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## 1.0 Introduction

There are a lot of things to know about productive e-learning system that makes every little thing possible, promising and rewarding and NetOp Learning Center provides the answer.

**Netop Learning Center (NLC)** supports a commonsensical strategy on e-learning by building communities of practice and support for personal performance within the organization. It is also a Microsoft Certified Online and object based Learning Content Management System which makes things possible and promising for small and big companies, educational institutions and course providers to construct, administrate and moreover provide and offer courses, exams, questionnaires, detailed information and interactive forums to users via the Internet or their own intranet.

Furthermore, NETOP LEARNING CENTER is considered a successful e-learning system since it consists of an integrated **Content Management System (CMS)** and a **Learning Management System (LMS)**, which enables fast and easy knowledge upgrade of managers, employees, students, customers and partners.

NETOP LEARNING CENTER (NLC) provides a well-proven technical solution where it can either be “deployed-in-house”, which means it will run on a server at customer site, or be offered as a so-called ASP-solution (*Application Service Provider*), which means that NETOP LEARNING CENTER is hosted, maintained, error corrected and upgraded from one central location. In that way neither the company nor the users need to install software or servers to use the solution.

From mass to media, NLC still provides the finest networking solution by being **100%** online-based, which means that the company and the users (*with the necessary usernames and passwords*) are able to access the system from any PC with Internet connection. Additionally, NLC is also built in a way that it can be used both as a 100% online course tool and as a presentation tool in classroom education and training sessions.

Due to the CMS-functionality, NETOP LEARNING CENTER can be used as a replacement or a supplement to the company’s existing Intranet or homepage, where the company develops, maintains and administrates content. NETOP LEARNING CENTER can be integrated in the company’s existing system platform, i.e. ERP-system.

Moreover, new innovative features recently improved the system with assets for competence management.

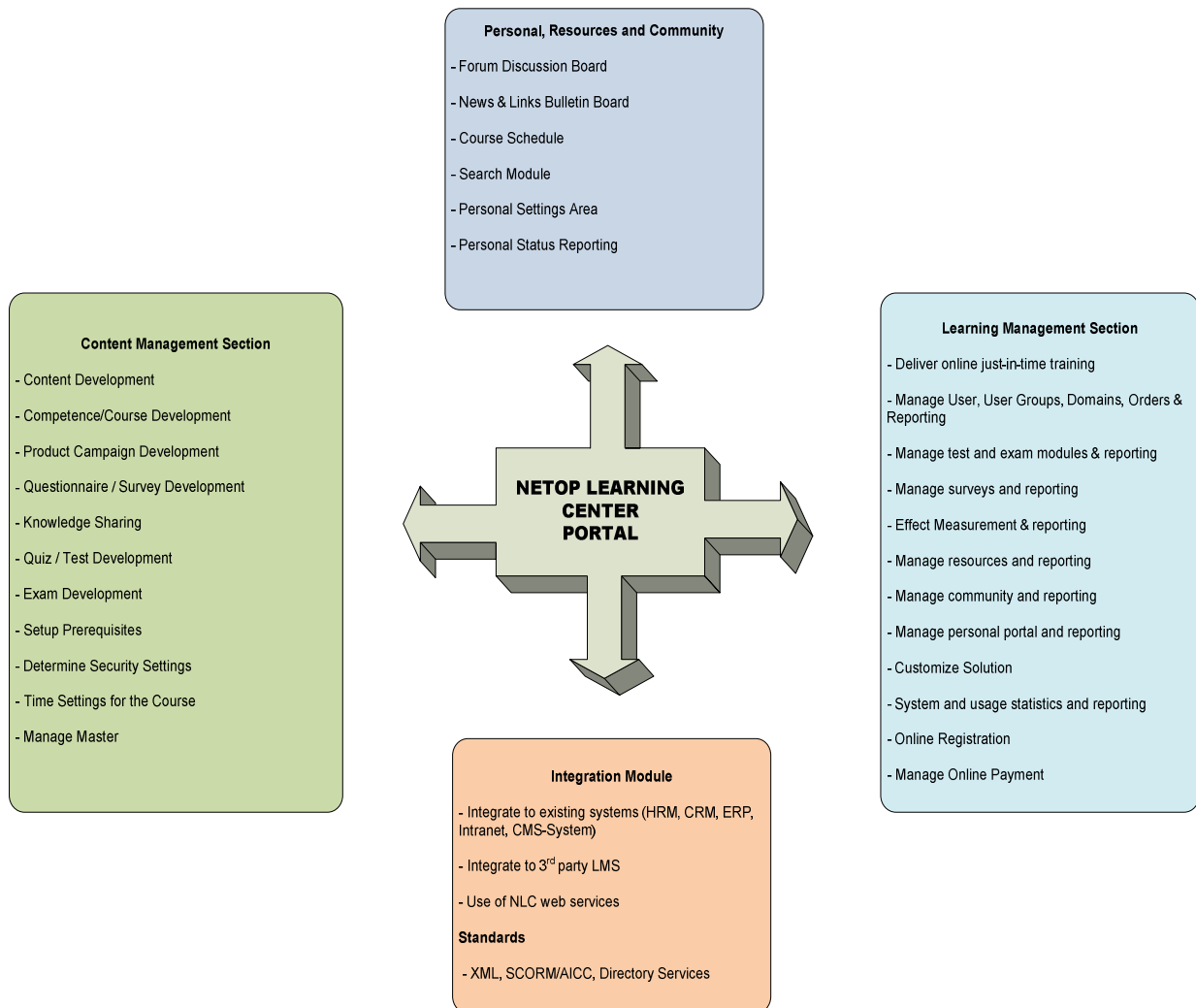
Finally, when it comes to quality of education, NLC helps and support every part of learning from classroom edification to teaching management, psychological growth and intellectual development. That’s why NLC is constructed in a way it should be... for students, professionals... for everybody.

Altogether, NLC provides easy accessible and comprehensive features within **Learning and Content Management** and **Competence Management**. Here’s a quick overview:

- Rapid Content Development tools approachable for novice developers
- Support for Google Analytics
- Support for both online e-learning and print-based content
- Standards-conformant e-learning content
- Multi-language support
- Support for Word and PowerPoint legacy content
- Pioneering Report Generating System
- Interoperability with the other LMS
- Hosted Solution
- Unique Competence Administration Functions and Design
- Knowledge management Capabilities
- Support for geographically dispersed development team
- Turnkey solution including both LCMS and LMS (single source)
- Dynamic pretesting, adaptive learning
- An original component for customers about learning progress, curriculum status and knowledge development in an innovative page called the **360 management system**.

## 2.0 Netop Learning Center Overview

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



## 3.0 Content Management Section

**NetOp Learning Center** has an integrated content management section that will positively apply to all businesses as it creates, edit and manages content consistently. Moreover, NLC continues to solidify its content development with newly shaped features and components structured on industry standard SCORM 2004 Content Aggregation Model. Furthermore, NLC is object-based, and every object is described and “tagged” with meta-data according to the SCORM specifications.

NLC content management system continues to set its collection of specifications and standards adapted from multiple sources to provide a comprehensive suite of e-learning capabilities that enables interoperability, accessibility and reusability of Web-based learning content with the support of SCORM 2004. Find out more about the ideas behind SCORM, please visit [www.adlnet.org](http://www.adlnet.org) for a detailed walkthrough.

Working with **Asset items** accelerates and optimizes the procedures of creating learning content. Additionally, the **Competence Management System** section of NLC (*to be discussed later*) builds upon the concept of Asset Items.

### 3.1 What are Asset Items?

Every little component in learning is crucial and knowing the “Asset items” is one of the important parts in content management.

These asset items or reusable learning objects are small instructional components that can be used to support learning in different environments besides, a small instructional component is a module or a lesson, which teaches a particular concept, fact, procedure, process or principle. There are different environments that imply that an asset it can be used in different **Learning Management Systems (LMS)** or **Learning Content Management Systems (LCMS)**.

What's more, Asset Items are also digitally tagged with XML Meta data based on a set of international standards and specification guidelines. These Meta tags enable a search mechanism to locate the object when users search the repository.

### 3.2 Rationale of Asset Items

- **Flexibility:** If material has been designed to be used in multiple contexts, it can be reused much more easily than material that has to be rewritten for each new context. It is much harder to uncouple an object from the context of its parent course and then recontextualize it than it is to contextualize as part of design and development.
- **Ease of Updates:** Metadata tags facilitate rapid updating, searching, and management of content by filtering and selecting only the relevant content for a given purpose which is definitely good and needed in an e-learning system.

- **Customization:** When individual or organizational needs require customization of content, the asset items approach facilitates a just-in-time approach to customization. Modular asset items maximize the potential of software that personalizes content by permitting the delivery and recombination of material at the level of granularity desired.
- **Interoperability:** NLC has the ability to interact and work with other systems and groups. The object approach allows organizations to set specifications regarding the design, development, and presentation of asset items based on organizational needs, while retaining interoperability with other learning systems and contexts.
- **Increased Value of Content:** From a business standpoint, the value of content is increased every time it is reused. Why? Because this is reflected not only in the costs saved by avoiding new design and development time, but also in the possibility of selling content objects or providing them to partners in more than one context.

### 3.3 NetOp Learning Center Asset Items

Netop Solutions has designed NETOP LEARNING CENTER in a way that enables an Object based approach to Content creation and every Content object is created with a Meta data tag according to SCORM 2004 standard. The assets in NLC are all updateable and reusable and are placed in a repository also called “*The Asset Administration Browser*”. Anyhow, the asset administrator browser is available at all times to *Content Editors* and *Administrators*.

Moreover, the NETOP LEARNING CENTER Content Management section consists of 7 integrated modules and each module builds on asset items:

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

#### 3.3.1 Content Asset Development

The content module is the heart and foundation stone of NLC as it allows the administrators to develop and insert context (*media, video, audio, text, etc*) into an educational module. Moreover, it is possible to create any number of folders, pages and slides without limitations in each project, which means that even massive courses can be run via NETOP LEARNING CENTER.

The Content module is NOT just suitable for Course building, but is easily applied in several other ways. A good example is creating Product campaigns or for publishing general content or information.

However, the Content module works with several contents types:

- **Tailor made content:** 3<sup>rd</sup> party tailor made content can be imported in NETOP LEARNING CENTER.
- **Standard content:** 3<sup>rd</sup> party standard content can be imported in NETOP LEARNING CENTER.
- **Home made content:** content can be produced directly in NETOP LEARNING CENTER.

Furthermore, the Content Module consists of 3 sub modules, which can be selected or deselected for each individual course:

### 1. Text Module

- The text element is based on text or html, and is handled in an online Word editor and additionally, large amounts of text can be copied into the Word Editor because it has all necessary functions regarding styles, headings etc. What is more, all kinds of text types can be imported.
- An “*Apply Class*” tool bar in the text editor is available to allow users to define a number of custom classes in the skin.
- Skin mode settings are available in the text editor that will inherit the currently active courses skin (*css file*) so the user can see changes accordingly. Moreover, the list of defined custom classes can be viewed by users under the skin editor.

### 2. Media Module

- It is really amazing how NLC supports more than 69 different Medias and everything from still-pictures to audio to interactive shockwave movies (*including .wmv and .wma files which are also used in Microsoft Producer*).
- NetOp Learning Center automatically converts the respective media, so the Content Editor is able to produce the media in the format wanted, without thinking about how to convert it to NetOp Learning Center.

### 3. SCORM Package

- A SCORM SCO container will enable Administrator to import of a SCORM package into a course. In NetOp Learning Center, Administrator can import SCORM packages only from the *Import a SCORM package* window.
- SCORM packages can be integrating or non-integrating.
- New gateway is used in SCORM API.
- SCORM import assistant is available for removing comments when uploading SCORM packages.
- When user is using SCORM import, text and exam can be saved as question slide instead of assessment slides.

#### 3.3.2 Question and Survey Asset Development

The second asset development in NLC is the *Question and Survey Asset Development tool* that can support content editors to establish evaluation forms with unlimited kinds of questions and feedbacks. Examples of these asset are *“ratings from 1-10, yes/no questions and essay questions”*. Moreover, survey asset tool is ideal for building and publishing course evaluations and or market survey forms. It is possible to define different question settings in the “Survey Tool” applying these following options:

- A question can be set as required before submitting of the survey is possible
- A question can be set as depended on the answer of another question. A good example is *“if yes, the new questions appear, if no, nothing happens”*.
- Different kind of statistical reports can be created; here it is also possible to make cross-references between questions.

Furthermore it is possible to extract evaluation as e.g. CSV or XML file in order to use this data in 3rd party software.

Another good factor is the **“Test Module”** as it can be used to complete a number of different tests plus the administrator can choose either to create the test with instant feedback (*correct/incorrect*) or as a test where feedback is given at the end of the test when submitted.

**Additionally, Test/Quiz development supports 5 different question types:**

1. Multiple Choice including “True or False”
2. Multiple Answers
3. Fill in the Blank
4. Point and Click
5. Essay

Unlike any other systems, NLC can integrate other question types (*e.g.: Drag and Drop*) and have the system deliver the test results to the database for the specific user in just a snap of fingers. Additionally, it is also possible to design the tests in category groups with these question types so that once it was answered, it would give access to different kinds of

information or new tests according to the score the users have achieved. And this is a good reason for the content editor to possibly develop individualized content sessions for the users. Moreover, the module provides the Administrator and the Course Editor with the possibility of establishing the different test supplemented with media and text elements. The Administrator has the possibility to drill-down and see how many Users have taken the test, which answers were given and how much time was spent on individual questions.

### **What is the difference between the Exam module and test module?**

In NLC, the difference between the Test and the Exam module is the conditions under which exams are taken. It is possible to set a specific date for the exam, to set time limits for the exam period, to set how many times an exam can be taken, set a mastery score for passed and failed and finally to get a diploma via print or e-mail for successful (or failed) performance. In addition, the Exam module is an expanded Test module, where the question types however are the same as in the Test module.

### **3.3.3 Community Asset Development**

NetOp Learning Center provides community asset modules and communication section that consists of 19 sub modules, which can be selected or deselected for each individual course. Moreover, these sub modules plays a very vital role in NLC for administrators as it controls the major assets needed by the managers and the users.

- Ask Instructor Control
- Assignment Management Module
- Calendar Control
- Certificate Manager Module
- Chat Control
- Conference Forum
- NLC Authentication Ticket External Website Launcher
- Dictionary Control
- Download Control
- Enrollment Module
- Frequently Ask Question (FAQ) Control
- Forum Control
- Link Control
- My Documents Editor
- News Control
- Newsletter Control
- Online List Control
- Report Module
- Subscription Manager

## 1. Ask Instructor

- The users don't need to approach the instructor to ask questions because with this module it is possible to have a dialog between the user and the instructor. The instructor can insert the questions into an FAQ so the question and answer is made public for all users.
- The Community modules have a variety of extra features, which means that it is possible to deploy the default settings or to select some of the extended features according to the plans for the course.

## 2. Assignment Management Module

- Notebooks are possibly not required in NLC as it provides an "Assignment Management Module" for the course. Moreover, instructors will create assignments that they can assign to students and therefore, students can submit their completed answers and receive an evaluation from their instructors.

## 3. Calendar Control

- The Calendar control module is a personal calendar for users. Apart from the users, the Administrator can book activities in the calendar; a good example is the "*date and time for exam*". Also it is possible to insert relevant comments to activities, appointments or meetings. Each new appointment or activity triggers an e-mail to the users personal e-mail address. Moreover, "**Course Registration Reminders**" can be displayed as well; this requires a registration form asset to be part of the course.

## 4. Chat Control

- NLC provides an asset that adds a chat function to the course. The chat module is not just having a conversation with the users and course editors but it is also a discussion in real-time about cases and scenarios and moreover it is also possible to see the users who are online at the moment.

## 5. Certificate Manager Module

- NLC provides an asset that will manage the users' certificates online. The Certificate Manager module enables managers to view and if enabled, editing exam and course completion certificate records.

## 6. Conference Forum

- The Conference Forum module enables exchanging written information and options with other users. Conference forum module can contain multiple forum categories that each covers a theme category.
- Moreover, this asset includes an audit system to log the usage of the forum by course users

## 7. NLC Authentication Ticket External Website Launcher

- **What is an authentication ticket?**

This module launches external web resources from the NetOp Learning Center platform. The specified URL is launched with any added URL query string parameters. The parameters that the users can add to the URL are:

- **Authentication Ticket:** Current user's authentication ticket (36 character ticket that can be used against NLC authentication Web Service to validate a user.)
- **Course ID:** The users' currently active course ID
- **Start Slide ID:** The log entry ID of the current slide.

## 8. Dictionary Control

- A so-called modern dictionary is also supported by NLC which is called the "Dictionary Module".
- The Dictionary module is a sharable dictionary database, which enables creation of a reference dictionary of word or phrases with a description, an image and a sound file for hearing the word or phrase pronounced. From here, users can search for words that have been added to the list of dictionary words in Dictionary Administration.

## 9. Download Control

- The Download module tool is one of the finest elements in community asset module where the Administrator and the Course Editor can share files with the User and provides the users to download materials provided by the course administrator. Additionally, the download module is an efficient tool in situations where two or more course administrators have to work together on developing a course. Also, similar synergies can be found when users have to interact either with other users with the course administrator.

## 10. Enrollment Module

- The Enrollment module asset enables enrolling users and groups in courses and adds a page where the user can enroll users and group to courses.

## 11. Frequently Ask Question (FAQ) Control

- On all pages in the content section there is an icon placed in the top right corner of the page, where users are able to post questions, bring up new ideas, give feedback on the course quality etc.
- All questions and comments are gathered in a FAQ Control module, where the user can see other users' questions, answers and comments. Moreover, the function is a "one-to-many" question and answer tool. It is possible for the Administrator to comment, answer and delete questions.

## 12. Forum Control

- The Forum module is not just an ordinary meeting place for discussion and conversation. In NLC, the forum module is a threaded discussion forum, where it is possible to establish an unlimited number of forums, and where it is possible to discuss cases, test and etc., in a closed environment for all users or in various user groups.
- Furthermore, it is also possible to attach files and to see statistics on each discussion forum and as well possible for the Administrator to delete forums and input.

## 13. Link Control

- The Links Control module enables the administrators to create a shareable database of relevant links including descriptions to external websites. Furthermore, these links are external website links and are not links to slides or courses in NLC.

## 14. My Documents Editor

- In NLC, it is definitely possible to share the documents with other Users like working in a group or on a joint project. That's why "My Documents Editor" module works as a personal workplace where the users can write and leave their own documents or add attachments.
- With "My Documents Editor asset", users can create and maintain, send and share documents allowing other users to view their documents.
- Furthermore, In My Documents Editor assets, status listing in admin page size was increased to 15 items per page.

## 15. Newsletter Control

- Newsletter Control can be viewed or shared in a specified domain so that users can view the up to date news about the current events within NLC and subscribe to it. Furthermore, administrators may also see all the subscribers who subscribe on a specified newsletter.

## 16. Online List Control

- The online list control asset gives the user the possibility of viewing users who are currently online.
- Moreover, this asset displays a list of online users where the course administrator or the instructor can send messages to anyone in the list or the selected users. Furthermore, a printable version of the list is also available.

## 17. Report Module

- Report Module is a big help and support for course administrators when generating or downloading several types of reports from *Course Reports, Survey Reports, Domain Reports, Managed Users, etc.*

### 18. Subscription Manager

- **NLC** provides the “Subscription Manager Asset” that displays a list of courses where the user is currently enrolled or logged in.

### 19. News Control

- In this case, there’s no need for bulletin boards and informative newspapers and announcements because NLC provides the “**News Module**” where it is possible for the users to view relevant notes of news, course changes or other relevant information, which administrators or managers have posted. Furthermore, the news module consists of news channels where the users can subscribe to and get the latest news for each news channel.
- Moreover, users are allowed to create and edit news item in client view by enabling the options in the News Control Editor. Additionally, an option box in the News Asset Editor enables the administrators to create or edit news item in client view.

### 3.3.4 Personalize Asset Development

The fourth asset development in NLC provides support for administrators about the, managers’ and users’ personal and property settings and control.

NetOp Learning Center Personalize Asset development modules section consists of 8 sub-modules, which can be selected for each individual course.

- My Profile Module
- My Courses Control
- My Info Control
- Online Message System
- User Profile Module
- User Profile Manager
- Competence Admin Viewer
- Competence Client Viewer

## 1. My Profile Module

- In the Personal settings module it is possible for each user to set and change personal settings such as password, personal information, picture, CV etc. However, this asset displays a list of courses where the user is currently enrolled in.
- The best part in “My Profile Module module” is that users can view and scrutinize their statistics and progress in each course like *how many hits on specified pages*.

## 2. My Courses Control

- To keep each user informed and up to date about their curriculum or courses, “**My Courses Control**” helps the individual to get an overview of the courses they have signed up for and moreover, this makes it easier to change between the different courses and see the progress made in each course.

## 3. My Info Control

- “**My Info**” module is helpful in a way that can trace how many times the user has logged in to the system, and if there are any internal messages for the user which is also positively brilliant especially for managers – and instructors who are tracking down the users.

## 4. Online Message System

- Online message System asset gives the user the possibility of sending messages or e-mails to other users, and to get relevant information about other users on the same course.

## 5. User Profile Module

- User Profile module provides an overview of each users’ statistics. Users can track basic info about user and course enrollments. The user will be able to track exam and test scores and overall progress in the individual courses. What’s more, with this module it is possible for each user to set and change personal settings such as password, personal information, picture, curriculum vitae and etc.

## 6. User Profile Module

- NLC productively provides the “User Profile Module” for users on updating their profile. Users are able to set up or modify their account and personal settings such as *password, personal information, picture, curriculum vitae, etc*, and moreover control their courses and see their performance in each course which is totally a big help for all users and as well as the managers and instructors.
- Furthermore, if the course editor has prepared off-line media access, then course takers can specify a CD-ROM drive as the location of the media files. By doing this, course takers execute media files off line from CD-ROM instead of through

the internet. This is an advantage especially if one or more course takers have a slow connection.

## 7. Competence Admin Viewer

- It is really helpful and accommodating for administrators on keeping the users' competence components and settings up to date and assuring that every competence administration part is present in every domain. That's why NLC provides the Competence Admin viewer that allows the administrators to view and scrutinize the users' active competence administration in each domain or specified domain.

## 8. Competence Client Viewer

- Competence Client Viewer asset is the user's active competence profile. Moreover, it shows the status of the specified user from the course. Also, it shows the business objectives, curriculum vitae, 360 degrees feedback questions and other related information in the competence. Users are able to view their competence profile and other related information in the competence.

### 3.3.5 Menu and Navigation Asset Development

The fifth major asset development in NLC is the Menu and Navigation. NLC Menu and Navigation asset development modules section consists of 10 sub-modules, which can be selected for each individual course.

- **Custom Page Header**
- **Fold Out Menu**
- **Header Control**
- **Image Map**
- **Index**
- **Menu Control**
- **Navigator Control**
- **Quickjump Control**
- **Search Control**
- **Tool Panel Control**

#### 1. Custom Page Header

- In this case, administrators can control and specify the contents of the menu (from a course folder) and the dimensions of the menu and the icons to be used. Furthermore, this asset also adds a customizable foldout menu to the course.

#### 2. Fold Out Menu Module

- NLC provides the "Fold Out Menu" module where administrators can organize and customize all the contents of the menu (from a course folder), the dimensions of the menu.

#### 3. Header Control

- The Header Control module is the same as custom page header module but this module is non customizable and the horizontal bars are non-editable, informative and interactive elements.

#### **4. Image Map**

- Image Map Module allows the administrator to upload an image file and place hotspots on specific areas of the image. The good part about the Image Map asset is that a hotspot allows the user to interact with the image by clicking the hotspot. Moreover, hotspots can be sized and shaped to cover a specific area of the image.

#### **5. Index Module**

- Index module creates an index of course items. The list consists of either an alphabetized list of course items, or a list of course items with corresponding item score or item lesson status.
- Furthermore, in the Indexer Asset Editor, a checkbox option is available for the user to disable or enable showing of icon in the client view. An advanced editor is also available for the user to select which editor should be used.

#### **6. Menu Control**

- NLC allows the administrators to manage and control all the assets and expanding course table contents in the menu.

#### **7. Navigator Control**

- The Navigator control asset creates a navigation menu. The menu consist of all slides in a folder, course or custom collection.

#### **8. Quick Jump Navigator**

- Quick Jump Navigator asset adds a menu of the slides in the course so users can then jump to any slide. Moreover, administrators have the option of displaying all slides or only selected slides in the course.

#### **9. Search Control**

- The Search Asset control creates a search function for the course. In this module, Users can search for other users in the course, download items and course content. The administrator determines for each course, which criteria can be used for searching and what information should be available.

## 10. Tool Panel Control

- This module adds a tool panel control to a course. Administrators can select what buttons to display and moreover customize each one. There is a default set of buttons and one custom button which user can set the action for using Java Script.

### 3.3.6 Administrative Asset Development

Administrative Asset Development is the module where administrators are allowed and able to modify and control settings for the managers and users. This module section consists of 5 sub-modules, which can be selected for each individual course:

- NLC Login Control
- End Course Module
- Forgot my Password Module
- Offline Activity Control
- Registration Formular Module

#### 1. NLC Login Control

- The NLC Login Control module is used as a login portal for a course. Moreover, this asset has its settings for creating the required data and elements for the assets to inform users how to productively log-in to the course.
- Furthermore, administrators can create a title and description for this asset to inform users how to log-in to the course. Users will be notified if they have successfully logged in or if an error has occurred.

#### 2. End Course Module

- End Course asset is used on the last content slide of a course and allows users to submit the course as completed including all the assessment slides in the course. However, administrators may also customize what the asset will do when a user clicks the submit button.

#### 3. Forgot My Password Module

- Forgot my password module adds a page in the course where users can retrieve their password and moreover, the password will be emailed to the user or send through SMS or text messaging.

#### 4. Offline Activity Control

- Offline Activity Control asset is used to register any offline (Non-NetOp Learning Center) learning activities like offline courses, offline parts of blended learning courses, conferences, certifications, etc.

- Moreover, the offline activities can be used in the competence mapping modules in the NetOp Learning Center administration.

Furthermore, there are newly shaped and created offline activities on NLC that support the administrators on importing and exporting NLC offline courses:

- **Export Course:** an offline activity that allows the administrators to create an NLC Course package for a specific course. It also supports the administrators on downloading the specific course packages before importing the course in NLC for users.
- **Import Course:** an offline activity that assists the administrators on importing the exported courses in NLC for users.

## 5. Registration Formular

- The normal course enrollment needs an application form on enrolling for a specified course; it can be usually seen on Universities. However, NLC provides a more gratifying way on this e-learning system that easily help the applicants on applying for a specific course. NetOp Learning Center's "**Registration Formular Module**" adds a registration page to the course. Moreover, users can apply for a course or a user group with newly-shaped settings for registration.

### 3.3.7 Layout Asset Development

- NetOp Learning Center Layout Asset Development module sections consist of Skin logo Image module which can be selected for each individual course.
- **Skin Logo Image:** a module that will display a clickable course logo.

### 3.3.8 Extended Options

Managing prerequisites, curriculum and security settings are very important especially for instructors and managers. NLC promises to make every user productive and well-informed with the firm regulations and rules. The following options will help each users and individual to manage e-learning discipline within NLC.

- **Manage Prerequisites**

- One of this is the "Manage Prerequisites" modules where the content in the course can be build so that the User has to complete one level in the course to get access to another level which also means that the User has to complete an exam or test before level 2 is shown. These prerequisite settings are built according to the SCORM 2004 standard.

- **Manage SMS/Text Messaging Service Module**

- One of the innovative features in NLC is the “**SMS/Text Messaging Service Module**” where individuals can send on-line messages as **Short Message Service** (SMS) from Client to Administrator.
- Moreover, this module can also send Administrative messages/emails as SMS text messages.
- What’s more, “**Forgot Password asset**” supports sending of information to mobile phone using mobile numbers via SMS.
- **Course Management**
  - NetOp Learning Center supports **Google Analytics** to show information on how people found out about the site, how they explore it and how the user can enhance their visiting experience.
- **Manage Time Settings**
  - In NLC, it is possible to create an individualized slide show with the support of “**Set Time Settings**” on a slide or a folder in a course. One good example in an online examination scenario which is required with time limits like after 1 minute, the next slide will pop up. This feature is primarily used in connection with Test and Exam situations when the user has a time limit to complete the assignment.
- **Manage Template**
  - The Administrator can easily build new courses based on Template that has been created. Expert users of NetOp Learning Center usually build templates so that administrators have some standards to build courses on. A template could be any folder or slide in NetOp Learning Center.
- **Manage Security Settings**
  - Manage Security Settings is an advanced and much appreciated part in NLC where security and privacy is at hand. In this option, it is possible for the Administrator to design the course for individual users or a group of users or this can be deployed in connection with a course where projects have been assigned to different groups. One good example in a class where several groups are divided for a thesis project where different groups do not have access to see the other group’s material, but they have access to see the course content.

- **Developer Notes**

- Developer notes are very helpful and useful for administrators because the purpose of these notes is to keep the different Administrators posted on the progress of the course building. Moreover, “developer notes” makes it possible for different administrators on the same course to set notes on slides and folders that are being developed.

## 4.0 Learning Management Section

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

NLC Learning Management System contains several comprehensive modules:

### 4.1 Deliver online just-in-time training

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

### 4.2 Manage Users, groups and domains

- NLC lets you create new or update existing users, and to compile reporting based on Users or user groups. On top of that NLC lets you control which content different users are able to see, which means that managers and employees can attend the same course, but see different course material according to the settings the Administrator has set for the course.
- Moreover, it also allows administrators to select manager’s role on the Default Role field. A ‘read only’ per section is available to let the administrator to set an option on this field. For reporting purposes a hire date field is available.

### 4.3 Manage test, quiz and exam modules

- Everything is possible in NLC especially when it comes to managing curriculum and education aspects and with NLC, it is possible to set up conditions for Users’ access to the various modules, and to track and compile reporting on performance based on test, quiz and exams. Moreover, different kinds of statistic reports can be extracted and different levels of statistics can be applied:
  - The **Individual User** is the lowest level
  - A **group of users** are in the medium level
  - **All Users** are in the highest level

- Furthermore, the reports can be viewed either in the graphics and layout settings provided in NETOP LEARNING CENTER or it is possible to download the reports through XML or CSV (Excel) for further manipulation.

#### 4.4 Manage Surveys

- With NLC, it is definitely possible to deliver, track and compile reporting based in survey statistics and additionally publish employee, customer and market surveys.

#### 4.5 Effect Measurement

- It is also possible in NLC to manage and analyze pre & post course activity effect on competence level, and compile recommended actions based on Competence reporting. Moreover, you may pull out reports in Excel or other file formats like CSV and XML.

#### 4.6 Manage Resources

- In NLC, It is possible to manage, schedule and deliver resources (Frequently Asked Questions, download, links and dictionary).

#### 4.7 Manage Navigation

- In the Asset Administration, it is possible on the master pages and asset selector from the slide editor along with the download selector for the download asset to an asynchronous type.
- Moreover, users can navigate faster by using the tree view.

#### 4.8 Manage Community

- In NLC, It is possible to manage, enroll, and deliver community activities (News Channels, Calendar, Forums, Chat, and Ask instructor).

#### 4.9 Manage Personal Modules

- As a highly rated specialty in NLC, it is possible to determine a range of possibilities for the personalization of the portal for each individual user. It is important to personalize the courses so that the individual User feels that the learning content is relevant.

## 4.10 Customize Solution

- NLC provides customization and personalization design, layout and branding for employees, organizations or external customers.
- NLC has a layout module that provides the opportunity for the course Administrator to define basic layout for each individual course. Additionally, layout module has 5 main sections:
  - a. **Layout:** A feature where the Administrator can define the layout of all elements in the course, (*example: the menu, types of text, background colors etc.*) and thereby adjust the layout to the existing graphic profile of the company.
  - b. **Fixed pages:** One of the finest features where the Administrator can choose between 14 standard pages to be used as front page (*Example: search page etc.*) when establishing a new course.
  - c. **Static graphic elements:** An element where the Administrator can change logo and the icons, which are used in each course.
  - d. **Frames for the Course module:** An element where the Administrator can establish and administrate the frames that are used when establishing a page in the course section.
  - e. **Frames for the Test module:** An element where the Administrator can establish and administrate the frames that are used in the Test/Exam module.

## 4.11 System and Usage Statistics

- It is possible to manage and compile reporting based on system and usage statistics. All pages and navigation in NetOp Learning Center are logged and registered in the central database. This means that it is possible to draw statistics both on generic level (*a course, or a section of a course*) and on an individual level (*a user*).
  - **The system contains 4 main log-systems:**
    - **Login field:** a log system which registers each time a user logs in and out of NetOp Learning Center. Relevant data can also be found about users pc-settings such as browser version, control system, screen resolution and IP-address. Furthermore, the number of times and specific time the user logs in and out are registered.
    - **Course Log:** a log system which registers each time a link is clicked in the course module. Also data about when, for how long

and what pages the user are viewing. The course log is used to generate statistics to administrators or users for the course in general.

- **Test/Exam Log:** registers everything that is going on in the test and exam modules i.e. what questions are answered, how long time it takes, what is answered, the score of the answers etc.
- **Log-systems for each module:** which covers the rest of the modules, and which provide the course admin and administrator with detailed statistics of all relevant issue.

## 4.12 Online Payment

- The Payment module provides the possibility of demanding online payment or payment by invoice for one or more courses. It is possible to integrate this module to other systems in the organization i.e. course administration system or Enterprise Resource Planning (ERP) system.

## 4.13 Online Registration Form

- It is possible to set up a course catalogue where interested users can decide which courses they want to sign up for. This makes it possible for users to sign up for courses themselves instead of having administrative personnel completing this task. As well, the Users should complete the user or group registration by themselves.

# 5.0 Competence Management System

Netop Learning Center **Competence Management System (COMS)** is a web based process of determining what is required to meet organizational objectives, determining what competences the organization has, and developing strategies for either recruiting or internal development of the required competence levels. In addition, it enables an organization and each of its members to monitor and interactively manage competence and career development with ease, flexibility and customization of NLC.

The **Competence Management Dashboard** and the **360 degrees feedback** is the answer to make another move for a better learning and managing scheme that gives more rewarding outcome for students, employees, qualified individuals and professionals.

- Unique Competence Administration Functions and Design
- Knowledge management Capabilities
- An original component for customers about learning progress, curriculum status and knowledge development in an innovative page called the **360 degrees management system**.

### How does COMS work?

**COMS** can specify a wide range of personal information and settings in a comprehensible way. COMS provides an extensive variety of competence management components, like competence configuration settings, comprehensible curriculum plan and a useful reporting system.

### Benefits from COMS

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

## 5.1 The Competence Management Dashboard

The **Competence Management Dashboard** is new, original and ground-breaking part of the Competence Management System that represents all the detailed information needed by the customer from course or program planning to managing the curriculum status that include several web parts that are critically needed by the customer.

### The importance of the Competence Management Dashboard

A bulletin board is a place where people can leave public messages to announce events or provide important information that will keep each individual informed and reminded. However, Bulletin boards are also placed on the computer or within the computer system where people can leave and erase messages to keep the people be evocative about the important things to be informed, notified and bring up to date.

**Competence Dashboard** has the answer since it plays as the detailed and informative bulletin board within the competence management system.

Competence Management Dashboard is a pioneering component in CMS that is composed of web parts that functions within the Competence Administration including the competence settings.

- **The Competence Custom text Web** part displays the competence settings and important information that should be viewed in the dashboard.
- **Curriculum Vitae Web Part** provides details about the academic completion and accomplishments in the curriculum.
- **Business Objectives Web Part** is about the business purposes and goals that will be applied in the Job Profile and Competence Profile Management.
- **Default Text Web Part** functions resembling the competence custom text web part. Conversely, default text web part could only be edited and modified in the competence configuration settings
- **The 360 Web part** is a newly developed part of COMS about the "**Feedback Rating Scheme**". It also specifies the evaluation and all survey information about

assignments and review status that includes their performance and accomplishments.

- **Curriculum Plan Web Part** visualizes the active profile and curriculum status.
- **Reminder Web Part** displays the personal reminders list that was principally shown in the “My Managed Users” at the Competence Profile Administration.
- **Competence Gap Chart Web Part** is the graphical representation of the performance review according to the curriculum plan with comparison on its components.
- **Competence Management (Start Page Link) Web Part** represents the main competence administration page that controls several key elements and components for the administrator and some for the managers.
- **Tasks Web Part** specifies all the duties by the user in a list view.
- **My 360 Feedback Report Web part** the overview and list of feedback questions created in the 360 feedback admin page.
- **Competence Profile Administration Web part** displays all the active and inactive users in a specified domain. Moreover, this page allows the manager and the administrator to control the users’ competence profile and their status comprising sending email to the users and viewing their competence profile history.

The Competence Dashboard web parts can only be viewed as it stands as the front page or the bulletin of Competence Management System. Furthermore, “**Tasks Web Part**” and the “**Competence Custom text Web Part**” are the only web parts in dashboard that can be modified.

However, the “**Competence Administration**” is the main administration page for managing the curriculum and as a web part in the Competence Dashboard, it is now a shortcut bulletin board embodied with several key elements to create an active competence profile.

Competence Administration contains several required elements which is very valuable and crucial for the competence management system:

- **Competence Profile Administration** shows the individual’s Competence Profile that includes managing the users’ profile.
- **Competence Profiles Excel Report** is the creation of the profile report and importing Competence Profiles Report in an Excel format.
- **My Active Profile** is a competence administration element about the User’s Active competence profile.

- **Advance Competence Search** allows the individual to search for other users by Competence Profile and User criteria.
- **Competence Catalogue Admin** shows competence skills that are required for the job.
- **Taxonomy Admin** is the creation and classification of different objectives and skills that a company sets for employees (learning objectives).
- **Job Profile Catalogue Admin** represents each job profile that will specify the Competences that are required and completed related resources to be qualified for the job.
- **Curriculum Template Plan Administration** is the creation of the Curriculum Plan templates that facilitate learning plans structuring in with new features and interesting curriculum elements.
- **Business Objectives Administration** is the creation of the business objectives that will facilitate careers objectives structure.
- **Curriculum Vitae Administration** is the creation of the curriculum vitae with new features and elements for the curriculum vitae.
- **Organization Explorer** is an administrator view about the relationship and connection of the user and the manager.
- **Competence Configuration Settings** facilitates the administrators to specify a wide range of competence management settings for users and managers.
- **Competence Domain Administration** allows the individual to *edit, add, view* and *delete* domain competences.
- **Interactive Analyzer** facilitates the individual to generate variety of reports and settings of properties to be shown on the reports. It administrates an extensive variety of competence features like the variety of reports to be generated and exported to excel that was shown on the left and within the following Interactive analyzer tabs. The administrator can select the data types, select the report properties and filter competences to organize and manage competence profiles and reports.
- **360 Feedback Administration** represents the individual control and manage the unique 360 feedback template by modifying questionnaires and be displayed as a web part in the competence dashboard.

Moreover, the “**Competence Configuration Settings**” is the heart of COMS as it defines all the configuration settings that will function and be displayed within the competence including the competence dashboard. Additionally, new assets are implemented within the competence configuration settings for COMS including:

- Comprehensible competence configuration settings outlook

- Systematized competence configuration tab strips
- Superior competence features and settings like the Dashboard Settings
- Standardized sorting element

## 5.2 The 360 Feedback

Competence Management System is not considered complete without certain important elements. The original and ground-breaking 360 degrees feedback system will provide the right substance for a perfect e-learning scheme.

The 360 degrees feedback system gives people more complete view of performance than they previously had and identifies their key development areas. Moreover, individuals get a broader perspective of how they are perceived by others and it also increases awareness by senior management that they also have development needs. Furthermore, reviewers may also have concerns about issues like confidentiality of reviews or how the completed reviews will be used in the organization and what sort of follow up they can expect.

Communication and support provided throughout the project must take this into account if the programme is to provide maximum value for the individuals and the organization using 360 feedbacks.

### What is 360 Feedback?

360 degree feedback is also known as “multi-rater feedback”, “multisource feedback, or “multisource assessment”, however, it is also called an employee and customer development feedback that comes from all around the employee and customers. “**360**” refers to the 360 degrees in a circle. The feedback would come from subordinates, peers, and managers in the organizational hierarchy, as well as self-assessment, and in some cases external sources such as customers and suppliers or other interested stakeholders. It may be contrasted with upward feedback, where managers are given feedback by their direct reports, or a traditional performance appraisal, where the employees are most often reviewed only by their manager.

The results form 360-degree feedbacks that are often used by the person receiving the feedback to plan their training and development.

### The advantages of 360 Feedback

- Individuals get a broader perspective of how they are perceived by others than previously possible.
- Increases awareness of and relevance of competencies.
- Increases awareness by senior management that they have development needs too.
- More reliable feedback to senior managers about their performance.
- Gaining acceptance of the principle of multiple stakeholders as a measure of performance.
- Encouraging more open feedback – new insights.
- Reinforces the desired competencies of the business.

- Provides a clearer picture to senior management of individual's real worth.
- Clarifies critical performance aspects to employees.
- Opens up feedback and gives people a more rounded view of performance than they had previously.
- Identifies key development areas for the individual, a department and the organization as a whole.
- Identifies strengths that can be used to the best advantage of the business.
- A rounded view of the individual's/team's/organization's performance and what the strengths and weaknesses are.
- Raises the self-awareness of people managers of how they personally impact upon others- positively and negatively.
- Supports a climate of continuous improvement.
- Starting to improve the climate/morale, as measured through the survey.
- Focuses agenda for development. Forces line managers to discuss development issues.
- Perception of feedback as more valid and objective, leading to acceptance of results and actions required.
- Gaps are identified in one's self-perception of the manager, peer or direct reports.

**Moreover, newly-shaped features and advantages 360 feedback provide:**

- **Generating Reports**
  - 360° has overall **Tabular Report** that shows the rating of each respondent to a question for an individual, an **Overall Tabular Summary Report** that shows the average ratings of the respondents and average ratings of oneself. It also shows the gap between the average ratings of the respondents and average rating of oneself and **Spider Chart** which is the graphical representation of all reports.
- **Streamlined, automated evaluation process**
  - With 360, the entire feedback process is automated which means the development of 360 is productively programmed.
- **Complete control over the entire feedback process**
  - In this scenario, NLC give users the flexibility and options to conduct their 360 feedback the way they want to according on their own schedule.
- **Adding participants**
  - NLC developed 360 in a sensible and rational manner where Administrator and Manager can add participants one at a time.
- **Adding/Selecting respondents**

- 360° allows administrators to select respondents for each participant.
- **Customize survey content**
  - An Administrator role can add their own categories and items to the survey, and can create different versions of the 360 feedback that can be used for different groups of participants (e.g. different levels, functions or clients).
- **Monitoring Progress**
  - In 360, Administrator and Managers can monitor the progress of participants and respondents to make sure they are getting their tasks completed on time.
- **Unlimited number of different survey templates**
  - Administrator can create as many different templates of the 360 feedback survey and once these administrators have created a template, they can use it all over again.
- **Customizable question format & rating labels**
  - Administrators can change the rating labels, or use a different question formats.
- **Improved Feedback From More Sources**
  - “360 Feedback” provides well-rounded feedback from peers, reporting staff, coworkers, and supervisors. This can be a definite improvement over feedback from a single individual, such as the boss. 360 Feedback can also save managers time in that they can spend less time and energy providing feedback as more people are involved in the process. The perception of peers or coworkers is important in helping individuals understand how other employees view their work.
- **Team Development**
  - 360 also helps team members learn to work more effectively together. (*Teams generally know more about how team members are performing than their supervisors’ do*). Multi-rater feedback can help make team members more accountable to each other as they understand that they will be asked to provide input on each others’ performance. A well-planned process,

therefore, can dramatically improve communication and team development.

- **Personal and Organizational Performance Development**

- “360 Feedback” is one of the best methods for understanding personal and organizational developmental needs. It is used extensively in modern organizations to provide targeted development input to key individuals and has been acknowledged as providing excellent value for money.

- **Responsibility for Career Development**

- For many reasons, organizations are no longer responsible for developing the careers of their employees, if they ever were. Multi-rater feedback can provide excellent information to an individual about what she needs to do to enhance her career.

- **More accurate, more reflective, and more validating than prior feedback from the supervisor alone**

- “360 feedback” also helps and makes the information more useful for both career and personal development.

- **Reduced Discrimination Risk**

- When feedback comes from a number of individuals in various job functions, discrimination because of race, age, gender, and so on, is intelligently reduced.

- **Improved Customer Service**

- Especially in feedback processes that involve the internal or external customer, each person receives valuable feedback about the quality of their product or service. Moreover, this feedback should enable the individual to improve the quality, reliability, promptness and comprehensiveness of their relationship and service levels – which is of enormous benefit to both customer and organization.

- **Training Needs Assessment**

- Also, this type of feedback provides comprehensive information about organization training needs and thus allows planning for classes, cross-functional responsibilities, and cross-training.

### **Strategic Data**

While the value of 360-degree feedback is often seen in terms of individual, aggregate reporting all recipients' results can provide valuable data for the organization as a whole. It enables leaders to:

- Take advantage of under-utilized personnel strengths to increase productivity.
- Avoid the trap of counting on skills that may be weak in the organization.
- Apply human assets data to the valuation of the organization.
- Make succession planning more accurate.
- Design more efficient coaching and training initiatives.
- Support the organization in marketing the skills of its members.

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

- Return on investment, for the time and energy required, is perceived to be minimal.
- Transparent feedback can be adversely affected by emotions and ongoing peer conflicts.
- Appraisals are not ready for honest and open feedback.
- Some cultures rigidly avoid passing negative feedback, or information, to superiors or elders.

The concept of 360 feedback will enable leaders to take advantage of under-utilized personnel strengths to increase productivity, avoid the trap of counting on skills that may be weak in the organization, apply human assets data to the valuation of the organization, make succession planning more accurate, design more efficient coaching and training initiatives and support the organization in marketing the skills of its members.