ONERESPONDER

User Reference Guide:

Curriculum Delivery

Management

oneresponder.net

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Glossary

Acronyms

- SME = Subject Matter Expert
- EMI = Emergency Management Institute
- TEEX = Texas A&M Engineering Extension Service
- NWCG = National Wildfire Coordinating Group

Curriculum Delivery Management

Introduction

OneResponder offers the ability for organizations to manage their curriculum deliveries within the OneResponder system. This allows organization administrators to schedule training courses, update their student, instructor, and SME attendees, provide supporting documentation, and credit the training toward the record of those student attendees who passed the course upon its completion. It also allows individual responders to accept invitations to scheduled courses and view course information for their upcoming courses.

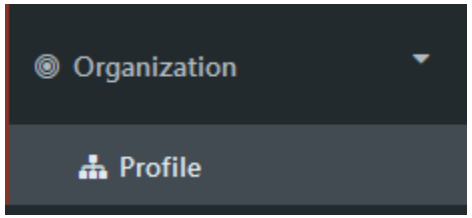
This user guide will demonstrate the various functionalities implemented within both the Organization Manager and the Responder Portal concerning curriculum delivery management.

Organization Manager

Add a Course to Your Organization's Training Catalog

If you have courses that your organization is specifically responsible for developing and delivering, administrators in your organization will be able to add those courses to your organization's course catalog. Once added, you will be able to schedule a curriculum delivery for that course.

1. Log in to Organization Manager.
2. In the dark grey menu on the left side of the page, locate and select Organization to activate the dropdown and view specific pages. From those options, select 'Profile' to navigate to your organization's Organization Profile.



3. Locate the 'Training Courses' menu bar. You can select ^ to expand the grid and view those courses that are currently in your organization's catalog.
4. To add a new training course, select Manage on the far right of the menu to be taken to the 'Manage Training Courses' page, from which you're able to create a new training course.
5. In the top right corner of the page, locate and select + Create. This will open a modal with several fields of input.
    a. The only required fields are the 'Training Course Name' and 'Training Course Code'. The 'Is Active', 'Training Course Description', and 'Years Until Expiration' are optional fields.
        i. The Training Course Code must be unique within your organization.

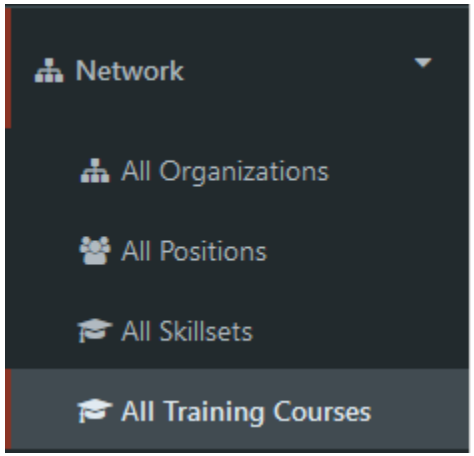
6. Fill out the required fields and select Create to add the course to your organization's training catalog.
    a. Once a course has been created, you will be able to schedule a curriculum schedule for this course.

Schedule a Curriculum Delivery

As an organization manager, you are able to schedule a curriculum delivery for any course to which you have access. This can include not only those courses in your organization's training course, but any course you have access to in your organization's network – including national training providers such as EMI, TEEX, and NWCG.

1. Log in to Organization Manager.
2. In the dark grey menu on the left-hand side of the page, locate and select Network to activate the dropdown and view specific page options. From those options, select 'All Training Courses' to be navigated to a page listing all

training courses in your organization's Network.



a. You can narrow these results by expanding the filters and selecting only those courses in your direct network, such as your organization, your parent organization(s), and any subordinate organization(s) or partner(s) your organization may have.
b. You can view all courses offered by a national training provider by selecting the corresponding organization from the 'Organization' dropdown.
c. You can also utilize the quick search bar to search for a specific course by its name or code.

3. Select to be navigated to the Training Course Details for the selected course.
   a. This page provides an overview of the training course, including any code synonyms used, any equivalent courses, supporting documentation, and any other curriculum deliveries that have been scheduled for the course.
4. Locate the 'Curriculum Schedule' menu bar and select to expand the grid and view all other curriculum deliveries scheduled for the course.
5. To schedule a new course, select Manage on the far-right side of the menu bar to be navigated to a page allowing you to create a new training course.
6. In the top right corner of the page, locate and select + Add Schedule to open a modal containing several fields of information.
   a. Start Date and End Date are required.

b. # Total Seats is required.

c. Time Zone, Start Time, and End Time are optional fields. However, if you select a Time Zone, you must then select a start and end time.

d. Location is optional.

   i. The Location dropdown will display a list of all Facilities created for your organization, as well as a 'Custom' option.

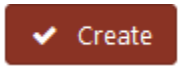
      1. Selecting the 'Custom' option will activate a 'Custom Location' element in the modal, in which you will be required to add the Address, City, State, and Zip Code of the custom location.

      2. Creating a custom location for a curriculum delivery does not add that location to your organization's facilities. It is only created for that specific curriculum delivery.

e. The Features are optional selections, and can

   i. When 'Send Notifications?' is enabled, emails will be sent to all personnel who are Status: Registration Confirmed for the course, reminding them that the course is coming up in 30 days, 15 days, and 7 days.

   ii. 'Send Registration Alerts?,' 'Display on Responder Portal?,' and 'Qualifying PTB?' are features whose functionality will be implemented in a future development cycle.

7. Once all relevant information has been added, select 

at the bottom right of the modal. This will create the curriculum schedule on the 'Manage Curriculum Schedule' page.

   a. If a curriculum delivery has been scheduled to start within two weeks, it's row will be highlighted yellow.

b. If a curriculum delivery has been scheduled to start in more than two weeks, it's row will not be highlighted.

c. A curriculum delivery that is scheduled and is currently in session will have a blue-highlighted row.

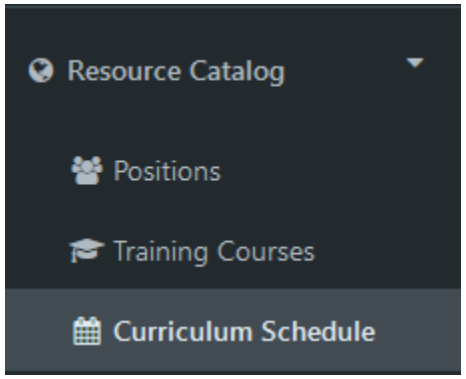
d. If a curriculum delivery has concluded, it's row will be highlighted red.

8. Selecting will navigate you to the corresponding Curriculum Schedule Details page, which contains a list of all information about the course, including its scheduled time and location, student roster, instructor roster, and any supporting documentation or messages that have been sent to course participants.

Manage Curriculum Schedule Details

On the Curriculum Schedule Details page, administrators are able to manage every element of the course in OneResponder, including updating its course information, student and instructor roster, and sending messages to any course participants. This section will demonstrate all actions that can be taken on the Curriculum Schedule Details page.

1. Log in to Organization Manager.
2. In the dark grey menu on the left-hand side of the page, locate and select Resource Catalog to activate the dropdown and view specific page options. From those options, select 'Curriculum Schedule' to be navigated to a page listing all scheduled curriculum deliveries for your organization.



3. Select to be navigated to the corresponding Curriculum Schedule Details page.

Edit Curriculum Schedule Information

The 'General Information' grid displays basic information about the course, including the time and location of its offering.

1. To update any of general information, select Edit on the far right of the General Information grid. This will open a modal containing several fields of input.
2. Locate the appropriate information and update as necessary.
3. Once all changes have been made, select Save in the bottom right of the modal.

Update Curriculum Schedule Settings

Curriculum Schedule Settings include the number of seats available for the course, and the optional features that can be enabled for a curriculum delivery.

1. Locate the 'Curriculum Delivery Settings' and select to expand the grid and view the settings.
    a. The '# Total Seats' is determined at course creation.
    b. The '# Registered Students' and '# Pending Students' are static counts, which are automatically calculated based on the number of registered and pending students. You are unable to change either of these counts.
    c. You are also able to view the features available to the curriculum schedule, and whether or not they

have been enabled for this particular curriculum delivery.

2. To change any information in the settings, select

on the far right of the menu bar. This will open a modal containing editable fields of input.
    a. You are able to update the number of seats available for the curriculum delivery.
        i. NOTE: You are unable to change the number of seats available to be fewer than the number of registered and pending students.
    b. You can also determine which features you would like to enable or disable in this modal.
        i. When 'Send Notifications?' is enabled, emails will be sent to all personnel who are Status: Registration Confirmed for the course, reminding them that the course is coming up in 30 days, 15 days, and 7 days.
        ii. 'Send Registration Alerts?', 'Display on Responder Portal?', and 'Qualifying PTB?' are features whose functionality will be implemented in a future development cycle.
3. Once all changes have been made, select

in the bottom right of the modal.

Update Student Roster

You're able to view all those students who have been administratively added or invited to attend the course, as well as their Registration Status, on the Students grid.

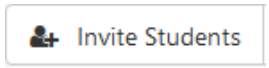
1. Locate the 'Students' grid and select ^ to expand the grid and view all students who have previously been added or invited to the course.
2. If you need to add or invite additional students, select Manage on the far-right of the menu bar. This will take you to a Manage Students page, upon which you're able to administratively add students to the roster, invite students to attend the course, and update student status information.

Add Students

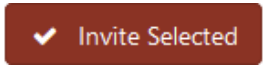
1. To administratively add a student to a course, locate and select Add Students in the top right of the 'Manage Students' page. This will open a modal listing all personnel in your organization.
   a. The list will default to display only Direct Personnel in your organization. You can expand these results by opening the filters and selecting to view additional personnel in your organization's network, such as any auxiliary personnel, personnel in your parent organization(s), and any subordinate organization(s) or partner(s) your organization may have.
2. Locate the appropriate individual and select + Add to the left of their name.
   a. You are able to add multiple personnel at once. If you need to add multiple personnel to this course, repeat Step 2 as many times as appropriate.
3. Once you have selected the appropriate individual(s), select ✔ Add Selected at the bottom right of the modal. This will close the modal and add them to the course.
   a. The individual(s) will receive email notification that they have been added by an administrator to

attend the course, and will be able to view course information in their Responder Portal the next time they log in.

Invite Students

1. To invite a student to attend a course, locate and select 

in the top right of the corner of the 'Manage Students' page. This will open a modal listing all personnel in your organization.
    a. This list will default to display only Direct Personnel in your organization. You can expand these results by opening the filters and selecting to view those additional personnel in your organization's network, such as auxiliary personnel, personnel in your parent organization(s), and any subordinate organization(s) or partner(s) your organization may have.
2. Locate the appropriate individual and select

to the left of their name.
    a. You are able to invite multiple personnel at once. If you need to invite multiple personnel to this course, repeat Step 2 as many times as appropriate.
3. Once you have selected the appropriate individual(s), select 

at the bottom right of the modal. This will close the modal and send an invitation to the individual(s) invited.
    a. The individual(s) will be notified by email that they have been invited to attend the course.
    b. Until the individual accepts their invitation, their Registration Status will display as "Registration Pending."

Cancel Student Registration

In the event you need to cancel a student's registration, you are able to do so by following the steps listed below.

1. On the 'Manage Students' page, locate the appropriate individual. To the left of their name, they will have a

✖ Cancel Registration button – regardless of whether they were administratively added or invited.

2. You will be prompted with a confirmation modal asking you to confirm your cancellation of this individual's registration.

   a. If you select ✔ Yes, that individual's registration will be updated to Registration Status: Registration Cancelled.

      i. The individual will be notified via email that their registration has been cancelled and will no longer be able to view the course details on their Responder Portal.

      ii. Once cancelled, an individual no longer counts toward the total number of seats available for the course.

      Note: Cancelling an individual's registration is an action that cannot be undone, and you will be unable to add them back to the course roster, either by administrative add or by invitation.

   b. If you select ✖ No, no further action will be taken.

Update Instructor & SME Support Roster

You're able to view all those personnel who have been administratively added or invited to participate in the course as Instructors or SME Support, as well as their Registration Status, in the Instructors & SME Support grid.

1. Locate the 'Instructors & SME Support' grid and select ^ to view all Instructors and/or SME Support who have been administratively added or invited to participate in the course.
2. If you need to add or invite additional Instructors or SME Support, select Manage on the far-right of the menu bar. This will navigate you to a Manage Instructors & SME Support page, upon which you're able to administratively add staff personnel to the roster, invite staff personnel to participate, and perform limited actions to update their registration information.

Add Instructor & SME Support

1. To administratively add an individual, locate and select Add Instructors/SMEs in the top right of the 'Manage Instructors & SME Support' page. This will open a modal listing all personnel in your organization.
   a. The list will default to display only Direct Personnel in your organization. You can expand these results by opening the filters and selecting to view additional personnel in your organization's network, such as any auxiliary personnel, personnel in your parent organization(s), and any subordinate organization(s) or partner(s) your organization may have.
2. Locate the appropriate individual and select + Add Instructor or + Add SME, based on the appropriate staff role for the individual.
   a. You are able to add multiple personnel to your staff roster at once, if necessary. If you need to add multiple personnel, repeat Step 2 as many times as appropriate.
3. Once you have selected the appropriate individual(s), select ✔ Add Selected at the bottom right of the modal. This will close the modal and add them to your staff roster.

a. The individual(s) will receive email notification that they have been added as an Instructor or SME Support for the course, and will be able to view course information in their Responder Portal the next time they log in.

Invite Instructor & SME Support

1. To invite an individual to participate in the course as an Instructor or SME Support, locate and select [Invite Instructors/SMEs] in the top right corner of the 'Manage Instructors & SME Support' page. This will open a list of all personnel in your organization.
   a. This list will default to display only Direct Personnel within your organization. You can expand these results by opening the filters and selecting to view additional personnel in your organization's network, such as any auxiliary personnel, personnel in your parent organization(s), and any subordinate organization(s) or partner(s) your organization may have.
2. Locate the appropriate individual and select [+ Add Instructor] or [+ Add SME], based on the appropriate staff role for the individual.
   a. You are able to invite multiple personnel to your staff roster at once, if necessary. If you need to add multiple personnel, repeat Step 2 as many times as appropriate.
3. Once you have selected the appropriate individual(s), select [✔ Invite Selected] at the bottom right of the modal. This will close the modal and send an invitation to the individual(s) selected.
   a. The individual(s) will be notified by email that they have been invited to participate in the course in either an Instructor or SME Support role.

b. Until the individual accepts their invitation, their Registration Status will display as “Registration Pending.”

Cancel Instructor or SME Support Registration

In the event you need to cancel the registration of an Instructor or SME Support participant in your course, you are able to do so by following the steps listed below.

1. On the ‘Manage Instructors & SME Support’ page, locate the appropriate individual. To the left of their name, they will have a ✖ Cancel Registration button – regardless of whether they were administratively added or invited to participate.
2. You will be prompted with a warning modal asking you to confirm your cancellation of this individual’s registration.
   a. If you select ✔ Yes, that individual’s registration will be updated to Registration Status: Registration Cancelled.
   i. The individual will be notified by email that their registration has been cancelled and will no longer be able to view the course information in their Responder Portal.

   Note: Cancelling an individual’s registration is an action that cannot be undone, and you will be unable to add them back to the staff roster as Instructor or SME Support personnel, either by administrative add or by invitation.

   b. If you select ✖ No, no further action will be taken.

Manage Supporting Documents

Edit an Existing Document

1. Locate the 'Supporting Documents' menu bar and select ^ to expand the grid and view all documents that have been previously added to the Curriculum Schedule.
    a. Within this table, you're able to view the name of the document, any description provided, and which of the features are enabled for each document.
    b. You're also able to download a copy of the document by clicking on its File Name.
2. To edit a document, locate and select Edit. This will open a modal with several fields of input.
    a. You're unable to change the name of the document.
    b. You can update the document's description and can also update the features that are either enabled or disabled for the selected document.
    c. You can also download a copy of the document by selecting Download.
3. If need be, you are also able to remove a document from the Curriculum Schedule Details by selecting Delete.
    a. Once you select Delete, you will be prompted with a warning modal to confirm your choice.
        i. If you select Yes, this will remove the document from the Curriculum Schedule Details, and from the Responder Portal of course participants, if the selected document had 'Available on Responder Portal?' enabled.
        ii. If you select No, no further action will be taken.

Upload a New Document

1. Locate the 'Supporting Documents' menu bar and select Manage on the far-right of the menu bar. This will open a modal with multiple fields of input.

a. Using Select File, locate and select the appropriate file from your computer.
b. You're able to type an optional description into the text input field labelled 'Description.'
c. You are also able to determine levels of visibility for the document by choosing whether or not to enable the two available features.
    i. If 'Publish on Responder Portal?' is enabled, all personnel registered, be they students, instructors, or SME support, will be able to download a copy of the document from their Responder Portal.
    ii. If 'Available to Send to Registrants?' is enabled, this document will be available to attach to any message sent to course participants.
    iii. If neither feature is enabled, this document will only be accessible on the Curriculum Schedule Details page in the Organization Manager.

2. Once all fields of input have been filled out, select Submit at the bottom right of the modal to upload the document.
    a. Please Note: Each document must have a unique file name to allow a successful upload.

Send Messages to Curriculum Delivery Participants

As an administrator for your organization, you're able to send messages to your course participants.

1. Locate and select Send Message in the top right corner of the page. This will open a modal with several elements.
    a. You are unable to change the Subject of the message. It will always reflect the name of the course and the dates it will be held.
    b. Type your message into the 'Message' field.
    c. Select the necessary recipient group(s).
        i. You are unable to send a message to a specific individual using the Curriculum Schedule Details message functionality. More information about OneResponder's messaging functionality will be provided in our upcoming User Guide: Messaging Functionality.
    d. If there are any documents uploaded that have 'Available to Send to Registrants?' enabled, you will be able to include them in the message.
2. Once all necessary information has been added, select Send at the bottom right of the modal.
    a. Individuals in the selected recipient group(s) will receive the message by email.
        i. If you have included a document with your message, it will be shared as an attachment to this email.
            1. Unless 'Publish on Responder Portal?' is enabled for the included document, it will not be accessible from the Responder Portal.
    b. All messages sent using the Curriculum Schedule messaging will be visible in the 'Messages' grid on the Curriculum Schedule Details page, as well as

who sent the messages and their selected recipient group(s).

Bulk Update Student Attendee Information

Once a course has been completed, administrators are able to update student attendee information to include whether the student(s) attended the course, and whether they have been credited for the course.

1. On the Curriculum Schedule Details page, locate the 'Students' grid and select ^ to expand the grid and view all students on the roster. You will be able to view their Attended? and Credited? statuses.
    a. The default Status for both is 'Pending'.
    b. If an individual is listed but has a Registration Status: Registration Cancelled, their Attended? and Credited? Statuses will display 'No.'
2. To update the status information for your students, select [Manage] on the far-right side of the menu bar to be navigated to the Manage Students page.

3. In the top right corner of the Manage Students page, locate and select Bulk Update. This will update the list of students to display to the left of each student's name and will display two dropdowns: 'Field' and 'Value' at the top of the table.
4. Open the 'Field' dropdown to display a list of editable fields in the table. You will see three options: Attended?, Credited?, and Registration Status.
5. To update the attendance of your personnel, select the 'Attended?' option from the 'Field' dropdown.
    a. This will update the 'Value' options to display as 'Yes' or 'No'. Select the appropriate value based on student attendance.
        i. If you are marking those students who were in attendance, select the 'Yes' option.
        ii. If you are marking those students who were not in attendance, select the 'No' option.
    b. Locate the appropriate student(s) and select to the left of their name(s).
    c. Select Update to the right of the 'Value' dropdown to update the selected personnel records.
6. To update the credit status of your personnel, select the 'Credited?' option from the 'Field' dropdown.
    a. This will update the 'Value' options to display 'Yes' and 'No'. Select the appropriate value based on whether or not you are crediting the student for the course.
        i. If you are indicating that the student passed the class and thereby needs to have this course awarded to them, select 'Yes'.
        ii. If you are indicating that the student did not pass the class, and does not need to have the course awarded to them, select 'No.'

b. Locate the appropriate student(s) and select to the left of their name(s).

c. Select Update to the right of the 'Value' dropdown to update the selected personnel records.

7. You are also able to update the registration status of students on the roster.

a. Select the 'Registration Status' option from the 'Field' dropdown.

b. This will update the 'Value' options to display 'Registration Confirmed' and 'Registration Cancelled'. Select the appropriate value based on the student's registration status.

c. Locate the appropriate student(s) and select to the left of their name(s).

d. Select Update to the right of the 'Value' dropdown to update the selected personnel status.

8. Once you have made all necessary changes, select Save Changes to the right of the Update button. This will confirm your changes and update the Curriculum Schedule Details page.

a. If you updated 'Credited?' to 'Yes' for any students, saving your changes will update their Training to include the newly awarded course.

i. This course will be awarded with the Award Type 'Course Completed,' and will be a link that, when selected, navigates you to the specific Curriculum Schedule Details page for the newly awarded course.

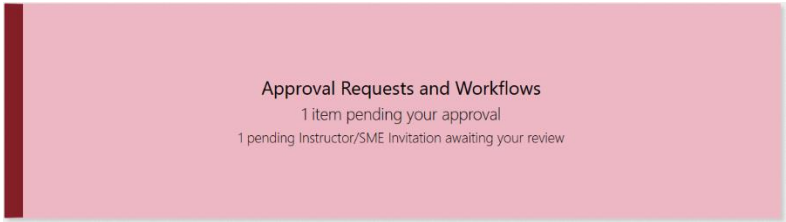
ii. If any students with training credited to them have an Open PTB for which the training course is a requirement, it will be updated to include the newly awarded training course credit, and will display with a Status of 'Completed MM/DD/YYYY',

wherein the date-stamp displays the last date of the corresponding Curriculum Schedule.

Responder Portal

Accept an Invitation to a Curriculum Delivery

1. Log in to Responder Portal.
2. At the top of the page, you will see a pink tile titled 'Approval Requests and Workflows'.



   a. If you have been invited as a Student to a course, you will see '1 pending Student Invitation awaiting your review'
   b. If you have been invited as an Instructor or SME support for a course, you will see '1 pending Instructor/SME Invitation awaiting your review.'
3. Click the tile to be taken to a list of all your pending workflows.
4. Select to be navigated to the Workflow Details page.

a. On this page, you're able to review the general workflow information, including who invited you, and to which course you've been invited.

b. You can also expand the 'Student Invitation' or 'Instructor/SME Invitation' (depending on the context by which you're being invited) to view specific course information, including the date, time, and location of the course.

   i. At the bottom of this 'Invitation' grid, you can select View Training Class Info to be navigated to the Training Class Info page in the Responder Portal.

5. If you would like to accept the invitation, locate and select Approve in the top right corner of the page.

   a. This will open a confirmation modal asking you to confirm your acceptance of the invitation.

      i. Enter a contextualizing comment in the 'Comment' text input field.

      ii. Once you have added your contextualizing comment, select Approve at the bottom right of the modal. This will close the modal and update your registration status to 'Registration Confirmed.' You will be able to view all information about the upcoming course from your Responder Portal account.

6. If you would like to decline the invitation, locate and select Reject in the top right corner of the page.

   a. This will open a confirmation modal asking you to confirm your rejection of the invitation.

      i. Enter a contextualizing comment in the 'Comment' text input field.

      ii. Once you have added your contextualizing comment, select Reject at the bottom right of the modal. This will close the modal and update your registration status to 'Registration Cancelled.' You will be able to see basic course

information on your Responder Portal account but will not be able to view specific course information.

View Curriculum Delivery Details

1. Log in to Responder Portal.
2. Locate the tile titled 'Training.'
    a. If you are registered for a course that is currently in session or is scheduled to start within two weeks, the tile will be highlighted pink.
    b. If you are registered for a course that is not scheduled to start within two weeks, are registered for a course that has concluded, or are not registered for any courses, the tile will be grey.
3. Select the tile to be taken to a page listing all courses for which you are registered or have been invited to attend.
4. Locate the 'Registration Status' column. If your Registration Status is 'Registration Confirmed' or 'Registration Pending,' the status will be a hyperlink.
    a. 'Registration Confirmed' indicates that you have been administratively added or have previously

confirmed your availability to attend a training course to which you were invited.

b. ‘Registration Pending’ indicates that you have been invited to attend a training course but have not yet responded to the invitation.

c. ‘Registration Cancelled’ indicates that your administrator has cancelled your registration for a training course.

5. Click on your Registration Status to be navigated to the corresponding course information.

   a. This page lists all provided details about the course, including any description the course has, and the date, time, and location of the specific training class.

View Curriculum Delivery Supporting Documentation

If your organization administrators have made any documents available in the Responder Portal, they will be listed in the ‘Documents’ grid on the Training Class Info page.

1. At the bottom of the Training Class Info page, locate the ‘Documents’ menu bar and select ^ to expand it and view all files made available by course administrators.

   a. You will be able to view not only the date the file was made available, but also, its name and any description included with the document.

2. To download a copy of a course document, click the File Name. Any document(s) made available in the Responder Portal will contain a hyperlink on their file name, allowing you to download a copy whenever necessary.

Review Curriculum Delivery Messages

If you have been sent a message regarding your upcoming training course, you will receive an email containing the message. If the course administrators elected to attach a document to the message, it will be included as an attachment to the email.

a. NOTE: Messages sent directly from a Curriculum Schedule Details page will only be sent to the selected recipient groups as emails. More information about sending messages that will be stored within the OneResponder Responder Portal will be provided in our upcoming User Guide: Messaging Functionality.
b. NOTE: If a course administrator has elected to only make a document available as an attachment to a message, it will only be accessible by downloading the document from the email message to which it was attached.