NETOP™

LearningCenter™
Learning Management System

Netop

Netop Learning Center

Product Description Whitepaper

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Introduction

How we absorb, process and retain information and later on put them into practice is learning. This process however, can be greatly affected by certain factors such as: the environment, conditioning and reinforcement, to name a few.

Another known factor is that there is a certain rate of learning, called the learning curve. First described by German psychologist Hermann Ebbinghaus in 1885, it suggests that typically, retention of information is at its highest on the first attempts and gradually evens out as new information is added. This well-known fact limits us, especially when we equate knowledge and retention to growth and productivity.

The e-learning system was introduced to break through the limits. Some of the breakthroughs in the development of e-learning, which are widely used today by various organizations in the field of training and development, are two interrelated technologies: the **Content Management System (CMS)** and the **Learning Management System (LMS)**.

LMS is a software application which focuses on delivering online courses or training, managing course users or learners while monitoring their progress. In essence, LMS concentrates on content delivery and administration areas. CMS, on the other hand, engages on the creation, edition, storage and delivery of e-learning content. It enables development, management and publishing of the content delivered via the LMS. Through these advanced technologies, an organization's work force competency is maximized rather than diminished through time, and the end product – inevitable growth.

Netop Learning Center (NLC) supports this commonsensical strategy on e-learning by building communities of practice and support for personal performance within organization. NLC provides a well-proven technical solution either it be run on a server at customer site, also called "deployed-in-house", or as an ASP-solution (Application Service Provider).

Netop Learning Center offers one of the strongest content management systems in the market today. In fact, it has become the most preferred e-learning platform throughout the Nordic Region in providing effective and measurable growth in the area of on-line employee training programs. It offers a complete range of solutions for teaching, training, as well as learning management, ensuring that your investment is maximized.

With NLC, authoring training courses, exams, and questionnaires requires minimal effort. Since it is web-based, it saves you the hassle that installation may bring. More than just administration and management, NLC provides comprehensive statistical reports to help you track the learner's behavior, progress and results. It also gives you the capability to launch repetition courses and quizzes automatically with full differentiation among participants to promote maximum retention of information and/or acquired skills.

Due to its Content Management System functionality, Netop Learning Center can be integrated into the company's existing intranet or homepage.

New innovative features in NLC are added to serve our clients better. Here's a quick view of NLC's latest feature enhancements:

- ✓ **Rapid Learning**: the distribution of learning content via email and/or SMS with direct link to lesson/learning object with full tracking.

- ✓ **Release plan**: the planning and distribution of a course track based on time-schedule and activities. Makes it possible to decide the order and time for distribution of the different learning objects and/or reminders. This means that all occurrences in a course track (content, emails, SMS, reminders, evaluation, etc.) can be automated.

- ✓ **Messaging Matrix**: a tool for user dialogue based on an occurrence or course status. For example, through the messaging matrix, you can set up an automatic reminder to learners who have finished, started, logged –on, etc., or automatically send out a course evaluation for those who have attended a course.

- ✓ **Community function** with chat forum, messaging, sharing of information and documents, Ask Instructor and FAQ.

- ✓ Administration of both e-learning courses and traditional classroom courses.

- ✓ **News service** that can be published in different channels.

- ✓ **Survey tool** for questionnaires and evaluation.

- ✓ **Question pool**: authoring tool for developing certifications and tests.

- ✓ **Reporting Center**: Extensive reporting tool for statistics analysis and reports. Possibility to define, save and share your own report criteria. Subscribe to reports, sent automatically in Excel or CSV via email.

- ✓ **Competence Management**: Competence mapping, gap analysis, development plan, business objectives, 360 evaluation.
- ✓ **Easy integration** with other systems.
- ✓ **Single sign-on**, SSO with SAML2.0

Netop Learning Center Overview

Netop Learning Center is a cost-effective e-learning and training solution that facilitates the processes of education and training management for employees, students, professionals and partners. Moreover, it is a customer-focused e-learning tool that allows the customer to create and manage self-paced courses that incorporates the disciplines for managing competence profiles, called the **Competence Management System**.

Content Management

- ✓ Content Development
- ✓ Competence / Course Development
- ✓ Product Campaign Development
- ✓ Questionnaire / Survey Development
- ✓ Knowledge Sharing
- ✓ Quiz / Test Development
- ✓ Exam Development
- ✓ Setup Prerequisites
- ✓ Determine Security Settings
- ✓ Time Settings for the Course
- ✓ Manage Master

Personal Resources and Community

- ✓ Forum Discussion Board
- ✓ News and Links Bulletin Board
- ✓ Course Schedule
- ✓ Search Module
- ✓ Personal Settings Area
- ✓ Personal Status Reporting

Learning Management

- ✓ Deliver online just-in time training
- ✓ Manage User, User Groups, Domains, Orders and Reporting
- ✓ Manage test and exam module and reporting
- ✓ Effect measurement and reporting
- ✓ Manage resources and reporting
- ✓ Manage community and reporting
- ✓ Manage personal portal and reporting
- ✓ Customize solution
- ✓ System and usage statistics and reporting
- ✓ Online registration
- ✓ Manage online payment

Integration

- ✓ Integrate to existing systems (HRM, CRM, ERP, Intranet, CMS-System)
- ✓ Integrate to 3rd party LMS
- ✓ Use of Netop Learning Works web services

Netop Learning Center

Content Management

Netop Learning Center has an integrated content management section that is applicable to all businesses in creating, editing and managing content. Moreover, NLC continues to solidify its edge in content development with newly shaped features and components structured on the industry standard SCORM 2004 Content Aggregation Model. NLC is object-based, and every object is described and tagged with metadata according to the SCORM specifications.

NLC content management system continues to set its collection of specifications and standards adapted from multiple sources to provide a comprehensive suite of e-learning capabilities that enables interoperability, accessibility and reusability of Web-based learning content with the support of SCORM 2004. For a detailed walkthrough about SCORM and the ideas behind it, you can visit www.adlnet.org.

Working with Asset items accelerates and optimizes the procedures of creating learning content. The Competence Management System section of NLC (discussed on the later chapters) banks on the concept of Asset Items.

What are Asset Items?

Every little detail in the learning process is considered crucial. The same applies to content management, where knowing and identifying Asset items play an important part.

Asset items or reusable learning objects are small instructional components that can be used to support learning in different environments. These instructional components are modules or lessons of a particular concept, fact, procedure, process or principle.

Assets are digitally tagged with XML Metadata based on a set of international standards and specifications guidelines. These Metadata enable a search mechanism that locates the object when users search for its repository.

Rationale of Asset Items

- **Flexibility:** If material is designed for use in multiple contexts, it can be reused more easily than that which needs to be rewritten for each new context. It's more difficult to uncouple an object from its frame of reference than contextualize it as part of design and development.

- **Ease of Updates:** Metadata tags facilitate rapid updating, searching, and management of context by filtering and selecting only the relevant content for a given purpose which is certainly needed in an e-learning system.

- **Customization:** When individual or organizational needs require content customization, a just-in-time approach in customization is made possible using Asset items. Modular asset items maximize the potential of software in personalizing the content, permitting the delivery and recombination of material at the level of granularity desired.

- **Interoperability:** NLC has the ability to interact and work with other systems and groups. The object approach allows organizations to set specifications regarding design, development, and presentation of asset items based on organizational needs, while retaining interoperability with other learning systems and contexts.

- **Increased Value of Content:** From a business standpoint, the value of content is increased every time it is reused because of cost reduction from design and development expenses. Another thing is that it holds the possibility of selling the content objects in more than one context.

Netop Learning Center Asset Items

Netop Solutions has designed Netop Learning Center in a way that enables an object based approach to content creation and every content object is created with Metadata tag according to SCORM 2004 standard. The assets in NLC are all updatable and reusable and are archived in *"The Asset Administration Browser"*. This is available in the Content Editors and Administrators section.

Moreover, the Netop Learning Center Content Management section consists of seven integrated modules and each module builds on asset items.

Content Management
1. Content Asset Development
2. Questionnaire and Survey Development Asset
3. Community Asset Development
4. Personalize Asset Development
5. Menu and Navigation Asset Development
6. Administrative Asset Development
7. Layout Asset Development

1. Content Asset Development

The content module is the heart and soul of NLC. It allows administrators to develop and insert context (media, video, audio, text, etc.) into an educational module. It makes possible the creation of folders, pages and slides with no limitation in each project, which means that however massive, courses may be run via Netop Learning Center.

The content module is not just suitable for course building, but is easily applied in several other ways. A good example is creating product campaigns and publishing general content or information.

Content Modules

➤ **Custom-build:** The content is created and imported from a third-party e-learning software (e.g., Captivate, Lectora, RapidBuilder or Mohive).

➤ **Local:** The content is created, edited, modified and published directly in Netop Learning Center.

Furthermore, the content module consists of three sub-modules, which can be selected and/or deselected for each individual course:

Text Asset

Text Asset is based on text or HTML. It has an online Word editor that can handle a large amount of text with embedded media, hyperlinks and object links. Additionally, its editor includes a menu bar where different functions on styles and formats are found. It allows a user to upload Flash Video (.flv) and Shockwave Flash (.swf) files with a maximum size of 250 MB. It also implements the $$ variable properties to customize text that reflects user information.

Media Asset

Media Asset allows users to upload and play media in various formats such as image files (jpg, gif, tiff, png), flash/shockwave files, MS PowerPoint, MS Word and pdf documents, streaming video/sound files and zip files. Additionally, this asset enables upload of files in mp3 format that is compatible in most browsers. (When viewed in client an mp3 jquery player is shown to play the mentioned file format.

A SCORM SCO container enables the administrator to import a **SCORM package** into a course. In Netop Learning Center, the administrator can import SCORM packages from the *Import a SCORM package window*. SCORM packages can be integrating or non-integrating.

An import assistant is also available and is used removing comments when uploading SCORM packages.

Note that, when a user is using SCORM import, texts and exams can be saved as question slides instead of assessment slides.

2. Question and Survey Asset Development

The Question and Survey Asset Development tool supports content editors in establishing evaluation forms. It enables the administrators to create unlimited number of questions per assessment that may be of varying question types.

This asset is ideal for building and publishing course evaluations and market survey forms. Furthermore, it is possible to define your questions in the following settings:

Survey Asset

- A question can be set to require interaction before it can be submitted.

- A question can be dependent on the answer from the preceding question.

- Make cross references between questions.
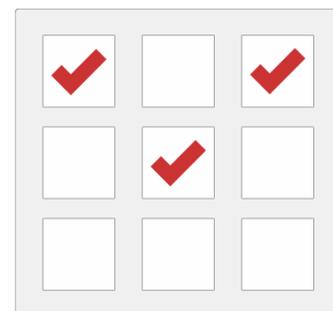
It is also possible to extract evaluation in different file formats (e.g. CSV or XML) in order to use them in 3rd party software.

The **Assessment Module** is a composition of question items (which can be of different question types) compiled together in sequence as each item or slide should appear. This allows the administrator to automatically set feedback messages once the test is submitted.

Test/Quiz development supports 6 different question types:

- Multiple Choice

- Multiple Answers

- Multi Question

- Fill in the Blank

- Point and Click

- Essay

The Question Pool handles other question types like matching drag and drop, matching dropdown, sequence drag and drop, sequence dropdown, numeric, plain text as wells as, multiple choice, multiple answer and point and click. Additionally, it allows the administrators to create test items that are grouped in categories so that, once these items are answered, it would direct to a new set of question items according to the achieved score. This capability allows the content editor to develop individualized content sessions for the users. Moreover, the module not only provides the administrator and the course editor the capability to establish media supported questions, it also enables administrator to track statistics on the exam such as: how many users have taken a specific test, the answers given per item, and the amount of time spent on individual questions.

Exam Module vs. Test Module

In NLC, the difference between the test and exam module lies in the specifications that can be done amongst question items. To put it simply, in an exam module, an administrator can set a specific date for the exam, a time limit for the exam period, a limit for the number of re-test, a mastery score, a certificate at the end of the exam, whereas a test module does not have the capability to set such details.

3. Community Asset Development

Netop Learning Center provides community asset modules and communication section that consists of 19 sub-modules that can be selected (or deselected) for each individual course. These sub-modules play a vital role in NLC for they are the tools that administrators use in controlling major assets needed by managers and users.

Ask Instructor

Users do not need to personally approach the instructor to ask questions. This module enables user and instructor dialogs. What's more, the instructor can insert the questions as an FAQ so that the question and answer dialog is made public amongst users.

Assignment Management Module

With NLC, notebooks are not required because it already provides an Assignment Management Module for the course. With this, instructors can create assignments and allocate them to students. In return, students can submit their completed answers and receive an evaluation from their instructors.

Calendar Control

The Calendar Control Module is a personal calendar for users. Administrators can also book activities in the calendar. Correspondingly, users can insert relevant comments to activities, appointments or meetings. Each new appointment or activity automatically launches an email to the user's personal

email address. Moreover, course registration reminders can be displayed. This requires a registration form asset to be part of the course.

Chat Control

NLC provides an asset that adds a chat function to the course. It not only enables conversation between users and course editors but it also facilitates case and scenario discussions in real-time. It also displays users who are online at the moment.

Certificate Manager Module

This asset manages users' certificates online. Once enabled, the Certificate Manager Module enables managers to view and edit exam and course completion certificate records.

Conference Forum

The Conference Forum module enables exchange of written information and other options with other users. Conference forum module can contain multiple forum categories. Additionally, this asset includes an audit system to log course users' forum usage.

NLC Authentication Ticket External Website Launcher

This module launches external web resources from the Netop Learning Center platform. The specified URL is launched with any added URL query string parameters. The parameters that the user can add to the URL are: the authentication ticket, the course ID, and the start slide ID.

Dictionary Control

The Dictionary Module is a shareable dictionary database which enables creation of a reference dictionary of words or phrases with a description, an image and a sound file (for enunciation purposes. With this, users can search for words added to the list of dictionary words through the dictionary administration.

Download Control

Download Control is where the administrators and course editors share files with the users. It enables users to download materials provided by their course administrators. This asset is also an efficient tool when there is a need for administrators to work together in developing a common course. Consequently, it enables users to interact with other users and with the course administrator.

Enrollment Module

The Enrollment Module enables enrollment of users and groups in courses and adds a page where the user can enroll users and groups to courses.

Frequently Asked Question (FAQ) Control

The FAQ asset enables users to add a frequently asked question to the course pertaining to a particular topic. In the content section, users can post their questions, bring up ideas, as well as give feedback on the course quality, etc. These questions are all directed as FAQ.

Questions and comments are gathered in an FAQ control module where users' questions, the corresponding answers and comments are collated. This function uses a "one-to-many" question and answer tool.

Forum Control

The Forum Control is a threaded discussion forum where a closed environment of users or groups can establish unlimited forums and discussions. Additionally, you can attach files to discussion forums. The administrator can also keep track of the statistics for each discussion forum.

Link Control

The Link Control module enables creation of shareable database of relevant links including descriptions to external websites. These links are external website links and not NLC slide and course links.

My Documents Editor

My Documents Editor works as a personal workplace where users can write and leave their own documents or add attachments. This enables users to share documents with other users which works best when working in a group or a joint project. Through this asset, users can create, maintain, send and share documents allowing other users to view their documents.

Newsletter Control

Newsletter Control can be viewed or shared in a domain, enabling the users to view and subscribe to up-to-date news within NLC. It also enables administrators to track subscribers of each newsletter.

Online List Control

This asset enables users to have a view of users who are currently online. Since it displays a list of all the online users, administrators and instructors can send messages to anyone in the list. A printable version of the list is also available.

Report Module

This asset allows users to create and manage a page where users can download different course reports. Some of these reports are: course reports, survey reports, survey reports, domain reports, managed reports, etc.

Subscription Manager

Subscription Manager Asset displays a list of courses that the user is enrolled in. It also enables users to view the status and other details of the courses and exams.

News Control

Through this asset, a news section is added to a slide of a course that serves as a bulletin board where users can view relevant notes, news, course changes and other information that the administrators or managers post. It consists of news channels where users can subscribe to for the latest updates.

4. Personalize Asset Development

Personalize Asset Development provides support for administrators about the manager's and users' personal and property settings and control.

NLC personal asset development modules section consists of eight sub-modules:

My Profile Module

This asset enables users to set, modify and update personal settings such as passwords, personal information, picture, Curriculum Vitae, etc. The asset displays a list of courses where the user is currently enrolled in. Also, it enables the user to thoroughly examine his progress and other statistics such as the number of hits are there on specified pages.

My Courses Control

My Courses Control keeps each user informed and up to date about his curriculum or courses. My courses control helps the individual get an overview of the courses he signed up for. With this asset, it is also makes it easier for the user to switch views between courses and see the progress made on each course.

My Info Control

My Info Control traces and tracks how many times the user has logged in to the system. It also tells if there are internal messages for the user.

Online Message System

Online Message System asset enables users to display and administer their inbox, outbox and sent items. This allows sending of message or emails amongst users.

User Profile Module

User Profile Module enables the user to view and manage his profile by uploading an image and giving it brief description. Furthermore, course editors that created off-line media access with a specified CD ROM drive location may allow course takers to execute media files off-line.

Competence Admin Viewer

This asset allows administrators to view and examine the users' active competences in each domain. It helps the administrators as it keeps track of the user's competence components and settings up to date, assuring that every part is available in every domain.

Competence Dashboard

Competence Dashboard is the user's active competence profile. It shows the status of the specified user from the course. It also displays the business objectives, curriculum vitae, 360 feedback questions and other related information in the competence. This asset allows users to view their competence profile and other related information in the competence.

5. Menu and Navigation Asset Development

Another major asset development in NLC is the Menu and Navigation. **NLC Menu** and **Navigation Asset Development** modules section consists of ten sub-modules:

Custom Page Header

With this asset, administrators can control and specify the contents and dimension of the menu, and the icons that would be used. This also adds a customizable menu to the course.

Image Map

The **Image Map** allows the administrator to upload an image file and place hotspots on specific areas of the image. This asset enables the user to interact with the image while clicking the hotspot.

Fold Out Menu Module

The **Fold out Menu** asset enables administrators to manage the contents of the fold out menu. This allows them to customize the content, dimension, as well as the icons to be used.

Index Module

The **Index Module** creates an index of course items consisting of either an alphabetized list of course items or a list with corresponding item score or item lesson status.

Header Control

The **Header Control** asset allows users to add a header on the slide. This contains the slide title of the current slide being viewed, the page numbers, as well as the print, edit, note editor and logout icons. This is quite similar to the custom page header, except that, it's non-customizable.

Menu Control

The **Menu** asset allows users to show the menu contents in the slide.

Navigator Control

The **Navigator Control** asset creates a navigation menu. This menu consists of all the slides in a folder, course, or a custom collection.

Quick Jump Navigator

Quick Navigator asset adds a menu of the slides in the course so that users can jump to any slide. Administrators also have the option to either display all slides or only the selected slides in the course.

Search Control

The **Search Control** asset creates a search function for the course. In this module, users can search for other users in the course, and download items and course content.

The administrator determines which criteria can be used for searching and what information should be available for each course.

6. Administrative Asset Development

Administrative asset Development is the module that allows administrators to modify and control settings for the managers and users. This module section consists of five sub-modules:

NLC Login Control

The NLC Login Control module is used as login portal for a course. This asset contains settings for creating the required data for the asset. Administrators can create a title and description for this asset to instruct users how to login to the course. Consequently, users are notified if they have successfully logged in or if an error has occurred.

End Course Module

End Course Asset is used on the last content slide of a course and allows users to submit the course as completed, this including all the assessment slides in the course. Through this asset, administrators can also customize the next action once the user clicks the submit button.

Forgot My Password Module

Forgot My Password Module adds a page in the course where users can retrieve their password. The password is sent to the user via email.

Offline Activity Control

Offline Activity Control asset is used to register any offline learning activities such as: offline courses, offline parts of blended learning courses, conferences, certifications, etc. It is also used in the competence mapping modules in the NLC administration.

Offline activities on NLC that support the administrators on importing and exporting offline courses are:

- **Export Course**: Allows the administrator create an NLC course package for a specific course. It enables the administrator download specific course package before importing the course in NLC.

- **Import Course**: It assists the administrator in importing the exported courses in NLC.

7. Layout Asset Development

Netop Learning Center Asset Development module consists of **Skin Logo Image**, a module that displays a clickable course logo.

8. Extended Options

Managing prerequisites, curriculum and security settings are tools that managers and instructors use in administering users. The following modules will help the administrator manage settings for managers and instructors:

Manage Prerequisites

This option enables the setting of slides in such a way that it would require a user to complete one slide before gaining access to another slide. This tool can be used by the manager or instructor to ensure that a user has the prior knowledge before he can get to the next slide. These prerequisites are built according to the SCORM 2004 standard.

Registration Form Module

The Registration Form Asset adds a registration page where users can apply to courses and be part of groups. It can also serve as a catalogue for already registered users.

Tool Panel Control

This module adds a tool panel to the course. Administrators can select what buttons to display. There's also a default settings to use for using Java Script.

Set SMS Settings Module

One of the innovative features in NLC is the Set SMS Settings Module where client can send on-line messages as well as SMSs to the administrator. This module also enables sending of administrative messages or emails as SMS. Also, this feature reinforces the Forgot Password Asset by supporting the sending of information needed thereof through SMS.

Course Management

Netop Learning Center supports Google Analytics. Once it is set up, this enables the generation of detailed statistics about users' visits in NLC.

Time Settings (Exam Settings Editor)

This module enables the administrator to control the time settings used in connection with exams. This allows a timer to be set for the exam and even enables an action to transpire once the time limit is reached.

Manage Template

This module enables to manage templates to enforce a standard layout and look on the NLC pages. It may also come together with other controls. Once the template is changed, all the pages incorporated with the template are changed.

Manage Security Settings

Manage Security Settings is an advanced and much appreciated part in NLC where security and privacy is at hand. This allows the administrator to create access restrictions. One good example is a class composed of groups where each group works for a thesis project. With this, the admin can make the course content that the whole class is working on to be accessible for all but to set security settings that will restrict groups from accessing other groups' materials.

Developer Notes

Developer Notes are used to keep all the administrators posted on the course building progress. It makes it possible for administrators sharing the same course to set notes on the slides and folders that are being developed.

Learning Management

Managing curriculum and running the whole learning scenario, which includes knowledge and intellectual development, is the main purpose of NLC. **NLC Learning Management System (LMS)** is the perfect tool to track, manage and deliver online learning materials.

NLC Learning Management System contains several comprehensive modules:

Deliver Just-in-Time Training Online

It is crucial that users get appropriate information at the right time. NLC can deliver just-in-time training, enroll users for standard and tailor-made courses, and present individual training information for employees and users whenever, wherever and however they please.

Manage Users, Groups and Domains

NLC lets you create new users and update existing ones. It also enables you to compile user and user group reports. It allows you to control viewing restrictions, where managers and employees can share the same course but see different course materials according to the settings created by the administrator for the course.

Moreover, it allows administrators to select default roles that would determine the level of accessibility one has for a particular course.

Manage Tests, Quizzes and Exam modules

NLC allows the administrator to set up conditions for user's access to the various modules. It also enables tracking and compiling of reports for tests, quizzes and exams based on a user's performance. Reports can also be extracted according to varying statistics:

- Single User
- User group
- All Course Users

Furthermore, these reports can be viewed in the graphics and layout settings provided in Netop Leaning Center. Reports are available for download in XML and CSV (Excel) formats.

Manage Surveys

NLC enables delivery, tracking, and compiling of reports based on survey statistics and allows publishing of employee, customer and market surveys.

Measure Efficiency

NLC makes it possible to manage and analyze pre and post course activity effect on competence level. This allows the administrator to create recommended actions based on competence reports. It also enables pulling out of reports in different formats like Excel, CSV and XML.

Manage Resources

NLC facilitates management of schedules and delivery of resources such as those in the Frequently Asked Questions, download, links and dictionary modules.

Manage Navigation

NLC allows the administrator to manage the different slides available in a folder, a course or a custom collection through a menu.

In the asset administration, the navigation control can be set in such a way that operations within the courses begin only upon receiving signals or indications (asynchronous type).

Manage Community

NLC enables management, enrollment and delivery of community activities (e.g.: News Channels, Calendar, Forums, Chat, and Instructor modules).

Manage Personal Modules

NLC enables the admin to make the courses more personalized and adaptable by creating learning content that is relevant to its users.

Customize Solution

NLC provides customization and personalization design, layout and branding for employees, organization or external customers. Administrators can define the basic layout for each individual course.

Below are the five main sections of the layout module:

- **Layout –** a feature that allows the administrator to define the layout of all the elements in the course, and adjust it according to the existing graphic profile of the company.

- **Fixed paged –** where the administrator can choose between the 14 standard pages to be used as front page when establishing a new course.

- **Static graphic elements –** an element enabling the administrator to change the logo and icons used in each course.

- **Frames for the course module –** an element that allows the administrator to establish and administrate frames that are used when establishing a page in the course section.

- **Frames for the test module –** an element that enables the administrator to establish frames that are used in the test/exam module.

System and Usage Statistics

NLC enables administrators to manage and compile report based on system and usage statistics. All pages and navigation in NLC are logged and registered in the central database which means that drawing statistics both on the generic and individual level is made possible.

The system contains four main log systems:

- **Login field –** a log system which registers each time a user logs in and out of Netop Learning Center. It also registers the exact time the user is logged in.

- **Course log –** a log system which registers each time a link is clicked in the course module. It registers the exact time, the duration the user is logged in, as well as the pages the user viewed. This log system is used to generate statistics to administrators or users for the course in general.

- **Test/Exam log –** registers everything that is going on in the test/exam

module (e.g. : what questions were answered, how long it took the user to answer the question, what the answer was, the score, etc.).

- **Log systems for each module –** covers the rest of the modules, and provides the course admin and administrator with details statistics of all relevant issues.

Online Payment

The payment module enables payment online or by invoice for one or more courses. This module can be integrated to other systems in the organization (i.e.: Course Administration System or Enterprise Resource Planning System (ERP).

Online Registration Form

This module sets up a course catalogue where interested users can choose and sign up to. This makes it possible for users to sign up for courses themselves instead of having administrative personnel complete the task for them. The users should complete the user or group registration by themselves.

Competence Management System

Netop Learning Center **Competence Management System (COMS)** is a web-based process of determining what is required to meet organizational objectives, what competences the organization has, and what recruiting or internal development strategies can be used for required competence levels. In addition, it enables organization where each of its members monitors and manages competences interactively and where career development can be managed at ease.

What's more, the Competence Management Dashboard and 360 Degree Feedback offer an enhanced learning and managing scheme that will reap rewarding outcome in terms of competency for students, employees, qualified individuals and professionals.

How Does CSM work?

CMS can specify a wide range of personal information and settings in a comprehensible way. It provides an extensive variety of competence management components. Some of these components are the competence configuration settings, curriculum plan and the reporting system.

Benefits from CMS

- ✓ Faster e-learning and development progress
- ✓ Manage courses with integrated tools
- ✓ Match e-learning content with employees' career objectives
- ✓ Helpful FAQ support section
- ✓ Innovative competence management dashboard

The Competence Management Dashboard

The **Competence Management Dashboard** is an innovative part of the Competence Management System which acts as the control panel in NLC. It's a user interface that organizes and presents information in a way that is easy to read and intelligible. Its many sections give access to all the detailed information needed by the customer, from course or program planning, to managing the curriculum status.

Competence Management Dashboard is a pioneering component in CMS. It is composed of web parts that function within the Competence Administration. This includes the following competence settings:

- **Competence Custom Text Web Part** displays the competence settings and important information that should be viewed in the dashboard.

- **Curriculum Vitae Web Part** provides details about the academic completion and other accomplishments in the curriculum.

- **Business Objectives Web Part** comprises of the business purposes and goals applied in the Job Profile and Competence Profile Management.

- **Default Text Web Part** is similar to the Competence Custom Text Web Part only that, the default text web part could only be edited and modified in the competence settings.

- **360 Feedback Questionnaire Web Part** is the part of COMS that touches on the feedback rating scheme. It specifies the evaluation and all survey information about assignments and review status including performance and accomplishments.

- **Curriculum Plan Web Part** shows the user's curriculum plans and their respective categories.

- **Reminder Web Part** displays personal reminders list shown in My managed users of the Competence Profile Administration.

- **Competence Gap Chart Web Part** is the graphical representation of the performance review according to the curriculum plan, with comparison on its components.

- **Competence Management (Start Page Link) Web Part** represents the main competence administration page that controls several key elements and components for the administrator and managers.

- **Tasks Web Part** specifies all the user's tasks in a list view.

- **My 360 Feedback Report Web Part** is the list of feedback questions created for the user.

- **Competence Profile Administration Web Part** displays all the active and inactive users in the domain. This page allows the manager as well as the administrator to control the users' competence profiles and their status, like sending email to users and viewing their competence profile history.

Competence Administration serves as a start page that shows the entire Competence Administration's parts. This is where users, managers and administrators go to directly access their active competence profiles. The following are the elements in the Competence Administration:

- **My Active Profile** directs the logged in user to his own active profile.

- **Competence Profile Administration** allows you to manage your managed users. This also enables the manager and administrator to add a new or edit an active competence profile, view a selected user's competence profile history, view a personal reminder list, set group reminders, change profile status, upload related files, or send an email to a selected user.

- **360 Feedback Administration** is where the logged in user's created 360 Feedback questionnaires are set up, managed, modified and deleted.

- **Competence Profiles Excel Report** allows selection and generation of reports of different type and population.

- **Advanced Competence Search** allows the individual to search for other users and their competences by using the different settings and filters.

- **Interactive Analyzer** allows the administrator to generate reports by refining and filtering the search using the different data types, and properties available. The administrator can also save the search setting used in the predefined searches tab.

- **Competence Catalog** enables the administrator to manage the list of created competences by adding and modifying competence categories and competences.

- **Taxonomy Admin** manages and handles competence ratings that are applied to the job profile. This allows the administrator to create a description and to set numerical value for each item created in the taxonomy.

- **Job Profile Catalogue** enables the administrator to create and edit competence job profiles. It allows the administrator to specify the competences and resources that are matched for each specific job profile.

- **360 Feedback Template** is where the administrator creates the 360 Feedback questionnaires that are categorized or grouped into questionnaires.

- **Curriculum Plan Template** enables the administrator to create curriculum plans or an outline of subjects, together with their descriptions, for the course.

- **Business Objectives Admin** is where the administrator creates and modifies the business objectives for the course.

- **Curriculum Vitae Template** shows the available curriculum vitae templates and enables the administrator to manage and update the curriculum vitae categories and templates.

- **Organizational Explorer** is an admin view of the available managers and the users they manage and their personal information. The Organization Searcher, on the other hand, enables the administrator to track a user.

- **Competence Configuration Settings** enables the administrator to modify different settings, viewing modes, and labels across NLC.

- **Competence Domain Admin** enables the administrator to create, modify or delete domain competences.

The 360 Feedback

The 360 feedback, also coined as the multi-rater feedback gives an organization a comprehensive view of the performances of its employees and members by identifying their key development areas. With this module, individual users get a broader perspective of how their co-members or co-users see them. It also increases the awareness of the senior management as to what needs to be given proper attention to, for the organization to improve and further progress.

The 360 feedback has been called an employee and customer development feedback. Its name was derived from the 360 degrees in a circle. This is because the feedback comes from all the other employees and customers. They could be from subordinates, peers, or even managers who are part of the organizational hierarchy. Additionally, feedback may also be a self-assessment. This feedback system is often compared to the upward feedback and the traditional performance appraisal where only a specific group of people is gathered feedback from.

The Advantages of the 360 Feedback

- ✓ Individuals get a broader perspective of how others see them.

- ✓ Increases awareness of relevance of competencies.

- ✓ Increases awareness of the senior management about their own development needs.

- ✓ Reliable feedback to senior managers about their performance.

- ✓ Acceptance of multiple stakeholders' principle in measuring performance.

- ✓ Encourages open feedback and new insights.

- ✓ Reinforces desired competencies for the business.

- ✓ Provides a clearer picture to senior management of an individual's real worth.

- ✓ Clarifies critical performance aspects to employees.

- ✓ Identifies key development areas for an individual, a department or the organization as a whole.

- ✓ Identifies strengths that can be of best advantage when used for the business.

- ✓ Raises self-awareness as to how an individual personally impacts others, both positively and negatively.

- ✓ Supports an atmosphere of continuous improvement.

- ✓ Focuses agenda for development as it forces line managers to discuss development issues.

- ✓ Views feedback with validity and objectivity, leading to the acceptance of results and actions required thereof.

Strategic Data

While the value of 360 Degree Feedback is often seen in terms of an individual's competence, accumulated reports can provide valuable data for the organization as a whole. It enables leaders to:

- ✓ Take advantage of underutilized personnel strengths to increase productivity.

- ✓ Avoid the trap of counting on skills that may be weak in the organization.

- ✓ Include human assets data to the estimated value of the organization

- ✓ Make succession planning more accurate.

- ✓ Design more efficient coaching and training initiatives.

✓ Support the organization in marketing the skills of its members.

Here are some reasons why some organizations don't want to adopt the 360 degree feedback approach:

- Return on investment, for the time and energy required, is perceived to be minimal.

- Transparent feedback may be affected by emotions and ongoing peer conflicts.

- Appraises may not be ready for honest and open feedback.

- Some cultures rigidly avoid passing negative feedback or information to their superiors or the elders.

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