Release Notes 14.17

imc Learning Suite

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Content

1   Feature Highlights

1.1   Learning Analytics (Power BI)

The Learning Analytics 'Microsoft Power BI' add-on continues to be a key focal point for innovation. With multiple customers now having ordered the integration innovation focusses now on more real-life customer requirements. This relatively new imc Learning Suite add-on provides dashboard-based reports that can result in faster and more accurate business decisions that are driven by trends, comparisons, and root cause analysis.

Feedback Evaluation/Comparison Dashboard

A new 'Feedback' reporting dashboard provides administrators detailed overviews and various drill downs of feedback submitted for courses. This improved overview to view trends in learner feedback can help identify areas where training offerings can be improved.
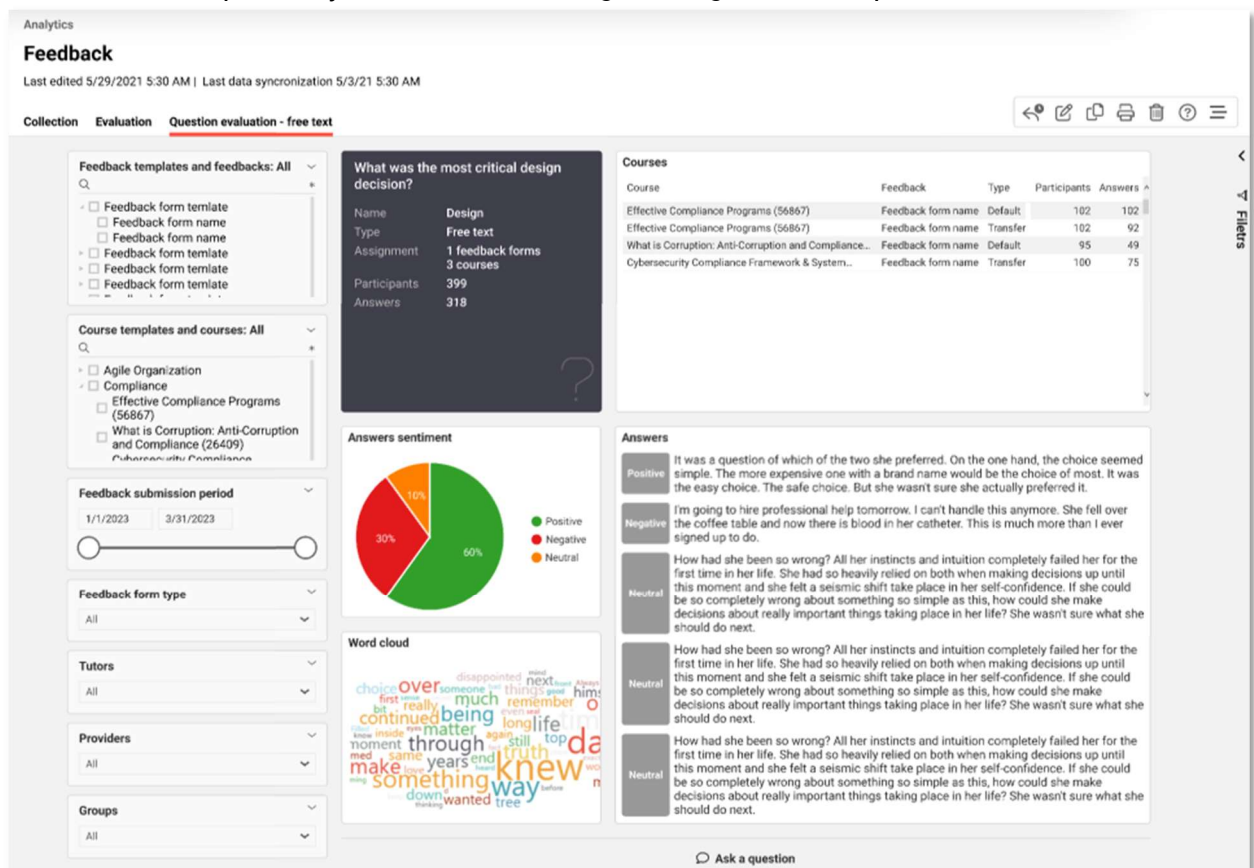

Fig. 1:   Power BI 'Feedback' dashboard report overview

Values

- Analysis feedback question responses regarding:
    - low question answered rate
    - low rating per question
    - low average rating among responses
- Use Power BI "Sentiment Analysis" and add labels such as "negative", "neutral" or "positive" to the responses of free text questions.

Benefits

- Lowly rated feedback can be easily identified for any type of questions to provide call to action for a deep dive in the context of root cause analysis.
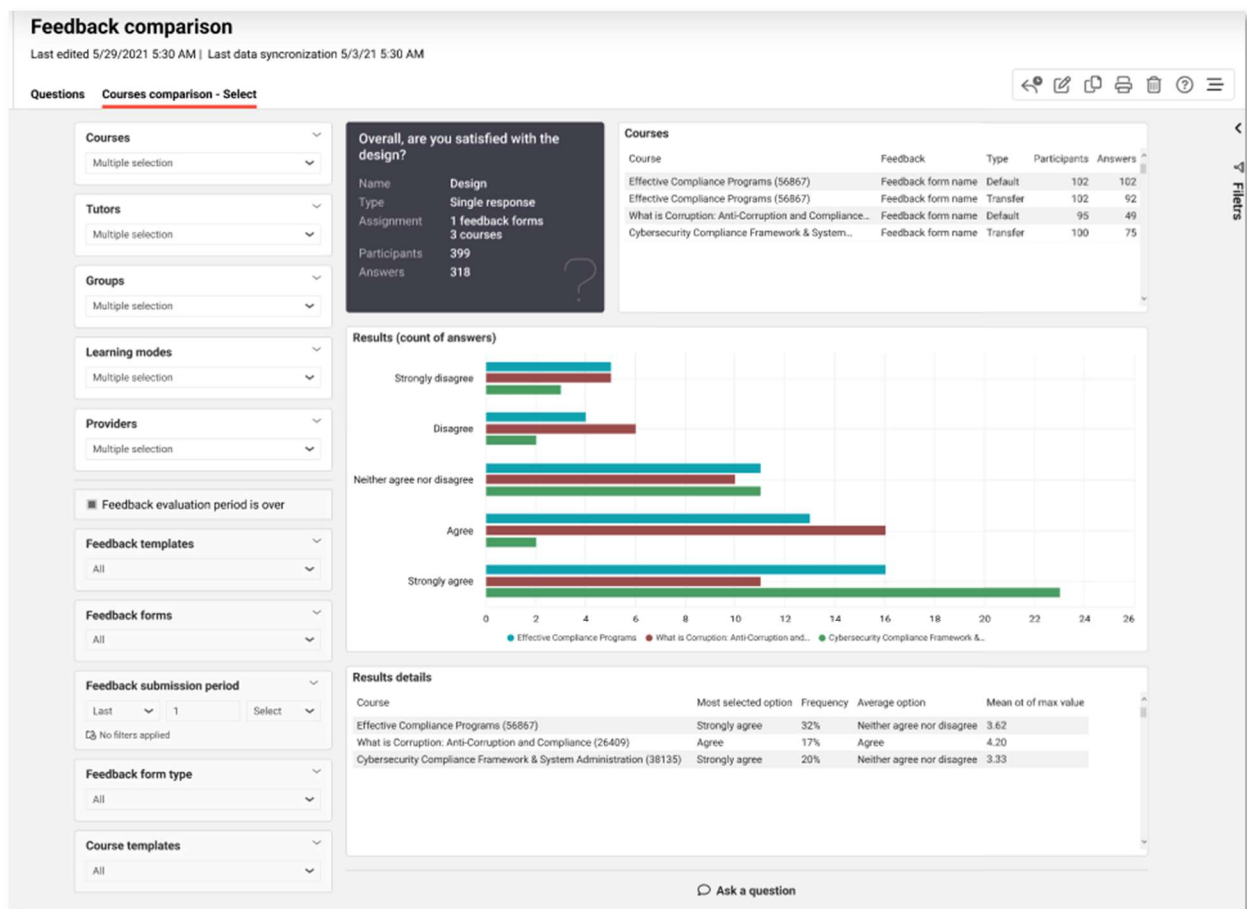

Fig. 2:   Power BI 'Feedback' dashboard drill-down to Course comparisons

Improvement of self-service options

As the Power BI integration evolves having more self-service options will be important.

Values

- Labelling of the data model with human readable terms for a more self-explained exploration mode
- Optimization of the "Ask a question" functionality in Power BI for out-of-the box reports.

Benefits

- improved self-service capabilities for the customers
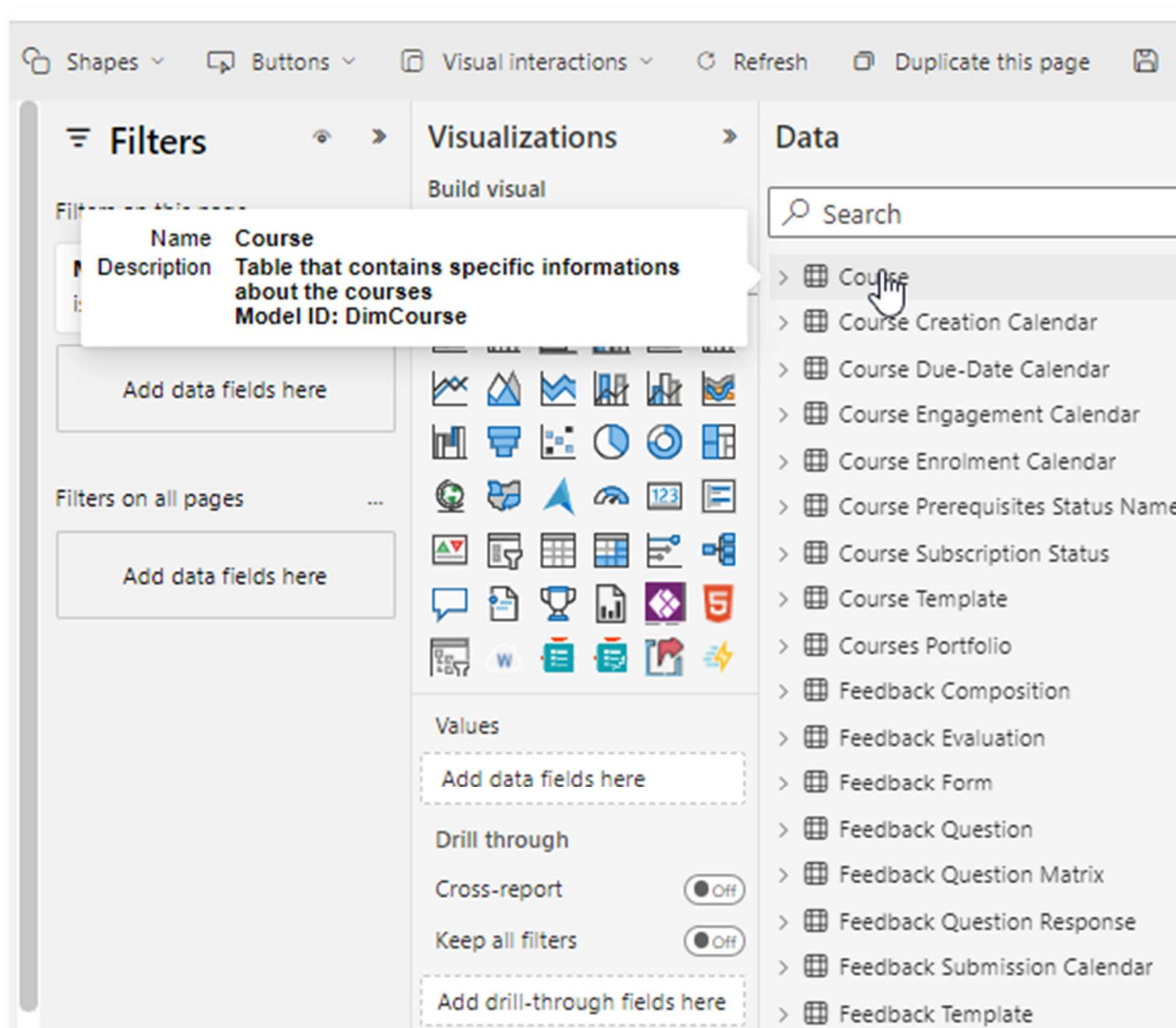

Fig. 3:   Power BI − Self-service options

1.2   Channels enhancements

The relatively new Channels add-on module is another function that continues to evolve with real-life use cases of the inaugural customers. This function is a great alternative to catalogues with a more engaging view, great categorising of video-based content or learning nuggets and offers subscriptions with automated alerts to new content.

Easy Media Upload in Channels

Allow Channel contributors to directly upload content from within the Channel, instead of needing to first upload to the central Media library.

Values

- Editors can drag & drop media into the Channel (section)
- imc Learning Suite detects the corresponding media type and loads the meta tag fields
- Users can add information to the fields and publish & save the content afterwards
- Content is directly visible in the channel and can be previewed

Benefits

- Editors can create their own content directly, without needing access to the highly configurable and powerful content administration
- Editors do not have to ask anyone with more access rights to upload their content
- Quick and easy provision of content
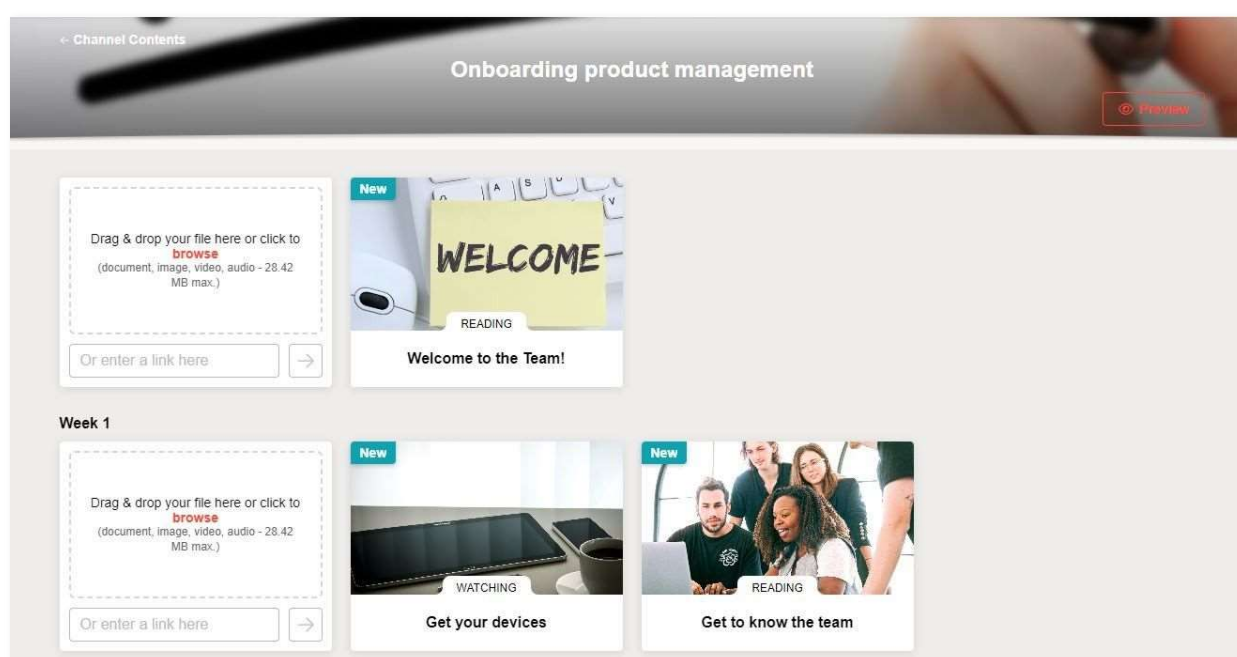- Editors don't have to worry about underlying media types, as it's handled automatically.

Fig. 4:   Channels with new 'Easy media upload'.

1.3   Multi-step Approval Workflow

Until now the imc Learning Suite had only supported up to two levels of approval for self-enrolment requests, E.g., typically the requestee's supervisor and the training administrator. With some more high stakes training this would often lead to additional approval steps being handled offline without history being tracked in the imc Learning Suite, E.g., a comprehensive multi-step approval may require approvals from a direct supervisor, an area manager, a rostering administrator and cost administrator prior to a final approval by the training administrator.

Values

- Configure multiple approval steps for enrolment requests with the Multi-Approval Workflow Manager
- Pre-define approval reasons for each single step to speed up Approval or Decline reason
- See the history of the current approval process
- Conduct complete approval process within the LMS

Benefits

- Easy creation of an arbitrary number of workflow steps
- Decision support by providing approval history including reasons
- Quick approval and full control of approval workflow

2   Detailed enhancement list 14.17

Not all enhancements are considered highlights, but many smaller updates and improvements are often most appreciated. Please find below a detailed list of further IP14.17 enhancements:

Product Area	Feature	Description, Use Case and Benefit	Migration (script) needed	Configuration steps
Course / Learning path description	Administrator field	From the description page its now possible to get in contact with the administrator via internal email by clicking on an envelope icon.	No	Automatically updated.
Courses	Move Participant action not possible for Locked and Cancelled courses	Previously it was possible to move participants via My Staff to courses with Planning Status "Locked" or "Cancelled". Starting IP17 only active courses will be displayed for the Move Participant functionality via My Staff which will improve the display of the courses to offer relevant information.	No	Automatically updated.
Courses	Move/Replace Participant should take the Enrolment type into consideration.	The Move/Replace Participant functionality is now improved by taking into consideration to display courses with Enrolment type Self Enrolment/Enrolment request with direct enrolment by supervisor. The e courses which can be booked in the catalogue will also be booked via Move or Replace action.	No	Automatically updated.
Learning path	Bypass approval for Learning Paths	Analogue to bypassing enrolment approval for courses, learning paths were enhanced with this capability, allowing users which are part of defined group to skip approval when enrolling to a learning path/learning path template	No	Meta tag 'Groups for which the enrolment approval process is bypassed' needs to be added on Learning path template level and a group

				needs to be selected so that the people who are in the selected group will not require approval. The new enhancement will work for enrolment types which require approval.
Learning path	Show only future date course when adding in syllabus of learning path	It is possible to define, whether only courses whose start_date is in the future and not in the past will be shown when selecting courses in Learning Path Syllabus. The condition is only valid for date-dependent courses and will be set within the "Start Date" filter. It automatically displays courses within the time range "{today} - {today+6 months}". To have this setting enabled, a new checkbox was integrated into the client settings. Under Settings > Learning Path Management you'll find a checkbox called "Show only future courses for adding to syllabus".	No	Edit Client → Settings → Learning path management
My staff	New my staff workflow	In addition to the available enrolment by a supervisor, it is now also possible to configure that a supervisor can manage the staff enrolment directly out of the catalogue. If the client specific setting "Manage Staff Enrollment" is activated, a supervisor can click on a course in the catalogue > Manage Staff Enrollment and has now the following actions, if configured: • View the Learning Status of the staff • View the Competency profile of the staff • View the Personal Details of the staff • Enroll a user • Cancel an enrolled user • Replace an enrolled user • Create a new user	Yes, former created deep links to the batch enrolment page for a specific course do not work anymore and need to be newly created	Yes, New client setting under Client > Settings > Booking Checkbox "Activate bookings of employees Selection list with possible actions selectable

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Panels	Common panel for courses, learning path and course templates	A new panel type is created. Here you can configure what should be shown. Possible options are ▪ Courses ▪ Course templates ▪ Learning Path The new panel type is initially a copy of the current courses panel (161), so the configuration is more or less the same. In the frontend on the dashboard page no difference for the learner is visible, because for some customers learners are confused and do not know the difference between the displayed objects.	No	Panel has to be created manually and added to a dashboard.
Notification	Learning path notifications	The following notifications, which have only been available for courses, were now implemented for learning paths: ▪ Learning path start related notifications ▪ Notifications regarding unfulfilled prerequisites ▪ User-defined notifications Like the course notifications they can be created in plain text with placeholder and are triggered by an event or in a specified time according to user-defined conditions and filters. They can be sent to internal and external mailboxes and are displayed in the systemwide or learning path-specific mail monitor.	No	Created automatically, but require activation in the 'Notifications' function.
Configuration	Moving of "RegType" from bussinessprocess.xml to the configuration manager	Till IP16 the available registration types were configured in the businessprocess.xml. Now we moved the setting to Configuration > Enrolment. Via checkbox the registration types which should be used in the system can be activated here.	No, settings from businessprocess.xml to be automatically migrated.	None required, but can be updated in 'Configuration > Enrolment' function.
Enrolment	Multi-approval workflow	A new manager to define a multi approval workflow is implemented. Here you can create different workflows with a various number of approval steps. In the manager you can define which approvers (groups) should be involved in the process. For each step reasons can be defined. Approval will happen via the request panel.	New 'Configuration' manager option.	Yes, new menu must be created in the 'Navigation' and clearances set. Search for default menu 'Multi approval workflow'.
Skill & Competencies	Display of booked courses in	A kind of forecast was implemented. The Job Profile view of a learner shows the status of the job	No	Automatically updated.

	standard view job profiles and skills	profile in regards to already achieved progress and progress which will be achieved by completing courses with the status enrolled or started. In the detailed skill view the courses contributing to the skill progress will be shown.		
Channels	Automatic media update	In case of Channels, it was not possible to have the media updated automatically. Manual effort was always required to remove the old version and add the new one. This has now been changed so that, as with courses, it is now possible to define for each media whether it should be updated automatically or not.	No	Automatically updated.
Pricing	Allow empty price for groups	The admin is now able to leave an empty price inside the "prices and currencies" tab. These will have several implications for the group member, such as: ▪ the learner will no longer see the price metatag in the description of courses/ course templates level ▪ the learner will no longer see the price metatag in the description of learning paths/ learning paths template level ▪ the learner will no longer see the price metatag in the catalogue on the tiles ▪ the learner will no longer see the price placeholder inside of enrollment messages/ notifications This will have an effect on the supervisor as well, who will not see the price metatag on the "move enrollment" page. The scope of the implementation has been extended and the same logic was implemented in the description tab of courses/ course templates/ learning paths/ learning paths templates	No	Automatically updated.
Ck editor updates	Clean up Requirements	The new capability will allow users to remove format from text area metatags when there is a formatted text present. Moreover, a new capability was introduced with Ck Editor version 4 to allow copying and pasting text	No	Automatically updated.

Access rights restriction	Meta tags	from Word documents to the Ck Editor fields. This new enhancement will paste the text according to the formats available in the system in the Ck editor fields.		
		Normally, meta tags are editable by all 12authorized users who are allowed to edit the respective object and the only restriction is defined by the template of the corresponding element. In certain usage scenarios, several administrator groups share the creation or editing of courses or learning content, but certain attributes, such as the planning status, should only be edited by a selected group. The function "Definition of editing rights" supports this distinction and allows you to specify the groups that can still carry out editing. Editing is blocked for all other groups and persons. Only the settings "Editable" and "Mandatory" are considered for the meta tags. If the meta tags in an object are not displayed or cannot be edited, even the definition of editing rights does not change the fact that no one can edit the values. Of course, it should also be noted that a definition of editing rights for the "Mandatory" setting must be considered carefully because it only takes effect during further editing and only allows creation by the defined groups. Examples: - An existing course can be edited by 4 different groups, Planners, Administrators, Trainers, and Quality Assurance. - The "Planners" group has been added in the function "Definition of Edit Rights" for the meta tag "Planning status". - As a result, the Planners are allowed to change the value for the planning status while editing the course. - All other groups, i.e., Administrators, Trainers, and Quality Assurance are not	There is a new toolbar entry "Access rights re-striction" where groups can be defined.	There is a new toolbar entry "Access rights restriction" where groups can be defined.

		allowed to change the value of the meta tag.		
User Merge	Merging mail traffic	The new enhancement will now allow mails to be merged when merging user information from an old one (source user) to the new one (target user). Limitation: Actions available per mail and mail contents, e.g., links are not merged	No	Automatically updated.
Media	Media Manager: Search for Start and End Dates for relevant Media types	Search capability was enhanced for the Media manager allowing users to find accurate data using start and end dates for media types. Also, improvements were done on the search bar for courses when adding components as media.	No	Automatically updated.
Notification	Pre-booking Notification	Sending notifications to learners for pre-booked course templates will have a new enhancement which will bring the capability for the admins to configure to send relevant information to their learners. From now on, the admin can configure sending notifications for courses with start date x (can be easily defined via ILS) days in the future and also has the capability to choose if the notification needs to take or not into consideration courses with available places at the time the notification is sent.	No	Updated automatically.
Learning Analytics	Feedback evaluation report	This report evaluates the feedback responses so that the reporter can evaluate how the courses are performing and can take relevant actions to increase learner´s satisfaction.	No	Yes, requires license add-on.
Learning Analytics	Feedback comparison report	This report compares the feedback responses across courses/ tutors/ Groups/ Providers/ Learning mode so that the reporter can compare the courses for different dimensions and drill down to know the reasoning behind the bad performance of some courses.	No	Yes, requires license add-on.
Learning Analytics	Global custom-specific person attributes	The global custom-defined person attributes are available in the imc Learning Analytics data model enabling the customer to create KPIs of his choice based on these personal attributes.	No	Yes, requires license add-on.
Learning Analytics	Improvement of self-service options	The data model has been labelled with more human readable tables and column names for the	No	Yes, requires license add-on.

		enablement of a more self-explain exploration mode. The "Ask a question" functionality in Power BI has been optimized for the standard reports		
Resources	Exchange integration for resource bookings	As an admin user, I want to book meeting rooms which are provided by MS Exchange. Allows LMS to view rooms or spaces available in a company wide resource management system rather than training specific in the LMS.	No	Yes, requires license add-on and then specific configuration of the interface.
Language	Welsh frontend language pack (cy-GB)	Support Welsh language	No	License language pack needed.
Configuration	MS Teams: Context missing for configuration	Make MS Teams configuration multi context available	No	Automatically updated, but MS Teams is a licensed add-on.
Language	New Frontend/Mobile language Icelandic (is-IS)	Support Icelandic language	No	License language pack needed.
Lti 1.3 deep link	Lti 1.3 consumer extension	As an admin when trying to integrate Lti content in the LMS, I need an easy way to see what content the Lti tool provides and to select the content that I would like to import, such that there is no need to work with individual launch URLs, obtain them from the tool provider and manage them manually.	No	Updated automatically.
Webex Integration	Participation in course-specific Webex meeting with attendance tracking in LMS without LMS login	Without the need of starting their course in ILP, learners with or without Webex account can access a course-specific Webex meeting directly via a Webex meeting link. After the meeting, the attendance time of the learners will be transferred to LMS, and their status passed or failed will be set accordingly.	No	Automatically updated, but Webex is a licensed add-on.
Reporting	Report Subscription (Link)	The report subscription notifications can now be configured to provide a link to report export file instead of an attachment for data protection reasons. Download of the files is only possible with a valid login and access to the subscription. The stored files are deleted after the configured amount of time.	14.17	Configuration Manager "Reporting", Section "Report subscriptions"; Include link placeholder into the notification text.

Interfaces	Generic Virtual Classroom Interface	The generic interface approach now allows to integrate arbitrary third-party virtual classroom providers into ILS and benefit from the centralized management of virtual classroom objects in the LMS. DISCLAIMER: The usage requires a connection service implementation that is not included in standard.	14.17	New External Service Provider configuration "Virtual classroom (generic)"

3   Migration Notes

No specific migration notes.

4   Additional Information

For further information on innovations imc customers can search the catalogue in https://LearningConnect.im-c.com.

To request a demonstration or pricing of an add-on module or integration imc customers can request directly off their account managers.