the software to the distributor from whom you made your purchase).

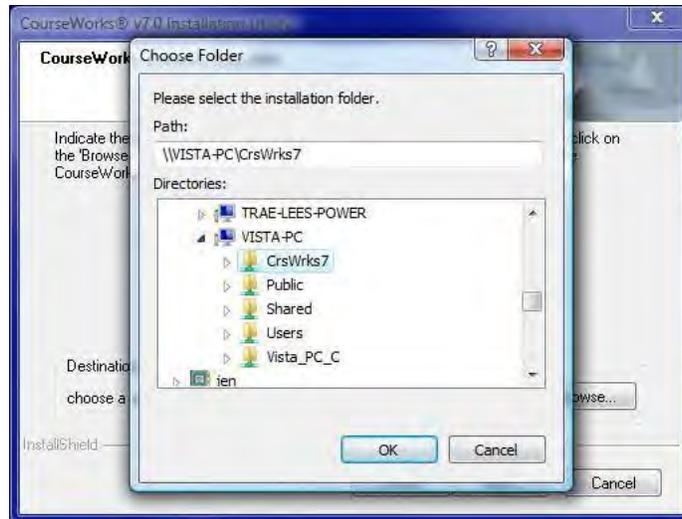


6. On the Installation Type screen select the second option, which will —...configure your local PC as a CourseWorks® “network client”.



7. The next screen will ask you to choose the destination folder. Click "Browse" in the “Destination Folder” box.

When browsing for this location, make sure to choose the CourseWorks® folder on the network drive, not just the network drive itself.



10. Click . The path will then appear on the destination folder box.
11. Click .
12. You will then be notified that... "Your computer has been configured as a Client for a CourseWorks® networked environment".



13. Click .
14. Repeat this process on every student computer that will be accessing CourseWorks®.

The next step in this process is to install the training courses themselves to the network drive.

**Refer to "Installing a Course" for more information.*

Once all courses have been installed on your network drive, you must next "unlock" the concurrent licenses that you have purchased. This is done by installing the CD-ROM labeled "CourseWorks® Server Software Concurrent License Codes" that came with your CourseWorks® package. This will "unlock" the number of concurrent licenses to CourseWorks®, as well as the number of concurrent licenses for any PAULSON courses that you have purchased.

To install this CD:

1. Insert the CD-ROM into the computer's CD drive.
2. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive. Then double click on the —set.exe" file to initiate the install process.
3. The software will automatically locate and update CourseWorks® with the appropriate number of concurrent licenses.

Upgrading CourseWorks® on a Network

WARNING!

Your current database will **NOT** be converted when installing CourseWorks® 7.0. You will be starting with a “clean” database after you install Courseworks® 7.0. If you would like to keep your current records, you must export your current database as a .csv file in order to keep a hard copy. You can do this by following the directions below.

- 1. On the Server computer, Open Track Pro**
- 2. File/Create Database**
- 3. Type in the name to save the file as with the extension of .csv**
- 4. Choose the fields to be contained in the database**
- 5. Click Finish**
- 6. The .csv file will be saved in the Paulson/crswrks/db folder**

This type of installation is done if you already have a previous version of CourseWorks® running on the network that you would like to install to. To perform this upgrade:

To perform this type of installation:

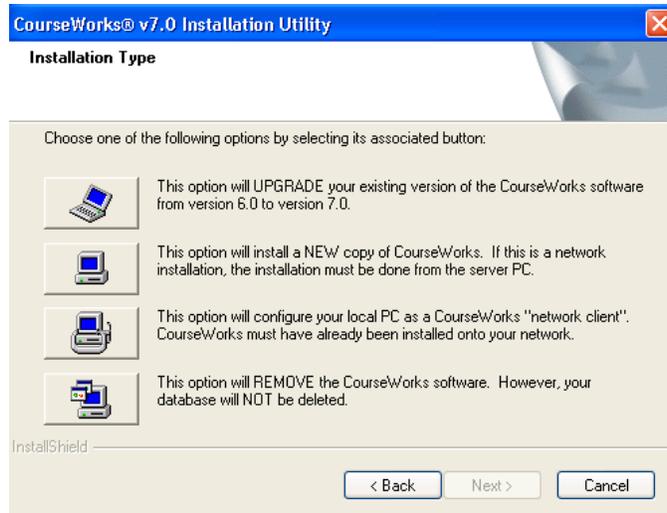
1. Insert the CourseWorks® CD into the computer's CD-ROM drive. If autorun is enabled on your computer, the installation utility will automatically start the installation process. If autorun is not enabled:
2. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive. Then double click on the “—set.exe” file to initiate the install process.
3. The next screen to appear will be the CourseWorks® Installation Utility screen.



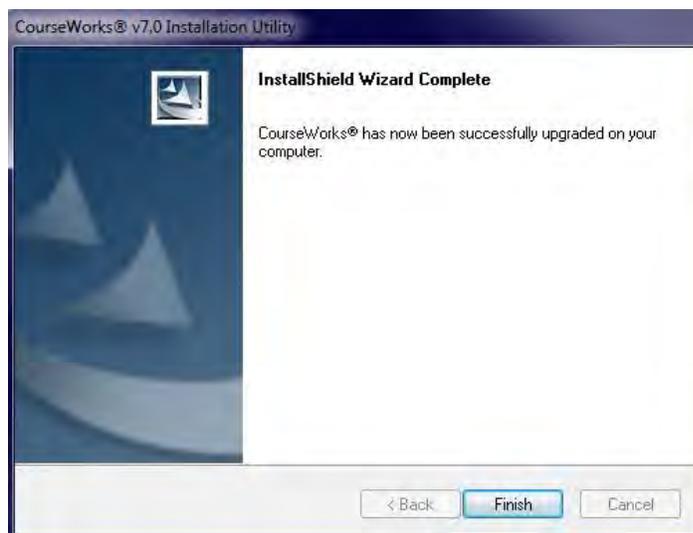
4. Follow the directions on the screen to proceed with the installation.
5. When the license agreement appears, you must accept this agreement by clicking on “Yes” to continue with the installation (if you do not agree to the terms in the agreement, click the “No” button and return the software to the distributor from whom you made your purchase).

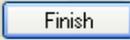


6. On the Installation Type screen select the first option on the screen, to "...upgrade your existing version of the CourseWorks software from version x.x to version 7.0".



The installation program will then proceed to upgrade your software.

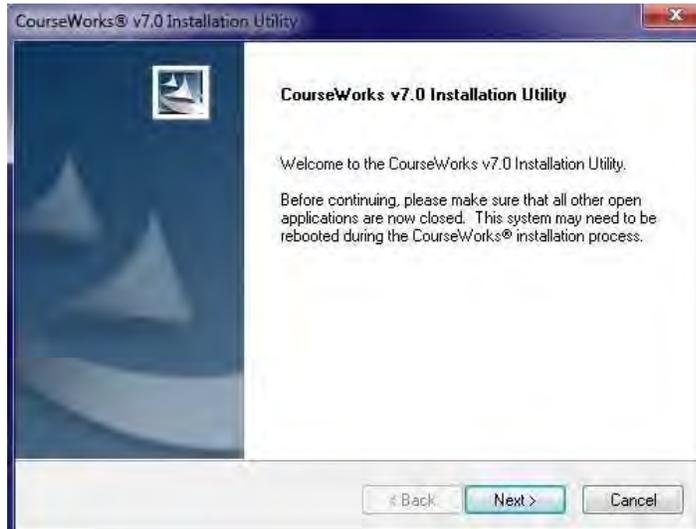


7. Click .

The next step is to upgrade all of your student computers as "clients". Even though your student computers have already been configured as "clients" through your previous version of CourseWorks, you will still need to upgrade them as well. This is done by running the Client Setup option on the CourseWorks® CD:

1. Insert the CourseWorks® CD into the student computer's CD-ROM drive. If autorun is enabled on your computer, the installation utility will automatically start the installation process. If autorun is not enabled:

2. Click on the Computer  icon on your desktop and double-click on the CD-ROM drive. Then double click on the —setup.exe” file to initiate the install process.
3. The next screen to appear will be the CourseWorks® Installation Utility screen.



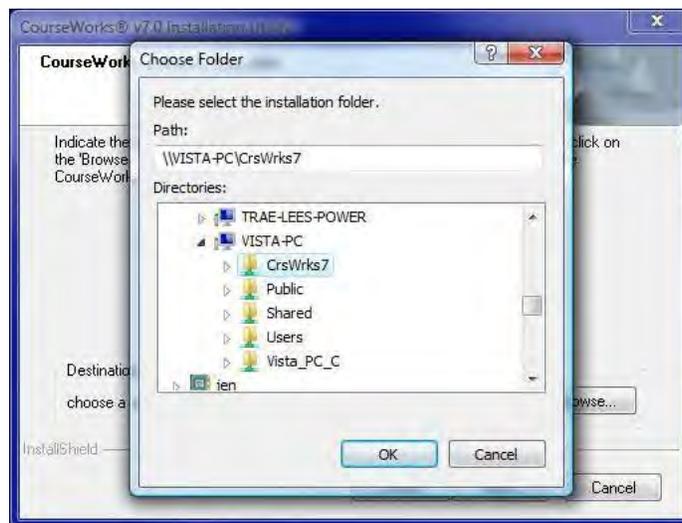
4. Follow the directions on the screen to proceed with the installation.
5. When the license agreement appears, you must accept this agreement by clicking —Yes” to continue with the installation (if you do not agree to the terms in the agreement, click the “No” button and return the software to the distributor from whom you made your purchase).



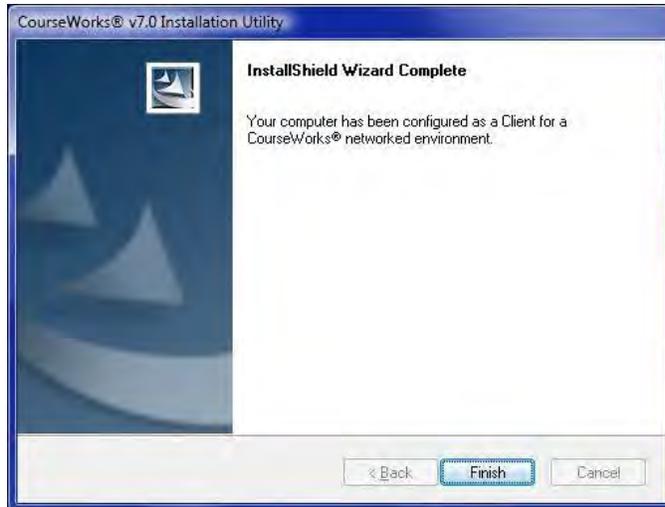
6. On the Installation Type screen select the second option, which will —...configure your local PC as a CourseWorks® "network client".



7. The next screen will ask you to choose the destination folder. Click "Browse" in the "Destination Folder" box. When browsing for this location, make sure to choose the CourseWorks® folder on the network drive, not just the network drive itself.



8. Click . The path will then appear on the destination folder box.
9. Click .
10. You will then be notified that... "Your computer has been configured as a Client for a CourseWorks® networked environment".



11. Click  .
12. Repeat this process on every student computer that will be accessing CourseWorks® .

Removing CourseWorks®

If you need to remove CourseWorks it is done through the Windows "Add/Remove Programs" feature in the Control Panel. For more information using this method, consult your Windows operating system documentation.

This option will remove the CourseWorks® program and all of the installed courses. It does not remove the student database. If you want to remove the student database, you will need to manually delete the database file on your computer's hard drive. You will need to use a Windows command to delete this file.

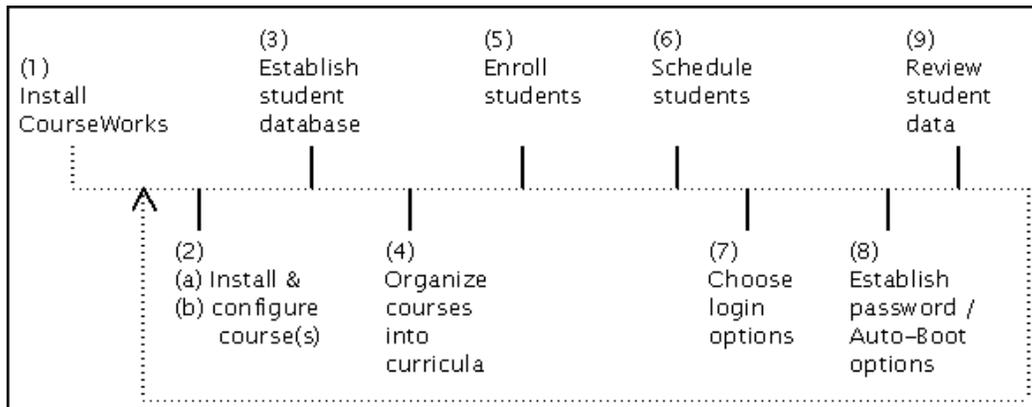
Note: If you need to delete, or remove, a CourseWorks® course, do not use this option but instead follow the directions in this documentation for removing a course.

**See "Removing (Deleting) a Course" for details.*

Using CourseWorks® at Your Facility

Administrator Tasks Overview

In setting up the CourseWorks® training system, the administrator can choose to use some or all of the capabilities available in CourseWorks®, depending on how much control she wants over the training environment and use of the system. Each of these tasks can be completed quickly and easily. In this document we will assume she uses all of the capabilities.



Most of these tasks don't necessarily have to be performed in a ~~fixed~~ order, but we do recommend that they be done in the sequence that is illustrated above. Whatever order you choose to use, Step 1, "Installing CourseWorks®", must always be completed first.

After the administrator installs CourseWorks®, she will install and configure the courses that are currently owned by the organization (Step 2). Later, when additional courses are either purchased or built, she will need to install and configure those courses as well.

In Step 3 if the administrator wants to set up a ~~student database~~ she will either input the student demographic data into the CourseWorks® database or import it from an existing database that the organization is already using.

The administrator has a number of options to choose from in determining how students are enrolled in courses (Steps 4 through 7). The simplest setup lets students see all of the installed courses on one Tic-Tac-Toe menu in CourseWorks® Deliver. In this case, when a student logs in he sees buttons for all the courses. However, most organizations do not use CourseWorks® without first configuring the environment to meet their exact needs, determining which courses each student needs to take and deciding what curricula the administrator should establish.

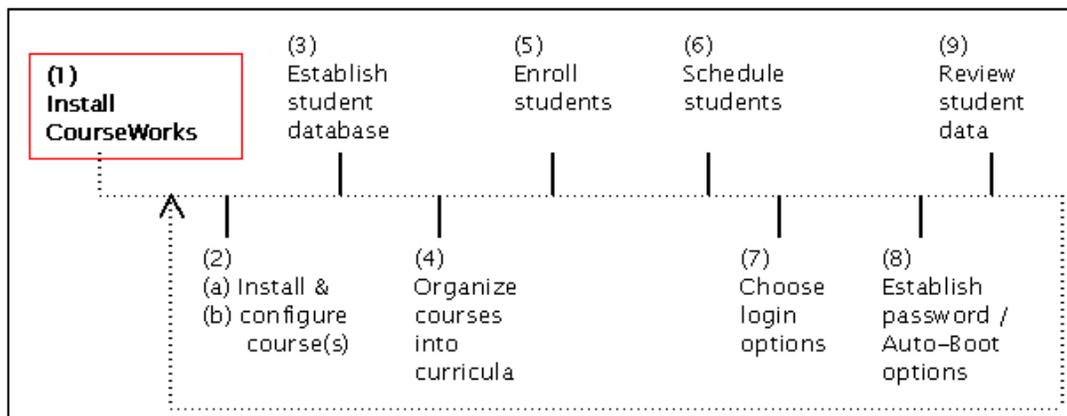
CourseWorks® has several password and login options that an administrator should also set up before having students take courses (Step 8).

Based on the login options that are chosen, the administrator can monitor the progress of the students on a regular basis, generate reports and print completion certificates (Step 9). The administrator can also use CourseWorks® to periodically evaluate test results or perform other database tasks.

Each of the nine main steps is reviewed below and explained in more detail in its respective section in this documentation.

Install CourseWorks® (Step 1)

This step is similar to the installation of any new software. You install CourseWorks® just as you do other programs, using the "Run" command from the "Start" menu on the Windows taskbar.



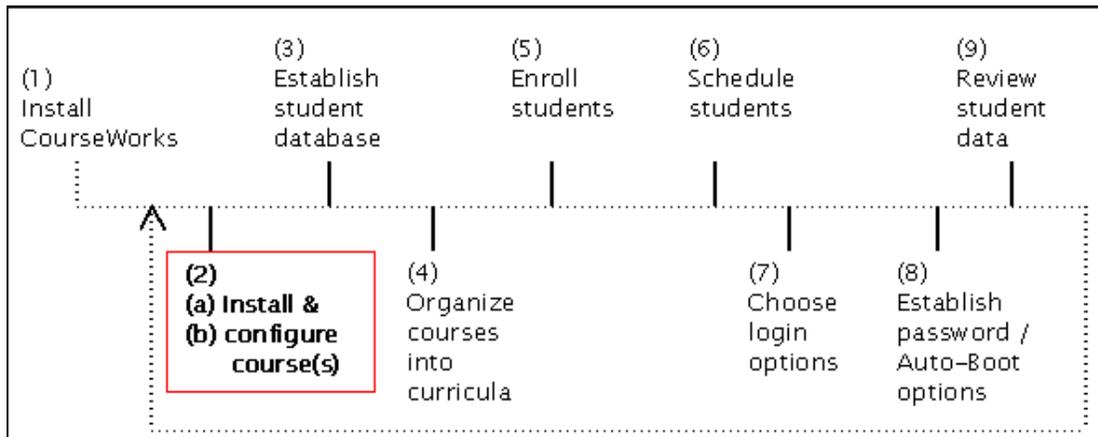
*See "Installing CourseWorks®" for more details.

Install Courses (Step 2a)

Use the CourseWorks® Setup program to install courses from your CDs. (The courses cannot be properly installed and set up using the "Run"

command from the "Start" menu on the Windows taskbar. They must be installed using the CourseWorks® Setup program).

The Setup program and its icon are established during the CourseWorks® installation and appear under the CourseWorks® program group on the computer's desktop.



Select [**CourseWorks® v7.0**] ▶ [**Setup**].

**See "Installing a Course" for details.*

Setup (Configure) Courses (Step 2b)

Each course can be set up with an assessment test, pre- and post- tests and other course-specific features. In the Course Setup process, the administrator can enable or disable course options such as "skip ahead", "reverse" and "course message". This does not necessarily need to be done when the course is initially installed, but it usually is. If you decide to change any of the setup options for the course after it is installed, you do not need to reinstall the course (Step 2a).

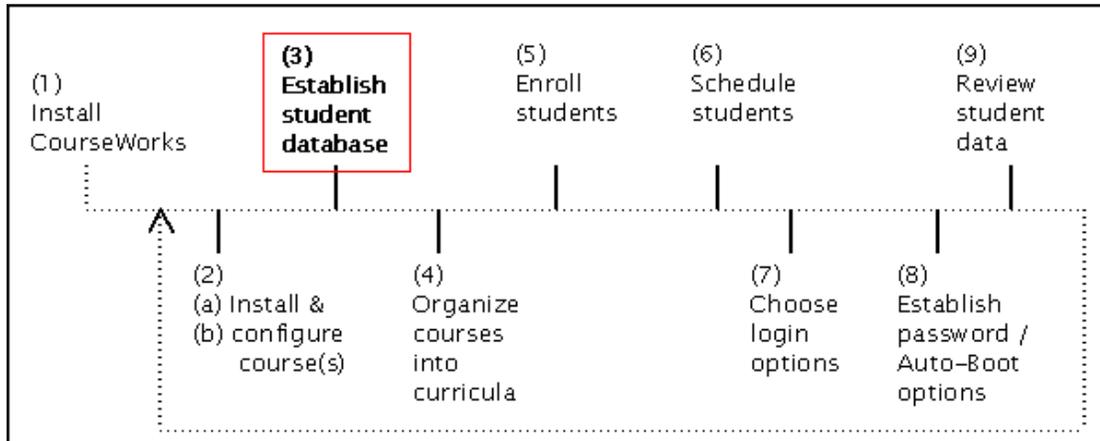
Select [**Setup**] ▶ [**Setup a course**].

**See "Configuring a Course" for more details.*

Establish the Student Database (Step 3)

Use TrackPro to set up your organization's student database. Five database fields are pre-defined. You can start using the default database "as is" and not make any modifications. But you might want to review your organization's data requirements when you first install CourseWorks® and add some database fields before enrolling any students into courses.

Note: You may have more than one database in CourseWorks® v7.0. However, each database must have a unique "Site Name".



Select **[TrackPro] ▶ [Database] ▶ [Database Field Configuration]**.

 **As an alternative to starting a completely new training database, you can import data from your organization's existing non-CourseWorks® database. See "Importing a non-CourseWorks database" for more information.**

**See "Student Database Fields" for details.*

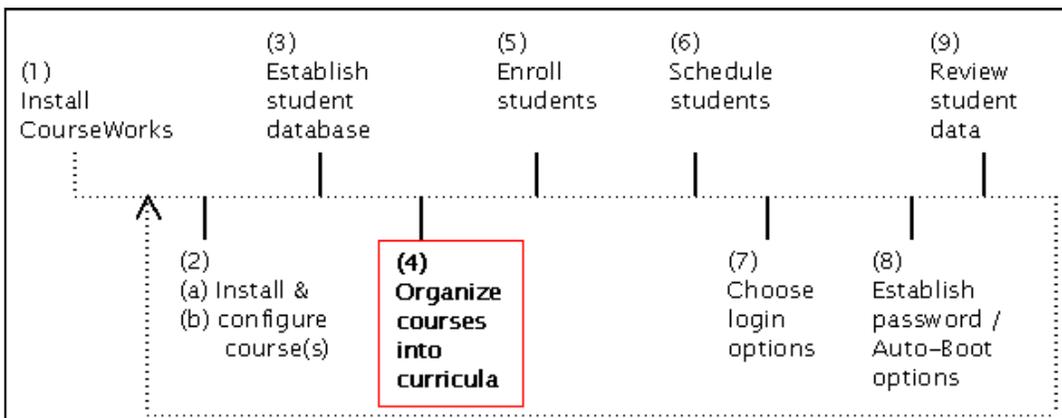
Organize Courses into Curricula (Step 4)

CourseWorks® is a "curricula-based" system in that CourseWorks® always considers a course to be part of a group of courses, i.e. a "curriculum". The default curriculum in the system is the "All Courses in the System" curriculum. So if an organization wants to enroll students in individual courses, or allow all students to access all of the courses in the system, the training administrator will not create any other curricula. However, there are a number of reasons that an organization may want to create additional curricula.

By having courses grouped into curricula, access can be limited to specific groups of employees, in effect serving as a filter. The administrator can organize courses so that when a student logs in, he sees only those curricula that are relevant to his needs (a curriculum can consist of one course or many courses).

Courses can be grouped into curricula for a number of reasons, creating groups of courses that are needed for certification or accreditation, courses that are needed to satisfy OSHA regulations, courses needed to qualify for job advancement, courses that are needed for orientation of all new employees, courses that are needed to familiarize employees with a new system or procedure, courses that are needed by employees of a particular department or who have a particular job function, etc. Curricula can also be broken into smaller pieces themselves ("subcurricula") for even tighter control. There is no limit to the number or levels of subcurricula that can be created.

The administrator can also benefit from using curricula, because if students are being pre-enrolled they can be enrolled into groups of courses (curricula) all at once rather than in just one course at a time. If the curriculum feature is used, the CourseWorks® Deliver environment can be set up so that when a student logs in he either sees a specific curriculum's Tic-Tac-Toe course list or a list of curricula that the student is enrolled in.



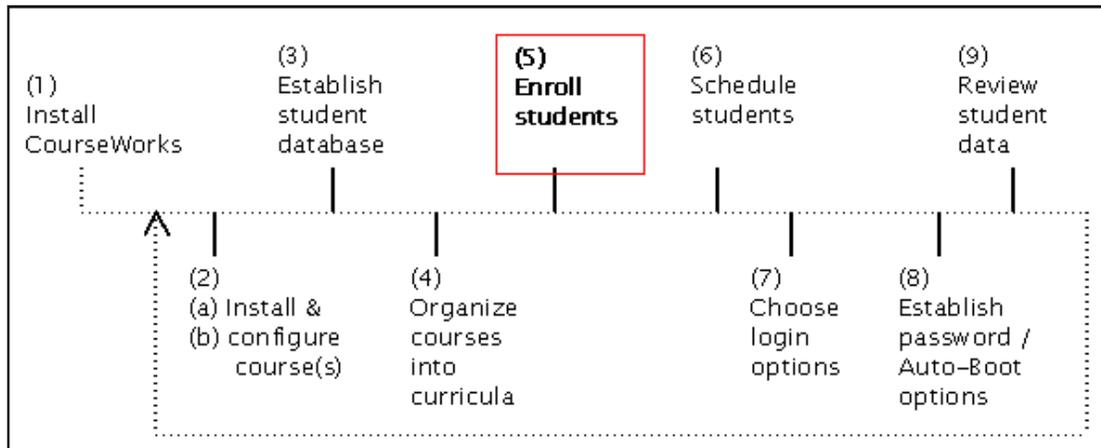
Select **[TrackPro]** ▶ **[Administration]** ▶ **[Curricula Setup]**.

💡 If an organization sets up curricula, it should never enroll students in individual courses. Enrolling students in a curriculum automatically enrolls them in all courses included in the curriculum.

**See "Curriculum Overview", "Selecting the Courses or Curriculum for Deliver" and "Login Procedures" for more details.*

Enroll Students (Step 5)

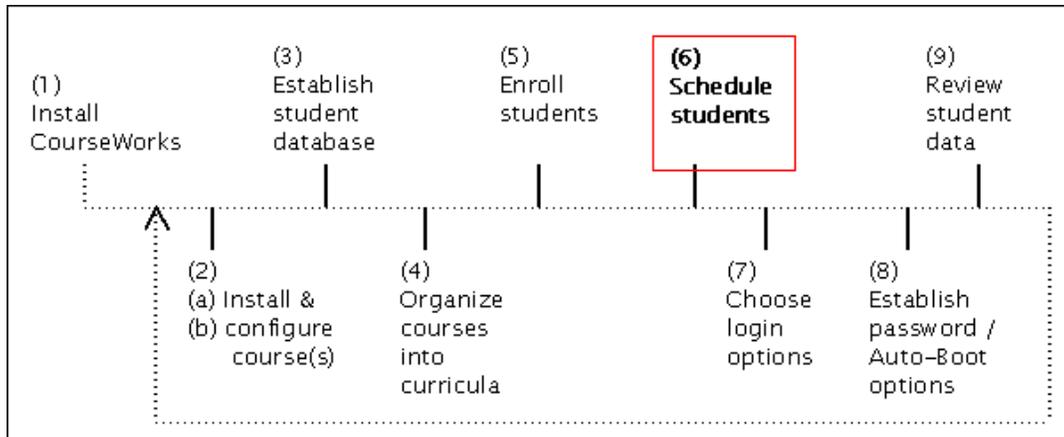
In CourseWorks® you can enroll students "by courses" or "by curriculum". Most organizations group courses into curricula. If you create curricula, we recommend that you do not enroll students in the individual courses. Enrolling students in a curriculum automatically enrolls them in all of the courses included in the curriculum. Generally it is a good idea to first establish and name your curricula, add the courses you want to each curriculum (Step 4), and then enroll the students by "curriculum" rather than by course.



**See "Curriculum Overview" and "Pre-Enroll Students" for details.*

Schedule Students (Step 6)

TrackPro's "Course Scheduler" is a tool for setting up a student's course schedule. The administrator can establish start/end "availability" dates for any required course or curriculum. The administrator can also set up a "recertification" period, indicating when the student should take a specific course or curriculum again. This is a useful feature for ensuring that students meet any regulatory retraining or certification requirements that they might have.



Select **[TrackPro] ▶ [Administration] ▶ [Course Scheduler] ▶ [Set Schedule]**.

**See "Scheduling Courses" for details.*

Choose Login Options (Step 7)

This capability coordinates closely with "Enroll Students" (Step 5). An organization has three main login options from which to select, depending on whether students are being enrolled by course or by curriculum.

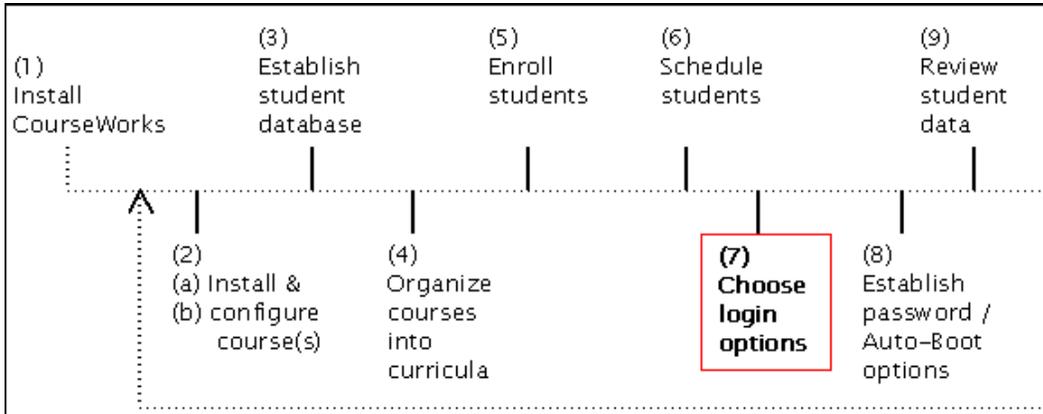
If an organization does enrollment by course, the administrator can require or not require the student to log in (by "logging in" we mean that the student will be prompted to identify himself by entering his Student ID).

WARNING!

If a student is not required to log in, the system will not record any training data for that student.

When managing enrollments by course, the administrator can configure which courses will allow students to "self enroll" and which courses will require the administrator to "pre-enroll" the students. By allowing anyone to log in ("open enrollment") the administrator does not need to enroll the student. Deliver will even allow a student who isn't yet in the student database to not only enroll in the course but also input his own student demographic data (name, job title, etc.) into the student database. Remote sites that are not accessible to the training administrator frequently use this option.

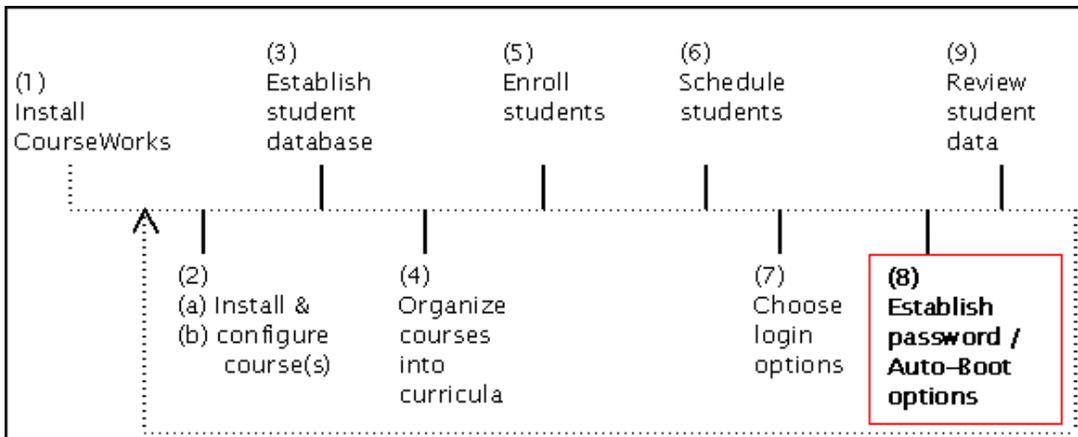
If an organization does enrollment by curriculum, Deliver normally first prompts the student for his Student ID and then lists all curricula in which the student is enrolled.



Select **[Setup] ▶ [Course Setup] ▶ [Enrollment/Login]**.

**See "Which Login Option is Best for My Organization?" for details.*

Set Up Auto-Boot, Establish Passwords and Other System Options (Step 8)



Auto-Boot

After CourseWorks® is installed, a computer may be configured as a "learning workstation" that immediately runs Deliver when the computer is turned on. This prevents the student from having access to the desktop or any other software on that computer.

Select **[TrackPro] ▶ [Administration] ▶ [Auto-Boot]**. Click on the "Auto-Boot" check box, then click on the "OK" button.

**See "Auto-Boot" for details.*

Password

If desired, you can also use TrackPro to require each student to provide a unique password when they log in (in addition to their Student ID). To require a student to provide a password, select **[TrackPro] ▶ [Administration] ▶ [System Password Setup]**.

**See "Requiring Passwords When Students Login" for details.*

Language Options

If you have courses that are installed in languages other than English, students can select one of these languages in which to do their training. To activate the "Select Language" dialog box, select **[TrackPro] ▶ [Administration] ▶ [Language Options]**. Students click on the language they wish to use to train, then click on the "OK" button. Remember, you must purchase and install your courses in the other languages in order to use this option.

**See "Language Options" for details.*

System Message

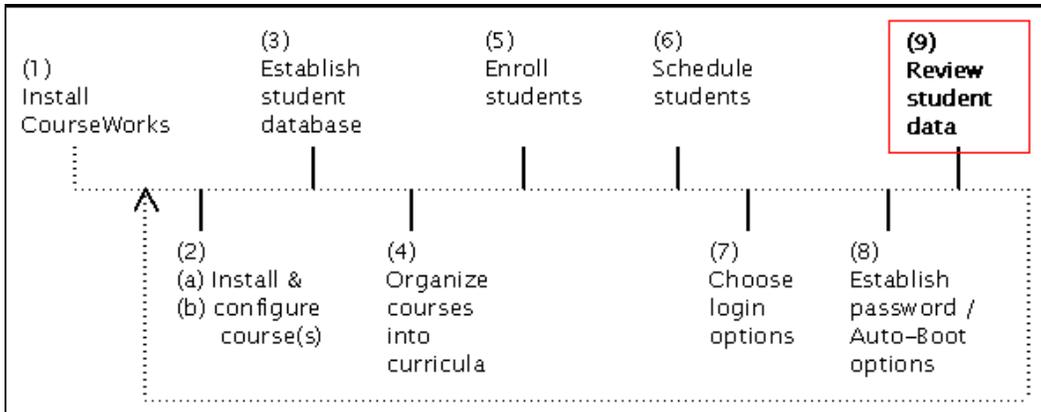
CourseWorks[®] can be set up to display a "System Message" any time a student enters Deliver. To set up a "System Message", select **[TrackPro] ▶ [Administration] ▶ [System Message]**. You then can type in the desired message and click on the "OK" button.

**See "System Message" for details.*

Review Student Data (Step 9)

The administrator can readily check on the progress of students via the many predefined reports that can be viewed and printed through TrackPro. For instance, an administrator can review scores and course completion data for all courses, all students, a single course or a single student.

You can also create your own unique reports. The CourseWorks[®] —Report Wizard" feature assists you in this process.



Select **[TrackPro] ▶ [Database] ▶ [Create Database Reports]**.

**See "Reports" for details.*

Other Administrator Tasks

Other than the "report step", the nine administrator activities described earlier are typically completed in the initial configuration of your CourseWorks® environment. There are additional things that an administrator may decide to do later, after students have begun using the courses. These tasks are briefly described below. They are explained in more detail in their respective sections of this documentation.

Backing Up the Student Database

It is strongly recommended that you back up your database file on a regular basis.

 **You should back up your database on a daily basis. The backup should be performed when no one is using any of the CourseWorks® applications.**

 **If you have installed CourseWorks® on a network, the backup database should be located on a different drive than where CourseWorks® is installed or on an external storage device, if possible.**

 **If you installed CourseWorks® on a standalone computer, the backup database should be located on an external storage device, if possible. Otherwise it should be stored in a folder outside of CourseWorks®.**

Compacting the Database

Use the "Compact Database" command regularly to improve the performance and speed of your database and release some of the computer's hard drive space. Compacting the database has no negative effects and does not affect the data in any way.

**See "Compacting the Database" for details.*

Customizing Courses with CustomPro

An administrator can customize a course in a number of ways. Often this capability is used to make the course —~~site~~ "site-specific". For instance, you may want to include a graphic in the course to illustrate something that is unique to your worksite. You can even add your own audio narration to explain what is being seen in the graphic.

With CourseWorks[®] it is easy to customize courses and distribute the changes throughout your organization. Customization can be outputted to a diskette or CD and installed on any other computers where the course resides.

**See "CustomPro" for details.*

Certificates

The administrator can print "Certificates of Completion" for students who successfully complete a course or have "tested out" of a course by passing the pre-test.

**See "Student Certificates" for details.*

Surveys

The administrator can read surveys sent by students.

**See "Survey" for details.*

Question Analysis

An administrator can review or print out a list of the test questions associated with a course.

Select **[TrackPro]** ▶ **[View]** ▶ **[View Course Test Questions]**.

**See "View a Specific Question" for details.*

The administrator can also evaluate test questions to see how well students were able to relate to them. A report can be easily generated that shows the number of and percentage of students who answer each question correctly.

	Course title	Question name	Total count	Correct count	Correct %
▶	Avoiding Slips, Trips & Falls	Q01_STEPS	1	1	100
	Avoiding Slips, Trips & Falls	Q01A_ACCID_DEATH	1	0	0
	Avoiding Slips, Trips & Falls	Q01B_PREVENT	1	1	100

Select **[TrackPro]** ▶ **[Database]** ▶ **[Create Database Reports]**.

**See "Reports" for details.*

TrackPro

Overview

An administrator uses TrackPro to define the training information environment at the system level, such as enrolling students into courses, grouping courses into curricula, scheduling courses, managing the organization's training database, and performing other training management functions. TrackPro also includes a powerful but easy-to-use reporting tool that provides many predefined reports, as well as lets the administrator design and print custom reports.

Starting TrackPro

To start TrackPro from the Desktop:

1. Double-click on the CourseWorks® v7.0 folder on your desktop.



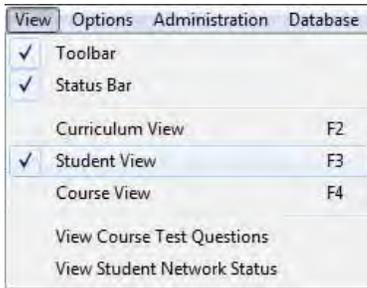
2. Double-click on "TrackPro".



View Menu

Overview

Many of the "View" menu commands affect the information that you see in the main TrackPro window. With this menu you can choose to view data by students, courses or curricula.



Status Bar and Toolbar

The administrator has the ability to display or not display the TrackPro "Toolbar" and "Status" bar.

The Toolbar is shown at the top of the TrackPro screen.



The Status Bar is shown at the bottom of the TrackPro screen.



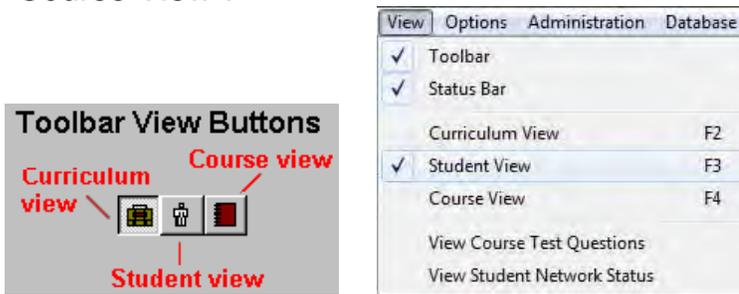
These two options are similar to any Windows program.

View Options

TrackPro has three main views... "Curriculum", "Student" and "Course". An administrator can easily switch views to display data as she needs to see it.

Select a view based on the information you want. You can switch back and forth between the views by either using toolbar buttons, the menu, or by using the F2, F3, and F4 keys on your computer keyboard.

The toolbar view buttons are marked with a briefcase for the "Curriculum View", a person for the "Student View" and a looseleaf notebook for the "Course View".

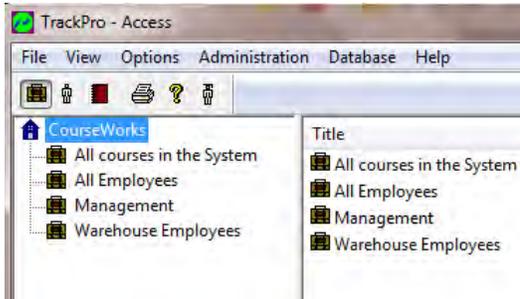


After obtaining the desired view, it can be printed by selecting [**File**] ▶ [**Print**].

Curriculum View

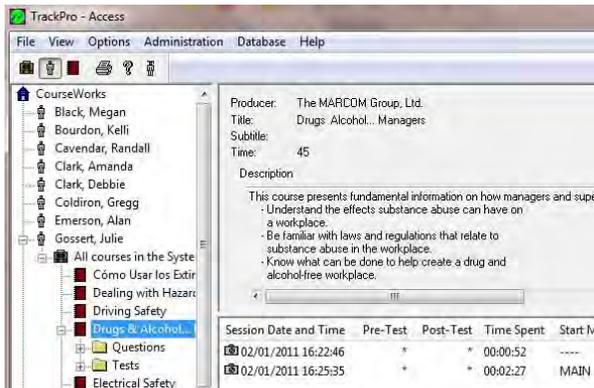
Use this view to display curricula and their respective courses. When an administrator implements the curriculum feature, she groups courses into curricula and then enrolls students by curriculum, rather than by individual courses. When a curriculum name is selected, its courses are displayed on the right.

**See "Curriculum Overview" for information on establishing curricula.*



Student View

The administrator uses the student view to display a list of all of the courses in which a student is enrolled, responses to questions, test scores and the length of time the student took to complete on each course.



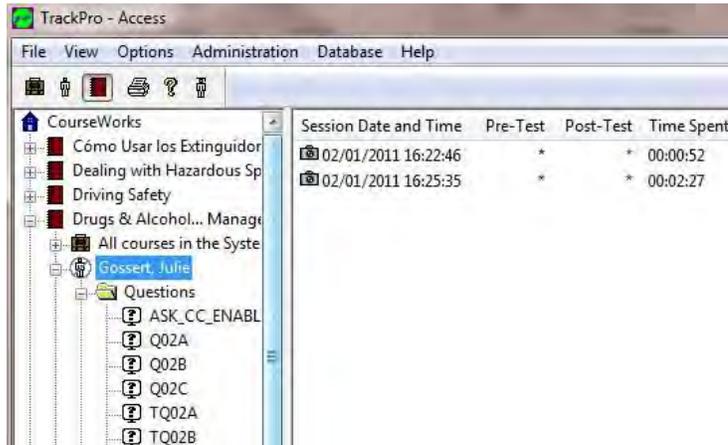
Student names display in the left windowpane. The highlighted student's course data displays in the right pane. Click on the "student icon" ( Black, Megan) adjacent to the student's name and/or the "+" and "-" symbols in the left pane to expand and contract the listing.

 **When installing a course, the "record only partial data" option can be selected to limit the amount of data that is tracked. This will cause only pre- and post- test and segment test results to be saved.**

*See "Record Only Partial Data" for details.

Course View

In "Course View", course titles display in the left pane. Student training data displays in the right pane.



Click on the "+" and "-" symbols in the left pane to expand and contract the listing for the desired course.

Click on the student name in the left pane to review his performance statistics in the right pane.

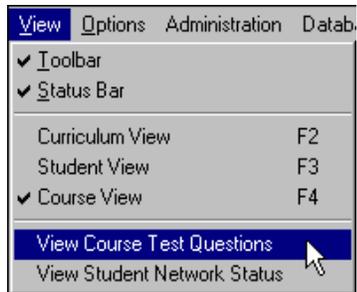
Reviewing Course Questions and Segment Test Results

The administrator may view course (quiz) and segment test questions from several different perspectives. She may:

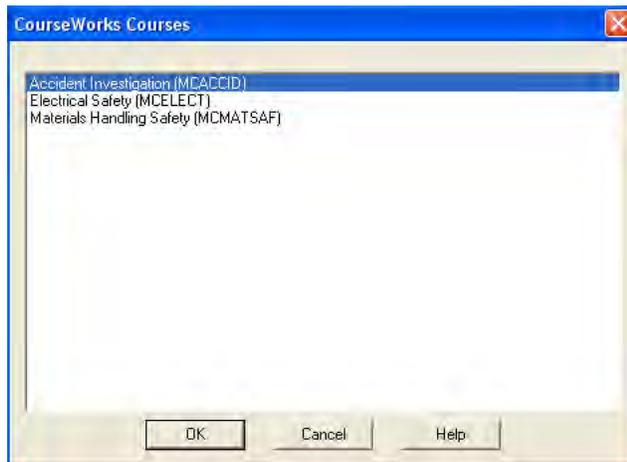
1. View a specific question.
2. Look at a student's response(s) to a specific question.
3. View a report listing facility-wide performance on questions.

View a Specific Question

1. Select [TrackPro] ▶ [View] ▶ [View Course Test Questions].

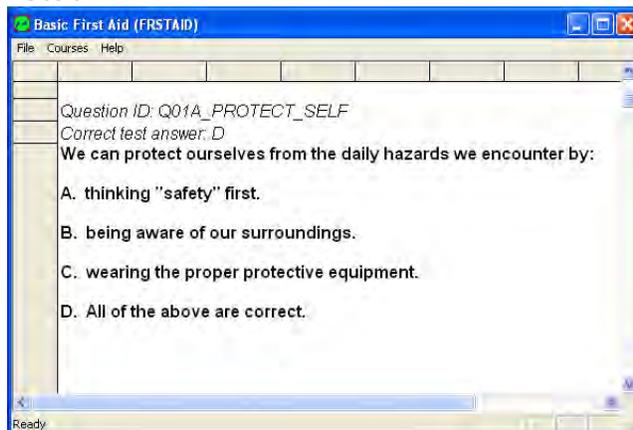


CourseWorks® displays the list of installed courses.



2. Select the desired course.
3. Click on the button.

The selected course's quiz questions and correct answers are listed.



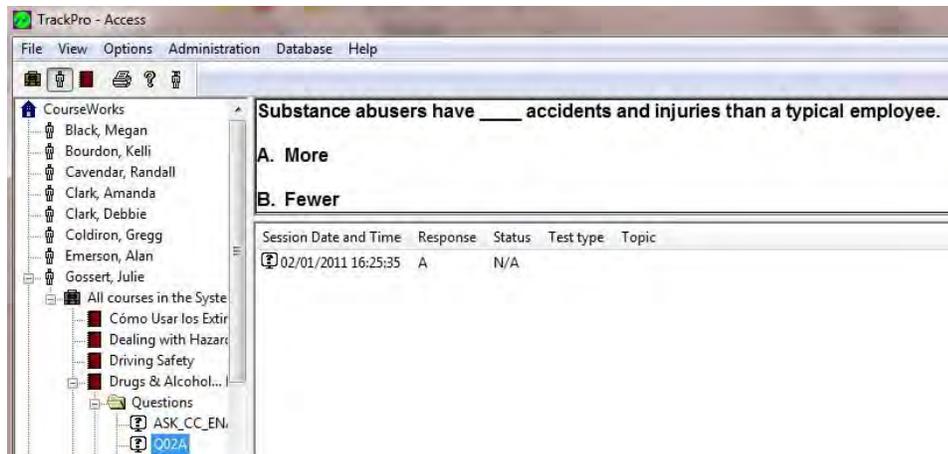
4. (Optional step) To print, select **[File]** ▶ **[Print]**.

View Specific Question or Segment Test Responses for an Individual Student

1. Select [TrackPro] ▶ [View] ▶ [Student View].
2. Double-click on the desired student. The courses that student is enrolled in will appear under the name.
3. Double-click on the desired course. The results for the quiz questions and segment tests for the selected student are stored in the respective folders.
4. Double-click on the Questions or Segment Tests folder.

TrackPro displays session details and the student's responses for each quiz and segment test question answered by that student. TrackPro will also display the student's score for each segment test that has been taken.

(A student may have multiple responses for the same question if he repeats a section of the course with that question or if he encounters the question in different parts of the course, such as the pre- or post- tests or quizzes).

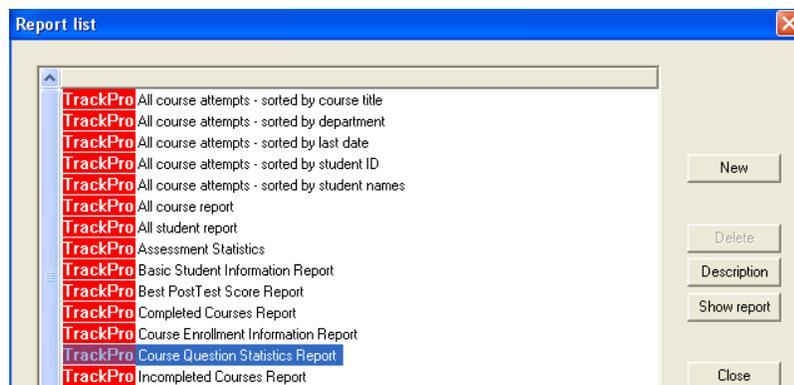


View Course Question Performance Facility-Wide

1. Select [TrackPro] ▶ [Database] ▶ [Create Database Reports].



2. Select [Course Question Statistics Report].



3. Click on the  button.

**See "Reports" for more information on this feature.*

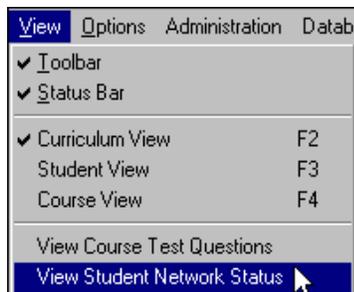
View Student Network Status

An administrator can quickly determine who is logged into the CourseWorks® system over an entire network. With the "View" utility she can also determine what course a student who is logged on is taking. The administrator also has the ability to forcibly log out any student who may have inadvertently left his computer logged in to CourseWorks®.

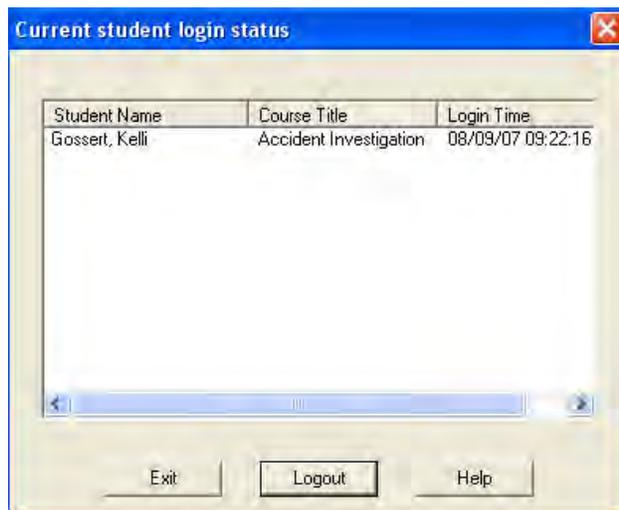
Note: CourseWorks® also has a "time-out" feature, which automatically logs out a student who has not shown any activity for more than one hour.

Log Out a Student

1. Select **[TrackPro] ▶ [View] ▶ [View Student Network Status]**.



2. To log out a student, select the student name that is to be logged out.

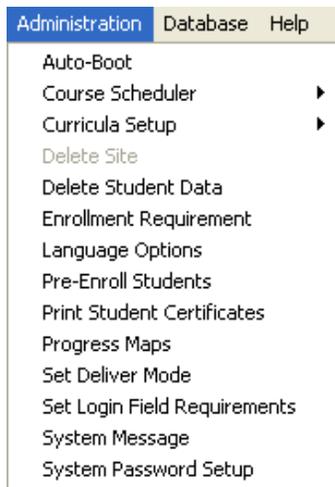


3. Click on the  button.

Administration Menu

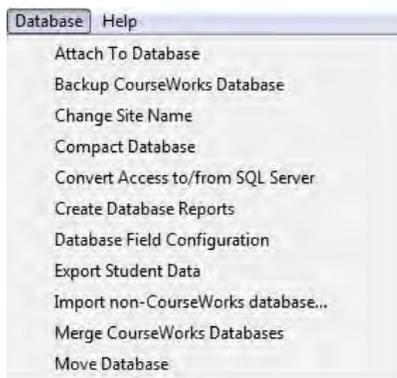
As a course administrator you will frequently use the TrackPro tools featured under the Administration menu. The Administration menu displays options for scheduling courses, setting up curricula, deleting student data, enrolling students, etc.

These features are explained in detail in their respective sections in this documentation.



Database Menu

The TrackPro Database menu is used to perform database functions such as importing or exporting student data or accessing other CourseWorks® databases. This menu is also used to access the reporting features in CourseWorks®.



These features are explained in detail in their respective sections in this documentation.

Install and Configure Courses

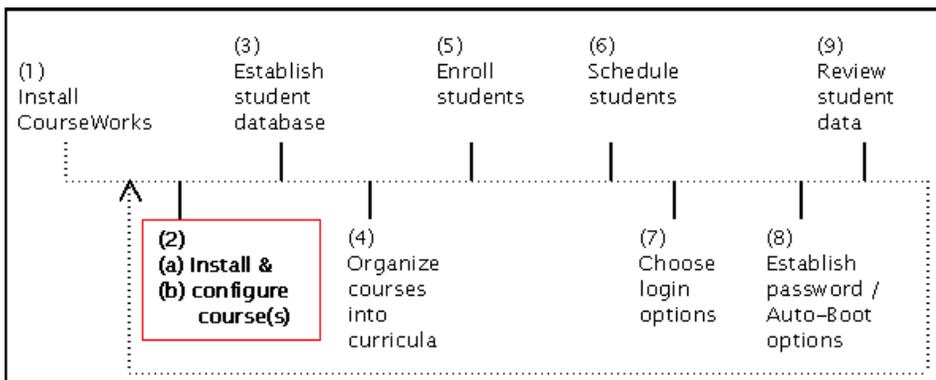
Overview

Note: In order to install a CourseWorks® course, the CourseWorks® software itself must first be installed. (See "Step 1" in the figure on the next page).

Once you have installed CourseWorks® you can immediately proceed to installing individual courses. If CourseWorks® has not yet been installed, see "Installing CourseWorks®".

Each time you install a course you must complete a two-step process. You...

1. "Install" the course.
2. "Set up" (configure) the course.



Both steps are accessed via the CourseWorks® "Setup" program. There are two alternatives for starting Setup... from the Windows' Taskbar or from the Desktop. (There isn't any significant difference between the two alternatives, you can use whichever method you prefer).

 **English and foreign language courses are installed and configured in the same way.**

Start Setup from the Desktop

1. Double-click on the CourseWorks® icon on your desktop.



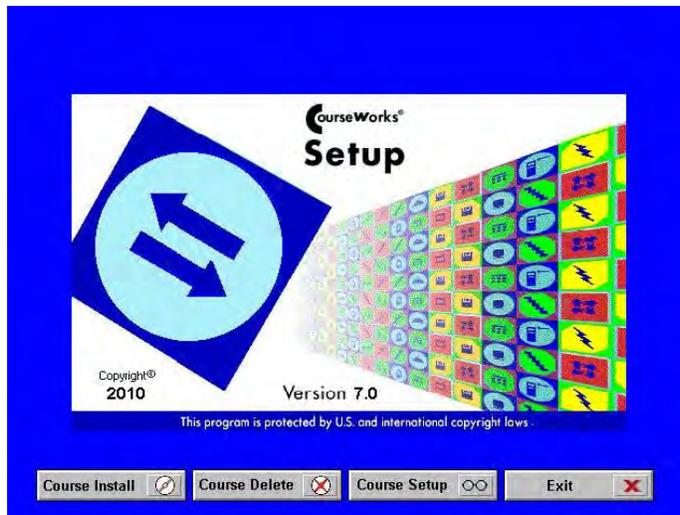
2. Double-click on "Setup".



Installing a Course

Note: Courses cannot be properly installed and set up using the "Run" command from the "Start" menu on the Windows taskbar. They must be installed using the CourseWorks® Setup program.

1. Insert the course CD in the CD-ROM drive of your computer.
2. Select **[Programs] ▶ [CourseWorks® v7.0] ▶ [Setup]**.

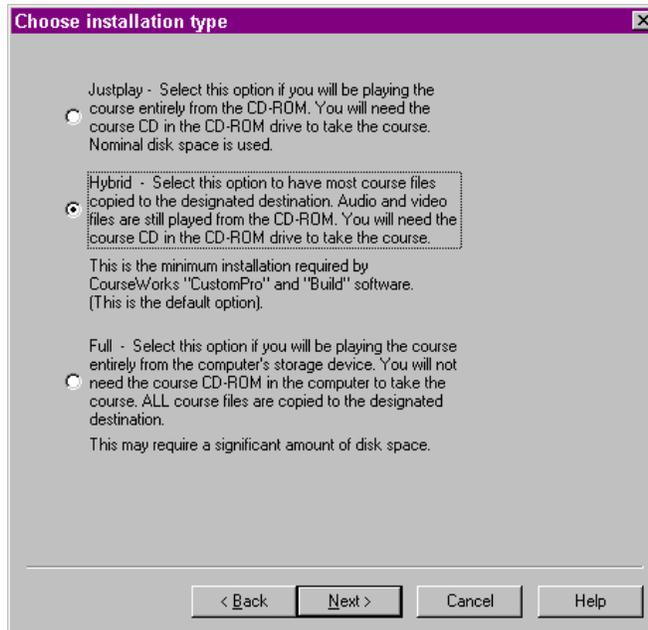


3. Click on the  button.

4. The program displays the "Select course(s) for installation" dialog box.



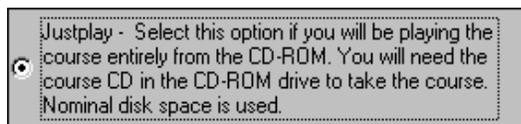
5. Select the type of course you want to install. You will probably choose "Standard CourseWorks® courses". (The second option, "Custom CourseWorks® courses", is used to install courses that you may have customized using the CourseWorks® CustomPro feature. See "CustomPro" for more information.)
6. The title of the course CD that you inserted in the CD drive will appear in the... -available courses to install at this location:" field.
7. Click on the  button.
8. The "Choose installation type" dialog box displays.



9. You will be prompted to select one of three options. Each installation type option is explained on the screen and in detail below. The "Install" program displays different screens depending on which installation type you choose.

Justplay

The "Justplay" install option only generates an entry for the course in the database, to allow for tracking of student training data. The course itself is played entirely from the CD. This installation type requires minimal space on the computer's hard drive, whereas the other two options each require significantly more space. With "Justplay" each time the course is played the student will need to put the course CD in his computer's CD-ROM drive.

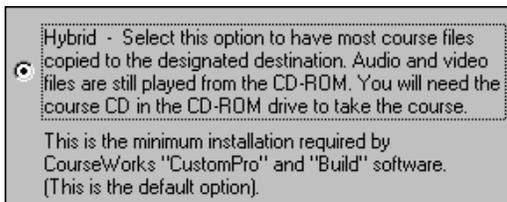


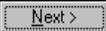
1. Click on the "Justplay" radio button.
2. Click on the "Next >" button.

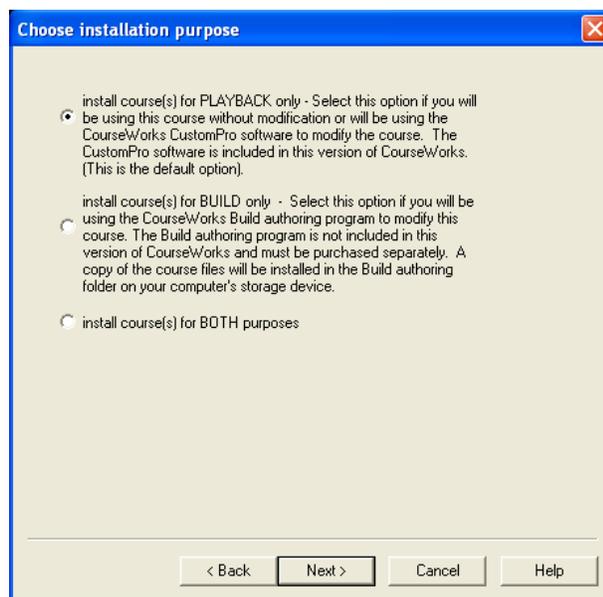
Hybrid

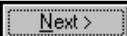
The "Hybrid" install option generally requires about 10 MB of hard drive space. It is the recommended install option in most situations, as well as the system default. With the "Hybrid" install all of the course files but the

audio and video files are installed on the computer's hard drive. This allows the course to execute much more quickly than under the "Just Play" install option. However, since each time the course is run the audio and video files are still played from the CD, students will always need to put the course CD in the computer's CD-ROM drive. (This is the minimum installation that can be used when the course will be modified via the CourseWorks® "CustomPro" or "Build" programs).



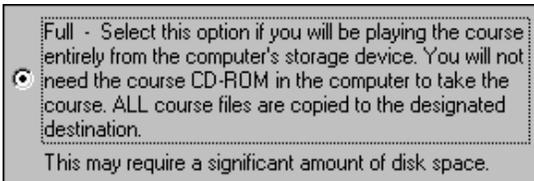
1. Click on the "Hybrid" radio button.
2. Click on the  button. The "Choose installation purpose" dialog box displays.



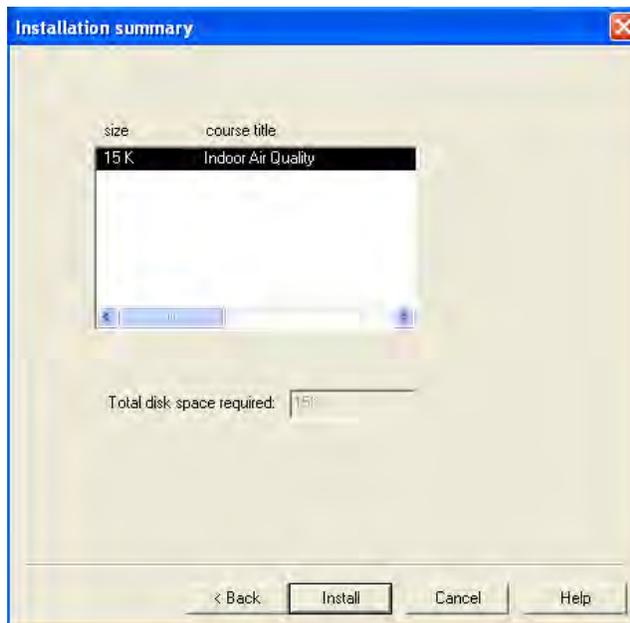
3. Click on the radio button of the installation purpose that you want to use, "Playback", "Build" (authoring) or both. If you will be modifying the courses using the CourseWorks® Build software you will need to select either the second or third radio button.
4. Click the  button.

Full

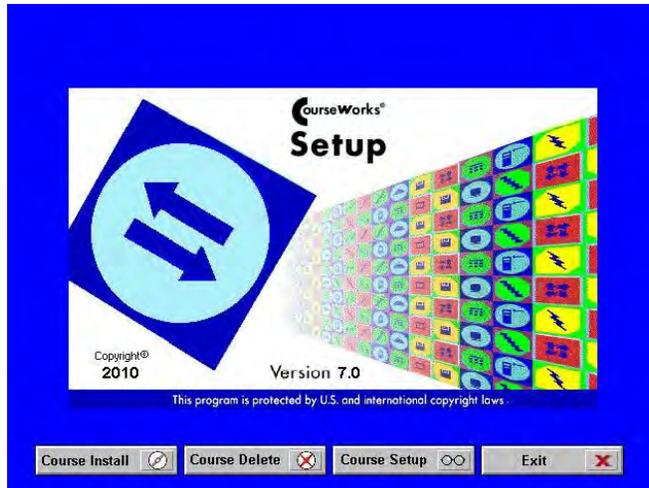
In this installation type, all of the course's data, video and audio files are copied to the computer's hard drive. Since a course CD may contain up to 650 MB of data, the "Full" install option could theoretically copy up to 650 MB onto your hard drive, taking up quite a bit of space. However the advantage of this option is that the student doesn't need to have the CD at his computer when he takes the course.



1. Click on the  button.
2. The "Installation summary" screen appears with the course CD that is in the computer's CD-ROM drive highlighted.



3. Click the  button. When the installation process is complete the program will take you back to the main Setup screen.



4. Click on the  button.

WARNING!

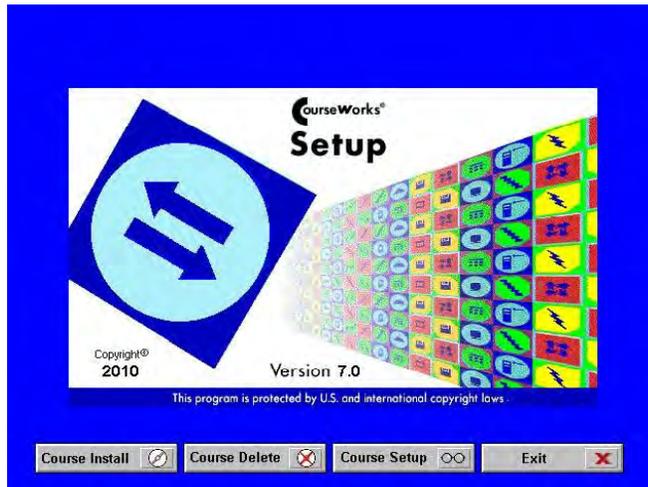
During the time the course is installing, you cannot use the Windows' "ALT" + "TAB" command to reach another software application. Interrupting a course installation will result in only some of the course files being installed, and your database will not be updated!

Configuring a Course

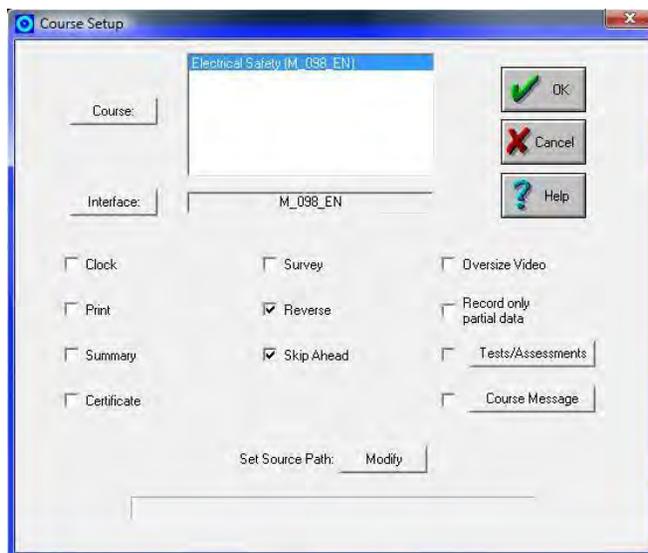
There are a number of options available to the training administrator when she is configuring a course, including setting course navigation capabilities, creating pre- and post-tests, allowing students to do things such as send messages or taking notes, and more.

Start the CourseWorks® Setup Program

1. Select [CourseWorks® v7.0] ▶ [Setup].



2. Click on the  button.
3. Complete the desired "Course Setup" dialog box options.



**See discussions of options in the next section on "Course Setup Options".*

4. Click on the  button to activate your selections.

Course Setup Options

Course

Click on the  button in the "Course Setup" dialog box to display a description of the course which is highlighted in the drop down menu. This description cannot be edited.

WARNING!

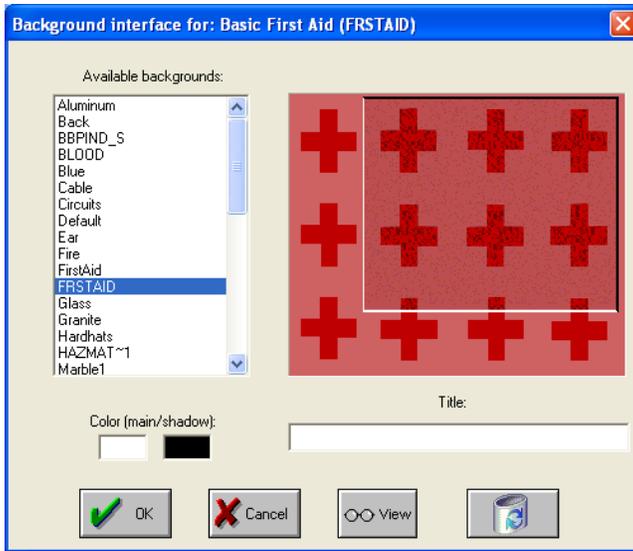
If you have just installed a course it is not necessarily the first course in the list, since courses are ordered alphabetically.

Interface

Click on the  button in the "Course Setup" dialog box if you want to select an "interface" (background screen) that is different than the one that was originally created for the course. Every CourseWorks[®] course has been designed with its own course "interface". The interface consists of several graphic files that form the background(s) for the course.

Note: CourseWorks[®] has many different interface designs that you can choose from. You can also design your own interface by using any of the standard Windows graphics packages (such as Photoshop or QuarkExpress), saving your design as a bitmap file and bringing it into CourseWorks[®].

The "Background interface" dialog box displays.



Select an interface from the "**Available backgrounds:**" list on the left.

Preview the background you have chosen by clicking on the  button.

Note: The administrator also has the ability to customize the "Title" box to superimpose text (such as their organization's name) by entering the new title in the box on the lower-left hand corner of the course interface screen.

Clock

Click on the  check box in the "Course Setup" dialog box to enable the "Clock" feature.

If enabled, a clock button  displays on the lower left side of the screen when the course is playing. At any point while taking the course, the student can click on the clock button to display the time of day (actually the computer's system clock) and the time that has elapsed since the student logged into the course ("run time").



Print

Click on the Print check box on the "Course Setup" dialog box to enable the "Print" feature.

When enabled, a Print button  displays on the lower left side of the screen while the student is taking the course. The student can click on the button at any time to print the current text screen.

Summary

Click on the Summary check box on the "Course Setup" dialog box to enable the "Summary" feature.

When enabled, after a student exits a course CourseWorks® will display the results of any segment tests that he took during the course. These scores will be shown on the Deliver screen when he exits the course.

Certificate

Click on the Certificate check box on the "Course Setup" dialog box to enable the "Certificate" feature.

When enabled, upon successful completion of the course CourseWorks® will prompt the student, to print his own "Certificate of Completion" for that course.

*Note: There are two methods for producing training certificates. One alternative is to select this option in the "Course Setup" dialog box so the student is prompted to print a certificate upon completion of the course. Alternatively, the administrator can use TrackPro's Administration menu to access the "Print Certificate" option and print certificates for students who have successfully completed courses herself. The administrator can also modify the style of the certificate, as well as some of the information printed on the certificate. *See "Printing Certificates by the Administrator" for details.*

Survey

Click on the Survey check box on the "Course Setup" dialog box to enable the "Survey" feature.

When enabled, a survey will appear after the student completes the course and before he begins the post-test (if one has been set up). This survey allows the student to “rate” the course and his experience in taking the course. You cannot add or modify survey items.

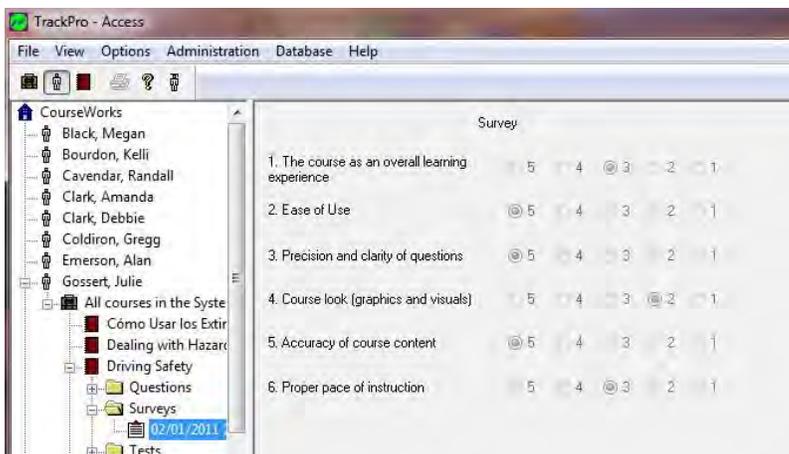
Your opinions will help us improve this course.
Please complete the following survey.

Rate the following items. 5 is the highest rating.

1. The course as an overall learning experience	<input type="radio"/> 5	<input checked="" type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
2. Ease of use	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
3. Precision and clarity of questions	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
4. Course look (graphics and visuals)	<input type="radio"/> 5	<input checked="" type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
5. Accuracy of course content	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
6. Proper pace of instruction	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

OK

The administrator accesses the survey's results via TrackPro. On the main TrackPro screen, a Survey folder will display below the student's name under each course for which they have completed a survey. Click on the Survey folder to view the list of surveys completed, by date. Double-click the survey you wish to view to have it display in the right window.



Reverse

Click on the Reverse check box on the "Course Setup" dialog box to enable the "Reverse" feature.

When enabled, a  "reverse" button will display on the student's screen. When clicked, the student can go back to the previous element in that portion of the course.

Skip Ahead

Click on the Skip Ahead check box on the "Course Setup" dialog box to enable the "Skip Ahead" feature.

When enabled, a  "Next" button will display on the course's screens. When clicked, the student can skip forward to the next element in that segment of the course. If "Skip Ahead" has been enabled, but the "Next" button does not appear on a particular screen, the student may still be able to skip forward to the next element in that segment of the course by clicking anywhere on the screen.

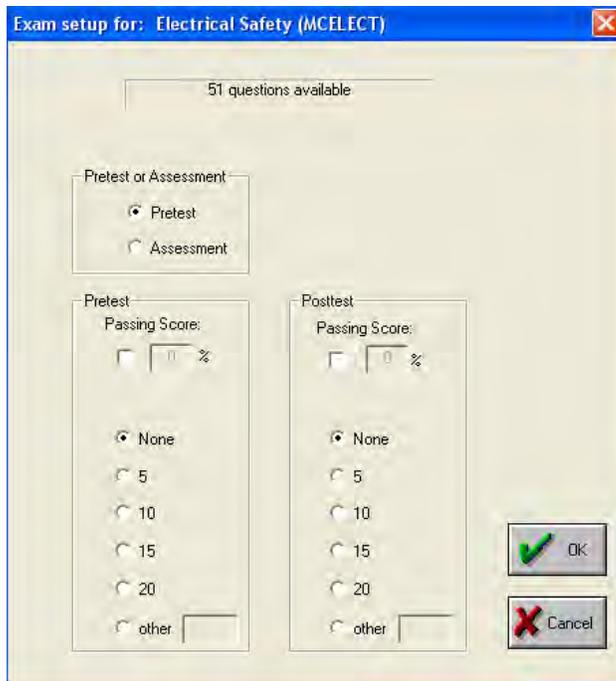
*Note: The student cannot "skip" past the segment tests.
Each test must be successfully completed before
moving to the next segment.*

Tests

Tests are constructed at the course level, and contain a mixture of questions drawn from all of the segments in a course. CourseWorks® allows you to set up both "Pre" and "Post-Tests".

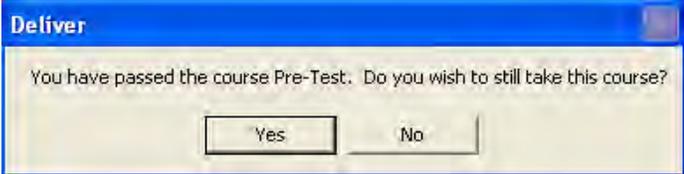
Click on the Tests/Assessments button of the "Course Setup" dialog box to set up an assessment test or a "Pre"- and/or "Post-Test".

The program will display the "Exam setup" dialog box.



The "Pre-Test" and "Post-Test" options are independent of one another, so you can set up one, or the other, or both.

 **You can have students "test out" of a course altogether if they achieve the passing grade set for the pretest. If they pass the pretest, the Deliver program will ask them if they wish to continue. You should notify students prior to them taking the course as to whether they should continue to take the course, or log out.**



In the dialog box, select which test you want to configure. Then specify:

1. How many questions will be asked in the test.
2. What the passing score for the test will be.

Specify the Number of Questions

Click on the number of questions to be asked in the test. Click "other" to be prompted for a number between "one" and the number of questions available in the test question pool for that course.

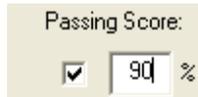
Note: Test questions are selected randomly from the pool of available test questions each time a student takes the test. The number of "questions available" shown at the top of the dialog box is the total number of questions that were included in the test question pool when the course was built.

Establish a Passing Score

Use this option to specify the "passing" grade on a pre- or post- test.

1. Click on the checkbox under "Passing Score" for the desired test. This will put a checkmark in the box and enable the "passing score" box.

Enter the desired passing score, from 1% to 100%.



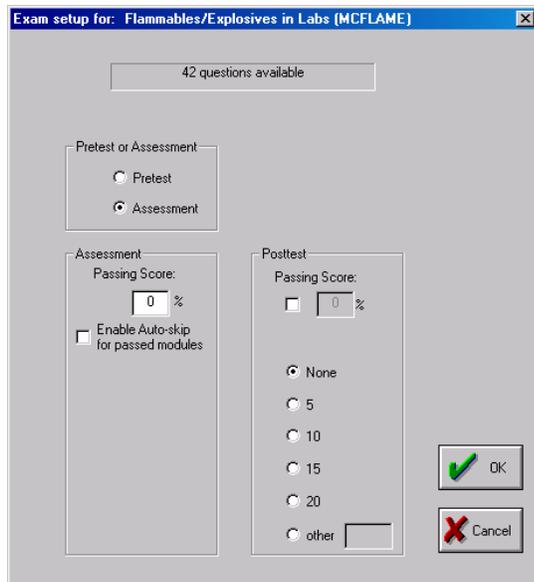
2. Click on the  button.
3. Once you have set your test parameters, a checkmark will be automatically placed in the check box next to the Tests/Assessments button on the Course Setup screen and the test feature will be activated.



Assessments

CourseWorks® assessment capabilities allow students to "test out" of modules of a course on topics for which they already have adequate knowledge. CourseWorks® can then "reconfigure" the course to include only the modules that the student did not test out of.

1. Click on the  button of the "Course Setup" dialog box to set up an assessment.
2. The program will display the "Exam setup" dialog box.



3. In the "Pretest or Assessment" box, click on "Assessment".
4. An "Assessment" box will appear underneath the "Pretest or Assessment" box.
5. In the "Passing Score" box enter the passing score you want to set for the groups of questions in the Assessment Test.
6. If you want CourseWorks[®] to automatically remove the modules of the course that a student "tests out" of check the "Enable Auto-skip" box (if you do not check the "auto-skip" box, the student will be asked if they want to go through the modules in the course that they have tested out of, or if they want the module to be removed before they take the course).
7. Once a student has completed the Assessment Test, they will see a screen letting them know which modules of the course they have "tested out" of. They will then proceed to take the course (which may be reconfigured if the student has tested out of one or more of the modules in the course).

Message (Course Message)

When enabled, students see a "course" message when they begin a course. Many training administrators use this option to make an announcement relevant to the course.

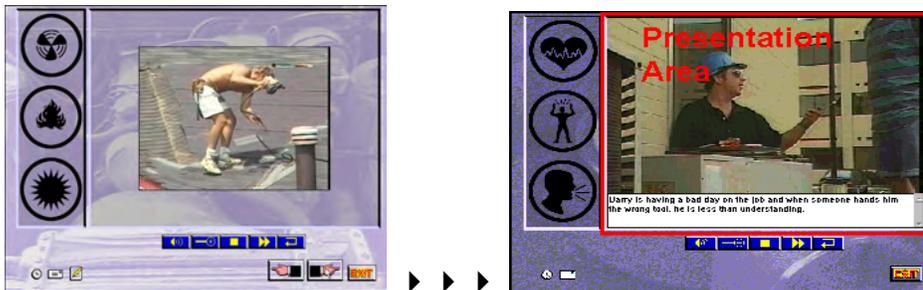
1. Click on the Course Message button on the "Course Setup" dialog box to enable the "Course Message" feature.



2. Enter the text of your course message and click "OK".
3. Activate the Course Message by clicking on the checkbox next to the Course Message button.

Oversize Video

1. Click on the Oversize Video check box to have the video displayed in the entire active "presentation area" of the Deliver window when the course is viewed.



Note: Most of the video files in the Paulson courses are generally stored at 480x360 (pixels). However there are a few lessons where the video files are stored at 320x240. When the video in a course is played at this size it only fills up part of the "presentation area". Video files may be played back larger than their stored size. The CourseWorks® presentation area is 480x360, so when this option is enabled the video is "blown up" and as a result may have a slightly distorted appearance. However, distortion is usually minimal and it may be worth playing the course at the larger size.

 **When viewing courses, the students will also have access to the "Zoom" button , which allows them to expand the video playback area to the full screen. However, this will cause most of the navigation buttons to disappear from the screen. There is also greater potential distortion to the video picture with this view method.**

Record Only Partial Data

Quizzing and testing in a course can be designed to occur at four different times:

- The course designer can include "quiz" questions throughout the course. These are not "scored" tests, but result in remediation ("re-teaching") if the student answers a question incorrectly.
- Courses are also often designed with "topic tests" at the end of major course segments. These tests must be passed to move to the next course segment.
- During the setup process, the administrator can establish an assessment test, or pre- and post- tests, all of which are "scored".

Enabling the "Record only partial data" option results in only the pre- and post- tests and unit "topic test" results being saved. Otherwise, every question's response is tracked, including any "quiz" questions that may be encountered throughout the course.

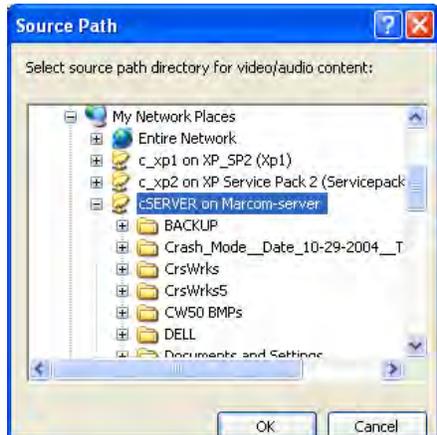
1. Click on the Record only partial data check box on the "Course Setup" dialog box to enable this feature.

 **If your organization does not need to know how the quiz questions in courses were answered, you can use the "Record only partial data" feature to reduce the potential size of your CourseWorks® database.**

Set Source Path: Modify

You may choose to store the course video and audio files on another network drive to conserve or balance disk space on your network. To do this you must first copy the course video and audio files to this location, then:

2. Click on the **Modify** button to specify the "path" (that is, the drive/folder names) where the course audio and video files are to be located. Course audio and video files must have previously been copied to this alternate location.



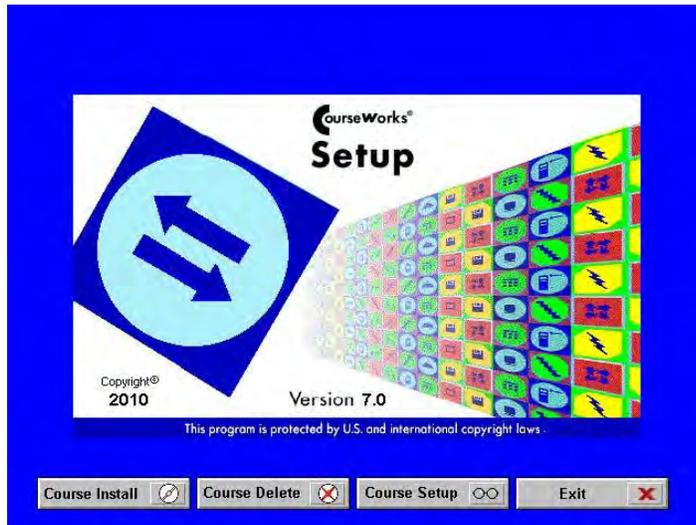
3. The path must be a location that is "mapped" to your computer (a "mapped" location is one that has been assigned a letter, such as "f". This letter serves as a shortcut notation to refer to the computer or network name. See your network administrator for more information on mapping.)
4. The alternate source path will be displayed on the Course Setup screen.



Removing ("Deleting") a Course

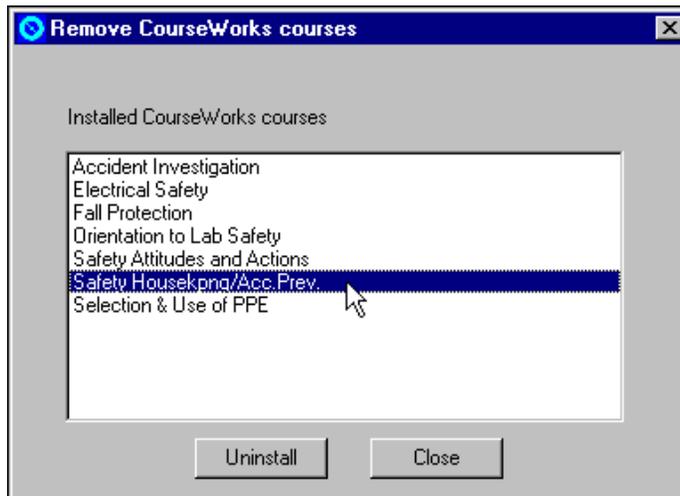
If you want to remove a course from the system, you must use the CourseWorks® Setup program. Removing the course frees up the space on the computer's hard drive where the course was installed. The process removes all of the course's files but it does not delete the historical student training data for that course which has been recorded in the database.

1. Select **[Setup]** ▶ **[Course Delete]**.



2. Click on the **Course Delete** button.

The "Remove CourseWorks® courses" dialog box will display.



3. Highlight the course to be deleted from the list of courses.

4. Click on the  button.

The "Course Uninstall Warning" dialog box will display.



Click on the  button to complete the course(s) removal.

5. To delete additional courses, repeat steps 3 through 5. (You can also use the Windows —shift-click” option to remove more than one course at a time.)
6. Click on the  button to exit from the "Remove CourseWorks® courses" dialog box.

Note: After a course has been removed, TrackPro will still show the course title with a "Circle with a Slash" symbol  next to it. This symbol indicates that there is still course or curriculum data in the database for students who have taken the course.

Deliver

Overview

Students use the "Deliver" program to take their CourseWorks® courses. How the administrator configures the system will directly impact what the student sees when he enters Deliver, such as a "System Message", "Language Selection" screen, "Login" dialog box, etc. These options are all discussed in detail in their respective sections of this Trainer's Guide.

No matter what functions have been set up by the administrator, the student will eventually arrive at a Course Selection (Tic-Tac-Toe) Menu, at which time they will be able to select the course that they want to take.

Course Selection (Tic-Tac-Toe) Menu



The Tic-Tac-Toe menu shows up to nine course or curricula buttons at a time. When there are more than nine courses installed on the system, the scroll bar is used to view the additional buttons.

The student clicks on a course's button to start the course, or if the button represents a curriculum to display that curriculum's Tic-Tac-Toe menu.

**See "Curriculum Overview" for details.*

Start Deliver from the Desktop

1. Double-click on the CourseWorks[®] icon on your desktop.



2. Double-click on the "Deliver" icon.



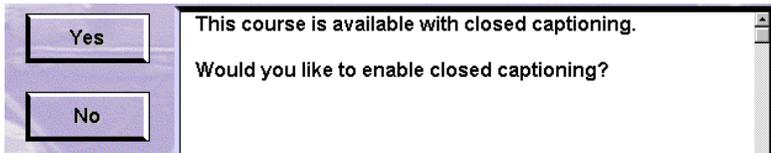
Course Button Border Colors

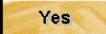
Each course and curriculum button has its title listed on or below the button. When the login option in Course Setup is set to "Must be pre-enrolled (login is required)" or when login is done by curricula the student is prompted for his student ID before the Tic-Tac-Toe menu displays. Under these two login options, the background color around the course or curriculum name on the bottom of the button reflects the status of that course (or curriculum) for the student logging in.

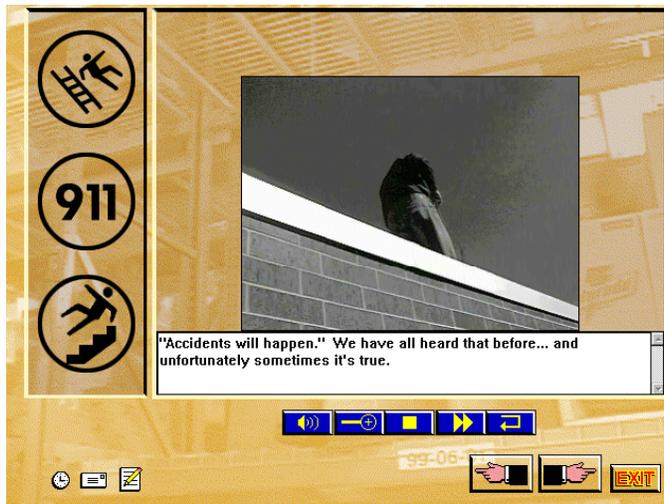
- Red:** Indicates that the course is not readily available on the CD-ROM drive (for —JetPlay" and "Hybrid" installs). The student may simply need to put the course CD in the CD-ROM drive when prompted.
- Purple:** Indicates that the student hasn't started the course.
- Green:** Shows that the student has started the course but has not completed it. (*See "Bookmarks" for more details).
- Blue:** Shows that the student passed the pre-test and may not be required to complete the course.
- Black:** Confirms that the student has successfully completed the course.
- Orange:** Indicates that the button represents a curriculum.

Closed Captioning

Another feature in CourseWorks® is "closed captioning". After a student has selected a course if the course has been authored with "closed captions" the system will offer him the option of having the closed captioning displayed whenever video is playing on the screen. This can be helpful if the student has any difficulty hearing, if he would like to have additional time to relate to what the video is saying (by using closed captioning in conjunction with the "Pause" capability) or if he just wants to both see and hear the information at the same time.



1. Click on the  button to have closed captioning displayed.



Deliver Function Buttons

In addition to the buttons showing the courses and curricula that are available to the student, the Deliver Tac-Tac-Toe menu also has five "function buttons" at the bottom of the screen. These buttons, "main", "back", "play", "exit" and "refresh", are described below.



Main

This button returns the student to the "parent" curriculum from the current subcurriculum. This button is active only if the Deliver Tic-Tac-Toe menu is comprised of curricula which have subcurricula.

Back

This button returns the student to the previous curriculum from a subcurriculum. This button is active only if the student is enrolled in subcurriculum and has previously accessed one of these subcurriculum from the opening Deliver Tic-Tac-Toe menu.

Play

This button plays a course directly from the CD-ROM drive. The course does not need to be installed or displayed on the Tic-Tac-Toe menu, but the course CD must be in the CD-ROM drive.

Exit

This button returns the student to the "Select Language" dialog box. The student will need to click "Exit" to return to the computer's Windows' desktop.



Remember, you can set up your system so that the student cannot exit Deliver without a password.
***See "Passwords" for details.**

Refresh

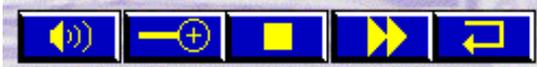
The "refresh" button updates the courses and curricula displayed on the Tic-Tac-Toe menu. If the student computer is networked, and the student clicks on the "refresh" button, any changes made by the CourseWorks® administrator related to the student's current curriculum will be displayed.

For example, if the administrator added a "Back Safety" course to the curriculum that is being displayed on the student's current Tic-Tac-Toe menu, then a "Back Safety" course button will show on the Tic-Tac-Toe menu when the student clicks on the "refresh" button.

Course Navigation Buttons

When taking a course in Deliver, the student will also have access to several other various types of buttons, which typically appear at the bottom of the screen. Some of these are "navigation" buttons, which are there so that the student can move through the course in ways and at times that suit him best (for example, allowing the student to watch a video clip again, move forward to the next screen, pause, etc.).

Other buttons allow the student to control how the course is presented, by turning off the sound, enlarging the picture, etc. Some of these buttons are visible only when the student is viewing a particular type of screen, such as a screen playing a video segment. These buttons are described below.



Audio Control

The Audio Control button turns the audio portion of the course on or off. When the Audio Control button is selected, the Deliver program displays "on"  and "off"  buttons. To turn the audio off, the student clicks on the "off" button. To turn the audio back on, he clicks on the "on" button.

Zoom

The "Zoom +" button displays the video full-screen. To return the video to its normal playback size, the student clicks on the "Zoom -"  button.

Pause

The "Pause" button pauses the audio and/or video. (The button will also change to a "Play" button). To resume playing the course, the student clicks on the Play  button.

Scan

The "Scan" button allows the student to "fast forward" through a video segment.

Replay

The "Replay" button replays the current audio or video segment.

Reverse

The "Reverse" (also called the "Back Hand") button returns the student to the previous segment in that portion of the course. This option must be previously enabled in Course Setup.

**See "Course Setup Options" for more details.*

Next

The —Next (also called the "Forward Hand") button allows the student to skip forward to the next element in that portion of the course. If a Next button is not activated on the screen, in certain courses the student may also be able to skip forward to the next element by clicking once anywhere on the screen. This option must be previously enabled in Course Setup.

Note: It is not recommended that the student skips over any portion of a course!

Note: Some courses also incorporate "Next" buttons as part of their navigation. In these cases the associated element is always completed before the button becomes active.

**See "Course Setup Options" for more details.*

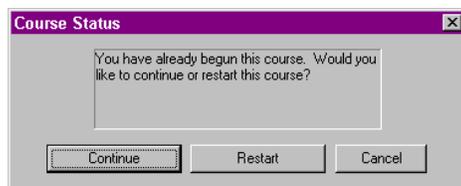
Exit

The —Exit button lets the student exit from the course and return to the Tic-Tac-Toe menu.

Bookmarks

Not all student training sessions will end as a result of the student completing a course. There are a number of reasons that a student may need to terminate a session before they finish the course they are taking. They may run out of time and need to get back to work, they may be paged or receive a telephone call, or they may get called away for some other reason.

To accommodate these types of situations, CourseWorks® includes an automatic "bookmarking" capability. If the student has logged in (so the system knows who he is), CourseWorks® will "bookmark" how far he progressed in the course. The next time the student logs in to the system and selects that course, CourseWorks® will display a "Course Status" dialog box, and ask the student whether he wants to pick up where he left off ("Continue" the course) or start the course over from the beginning ("Restart" the course). If 'Continue' is selected, the course will resume at the beginning of the current segment.



Student Database Fields

Overview

In order for CourseWorks® to track students' training data, the students must be —enrolled” in the CourseWorks® database (this can either be done by the administrator prior to the students taking courses or the students can —self-enroll” when they click on Deliver). When TrackPro is initially installed there are five predefined fields in the database. They may be renamed but not deleted.

Three of the fields are "required", two are not. Required fields must be supplied with data as each student is enrolled.

"Required"	StudentID
	Last Name
	First Name
"Not Required"	Middle Initial
	Department

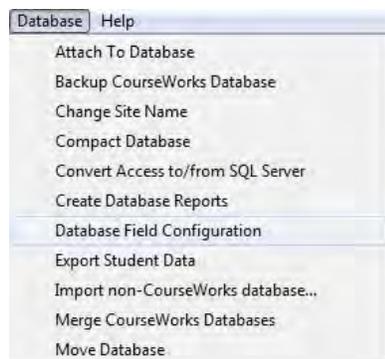
The fields that are initially set to "Not Required" may be changed to "Required" by changing the "Is required" status to "Yes".

Ten additional fields may be established in the database. They can be designated as "required" fields or not. These fields can be subsequently modified or deleted at any time.

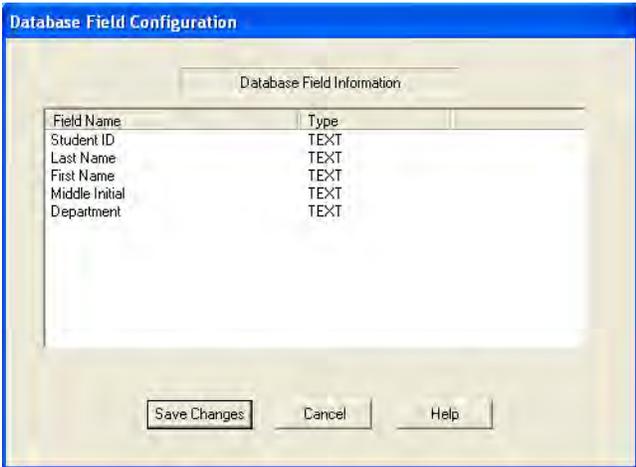
Renaming a Field

Any field name, including the names for the five predefined fields, may be changed. To rename a student field:

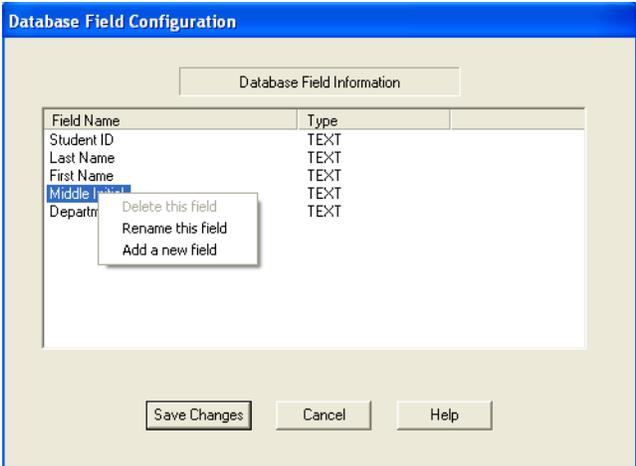
1. Select **[TrackPro] ▶ [Database] ▶ [Database Field Configuration]**.



The "Database Field Configuration" dialog box displays.



- 2. Right-click on the field to be renamed.
- 3. Select **[Rename this field]**.



TrackPro highlights the field name in "edit mode".

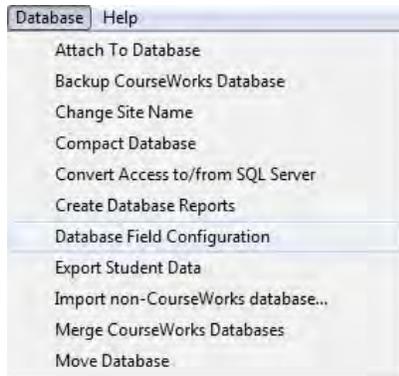
Field Name	Type
Student ID	TEXT
Last Name	TEXT
First Name	TEXT
Middle Initial	TEXT
Department	TEXT

- 4. Type in the new field name.
- 5. Click on the **Save Changes** button.

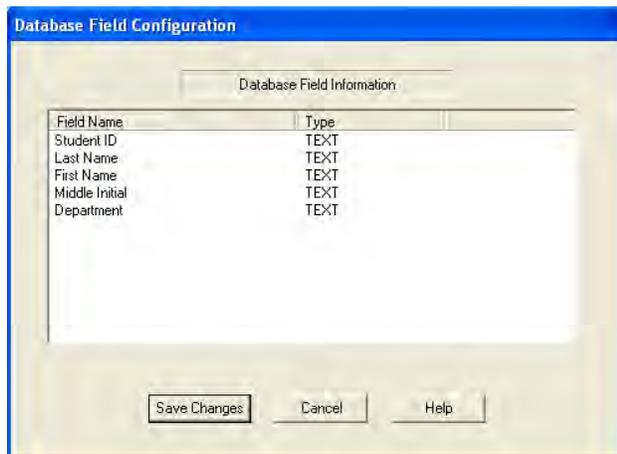
Adding a Student Field

Ten additional student data fields may be established in the database. These fields can be subsequently modified or deleted. To add a student field:

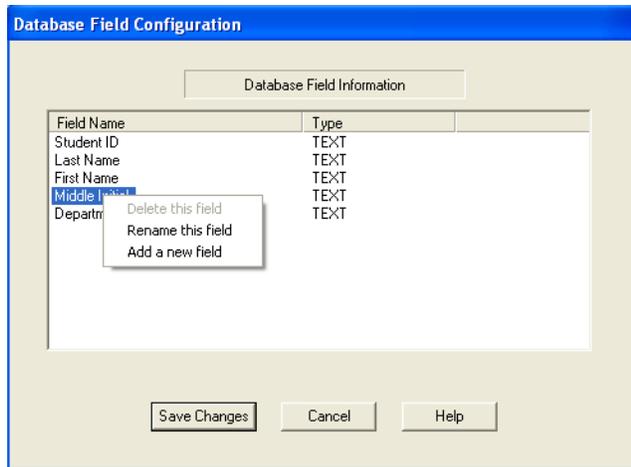
1. Select **[TrackPro] ▶ [Database] ▶ [Database Field Configuration]**.



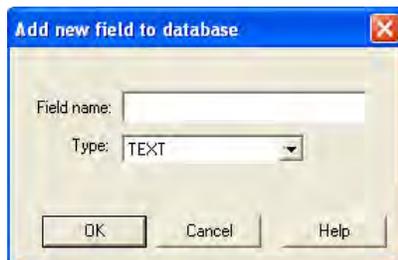
The "Database Field Configuration" dialog box displays.



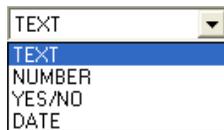
2. Right-click anywhere within the field table (the white box). Select **[Add a new field]**.



TrackPro displays the following dialog box:



3. Type in the new field's name (14 character maximum).
4. Use the drop-down menu to select the "Type" of field.



Below is an explanation of the different data types available:

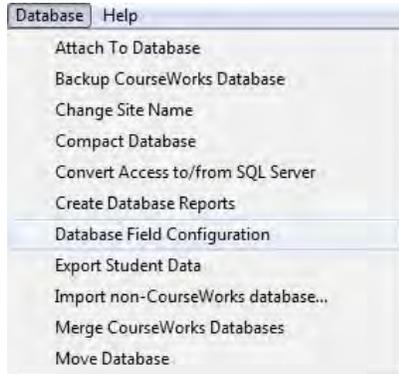
Data Type	Data Description
TEXT	Alphanumeric characters, no special characters such as "/" or ">".
NUMBER	Numeric characters only
YES/NO	"Yes" or "No" response only.
DATE	Date formatted data, such as "date of hire" or "birthdate".

5. Click on the  button.

Deleting a Field

Database fields may be deleted, except for the five predefined fields. However, once you delete a field all of the data that has been stored in that field in the database will be deleted **for every student** and cannot be recreated. To delete a field:

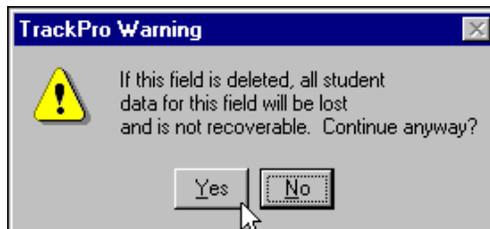
1. Select **[TrackPro] ▶ [Database] ▶ [Database Field Configuration]**.



2. Right-click on the field to be deleted. Select **[Delete this field]**.



TrackPro displays the following warning:

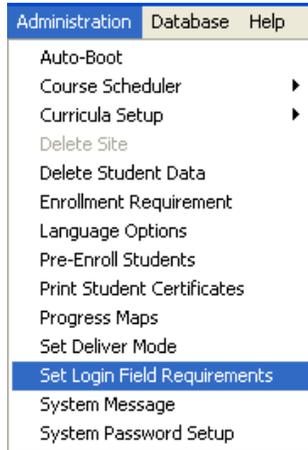


3. Click on the  button.

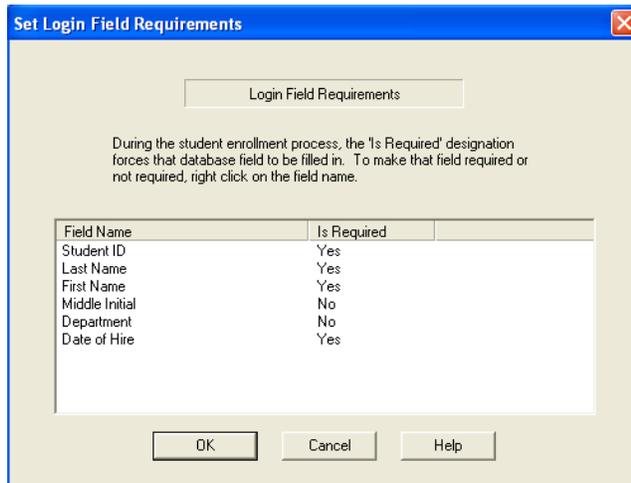
Designating a Field "Required" or "Not Required"

For fields that have been added, the administrator can designate that field as "required" or "not required". To do this:

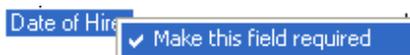
1. Select **[TrackPro] ▶ [Administration] ▶ [Set Login Field Requirements]**.



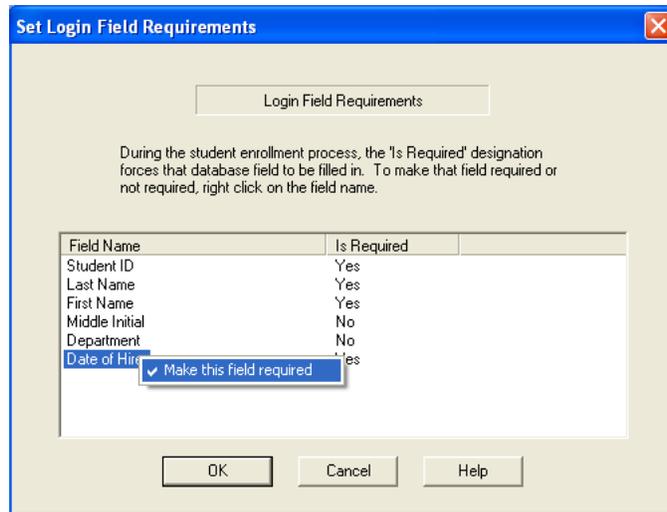
The "Login Field Requirements" dialog box displays.



2. Right-click on any field whose "Required/Not-required" status is to be changed. This will bring up the "Make this field required" checkbox.



3. Click on the "Make this field required" option to place or remove the checkmark next to that option. A checkmark indicates that the option is enabled ("turned on").



4. Click .

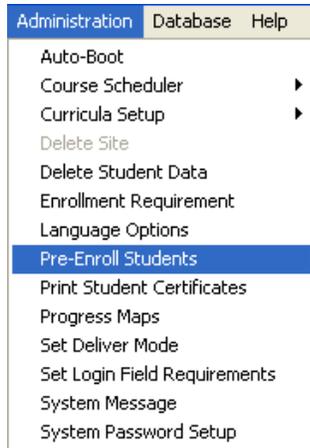
Student Database: Adding, Modifying and Deleting Students

Use TrackPro to manage your organization's student training records. You can add or remove students from the database, as well as change their demographic data.

Adding a Student

If the administrator has chosen the "Must be Pre-Enrolled (Login is required)" option as the enrollment requirement for Deliver (see *"Enrollment Requirement" for more details*), a student's demographic information must be entered into the database prior to the student logging in to Deliver. To do this:

1. Select **[TrackPro] ▶ [Administration] ▶ [Pre-Enroll Students]**.



The "CourseWorks® Enrollment Utility" dialog box displays.



2. Click on the "Enrollment by Student" tab and then click on the  button.

TrackPro displays a blank "New Student Registration" dialog box. Two types of fields will appear in this box... the pre-defined fields that are required by CourseWorks® (Student ID, First Name, Last Name, Middle Initial and Department) and any other fields that have been set up by the administrator. (See "Student Database Fields" for more details.)

The screenshot shows a window titled "New Student Registration" with a blue title bar. Inside the window, there are six text input fields arranged vertically, each with a label to its left: "Student ID", "First Name", "Middle Initial", "Last Name", "Department", and "Date of Hire". At the bottom of the window, there are three buttons: "OK" with a green checkmark icon, "Cancel" with a red X icon, and "Help" with a blue question mark icon.

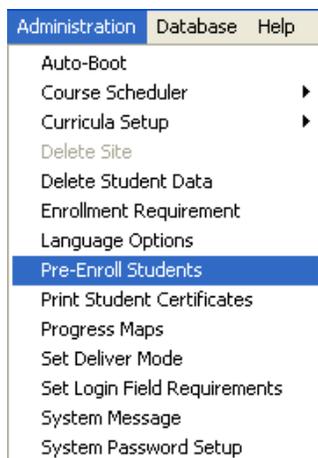
3. Enter student data in the fields.
4. Click on the  button to save the new student record.

Note: TrackPro will display an error message when you attempt to register a new student without filling in the required fields.

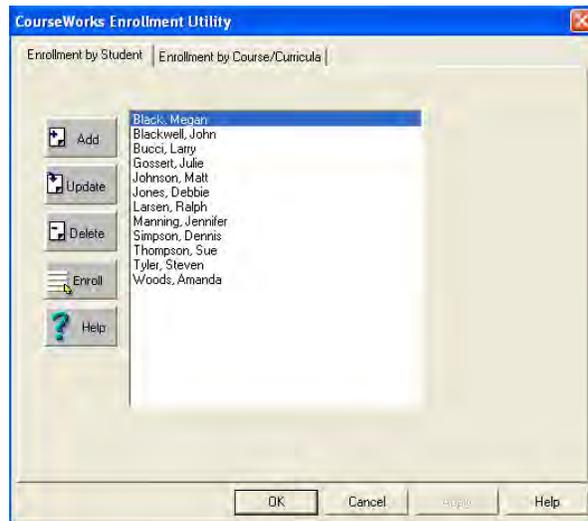
Modifying Student Data

The administrator also has the ability to modify a student's data, such as make a name change for someone who was recently married, at any time. To do this:

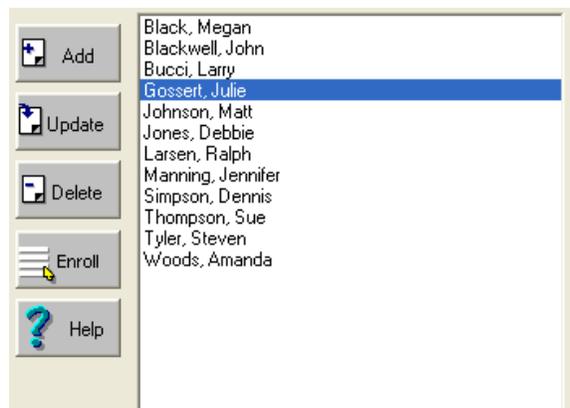
1. Select **[TrackPro] ▶ [Administration] ▶ [Pre-Enroll Students]**.



The "CourseWorks® Enrollment Utility" dialog box displays.



2. Click on the "Enrollment by Student" tab and highlight the desired student.



3. Click on the  button.

TrackPro displays the current student data.

4. Change the necessary student data in the listed fields.
5. Click on the  button to save your database changes.

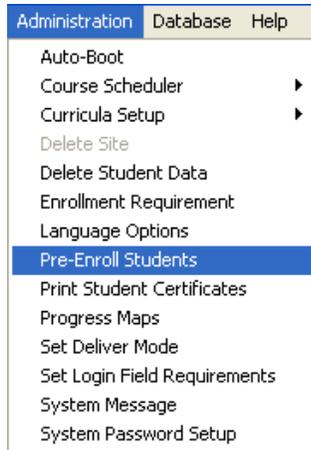
6. Click on the  button.

Deleting a Student from the Student Database

Note: "Deleting" a student will remove all of the student's demographic and historical training data. It is strongly recommended that you export the student's data as a backup prior to deleting them from the database. (See "Exporting a Student's Data" for more information.)

Delete a Student

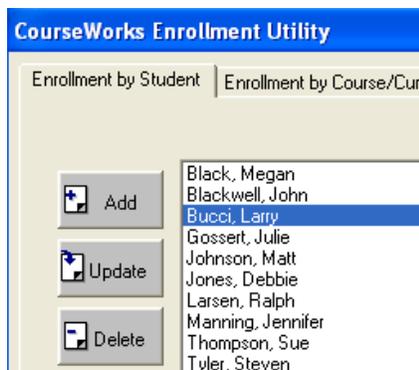
1. Select **[TrackPro] ▶ [Administration] ▶ [Pre-Enroll Students]**.



The "CourseWorks® Enrollment Utility" dialog box displays.

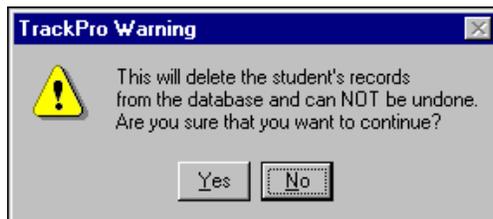


2. Click on the "Enrollment by Student" tab and highlight the student to be removed from the database.



3. Click on the  button.

You will be “warned” by a dialog box that the student will be deleted from the database and asked to confirm that you really want to delete the student.



4. Click on the  button.

Curricula

Curriculum Overview

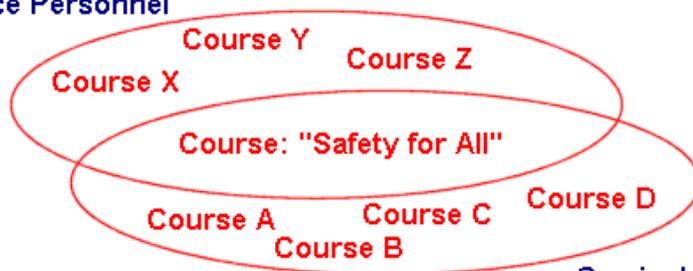
As courses are installed, CourseWorks® automatically includes them in a group called the "All Courses in the System" curriculum. All of these course buttons will be displayed on the Tic-Tac-Toe menu when a student starts Deliver unless the administrator configures the login setup differently. (See "Login" for details).

The CourseWorks® curriculum feature gives the administrator the means to group courses into additional curricula. Organizations can want to group courses for varied and often different reasons. For instance, an organization may want to set up a curriculum so that every entry-level person takes certain mandatory courses. After the new hires complete that curriculum, they may then be required to take a different group of courses for their particular occupation. Another organization may set up curricula for levels within a job type, such as Machine Tech I, Machine Tech II, etc.

An additional benefit of using the curriculum feature is that when students log in to Deliver they see only the courses in their curriculum. This in a sense "filters" the course list for students so that they aren't overwhelmed by seeing every course that is installed on the system. It also keeps them focused on only the courses they should be taking.

While many organizations will set up different curricula for various categories of workers, the administrator may also include in each curriculum certain courses that are "universal" and need to be taken by everyone.

Curriculum for
Office Personnel



Curriculum for
Field Personnel

In this illustration the office personnel will take courses "X", "Y", "Z", and "Safety for All". The field personnel will take courses "A", "B", "C", "D", and "Safety for All".

Both curricula have one course in common, the course titled "Safety for All" (if there are several courses that are needed by all personnel, the administrator should establish a "subcurriculum" containing these courses, then include that subcurriculum into every curriculum, rather than include the individual courses in every curriculum).

 **CourseWorks® is designed to operate either by curricula or by individual course, not a combination of both. If an organization sets up curricula, courses should no longer be thought of or handled individually, but should *always* be part of a curriculum, even if they are the only course in that curriculum. Enrolling students in a curriculum automatically enrolls them in all of the courses included in the curriculum.**

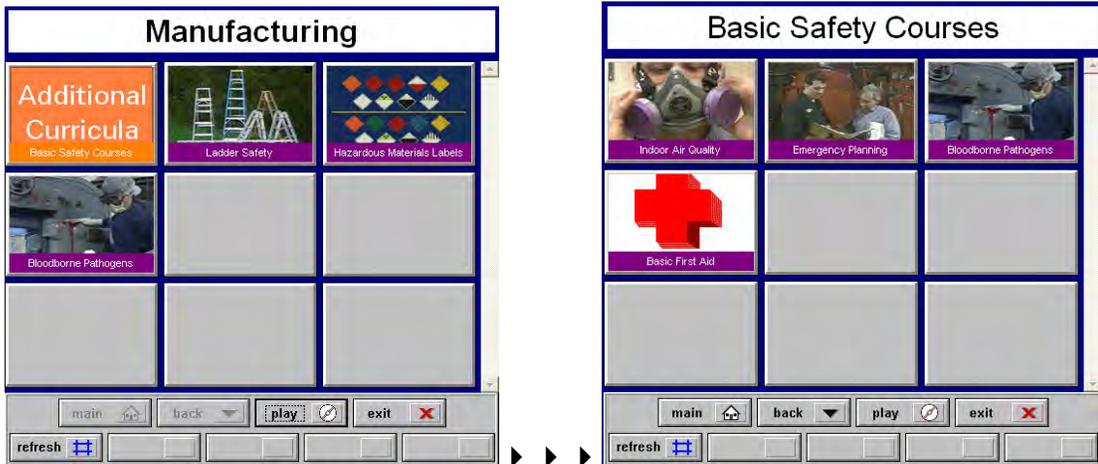


In this illustration, the left-hand Tic-Tac-Toe menu is the main CourseWorks® Deliver screen. It has nine curricula buttons. If the student clicks on the "Problems & Solutions" button, CourseWorks® will then display the courses available in the "Problems & Solutions" curriculum menu on the right.

Subcurriculum Overview

An administrator can refine the grouping of courses by establishing subcurricula. A subcurriculum is a curriculum within a curriculum. One thing that creating subcurricula will do is allow an administrator to define a group of courses that needs to be included in multiple curricula. If

subcurricula are set up, when a student selects a curriculum he will initially see a curriculum Tic-Tac-Toe menu displaying both buttons for the "subcurricula" in that curriculum as well as buttons for any individual courses that are part of that curriculum. When he selects a subcurriculum button by clicking on it, the student then sees the subcurriculum Tic-Tac-Toe menu displaying the courses in that subcurriculum.



In this illustration, the left-hand Tic-Tac-Toe menu is the CourseWorks[®] Deliver screen that appeared after selecting the "Manufacturing" curriculum button. It has three individual course buttons and one subcurriculum button. If the student clicks on the "Additional Curricula – Basic Safety Courses" button, CourseWorks[®] will then display the courses available in the "Basic Safety Courses" subcurriculum in the menu on the right.

Setting Up and Using Curricula

The administrator completes several steps in order to set up and use curricula properly:

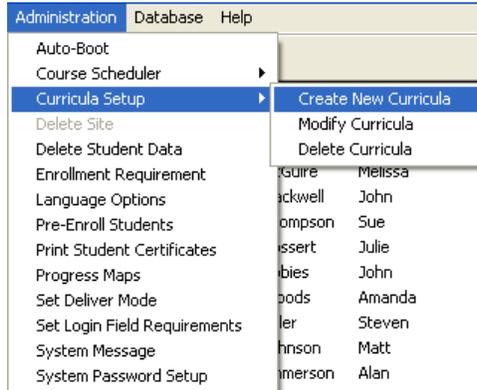
1. Establish and name the curricula.
2. Designate the courses to be included in each curriculum.
3. Establish and name any included subcurricula (if desired).
4. Enroll students into curricula (instead of individual courses).
5. Configure CourseWorks[®] Deliver to display courses by curricula.

These steps are explained in detail below.

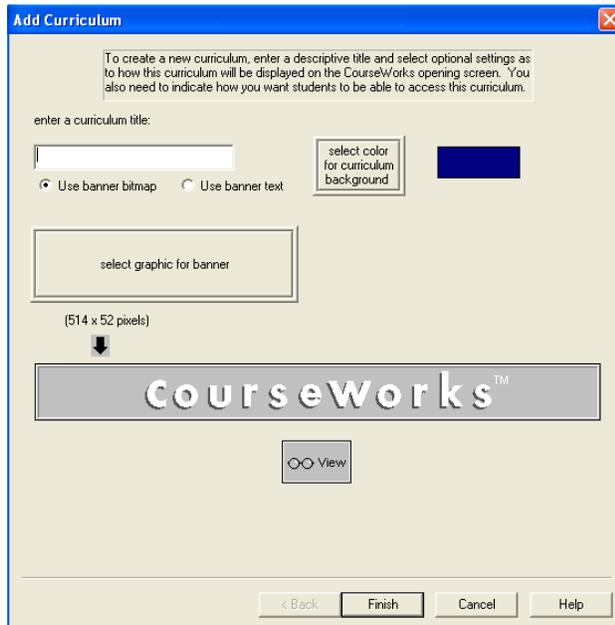
Creating a Curriculum

To set up a curriculum and establish how the curriculum will be displayed on the Deliver Tic-Tac-Toe menu:

1. Select **[TrackPro] ▶ [Administration] ▶ [Curricula Setup] ▶ [Create New Curricula]**.



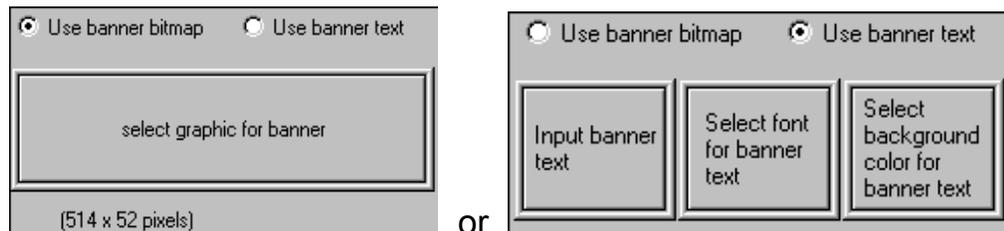
TrackPro displays the "Add Curriculum" dialog box.



2. Complete the options for the curriculum:
 - a. Enter the title for the curriculum.
 - b. Choose the background color for the curriculum's Tic-Tac-Toe menu.
 - c. Choose either a banner bitmap or banner text (depending on if you are using a graphic that you have

created or typing text) for your banner which appears at the top of the Deliver Tic-Tac-Toe menu. (This is typically the name of the curriculum.)

3. Click on the "Use banner bitmap" radio button and then the "select graphic for banner" button in order to specify a bitmap file location to be used for the banner, or click on the "Use banner text" radio button and then use the three text buttons to specify the banner text options... the text, the font and the background color.



4. Click on the  button to save the selections that you have made, such as:

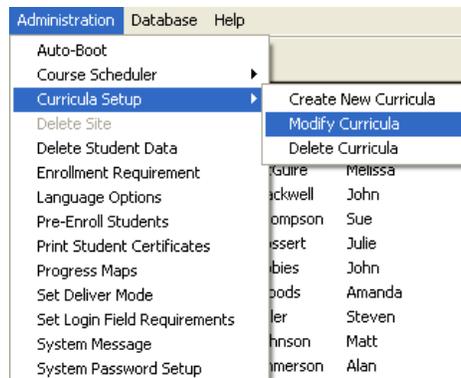


 Click on the  button at any time to display the results of your choices.

Designating the Curriculum's Courses

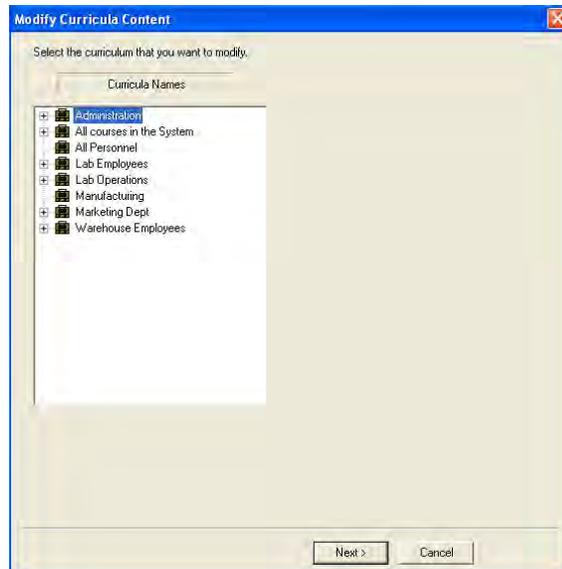
Once a curriculum is set up, the administrator specifies what courses will be included in it.

1. Select **[TrackPro] ▶ [Administration] ▶ [Curricula Setup] ▶ [Modify Curricula]**.



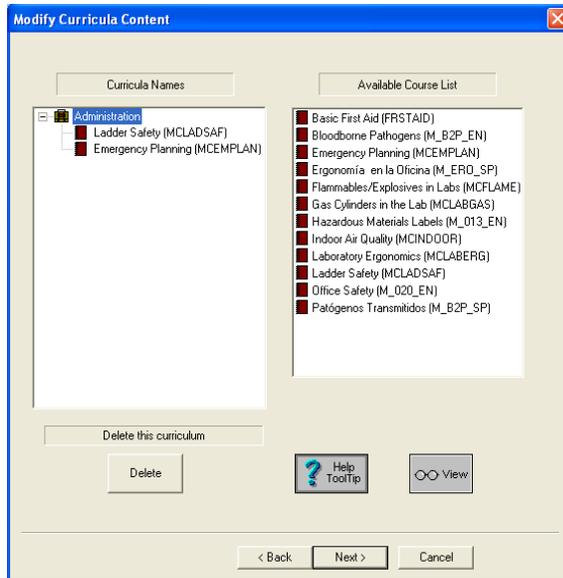
TrackPro displays the "Modify Curricula Content" dialog box.

2. Select the curriculum that you want to add courses to.



Note: "+" signs on existing curricula indicate that they have courses assigned to them. To "expand" (show) the curriculum's list of courses click on the "+" sign. Click on the "-" symbol to "hide" the list of courses in that curriculum.

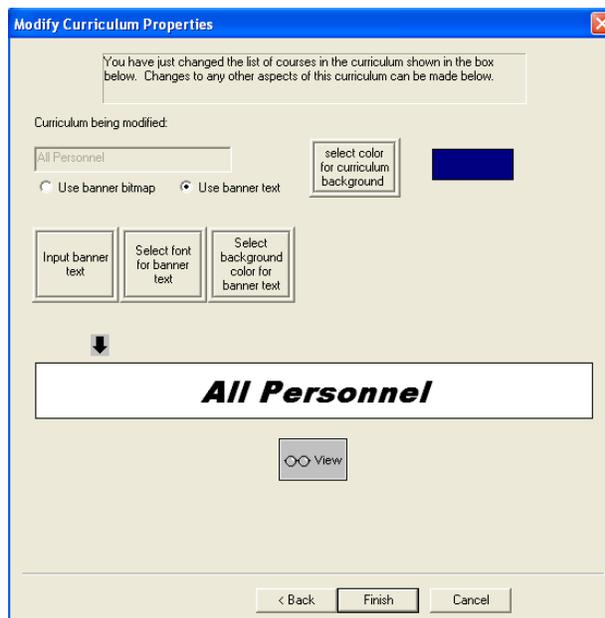
3. Click  to show the "Available Course List".
4. Select any of the course titles in the "Available Course List" on the right side of the screen, and drag the title, using the left mouse button, into the desired curriculum.



💡 You may also copy courses listed under one curriculum in the "Curricula Content Tree" (left box) to another curriculum by dragging via the right mouse button.

5. Click .

The "Modify Curriculum Properties" dialog box will display, showing your selections. You then have the opportunity to change any other curriculum attributes that you would like.



6. Click .

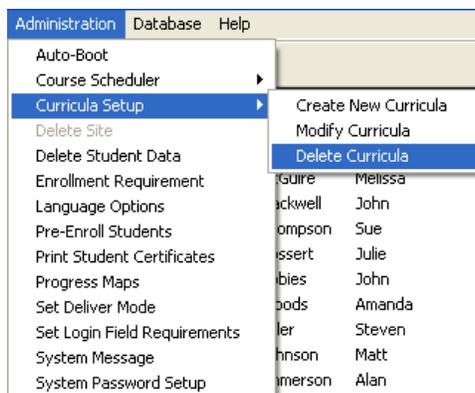
Note: You can modify these settings at any time after the curricula is created by clicking on [TrackPro] ▶ [Administration] ▶ [Curricula Setup] ▶ [Modify Curricula].

Deleting a Curriculum

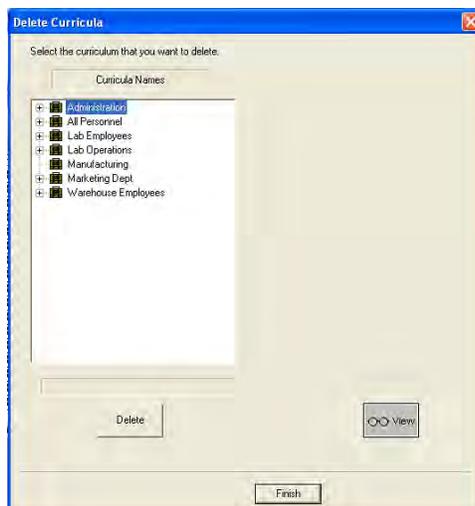
Deleting a curriculum does just that. It removes that curriculum from the available list of curricula. It does not remove any courses from the computer. *(If you need to physically "delete" a course from CourseWorks®, select [Setup] ▶ [Delete a course]).*

To delete a curriculum:

1. Select [TrackPro] ▶ [Administration] ▶ [Curricula Setup] ▶ [Delete Curricula].

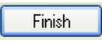


TrackPro displays the "Delete Curricula" dialog box.



2. Highlight the curriculum to be removed.

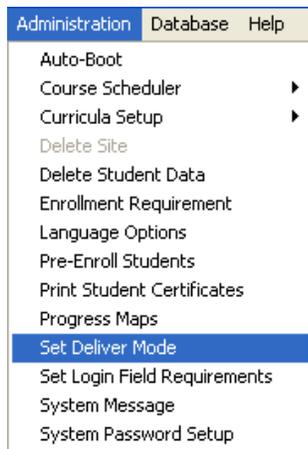
3. Click on .

4. Click on .

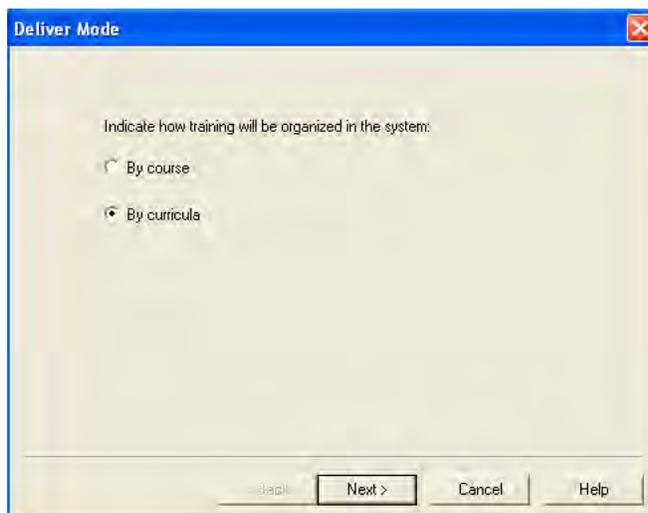
Viewing Curricula in Deliver

Once curricula have been created, you need to configure the Deliver Tic-Tac-Toe menu to show the various curricula that are available to your students.

1. Select **[TrackPro] ▶ [Administration] ▶ [Set Deliver Mode]**.



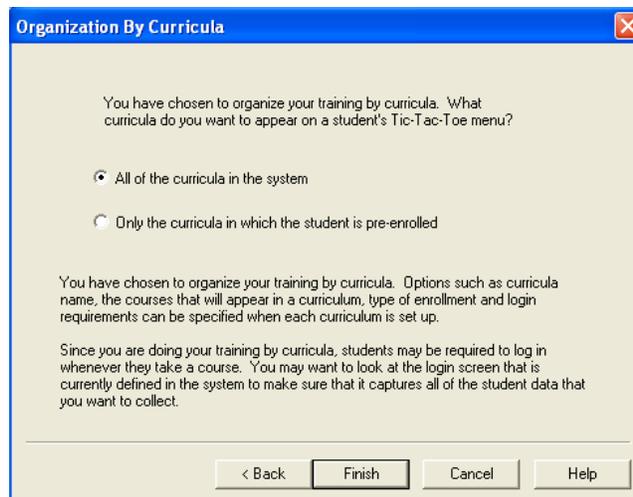
2. The "Deliver Mode" dialog box will be set to "By curricula".

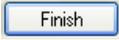


3. Click . This sets the Tic-Tac-Toe menu to display the buttons for the curricula that you have created.

The next screen to display will be the —Organization by Curricula” screen. Now that you have configured Deliver to show the curricula you have created, you need to choose which curricula you want to be available to each of your students. The two options are:

- "All of the curricula in the system."
 - With this option, when a student enters Deliver, all of the curricula in the system will display on the Tic-Tac-Toe menu. When the student clicks on his desired curriculum he will then be prompted for his login.
- "Only the curriculum in which the student is pre-enrolled."
 - With this option, when a student enters Deliver they will be prompted to enter their login first. After the student logs in the Tic-Tac-Toe menu displays only curricula that he has been pre-enrolled in.



4. Choose the option that you want based on the criteria described above and click .

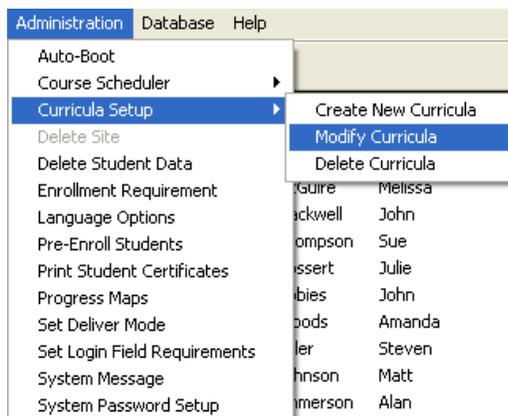
Changing the Order of Courses on a Tic-Tac-Toe Menu

Every curriculum has its own Tic-Tac-Toe menu. The course buttons are displayed via the Deliver program. The order of the course buttons is determined during the curriculum creation process. As each course is added to the curriculum, its button is added to the end of the list of course buttons in the curriculum.

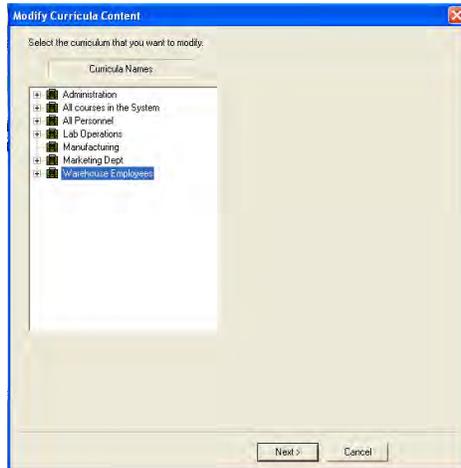


The buttons display in the Tic-Tac-Toe menu from left to right and from top to bottom. It is easy to rearrange the order of a curriculum's buttons as follows.

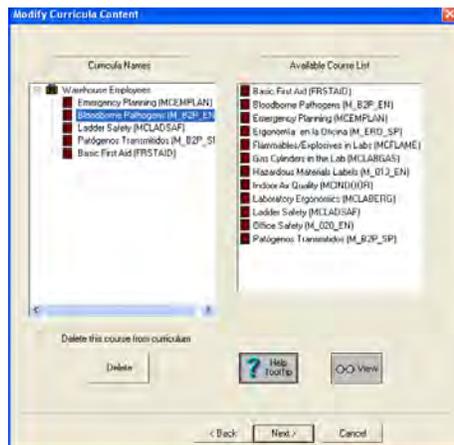
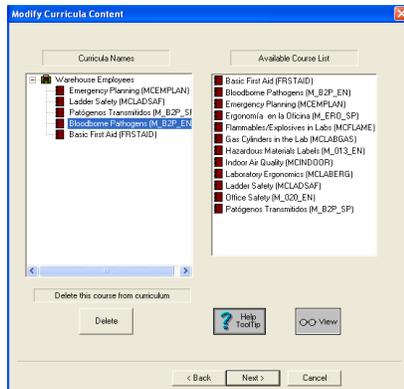
1. Select **[TrackPro] ▶ [Administration] ▶ [Curricula Setup] ▶ [Modify Curricula]**.



TrackPro displays the "Modify Curricula Content" dialog box. Choose the curricula in which you want to change the order of the courses.



2. Click on .
3. Highlight a course for which you want to change the location of its button. Then, using the left mouse button, drag the course title below the title you want it to be displayed after.



This following illustration shows the new course arrangement on the menu. ("Bloodborne Pathogens" was moved to the second position on the menu).

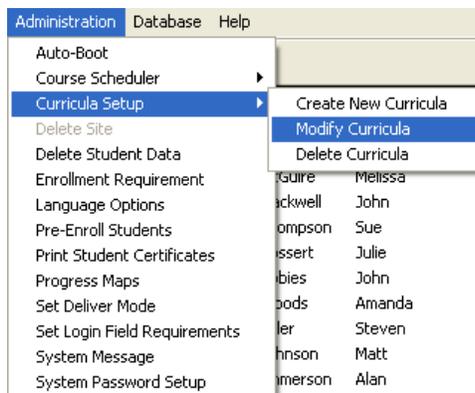
Note: Use this method to change the order of courses in a subcurriculum as well.



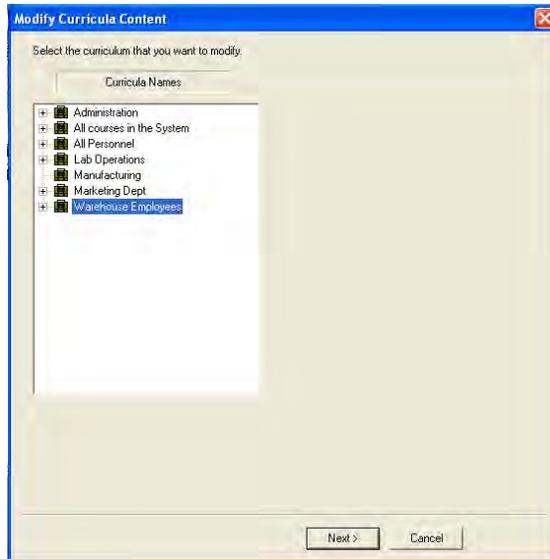
Modifying Curricula

The banner, the border color, and the order of the curriculum buttons are determined when the administrator sets up or modifies the curricula. You can modify curricula at any time.

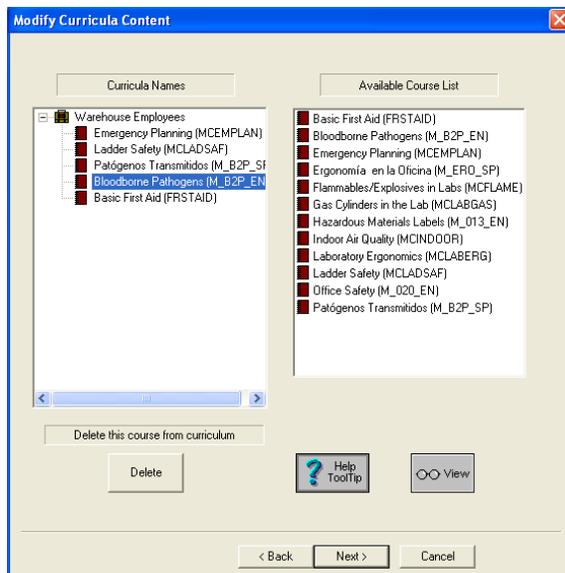
1. Select **[TrackPro] ▶ [Administration] ▶ [Curricula Setup] ▶ [Modify Curricula]**.

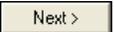


TrackPro displays the "Modify Curricula Content" dialog box, with the curricula in a "compressed" view (not showing the individual courses in each curriculum).

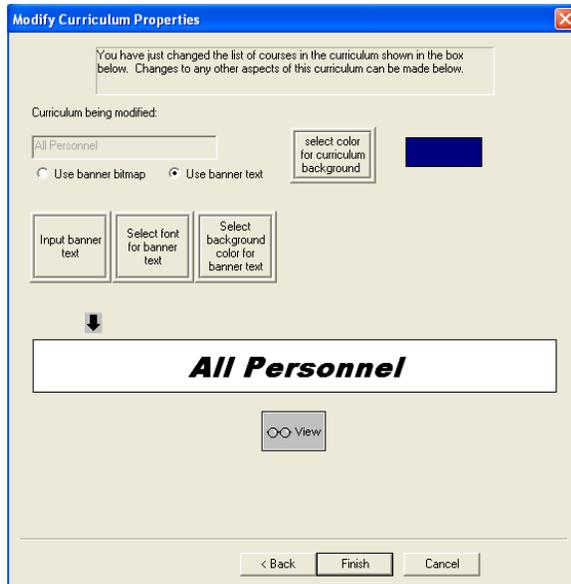


2. Highlight the curriculum that you want to modify and click



3. In this screen you can add or delete any courses in that curriculum. When you are finished click on .

4. You can then change any of the elements in the "Modify Curriculum Properties" dialog box that you want to be different.



For instance, a new "text" banner can be set up quickly. Click on the "Use banner text" radio button and complete the text options:



If you opt for a banner bitmap, you will be prompted to indicate the bitmap file's location. This is a file that you will have created previously in a graphics software program. All banner bitmaps should be 514 x 52 pixels.

5. Click on the  button when you are finished.

Creating Subcurricula

Subcurricula are used to simplify the grouping of an organization's courses.

For instance, the administrator may determine that there are several courses that are needed by all students in all departments. If that is the case, the administrator should establish a "subcurriculum" containing those courses and then include that subcurriculum into every curriculum, rather than include the individual courses into every curriculum.

An administrator can create any number of subcurricula, grouping courses by some common criterion. She can then include these subcurricula within the relevant curricula. Students assigned to a curriculum are automatically enrolled in all of the courses that are included in all of that curriculum's subcurricula.

For example, Kathy Johnson in the Manufacturing Department needs to take the courses in the "Manufacturing" curriculum. She also needs to take the courses in the "Basic Safety Courses" subcurriculum. When Kathy accesses Deliver and enters her login, she will see the following Tic-Tac-Toe screen, which displays both the individual courses in her "Manufacturing" curriculum, as well as a button for the "Basic Safety Courses" subcurriculum.



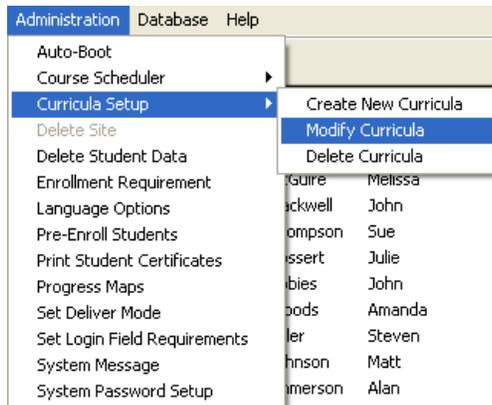
If Kathy clicks on the "Additional Curricula – Basic Safety Courses" button, she will then be able to view the courses available in that subcurriculum.



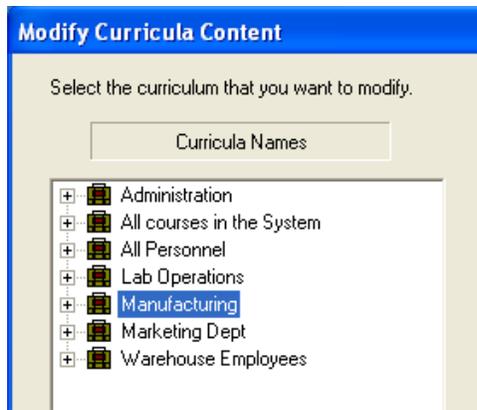
To Create a Subcurriculum

Subcurricula are created in the same way that curricula are created (in fact, they are curricula that is used as part of another curricula). To create a subcurriculum:

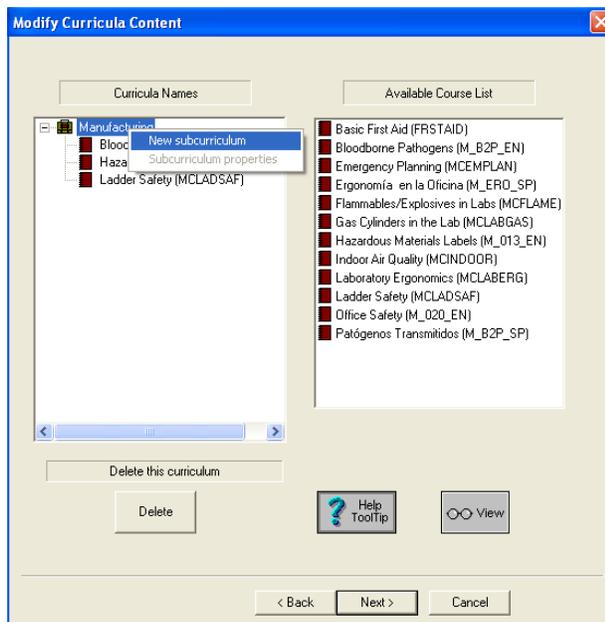
1. Select **[TrackPro] ▶ [Administration] ▶ [Curricula Setup] ▶ [Modify Curricula]**.



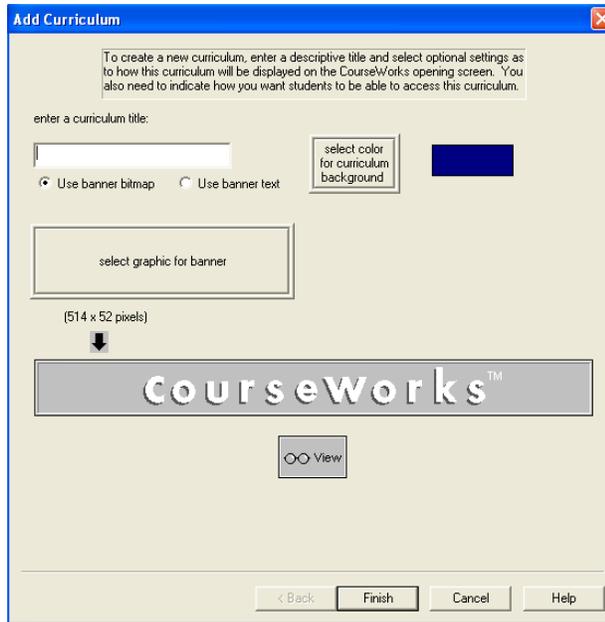
TrackPro displays the "Modify Curricula Content" dialog box, with the curricula in a "compressed" view (i.e., only showing the curricula names, not the courses within each curriculum).

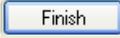


2. Select the curriculum that you want to create a subcurriculum for and click .
3. In the next screen, right click on the curriculum title and click again.



The "Add Curriculum" screen will appear allowing you to define your subcurriculum using the same methods that you previously used to define your original curricula.



4. Once you have defined your subcurriculum, click .

To add courses to your subcurriculum, follow the directions in "designating a curriculum's courses".

Enroll Students

Overview

There are two main approaches for enrolling students, "Enrolling by Student" and "Enrolling by Course/Curricula". You can either select a student and enroll him into courses or curricula, or you can select a course or curriculum and then enroll students into that course or curriculum.



CourseWorks® has a powerful feature in which the administrator can group courses into a "curriculum". If you aren't familiar with the curriculum feature, you should review the "Curricula" section of this guide.

You can enroll an individual student into one course, multiple courses, a single curriculum, or multiple curricula, by using the "Enrollment by Student" capability in TrackPro.

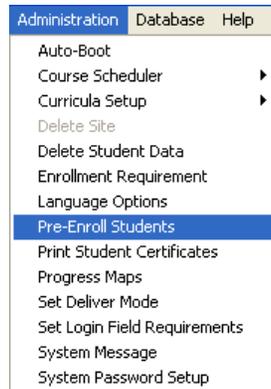
You can enroll multiple students into courses or curricula via the "Enrollment by Course/Curricula" tab.

*Note: The idea of a student being "registered" or requiring them to be "pre-enrolled" in a course or curricula is a key part of the CourseWorks "Login" function. *See "Login Procedures" for details.*

Enrolling an Individual Student (into Courses or Curricula)

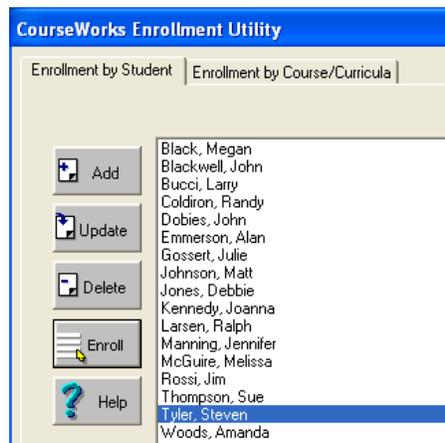
Use the "Enrollment by Student" tab to enroll an individual student into courses or curricula.

1. Select **[TrackPro] ▶ [Administration] ▶ [Pre-Enroll Students]**.



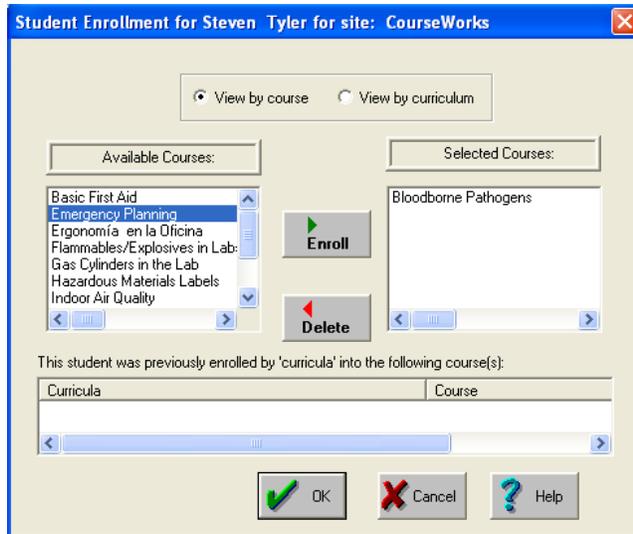
The "CourseWorks® Enrollment Utility" dialog box displays.

2. Click on the "Enrollment by Student" tab and highlight the desired student.



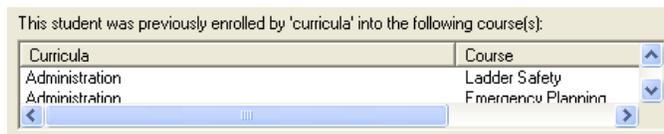
3. Click on the  button.

CourseWorks® displays the —Student Enrollment— dialog box.

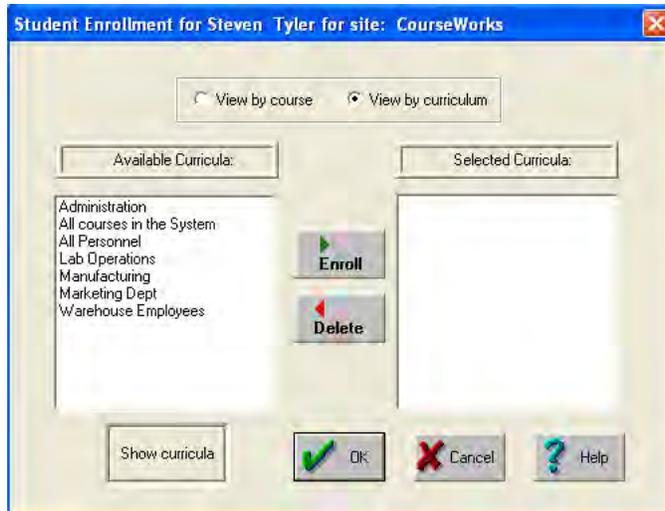


The dialog box default is to enroll by course. The "Selected Courses" column on the right indicates which courses the student is enrolled in.

Note: If the student you have chosen has been previously enrolled in courses through curriculum, the courses and curricula he is already enrolled in will appear in the box at the bottom of the screen.



Note: You can click on the radio button to switch to "View by curriculum" to enroll students into curriculum.



 **Can't remember what course titles are in each curriculum? Click on the  button to see a list of all the curricula and their courses.**

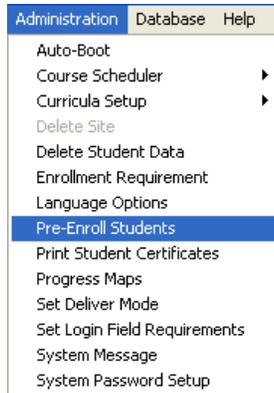
4. In the "Available Curricula" column on the left side, highlight the courses (or curricula) in which the student is to be enrolled.
5. Click on the  button to move the desired courses (or curricula) into the "Selected Curricula" column on the right side.
6. Click on the  button.

 **Select multiple courses or curricula by holding down the  key and clicking on the desired courses. Select a contiguous group of courses by holding down the  key and clicking on the topmost and bottommost courses in the list.**

Removing a Student from a Course (or Curriculum)

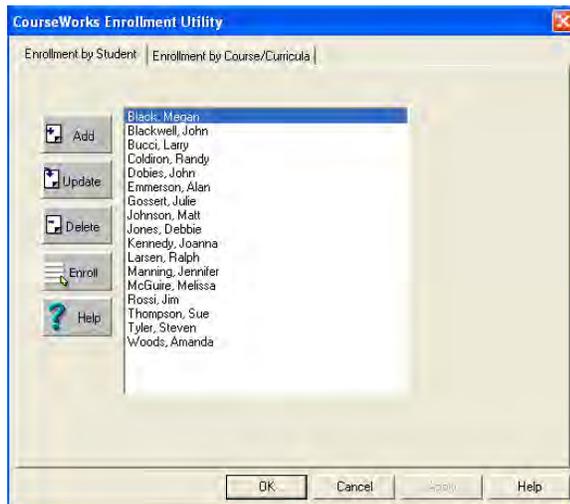
The "Enrollment Utility" dialog box can also be used to remove students from courses or curricula.

1. Select **[TrackPro] ▶ [Administration] ▶ [Pre-Enroll Students]**.



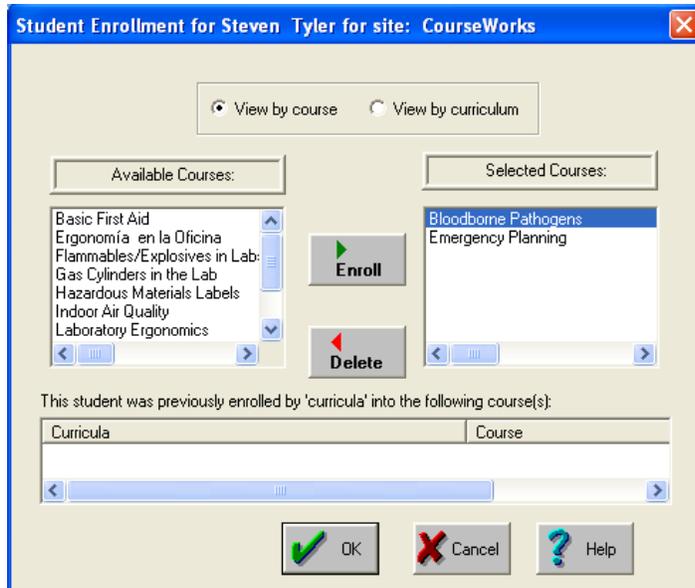
The "CourseWorks® Enrollment Utility" dialog box displays.

2. Click on the "Enrollment by Student" tab and highlight the desired student.



3. Click on the  button.

CourseWorks® displays the Student Enrollment window. (The dialog box's title bar displays the name of the student. In this example, the student is "Steven Tyler").



The "Selected Courses" column on the right indicates what courses the student is enrolled in.

Note: You can click on the "View by curriculum" radio button to remove students from a curriculum, rather than a course.

4. In the "Selected Courses" column, highlight the courses (or curricula) from which the student is to be removed.

5. Click on the  button.

Note: You are not deleting a course (or curriculum) from the computer. You are simply deleting this item from the student's "selected list".

6. Click on the  button.

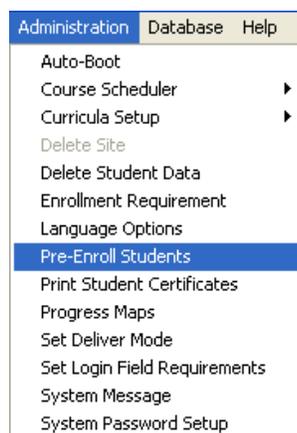
Note: After a course or curriculum has been deleted from the student's "selected list", TrackPro will show the name on the list, but with a "Circle

with a Slash" symbol  next to it. This symbol shows you that there is still course or curriculum data about that student's participation in that course/curriculum in the database.

Enrolling Multiple Students (into Courses and Curricula)

The following procedure is used to enroll multiple students simultaneously into courses and curricula.

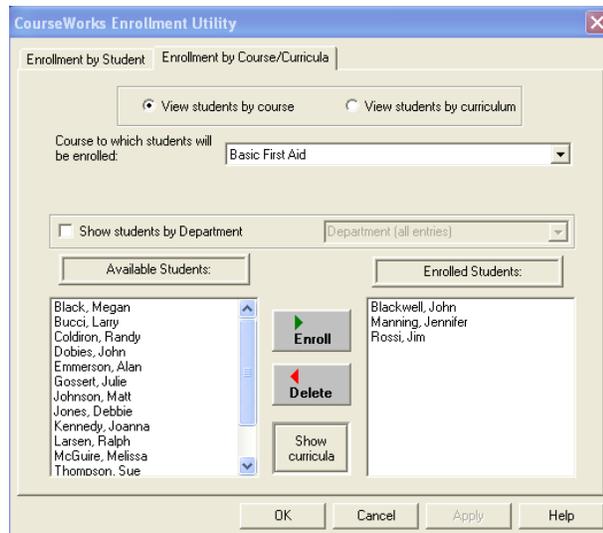
1. Select **[TrackPro] ▶ [Administration] ▶ [Pre-Enroll Students]**.



The "CourseWorks® Enrollment Utility" dialog box displays.



2. Click on the "Enrollment by Course/Curricula" tab.



Note: (Optional Step) Click on the radio button to switch to the curriculum view.

3. Use the "Course (or curriculum) to which students will be enrolled" drop-down menu to select the desired course (or curriculum).
4. Select the students that are to be enrolled from the "Available Students" column in the left window pane.

5. Click on the  button to move the highlighted students into the "Enrolled Students" column in the right window pane.
6. Click on the  button.

 **Select multiple items in a list by holding down the  key and clicking on each item. Select a contiguous group of items by holding down the  key and clicking on the topmost and bottommost items.**

 **You can enroll students from a specific department by clicking on the "Show students by Department" check box.**

Scheduling Courses

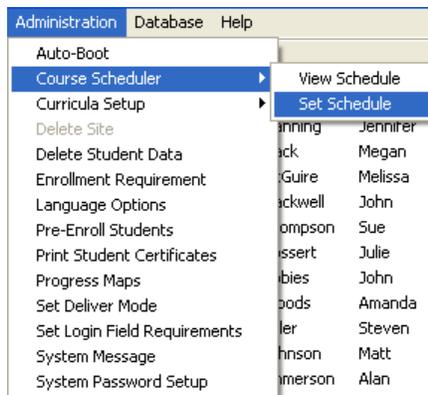
Overview

TrackPro's "Course Scheduler" feature is used to set up a course schedule for each student. The administrator can establish start/end dates for any required course or curriculum. With the scheduler she can also set up a "recertification" period, which will indicate when the student will be required to take a specific course or curriculum again. This is a particularly useful feature for ensuring that students meet any certification or regulatory retraining requirements that they might have.

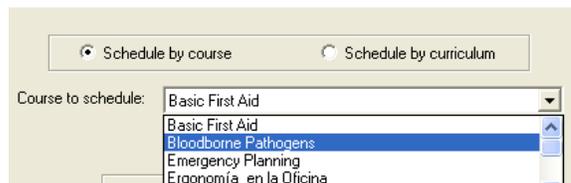
Note: A student must be enrolled in a course in order to be scheduled for that course.

Starting the Course Scheduler

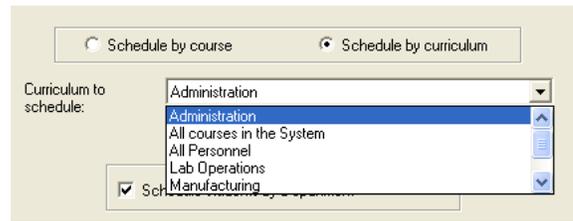
1. To start the Course Scheduler select **[TrackPro] ▶ [Administration] ▶ [Course Scheduler] ▶ [Set Schedule]**.



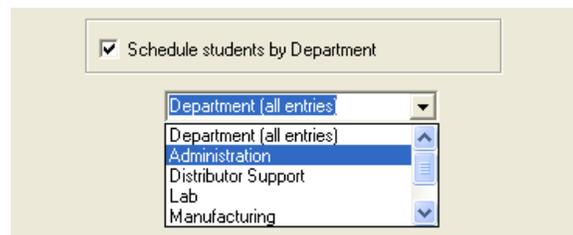
2. The program displays the scheduler settings window. There are three options for scheduling students to take courses:
 - a. Schedule by course:



b. Schedule by curriculum:

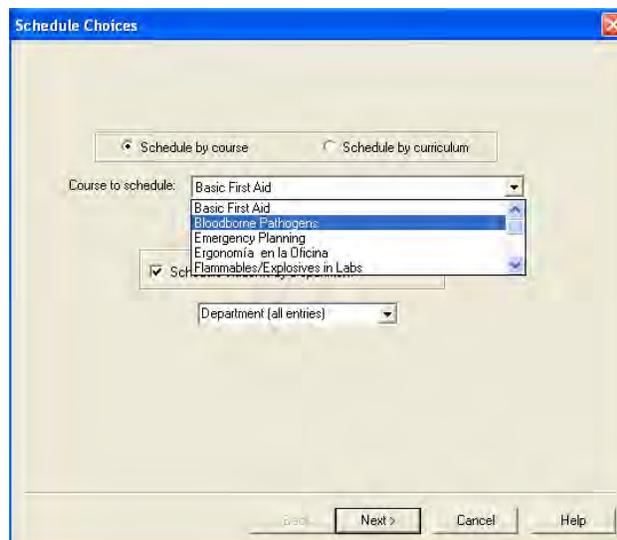


c. Schedule by department:

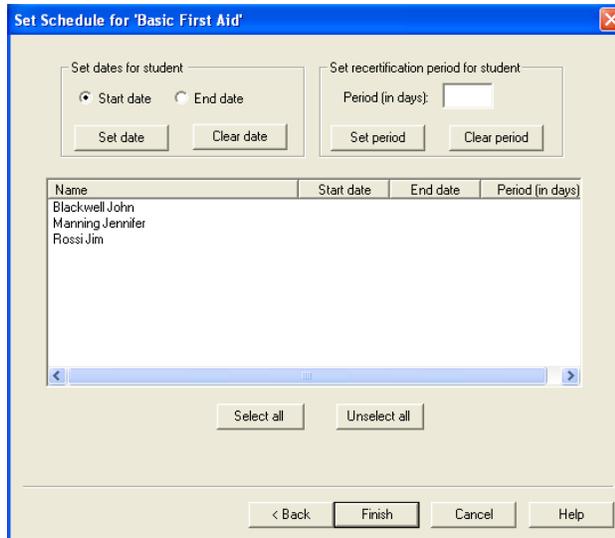


WARNING!
If you have established curricula, do not schedule by course; select the radio button option “Schedule by curriculum”.

3. Once you have chosen your desired scheduling method, click .



4. The scheduler program displays the scheduling window for the respective course or curriculum. All students enrolled in the course (or curriculum) are listed.



Set Start / End Date

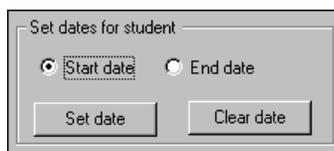
A "start" or "end" date can be set up for each course (or curriculum). This can be done using the "Schedule by curriculum" as well as the "Schedule by course" options. The "start" date prohibits the student(s) from taking the course before the specified date. The "end" date prohibits the student(s) from taking the course after the specified date. Setting both a "start" and "end" date effectively establishes a window of time during which the student(s) must take the course.

1. Select the students (or course/curriculum) that you will be scheduling.

Note: This can be done by clicking on each individual student (or course/curriculum) or by using the "Select all" or "Unselect all" buttons at the bottom of the screen.



2. Click on the "Start date" or "End date" radio button.



3. Click on the  button.

- Select the date by using the month and year drop-down menus and by clicking on the desired date in the calendar.



- Click on the  button.

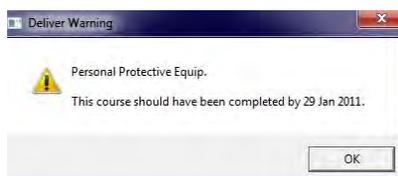
The scheduler will display the date on the student's record.



The student will not be able to take the course or curriculum until the specified date. TrackPro will display a warning if he attempts to do so.



If an "End date" is set and the student attempts to take the course after the end date, TrackPro displays a warning indicating that the last date that the student could have taken the course/curriculum has passed.

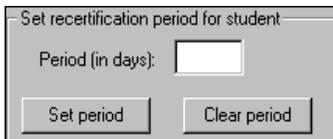


To Clear or Change a Date Already Set

To clear a beginning or ending date that has already been set, simply select the student for whom you wish to clear the date. Then click on the "Start date" or "End date" radio button and click on "Clear date". To set a new date, follow the steps in the Set Start/End Date section of this guide.

Set the Recertification Period

The recertification period option is used when the administrator needs to set up a "retake" period for a course/curriculum the student has taken. This allows the administrator to set a period (in days) of time when the student is required to take the specific course (or curriculum) again.



Set recertification period for student

Period (in days):

1. Click in the "Period (in days)" box and enter the number of days within which the student should take the course/ curriculum.
2. Click on the button.

The number of days set for the recertification period will be displayed on the student's record for that course/ curriculum. (The recertification period is informational and remains on the student's record after the period is past).



Set Schedule for 'Personal Protective Equip.'

Set dates for student

Start date End date

Set recertification period for student

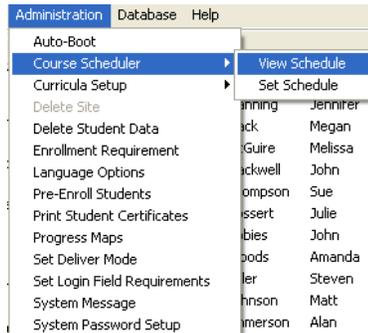
Period (in days): 365

Name	Start date	End date	Period (in days)
Bourdon Kelli	08-Apr-2011	24-May-2011	365
Cavendar Randall		29-Jan-2011	
Clark Amanda			

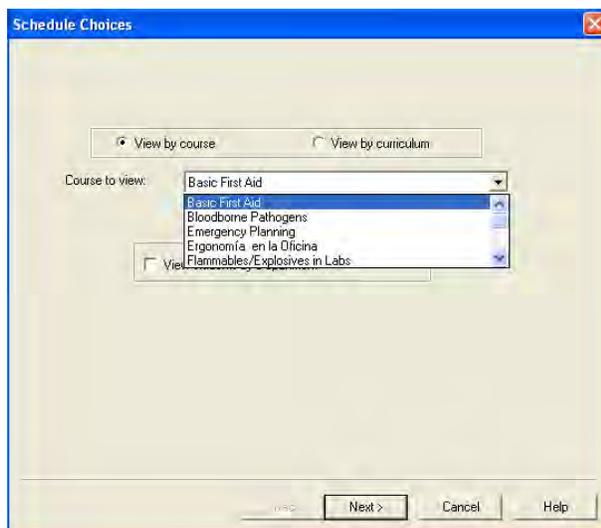
Viewing Student Course Schedules

Use TrackPro's "View Schedule" option on the "Course Scheduler" menu to view student course or curriculum schedules.

1. Select **[TrackPro] ▶ [Administration] ▶ [Course Scheduler] ▶ [View Schedule]**.

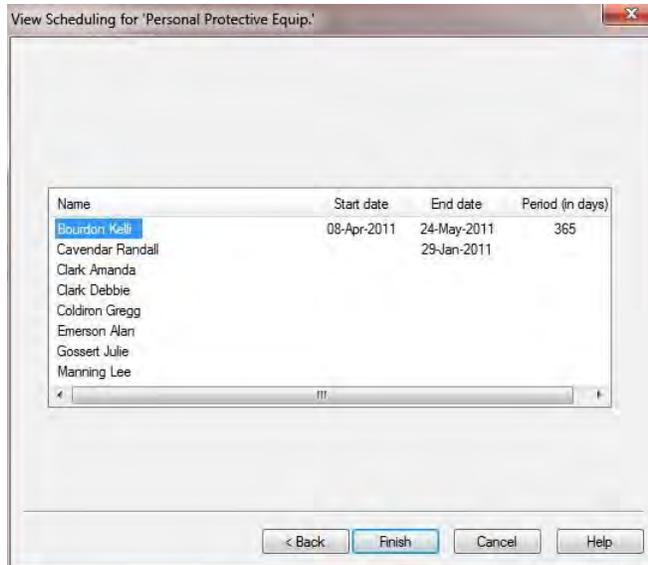


TrackPro displays the "Schedule Choices" dialog box.



2. Select a course or curriculum from the drop-down menu. (Click on the "View by curriculum" radio button if you intend to view the schedules that you have set for a curriculum).
3. Click on the  button.

The schedules for the selected course (or curriculum) will display.

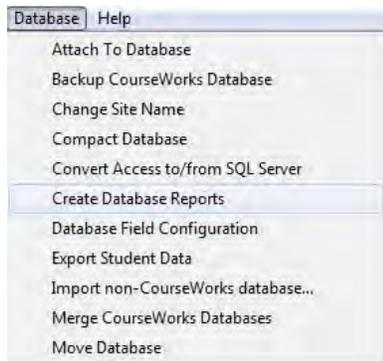


4. Click on the  button.

Viewing and Printing TrackPro's Course Schedule Reports

TrackPro has several predefined reports with which you can either view or print student course schedules.

1. Select **[TrackPro] ▶ [Database] ▶ [Create Database Reports]**.



2. TrackPro will display the list of available reports. Select the desired "schedule" report from the report list.

TrackPro Selected Course Report
TrackPro Selected Student Report
TrackPro Student course schedules - sorted by course
TrackPro Student course schedules - sorted by name
TrackPro Student curricula schedules - sorted by curricula
TrackPro Student curricula schedules - sorted by name
TrackPro Student test out report

3. Click on the  button.

The example below illustrates a sample report.



The screenshot shows a window titled "TrackPro Report Utility - 'Course Schedules'". It has a menu bar with "File", "Find", "Record", and "View". Below the menu bar are icons for a document, a printer, and a question mark. The main area contains a table with the following data:

Student	Course Title	Start Date	End Date	Recertificat
Bourdon	Personal Protec	4/8/2011	5/24/2011	365
Cavenda	Drugs & Alcohol	5/2/2011	6/15/2011	
Cavenda	Personal Protec		1/29/2011	
Clark, A	Drugs & Alcohol	5/2/2011	6/15/2011	
Clark, De	Drugs & Alcohol	5/2/2011	6/15/2011	

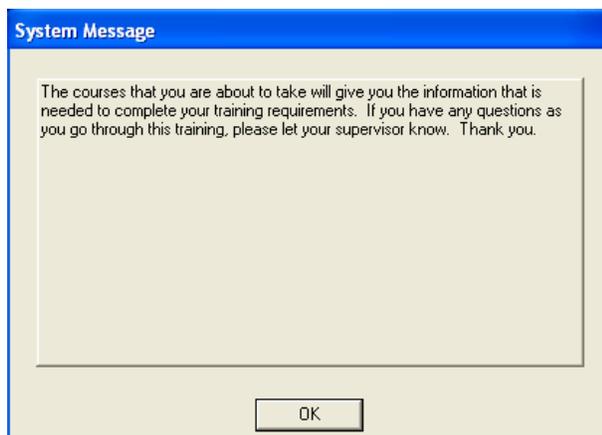
**See "Reports" for more details.*

Selecting the Courses or Curriculum for Deliver

Designating What the Student Sees When Starting Deliver

Depending on the features that the administrator uses when configuring the training environment, there are two screens that can appear before the student logs in or sees the Deliver Tic-Tac-Toe menu. These screens are:

- The —System Message” screen

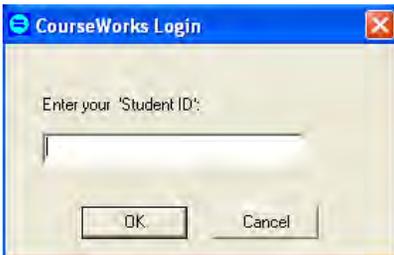


- The —Select Language” screen.



**For more information on these features, see their respective sections in this Guide.*

After these dialog boxes appear (if they are used) the student will then see either the Tic-Tac-Toe menu showing the courses/curricula that are available to the student, or the CourseWorks® Login dialog box, depending on whether their organization is requiring students to log in.



When CourseWorks® is first installed the "All Courses in the System" curriculum is automatically created. When a new course is installed, it automatically becomes part of this curriculum.

If the administrator is not going to be establishing additional curricula beyond this one system "default", then for the purposes of further discussion, the administrator will be organizing their training by course, and students will always see a Tic-Tac-Toe menu of all the available courses upon entering Deliver. After selecting the course that they want to take, the student may then see a login screen and be asked to log in, depending on the course login options that the administrator has put in place.

However, if the administrator will be setting up additional curricula, then training is considered to be organized by curricula. In this case, the student will normally first see a login screen and be asked to log in to CourseWorks®. The curricula that are available for them to take will then be listed in a "Curriculum Menu" dialog box.

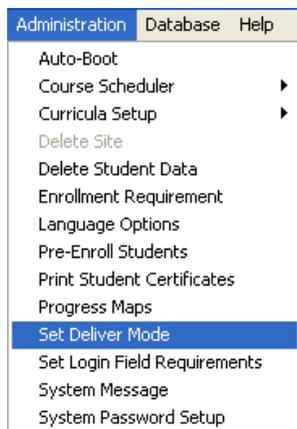
 **Deciding whether or not to organize training by curricula is extremely important, as it impacts just about every aspect of CourseWorks® including student logins, course/curricula scheduling, and tracking students' progress. The training administrator must make this decision before enrolling any students into courses or curricula. She should organize the training either by courses or by curricula, *but not by both*.**

Set Deliver Mode

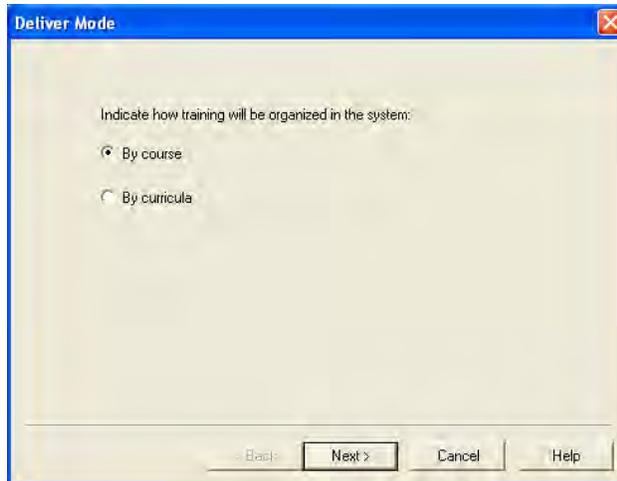
Designating specifically what courses and/or curricula a student will see on the Curriculum Menu or Tic-Tac-Toe menu is actually a two part process. First the training administrator determines whether the menu will be organized by curricula or individual courses. The next step is for the administrator to determine whether she wants the students to have the ability to enroll themselves in courses/curricula, or whether she will pre-enroll students into only the courses/curricula that each student needs to take (essentially —locking them out” of courses/curricula they don't need to take).

To start this process, the administrator:

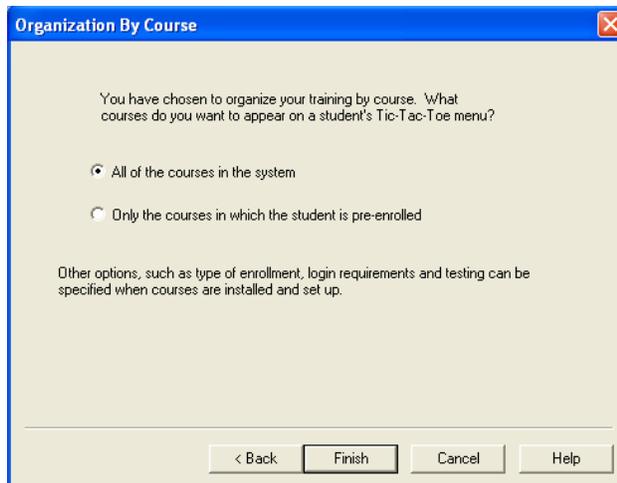
1. Selects **[TrackPro] ▶ [Administration] ▶ [Set Deliver Mode]**.



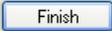
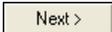
The next screen to appear will be the "Deliver Mode" screen. This screen is used to determine whether the student will see individual courses or curricula on the Deliver Tic-Tac-Toe menu.

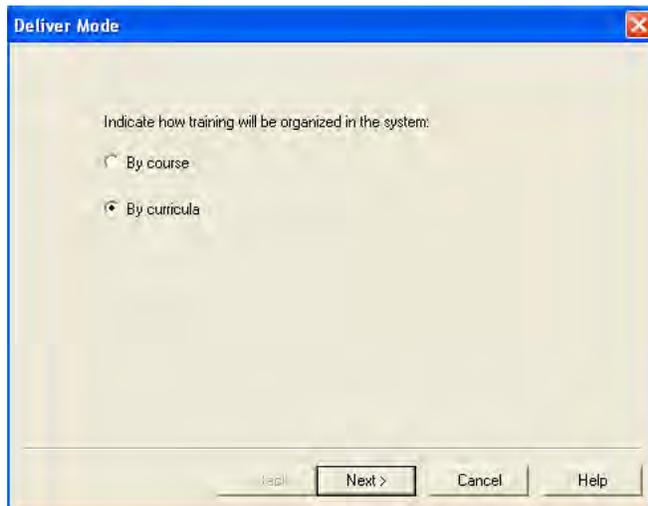


2. If no curricula has been established and you want students to see individual courses when they enter Deliver, click the "By course" radio button and click . The "Organization By Course" screen will appear.

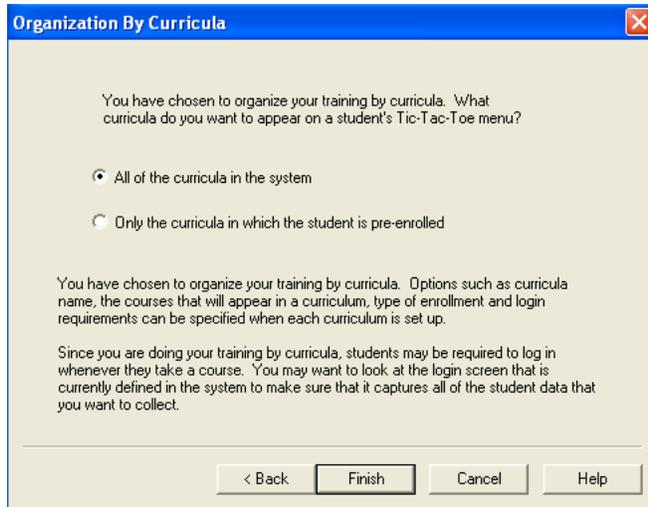


3. Now, the administrator determines what courses the student will see when they start Deliver.
 - a. The first option, "All of the courses in the system" will allow students to view and take all courses in the system. Under this option, when the student starts Deliver he will see the Tic-Tac-Toe screen with all courses listed. He will not be required to log in until after selecting a course, and only if the administrator has set up CourseWorks[®] to require a login.

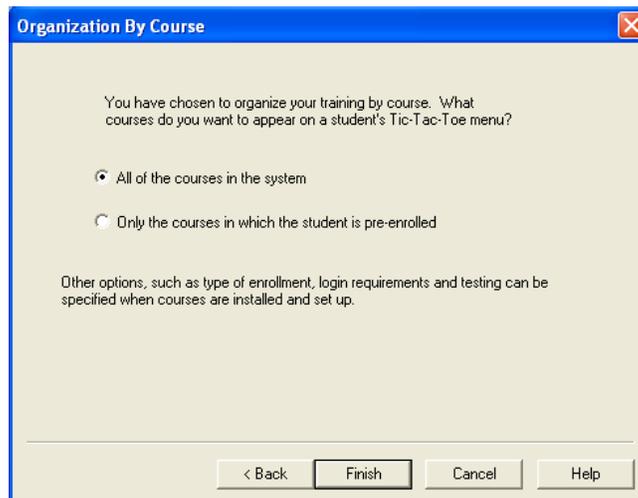
- b. The second option, "Only the courses in which the student is pre-enrolled" will allow the students to see only the courses that the administrator has enrolled them in, essentially "locking them out" of courses they do not need to take. Under this display option, when the student starts Deliver he will be required to log in and enter his Student ID before gaining access to any courses.
4. Once you have made your selection, click .
5. If you have organized your courses into curricula, select **[TrackPro] ▶ [Administration] ▶ [Set Deliver Mode]**.
6. Then select the second radio button, "By curricula" and click .

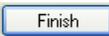


7. The —Organization By Curricula” screen will appear, where the administrator determines what curricula the student sees when he starts Deliver.



- a. The first option, "All of the curricula in the system" will allow the student to view all the curricula that have been established. Under this option, when the student starts Deliver he will see the Tic-Tac-Toe screen with all the curricula listed. He will not be required to log in until after selecting his desired curricula.
- b. The second option, "Only the curricula in which the student is pre-enrolled" will allow the student to see only the curricula that the administrator has previously enrolled him in, essentially "locking them out" of curricula they do not need to take. Under this option, when the student starts Deliver he will be required to log in and enter his Student ID before gaining access to any curricula.



8. Once you have made your selection, click .

Enrollment Requirement

Overview

The enrollment requirement is tied closely to the "Deliver mode" that the administrator has selected, since until login and enrollment requirements are established the specific courses or curricula that are to be displayed are not completely defined. The administrator has three main options for configuring the login criterion for a course or curriculum:

- No Login Required.
- Login Required (students can enroll themselves).
- Login Required (students must be pre-enrolled by the administrator).

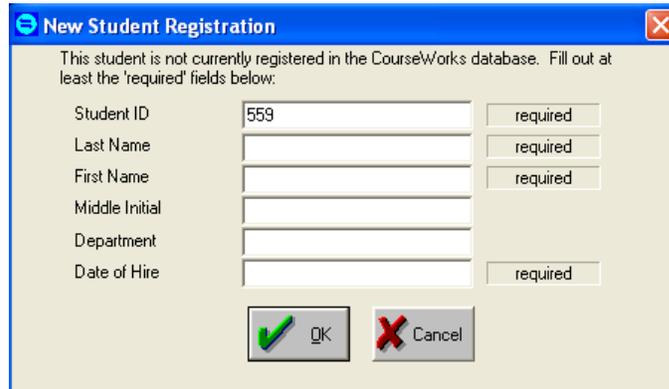
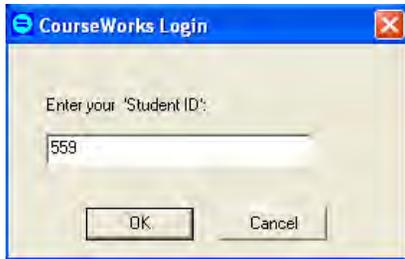
No Login Required

With this option, students will not be required to enter their Student ID and, as a result, neither their responses to questions nor their test scores will be tracked. Further, the fact that a student even took a course is also not tracked. (Without a login and "Student ID", there is no way for CourseWorks® to identify the student and track his progress or training results.)

Login Required (Self-Enrollment Option)

Under this option, once the student selects the course or curriculum that they want they will be required to enter their Student ID before playing the course, and as a result their responses to questions and their test scores will be tracked.

Students who haven't been entered in the student database can "self register". When they click on a course's/curriculum's button in the Tic-Tac-Toe menu they will be prompted by Deliver to enter their Student ID. If CourseWorks® does not recognize that ID, the student will be prompted to complete a "New Student Registration" dialog box, and will then be enrolled in that course/curriculum. Their student registration data will also be automatically added to the CourseWorks® student database. (*See "Database Field Configuration" for further information.)



Login Required (Must Be Pre-Enrolled)

Under this login option, the administrator must "authorize" the student to take the training, by enrolling them into that course (or curriculum) prior to them taking it... i.e., —pre-enrollment". When the student logs in he will be required to enter his Student ID, which will be compared to the list of authorized IDs in the system. The student's responses to questions and test scores will be tracked. If the Student ID is not valid or if he has not been pre-enrolled by the administrator, he will receive a message stating that he has not been enrolled in that course/curriculum.



Which Login Option is Best for My Organization?

To determine which login option is best for their environment an administrator must first decide if they need to know who has taken what courses, and whether the tracking of scores and responses to questions is necessary. If these things aren't important, then the administrator may opt to keep the login default of "No enrollment or login required".

If the students who are completing courses need to be tracked, then the administrator must decide if it is permissible for students to "self-enroll" and take any course/curriculum (in which case the "Open enrollment [login is required]" option would be used) or if only students authorized by the administrator can take certain courses/curricula (in which case the "Must be pre-enrolled [login is required]" option would be used).

If an organization wants to encourage employees to take as many courses as possible, the administrator most likely will use either of the first two login options. Both of these create an "open access" situation. With either option the student can see the available courses/curricula. With the second option the student can "self enroll" in the courses if necessary.

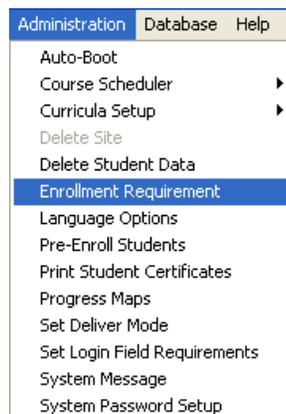
These two options also work well in situations where the administrator does not have ready access to the computers on which CourseWorks® is installed.

The third login option is often used in situations where time is at a premium or there are other reasons that the organization does not want employees to take courses that they may not need. With this option the administrator retains control over which courses the employee can take, whereas in the first two login options the employee decides what course(s) he will take.

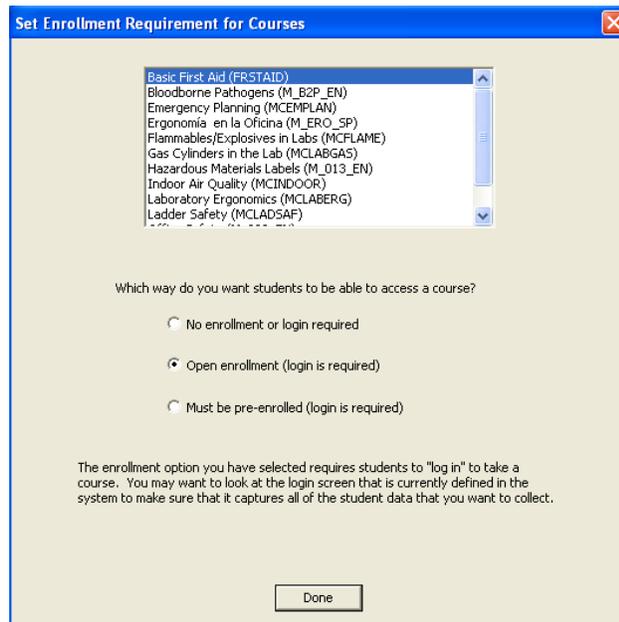
 **If an organization is using curricula for enrolling students, the administrator will need to set the enrollment requirement by curricula.**

To Specify a Course's/Curriculum's Enrollment Requirement

1. Select [TrackPro] ▶ [Administration] ▶ [Enrollment Requirement].



The "Set Enrollment Requirement" dialog box displays.



Note: If you have chosen to have the student view courses by curricula, the available curricula will be listed on this screen instead of individual courses.

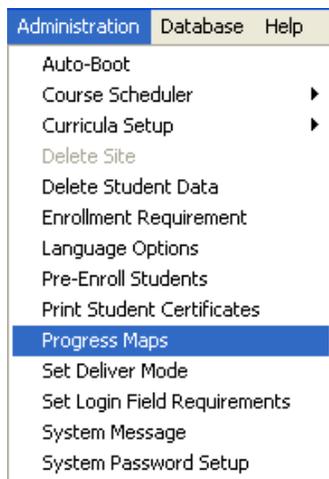
2. Select the course/curricula for which you want to establish enrollment and click the radio button for your chosen enrollment option.
3. To set the enrollment option for multiple courses/curricula, simply repeat steps 1 and 2 above.
4. Once you have set the enrollment options for all courses/curricula that you are working with, click .

Displaying a Student's Progress at Login

The administrator can also set up the system to let students see their individual progress screen when they log in to Deliver, by enabling "Progress Maps". (The "Progress" screen lists the course titles and the status of each course that the student has started, finished, or has been enrolled in but not yet started.) If "Progress Maps" have been enabled, when the student enters his login in Deliver he will see a screen displaying his individual progress.

To enable Progress Maps:

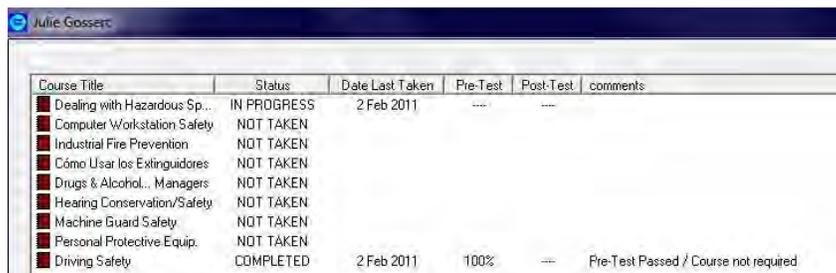
1. Select **[TrackPro] ▶ [Administration] ▶ [Progress Maps]**.



2. This feature is set up as a "toggle switch". To enable the feature simply click once on it to put a checkmark next to it.



The following is an example of the type of progress screen that a student would then see when he logs in to Deliver:



A screenshot of a student's progress screen in Deliver. The screen shows a table with the following columns: Course Title, Status, Date Last Taken, Pre-Test, Post-Test, and comments. The table contains the following data:

Course Title	Status	Date Last Taken	Pre-Test	Post-Test	comments
Dealing with Hazardous Sp...	IN PROGRESS	2 Feb 2011	---	---	
Computer Workstation Safety	NOT TAKEN				
Industrial Fire Prevention	NOT TAKEN				
Cómo Usar los Extintadores	NOT TAKEN				
Drugs & Alcohol... Managers	NOT TAKEN				
Hearing Conservation/Safety	NOT TAKEN				
Machine Guard Safety	NOT TAKEN				
Personal Protective Equip.	NOT TAKEN				
Driving Safety	COMPLETED	2 Feb 2011	100%	---	Pre-Test Passed / Course not required

Passwords

Overview

CourseWorks® provides three types of passwords:

- Student.
- TrackPro (Administrator).
- Deliver Exit.

Using the "Student" password configures the Deliver environment so that all students must provide an individual password when they log in to take a course. Among other things, this helps to prevent students from logging on as someone else. The student password is in addition to the Student ID.

The second type of password, the "TrackPro" password, is an administrator password that is used to restrict access to the administrative programs in CourseWorks®... TrackPro, Setup and CustomPro. Once an administrator creates a TrackPro password, she will need it whenever she attempts to start up any of these three programs.

The third password, the "Deliver Exit" password, is used when a computer with CourseWorks® has been set up with the "Auto-Boot" feature. When it is under the control of "Auto-Boot", upon start up the computer will immediately launch CourseWorks® Deliver. Then, if the student desires to exit Deliver and get to the computer's desktop he must click on Deliver's

 button and then enter the Deliver Exit password.



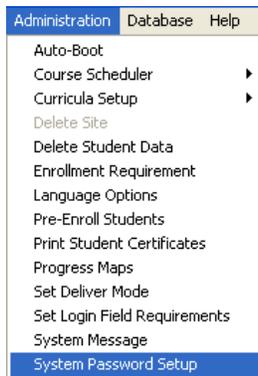
As administrator you can provide selected individuals with the "Deliver Exit" password. This will let them exit from Deliver and use other Windows programs. However, you can prevent them from gaining access to other CourseWorks® programs where they could modify CourseWorks® student data or perform CourseWorks® administrator functions by enabling the TrackPro password requirement.

Requiring Passwords When Students Log In

Using the "Student" password configures the Deliver environment so that all students must provide an individual password when they log in to take a course. Among other things, this helps to prevent students from logging on as someone else (remember, this password must be entered in addition to the Student ID).

To require all students to enter a password:

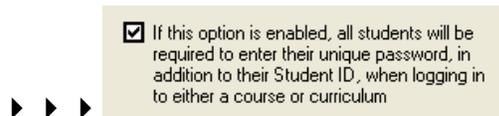
1. Select **[TrackPro] ▶ [Administration] ▶ [System Password Setup]**.



The "System Passwords" dialog box will appear.



2. Click on the "If this option is enabled, all students will be required to enter their unique password..." check box.



3. Click on the  button.

All students will now be prompted for their password when they log in to Deliver.

Creating a Student Password

The first time a student logs in after the "password" feature has been enabled, he will be prompted by a password dialog box to supply a password and retype it for verification.

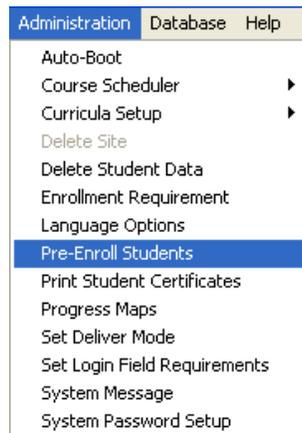


Note: Passwords are "case sensitive" and can be no more than 12 characters in length.

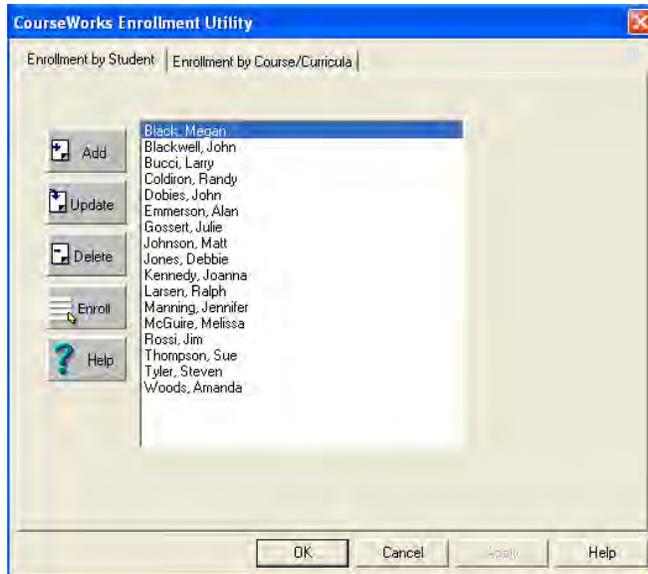
Deleting a Student Password

Should the student forget his password, the administrator can delete it. This is the only way to address the situation since the administrator cannot view or modify student passwords. To delete a student password:

1. Select **[TrackPro] ▶ [Administration] ▶ [Pre-Enroll Students]**.



The "CourseWorks[®] Enrollment Utility" dialog box displays.



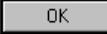
2. Click on the "Enrollment by Student" tab and highlight the desired student.

3. Click on the  button.

The "Update Student Information" dialog box displays.



4. Click on the  button. The button disappears.

5. Click on the  button to save your changes.

The next time the student logs in he will be prompted by the password dialog box to supply a new password and retype it for verification.

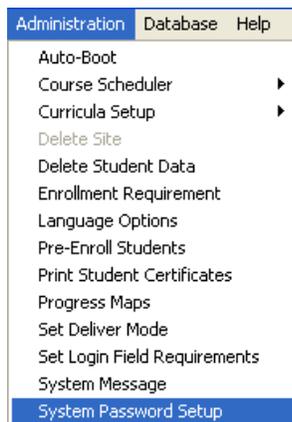
Modifying a Student Password

You cannot modify a student password! There isn't any way for the administrator to reveal the student's password. If the student can't remember his password, the administrator needs to follow the directions in "Deleting a Student Password". Then, the next time the student logs in to a course, he will be prompted to create a new password.

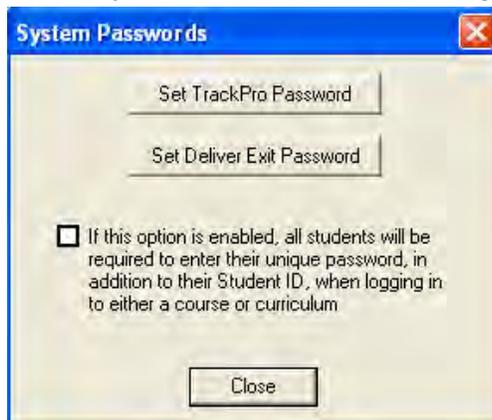
TrackPro (Administrator) Password

Using the "TrackPro" password restricts access to the administrative programs in the TrackPro, Setup and CustomPro sections of CourseWorks®. This prevents students from accessing another student's data or modifying any of the CourseWorks® settings. This password can only be up to 12 characters in length. To create an administrator (TrackPro) password:

1. Select **[TrackPro] ▶ [Administration] ▶ [System Password Setup]**.



The "System Passwords" dialog box displays



2. Click on the  button.

The "TrackPro Password" dialog box displays.



3. Type the desired password twice, once in each field.

Note: Passwords are "case sensitive" and can be no more than 12 characters in length.

4. Click on the  button.

Remove the TrackPro Password

Follow the directions for creating the TrackPro password, but when prompted with the "TrackPro Password" dialog box, leave both password fields empty, then click .

Deliver Exit Password

You only need to create a "Deliver Exit" password when the CourseWorks® —AutoBoot" feature is enabled. (The "Auto-Boot" feature is accessed via the CourseWorks® TrackPro Administration menu).

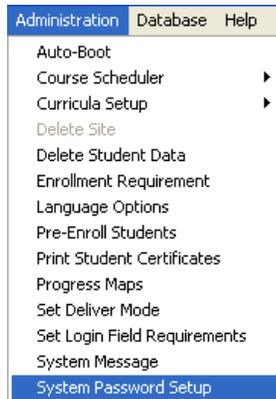
With the "Auto-Boot" feature enabled, students cannot access any programs that may be on the computer other than CourseWorks® Deliver unless they enter the "Deliver Exit" password.

Typically, the administrator provides the Deliver Exit password only to those people allowed to use the computer for non-CourseWorks® tasks. (By using the TrackPro password in conjunction with the Deliver Exit password students will not be able to access CourseWorks® administrator programs such as TrackPro, Setup and CustomPro.)

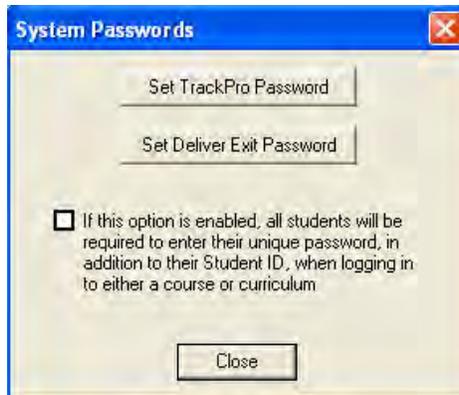
Note: There is only one Deliver Exit password. If you enable the Auto-Boot feature, you must create this password. This password should be no more than 12 characters in length.

Create a Deliver Exit Password

1. Select **[TrackPro] ▶ [Administration] ▶ [System Password Setup]**.



The "System Passwords" dialog box displays.



2. Click on the  button.

The "Deliver Password" dialog box displays.



3. Type the desired password twice, once in each field.

Note: Passwords are "case sensitive" and can be no more than 12 characters in length.

4. Click on the  button.

Remove the Deliver Exit Password

Follow the directions for creating the Deliver Exit password, but when prompted with the "Deliver Exit Password" dialog box, leave both fields empty, then click .

Other System Options

Auto-Boot

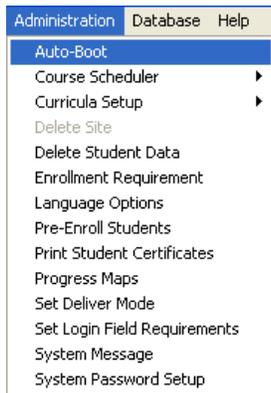
The "Auto-Boot" feature essentially turns the computer into a "training workstation".

Computers with this feature enabled will immediately start CourseWorks® when they are turned on. This feature prevents students from accessing other software on the computer, including Windows. In fact, the machine never displays the Windows interface, only CourseWorks®.

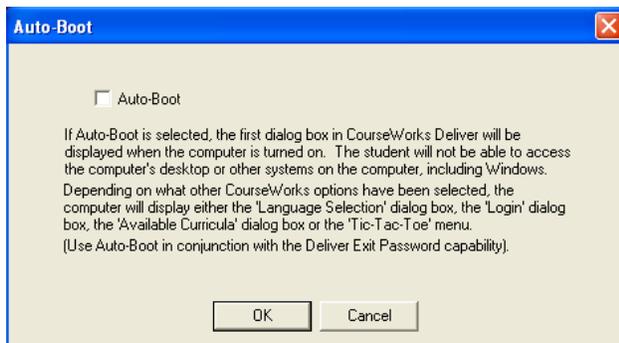
What a student will first see on the screen depends on other options selected by the CourseWorks® administrator. The language selection screen, the login screen, a curricula menu or the Tic-Tac-Toe menu can all be the first screen to display when the computer is turned on.

To turn on "Auto-Boot":

1. Select **[TrackPro]** ▶ **[Administration]** ▶ **[Auto-Boot]**.



The "Auto-Boot" dialog box displays.



2. Click on the "Auto-Boot" check box, then click on the



button.

If you decide to use the "Auto-Boot" feature, you must also set up a "Deliver Exit" password. After you set up a "Deliver Exit" password, anyone desiring to exit from Deliver must enter the specified password first. If a student enters the correct "Deliver Exit" password, he can return to the CourseWorks[®] program group then go to the Desktop and use other programs on the computer. If he doesn't enter the correct password, CourseWorks[®] will display an "Invalid Password" dialog box.

**See "Passwords" and "Create a Deliver Exit Password" for more details.*

Language Options

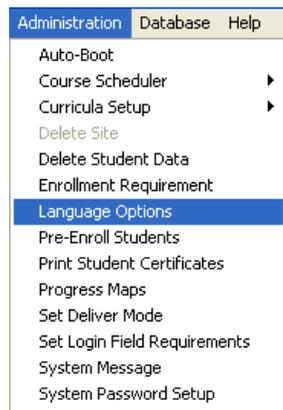
CourseWorks[®] is set up to support training in both English and Spanish. To train in Spanish, you must have purchased Spanish-language courses.

If Spanish-language courses are available on your system, you need to activate the language selection function in CourseWorks[®]. This causes

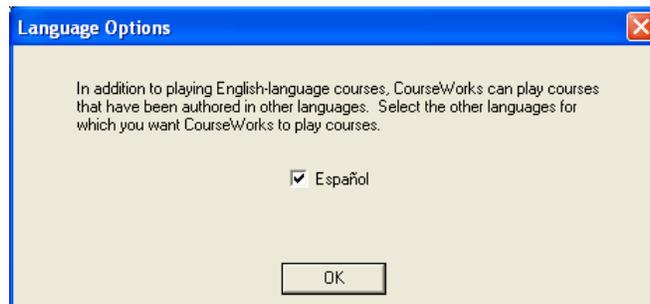
the "Select Language" dialog box to appear immediately after a student enters Deliver. The student can then select the language they would like to use while they are taking their training. Navigation buttons and other messages/instructions will then appear in Spanish as the course is played. System advisory and error messages will also appear in the language the student has selected.

To activate the "Select Language" screen:

1. Select **[TrackPro] ▶ [Administration] ▶ [Language Options]**.



The "Language Options" dialog box displays.



2. To be able to play Spanish-language courses, click on the "Español" checkbox, then click on the  button.

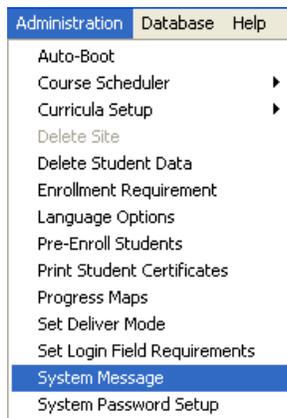
Note: If the Spanish option has been enabled, when the student logs in to Deliver, he will be prompted to choose either English or Spanish in which to conduct his training.

System Message

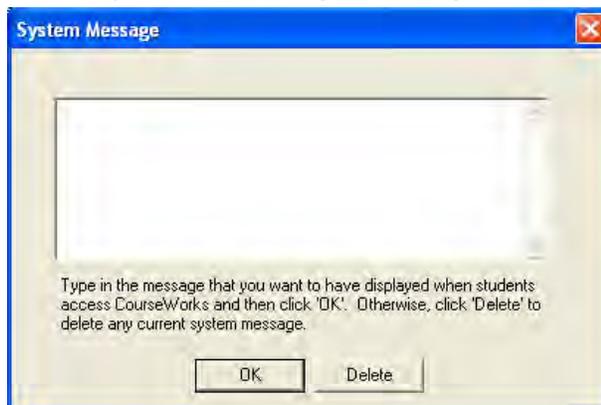
The "System Message" function allows the administrator to create a message that all students will see when they enter Deliver. The message will be displayed any time a student accesses Deliver, no matter what course they are taking.

To create a "System Message":

1. Select **[TrackPro] ▶ [Administration] ▶ [System Message]**.

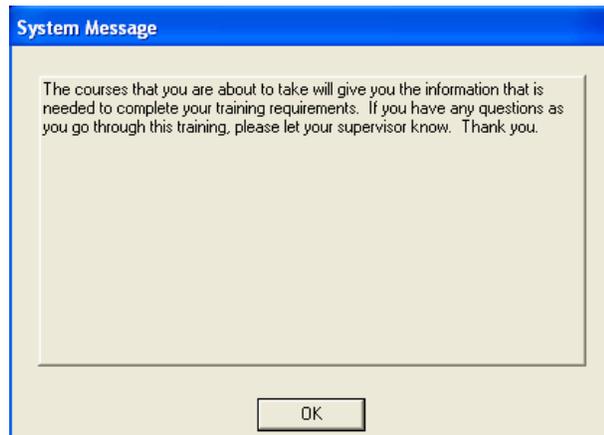


The "System Message" dialog box displays.



2. Type in the message that you want to have displayed when students access Deliver (such as the example below), then click on the  button.

Sample system message.



Reports

Overview

TrackPro provides a powerful, but easy-to-use reporting tool with many reports preformatted and ready to go. These predefined reports provide you with a quick way to view data regarding courses, students, tests and even individual test questions.

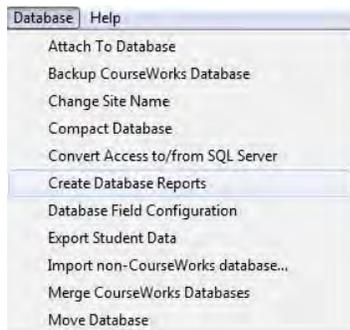
The reporting tool also provides you, as the training administrator, with the means to create new customized reports by using an existing report as a "template", or starting point.

You can also export the report data from CourseWorks® reports to other programs and then use these programs to design custom reports. To do this TrackPro saves the data in the report into a text file, which is imported into a word processing document or a spreadsheet (such as Excel). You can then use that program to create a report using the data. The TrackPro reporting tool can also be used to export data from the CourseWorks® database into a non-CourseWorks® database such as a corporate personnel database, as well.

Accessing and Printing Data Using the Report Feature

TrackPro allows you to view and print a variety of reports, such as which students still need to complete courses, a list of students' test scores, etc. To view and/or print these reports:

1. Select **[TrackPro] ▶ [Database] ▶ [Create Database Reports]**.

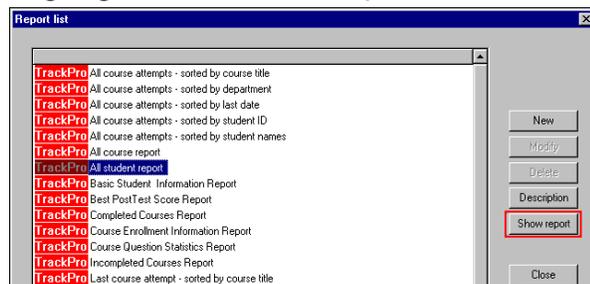


The —Report list displays the list of available reports.

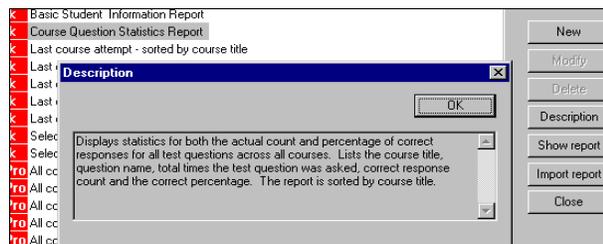


The list will include both standard and "custom" reports (those that an administrator has created by modifying one of the standard TrackPro reports).

2. Highlight the desired report.



Once you have selected a report you can click on the **Description** button to see a description of the data and the fields that are listed.



3. Click on the **Show report** button. The program displays the report.

Course Title	Begin Date	Last Date	PreTest Score	PostTest Score	Training time	
Emerson, Alan					0	
Gossert, Julie	Dealing with Ha	2/2/2011 11:31:53 AM	2/2/2011 11:33:51 AM	-1	-1	0:1:58
Gossert, Julie	Driving Safety	2/2/2011 11:34:14 AM	2/2/2011 11:35:40 AM	100	-1	0:1:26
Manning, Lee					0	

4. Select **[File]** ▶ **[Print]** to print the report.

Use the “File” menu’s “Save As Text” option to save the report as a text file in the ASCII format. This file can then be treated as any standard text file, and can be imported into other programs such as Excel or Word. This option can also be used to import student performance data into a non-CourseWorks® database.

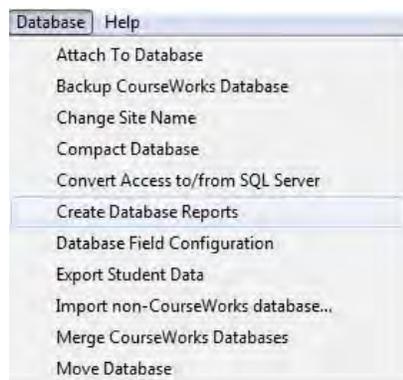
You can also use programs such as Excel or Word to manipulate the columns in the exported report, such as making them wider or narrower, or changing the order in which the columns appear.

Creating a New Report

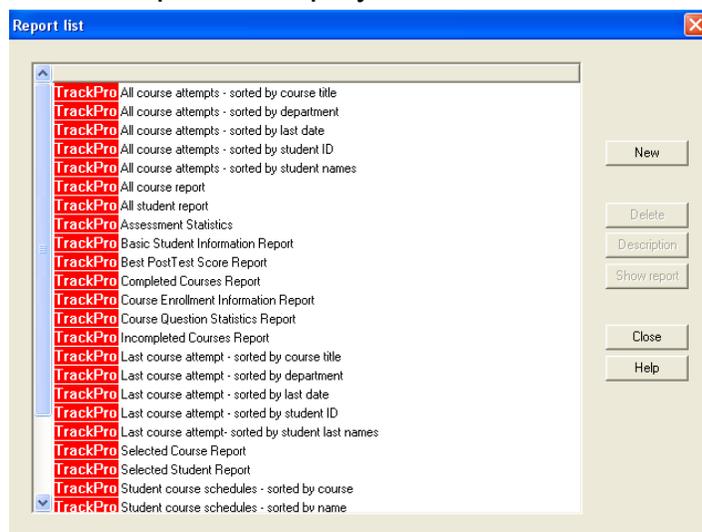
To design your own custom report, select the standard report that most resembles the report that you want. The original report will serve as a template for the new report. The TrackPro report program will guide you through a series of dialog boxes in which you will indicate what fields to include, what field to sort the data by, what you want to name the new report, how you want to describe the report, etc.

To create a new report:

1. Select **[TrackPro]** ▶ **[Database]** ▶ **[Create Database Reports]**.

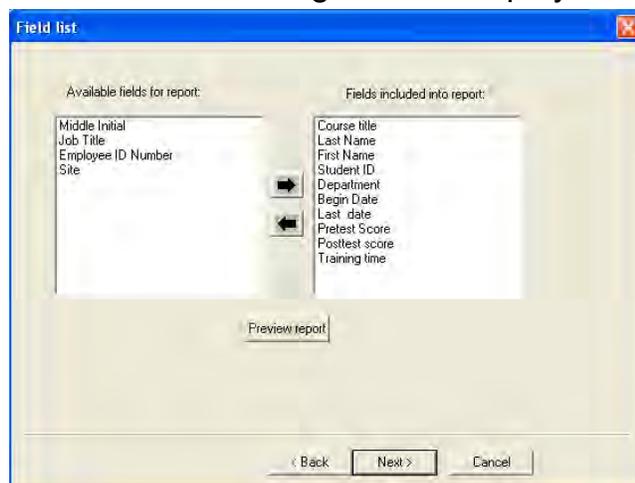


The —Report list displays the list of available reports.



2. Highlight the report that you want to use as a template for your custom report.
3. Click on the  button.

The "Field list" dialog box will display.

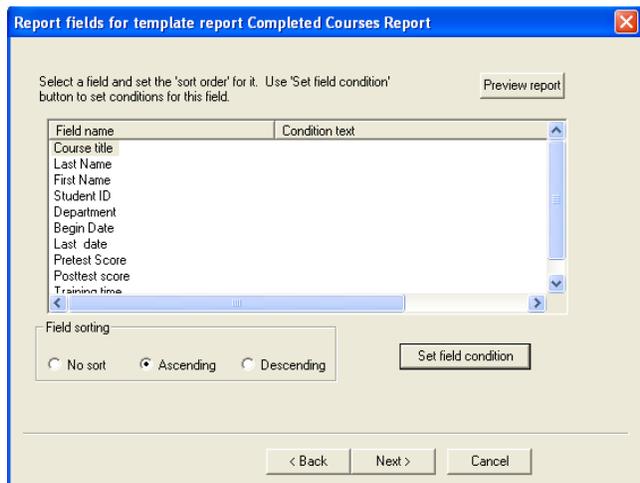


4. In the "Field list" dialog box, select the fields currently in the report (displayed in the right window pane) that you want to include in the new report. Use the  or  buttons to move the fields from one window pane to the other.

Note: The order in which you select the fields determines the order in which they appear in the report. To change the order of the fields, simply deselect all the fields that you have put into the custom report, then reselect them in the desired order.

5. Click on the  button.

The program displays the "Report fields for template report" dialog box.



6. To indicate how each field is to be sorted, select the field individually and choose —No sort”, “Ascending” or —Descending” from the —Field sorting” box.

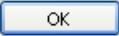
You can limit what data is included in the report by setting field conditions.

7. With the field still highlighted, click on the "Set field condition" button.

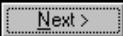
The "Condition for field (fieldname)" dialog box displays possible conditions that are relevant to the selected field.



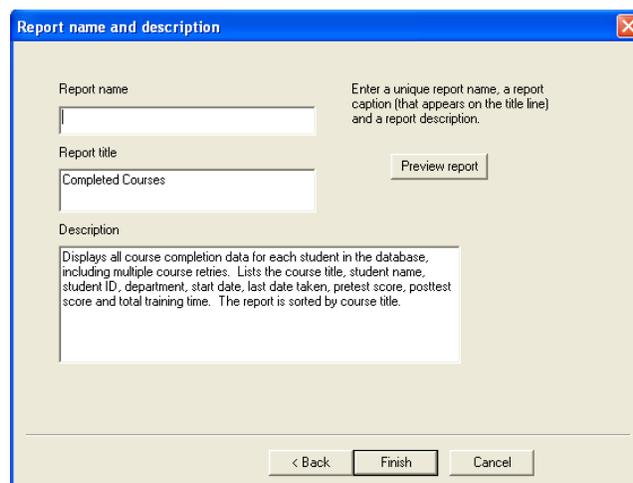
8. Click on the condition that you want to invoke.

9. Then click .

If you want to set conditions for additional fields repeat steps 7 and 8 above.

10. Click on the  button to bring up the “Report name and description” dialog box.

11. To create a title and description for the new report, enter what you want to be displayed into those respective boxes on the screen.

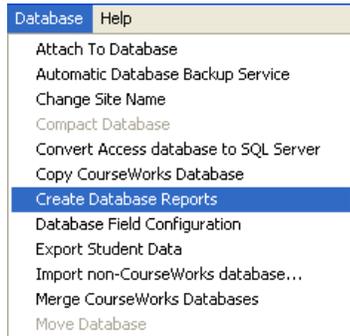


12. Click on the  button.

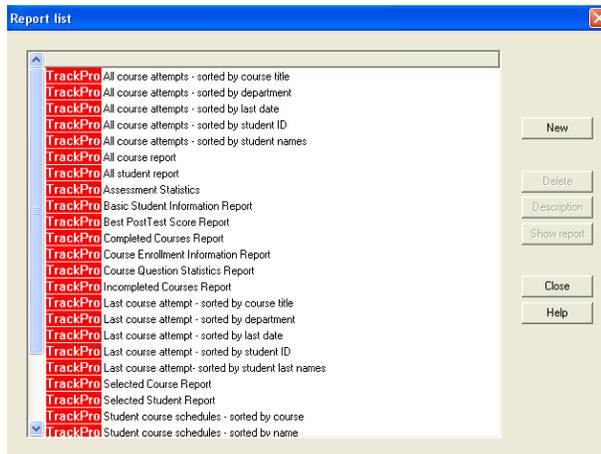
Deleting or Modifying a Custom Report

You may delete or modify any of your custom reports.

1. Select **[TrackPro] ▶ [Database] ▶ [Create Database Reports]**.



The **—Report list** displays the list of available reports.



Note: The list will include both standard reports and any "custom" reports that have been created.

2. Select the desired report, then click on the **Modify** or **Delete** button as desired.

If you select "Modify", you will be prompted through the same series of screens that were used in the report creation process.

Export a Report to a Text (.txt) File

The report feature can also be used to export data from a report to a text file, which can be imported into another database (such as a corporate personnel database) or a spreadsheet (such as Excel). You can use the other database or spreadsheet to manipulate the columns, sorts, etc. in the report if you wish.

To export the report data you need to first generate a report that includes all of the student performance data and fields of information that you need, then select **[File] ▶ [Save As Text]** from the pull-down menu on the report screen.

Follow the directions provided by the other software to import your data into those programs.

Student Certificates

CourseWorks® allows “Certificates of Completion” to be printed under two circumstances. Certificates can be printed for students who have successfully completed a course, or for students who have successfully “tested out” (by passing the pre-test) of a course and do not have to take that course.

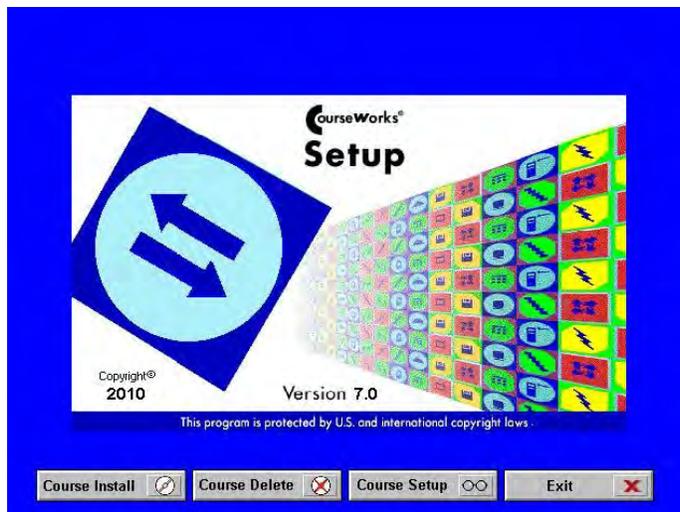
There are two methods for producing these certificates. The system can be set up to prompt students to print the certificates when they complete a course, or the administrator can print the certificates sometime after the students complete their courses.

Setting Up a Course to Print Certificates Immediately Upon Course Completion

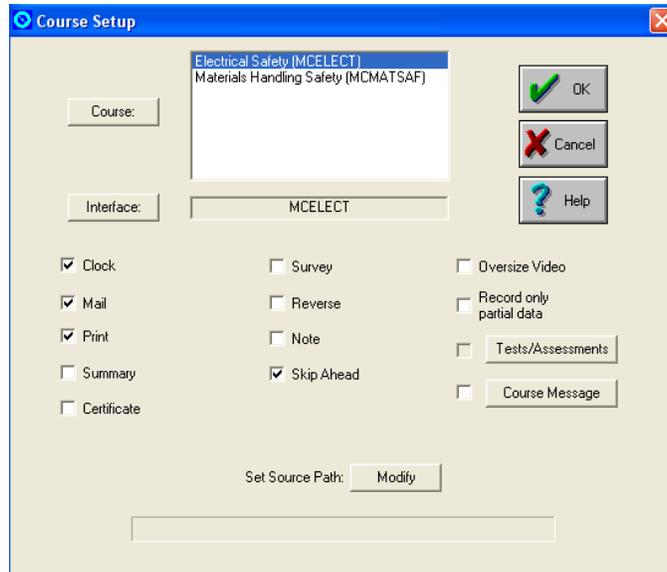
The administrator can specify that CourseWorks® print the certificate immediately after a student completes the course by working in the “Course Setup” dialog box. When the “Certificate” feature is enabled, students are prompted to print out their own certificate at the completion of the course.

To enable immediate certificate generation:

1. Select **[Setup]** ▶ **[Course Setup]**.



2. Select the course from the drop-down menu.



- Click on the Certificate check box to enable the feature. The student's "Certificate of Completion" for the course will look like this:

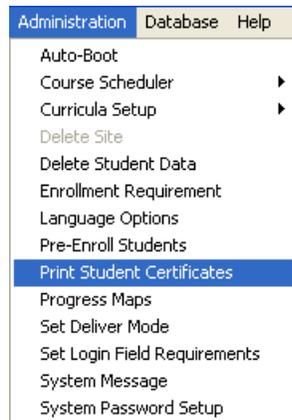


Modifying and Printing Certificates by the Administrator

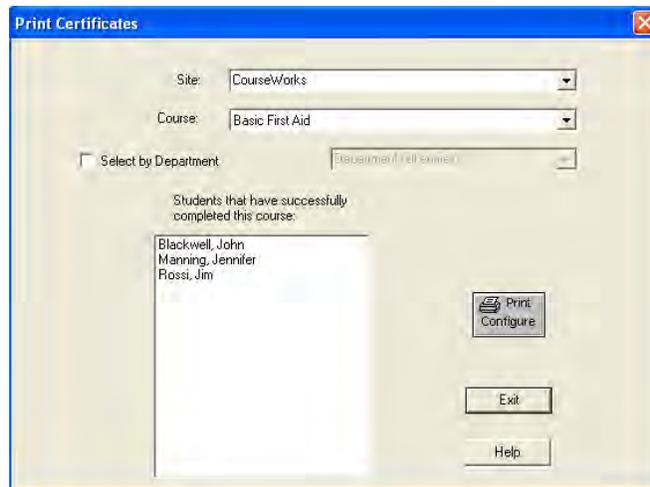
Certificates of Completion can be printed by the administrator for students who have successfully passed the courses they have taken or who have successfully "tested out" of courses by passing the pre-test that the administrator has set up.

You can use TrackPro's "Administration" menu to access the "Print Student Certificates" option. This feature allows you to modify the appearance of the certificate as well as print certificates for selected students. You can make modifications such as specifying a particular border or style of certificate, creating one or two signature names with titles, including or excluding post-test scores and changing the printer orientation (to portrait or landscape).

1. Select **[TrackPro] ▶ [Administration] ▶ [Print Student Certificates]**.

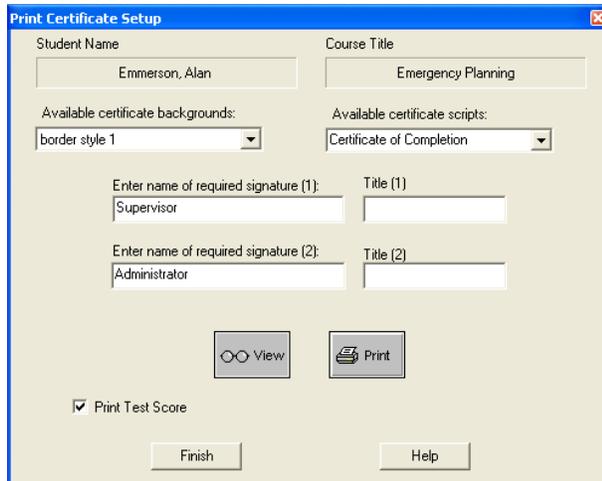


The "Print Certificates" dialog box displays.



2. Complete the "Print Certificates" dialog box to choose which students you want to generate a certificate for. Use the drop-down menus to select the students by site, course, and/or department.

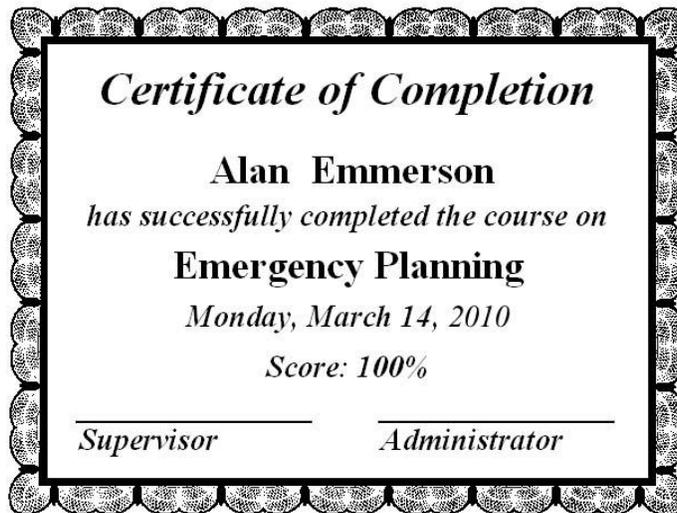
3. Click on the  button to modify the appearance of the certificate.



4. Indicate the options you want to use.

5. Click on the  button to see how the finished certificate will look.

6. Click on the  button when you are ready to print. The student's "Certificate of Completion" for the course will look similar to this example, depending on the configuration options you have selected.



Database "Advanced" Features

TrackPro has many features that will help to manage your training database, such as the ability to merge multiple databases into one, exporting training data for a specific student, removing old training data, etc.

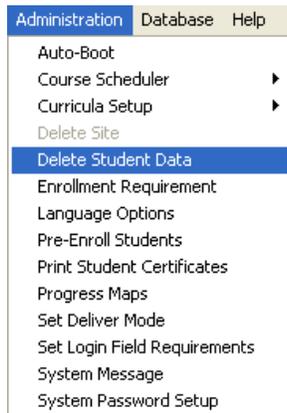
Removing Obsolete Data from the Database

Use this procedure if you need to remove specific course histories from a student's data.

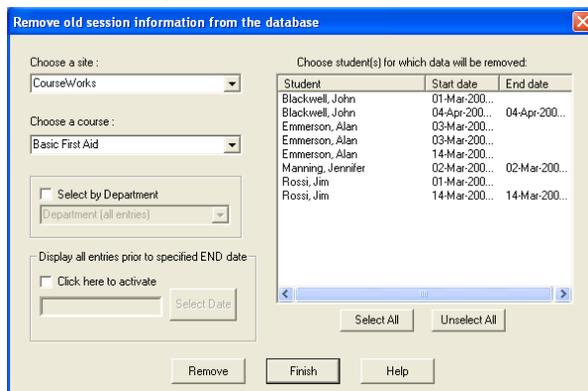
Note: If you need to completely remove a student and all their training records from the database, see "Deleting a Student from the Student Database".

Remove Historical Training Data

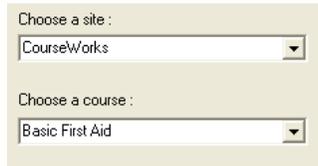
1. Select [TrackPro] ▶ [Administration] ▶ [Delete Student Data].



The "Remove old session information from the database" dialog box displays.



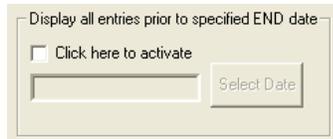
2. Choose the CourseWorks® database (site) and course for which you want to delete student data.



Choose a site :
CourseWorks

Choose a course :
Basic First Aid

3. If you want to delete all the data prior to a specific date (for instance, the previous training year) utilize the —Display all entries prior to specific END date” box. This feature will narrow down the student sessions shown in the right hand box to only those before the date you have chosen.



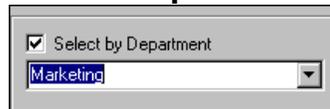
Display all entries prior to specified END date

Click here to activate

Select Date

4. Select the student name(s).

 **You may be able to limit the student list by clicking on the "Select by Department" check box and then selecting a department from the drop-down menu.**

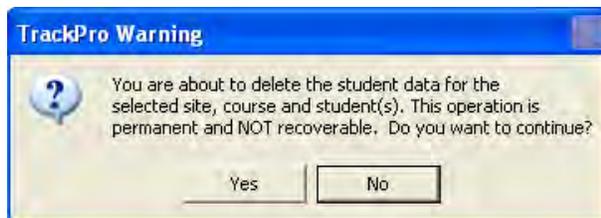


Select by Department

Marketing

5. After you have selected the student(s) whose data you want to delete, click on the  button.

The program will display a warning message.

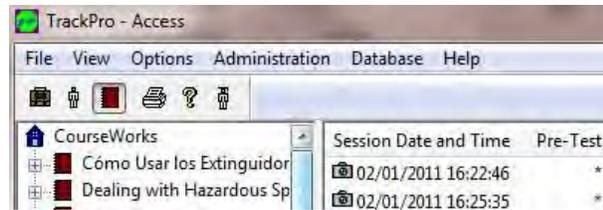


6. Click on the  button to continue with the purge. Be sure this is what you want to do, as this deletion is permanent and the data is not recoverable!

Compacting the Database

This feature is only applicable to users of CourseWorks® who are using an Access-based database. If you have installed the SQL Server software to use that version of the database, you do not have the ability to compact your database.

 You can tell what type of database you are working with by looking at the title bar of most major TrackPro screens.



If you are running CourseWorks® using an Access-based database, it is highly recommended that you use the "Compact Database" command regularly to release some of the computer's hard drive space and improve the performance and speed of the database. Compacting the database has no negative effects and does not affect the data in any way.

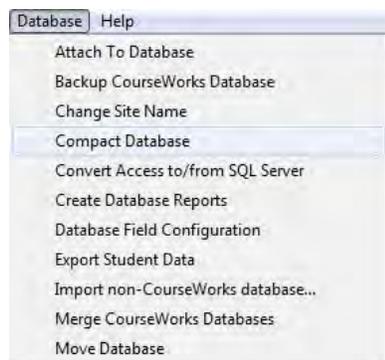
 **Compact your database on a regular basis (this should be done at a time when no one else is using any of the CourseWorks® applications).**

WARNING!

Failure to compact your database on a regular basis can cause performance problems in the CourseWorks® system, including data corruption and "database bloating"!

To compact the database:

1. Select **[TrackPro] ▶ [Database] ▶ [Compact Database]**.



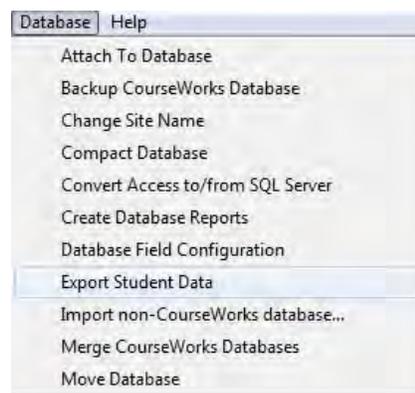
The system then compacts the database. You will see the Windows hourglass "wait" symbol while the compacting occurs. (Depending on the size of your database, this may take several minutes to complete.)

Exporting A Single Student's Data

CourseWorks[®] has the ability to export training data for a single student to a separate CourseWorks[®] database. This data can then be imported into another CourseWorks[®] database. For instance, if you have a student who is taking courses at a remote location, once they have completed their training you can export their individual training data to a CD or network drive. You can then access this data and merge it into the main CourseWorks[®] database.

*(This function can only be used to merge data from one CourseWorks[®] database to another CourseWorks[®] database. You cannot use this feature to export data to a non-CourseWorks[®] database. If you want to export data from the CourseWorks[®] database into a non-CourseWorks[®] database, you must first generate a report that includes all of the student's performance data and fields of information that you need, then use the "Copy" icon on the toolbar or the [File] ▶ [Save As] command. *See "Copying Report Data to Other Programs" and "Accessing and Printing Data Using the Report Feature" for more details.)*

To export data for a specific student, select **[TrackPro] ▶ [Database] ▶ [Export Student Data]**.

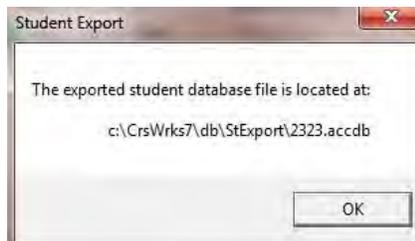


2. The program displays the "Export student data" dialog box.



3. Use the drop-down menu to select the name of the student whose data you wish to export.
4. Click on the **Create export database** button.

A new window will appear notifying you that the exported data is saved in a database file located at c:\CrsWrks7\db\StExport.



This file can now be imported into a database at another CourseWorks® site. To do so, complete the steps for "Merging a CourseWorks® Database".

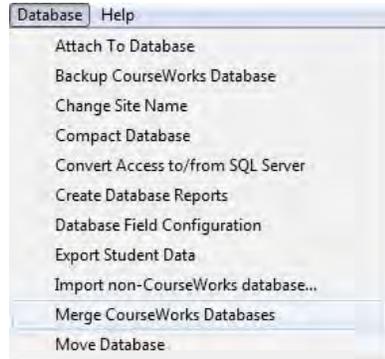
Merging a CourseWorks® Database

This process is used when an administrator needs to merge student databases from several sites or when a student has taken courses at one site, his data has been exported, and the data now needs to be included in a different site's database.

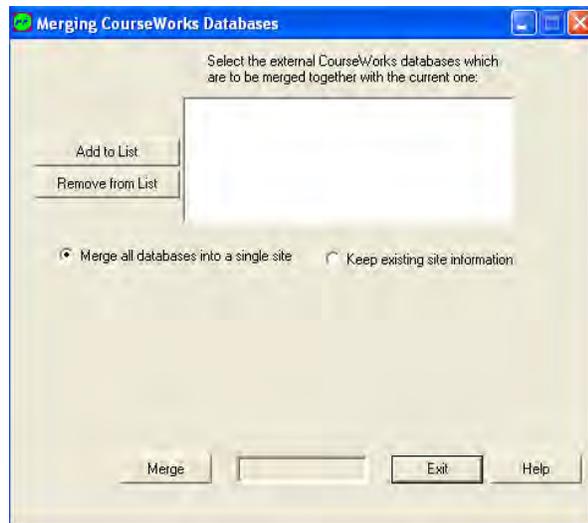
Note: CourseWorks® files have the extension "mdb", "accdb" or "mdf" depending on whether you are using one of the Access-based databases or the SQL Server-based database. If you merge an Access-based database into a SQL Server-based database, CourseWorks® will automatically convert the Access-based database to SQL Server.

To merge CourseWorks® databases:

1. Select **[TrackPro] ▶ [Database] ▶ [Merge CourseWorks Databases]**.

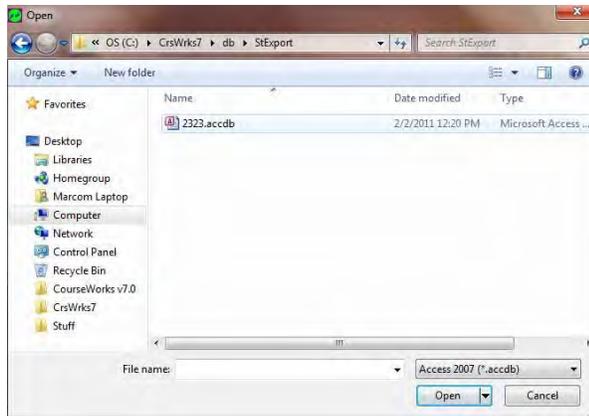


The "Merging CourseWorks® Databases" dialog box displays.



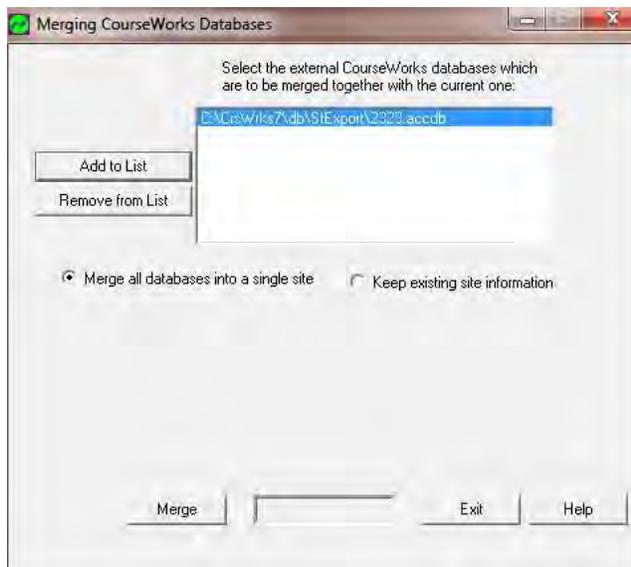
2. Click on the  button.

The "Open" dialog box displays.



3. Select the location where the CourseWorks® file is stored. If you have previously exported a student's data using CourseWorks®, select the name that you gave the file when you exported it (for example "*.accdb").
4. Click on the  button.

The "Merging CourseWorks® Databases" dialog box displays.



Note: You can choose to fully merge all of the exported data in with your existing data, or to maintain a separate site identity for the exported data (i.e., if you have separate databases for different departments or faculties within your organization) by choosing the appropriate radio button on the screen.

Merge all databases into a single site Keep existing site information

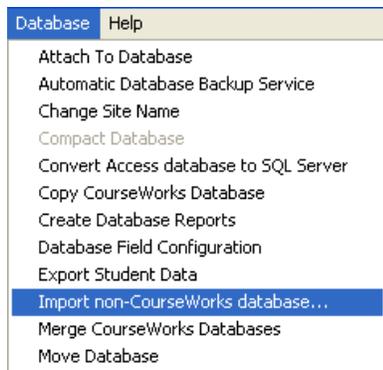
5. Click on the  button. If you need to merge additional files, repeat steps 2 through 4.

Importing a Non-CourseWorks® Database

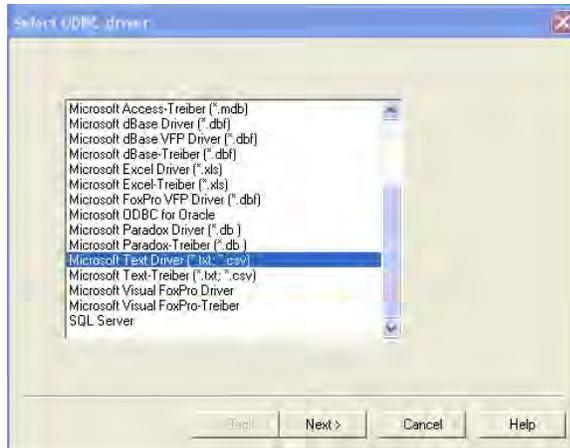
This feature is typically used when an organization has student data in an existing database or spreadsheet, such as a human resources database, and the training administrator wants to import this student information into the CourseWorks® database. Student demographic data such as name, department, Student ID, etc. can be easily copied via this feature. This can save considerable time by not having to re-enter this data into CourseWorks®. Only students' demographic data can be imported into CourseWorks®. You cannot import existing training data, such as test results and the like, from another database or a spreadsheet.

Note: The database to be imported must first be converted or saved to a comma delimited text file (".csv") format. Only comma delimited text files can be imported into CourseWorks®.

1. Select **[TrackPro] ▶ [Database] ▶ [Import non-CourseWorks Database]**.



The "Select ODBC Driver" dialog box displays.



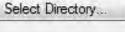
2. Indicate the desired text driver (*.txt or *.csv) and click on the  button. (File types other than comma delimited files are not supported by CourseWorks®).

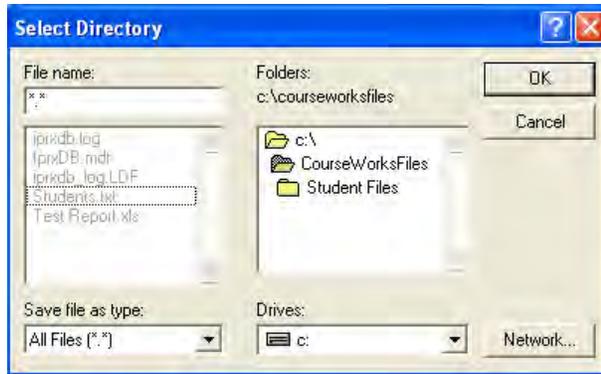
The "ODBC Text Setup" dialog box displays.



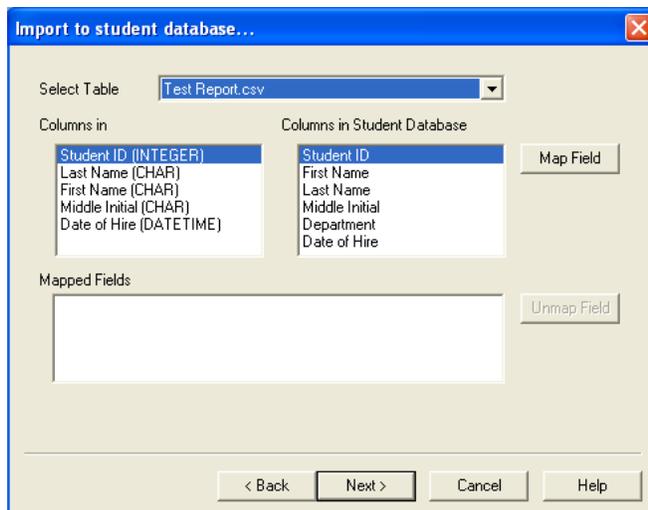
3. On this screen, click the "Use Current Directory" checkbox to remove the checkmark and enable the "Select Directory" option.



4. Click on the  button.
5. In the "Select Directory" dialog box choose the location of the source file that you want to import.



6. Click on the button.
7. The next box to appear is the —Import to student database...” dialog box. Here you will need to “map” the fields from your source file to the fields in the CourseWorks® database.
8. In the —Columns in Student Database” box (which represents the CourseWorks® database), highlight the field that corresponds to the highlighted field in the —Columns in” box (which represents the fields in your source file), then click .

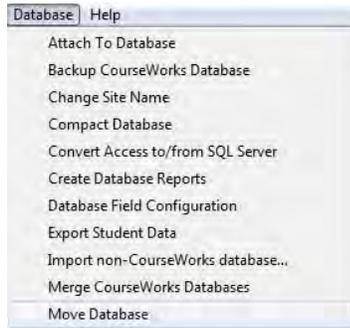


9. Once all the fields have been mapped (and are listed in the —Mapped Fields” box) click on the button to begin the merging process (this may take several minutes, depending on the size of the file being imported).
10. Once the file has been imported, CourseWorks® will return to the main TrackPro screen where the student information that you have just imported will appear.

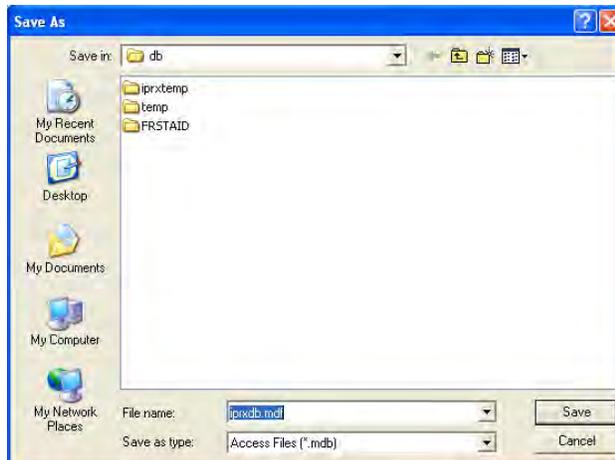
Move Database

Use this command to physically move the CourseWorks® database to another location.

1. Select **[TrackPro] ▶ [Database] ▶ [Move Database]**.



TrackPro displays the "Save As" dialog box.



2. Select the new location ("Save in:" field) and/or filename where you want the new database to reside from the location/names displayed in the "Save As" dialog box. (The default location for the student database is the "db" folder, which is a subfolder in "CrsWrks7", the ~~root~~ CourseWorks® installation folder. Use the "Save in:" box drop-down menu to specify a *different* location).
3. Click on the  button.

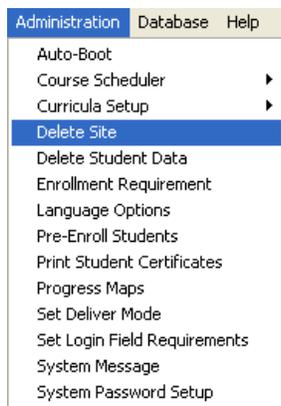
Delete Site

This function is only enabled if your database contains multiple sites. You can use this command to remove data for a particular site from your database.

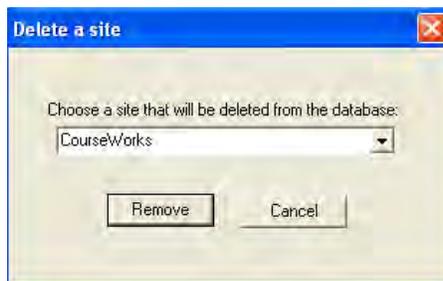
WARNING!

ALL of the data for the selected site will be deleted and is not recoverable.

1. Select [TrackPro] ▶ [Database] ▶ [Delete Site].



2. The "Delete a site" dialog box displays.



3. Click on the drop-down menu to the right of the site name display to select a different site, if necessary.
4. Select the site that will be deleted from the database and click on the button.
5. A "TrackPro Warning" dialog box will appear, reminding you that ALL of the data for the site will be deleted and is not recoverable.



6. Click on the button to delete the site's information.

*Note: If you want to save this site's information for future reference, back up the site database first!
See "Backing Up the CourseWorks® Database (Save)" for more details.

Restoring from a Backup File

If you have a need to restore your database from a backup, it is recommended that you call the distributor from whom you purchased CourseWorks® or 's technical support department for assistance prior to restoring the file.

CustomPro

Overview

As a trainer, you are committed to providing your students with courses that give them all of the information they need. Generally, the CourseWorks[®] courses that you have purchased will contain the information that you want your students to have about that topic. But in some cases you may want to add information that is unique to your organization or site, or remove material that is not important to your students. You may also want to ask questions within a course about material that you add.

CustomPro is the perfect tool if you need to make some quick, straightforward modifications to an existing course. With CourseWorks[®] CustomPro, you can easily insert or delete information into the course. You can include video segments, text, graphics or questions to convey information that is pertinent to your organization's operations. You also have the option to include audio. You can delete video, text, graphics or questions which are not relevant to your students' needs as well. However, CustomPro cannot modify any of the existing elements of a course, nor can it deal with many facets of course "logic" ... it can only add new elements or delete existing ones.

This customization does not alter the original course. The custom data is held in a separate file, and you can still use the original course at any time. Customized courses are always clearly identified. When you play a customized course, CourseWorks[®] automatically displays a notice stating that the course has been customized.

You can save your customized course, output it to a diskette or network drive, and install it on your computers just as you would any other CourseWorks[®] course.

Note: At a minimum, Microsoft Word 2003 (or a later release) must be installed on the computer being used to run CustomPro. CustomPro will not open with prior versions of Microsoft Word.

WARNING!

Customizing a course does not alter its copyright protection. The course still belongs to its original authors. If you want to make copies of a customized course, you must license that right from the course publisher.

Steps to Customizing a Course

There are six major steps involved in modifying a course with CustomPro:

1. Install the course you want to customize using either the CourseWorks® —Hybrid” or “Full” install options.
2. Start up CustomPro.
3. Review the original course and determine where changes are needed.
4. Create any media files that you want to add. (Use your word processor and graphics editing programs to create your text and graphics files).
5. Make your modifications and save the changes.
6. Output the custom changes to a CD or your hard drive.

Starting CustomPro

Starting CustomPro from the Desktop

1. Double-click on the CourseWorks® icon on your desktop.



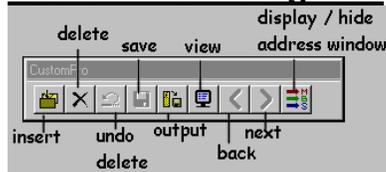
2. Double-click on "CustomPro".



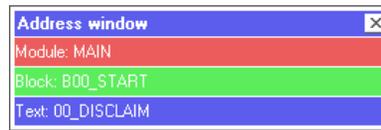
Reviewing the Original Course to Determine Changes

Before you actually start modifying a course you will normally want to play the course through in its entirety to determine where you want to make changes. In CustomPro, the course begins playing just as it does in Deliver. However, two windows unique to CustomPro overlay the course window, the "CustomPro dialog box" and the "Address window".

CustomPro Dialog Box



Address Window



As you review the course you can ignore the "CustomPro dialog box". You will use this later when you modify the course.

Use the "Address window" to note the locations in the course where you intend to make changes. The "Address window" will tell you exactly where you are in the course in terms of modules, blocks, and segments. (Modules, blocks and segments are the units that the course designer originally created when the course was built. A segment is the smallest unit within the course and relates to a particular screen, whether it is a text segment, a slide segment in which a graphic is displayed, a question or a video segment).

Creating the Multimedia Files

Actual graphics/text screens cannot be created directly in CustomPro. Files must be created using other software programs. CourseWorks® can incorporate media in many different file formats. Most administrators use Microsoft Word to create their text files. Popular graphics packages that are used include Adobe Photoshop and JASC Paint Shop Pro.

Preparing Text

1. Create your text file using the software package of your choice. Once the file has been created, you will need to save it as a text file (*.txt) following the instructions in the software program you are using.
2. Restrict the text area to a 4" width by 3.5" length; otherwise, students will be forced to scroll the text.

 **Most people are used to scrolling lengthwise. So if you need a larger text file, exceed the length but not the width dimension.**

3. After you insert a custom text segment, make sure the "word wrap" is correct. If not, edit the text file in your word processor so that the segment appears as intended.

Preparing a Graphic File

1. Use a graphics software package such as JASC's Paint Shop Pro or Adobe Photoshop to create 640X480 size graphics.

Note: Graphic files with dimensions larger than 640X480 will be displayed but may appear distorted.

2. While CourseWorks® supports a wide variety of graphics file formats, use the *.bmp format (RGB encoding) for best results.

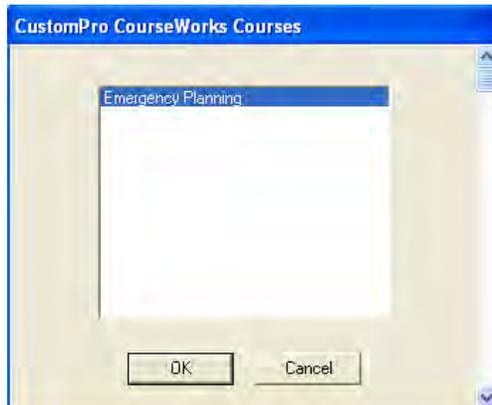
 **Save the slide in the "INDEO" palette to avoid "palette shifts" when the course is played.**

Preparing a Video File

1. Currently, CustomPro will only support the —.avi" video file format, so your file needs to be put into that format.

Making Your Modifications

1. Start CustomPro. The —course list" dialog box will open, showing a list of all of the courses installed on the system.



2. Click on the name of the course that you will be modifying.
3. Click on the  button. The course will now load just as it does when launching Deliver, with the exception of the —CustomPro Tool Box" which will appear at the top of the screen and the —Address window" which will appear at the bottom.



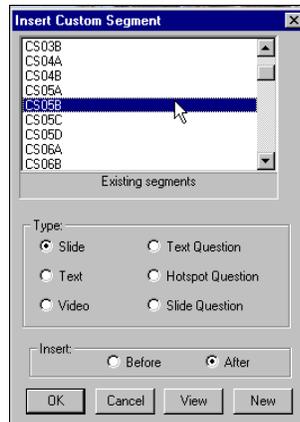
4. You can now maneuver through the course using the  button at the bottom of the screen. The "Address window" tracks your location in the course.

Inserting a New Text or Slide (Graphic) Segment or Copying an Existing Text or Slide (Graphic) Segment

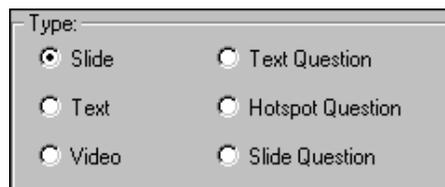
Using CustomPro you can copy existing text or slide segments in the course to other locations. If you follow the procedures described below for inserting a text or slide segment, you will be able to copy an existing segment into another area of the course, leaving the original segment intact. (If you want to move the segment rather than copy it, you will need to first copy it, as described below, and then follow the directions for deleting a segment. See *"Deleting Content from a Course" for details on deleting a segment*).

1. Scroll to the place in the course where you want to insert the text or graphic by clicking on the  button in the course interface.
2. In the CustomPro Tool Box, click once on the Insert  button. The "Insert Custom Segment" dialog box displays the names of all of the existing segments in the course.

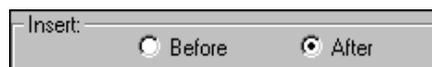
Note: A CourseWorks® course consists of many segments (a segment is the smallest unit in the course). There are four segment types... slide, text, video or question. Each type has an appropriate multimedia file associated with it. For example, a text segment may have a word processing document associated with it and, optionally, an audio file.



3. Click on either the "Text" or "Slide" radio buttons to display a list of all text or slide segments in the course.

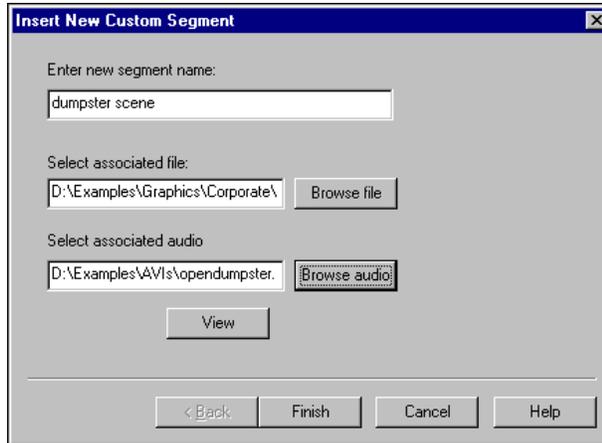


4. Click on the "Before" (or "After") radio button to position the segment before (or after) the current segment (which is the place in the course that you scrolled to in Step 1).



5. To copy a segment that already exists in the course to the location you have specified, click on the name of the segment displayed in the dialog box that you want to insert, and click on the **OK** button. The "Insert Custom Segment" dialog box disappears, and the new segment displays in the course.

- To insert text or a graphic from a file that is not already referenced by the course, click on the button in the "Insert Custom Segment" dialog box. An "Insert New Custom Segment" dialog box displays.



- Fill in the fields in the dialog box, creating a "segment name" for the new segment you are inserting. (A segment name is not the same thing as a "file name". Segment names are used within the CustomPro [and Build] programs.)
- Enter the associated file's complete path name... drive, folder and file name. (For slide segments the associated file is a graphic file.)
- If the segment will have an associated audio file, input that file's complete path name, as well.

Note: Alternatively, you can use the "Browse" buttons, and , to locate the associated files.

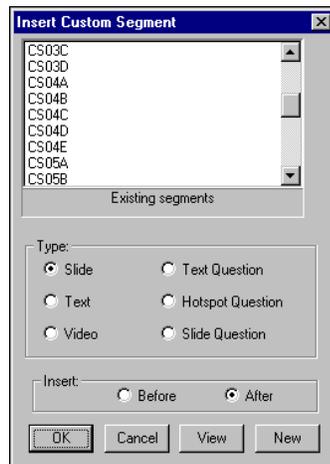
- Click on the button.

The new segment is now inserted in the customized course.

Inserting Existing Quiz Questions into a Course

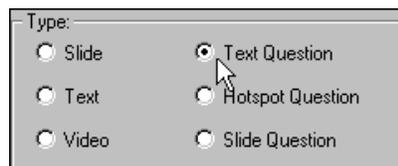
Using CustomPro you can copy an existing question segment into another area of the course, leaving the original question segment intact. (If you want to move the question segment rather than copy it, you will need to first copy it, as described below, and then follow the directions for deleting a segment. (See "Deleting Content from a Course" for more details.)

1. Scroll to the place in the course where you want to insert the existing question segment to by clicking on the  button in the course interface.
2. On the CustomPro Tool Box, click on the "Insert"  button.
The "Insert Custom Segment" dialog box displays.

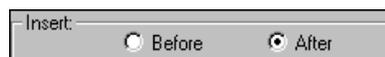


3. Click on the "Text Question", "Hotspot Question", or "Slide Question" radio button as appropriate.

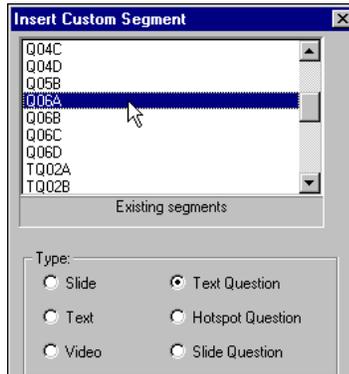
Note: Questions may be based on either text or graphics. A "Text" question is a question segment that is associated with a word processing (text) file. The other two types of questions, "Hotspot" and "Slide" questions, have associated graphics files. In a "Hotspot" question the student clicks on the graphic to indicate his response to the question. In a "Slide" question the student clicks on labeled "answer" buttons.



4. Click on "Before" (or "After") to insert the question segment before (or after) the segment that currently appears on the screen.



- Click on the name of the question segment that you want to insert, from the list displayed in the dialog box.



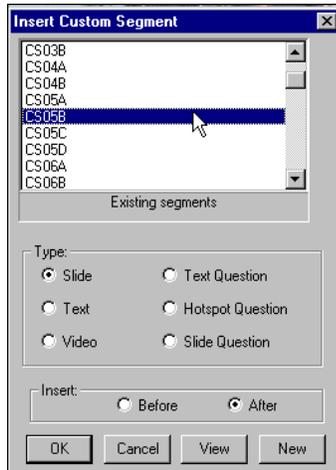
- Click on the  button.
- The question is then copied into this new location. The question and its segment name are displayed in the "Address window".

Inserting New Quiz Questions Into a Course

With CustomPro you can also create new quiz questions. This is often done to include questions that are specific to an organization's own facilities or operations. Any questions that are added to the course can also be included in the test question pool for pre- and post- tests.

- Scroll to the place in the course where you want to insert the new question by clicking on the  button.
- In the "CustomPro" dialog box, click on the "Insert"  button.

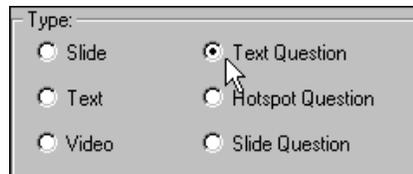
The "Insert Custom Segment" dialog box displays:



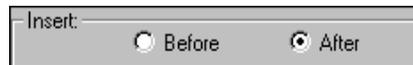
There are three types of question segments: "Text", "Hotspot" and "Slide". In order to create a "Slide" question segment, you will need to associate the segment with a graphics file. If the new question segment will be a "Text" question segment, then you must associate it with a text file (a word processing file) that contains the new question you have created.

Note: You can only insert (or copy) an existing hotspot question in CustomPro. You cannot create a new hotspot question.

3. Click on the "Text Question", "Hotspot Question", or "Slide Question" radio button, as appropriate.

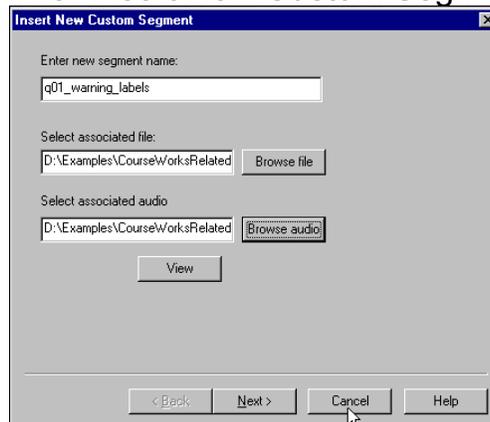


4. Click on "Before" (or "After") to insert the question segment before (or after) the current segment (the segment you have scrolled to).



5. Click on the  button.

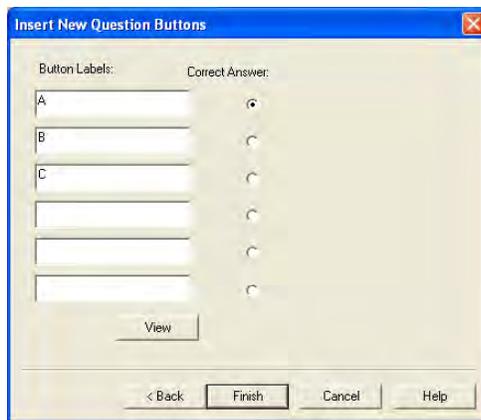
The "Insert New Custom Segment" dialog box displays.



6. To complete the dialog box, first create a "segment name" for the new segment you are inserting. (A segment name is not the same thing as a "file name". Segment names are used within the CustomPro [and Build] programs to identify specific course elements.)
7. Then enter the associated file's complete path name... drive, folder and file name. (The associated file for "Slide" question segments must be a graphics file; the associated file for "Text" question segments is a text file.)
8. If the segment will have an associated audio file, input that file's complete path name as well.

Note: Alternatively, you can use the "Browse" buttons,  and , to locate the associated files.

The "Insert New Question Buttons" dialog box displays.



9. Type in the text that you want to appear on each button's label.
10. Select the correct answer to the question by clicking on the radio button next to the correct button's label. (You can click on the  button to display the question and answer buttons).
11. Click on the  button.

The new question segment displays in the course window.

Note: You can preview your custom segments at any time by clicking on the  button in the "Insert Custom Segments" window.

Including Custom Questions in Pre- and Post- Tests

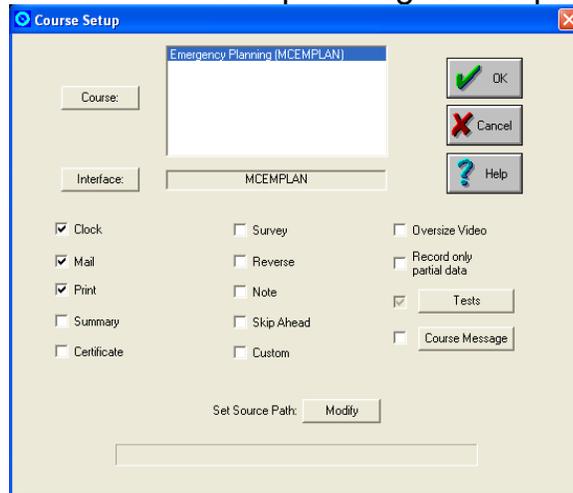
You can choose to include your custom questions in the pre- and post-test question pool for your custom course. (If you elect to do this, CustomPro will include all of your custom questions, you cannot include only some of the questions.).

This step should be performed after you have made all of your desired changes to the course and have outputted and installed your custom course. (See "Outputting the Custom Changes" for more information.)

To include the custom questions in the tests, after your custom course is installed on the system:

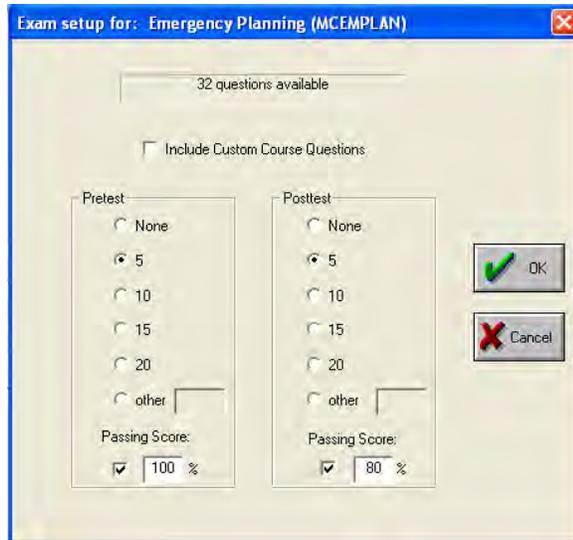
1. Select **[Setup] ▶ [Course Setup]**.

The "Course Setup" dialog box displays.



2. Select the name of your custom course.
3. Click on the **Custom** check box to place a check mark in it.
4. Click on the **Tests/Assessments** button.

The "Exam Setup" dialog box displays.



5. Click on the "Include Custom Course Questions" check box.



6. The custom questions are added to the test pool. You can then create a pre- and/or post- test by specifying the number of questions you want in the tests, as well as the passing scores. (See "Course Setup" for more information.)

7. Click on the  button.

Inserting Custom Feedback ("Correct" or "Incorrect" Response) for Custom Questions

You can also create custom "feedback" to associate with your quiz questions. You can use the standard CourseWorks® "Correct" or "Incorrect" slides, or create your own slides and insert them for this purpose.

Note: Only one type of "Correct" or "Incorrect" slide may be displayed after a custom quiz question. If you choose not to create your own custom slides, CustomPro's default slides are automatically inserted for each response.

To insert custom "Correct" and "Incorrect" slides:

1. Create the two graphic files with your graphics software such as Paint Shop Pro or Photoshop (one for "Correct" and one for "Incorrect").

2. Name the files "I_corr" (Correct) or "I_incorr" (Incorrect).
3. Save the files in the main CourseWorks® folder (the CourseWorks® default is "drive:\CrsWrks7". If the custom course will be played locally, you must save the new slides in the CourseWorks® folder on each PC that will be playing the custom course).
4. To delete a Correct/Incorrect slide and replace it with another type of feedback (video, text, slide):
 - a. Delete "I_corr" and "I_incorr" from the "CrsWrks7" folder.
 - b. Insert a feedback segment immediately after the quiz question segment. (Follow the directions on the previous pages in this section for inserting either a text, slide or existing video segment).

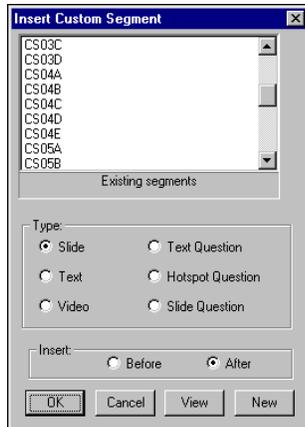
Inserting Existing Video Segments into a Course

Using CustomPro you can copy an existing video segment into another area of the course, leaving the original video segment intact. (If you want to move the video segment rather than copy it, you will need to first copy it, as described below, and then follow the directions for deleting a segment. See *"Deleting Content from a Course" for details on deleting a segment.*)

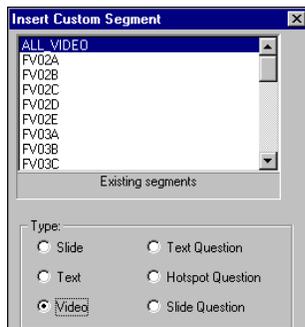
1. Scroll to the place in the course where you want to insert the video segment. The "Address window" will indicate where you are in the course in terms of modules, blocks, and segments.



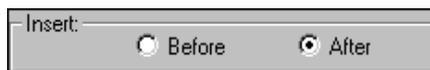
2. On the CustomPro tool bar, click on the "Insert"  button. The "Insert Custom Segment" dialog box displays.



3. Click on the "Video" radio button. A list of all video segments in the course displays.



4. Click on the name of the segment you wish to insert from the list of existing segments.
5. Select "Before" or "After" to insert the selected segment before or after the current segment (that you have scrolled to).



6. Click .

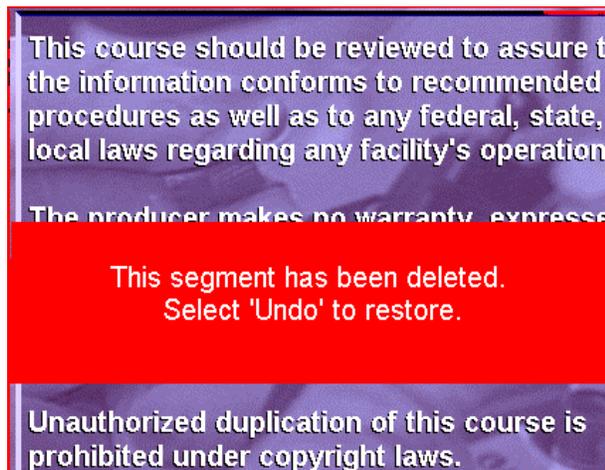
The video segment is then copied into this new location. The course displays and continues playing.

Deleting Content from a Course (and Undoing a "Delete")

You may find that some of the content in your CourseWorks® courses does not apply specifically to your type of facility or operation. With CustomPro you can remove specific segments or screens from the course. By doing this, you are not actually deleting the content, you are simply removing this content from the custom version of the course only.

Note: You can delete segments only. Blocks and modules can be removed only with CourseWorks® Build (the authoring program). If you delete a question segment, CustomPro removes the segment from the current location but does not remove it from the test pool. Questions cannot be deleted from the test pool.

1. Scroll to the segment that you want to delete using the  button.
2. When you have found the segment, click on the "Delete"  button in the CustomPro window.
3. The segment is displayed with a large band indicating that the segment has been deleted.



Note: Remember that the deleted segment's files are not physically deleted. This process is simply "hiding" the segment in your custom version of the course.

 To "undo" (restore) a deleted segment, click on the "Undo"  button on the CustomPro tool bar.

Viewing Custom Content in a Course

You can view the modifications that you have made to your custom course prior to outputting and installing your course.

Note: The —View” function is available only if you have inserted or deleted segments.

To view your custom content:

1. Click on the "View"  button in the CustomPro tool bar. A dialog box appears listing all of the inserted or deleted segments in the course. Inserted segments are indicated by a blue arrow (➔); deleted segments are marked with a red "X" (✗).

Type	Module	Block	Segment
✗ Slide	M01_INTRODU...	B01_INTRODU...	RD01
➔ Video	MAIN	B00_START	FV03A
➔ Slide	MAIN	B00_START	CS02C
✗ Text	MAIN	B00_START	00_DISI
✗ Question	MAIN	B00_START	ASK_CC

2. To view a custom segment, click on its name, and then click on the  button. The dialog box disappears, and the custom segment you chose will begin to play.
3. To view the custom segment immediately preceding or following the current segment click on the "Back"  or "Next"  button in the —CustomPro window”.

Saving Your Modifications as You Work

As you work through the course it is important to periodically save your modifications, to avoid lost data should you experience a computer crash or power outage. Saving your changes is as simple as:

1. Click on the "Save"  button on the CustomPro tool bar.

The changes you have made will be saved in a new file that is separate from of the file in the standard course.

Note: Only one custom version of a course may exist on a computer. If you attempt to modify a course that has already been customized, a dialog box will prompt you to either open it for editing or to overwrite it.

Outputting the Custom Changes

The final step in customizing your CourseWorks® course is —outputting” the custom course files. This step prepares your custom files to be installed in the CourseWorks® system. Prior to outputting your custom course, you need to create an empty folder on your hard drive with the same file name as the course you are customizing.

WARNING!

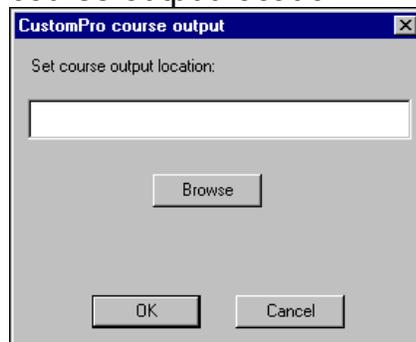
You must create a folder for the custom course that has the same name as the original course, and output this folder to your new location (on your computer’s hard drive). If you do not output the new folder, none of the files that are needed to run your new custom course will be copied and installed properly.

Remember, customizing a course does not alter its copyright protection. The course still belongs to its original authors. If you want to make copies of a customized course, you must license that right from the course publisher.

To output your customization:

1. Click on the "Output"  button in the CustomPro dialog box.

The "CustomPro course output" dialog box will prompt you for the course output location.



2. Input the location that you want to output the files to.

Note: If you click on the button, CustomPro will display the "Select directory" dialog box, from which you can select a location from the display of computer and network drives and folders. Click the on button after selecting an output location.



3. Click on the button. CourseWorks® will begin outputting the course to the specified location. The "CustomPro course output" dialog box will disappear when the output is complete.

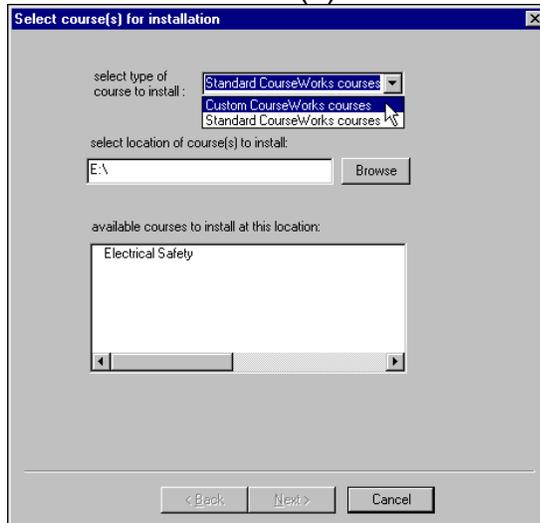
💡 If you want to output your changes to a CD, you will need to output them to the hard drive first, then copy them to a CD using your computer's CD creation software, such as Roxio, etc.

Installing the Custom Course

You essentially use the same method to install a custom course as you do to install a standard CourseWorks® course, with a few exceptions. To install a custom course:

1. Select **[Setup] ▶ [Course Install]**.

The "Select course(s) for installation" dialog box displays.



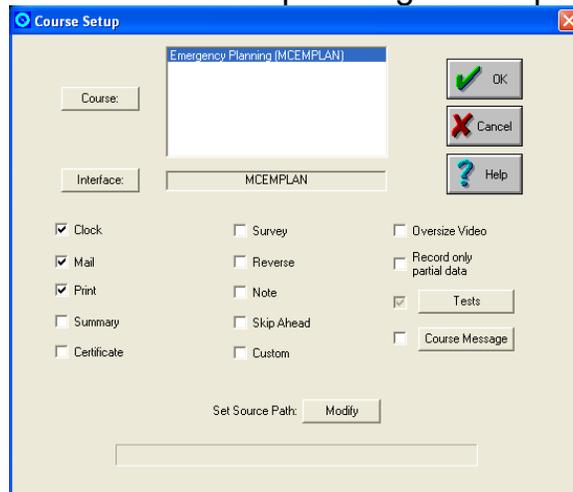
2. Use the drop-down menu to select "Custom CourseWorks® courses" for the type of course to install.
3. Then, click the  button to select the location to which you outputted your custom course.



Your custom course will now be installed. Once the installation has completed, you will need to configure CourseWorks® to play the custom course (instead of the standard one). To do this:

1. Next select **[Setup]** ▶ **[Course Setup]**.

The "Course Setup" dialog box displays.



2. Select the name of the course that you have customized.
3. Click on the Custom check box to place a check mark in it.
4. Click on the OK button.

CourseWorks® is now configured to play the custom version of the course on that computer.

Technical Assistance

For technical assistance, please contact:

Paulson Training Programs, Inc.
3 Inspiration Lane
Chester, CT 06412
860-526-3099
techsupport@paulsontraining.com

Hours:
9:00 am - 3:00 pm M-F (EST)

Warranty/Disclaimer

MARCOM's CourseWorks-based courses have been created to assist facilities that are endeavoring to educate their employees regarding good safety, health and human resource practices. The information contained in the courses is the information available to the producers of the course (The MARCOM Group, Ltd.) at the time of its production.

All information in the courses should be reviewed for accuracy and appropriateness by facilities using the courses, to assure that they conform to the facilities' situations and recommended procedures, as well as to any state, federal or other laws, standards and regulations governing their operations. There is no warranty, expressed or implied, that the information in the courses is accurate or appropriate for any particular facility's environment.

The information in this document referring to course instruction, course operation and the functioning of the software has been carefully checked and is believed to be accurate. However the MARCOM Group, Ltd. assumes no responsibility for any inaccuracies that may appear in this material. Information given in this document is subject to change without notice.

The software discussed in this guide is furnished under a license agreement. The MARCOM Group, Ltd. assumes no liability for the content or use of programs created using this software (please refer to the terms of the software license accompanying this software).

Single End User License Agreement for CourseWorks[®] Software

IMPORTANT. READ CAREFULLY. This End User License Agreement ("Agreement") is a legal contract between you (either as a registered individual user or as the registered representative and on behalf of a single entity) and The MARCOM Group, Ltd. ("MARCOM") for the CourseWorks[®] software product identified above, which product includes computer software and may include associated media, printed materials, and "online" or electronic documentation ("software product"). By installing, copying, or otherwise using the software product, you agree to be bound by the terms of this Agreement. If you do not agree to the terms of this Agreement, then DO NOT install or use the software product. You may, however, return it to your place of purchase for a full refund.

Software Product License

The software product is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The software product is licensed, not sold.

1) **GRANT OF LICENSE.** This Agreement grants you, the registered computer software user, the following rights:

Applications Software. The software product may be used only by you. You may install and use one copy of the software product, or any prior version thereof for the same operating system, on a single terminal connected to a computer but only for use in the number of written language(s) for which you have acquired rights therefore and selected at time of first installation. You may not network the software product or otherwise use it on more than one computer or computer terminal at the same time unless you have arranged to purchase separate rights to do so. In return for our license grant, you hereby irrevocably grant to MARCOM, and its affiliates, the non-exclusive, worldwide, fully-paid right to publicly disclose the fact that you are using the software product, including but not limited to the reproduction and distribution of the software 'screen shots' and/or 'box shots' from your applications, for MARCOM's advertising and other promotional purposes.

Redistributable File(s). Notwithstanding the terms of this Agreement to the contrary, certain of the executable files of the software product may be redistributed by you to the extent required for the permitted operation of the

applications software installation code created by you while using the software product hereunder. The specific redistributable file(s) are limited to those specifically identified as "Redistributables" in the media, printed materials, and "online" or electronic documentation accompanying the particular embodiment of the software product. To determine whether a particular file(s) are redistributable, please contact the MARCOM's Distributor Support Department: The MARCOM Group, Ltd., 20 Creek Parkway, Boothwyn, PA 19061, USA.

Storage/Network Use. You may also store or install a copy of the software product on a storage device, such as a network server, used only to install or run the software product on your other computers over an internal network; buy only if you have acquired a specific license for the appropriate number of concurrent accesses to the software product from the storage device. Any given license for the software product may not be shared or used concurrently or otherwise on different computers or by different users in a given organization.

License Pack. If you have acquired this Agreement in a License Pack, you may make the number of additional copies of the computer software portion of the software product identified in your purchase documentation, and you may use each copy in the manner specified therein.

2) DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS. Limitations on Reverse Engineering, Decompilation, and Disassembly. You may not modify, reverse engineer, decompile, or disassemble the software product, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation of components. The software product is licensed as a single product. Its component parts may not be separated for use on more than one computer.

Not for Resale Software. You may not use the software product for commercial purposes nor sell, or otherwise transfer it for value. Commercial purposes include the use of the software product in the creation of publicly or privately distributed computer software. If you wish to incorporate this software into products that will be sold or otherwise distributed publicly or privately, you must execute a contract to that end with MARCOM.

Rental. You may not rent, lease, or lend the software product to any party.

Software Transfer. You may permanently transfer all of your rights under this Agreement, provided you (a) retain no copies, (b) transfer all of the software product (including all component parts, the media and printed materials, any upgrades, this Agreement, and, if applicable, the Certificate of Authenticity),

and (c) the recipient agrees to abide by all of the terms of this Agreement. If the software product is an upgrade, any transfer must include all prior versions of the software product and all of your rights therein, if any.

Support Services. MARCOM may provide you with support services related to the software product ("Support Services"). The provision and use of Support Services is governed by the MARCOM policies and programs described in the software product user manual and/or in "online" documentation. Any supplemental software code provided to you as part of the Support Services shall be considered part of the software product and is subject to the terms and conditions of this Agreement. With respect to technical information you provide to MARCOM as part of the Support Services, MARCOM may use such information for its business purpose, including for product updates and development. MARCOM will use its best efforts to not utilize such technical information in a form that personally identifies you.

Termination. Without prejudice to any of MARCOM's other rights, MARCOM may terminate this Agreement if you fail to comply with the terms and conditions of this Agreement. In such event, you must destroy all copies of the software product and all of its component parts; to this end you grant to MARCOM the right to, with or without notice, monitor your Internet accessible activities for the purpose of verifying software product performance and/or your compliance with the terms hereof, including, but not limited to the remote monitoring and verification of your implementation, use and duplication of the software product.

3) **UPGRADES.** If the software product is labeled or otherwise identified by MARCOM as an "upgrade", you must be properly licensed to use a product identified by MARCOM as being eligible for the upgrade in order to use the software product. A software product labeled or otherwise identified by MARCOM as an upgrade replaces and/or supplements the product that formed the basis for your eligibility for such upgrade. You may use the resulting upgraded product only in accordance with the terms of this Agreement. If the software product is an upgrade of a component of a package of software programs that you licensed as a single product, the software product may be used and transferred only as part of that single product package and may not be separated for use on more than one computer.

4) **COPYRIGHT AND TRADEMARKS.** All title, trademarks and copyrights in and pertaining to the software product (including but not limited to any images, photographs, animation, video, audio, music, text, and applets incorporated into the software product), the accompanying, printed materials and any copies of the software product are owned by MARCOM or its affiliated companies. The software product is protected by copyright and trademark laws and international treaty provisions. You must treat the software product like any other copyrighted product for archival purposes, and you may not copy the printed materials accompanying the software product unless explicitly given permission to do so in writing by MARCOM. You may not remove, modify or alter any MARCOM copyright or trademark notice from any part of the software product, including but not limited to any such notices contained in the physical and/or electronic media or documentation, in the MARCOM Setup Wizard dialogue or 'about' boxes, in any of the runtime resources and/or in any web-presence or web-enabled notices, code or other embodiments originally contained in or dynamically or otherwise created by the software product.

5) **DUAL-MEDIA SOFTWARE.** You may receive the software product in more than one medium. Regardless of the type or size of the medium you receive, you may use only that one medium that is appropriate for your single computer. You may not use or install the other medium on another computer, including but not limited to portable computers under the exclusive control of the registered user. You may not loan, rent, lease, or otherwise transfer the other medium to another user, except as part of the permanent transfer (as provided above) of the software product.

6) **U. S. GOVERNMENT RESTRICTED RIGHTS.** The software product and documentation are provided with restricted rights. Use, duplication, or disclosure by the U. S. Government is subject to restrictions as set forth in subparagraph C (1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c) (1) and (2) of the Commercial Computer Software – Restricted Rights at 48 CFR 52.227-19, as applicable. The Manufacturer is: The MARCOM Group, Ltd., 20 Creek Parkway, Boothwyn, PA 19061, USA.

7) **MISCELLANEOUS.** If you acquired or use this software product in the United States, this Agreement is governed by the laws of the State of Delaware. If this software product was acquired and is used exclusively outside of the United States, then local law may also apply. Should you have any questions concerning this Agreement, or if you desire to contact MARCOM for any reason, please contact the MARCOM distributor from whom you purchased this software product, or write: The MARCOM Group, Ltd., 20 Creek Parkway, Boothwyn, PA 19061, USA.

8) LIMITED WARRANTY.

Limited Warranty. MARCOM warrants that (a) the software product will perform substantially in accordance with the accompanying written materials for a period of ninety (90) days from the date of receipt, when installed on supported computer equipment and systems software as described in the software's installation procedures, and (b) any Support Services provided by MARCOM shall be substantially as described in applicable written materials provided to you by MARCOM, and (c) MARCOM technical support personnel will make commercially reasonable efforts to solve any problem issues with the software product. MARCOM does not warrant that operation of the software will be uninterrupted or error-free, or that all errors will be corrected. To the extent that implied warranties on the software product are disclaimable, they are disclaimed herein below. Some states and jurisdictions do not allow disclaimers of or limitations on the duration of an implied warranty, so the above limitation may not apply to you. To the extent implied warranties may not be entirely disclaimed but implied warranty limitations are allowed by applicable law, implied warranties on the software product, if any, are limited to ninety (90) days.

Customer Remedies. MARCOM's and its suppliers' entire liability and your exclusive remedy shall be, at MARCOM's option, either (a) return of the price paid by you for the software product (not to exceed the suggested retail price) if any, or (b) repair (if you report a failure to MARCOM within the warranty period, and upon request, provide sufficient information, which may include access to your computer system for use of copies of the software by MARCOM personnel to reproduce the defect in question), or (c) replacement of the component(s) of the software product that do(es) not meet MARCOM's limited warranty criteria and which is returned to MARCOM with a copy of your purchase receipt.

This Limited Warranty is void if failure of the software product has resulted from accident, abuse, or misapplication. Any replacement software product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Outside of the United States, neither of these remedies nor any product support services offered by MARCOM are available without proof of purchase from an MARCOM authorized international source.

MARCOM disclaims all other warranties, either expressed or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, with respect to the software and the accompanying written materials.

No Other Warranties. To the maximum extent permitted by applicable law, MARCOM and its suppliers also disclaim all other warranties and conditions, either express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, title, and non-infringement, with regard to the software product and the provision of or failure to provide support services. This limited warranty gives you specific legal rights. You may have others, which vary from state/jurisdiction to state/jurisdiction.

9) **LIMITATION OF LIABILITY.** To the maximum extent permitted by applicable law, in no event shall MARCOM or its suppliers be liable for any special, incidental, indirect, or consequential damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use of or inability to use this software product or the provision of or failure to provide support services, even if MARCOM has been advised of the possibility of such damages. In any case, MARCOM's entire liability under any provision of this agreement shall be limited to the greater of the amount actually paid by you for the software product or ten United States Dollars (U.S. \$10.00); provided, however, if you have entered into a MARCOM support services agreement, MARCOM's entire liability regarding support services shall, be governed by the terms of that agreement. Because some states and jurisdictions do not allow the exclusion or limitation of liability, the above limitation may not apply to you.

10) **WHOLE AGREEMENT.** This agreement is the entire agreement between you and MARCOM with respect to its subject matter and supersedes all prior and contemporaneous proposals, statements and agreements. This agreement shall be governed by the laws of the State of Delaware, as a contract made and performed therein. Should you have any questions concerning this agreement, please write to: The MARCOM Group, Ltd., 20 Creek Parkway, Boothwyn, PA 19061, USA.