



# SkillPort

SkillPort Learner Guide 6.5



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# CHAPTER 1 Getting Started

## In This Chapter

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SkillPort™ is a web-based e-Learning portal where you can access a range of training resources at work, at home, and on the road ... whenever and wherever you have the need and time.

SkillPort allows you to:

- access a variety of instructional and assessment learning events from the **SkillSoft** Catalog
- follow learning plans created for you by your manager or build your own in **the My Plan** area
- add learning events that are outside your formal learning plan to **My Favorites** for quick access
- use the **My Report** area to view your progress and test scores
- add learning programs to **My Enrollments**
- **Customize** your SkillPort experience by choosing player skins, personalizing your shortcuts, or selecting a different language for the site

## REGISTRATION

Before you can use SkillPort, you must be registered. This registration process gathers basic information and lets you establish a unique user ID and password for SkillPort. Once registered, your individual learner record is maintained within SkillPort.

### Self-Registration

If you do not have a user account for SkillPort and self-registration has been enabled on your SkillPort site, you can register via the First-time Users link located on the ***Login page***.

**Note:** If self-registration is not available on your SkillPort site, contact your training manager or system administrator to find out how you can register.

Field	Accepted Characters
User ID	<ul style="list-style-type: none"> <li>▪ abcdefghijklmnopqrstuvwxyz0123456789@\$_~'-</li> <li>▪ Login names cannot start with apostrophe (') or dash (-)</li> <li>▪ Non-breaking whitespaces (space, tab, newline) are not allowed in login names</li> <li>▪ All user entered User IDs are converted to lower case before the validation</li> <li>▪ No double-byte characters are allowed (e.g. Japanese or Chinese characters)</li> </ul>
Password	<ul style="list-style-type: none"> <li>▪ All single-byte characters are allowed except plus (+), double quote ("), ampersand (&amp;), percent (%) and back slash (\)</li> <li>▪ Non-breaking whitespaces (space, tab, newline) are not allowed</li> <li>▪ No blank passwords are allowed</li> <li>▪ No double-byte characters are allowed (e.g. Japanese or Chinese characters)</li> </ul>
First Name and Last Name	<ul style="list-style-type: none"> <li>▪ all Latin-1 and double-byte characters are accepted</li> </ul>
Email Address	<ul style="list-style-type: none"> <li>▪ abcdefghijklmnopqrstuvwxyz0123456789 - _ . * ^ + = @ ' '</li> <li>▪ Capital letters are accepted</li> </ul>
Org Code	<ul style="list-style-type: none"> <li>▪ abcdefghijklmnopqrstuvwxyz0123456789_</li> <li>▪ Capital letters are accepted</li> </ul>

## LOGGING IN

Login is required in order to track your progress and to personalize your SkillPort experience. You access SkillPort through the login page.

**Note:** Make sure you are using the correct character criteria for your username and password.

### ➤ *Log in to SkillPort*

1. Access the SkillPort login screen.
2. Enter your username and password. Passwords are case sensitive.
3. Click Login. Click the Reset button to clear the fields and re-enter your information.

### ➤ *Log out of SkillPort*

4. To log out of SkillPort, click the Logout link located in the site menu (top, right corner of the SkillPort screen).
5. You see the SkillPort Session Ended page with the option to log back in and return to SkillPort.

### ➤ *Get your password*

1. Click the Forgot Your Password? link, located on the SkillPort login page.
2. Enter your User ID and click the Send New Password button.

Your password will be sent to the e-mail address on file.

**Note:** The Forgot Your Password? link only appears on the login page if your administrator has enabled it.



# CHAPTER 2 SkillPort Features

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## HOME PAGE

The Home page presents summary information to help you develop your individualized learning plan and track your progress. You can access all of SkillPort's features and learning resources from the home page.

The screenshot shows the SkillPort Home page. At the top, there is a navigation bar with the SkillPort logo, a welcome message for user 'admin' on 'Apr 20 2006', and links for 'Customize', 'Help', 'Log Out', and 'Site Map'. Below the navigation bar is a search bar with the text 'SEARCH-and-LEARN™' and a 'Search Tips' link. The search bar includes a 'Search for' input field, a 'Category' dropdown menu set to 'All', and a 'Language' dropdown menu. Below the search bar are several sections: 'Shortcuts' with links to 'My Plan', 'My Favorites', 'My Report', 'Admin Tasks', and 'My Enrollments'; 'My Plan' with a message 'You currently don't have any items in your plan.' and a link to learn how to add learning events; 'My Favorites' with a message 'You currently don't have any items in your favorites.' and a link to learn how to add favorites; 'My Report' showing 'Course Completions: 0' and 'Courses Started: 0' with a link to view detailed reports; 'Company News' with a message 'Look here for company news.' and a link to visit the page regularly; 'My Enrollments' with a message 'You have no enrollments.' and a link to view enrollments; and 'Approval Management' with a message 'There are 0 enrollments pending your approval.' and a link to manage approvals.

**Header Information** - Your name, the current date (in MM DD, YYYY format) and the login time (in HH:MM.) appears in the upper- right section of the SkillPort interface. The site menu options allow you to customize your user profile, access Help, Logout of SkillPort, or view the Site Map.

**Shortcuts**- The Shortcuts menu appears in the left section of the SkillPort interface and contains links to areas within SkillPort.

**SEARCH-and-LEARN™ - *SEARCH-and-LEARN*** lets you search the SkillPort catalog for learning events.

**My Plan** - The ***My Plan*** section contains links to the learning events that have been added to your formal learning plan, either by you or by your training administrator. You can also use it to organize your learning events into custom learning paths.

**My Favorites** - The ***My Favorites*** area is where you can store links to certain types of learning event, such as SkillBriefs, Job Aids, and books, for quick access.

**My Report** - The ***My Report*** section contains information regarding the number of courses you have started and completed.

**Company News** - The ***Company News*** scrolling list displays links to various topics relating to news and learning events relevant to your company.

## CATALOG

SkillPort presents learning events in an expandable catalog of assigned content. Content can be organized in standard curricula, by certification path, or Learning Program. Depending upon the size of your course library, the SkillPort catalog may contain thousands of learning events, including:

- |   |  |
|---|--|
|  Courses                 |  Custom Content     |
|  SkillBriefs             |  Mentoring          |
|  Simulations             |  Express Guides     |
|  Job Aids                |  Course Evaluations |
|  TestPrep Exams          |  Practice Lab       |
|  Instructor-Led Training |  Projects           |
|  Books                   |  KnowledgeCenters   |
|  Videos                  |  |

**Note:** SkillBriefs and Job Aids are available from the Course summary page. Mentoring objects, if available, appear in the ***Certification View***.

## Curricula View

Learning events are organized into curricula that keep related subjects together. The curricula are organized by subject-matter, represented by folder icons that contain additional sub-categories or the actual learning events. As you select a category, the contents of the selected item are displayed in the catalog.

Course Information		<a href="#">View Expanded Catalog</a>
<a href="#">Course Curricula</a> >>		
 <a href="#">Business Skills Curricula</a>		<a href="#">Add to My Plan</a>
 <a href="#">Third Party Curriculum</a>		<a href="#">Add to My Plan</a>
 <a href="#">IT Skills Curricula</a>		<a href="#">Add to My Plan</a>
 <a href="#">Legacy Business Skills Curricula</a>		<a href="#">Add to My Plan</a>
 <a href="#">Test Prep Exams</a>		<a href="#">Add to My Plan</a>

To view the contents of the catalog, click through the catalog hierarchy. A breadcrumb trail at the top of the course information panel will show you where you are. You can also click the [View Expanded Catalog](#) link to see the entire catalog, however, this may take some time to display, depending on the amount of content you have access to.

Course Information		<a href="#">View Expanded Catalog</a>
<a href="#">Course Curricula</a> >> <a href="#">Business Skills Curricula</a> >> <a href="#">Consulting Skills Curriculum</a>		
>> <a href="#">Consulting with the External Client</a> >>		
 <a href="#">Essentials of External Consulting</a>		<a href="#">Add to My Plan</a>
 <a href="#">The Client-Consultant Relationship</a>		<a href="#">Add to My Plan</a>
 <a href="#">Diagnosing and Planning</a>		<a href="#">Add to My Plan</a>
 <a href="#">Managing Delivery</a>		<a href="#">Add to My Plan</a>
 <a href="#">Evaluation and Review</a>		<a href="#">Add to My Plan</a>
 <a href="#">Consulting with the External Client Simulation</a>		<a href="#">Add to My Plan</a>

To access a learning event, click the hyperlink title text next to the icon. To quickly search for a specific learning event, you can also use **SEARCH-and-LEARN**.

## Certification View

SkillsSoft's IT skills and business skills library offer content mappings to the professional certification programs of a number of vendors, including Microsoft, Cisco, and CompTIA.

Information		<a href="#">View Expanded Catalog</a>
<a href="#">My Assignment</a> >> <a href="#">Course Curricula</a> >> <a href="#">English - US</a> >> <a href="#">IT End User</a>		
<a href="#">Certifications</a> >> <a href="#">Microsoft</a> >>		
 <a href="#">Microsoft Office XP: Specialist Certification</a>		<a href="#">Add to My Plan</a>
 <a href="#">Microsoft Office 2003: Expert Certification</a>		<a href="#">Add to My Plan</a>
 <a href="#">Microsoft Office 2003: Master Certification</a>		<a href="#">Add to My Plan</a>

The Certification View allows you to see SkillSoft's content organized as Business Certifications, IT End User Certifications and IT Professional Certifications. Within these categories the content is organized by vendor certification and by vendor exam. You can use it to easily pinpoint the available content that will help you prepare for certification.

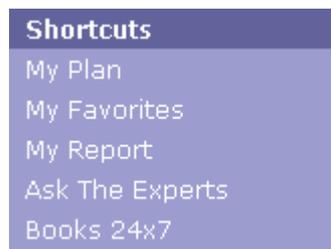
The Certification View also offers brief summaries  of the required and elective portions of each certification within the Catalog, enabling you to determine where to most appropriately direct your efforts.

## ExpertCerts

ExpertCerts are a certification solution for learners that facilitate a fast track to certification through defined learning programs that utilize a range of learning assets including courses, TestPrep exams, Books24x7 selections and mentoring services.

## SHORTCUTS

Use Shortcuts to link to areas in SkillPort that you use most often. Shortcuts can be one-click links to other areas within SkillPort or to completely different web sites. Shortcuts appear in the left-hand column of the SkillPort interface.



## SEARCH-AND-LEARN

Use SEARCH-and-LEARN® to quickly find information on a specific subject using keyword searches. You can search for all the different learning event types available on SkillPort, including courses, individual topics, simulations, books, SkillBriefs, and Job Aids.

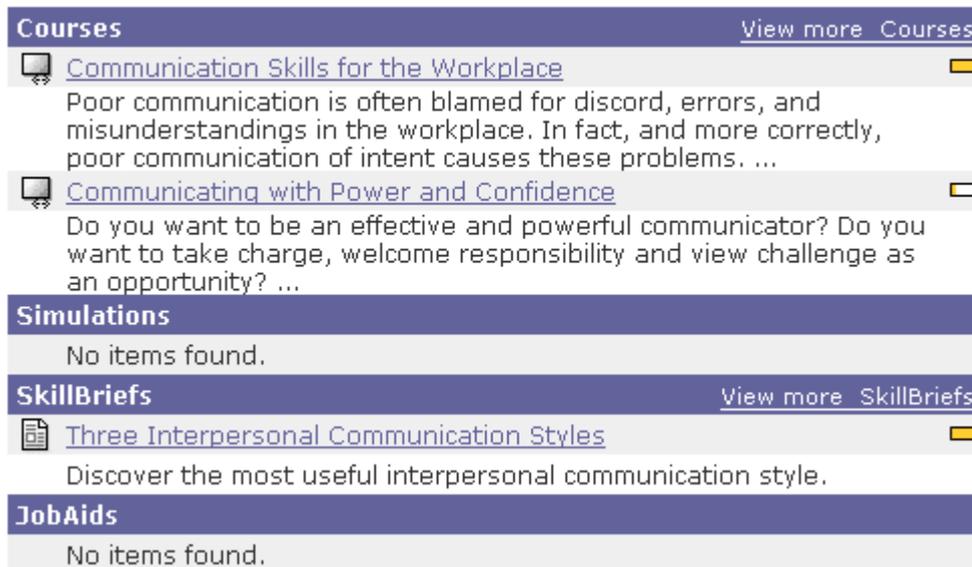


### ➤ Search SkillPort

1. In the SEARCH-and-LEARN panel, type a keyword or phrase in the Search for field. See Search tips for different ways of entering keywords.
2. Select a learning event category from the Category drop-down list. Alternatively, you can search all content categories.
3. If content in more than one language is available to you, choose a language from the Language drop-down list.
4. Click Search.

5. The search results appear below the SEARCH-and-LEARN panel. If you searched for all categories, the results will be grouped by category. The results will be ordered according to relevance, as indicated by a thermometer icon .

You searched for: **communication** in All Categories.



**Courses** [View more Courses](#)

 [Communication Skills for the Workplace](#)   
 Poor communication is often blamed for discord, errors, and misunderstandings in the workplace. In fact, and more correctly, poor communication of intent causes these problems. ...

 [Communicating with Power and Confidence](#)   
 Do you want to be an effective and powerful communicator? Do you want to take charge, welcome responsibility and view challenge as an opportunity? ...

**Simulations**  
 No items found.

**SkillBriefs** [View more SkillBriefs](#)

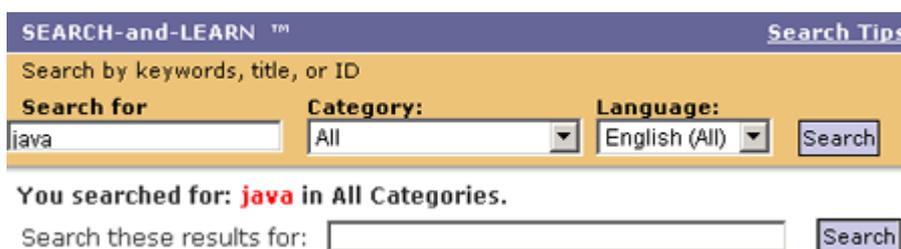
 [Three Interpersonal Communication Styles](#)   
 Discover the most useful interpersonal communication style.

**JobAids**  
 No items found.

## Refining your search

You can refine your search by:

- clicking a learning event title to display a summary page for that event.
- clicking the View more ... link to display more search results for a particular category.
- Searching within the returned search results. After performing an initial search, type a key word in the Search these results for field. This will return a list of learning events containing your key word from within the previously returned search results.



**SEARCH-and-LEARN™** [Search Tips](#)

Search by keywords, title, or ID

**Search for**  **Category:**  **Language:**

You searched for: **java** in All Categories.

Search these results for:

### ➤ Conduct a related search

1. After doing an initial search in SEARCH-and-LEARN, click a learning event title in the search results.
2. The learning event summary page appears in the main pane on the right and the other search results are shown as a list on the left.

- Click the Related Search button to display a list of learning events that relate to the event you have selected.

For example, if you do a search on the word "programming", SEARCH-and-LEARN will likely return a list of events relating to a number of different programming languages. If you select one of those learning events, say a course on Java, and then do a related search, only learning events about Java will be returned.

Note: Once you have performed a related search, the Related Search button will not reappear until you have opened the summary page of another learning event.

## MY PLAN

My Plan contains learning events that are part of your formal learning path. You, your training administrator, or your manager can add learning events to your My Plan and assign them a goal and a completion date.

My Plan				
	Learning Event	Due	Assigned	Controls
GO>	<a href="#">Dynamics of Interpersonal Communication</a>	09/21/2006		
GO>	<a href="#">Rational Problem Solving and Decision-making Simulation</a>	09/21/2006		
	<a href="#">Personal Development</a>	09/21/2006		
GO>	<a href="#">A Rich Tapestry of Cultural Contrasts</a>	09/21/2006		
GO>	<a href="#">TestPrep Final Exam: Six Sigma Foundations</a>	09/21/2006		
GO>	<a href="#">The Customer Support Specialist (CSS)</a>	09/21/2006		
GO>	<a href="#">Input Validation and Error Handling in VB.NET</a>	09/21/2006		
	<a href="#">paula</a>	09/20/2006		

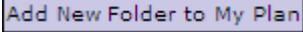
[Add New Folder to My Plan](#)

My Plan contains only items that have progress tracked by SkillPort, such as **Courses**, **Simulations**, **Test Prep Exams**, **Custom Courses** and **Learning Programs**.

 **Assignment** - the icon appears when an administrator or manager assigned the course to you.

 **Edit** - select this icon to modify the due date, goals and reminders, or to remove a folder in your My Plan.

 Select GO to access a learning event. Select the learning event title link to access a **summary page** where you can view details about the learning event.

 Create a new folder in your My Plan view. Use folders to organize your learning events into related categories.

**Due date** - Learning events in your development plan can have an associated goal, due date, and frequency of e-mail reminder.

 **Due Date Approaching** - indicates that the date that you must complete the learning event by is approaching. This is an optional feature and might not be enabled on your system.

 **Overdue** - indicates that the date by which you must complete the learning event has passed.

**Note:** Due date approaching and overdue are optional features and might not be enabled on your system.

**Goal** - A simple text description of why you are taking the learning event. If your training administrator assigns a learning event to you, you cannot modify the goal.

**Reminder** - Designed to prompt you periodically to complete a learning event. SkillPort supports several frequencies of e-mail reminders including: Daily, Weekly, Monthly, and a One Time reminder. You can also specify how many days before the due date you would like to start receiving reminder e-mails. The reminder e-mail contains direct links to the learning event as well as the learning event summary page. Once a learning event is complete, you can no longer set a reminder.

### ➤ *Add learning events to My Plan*

1. Find a learning event by browsing the Catalog or by specifying a word or phrase using **SEARCH-and-LEARN**.
2. Click the name of the learning event that you want to add to your plan.
3. In the learning event summary page, click **Add to My Plan**.
4. Select the **Add this item to the main My Plan folder** or, select an existing folder to add the learning event to.
5. You will be presented with a Details dialog that permits you to enter Due Date, Goal, and Reminder information.
6. Click **Submit**.

The learning event is now listed under My Plan.

**Note:** When a learner completes a learning event in My Plan, SkillPort automatically removes the learning event from My Plan.

If Compliance is enabled on your system, the following additional options appear on the Add to My Plan form:

- **Period After Assignment** - The amount of time after the learning event is added to My Plan that the learning event is due.
- **Recurrence** - The amount of time designated before a learning event will re-appear in My Plan and you can restart the learning event. For more information on recurrence see Setting up Recurring Learning Events.

### ➤ *Set up recurring learning events*

If compliance is enabled on your SkillPort site, you will have to re-take learning events after a specified time period.

Recurrence is the amount of time designated before a learning event will re-appear in My Plan and you can restart the learning event. For example, assume that a learning event is added to My Plan with a due date of 12/31/07, with recurrence set to 1 year. If you complete the course on January 5th 2007, the learning event is automatically set with a new due date of 12/31/08. The learning event appears in My Report as complete, and My Plan with the new due date.

You cannot restart a completed learning event if you are still within the defined recurrence period. Similarly, the due date can be specified as a period from the assigned date. For example, assume that a learning event is assigned on January 1, 2008 with the due date as one month from the assignment date and the recurrence is six months. You will have to complete the course by February 1, 2008, and will not be able to restart the course until after that date, regardless of the date of completion.

To set-up a recurring course:

1. Go to **My Report** and scroll down to the completed courses.
2. Click the name of the course that you want to add to your plan.
3. In the course summary page, click **Add to My Plan**.
4. Select the **Add this item to the main My Plan** folder or select an existing folder to add the learning event to.
5. In the **Add To My Plan** page, enter the **Due Date**, **Goal**, and **Reminder** information.
6. Set the recurrence by selecting the recurrence period.
7. Change the other information as required.
8. Click **Submit**.

The course will be added to My Plan.

9. To retake the course, go to **My Plan** and select the course.
10. Click the **Play** button.

A message will appear asking if you want to "Restart", "Continue", or "Cancel" taking the learning event.

11. Click the **Restart** button to launch a new instance of the course.

Your previous course completion history will be closed and all new activity will be associated with the restarted course.

### ➤ *Add folders to My Plan*

You can add folders to My Plan in which you can store related learning events.

1. In My Plan, click **Add New Folder to My Plan**.
2. In the Add to My Plan page, type a name in the Folder field.
3. Enter a goal and select a due date for the folder.
4. Select the appropriate e-mail reminder option.
5. Click **Submit**.

The new folder should now be listed under My Plan.

### **Add learning events to a folder**

1. Find the summary page for the learning event, either by browsing the Catalog or by using SEARCH-and-LEARN.
2. Click **Add to My Plan**.
3. In the Select Folder page, click the **Select this Folder** link next to the name of the folder.
4. Enter the goal, due date, and e-mail reminder.
5. Click **Submit**.

### ➤ *Reorder items in My Plan*

You can change the order of learning events or folders that you added to My Plan, or that your manager assigned to you individually. You can also reorder events in a folder that you created.

**Note:** You cannot reorder events that were assigned to a group of which you are a member.

1. Click the My Plan shortcut to display the full My Plan page.
2. Click the  button to move an event up the My Plan list or click the  button to move it down.

### ➤ *Modify My Plan*

To modify a learning event in My Plan:

1. Click the title of the event that you want to edit.
2. In the learning event summary page, click **Modify My Plan**.
3. In the Modify My Plan page, you can edit the Due Date, Goal, and Reminder details for the learning event.
4. Click **Submit**.

The modified learning event is listed under My Plan.

**Note:** When learning events are assigned to you by your manager or administrator, you cannot edit the Due Date or Goal text fields.

To modify a folder in My Plan:

1. Click the My Plan shortcut to display the full My Plan page.
2. Click the  icon next to the folder that you want to edit.
3. In the Modify My Plan page, you can edit the Due Date, Goal, and Reminder details for the folder.
4. Click Submit.

### ➤ *Remove items from My Plan*

To remove a learning event from My Plan:

1. Click the title of the event you want to remove.
2. Click Modify My Plan.
3. Click the Remove from My Plan link.
4. Select the Click here to return to My Plan link.

**Note:** When you complete a learning event it is automatically removed from My Plan.

To remove a folder from My Plan:

1. Click the  icon next to the folder that you want to remove.
2. In the Modify My Plan page, click the Remove from My Plan link.
3. Click Submit.

## MY FAVORITES

My Favorites allows you to store links to learning events for quick access. It supports non-trackable learning events like **SkillBriefs**, **Job Aids**, **Books**, **ExecSummaries**, and **Video**. Non-trackable learning events are considered part of your informal learning and do not have scores tracked by SkillPort.

Click  to launch the learning event directly or click the learning event title link to view its summary page.

My Favorites	
Learning Event	
	 <a href="#">Changing Your Undesirable Behaviors</a>
	 <a href="#">Three Interpersonal Communication Styles</a>
	 <a href="#">Oracle8i DBA: Architecture and Administration Certification Bible</a>
	 <a href="#">The Project Management Office Toolkit</a>

➤ **Add a learning event to My Favorites**

1. Select a learning event by going to the Catalog tab or by specifying a word or phrase using **SEARCH-and-LEARN**.
2. Select the learning event you wish to add to your favorites by clicking on the underlined name of the event.
3. Click Add to My Favorites.
4. Click the Close this Window button.
5. Click the Home page tab.

The learning event now appears under My Favorites.

## MY REPORT

My Report displays a record of all your learning event activity. Your Learner Records Progress Report indicates the current status of learning events that you have completed or started. A summary of My Report is shown on the **Home page**.

### Date Range to Report On

Use the date range filters to control the details displayed in My Report.

**My Report**

**Date range to report on:**

No date range to include in report

Show results between:

Start Date:

End Date:

Use Started Date

Use Last Access Date

Use Completed Date

(Optional) Specify a date range to narrow the results

- No date range to include in report - view all details of your Learner Records Progress Report.
- Show results between - enter a date range to filter and display only courses that were started, last accessed or completed within a specified time frame. Once you have entered a date range and sorting order, select the Submit button.

## Completed View

[Print-friendly version](#)

**Learner Records Progress Report**      Login Name: comp1  
Learner Name: comp1, comp1

**COMPLETED**

Course Title	Course Id	Started	Completed	Current Score	Controls
<a href="#">Dynamics of Interpersonal Communication</a>	COMM0111	08/01/2006	08/01/2006	6	GO>   
<a href="#">e-Business Opportunities</a>	EBUS0103	08/01/2006	08/01/2006	6	GO>   
<a href="#">e-Business Opportunities</a>	EBUS0103	08/01/2006	08/01/2006	11	GO>   

Course Completions: 3

The Completed view provides details of individual learning events you have finished that have satisfied the Course Completion Criteria. Completed learning events can be re-accessed by selecting a course title link from the Course Title column or by selecting the GO button from the controls column. Completed Learning events can be sorted by selecting either the Course Title or Course ID column headers. Select the Print-friendly version link to view a list of your completed learning events in a separate, print-friendly window. Course completions are the total number of learning events you have completed. Learning events are considered started until they have satisfied the course completion criteria.

## Started View

**STARTED**

Course Title	Course Id	Started	Last access	Current Score	Controls
<a href="#">A Rich Tapestry of Cultural Contrasts</a>	COMM0606	08/02/2006	08/02/2006	-	GO>  
<a href="#">Communicate to Develop Relationships</a>	COMM0101	07/30/2006	07/31/2006	33	GO>  
<a href="#">Communicate to Develop Relationships</a>	COMM0101	08/01/2006	08/01/2006	-	GO>  
<a href="#">Dynamics of Interpersonal Communication</a>	COMM0111	08/01/2006	08/01/2006	-	GO>  

Courses Started: 4

The Started view provides details of your progress on individual learning events. Started learning events can be re-accessed by selecting a course title link from the Course Title column or by selecting the  GO button from the controls column. Started learning events can be sorted by selecting either the Course Title or Course ID column headers. Courses Started are the total number of learning events you have started. Learning events are not considered completed and removed from the started courses list until they have satisfied the course completion criteria.

## Learning Programs

### LEARNING PROGRAMS

<a href="#">Learning Programs</a>	<a href="#">Learning Programs Id</a>	Started	Last access	% Complete
<a href="#">Foreign Learning Program</a>	Foreign	08/23/2006	08/23/2006	100
<a href="#">LP1</a>	LP1	08/02/2006	08/02/2006	0

*Learning Programs Started: 2*

The Learning Programs view summarizes your training performance on a designated series of courses assigned to you by your company or organization. Learning Programs can be sorted by selecting either the Learning Programs or Learning Programs Id column headers. After completing all courses within a Learning Program you can generate a Completion Certificate.

Report Field	Description
Course Title	The title of a learning event. Selecting the course title hyperlink will take you to the course summary page.
Course ID	The alpha-numeric identifier for a learning event.
Started	The date the learning event was first accessed.
Completed	The date the learning event was completed.
Current Score	The most current score you have achieved in the learning event.
Last Access	The date the learning event was last accessed.
Current Score	The most current score you have achieved in the learning event.
Learning Programs	The name of the Learning Program assigned to you. You may see this title in My Plan and in the Course Catalog. If you select the hyperlink, you are taken to the Learning Program Information screen.
% Completed	This is the percentage of the Learning Program you have completed. This is determined by dividing the number of completed courses by the total number of courses in the Learning Program. Learning Events that do not track progress (e.g. a lone document, a URL, etc.) are not counted in this calculation.

## Controls

-  GO - access a completed or started learning event.
-  View Certificate - view and print a certificate for a completed learning event.
-  Evaluate this Course - provide feedback on a particular learning event.
-  View Detailed Report - view a detailed report on a particular learning event in a separate window.

## Completion Certificates

When you complete a learning event, such as a course, simulation or Learning Program you can print a certificate of completion for that event.

To print a completion certificate:

1. Access the My Report page.
2. Select the  View Certificate control button next to the name of the completed learning event. The Certificate will open in a new window.
3. Select File | Print.

**Note:** Completion certificates are an optional feature and may not be enabled on your system.

## COMPANY NEWS

The Company News scrolling list displays links to various topics relating to company news and learning events. If there are no Company News items, "No news today" is displayed. Some of the topics listed in the Company News list may have hyperlinks. To get further information, select one of the topic links listed in the Company News list box.

## CREDENTIALING

The Credentialing system on SkillPort allows you to earn education credits by completing SkillSoft training. Each Credential has a unique catalog that displays all the courses that you can receive credit for. To access the Credentialing Page, select Credentialing from the **Shortcuts** menu.

### Credentialing Page

The Credentialing Page displays all of the Credentials offered by your organization. For each Credential, the Credentialing page contains a link to a Credential course catalog and Credential report.

### Credentialing Catalog

Select the corresponding **Catalog** link to view all the courses that you can receive credit for in that Credential. In the Credential catalog, select a course link to display the summary page for that course. From the summary page, you can play the course, download the course to your local machine, or add it to your My Plan.



**Note:** Once you begin a course in a Credential, you must complete that course within a year or you cannot receive credit for that course.

### Credentialing Report

To launch the Credentialing Report, select the **Report** link for a specific Credential in the Credentialing page. The Credential report lists the specific requirements for a selected Credential. These requirements can include any combination (or all) of the following:

- The overall high score is <score set by your organization>% or better.
- Every page of every topic has been viewed.
- The course evaluation has been completed.

The Credentialing report also shows your scores for the courses that you have either completed or started. You can also access course evaluations and print completion certificates.

**Note:** If you are taking a NASBA course, you must complete the evaluation in the Credentialing report. If you complete the evaluation in the SkillSoft Course and do not complete the evaluation in the Credentialing report, you will not receive NASBA credit.

### Course Evaluations

Depending on the Credential's requirements, you may have to complete a course evaluation in order to earn credit for a course. To access the course evaluation after you complete and pass an applicable course, open the Credentialing Page, launch the Credentialing report, and select the applicable **In order to achieve credit please complete credential evaluation** link in the Credentialing report.

### View/Print a Credentialing Certificate

To View/Print a Credentialing certificate that you have already earned, launch the Credentialing Report and click on the applicable **View Certificate** link. You can print the certificate using the print button.

## CUSTOMIZING SKILLPORT

You can customize the following aspects of SkillPort:

### Update your User Profile

This option lets you update your User Profile which includes your name, email, and password information.

### Configure Language Settings

This allows you to choose the language in which the SkillPort site appears. You can also choose a language preference for search results that will override your company's default language for the site.

### Select Business Skills Player Skin

This option lets you customize the appearance of the Business Skills Player by selecting a skin. A skin changes the appearance of the Business Skills Player by presenting different colors, fonts, and graphics. Skins downloaded via the SkillSoft Course Manager are not altered by selection, these courses will need to be downloaded again.

**Note:** Skins may not be an available option on your SkillPort.



# CHAPTER 3

## Learning Programs

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### LEARNING PROGRAMS

 Learning programs consist of a series of learning events assigned to you by your company or organization. The goal of a Learning Program is to track your training performance on a designated series of learning events. In order to start tracking your progress in a Learning Program you must enroll. You can add a Learning Program to your ***My Plan***.

#### Learning Program Completion

Completion of a Learning Program is determined by the completion type.

Courses [Complete Any 1]	
 <b>Java 2: Language Features</b>	-
 <b>Java technologies for web services</b>	-

Completion can be set for the entire Learning Program or for any child containers within the program. The completion criteria for a Learning Program can be:

- Complete All - Complete all courses in any order.
- Complete In Order - Complete all courses in specific forced order. Course links will not become active for subsequent courses until you finish the courses that come earlier in the set order.
- Complete any (number) - Complete a set number of courses from those listed in the container.
- Optional - No courses in the Container need to be completed.

### Learning Program Completion Example

A Learning Program has six courses in total:

- Two courses in the root container with a completion type set to Complete in Any Order. You must complete both courses, but you can complete in any order you wish.
- Four courses in a child container with a completion type set to Complete any 3 – only three of these courses are required, and they can be completed in any order.

In order for the Learning Program to be considered complete, the two courses in the root container, and three of the elective courses in the child container must be completed, for a total of five courses out of the six in the learning program. However, if you finish all four of the electives, the extra fourth course does not count towards completion. If you complete three of the elective courses and none of the two required courses, you would have completed  $3/5 = 60\%$  of the Learning Program. If you complete the fourth elective course, it will still be only 60% complete. If you complete one of the two other non-elective courses, you would have completed  $4/5$  or 80% of the Learning Program.

### Scoped Learning Programs

A Learning Program is considered "scoped" if it has either a start or an end date. Progress for a scoped Learning Program is tracked separately from a regular course launch.

**Note:** Your progress within a scoped Learning Program for a given course is not tied simply to the start date of the Learning Program, but also to when you were enrolled in the Learning Program. In other words, even if you start a course associated with a scoped Learning Program for which the start date was set at or in advance of the Learning Program creation date, course progress will be accumulated for the scoped Learning Program only after you have been enrolled in the scoped Learning Program.

### Learning Program Information Page

The Learning Program Information page shows your enrollment status and the curriculum. It may also show additional information such as an Overview/Description, the start date, end date, and the objectives of the program. The Information page can be accessed from the Catalog or from the My Enrollments page once you have enrolled in the program. You can also access the Information page from the My Plan if you add it there.

## Information

### Microsoft Learning Program

**Enrollment Status:** Enrolled

[Add to My Plan](#)

### Overview/Description

Microsoft basic and advanced skills training.

### Objectives

Complete the courses in one year.

### Start Date

12/06/2006

### End Date

12/06/2007



The screenshot shows a window titled "Microsoft Learning Program [Complete All]". It contains a list of courses with a minus sign to the right of each title:

- [Advanced Formatting in Word 2003](#)
- [New and Enhanced Features for End-Users in Office XP \(non-audio\)](#)
- Advanced Courses [Complete Any 3]**
  - [Advanced Language Features of Microsoft VB.NET](#)
  - [Microsoft Office 2000: Beginning FrontPage](#)
  - [Microsoft Office 2000: Advanced FrontPage](#)
  - [Microsoft Visual Basic 6.0 Desktop: Controls](#)

ID: LPDPC001

Segment	Description
Enrollment Status	Indicates whether or not you have enrolled for the Learning Program.
Overview/Description	A high-level summary of the purpose of the Learning Program.
Objectives	A list of the specific goals for the Learning Program.
Start Date	The date you can start taking courses within the Learning Program. If you start accessing learning events prior to the start date, any progress you make is not counted towards completing the Learning Program.

Segment	Description
End Date	The date by which you must complete all learning events in the Learning Program. If you do not finish all the Events by the stated date, you will not earn credit for completing the Learning Program.
Curriculum	<p>A list of the learning events included in the Learning Program. If you have launched a learning event, you will also see your progress listed next to the title:</p> <ul style="list-style-type: none"> <li>▪ Accessed - learning events that do not track progress are considered accessed once you have opened and reviewed the content.</li> <li>▪ Started - learning events that track progress are considered started once you open the course.</li> <li>▪ Completed - learning events that track progress are considered completed when you have finished the course (based on the current completion criteria).</li> <li>▪  Required Course - This course has required prerequisites and is not accessible until the prerequisite course is completed.</li> <li>▪  Not Required Course - This course does not have any prerequisites.</li> </ul>

## MY ENROLLMENTS

My Enrollments contains items that are part of your **Learning Program**. You and the administrator can add Learning Programs to your My Enrollments.

**My Enrollments** View and access your content enrollments

Tools    

**Enrolled (1)**

Learning Event Title	Created	Updated	Actions
<a href="#">Computer Basics</a>	 7/19/07	7/19/07	

**Pending Approval (1)**

Learning Event Title	Created	Updated	Actions
<a href="#">Programming for Beginners</a>	7/30/07	7/30/07	 

The My Enrollments page contains the tools and status sections. The  forced enrollment icon indicates that the Admin has forced enrollment on the user.

The  group enrollment icon indicates that your Administrator has enrolled you in a Learning Program as part of a group enrollment.

**Note:** A group enrollment while active will "hide" any individual enrollments for the same Learning Program. If the group gets unenrolled, the pre-existing individual enrollment will reappear.

- Tools - To display one of the following tools, click the tool icon. Admins see all of the tools.
  -  **My Enrollments** - Students can view this tool.
  -  **Student Approval History** - Students can view this tool.
  -  **Approver Approval History** - Approval manager can see this tool if they have pending approvals or have made approvals in the past.
  -  **Manage My Approvals** - Approval managers can see this tool if there are pending approvals.
- Status of the Learning Program - My Enrollments maintains and displays the status of the Learning Programs. The information on the My Enrollments page includes historical information. For example, if an Approval manager denies a user's enrollment, the system maintains and displays that information. My Enrollments maintains the following categories:
  - Enrolled
  - Pending Approval
  - Approved
  - New Enrollment
  - Withdrawn
  - Denied Approval
  - Completed
- Learning Event Title - Lists the learning events.
- Created Date - Displays the Learning Program was created.
- Updated - Displays the last date the Learning Program was modified.
- Actions - Click one of the following icons:
  -  Approval Details for This Enrollment - Displays the Learning Program Approval Details.
  -  Enroll - Enrolls in the Learning Program.

-  Withdraw - Withdraws from the Learning Program. Note that you cannot withdraw from a Learning Program if you have been enrolled in it through a group enrollment.

### ➤ *Request Approval or Enroll into Learning Program*

Some learning programs require approval while others do not require approval.

1. Find a learning program by browsing the Catalog.
2. Search through the catalog and the learning programs and select the name of the learning program that you want to enroll into or request approval.
3. In the Learning Program Summary page, click the **Request Approval to Enroll** button to enroll in a learning program. The **Request Approval to Enroll** only appears if the learning program requires approval from an Approval Manager.

If the approver and user registered a valid e-mail address during registration and if the system was configured for learning program e-mail notification, then SkillPort sends an e-mail notification about the request.



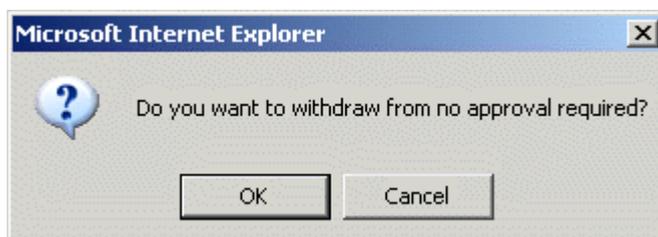
Note: After the Approval Manager grants approval, the student must return to the learning program summary page and click the **Enroll** button to access the learning program.

### ➤ *Withdraw from a Learning Program*

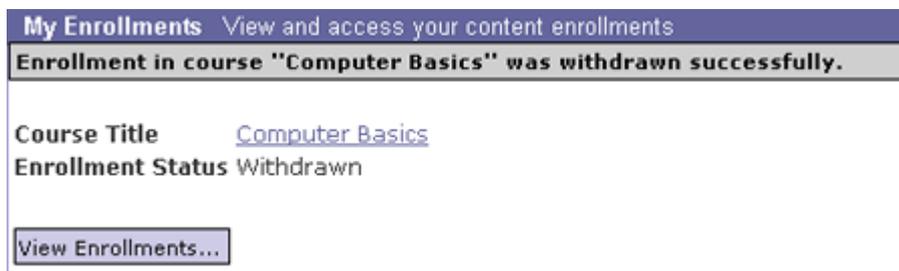
Note: You cannot withdraw from a Learning Program if your program administrator has enrolled you in it as part of a group enrollment.

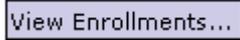
To remove a learning program from My Enrollments:

1. Click the  icon of the learning program you want to remove. SkillPort asks if you want to withdraw from the learning program.



- Click the  button to withdraw from the selected learning program. The browser refreshes and displays the successful withdraw message.



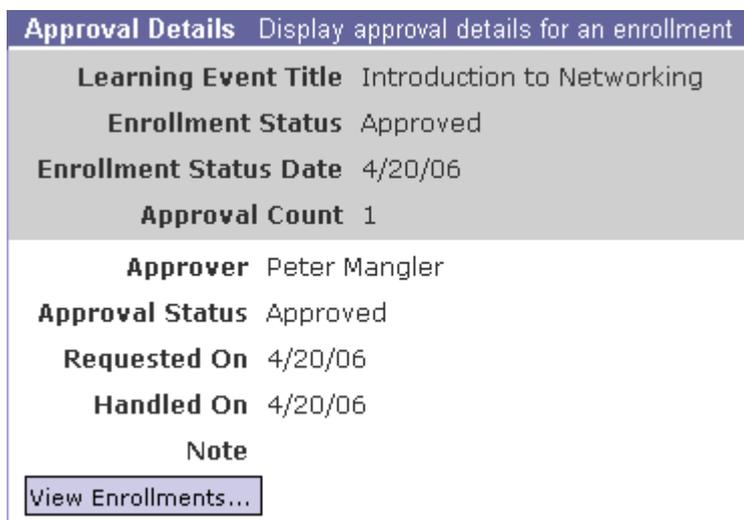
- Click the  button to return to the My Enrollments page.

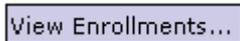
**Note:** Withdrawing from an enrollment does not remove it from the My Enrollments view. It moves it to the Withdrawn category. SkillPort no longer considers the student enrolled in the learning program and does not allow the student to access the content within the learning program summary page. You cannot remove the data from the My Enrollments view.

### ➤ View Approval Details

To display learning program details from My Enrollments:

- Click the  icon of the learning program you want to display. SkillPort displays the details of the selected learning program.



- Click the  button to return to the My Enrollments page.

**Note:** The Display Approval details icon appears in the Actions category next to any enrollment that is going through, or has gone through, the approval process. It does not appear for enrollments that did not require approval. It displays the approval status for that specific enrollment, it also displays the notes, dates associated with the request, who handled the request and any notes related to the request.

### Student Approval History

SkillPort performs a query based on the filters selected by the student and displays the results in a page view.

**Student Approval History** [View past approval requests](#)

Tools    

Mode

Student Login

Learning Event

Request Date From   To  

Handled Date From   To  

Dates are in (yyyy-mm-dd) format.

Results found: 0 Page 1 of 1 Page size 10

Approver Login	Student Login	Learning Event	Status	Note	Requested	Handled
----------------	---------------	----------------	--------	------	-----------	---------

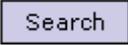
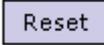
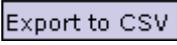
As there may be a large number of past approvals in the system, you are required to perform a search to view approvals while in Administrator mode. Please enter some search criteria and click on the 'Search' button.

The Student Approval History page contains the following information:

Tools - To display one of the following tools, click the tool icon. Admins see all of the tools.

-  **My Enrollments** - Students can view this tool.
-  **Student Approval History** - Students can view this tool.
-  **Approver Approval History** - Approval manager can see this tool if they have pending approvals or have made approvals in the past.
-  **Manage My Approvals** - Approval managers can see this tool if there are pending approvals.

Search box - The student enters information into one or more of the following filters:

- Learning Event - Enter the name of the learning program.
- Request date range - Enter a date range for the request date.
- Handled date range - Enter a date for the handled date.
- Status - Select one of the following from the drop-down:
  - Approved
  - Pending
  - Denied
  - Retracted
  - Show All
- Click the  button to have SkillPort start the search and display the results in the browser.
- Click the  button to clear the search fields and start another search.
- Click the  button to open or save a CSV report to disk.

Results found - This section displays the search results. To change the number of courses displayed, select another page size and click the  button.

Student Approval History Report - this section displays the following information:

- Learning Event
- Status
- Note
- Requested
- Handled

## Approval Manager

The Approval Manager page allows Approval managers to approve or deny permission for one or more learners to access learning programs.

**Approval Manager** Administer your approval requests

Tools    

Mode

Search by student

**Search Approvals**

Results found: 0 Page 1 of 1 Page size 10

Approver Login	Student Login	Learning Event	Requested	Actions
----------------	---------------	----------------	-----------	---------

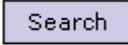
As there may be a large number of pending approvals in the system, you are required to perform a search to view approvals while in Administrator mode. Please enter a search string to match against a student first/last name, login and learning event title and click on 'Search'.

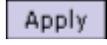
The Approval Manager page contains the following information:

**Mode** - If the user is a super approver, the tool shows an option to enter the Admin Approval Manager Tool. Users that are normal approver will not see the option to access the Admin Approval Manager Tool. If the user is a super approver and they choose to access the management tool in Approver mode, this restricts the display to approvals directly assigned to the super approver.

**Tools** - To display one of the following tools, click the tool icon. Admins can see all of the tools.

-  **My Enrollments** - Students can view this tool.
-  **Student Approval History** - Students can view this tool.
-  **Approver Approval History** - Approval manager can see this tool if they have pending approvals or have made approvals in the past.
-  **Manage my Approvals** - Approval managers can see this tool if there are pending approvals.

**Search box** - Type in the student's first or last name, login, and learning event title search criteria and click the  button to have SkillPort start the search and display the results in the browser.

**Results found** - This section displays the search results. To change the number of courses displayed, select another page size and click the  button.

**Approver Approval History Report** - this section displays the following information:

- Approver Login
- Student Login
- Learning Event
- Requested
- Actions

### ➤ *Approving a request for a Learning Program*

To approve a request for a learning program:

1. Click the  icon for the learning program you want to approve. A message requests you to confirm the approval request.



- Click the  button to approve the request. A message displays indicating that the approval request was successful.



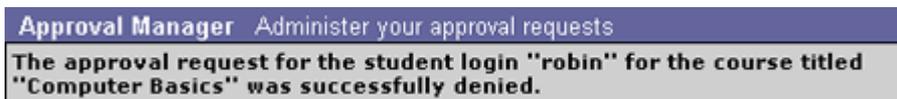
### ➤ Denying a request for a Learning Program

To approve a request for a learning program:

- Click the  icon of the learning program you want to deny. A message requests you to confirm the approval request.



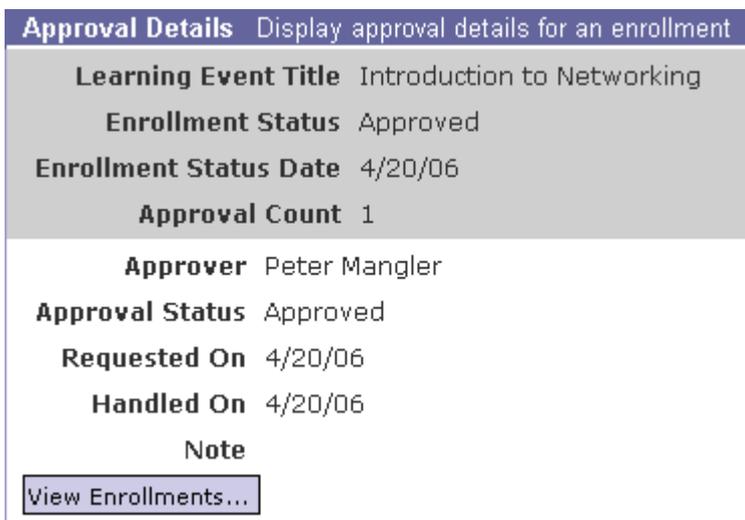
- Click the  button to deny the request. A message displays indicating that the approval request was successful.

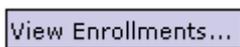


### ➤ Viewing details for a Learning Program

To display learning program details from My Enrollments:

- Click the  icon of the learning program you want to display. SkillPort displays the details of the selected learning program.



- Click the  button to return to the My Enrollments page.

Note: The Display Approval details icon appears in the Actions category next to any enrollment that is going through, or has gone through, the approval process. It does not appear for enrollments that did not require approval. It displays the approval status for that specific enrollment, it also displays the notes, dates associated with the request, who handled the request and any notes related to the request.

## Approver Approval History

The Approver Approval History page lists a summary of course enrollment that involves the Approval manager. SkillPort performs a query based on the filters selected by the Approval manager and displays the results in a page view.

**Approver Approval History** [View past approval requests](#)

Tools    

Mode 

- Admin Mode: Viewing all approval requests
- Go to Approver Mode: View my approval requests

Student Login

Learning Event  Status

Request Date From  To

Handled Date From  To

Dates are in (yyyy-mm-dd) format.

Results found: 0 Page 1 of 1 Page size 10

Approver Login	Student Login	Learning Event	Status	Note	Requested	Handled
----------------	---------------	----------------	--------	------	-----------	---------

As there may be a large number of past approvals in the system, you are required to perform a search to view approvals while in Administrator mode. Please enter some search criteria and click on the 'Search' button.

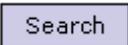
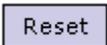
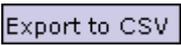
The Approver Approval History page contains the following information:

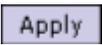
**Mode** - Some users will have the option to access the Admin Approval Manager Tool. Users that are normal approver will not see the option to access the Admin Approval Manager Tool. If the user is a super approver and they choose to access the management tool in Approver mode, this restricts the display to approvals directly assigned to the super approver.

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-  **Student Approval History** - Students can view this tool.
-  **Approver Approval History** - Approval manager can see this tool if they have pending approvals or have made approvals in the past.
-  **Manage My Approvals** - Approval managers can see this tool if there are pending approvals.

**Search box** - The Approval manager enters information into one or more of the following filters:

- Learning Event - Enter the name of the learning program.
- Request date range - Enter a date range for the request date.
- Handled date range - Enter a date for the handled date.
- Status - Select one of the following from the drop-down:
  - Approved
  - Pending
  - Denied
  - Retracted
  - Show All
- Click the  button to have SkillPort start the search and display the results in the browser.
- Click the  button to clear the search fields and start another search.
- Click the  button to open or save a CSV report to disk.

**Results found** - This section displays the search results. To change the number of courses displayed, select another page size and click the  button.

**Approver Approval History Report** - this section displays the following information:

- Approver Login
- Student Login
- Learning Event

- Status
- Note
- Requested
- Handled



# CHAPTER 4

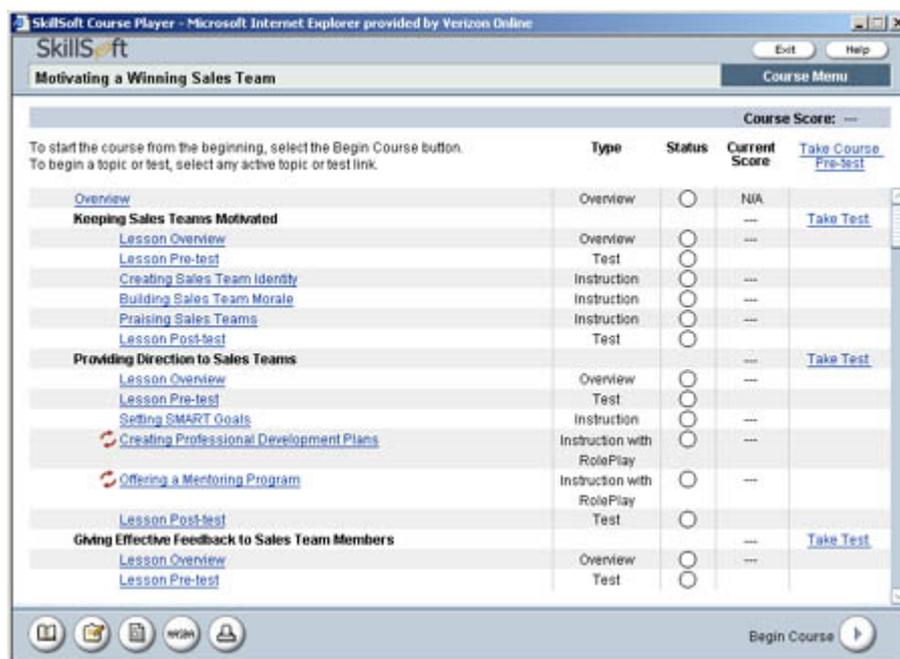
## Learning Events

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### COURSES

 A course is web-based instructional content delivered to you on your computer. During the course you practice and are assessed on your mastery of skills and knowledge learned in the course. Instructional content includes business skills and information technology courses. The following course types are available on SkillPort: Business Skills courses, IT courses, and Classic courses.



## Business Skills Courses

Business Skills courses present instructional content designed to enhance your knowledge of a business oriented skills. SkillSoft business skills courses focus on behavioral skills (often called "soft skills") that are key to performance for all business professionals, regardless of job role. It also teaches the skills and knowledge that are relevant to the various functions in today's business organization.

## IT Courses

SkillSoft's latest IT content architecture that has been designed with the Internet in mind. It uses the versatility of the web to present a broad range of e-Learning topics. IT content includes Ask My Mentor and Transcripts.

## BOOKS

 Books, or Referenceware, cover a wide range of business and IT-related subjects.



The screenshot shows a web browser window titled "SkillsSoft" with a sub-header "DB2 Developer's Guide". A search bar is present with the text "Search this book: Enter search term". Below the search bar, there is a "go to: books 24x7" button. The main content area displays the book's title "DB2 Developer's Guide" by Craig S. Mullins, with ISBN 0672311682. It mentions "Sams © 1997 (1395 pages) Archive" and states "Updated for versions 4 and 5, this guide fills the needs of all DB2 users regardless of experience level." A "Table of Contents" section lists the following items:

- DB2 Developer's Guide Third Edition
- Introduction
- Part I - SQL Tools, Tips, and Tricks**
- Chapter 1 - The Magic Words
- Chapter 2 - Data Manipulation Guidelines
  - Accessed 13 days ago
- Chapter 3 - Data Definition Guidelines
- Chapter 4 - Miscellaneous Guidelines
- Part II - DB2 Application Development**
- Chapter 5 - Using DB2 in an Application Program
- Chapter 6 - Dynamic SQL Programming
- Chapter 7 - Program Preparation
- Chapter 8 - Alternative DB2 Application Development Methods
- Chapter 9 - Using DB2 Stored Procedures
- Chapter 10 - DB2 and the Internet

You can search for book titles using **SEARCH-and-LEARN** and you can add them to your **My Favorites** view for easy access. You can also access Referenceware by clicking the Books24x7 tab or the link in the **shortcuts menu**.

### Executive Book Summaries (ExecSummaries)

ExecSummaries provide summaries of leading business books from today's foremost business authors. ExecSummaries expertly encapsulates the salient points and ideas of full-length books into digestible, 8-page summaries. Unlike excerpts or reviews, ExecSummaries skillfully distill the essence of the author's work, conveying content, style and spirit. Designed for ease-of-use with short passages, bulleted lists, and other useful elements, these thorough, yet concise high-level overviews represent cutting-edge ideas that are shaping today's business environment.

### Executive Blueprints (ExecBlueprints)

ExecBlueprints provide easy-to-absorb practical information and best practices to help provide a framework for taking near-term action on pressing business issues. Authored by top C-level business executives who are regarded as leaders and innovators in their fields, these reports provide nuts and bolts information to help formulate planning and action. They are designed to succinctly convey key issues, metrics, lessons learned, milestones, timelines and action plans required for successful execution.

## JOB AIDS

 Job Aids are standalone documents intended to support transfer of knowledge and skills from courses to the workplace. They are performance-support tools designed to be used on an ongoing basis, or around a specific work-focused events, such as performance review, interviewing, or strategic planning. Job Aids are not dependent on course content. If a Job Aid is available for a particular course, you can launch it from the course summary page.

## SKILLSOFT EXAMS

SkillSoft Exams are generally taken near the end of a program of certification-orientated study. There are two types of exams: Test Prep Exams and Final Exams.

### Test Prep Exam

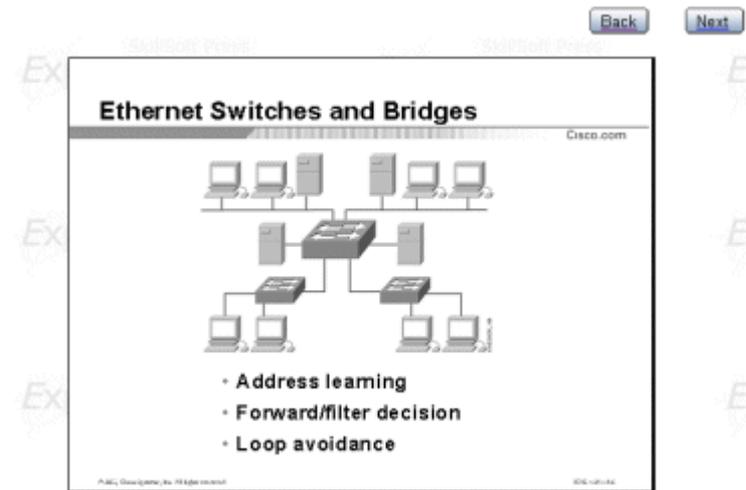
A Test Prep Exam is a practice test that helps you prepare for a certification exam. You can take a test in Study Mode (where you receive feedback after each question) or in Certification Mode (designed to mimic a certification exam).

### Final Exams

A Final Exam is a test associated with a series of courses or learning path. Questions are drawn from all courses in the series to create an inclusive exam to test your knowledge of the subject matter. You demonstrate your competency with the associated courseware by successfully completing the Final Exam. In some cases, you must complete a Final Exam in order to earn college credits or to meet the requirements for professional-level certifications.

## EXPRESS GUIDES

 Express Guides are electronically-delivered equivalents of the student guides that IT professionals receive when they attend instructor-led training classes. They consist primarily of text and graphics and do not contain interactive practice questions or assessments.



## CUSTOM CONTENT

Custom content  comprises non-SkillSoft courses or customized courses. These courses are available in the **Catalog** or from a **search**.

## COURSE EVALUATIONS

 Each course can have a course evaluation associated with it. There are two ways in which you can access a course evaluation: from My Plan and from the Course Summary page.

### Launching the Course Evaluation from My Plan

When you complete a course, SkillPort automatically places a course evaluation learning event in My Plan. Click the link to display the course evaluation form.

Once you complete the evaluation and click the **Submit** button, the course evaluation learning event is automatically removed from the My Plan area. Completing the evaluation is the only way to remove this learning event from My Plan.

### Launching the Course Evaluation from the Course Catalog

The Course Summary page contains an **Evaluate** button which allows you to access the online evaluation form associated with this learning event. An evaluation has to be created and assigned to the learning event(s) in order for the link to appear.

## INSTRUCTOR-LED TRAINING (ILT)



Instructor-Led Training courses are scheduled learning events you attend at a specific time and place. You can select an ILT course from the Catalog or you can have it assigned to you by your training administrator. You can search for ILT courses using SEARCH-and-LEARN and add them to My Plan.

An ILT course can have one or more sessions, allowing you to select a time and place to take the course that best meets your training needs. A session may be held at physical location (i.e. a facility and classroom), or it can be a "virtual" session delivered online using tools such as WebEx or Centra.

### Enrolling in an ILT Course Session

You can self-register for an ILT course session or you can be enrolled in a session by your training administrator. If you are enrolled in a session by an instructor you will be notified by e-mail of the location, duration, time, and date of the scheduled session. Once you are enrolled in a session, the session is listed under the ILT Sessions I Am Enrolled In section of the Home page.

If no sessions of a course are currently available (i.e. there are no sessions scheduled or all sessions are full), you can add a course to your watch list. When you add a course to the watch list, the session is listed under the ILT Courses I Am Watching section of the Home page.

## PRACTICE LABS



Practice Labs are designed to help you practice and assess your current skill levels and maintain ongoing expertise. Each lab comprises an expert introduction followed by a number of related coding simulations and exercises.

## PROJECTS



Projects give IT professionals the opportunity to test their skills in structured learning environments that reflect real-world situations. They consist of extensive programs of unified, integrated projects that challenge developers to solve practical business problems, and stimulate the acquisition of core programming skills.

Use a hosted IDE or Microsoft Visual Studio to build a robust business application by completing a series of coding projects. SkillSoft's innovative code judging application will evaluate your solutions, provide targeted feedback, and pinpoint helpful reference materials.

## VIDEO



Videos are assets covering a variety of business and leadership related themes. Videos include Leadership QuickTalks, CEO QuickTalks, On-Demand versions of Live Events, and Live Video Events.

## EXTERNAL LEARNING OBJECTS

External Learning objects are any set of references that serve as learning activities and resources. It may include:

- Membership in professional associations
- Subscriptions to (or articles in) journals/magazines
- On-the-job or off-the-job experiences
- Web sites
- Internet news groups
- In-house policy/procedure manuals

External Learning objects are created using the Curricula Builder. You can access External Learning objects via SEARCH-and-LEARN or the Course Catalog. You can add External Learning objects to My Plan. However, you cannot download External Learning objects.

# CHAPTER 5

## Course Features and Navigation

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### SUMMARY PAGES

Once you have located a learning event, select the underlined learning event or topic title to view its summary page. The Learning Event summary page provides an Overview/Description of the learning event, intended target audience, expected duration, and the objectives of each lesson in the learning event. The buttons that appear on the learning event summary page allow you to take several actions:

Button	Action
<b>Play</b>	Select this button to take a learning event live over the web. This will immediately launch the learning event in a separate browser window.
<b>Add to My Plan</b>	Select this button to add a learning event to your <b>My Plan</b> .
<b>Download (Optional)</b>	Select this button to download a learning event to your PC. Downloading the learning event will allow you to access it while offline. The first time you choose this link, you will be prompted to install the SkillSoft Course Manager (SCM) to manage your offline learning event content. After the SCM is installed, selecting this link will launch the SCM and enable you to download content.
<b>Job Aids/SkillBriefs</b>	Select this button to display a list of related Job Aids and <b>SkillBriefs</b>
<b>Evaluate</b>	Select this button to access the online <b>evaluation</b> form associated with this learning event. An evaluation has to be created and assigned to the learning event(s) in order for the link to appear.

## NAVIGATION CONTROLS

You navigate through the course content using the navigation controls, resource buttons, and the learning point links.

- Navigation controls appear in the navigation bar when instructional content is being played.
- Additional navigation buttons appear in various places within the instructional content.
- The Topic Introduction page provides links to each learning point in the topic. You can navigate to a learning point by selecting a link or select the Next Page button to go to the first learning point in the topic.

Control	Definition
 Course Menu	Displays the <b>Course Menu</b> in the Content Area.
 Return to Bookmark	When returning to the <b>Course Menu</b> of a topic you entered previously, the Return to Bookmark button displays on the right side of the Navigation Bar. You can use this button to enter the last page you were viewing when you exited the instructional content.
 Show Learning Points	Select to display the Learning Points dialog box. Use the Learning Points dialog box to view and navigate to the learning points in the selected topic.
 Hide Learning Points	Select to hide the Learning Points dialog box.
 Show Captions	Select to show the page notes (captions) dialog box.
 Hide Captions	Select to hide the page notes (captions) dialog box.
 Show Resources	Select to show the resources dialog box.
 Hide Resources	Select to hide the resources dialog box.

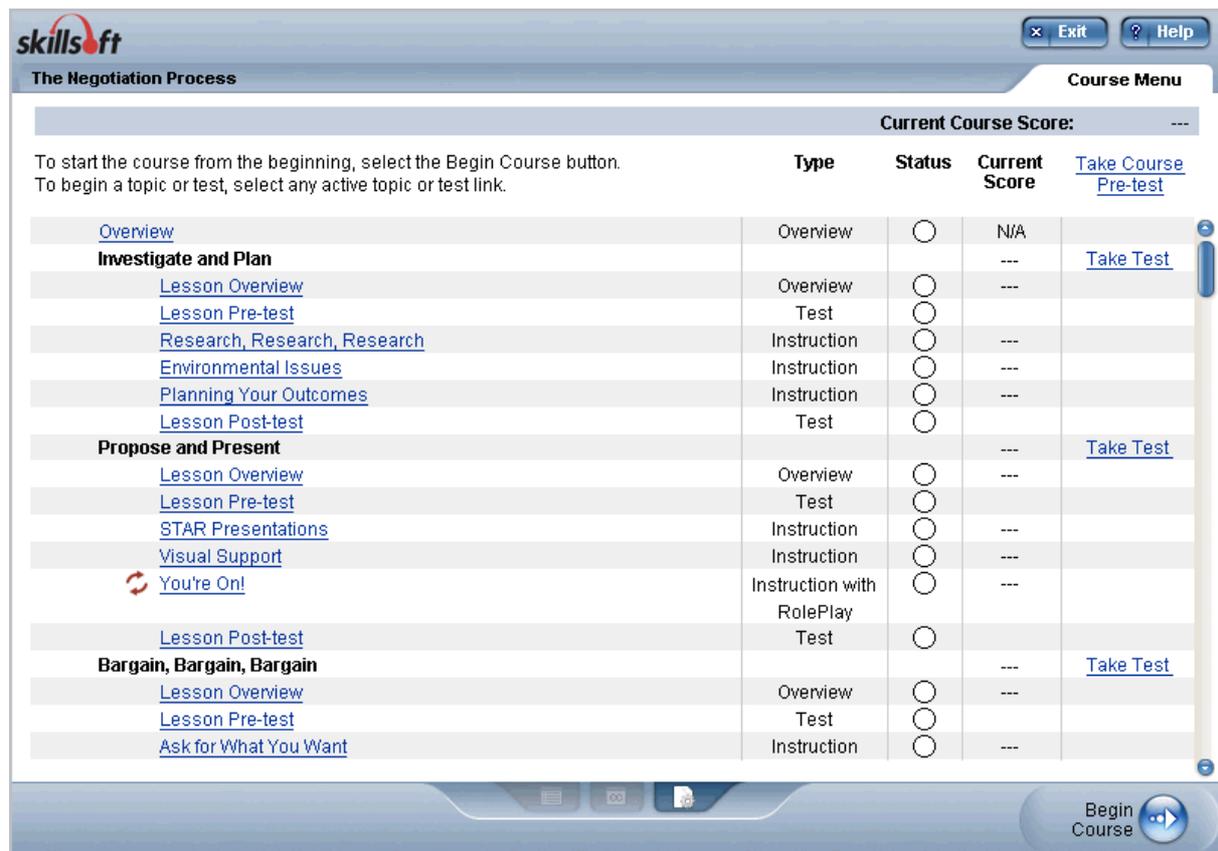
Control	Definition
 Auto Advance On	Turns on the Auto Advance feature. If Auto Advance is on, the page automatically advances to the next page. <b>Note:</b> The Auto Advance feature will by default be enabled for all CCA Business Skills content.
 Auto Advance Off	Turns off the Auto Advance feature. If Auto Advance is off, you have to navigate to the next page by clicking the Next Page button. <b>Note:</b> The Auto Advance feature will by default be enabled for all CCA Business Skills content.
 Turn Audio Off	Turns the audio off during the current course play session.
 Turn Audio On	Turns the audio on during the current course play session.
 Previous Page	Displays the previous page in the course.
 Play	Plays the audio track if the page contains audio. Plays the video and audio if the page is a recorded session. <b>Note:</b> If the audio or video is in paused mode, then the button changes to Pause.
 Pause	Pauses the audio track if the page contains audio. Pauses the video and audio if the page is a recorded session. <b>Note:</b> If the audio or video is in play mode, then the button changes to Play.
 Replay	Replays the audio track if the page contains audio. Replays the video and audio if the page is a recorded session. <b>Note:</b> If the audio or video is in play mode, then the button changes to Pause.
 Begin Course	When viewing the <b>Course Menu</b> the Begin Course button is displayed on the right side. You can use this button to navigate to the first page of the course.  If you have previously entered a topic in the course, the Return to Bookmark button replaces the Begin Course Button.
 Next Page	Displays the next page in the course.

Control	Definition
 Skip Topic	Select to skip to the next topic in a course.
 Exit	Select to exit the SkillSoft Player. <b>Note:</b> Upon clicking Exit, a confirmation dialog displays. Click Yes to exit or No to cancel the exit command and continue.
 Help	Select to open the SCP Help.

## COURSE MENU



The Course Menu opens when you first launch a course or select the Course Menu button.



The screenshot shows the SkillSoft interface for a course titled "The Negotiation Process". At the top right, there are "Exit" and "Help" buttons. Below the course title, it says "Current Course Score: ---". Instructions state: "To start the course from the beginning, select the Begin Course button. To begin a topic or test, select any active topic or test link." A table lists course items with columns for Type, Status, Current Score, and a "Take Course Pre-test" link. The items are organized into sections: "Investigate and Plan", "Propose and Present", and "Bargain, Bargain, Bargain". A "Begin Course" button is located at the bottom right.

	Type	Status	Current Score	Take Course Pre-test
<a href="#">Overview</a>	Overview	<input type="radio"/>	N/A	
<b>Investigate and Plan</b>			---	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	<input type="radio"/>	---	
<a href="#">Lesson Pre-test</a>	Test	<input type="radio"/>	---	
<a href="#">Research, Research, Research</a>	Instruction	<input type="radio"/>	---	
<a href="#">Environmental Issues</a>	Instruction	<input type="radio"/>	---	
<a href="#">Planning Your Outcomes</a>	Instruction	<input type="radio"/>	---	
<a href="#">Lesson Post-test</a>	Test	<input type="radio"/>	---	
<b>Propose and Present</b>			---	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	<input type="radio"/>	---	
<a href="#">Lesson Pre-test</a>	Test	<input type="radio"/>	---	
<a href="#">STAR Presentations</a>	Instruction	<input type="radio"/>	---	
<a href="#">Visual Support</a>	Instruction	<input type="radio"/>	---	
<a href="#">You're On!</a>	Instruction with RolePlay	<input type="radio"/>	---	
<a href="#">Lesson Post-test</a>	Test	<input type="radio"/>	---	
<b>Bargain, Bargain, Bargain</b>			---	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	<input type="radio"/>	---	
<a href="#">Lesson Pre-test</a>	Test	<input type="radio"/>	---	
<a href="#">Ask for What You Want</a>	Instruction	<input type="radio"/>	---	

The course menu displays the hierarchy of the course down to the topic level. It contains links that allow you to go directly to a particular topic or test. The course menu also provides information about the type, status, and current score for each component.

**Note:** DO NOT use the  close window button in the top right corner of the browser window or other Windows control functions to exit the course. Scores and bookmarks may be lost if you do not use the Player's Exit button.

## Course Hierarchy

Most courses follow a common organizational structure:

- **Overview** - Launches the overview for the course. Note some courses do not have course overviews.
- **Lessons** - Lessons are containers for related topics. Lesson titles are displayed in bold text on the course menu.
- **Topics** - Topics contain the content in SkillSoft courses. Topic titles are links to the specific content.

## Dialogue Design Courses

Dialogue Design courses have a slightly different course hierarchy:

- **Course** - Dialogue Design does not have the concept of a lesson and the entire course is treated as a single lesson.
- **Segments** - Segments are equivalent to topics in other courses. A Dialogue Design course can contain one or more segments.
- **Slide** - Slides are equivalent to learning points in other courses. In Dialogue Design courses a learning point is limited to a single page.

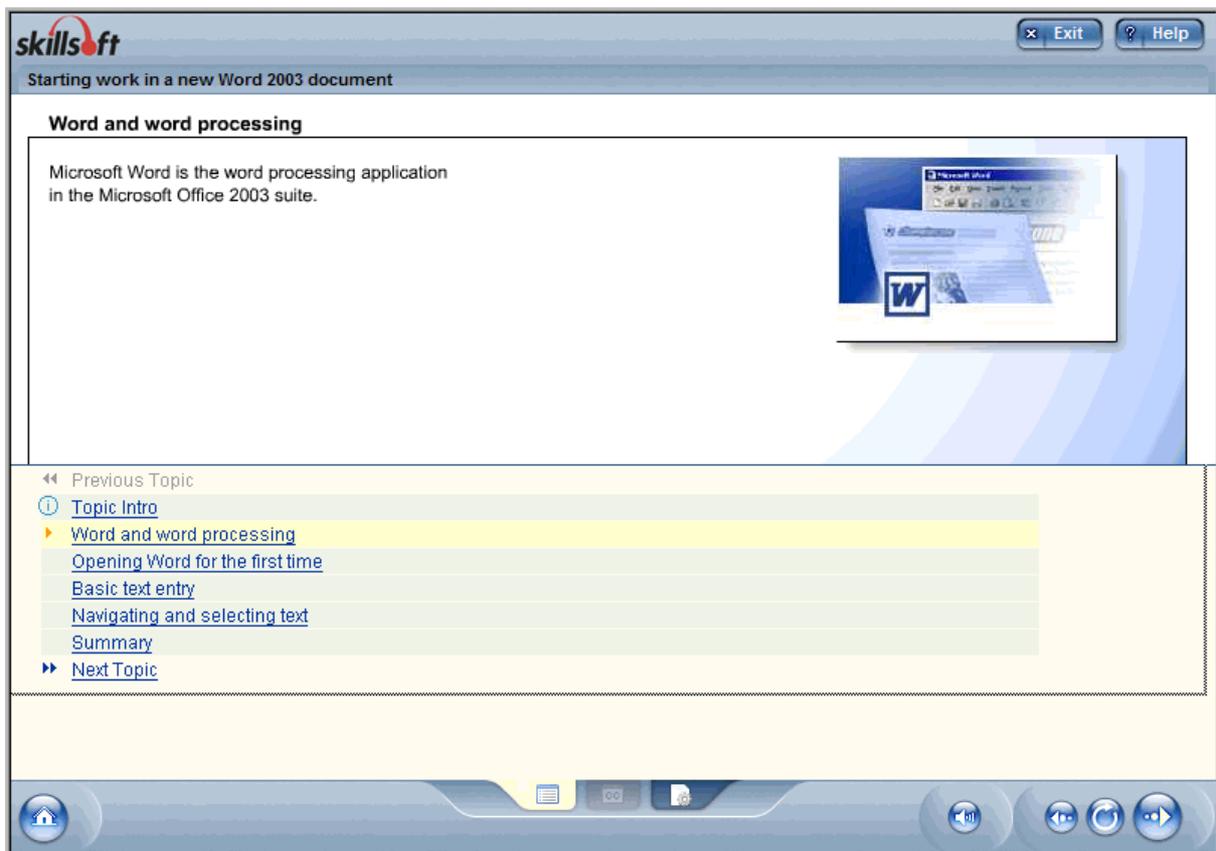
## Course Menu Information

- **Goal/Objective** - Displays a general description of the high-level goals for the course.
- **Current Course Score** - Displays your current score for the course. This score is an average of the current score on all tests in the course. All tests that you have not attempted display as "---" and are scored as 0% until you take them.
- **Type** - This column describes the topic type.
- **Status** - This column indicates your progress navigating through each topic. A not started icon  displays if you have not opened any of the pages in the topic. A started icon  indicates that you have opened at least one page in the topic. A completed icon  indicates that you have opened and navigated through all pages in the topic.
- **Current Score** - This column displays your current score for each lesson or topic. An "N/A" indicates that the content associated with that entry is not tested anywhere in the course.
- **Take Course Test/Pre-test** - The entries in this column launch the test for the entire course, an entire lesson, or a single topic within a lesson. The testing options will vary depending on the course.

-  **Bookmark** - Indicates the last topic you were viewing when you closed the course or selected the Course Menu button.
- **Completion Status** - The completion status can be either **Started** or **Completed**. SkillPort considers a course **Started** as soon as you launched it whether you have accessed any pages or taken any tests. When you click the completion status link, you will be taken to the Test Score Report.

## LEARNING POINTS TAB

Selecting the Learning Points Tab displays the Learning Points dialog.



Use the Learning Points dialog box to view and navigate to the learning points in the selected topic.

**Note:** The links are active and selectable the entire width of the dialog.

## CAPTIONS TAB

Selecting the Captions tab displays the Captions text box. This tab will only be displayed for content that has captioned text.

Once the caption box is opened, it will remain open until you select to close it.

The caption box will always be displayed if audio is turned off or disabled and the current page has caption text. In this case the captions box will not have a close button and the captions tab will be selected and disabled.

## RESOURCES TAB

Selecting the Resources Tab displays the Resource page.

The Dynamics of Interaction

Course Menu

Current Course Score: ---

To continue at your bookmarked location, select the Return to Bookmark button.  
To begin a topic or test, select any active topic or test link.

	Type	Status	Current Score	
<a href="#">Overview</a>	Overview	<input checked="" type="radio"/>	N/A	
<b>Negotiating with Style</b>			---	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	<input type="radio"/>	---	
<a href="#">Lesson Pre-test</a>	Test	<input type="radio"/>	---	
<a href="#">Traits to PREFER</a>	Instruction with RolePlay	<input type="radio"/>	---	
<a href="#">Behaviors in Action</a>	Instruction	<input type="radio"/>	---	
<a href="#">Cool Communication</a>	Instruction	<input type="radio"/>	---	
<a href="#">Lesson Post-test</a>	Test	<input type="radio"/>	---	
<b>Solid Strategies</b>			---	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	<input type="radio"/>	---	
<a href="#">Lesson Pre-test</a>	Test	<input type="radio"/>	---	

**References**

- [Job Aids](#)
- [SkillBriefs](#)
- [NASBA Information](#)
- [Print Scores](#)

Return to Bookmark

Depending on the type of course you have chosen, this page may contain any combination of the following seven resources:

1. References/Resources
2. Job Aids
3. SkillBriefs
4. Mentoring
5. NASBA Information
6. Transcript
7. Print Scores

Note: Clicking on any of the links above will display the selected resource on a new page.

## References/Resources

Depending on the type of course you have chosen, there will be a link to either a Reference or Resource page. This page displays links to supporting information related to the course. Select the Resources tab in the Navigation bar, then click References or Resources. This opens a new window where you can access the information.

## Course Objectives

Objectives are statements of intended learning outcomes. The page shows the course title and all related topic-level objectives. Test questions are used to measure your knowledge relative to the course objectives.

## Glossary

The Glossary gives definitions of terms that appear in the course.

## Job Aids

The Job Aids page lists links to all of the Job Aids available for the course.

## Additional Resources

A list of published resources related to the content of the course.

## Copyrights

The Copyrights section contains SkillSoft copyright information.

## Licensing Agreement

The Licensing Agreement section contains SkillSoft licensing information.

## About This Course

About This Course gives a list of information about the course:

- Course Title
- Overview/Description
- Target Audience
- Certification
- Expected Duration
- First Publication Date
- Last Revision
- Course Number

## Learning Aids

Learning Aids are documents that support course content presentations or practices. Learning Aids are designed for use during course play.

Examples of Learning Aids include:

- Worksheets
- Charts and Tables
- Financial Statements

## Follow-on Activities

A Follow-on Activity (FOA) provides an opportunity to extend instruction beyond a course. FOAs typically describe specific activities that you can do to transfer learning from the learning environment into your daily life and job.

## Glossary

The Glossary gives definitions of terms that appear in the course.

## About This Course

- About This Course gives a list of information about the course:
- Course Title
- Overview/Description
- Target Audience
- Certification
- Expected Duration
- First Publication Date
- Last Revision
- Course Number

## SkillBriefs



The SkillBriefs page lists links to all of the SkillBriefs available for the course.

SkillBriefs are condensed summaries of the instructional content of a course topic. SkillBriefs are designed to be used as an instant reference. Select the **Resources** tab in the Navigation bar, then click **SkillBriefs**. This opens a new window where you can access the information.

## Mentoring

 SkillSoft's Mentoring service offers you individual attention from vendor-certified professionals. This service is delivered through email, online chats, and threaded discussion groups and is available 24 hours a day, 7 days a week. To access this service, select the Resources tab in the Navigation bar, then click Ask My Mentor. This opens a new window where you can access the information.

Note: Ask My Mentor is not available in all courses.

the Mentoring asset in the catalog. Daily E-mail reminders are not available when Mentoring is accessed from within a course.

## NASBA CPE Credit

 National Association of State Boards of Accountancy (NASBA) CPE Program credit is offered for select SkillSoft courses.

### Eligibility

Check the SkillSoft® Course Catalog to determine if this course is eligible for NASBA CPE credit.

### Requirements

To earn NASBA CPE credits for an eligible course, you must meet the following criteria:

1. Achieve a minimum Overall Score of 70%.

Your Overall Score is the average of the current post-test scores for each lesson. A lesson post-test has a score of 0 until it is taken.

Example: A course with three lessons has three lesson post-tests. Your overall score at any given time is the average of the current post-test results recorded for all three tests. If you score 85 on the 1st post-test, 95 on the 2nd post-test, but have not yet taken the 3rd post-test, your Overall Score is 60 (85 + 95 + 0 divided by 3 = 60).

To take the Lesson post-tests all at once, click the Take Course Test link in the Course Menu.

2. Take the course in full.

CPE credit is only granted for instructional content that you actually access. You must access every topic in the course to meet this requirement.

3. Complete the course within 1 year.

The one-year time frame begins when you first access a course. You must complete all lesson post-tests within one year of that date to earn CPE credit.

## Publication Date

The course publication date is available in the About this Course section of the course References. Select the References button to access this information.

## Course Evaluation Forms

You have the option to print out and complete an evaluation form once you complete a course.

## Transcripts

 A transcript is a one-page display of the instructional text presented in a topic. To view a transcript of the topic, click the **Show Resources** tab then click **Transcript**. The transcript launches in a separate window. If the **Transcript** button does not display in the Navigation Bar or is grayed out, you cannot access a transcript for that learning content.

## Printing a transcript

To print the transcript, select the **Print** link in the transcript document window.

## TOPIC TYPES

You will have an assortment of topic types in a course. Topic pages present information in a variety of formats. Some pages present instructional content alone while others are interactive, requiring you to answer questions, select graphics, or advance the course with content navigation controls. Instructions for working with these various pages are indicated within the content. A topic's type is shown in the Course Menu list.

### Topic Type Descriptions

- **Overview** - Provides introductory information for the lesson including the learning objectives covered in that lesson.
- **Instruction** - Gives instructional content and assessment questions to reinforce the instructional material.
-  **RolePlay** - A RolePlay presents instructional content within a business context, in the form of a scenario or situation. You are led through a series of choices that can lead to several possible endings. You have the choice of entering a RolePlay in either Explore or Score mode.
  - Explore mode provides feedback about the choices you make during the course of the RolePlay before you make a final choice. Choice feedback appears when you select one of the available answer choices.
  - Score mode allows you to test your skills within the RolePlay. In Score Mode, you receive feedback only after you select your final answer. Unlike Explore Mode, you can not return to previously viewed pages.

- **Test** - Questions that assess your knowledge of the learning objectives.
- **Simulation** - A simulation gives you the opportunity to practice the tasks and procedures taught in this course in a simulated software environment. When you complete a task, the Player judges whether you did so correctly and lets you proceed to the next task. If you perform the task incorrectly, you can repeat it or move on to the next part of the simulation.
- **Article** - Provides an abstract, narrative text, and a summary.
- **Exercise** - Reinforces instructional content with practice tasks. Includes hardware exercises, conceptual and problem-solving exercises, and coding exercises.
- **Mentored Exercise** - Presents a series of tasks to complete, usually relating to using software. You submit your results of the exercise to a mentor, who then replies with a solution.
- **Self-Assessed Exercise** - Similar to Mentored Exercises, except that you self-evaluate your performance against a course-supplied best practice answer.

# CHAPTER 6 Testing

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## TESTING OVERVIEW

A test measures your knowledge of the material presented in the course.

The screenshot shows the SkillsSoft interface for a course titled "The Negotiation Process". At the top right, there are "Exit" and "Help" buttons. Below the course title, it says "Current Course Score: 9%". A message reads: "To continue at your bookmarked location, select the Return to Bookmark button. To begin a topic or test, select any active topic or test link." Below this is a table with columns: "Type", "Status", "Current Score", and "Take Course Test".

	Type	Status	Current Score	Take Course Test
<a href="#">Overview</a>	Overview	●	N/A	
<b>Investigate and Plan</b>			<b>35%</b>	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	●	50%	
<a href="#">Lesson Pre-test</a>	Test	●		
<a href="#">Research, Research, Research</a>	Instruction	○	40%	
<a href="#">Environmental Issues</a>	Instruction	○	50%	
<a href="#">Planning Your Outcomes</a>	Instruction	○	0%	
<a href="#">Lesson Post-test</a>	Test	○		
<b>Propose and Present</b>			---	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	○	---	
<a href="#">Lesson Pre-test</a>	Test	○		
<a href="#">STAR Presentations</a>	Instruction	○	---	
<a href="#">Visual Support</a>	Instruction	○	---	
<a href="#">You're On!</a>	Instruction with RolePlay	○	---	
<a href="#">Lesson Post-test</a>	Test	○		
<b>Bargain, Bargain, Bargain</b>			---	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	○	---	
<a href="#">Lesson Pre-test</a>	Test	○		
<a href="#">Ask for What You Want</a>	Instruction	○	---	

At the bottom right, there is a "Return to Bookmark" button with a play icon.

The Player provides optional pre-tests and post-tests to assess your knowledge before and after you go through the instructional content.

**Note:** Depending on how the SkillSoft Course Player is configured by your organization or the specific course type, some of these pre-test and post-test options may not be available to you.

Tests can be taken at any time. However, when the Player is configured with the pre-test and/or post-test options, the tests display sequentially in the content either before the lesson is started (for a pre-test) or at the end of last topic in a lesson (for a post-test). This is useful if you like to start at the beginning of a course and continue through to the end of the course, in order, without having to go back to the Course Menu to make test selections. Depending on the course design, you can also skip a test and return to it at a later time. Tests always remain accessible from the **Course Menu**.

### Taking a Test

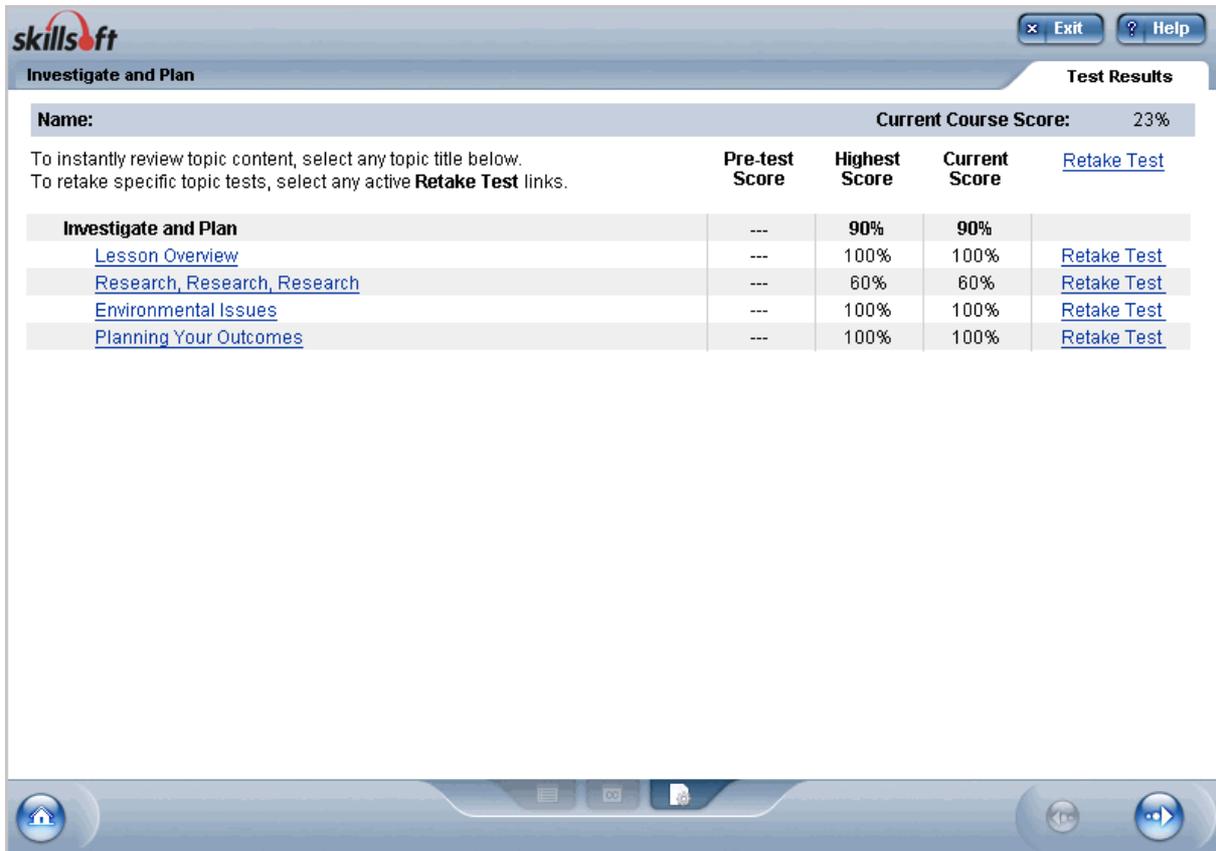
To take a test, select the **Take Test** button. You will be presented with a Test Summary/Transition page, select the **Start Test** button to start the test. You will then be presented with a series of questions. You can choose to answer the question when it is displayed or you can choose to answer the question later.

To answer a question, check the appropriate answer(s) (for multiple choice type questions) or drag and drop the appropriate answers (in matching questions). When you are satisfied with your answer, select **Done**. The correct answer is displayed. Select the **Next Page** button to continue to the next question.

### Ending a Test

The Test Summary screen is displayed when you finish taking the test. You can review any topic covered in the test by selecting the appropriate link. You can retake the entire test or a topic test by selecting the applicable **Retake Test** link. If you are finished with the test, you can return to the Course Menu. The ability to retake a test can vary depending on the course.

## TEST SUMMARY PAGE



**skillsft** Exit Help

**Investigate and Plan** Test Results

**Name:** Current Course Score: 23%

To instantly review topic content, select any topic title below.  
To retake specific topic tests, select any active **Retake Test** links.

	Pre-test Score	Highest Score	Current Score	<a href="#">Retake Test</a>
<b>Investigate and Plan</b>	---	90%	90%	
<a href="#">Lesson Overview</a>	---	100%	100%	<a href="#">Retake Test</a>
<a href="#">Research, Research, Research</a>	---	60%	60%	<a href="#">Retake Test</a>
<a href="#">Environmental Issues</a>	---	100%	100%	<a href="#">Retake Test</a>
<a href="#">Planning Your Outcomes</a>	---	100%	100%	<a href="#">Retake Test</a>

Navigation icons: Home, List, Mail, Document, Back, Forward

The Test Summary page contains your scores for the test. The scores are broken down by topic. Each question in the test is related to a lesson topic. The topics scores are the total of all the applicable questions for that topic in the test.

A value of "--" in the score column indicates that you have not yet taken that test. A zero in the score column indicates that you took the test but did not answer any questions correctly. The scores are divided into three columns:

- **Pre-test score** - Displays the score for your course or lesson pretest. You can only take a pre-test once. If pre-tests are not enabled, the name of this column changes to **First Score** and displays the score for the first time that you took this test.
- **Highest Score** - Displays the average of the highest scores you received for each individual objective.
- **Current Score** - Displays the score for the last time that you took this test.
- **Current Course Score** - Displays the current average score for all test items in the course, based on the tests you have completed. All the tests that you have not attempted are scored as 0% until you take them.

### Test Summary

When you finish a test, the Test Transition/Summary page is displayed and shows your updated scores for the test you just completed. The topic titles become selectable so that you can review a topic. You can also retake the test unless it was a pre-test (you can only take a pre-test once).

You may also have the option of retaking the questions in the test for a specific topic by selecting the **Retake Test** link next to the applicable topic. When you retake questions for one topic, you are scored for your new attempt along with the score you got for the other topics in your last attempt.

## TEST OPTIONS

There are several options available to you when taking tests. You can choose to take a full course test or take the test by lessons and topics. If you decide to take topic or lesson tests your results contribute towards the completion of the course test. You can choose to answer questions later and review your progress on the Test Status page.

In the example shown below, you can see that portions of each topic test have been completed and their resulting contribution to the Current Course Score.

The screenshot shows the SkillSoft interface for a course titled "The Negotiation Process". At the top right, there are "Exit" and "Help" buttons. Below the course title, the "Current Course Score" is displayed as 38%. A message instructs the user to use the "Return to Bookmark" button to continue at a bookmarked location or to select an active topic or test link to begin. The main content is a table with the following columns: "Type", "Status", "Current Score", and "Take Course Test".

	Type	Status	Current Score	Take Course Test
<a href="#">Overview</a>	Overview	●	N/A	
<b>Investigate and Plan</b>			<b>90%</b>	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	●	100%	
<a href="#">Lesson Pre-test</a>	Test	●		
<a href="#">Research, Research, Research</a>	Instruction	●	60%	
<a href="#">Environmental Issues</a>	Instruction	●	100%	
<a href="#">Planning Your Outcomes</a>	Instruction	●	100%	
<a href="#">Lesson Post-test</a>	Test	●		
<b>Propose and Present</b>			<b>61%</b>	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	●	100%	
<a href="#">Lesson Pre-test</a>	Test	●		
<a href="#">STAR Presentations</a>	Instruction	○	80%	
<a href="#">Visual Support</a>	Instruction	○	40%	
<a href="#">You're On!</a>	Instruction with RolePlay	○	25%	
<a href="#">Lesson Post-test</a>	Test	○		
<b>Bargain, Bargain, Bargain</b>			---	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	○	---	
<a href="#">Lesson Pre-test</a>	Test	○		
<a href="#">Ask for What You Want</a>	Instruction	○	---	

At the bottom right of the interface, there is a "Return to Bookmark" button with a circular arrow icon.

## Course-Level Testing Options

- **Course Pre-test** - The course pre-test assesses your knowledge of the learning objectives that are covered in the course before you play the instructional content. To launch the course pre-test, select the **Take Course Pre-test** link in the Course Menu. Once you complete any other test, the link changes to **Take Course Test** and the course pre-test option is no longer available.
- **Course Post-test** - The course post-test assesses your knowledge of the learning objectives that were presented to you in the course. To launch the course post-test, select the **Take Course Test** link in the Course Menu. Tests can be taken at anytime.

## Lesson-level Testing Options

There are three lesson-level testing options: pre-test, post-test, and topic-level tests.

- **Lesson Pre-test** - The lesson pre-test assesses your knowledge of the learning objectives that are covered in the lesson before you play the instructional content of a lesson. Once you complete any other test in a lesson, the lesson pre-test option is no longer available for that lesson.
- **Lesson Post-test** - The lesson post-test assesses your knowledge of the learning objectives that were presented to you in each lesson.

## Topic-Level Tests

The topic test assesses your knowledge of the learning objectives that were presented to you in each topic. As you complete each topic test, the results contribute towards the completion of the course test. You can take a topic test at any time, regardless of whether or not you have reviewed the course content for that topic. To launch the topic test, select the appropriate **Take Test** link for that topic in the Course Menu.

## Status Page

The status page indicates the progress that you have made in a course or topic test and is accessed by selecting the **Status** button during the test. Questions that were skipped display the answer later icon . The status screen has links to each test question allowing you to answer skipped questions and review questions that you already answered. To exit the Status screen and return to the test, click the **Close Status** button.

## Answer Later

You can mark questions that you wish to return to later. When you are ready to answer the question, you must open the status screen and select the link for that question. Access the status screen by selecting the **Status** button during the test or by selecting the **Return to Status** button in the dialog box that displays when you finish the test. The icon  displays next to the question in the status page. If you skip a question and end the test without answering it, you receive a score of 0% for that question.

## Skipping a Test

In some courses you may be given the option to skip a test. If you select **Skip Test**, you proceed directly to the next lesson or topic. You can use the course menu to return to the test at a later time.

## TESTING MODES

### Proficiency Mode

When you launch a test in an IT Skills course, you are assessed in Proficiency Mode. Proficiency Mode tests allow you to assess your competence before or after you take a course or topic. Answers you give will be marked correct, incorrect, or partially correct, and you can check your score at any time against a specified mastery level by selecting the Status button.

During a test session, you can review all your answers but you cannot change any answers. However, once you have ended the test, you may return to the questions that you answered incorrectly and retake them. By comparing your score against the required mastery level, you can easily assess your competence in any course or topic.

Your test score is saved and you can return at any time to retake the test.

## COURSE SCORING

Your Current Course Score is the average of the current test scores for each lesson. Lesson tests that you have not taken are scored as zero until you complete the test. To take the Lesson tests all at once, click the Take Course Test link in the Course Menu.

### Partial Credit Scoring

If partial credit scoring is enabled, you can earn some credit for answering a portion of a question correctly. For every matching question or question that has multiple correct answers, you receive a percentage of what that question is worth for every correct answer you select. You lose a percentage of that question's value for every incorrect answer you select.

If partial credit scoring is not enabled, you must choose all correct answers or match all choices correctly to receive credit for that question.

**Example:** A course with three lessons has three lesson tests. Your overall score at any given time is the average of the current test results recorded for all three tests. If you score 85 on the 1st test, 95 on the 2nd test, but have not yet taken the 3rd test, your Overall Score is 60%  $(85 + 95 + 0)/3$ .

The screenshot shows the SkillSoft interface for a course titled "The Negotiation Process". At the top right, there are "Exit" and "Help" buttons. Below the course title, it says "Current Course Score: 38%". A message reads: "To continue at your bookmarked location, select the Return to Bookmark button. To begin a topic or test, select any active topic or test link." Below this is a table with columns: "Type", "Status", "Current Score", and "Take Course Test".

	Type	Status	Current Score	Take Course Test
<a href="#">Overview</a>	Overview	●	N/A	
<b>Investigate and Plan</b>			<b>90%</b>	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	●	100%	
<a href="#">Lesson Pre-test</a>	Test	●		
<a href="#">Research, Research, Research</a>	Instruction	●	60%	
<a href="#">Environmental Issues</a>	Instruction	●	100%	
<a href="#">Planning Your Outcomes</a>	Instruction	●	100%	
<a href="#">Lesson Post-test</a>	Test	●		
<b>Propose and Present</b>			<b>61%</b>	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	◐	100%	
<a href="#">Lesson Pre-test</a>	Test	●		
<a href="#">STAR Presentations</a>	Instruction	○	80%	
<a href="#">Visual Support</a>	Instruction	○	40%	
<a href="#">You're On!</a>	Instruction with RolePlay	○	25%	
<a href="#">Lesson Post-test</a>	Test	○		
<b>Bargain, Bargain, Bargain</b>			---	<a href="#">Take Test</a>
<a href="#">Lesson Overview</a>	Overview	○	---	
<a href="#">Lesson Pre-test</a>	Test	○		
<a href="#">Ask for What You Want</a>	Instruction	○	---	

At the bottom right, there is a "Return to Bookmark" button with a play icon.

### Other scoring models

Some courses provide tests for each topic. Your total score is determined by either the score that you receive from the course test or by the average of the topic scores out of a possible 100%. Each topic score equals 0% until you take it.

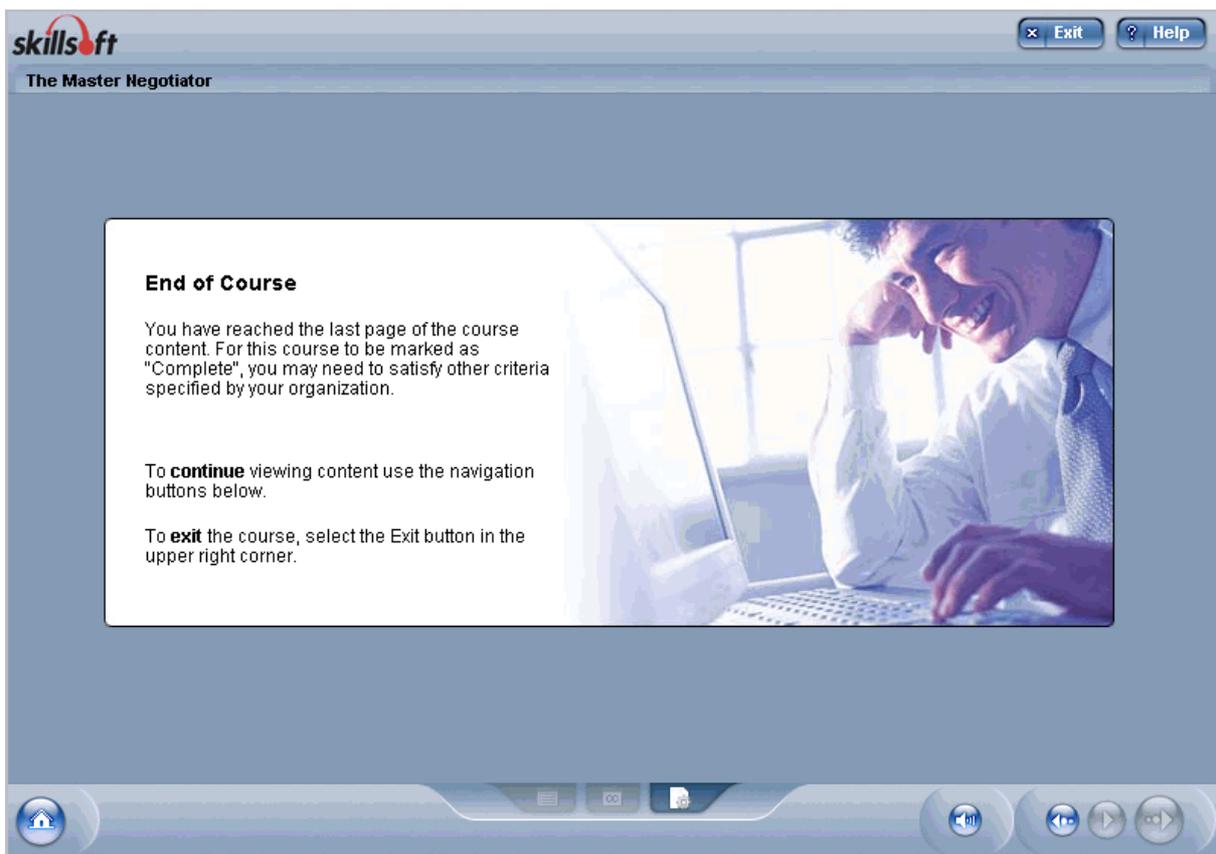
**Example:** If a course has 5 topics the current score is the average of the 5 topic scores. If you score a 100% on the first three topic tests, 50% on the fourth topic test, and 0% on the fifth, you would receive a current score of 70%  $(100 + 100 + 100 + 50 + 0)/5$ .

## COURSE COMPLETION

At the end of the course, you will be notified whether you have completed a course or not based on the completion criteria. The completion criteria to complete a course can vary depending on the configuration of your Learning Management System (LMS). Course completion criteria may be based on:

- Playing all the pages in the course.
- Answering all test questions correctly.
- Answering a certain percentage of the test questions correctly.
- A combination of page play in conjunction with correct test answers.
- Achieve a certain percentage of the overall course score.
- Achieve a minimum percentage on each lesson (Legacy BUS courses only).
- Achieve a minimum percentage on each topic ((e3 courses only).

The course completion criteria will be available on the Test Score Report.



## TEST SCORE REPORT



Click on the Print Scores button to display a printer-friendly version of your scores in the Test Score Report window.

SkillsSoft Test Score Report			
<b>Student Name:</b>			
<b>Course Title:</b>		The Master Negotiator	
<b>Current Course Score:</b>		85%	
	Pre-test Score	Highest Score	Current Score
<b>Course Overview</b>	N/A	N/A	N/A
Overview	N/A	N/A	N/A
<b>Being a Master Negotiator</b>	---	75%	75%
Lesson Overview	---	50%	50%
Profile of a Winner	---	100%	100%
Personality Traits	---	100%	100%
The ABCs of Attitude	---	50%	50%
<b>Negotiating Power</b>	---	88%	88%
Lesson Overview	---	75%	75%
Power Central	---	100%	100%
Using Your Power	---	100%	100%
Powerful Counterparts	---	75%	75%
<b>Effective Habits of Master Negotiators</b>	---	83%	83%
Lesson Overview	---	100%	100%
Get in the Habit	---	80%	80%
Habit Boosters	---	50%	50%
Disciplined Control	---	100%	100%
<b>The Master Negotiator Tool Kit</b>	---	94%	94%
Lesson Overview	---	100%	100%
Top-shelf Tips	---	100%	100%
Negotiator's Guidebook	---	75%	75%
Evaluating Excellence	---	100%	100%

**To print the contents of this page, select the File menu pulldown and select the Print menu command.**

This button is only available on the Course Menu when you click Show Resources Dialog and on the test transition/summary pages. This is similar to clicking on the Completion Status link which appears on the upper right corner of the SkillSoft Course Player.

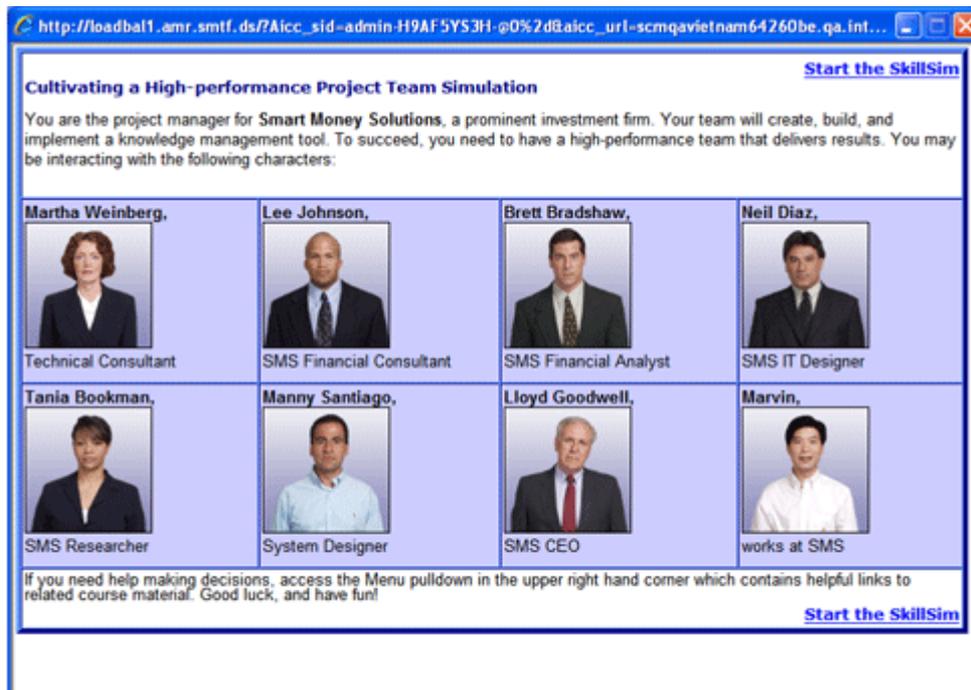
The Test Score Report includes the following:

- Student Name
- Course Title
- Current Course Score
- Completion Status
- Completion Criteria
- Pre-test Score
- Highest Score
- Current Score

# CHAPTER 7 Simulations

A SkillSoft Simulation (SkillSim)  is a technology-enabled simulation that puts you in an authentic business or professional situation.

You play a major role in a variety of simulated interactions where your decisions have a direct impact on the course of events and result in realistic consequences. The SkillSim is designed to help you practice or assess your mastery of skills and knowledge learned in a series of SkillSoft courses. As you progress through a series of scenes, you will receive feedback on your performance. To assist you, the simulation incorporates links to context sensitive SkillSoft course material.



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## PLAYING A SIMULATION

Simulations are started within a web browser. The way you enter a simulation will depend on the specific setup of your company's on-line training environment. Regardless of the environment your company uses, each simulation will start from a summary page that provides:

- an overview/description of the simulation
- target audience
- suggested prerequisites
- expected duration
- lesson objectives

Click the Play link on the summary page to launch the simulation.

## SIMULATION PLAYER INTERFACE

The image below shows the SimPlayer interface.



## Simulation Player Menu

- **Client, Phone, Course, Document, Computer**  
Resources used throughout the simulation to aid you in making decisions. Sub-menus will appear if there are several choices available under each resource (for example, if there are several computer files for you to reference during the simulation).
- **Reference info**  
Reference information is available throughout the course on the menu. Reference information is background information or other pieces of data that you would always have available (such as information on the various characters that appear during the simulation).
- **Audio on**  
Toggle button that allows you to turn simulation audio on or off.
- **Print**  
Allows you to print simulation feedback.
- **Exit**  
Exits the simulation.
- **Help**  
Opens the SimPlayer help.

## INTRODUCTION PAGE

All simulations begin with an introduction page that provides overview information about the simulation. The introduction page may include information about:

- the company you work for,
- the characters you interact with, and
- the resources that are available to you during the simulation.

The specific information available on each introduction page depends on the simulation content. You can review the information from the introduction page (along with other important pieces of information) after the simulation begins by selecting Reference Info from the Simulation Player Menu.

**Note:** Ensure that you read and become familiar with the introductory information. This will assist you in your performance during the simulation.

## TEST MODE

Test mode is similar to Score mode except that you will not have access to support material. You are also restricted from returning to previously viewed pages. Your performance will be assessed against the simulation's objectives (introduced in the simulation's summary page).

## Explore Mode

Explore mode provides helpful feedback about the choices you make during the course of the simulation. Choice feedback appears when you roll your mouse on one of the available answer choices. You can also navigate back to previously viewed pages and select alternate choices to experience a variety of different outcomes. You will not receive any assessment scores for simulations taken in explore mode.

## Score Mode

Score mode allows you to test your skills within the simulation. Unlike Explore mode, you will not receive any Choice Feedback about the choices you make until you complete a scene within the simulation. You are also restricted from returning to previously viewed pages. Your performance will be assessed against the simulation's objectives (introduced in the simulation's summary page).

After you complete the simulation, your score is recorded in the learner management system database. Choices in the simulation are rated "Appropriate," "Fair," or "Inappropriate." The Simulation Player uses these ratings to determine your score.

## Continuing/Restarting a Simulation

You may exit a simulation at any point by selecting Exit from the Simulation Player Menu or from a Feedback Page. When you return to the simulation, you are given the option of continuing or restarting the simulation:



- Continuing a simulation will place you back at the beginning of the scene you were in when you originally exited the simulation, not on the exact page. Your previous scores will be retained.
- Restarting a simulation will place you back at the beginning of the simulation. Your scores will be reset.

## ACTIVE RESOURCES

Several resources are made available to you during the course of the simulation. Resources that are available to you at a given point in the simulation are called active resources. They appear as clickable items in the interface (a picture of a phone, computer, folder files, etc.) or you can access them via the Simulation Player Menu. The availability of a particular resource is dependent on where you are in the simulation or on a specific event. There are five different resources available in simulations: Computer, Document, Client, Phone, and Course.

**Note:** Not all resources are available during a given simulation.

- The Computer resource allows access to simulated emails and other computer files used during the course of the simulation.
- The Document resource allows access to various documents that support simulation content (for example, a company policy memo).
- The Client resource represents interaction with characters throughout the simulation (for example clients, coworkers, managers, etc.).
- The Phone resource allows you to have telephone conversations with characters in the simulation.
- The Course resource links you to SkillSoft course content that addresses one of the instructional objectives of the simulation.

## CHARACTER DIALOG

Character dialog represents the responses of the characters you are interacting with in a simulation. Character dialog appears after you have selected a specific choice.

Example:

Denovan (on phone): Unbelievable! I dump a ton of money down the tubes, and he up and leaves without so much as a call? Is that the way you operate your business? Leave a client hanging in the lurch?

## CHOICE FEEDBACK

Choice Feedback is only available in Explore Mode. Choice Feedback appears as you roll your mouse over the various choices you have available during that point of the simulation. The Choice Feedback text box is color coded to help you identify if a choice is good, fair or inappropriate.

- Feedback for an appropriate choice is displayed in a green text box.
- Feedback for a fair choice is displayed in a blue text box.
- Feedback for an inappropriate choice is displayed in a pink text box.

Is it wise to chip away at Jared's reputation? For all you know, Denovan and Jared could have enjoyed a wonderful working relationship. Also, consider the picture of Azimuth's corporate culture that you paint with each comment.

## CHOICE TEXT

Choice text options are available to you as you progress through the simulation. Usually, the response choices are either actions you can take or dialog to respond to another character. Once you have made your decision, click the choice text to continue the simulation. Depending on the situation, you may get a response from a character in the simulation through character dialog.

Example:

Dr. I apologize that you weren't notified of the change sooner. I had every intention of calling on Jared's clients this morning to explain the situation and introduce myself.  
Hi, Dr. There is no excuse. Jared should have contacted you immediately. He was wrong. But I'm here for you now.

## SCORING EXAMPLES

- You complete the simulation making all "Appropriate" choices. Your score is 100.
- You complete the simulation and some of the choices are rated "Fair" or "Inappropriate." Your score is less than 100 but greater than 0.
- You fail the simulation. Even though you may have made "Appropriate" choices, you selected an "Inappropriate" choice that terminated the simulation early. A Final Summary feedback page is displayed and you are not presented with the remaining material in the simulation. Your score is 0.

## NAVIGATING THROUGH A SIMULATION

There are several ways to advance through a simulation:

- Select specific choice text.
- Choose to use an active resource on the desktop or from the Simulation Player Menu.
- Click on the previous button  located near the top-right of the simulation interface. The button allows you to page back through the simulation screens.

**Note:** The previous button is unavailable throughout a simulation if you are in Score Mode. This prevents the student from scrolling back and re-answering questions they may have answered incorrectly. In Explore Mode, the previous button is inactive on the first page of a new scene. You can only return to a previously played scene by exiting the SkillSim Player and restarting from the beginning.

## EVENTS

Events are timed actions that occur at a specific point in the simulation. You have no control over events; their occurrence is predetermined. You will be prompted to respond to an event through pop-up text, graphics and audio (for example, the phone starts blinking or a message reading "You've got mail" appears on the computer screen), or a combination of the two.

**Note:** It is up to you to choose whether or not to respond to certain types of timed events. However, be aware that the choice you make may impact the final outcome of the simulation.

## FEEDBACK PAGES

At the end of each scene, you will receive feedback for the choices you made on a Feedback Page. At the end of the entire simulation, you will receive feedback on the Final Summary Feedback page. Each of the responses you made during the scene are rated as Appropriate, Fair, or Inappropriate. A list of the objectives covered in the scene also appear at the bottom of the Feedback Page. You can print a copy of the Feedback Page by selecting Print from the Simulation Player Menu.

After each scene, you will receive feedback based on the selections you made during that portion of the simulation. The options you are presented with on the Feedback Pages depend on the mode you selected when you first began the simulation.



# Books 24x7 Referenceware

Referenceware™ from SkillSoft subsidiary Books24x7 is available from within SkillPort. Referenceware provides complete access to the full text of books, vendor documents, research reports and more. You can easily and quickly locate and read content, add bookmark and notes, and organize books and other documents of interest according to your own personal preferences.

You can search for Referenceware titles using SEARCH-and-LEARN and you can add them to your My Favorites view.

**Note:** Books24x7 is an optional SkillPort feature and may not be available on your site.

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## ACCESSING REFERENCEWARE

You can access Referenceware titles using SEARCH-and-LEARN.

- From within the Search results, select either a **book title** or **chapter section** to launch the Book Viewer.

You can also access Referenceware titles by selecting the link on the Books24x7 page within SkillPort. This will take you directly to the Books24x7 site and may offer slightly different navigation options.

## BOOK VIEWER

When you select either a **book title** or **chapter section** directly from the Search and Learn results the Book Viewer launches in a new window. The Book Viewer provides a simple interface to view a single book.

- Select the book title to display the book's Table of Contents in the Viewer.

The screenshot shows the Books24x7 website interface. At the top, there is a navigation bar with 'My Home', 'Account Info', 'Settings', and 'Help'. Below this is a search bar and a 'GO' button. The main content area is divided into several sections:

- Contents:** A sidebar on the left with 'Back Cover' and 'Related Links: Artificial Intelligence'.
- Book Details:** The main title 'Artificial Intelligence and Integrated Intelligent Information Systems: Emerging Technologies and Applications' by Xuan F. Zha. It includes the publisher 'IGI Publishing © 2007 (476 pages)' and ISBN '9781599042497'. A short description follows: 'Providing the latest knowledge in the field, this book presents the recent advances in multi-mobile agent systems, the product development process, fuzzy logic systems, neural networks, and ambient intelligent environments.'
- Table of Contents:** A list of sections and chapters:
  - Section I - Emerging Intelligent Technologies and Applications
    - Chapter I - Human-Based Models for Ambient Intelligence Environments
    - Chapter II - Intelligent Ant Colony System for Traveling Salesman Problem and Clustering
    - Chapter III - Information Networks as Complex Systems: A Self-Repair and Regulation Model
    - Chapter IV - Soft Statistical Decision Fusion for Distributed Medical Data on Grids
  - Section II - Hybrid Intelligent Systems and Applications
    - Chapter V - Designing Layers in Hierarchical Fuzzy Logic Systems Using Genetic Algorithms
    - Chapter VI - Intelligent Text Mining: Putting Evolutionary Methods and Language Technologies Together
- My Home Folders:** A dropdown menu labeled 'Choose Folder'.
- Browse Topics:** A list of technical topics including Business and Culture, Certification and Compliance, Databases, Desktop & Office Applications, Enterprise Computing, Graphic Design & Multimedia, Hardware, IBM Technologies, Networks & Protocols, Operating Systems, Programming Languages, ReferencePoint Suites, Security, Software Engineering, Telecommunications, and Web Programming & Development.

- Select any chapter or section listed in the Table of Contents displayed in the Search results, to display the first page of that section or chapter in the Viewer.

The screenshot shows the Books24x7 website viewer for a specific chapter. The top navigation bar is identical to the previous screenshot. The main content area is now focused on the selected chapter:

- Title List / Contents:** A sidebar on the left showing 'Chapter I' selected, with sub-items: 'Abstract', 'Introduction', 'Using Matlab Language', 'Conclusion', and 'References'.
- Chapter Header:** 'Chapter I - Human-Based Models for Ambient Intelligence Environments' in a large, bold font.
- Author Information:** 'Giovanni Acampora, Università degli Studi di Salerno, Italy', 'Vincenzo Loia, Università degli Studi di Salerno, Italy', 'Michele Napoli, Università degli Studi di Salerno, Italy', and 'Stefano Riccardi, Università degli Studi di Salerno, Italy'. Copyright notice: 'Copyright © 2007, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.'
- Abstract:** A paragraph of text starting with 'Ambient intelligence gathers best results from three key technologies: ubiquitous computing, ubiquitous communication, and intelligent user-friendly interfaces. The functional and spatial distribution of tasks is a natural threat to employ multi-agent paradigm to design and implement Amb environments. Two critical issues, common in most of applications, are (1) how to detect in a general and efficient way context from sensors and (2) how to process contextual information in order to improve the functionality of services. Here we describe an agent-based ambient intelligence architecture able to deliver services on the basis of physical and emotional user status captured from a set of biometric features. Abstract representation and management is achieved thanks to two markup languages, HTML and PML, able to model behavioral as well as fuzzy control activities and to exploit distribution and concurrent computation in order to gain real-time performances.'

## VIEWING BOOK CONTENTS

To view the contents of a book in the Viewer, select the Table of Contents button and select a chapter to view its contents. When the chapter is displayed, chapter navigation buttons that go to the 'Table of Contents' and the next and previous chapters can be found at the top and bottom of the page. The 'Next' and 'Previous' links above and below the content move from section to section. The link 'Chapter Contents' goes to a list of sections within the chapter. Here you can select any section to jump to that page in the book.



### Navigation Buttons

-  Select the Back to Current List button to go back to the search results list.
-  Select the Next Title button to go to the next title in the search results list.
-  Select the Previous Title button to go to the previous title in the search results list.
-  Select the Create Bookmark button to add a bookmark to the chapter.
-  Select the Create Bookmark button to add a bookmark and note to the chapter.
-  Select the Add to Personal Folders button to add the book to "My Favorites" (and to the default bookshelf folder on the Books24x7 site).
-  Select the Toggle button to toggle the search results keyword highlights.
-  Select the Share with Colleague button to email a link to the selected book.
-  Select the Purchase Title button to connect to an external e-commerce site where you may purchase a printed copy of the book you are viewing.
-  Select the Create Bookmark button to see the buttons along with the text descriptions.
-  Select the Tips button to view tips.

**Title List**

Select the Title List button to go back to the search results list.

**Contents**

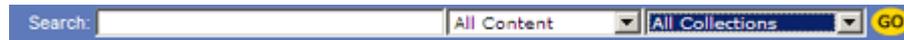
Select the Contents button to return to the book's Table of Contents.

**Chapter I**

Use the Previous Chapter and Next Chapter buttons to go to the previous or next chapter in the book.

## SEARCHING THE BOOK'S CONTENTS

A search box, found on the book's 'Table Of Contents' and all content pages, lets you enter a term to search the entire contents of the book. You can enter a word or phrase, combine search concepts with Boolean logic or use the "\*" to truncate a term to find all matches with the same root.



To search a book's contents:

1. Enter a key word phrase in the Search box.
2. Select Go. The search results are displayed.
3. Select the appropriate link in the Table of Contents.
4. Select the Back button in your browser to return to the content page.

The screenshot shows the Books24x7 search results page. The search query is "game design". The results are sorted by relevance. The first result is "Game Design Theory and Practice, Second Edition" by Richard Rouse III, published by Wordware Publishing in 2005. The second result is "Game Design Workshop: Designing, Prototyping, and Playtesting Games" by Tracy Fullerton, Christopher Swain, and Steven Hoffman, published by CMP Books in 2004. The page also features a "Browse Topics" sidebar with various categories like Business and Culture, Certification and Compliance, Databases, etc.

The search engine employs several strategies to enhance results. Search results identify the most relevant chapters with a gold bar icon. To find out the relevancy of the results, place your mouse over the gold bar to see the relevancy percentage. Access the chapter to find the most relevant sections within the chapter.

## SEARCH TIPS

The search engine searches the full text of the book. All search results are relevancy ranked not only by the number of occurrences of the search term, but also by their location. Results found in chapter titles and section headings are given greater weight than occurrences in the body of the text.

You may specify words or phrases alone or grouped in Boolean combinations (phrases are words enclosed in quotation marks). The search engine is not case sensitive.

## ADDING A BOOK TO MY FAVORITES

To add a book to "My Favorites", select the  button at the top of a book's TOC page or at the top of any chapter/section page. Adding a book places the book in your 'Favorites' (and adds it to your 'Default' Bookshelf folder on the Books24x7 site).

## REMOVING A BOOK FROM MY FAVORITES

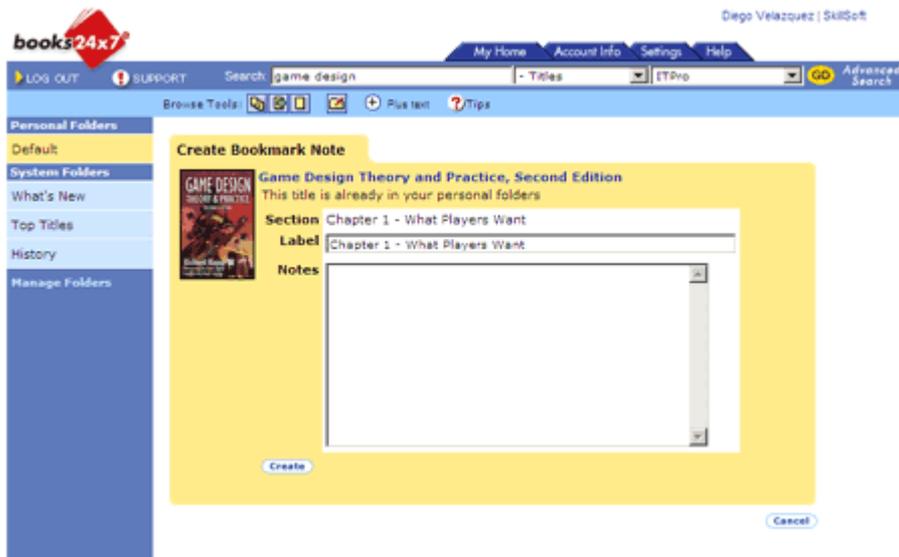
To remove a book from "My Favorites", select the  button at the top of a book's TOC page or at the top of any chapter/section page. This will remove the book from 'My Favorites' and the 'Default' Bookshelf folder on the Books24x7 site.

## CREATING BOOKMARKS

You can create one or more bookmarks with or without notes on any content page for your own personal reference. Creating a bookmark automatically places the book in your 'Favorites' (and adds it to your 'Default' Bookshelf folder on the Books24x7 site) with a link directly to the section where you placed the bookmark. Bookmark indicators also appear on the table of contents page under the appropriate chapter headings and on the specific content page.

To create a bookmark:

1. Select the  Bookmark button or the  Bookmark with Notes button.
2. If desired enter a label in the Label field.
3. If desired, enter text in the Notes field.
4. Select Create to create the bookmark and return to the content page. (To cancel out of the Manage Bookmark page, select the Back button at the bottom of the page.)



Once a bookmark is created, 'Edit Bookmark' and 'Delete Bookmark' links appear next to the bookmark on the content page and allow you to make modifications or remove the bookmark.



## EDITING OR DELETING BOOKMARKS

You can edit or delete a bookmark from the content page using the 'Edit Bookmark' and 'Delete Bookmark' links. Deleting a bookmark does NOT remove a book from your 'Favorites'.

The 'Edit Bookmark' link takes you to the bookmark page where you can:

- Edit or delete the bookmark note
- Delete the bookmark entirely

Make sure you select the 'Update' or 'Delete Bookmark' at the bottom of the page when you are through.

The 'Delete Bookmark' link simply removes the bookmark

## CHAPTER 9

# Optional Features

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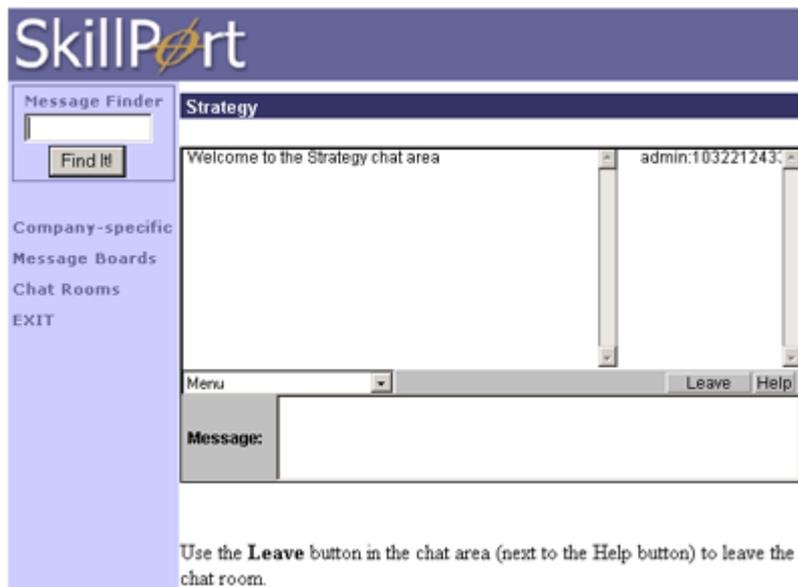
## COMMUNITIES

Your community is a starting point where you view and post messages to online discussions or hold real-time meetings with your co-workers. Select the [Click here to go directly to the community link](#) to view the message boards and chat rooms available in your community.

**Note:** Communities is an optional SkillPort feature and may not be available on your system.

### Chat Rooms

Use Chat Rooms to host and participate in virtual conferences or meetings with one or more people. Select the [Click here to view your community Chat Rooms link](#) to go directly to view your community chat rooms. Select a chat room from the list of chats that are available.



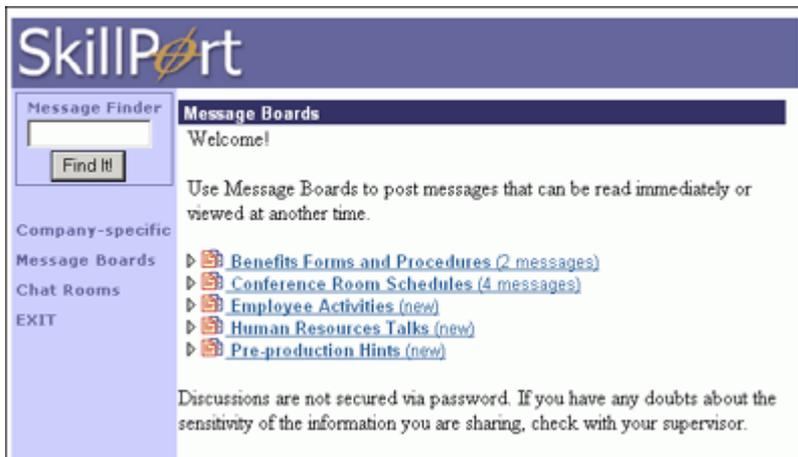
To verify you are logged in to a chat room:

- A message stating "[Your name] has just entered the chat" should appear, and
- your username should appear in the in the right-panel.

For assistance with participating in a chat, select the Help button located within the Chat room window.

### Message Boards

Use Message Boards to post messages that can be read immediately or viewed at another time. Select the [Click here to view your community message boards](#) link to go directly to your community message boards. Select a message board from those listed to participate in a discussion.



- A discussion is a collection of messages on the same topic.
- You can post messages to an existing discussion, or click "Add Discussion" to begin a new discussion (the conference manager must set up the site to allow you to add discussions).

For assistance with posting a message, select the quick-edit help link located within the message board window.

## ASK THE EXPERTS

Submit a question by e-mail to a subject-matter expert. Select a topic from the Subject drop-down list (the e-mail is addressed automatically). Fill in the subject line and enter your question in the message box. Click send-mail to submit the e-mail message to the expert.

**Note:** Ask the Experts is an optional SkillPort feature and may not be available on your system.

## KNOWLEDGECENTERS

 KnowledgeCenters™ offer a broad range of complementary resources, including targeted online reference materials from Books24x7®; access to SkillSoft courseware and related content; simulation practice labs; Learning Roadmaps; 24x7 online expert mentoring services; and featured topic spotlights, refreshed regularly, to provide an in-depth focus on particular topical areas.

Note: KnowledgeCenters is an optional SkillPort feature and may not be available on your system.

### Practice Labs



Practice Labs are designed to help you practice and assess your current skill levels and maintain ongoing expertise. Each lab comprises an expert introduction followed by a number of related coding simulations and exercises.



### Project Center



Use a hosted IDE or Microsoft Visual Studio to build a robust business application by completing a series of coding projects. SkillSoft's innovative code judging application will evaluate your solutions, provide targeted feedback, and pinpoint helpful reference materials.



### KnowledgeCenters Learning Events

- **Books24x7 Access**
  - Find Books – Search the Books24x7 library of on-line books for materials that will help you understand your selected topic. Browse Books – View all the references in Books24x7 that apply to the KnowledgeCenter.
  - Selected books – Updated on an on-going basis by SkillSoft Subject Matter Experts, this section may feature new books or books related to the Featured Topic.
  - Code Library – Selected references from the SkillSoft InstantCode Series allow you to quickly find reusable code for your own projects.

- **Practice Labs:** Practice Labs contain simulations and exercises intended to enhance your abilities and deepen your understanding of the KnowledgeCenter subject. Expert introductions provide you with insights and key pointers to the core skills practiced in each lab. Following each introduction, working in learning environments that replicate real-world job situations, you'll complete hands-on exercises designed so you can build a rounded aggregation of competencies and skills.
- **Project Center:** SkillSoft's Project Centers comprise a series of hands-on projects designed to encourage the progressive development of practical skills and expertise. This Project Center contains rigorous challenges that have been developed by our experts.
- **Connect with the Experts:** KnowledgeCenters include direct access to SkillSoft's 24x7 Mentors to help you with your learning. Access Mentors from the home page or from within courses in the Learning Roadmaps.

### KnowledgeCenters Features

- **Learning Roadmaps:** SkillSoft's KnowledgeCenter Roadmaps provide the user with different paths, to learn the basics, to enhance your skills, or achieve certification. Select the path you want to take and complete the courses.
- **External Links:** The KnowledgeCenter provides links to relevant external links on the World Wide Web. The KnowledgeCenter includes links to Certification Requirements and other sources of information.

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