



Moderator User Guide

Develop skills and competencies in the members of your institution through personalized Learning Experiences.

Moderator role

We welcome you to your role of moderator, where you have the possibility of creating Learning Experiences. You will have the possibility to include lessons and sections with your own content, resources from the learning ecosystem catalog, exercises, and more. This will allow you to develop the skills of the members of the organization and their different competences, always aligned with the company's objectives.

You will be able to share your Learning Experiences with members of the institution and monitor the performance of the participants; and even assign collaboration permissions to other users and clone Learning Experiences as many times as you want.

Important: On the next page, you can access the interactive index. By clicking on any title, the document will take you directly to the page where you will find the information.

Click on the titles to navigate through the areas quickly and easily.

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Learning Experiences

A Learning Experience is a unique learning proposal customized to the needs of employees, which can contain a series of structured and organized multi-format content, either from the ecosystem itself or the company's content, you can include in them content such as: generic manuals, internal company videos or even Genially or Kahoot.

Within a Learning Experience, you will:

- Offer your team selected content from each specific area
- Promote motivation for continuous learning
- Develop a strategic vision
- Improve communication skills and foster soft skills
- Encourage users to be aligned with the values and objectives of the organization

These Learning Experiences are structured in tabs that allow the user to correctly organize the work:

- **Lessons/Program:** This tab collects the initial information about your experience and all the content is included. This is displayed organized by modules and sections.
- **Exercises:** This tab is only visible to you (moderator) within a Learning Experience. In it, you can create a bank of exercises, edit any of them and even deactivate or activate them as you wish.
- **Forum:** In this section you can start a debate or discussion, introducing a thread so that the rest of the users can respond and add their opinions.
- **Quotes:** In this tab you can see certain paragraphs, phrases or words that you have previously selected from the text of an e-book.
- **Chat:** It works as an instant messaging tool. It can be used to resolve doubts, comments and more.
- **Statistics:** This section will show the participation of each user in the experience, as well as the content worked on, and the hours dedicated to each of them.
- **Survey:** This option will allow you to establish satisfaction questions about the content or the Learning Experience, directed to the users who have participated in it.

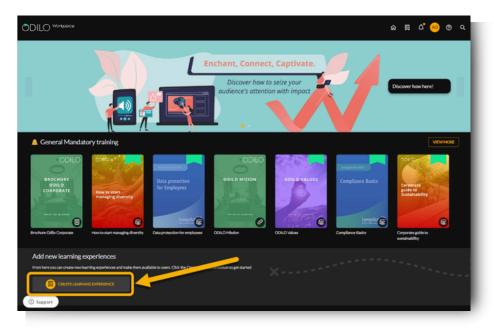
1. Create a Learning Experience

To create your own Learning Experiences, you will have two options:

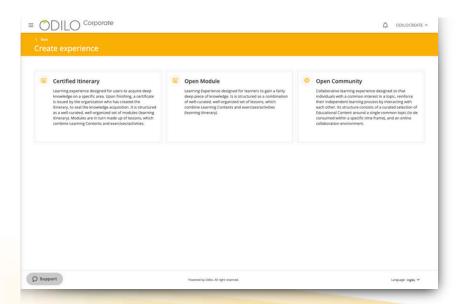
- **From Scratch:** Create complete experiences by adding content, exercises, and more, all personalized according to your needs.
- **Cloning an Experience:** In the learning ecosystem repository, you can store your experiences, allowing other moderators from your company to clone and reuse them

1.1. Create Experiences from scratch

To create an experience from scratch, click on the "Create Learning Experience" button found under the first carousel and choose the type de experience you want to create.

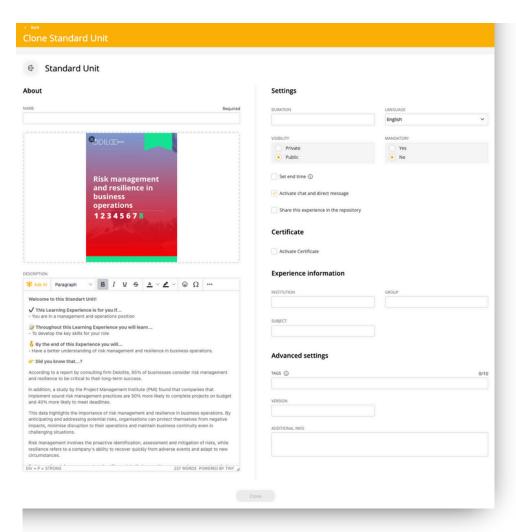


* If you don't see the button, access "go to Learning Experiences" and re-enter your ecosystem.



Select the option: "from scratch". You can set the experience by completing the required information.





Name: It is recommended to name the experience precisely to be able to quickly identify it, for example: Topic, level and the name of the person responsible for the experience "Leadership - Project 1 - Maria Campos".

Cover: You can edit the image by clicking on it (when cloning, will add an image by default).

Description: The description will already be available in the corresponding section, however, you can edit everything you wish from the text area. You can add images, graphics, videos or embedded elements. This will be the first thing users see when they access an experience.

Language: Choose the desired language.

Dates: By selecting the start and end dates, users will be able to access this experience only in that time period.

Visibility: <u>Public experiences</u> will be accessible to all members of the institution without the need for an invitation. <u>Private experiences</u> are preferable when working with specific teams of workers, and they will need an invitation to join.

Mandatory: By designating mandatory, the user must complete each section and exercises in this Learning Experience.

Set End Date: There are two options to configure this setting:

- "Set start and end dates": Defines a mandatory date range for users to complete the Learning Experience.
- "Limit days for completion": Sets a specific amount days to complete the LE within the given date range.

Important: If the Learning Experience is set as mandatory, an end date must be assigned.

Chat: As a moderator, you can turn this tab on or off at any time.

Share in repository: Enabling this option will allow other moderators to clone your experience.

Certificate: moderators can enable a certificate to be obtained at the end of the experience, establishing a sending date and cut-off mark. Users will receive a link that they will have the option to add directly to their LinkedIn profile, if they wish.

Experience information: Additional data

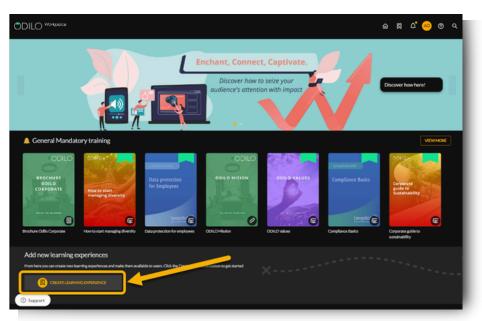
Once you have finished setting up your experience, click the button "clone" and you will have your first experience created and ready to use by the company members.

Important: As a moderator, you will have an editing button within each experience that will allow you to edit your content at any time.

1.2 Clone a Learning Experience

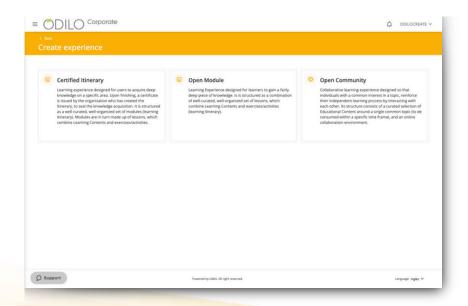
Your ecosystem allows you to clone learning experiences from the repository. There, you will find the experiences you have created and previously shared in the repository. You can clone these experiences for easy reuse by completing the required fields in setting area.

To clone any experience, click the "Create Experience" button that is located under the first carousel of your ecosystem.



^{*} If you don't see the button, access "go to Learning Experiences" and re-enter your ecosystem.

You must choose the type of experience you want to clone by clicking on it. You will be able to review a brief summary of the types of experiences under each of them.



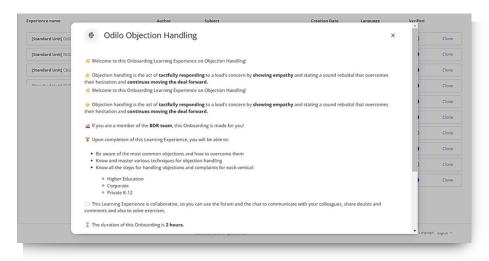
You must choose the "From Repository" option, which will display all available cloning options corresponding to the selected methodology.



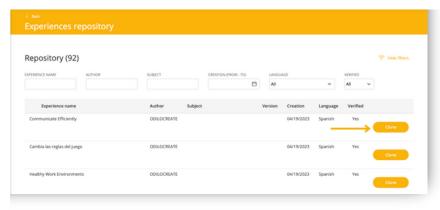
To perform a more precise search, you can filter by name, language, author or date using the filter button at the top right "Show filters".

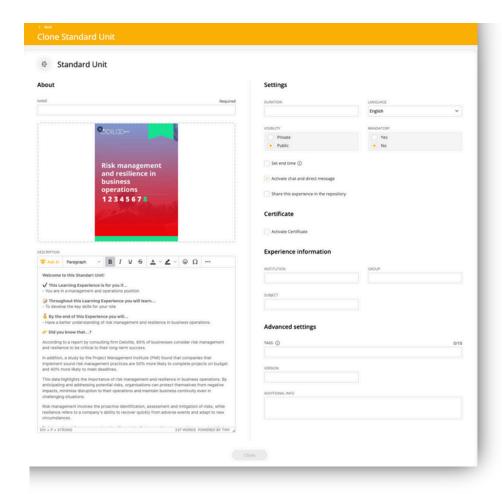


If you want to know the contents found within an experience, click on its name to preview it.



By clicking "clone", you can begin to set up your experience according to the needs of your institution, indicating the information in the required fields.



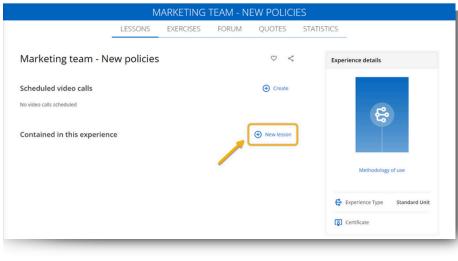


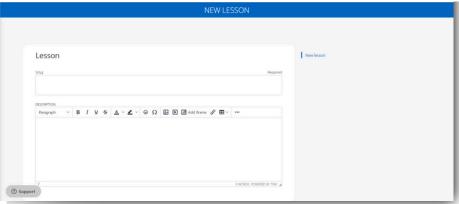
Clicking "Clone", you can begin to set your experience according to the needs of your institution, completing the information in the required fields



1.3. Add the first lesson

To add your first lesson, click on the button "new lesson". You can set your lesson and add sections within it.

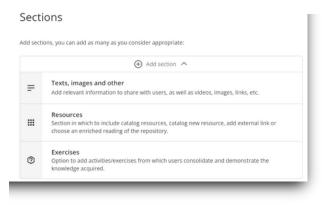




Important: It is important to save if you are not actively working on creating an experience. In order to ensure security, accounts are logged out after a set amount of inactivity.

1.4 Add sections to a new lesson

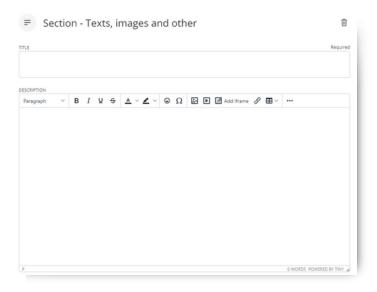
Within your lessons, you can add different types of sections.



Text section

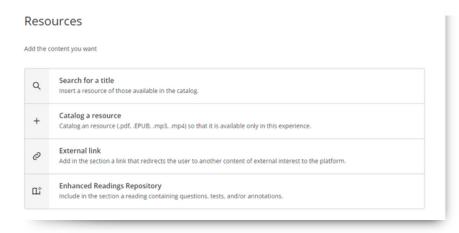
By selecting the option "text, images and other" your new section will be displayed. You must add a title for this section and then include the information within the description section.

- Text
- Images
- Videos from Youtube (Click on the button and paste the video URL)
- External Links
- Elements "Iframe" encrypted (from this button Add Iframe , paste the encrypted link)



Resource section

You will be able to directly add: resources from the ecosystem catalog, your own resources, and even add external links. Users will enter directly to these resources according to the itinerary you have established.



Then, you will have to add the desired resource by choosing from the following options:

- **Search for a title:** Search for content from the ecosystem catalog by typing the name of the resource in the search bar. Then, if you wish, you can choose the dates on which that content will be available to the user.
- **Catalog a resource:** You will be able to upload your own content to the lessons through this option (for example: Conferences, user manuals, etc.). To do this, you must complete the information, *title*, *author*, *synopsis* fields and then upload the desired resource from your computer (pdf, mp3, mp4, epub formats).
- **External link:** You will be able to link to a different website within your lessons. When you click on this option, you must complete the required information and then paste the desired link in the URL section. You can include any content such as an external web page, an article, social network links, etc.
- **Enhanced Readings Repository:** With this option, you can add already enhanced readings from the repository to your lesson. To do this, write the title of the content you want in the search bar. To review them, click on the name of the resource and a pop-up window will show you information related to the content.

Exercise section

To add an exercise to your lesson, add a section title, add a brief description and then add the exercise.

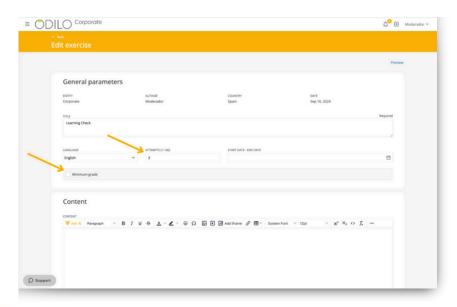
You can add exercises in 2 ways, depending on your needs:

- 1. **Add exercises:** Your platform allows you to create an exercise bank from the "exercises" tab, which you can set independently and at any time. You can include any of these exercises in your lessons directly in the section.
- 2. **New exercise:** If you haven't previously established your exercises, You can create new exercises directly from your sections by clicking "new exercise" and setting up a new exercise from scratch.

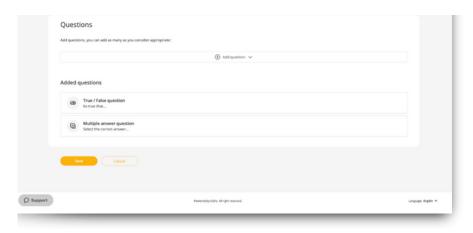


When creating a new exercise, a form will open where you will need to complete the required fields. You can configure your exercise for 1 to 100 attempts, allowing users to retry if they do not achieve the expected score. By enabling this option, you can set a minimum passing score for the exercise, so the user will only be able to submit it once they achieve the minimum score.

When selecting a start and end date, users will only be able to access and interact with the exercise during these specified dates.



Additionally, from the "Grades" section, as a moderator, you can reset the exercise to give the user another chance to complete it if they fail to meet the minimum score. Click on "Add questions" and choose the type of question you want. Configure it and save it. You will see the created questions at the bottom of the page. You can add as many questions wish as many questions as you wish in a single exercise.



Save your exercise, then save your section.

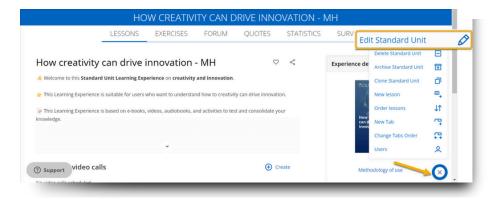


2. Edit a Learning Experience

Once the experience is cloned, you can edit it as you prefer. This will allow you to customize each experience to the needs of your company. You will be able to edit lessons and sections, activities and exercises and incorporate discussion forums if you wish.

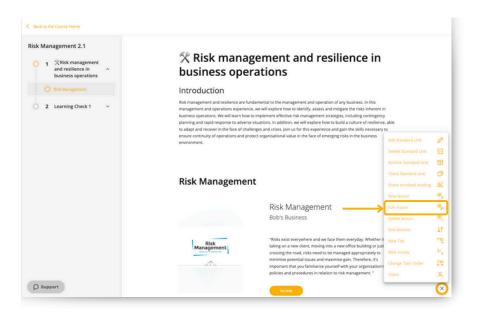
2.1 Edit the Experience settings

If you would like to return to your experience settings area and edit the fields, click the edit button and select the first option.



2.2 Edit or add lessons

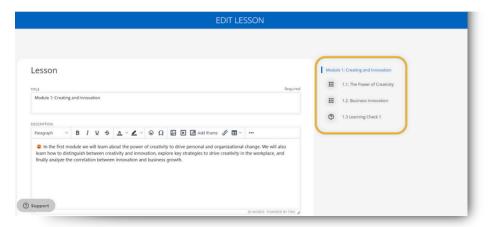
To edit any lesson, you must click on the lesson name and enter to one of the sections (you will be able to see the path of your experience in the side panel), click on the edit button at the bottom and choose the option "edit lesson". From here you will access the editing area, where you can edit it and/or add more sections.



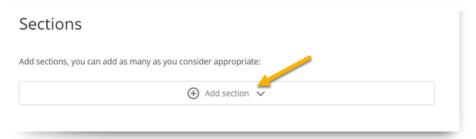
When you finish editing, click "save" and you will return to your Learning Experience.

2.3 Edit or add sections

If you would like to edit or add sections of a lesson, you must enter "edit lesson". From here, you can navigate through its different sections by clicking on them from the panel on your right.

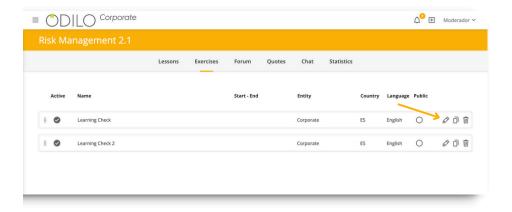


To create a new section, click "add section" and select the type of section to include and save your changes with the "save" button at the bottom.



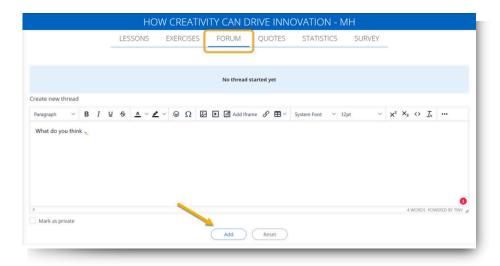
2.4 Edit exercises

If you want to edit the activities within your Learning Experience, go to the "Exercises" tab. The exercises must be inactive to be edited. You can deactivate them by clicking on the colored checkmark under the "Active" column. Then, click on the editing button, located on the right of each exercise.



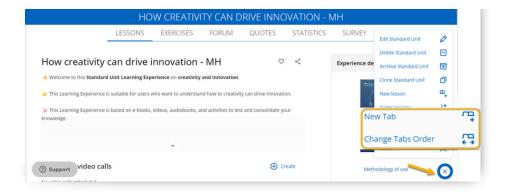
2.5 Create forums

To create discussion forums that are accessible to all members of your Learning Experience, click the "forum" tab and add text, images, videos, and encrypted items to the text area.



2.6 Add and reorder tabs

You can add tabs to your experience or reorder existing ones from the edit button.



3. Share the experience with other users

You will be able to share Learning Experiences with one or more users within your company. When sharing, you will have different options, depending on your needs.

3.1 Share with other moderators

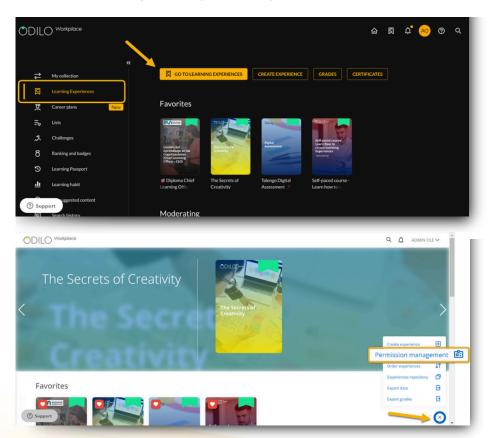
Your Unlimited Learning Ecosystem allows you to <u>work collaboratively</u> within your Learning Experiences.

You have the possibility to provide access permissions for these Experiences, either for support teams, that have the role of moderator within the ecosystem, or to area managers and other members of the organization who will be able to contribute to the experience, even if they are not granted moderator permissions.

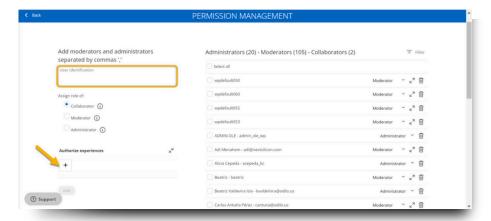
When inviting another user to work as a <u>collaborator</u> within any of the experiences, it enables simultaneous editing in order to create an effective and fulfilling Learning Experience for users.

Once finished, you can clone the experience to give it a more individual and personalized use to the needs of your area.

To grant permissions, access your Learning Experiences area from your "user area" and enter the "Permissions Management" option from your edit button.



You must add the user ID(s) from the users that you want to add as collaborators and then select the Learning Experience(s) that you will share with them by clicking the + button.



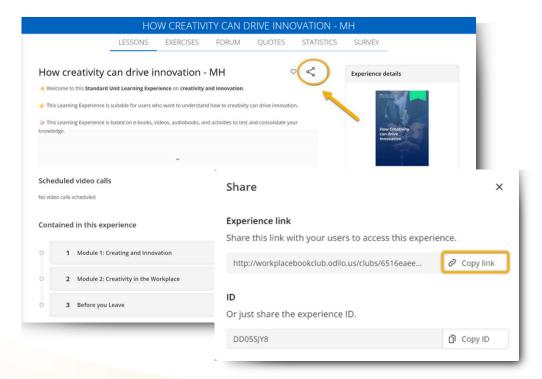
New users added as collaborators to your experience, will be able to find it in their carousel named "moderating" from their Learning Experiences list, in the user area of their ecosystem.

3.2 Share the experience with participants

To invite users to work on your experience, there are three different options:

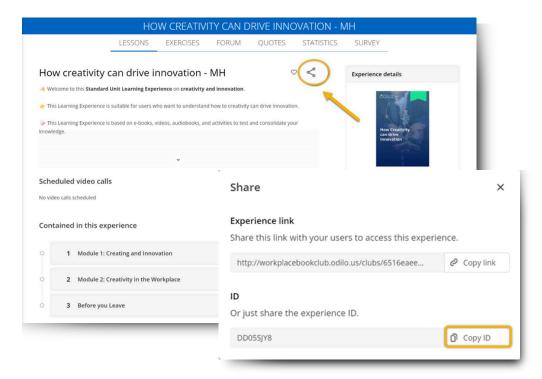
a. Through Link (Recommended):

You can share the entry link with the users you wish to involve in your experience. By entering their credentials, those users will automatically become part of your experience and can enter at any time from their Learning Experience carousels.



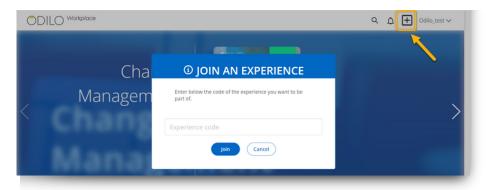
b. Through code:

You can share the ID code of your experience with a group of users, they must enter the code in their ecosystem, and they will be able to directly enter the experience.



To enter the code, they must go to their user area and then enter "go to Learning Experiences". From here, they can paste the code that you have sent them into the "+" button at the top right.

Users will find this Learning Experience under their carousels, and they can access at any time.

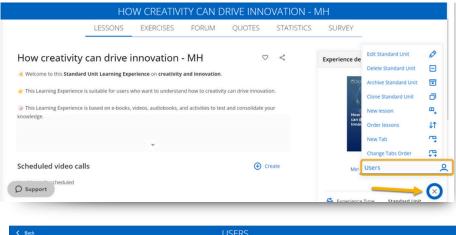


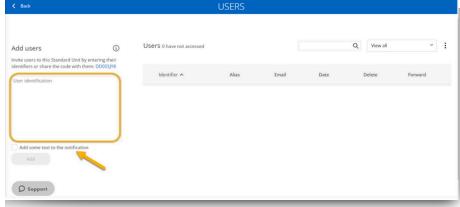
c. Add users manually (Recommended for small groups of participants):

You can add participants to your Experience by indicating their user IDs. This will link them directly, and they will be able to access from their carousels at any time.

You can include a message if you wish to notify them that they have been added to a new Learning Experience.

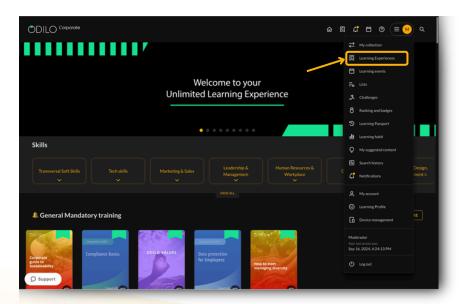
To do this, within your Experience, you must click on "Users" from your edit button. You can include as many users as you need, and even remove users from this section.

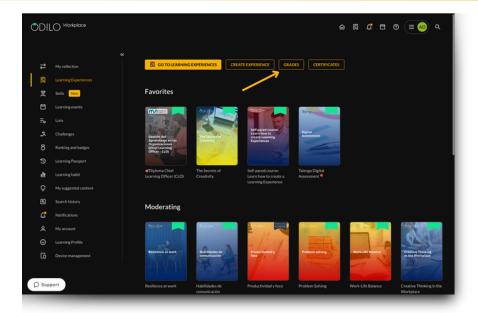




4. Monitoring the work of the participants

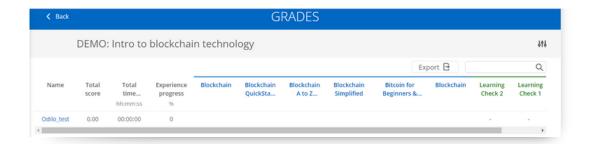
To track the progress and achievements of participants in an experience, click on your user area, select the "Learning Experiences" section, then click on "Grades" and use the search bar to find the experience you want to review.



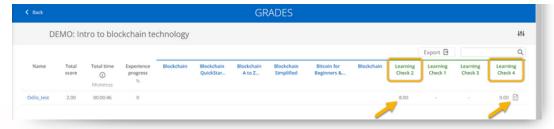


This section will show you:

- List of participants who are working on the experience in the side panel.
- Resources and exercises included in the experience in the top panel.
- "Export" button (Excel or CVS spreadsheet of your experience tracking information)

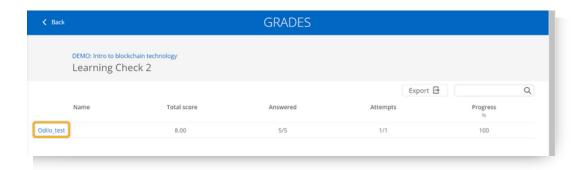


For a detailed review of the activities or participants of your Learning Experience, in addition to the manual grading of exercises that require it*, you must <u>click on the name of the content or exercise you want to review.</u> This will take you to the review panel for that specific activity, where you can click on the participants' name to enter their personal panel.

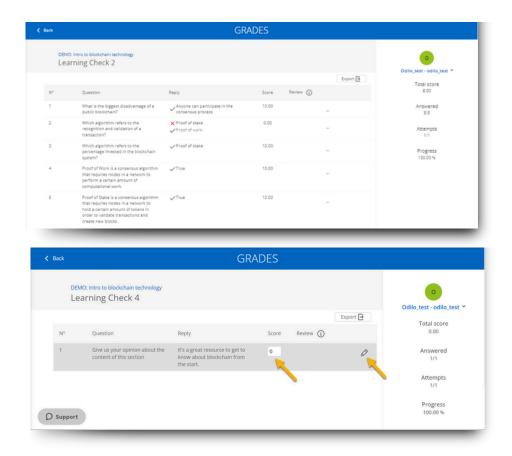


* You will notice if any activity requires manual grading when your dashboard displays this icon [a], indicating that an activity requiring grading has been completed and submitted by that participant.

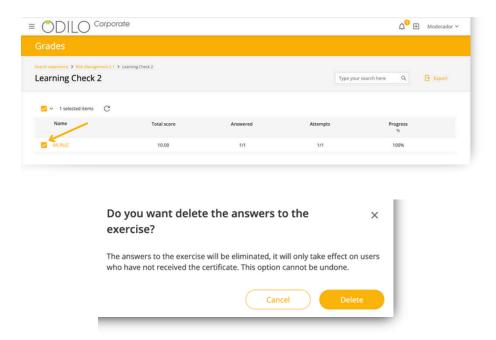
When entering a content or activity panel you can see the list of participants, the number of questions answered, correct or incorrect answers and the overall score.



In the user panel, you can provide feedback and comments for exercises that are manually corrected. For automatically corrected activities, while you can't modify the scores, you have the option to **reset the exercise** multiple times, allowing the user another opportunity to complete it.



From the grades section, you can reset a user's exercise if needed. Simply access the exercise, select the name of the user whose exercise you want to reset, and then click on the arrow that appears on the left side. \mathbb{C}

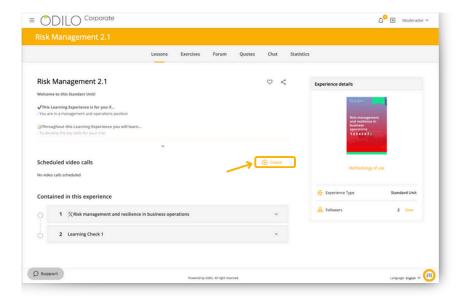


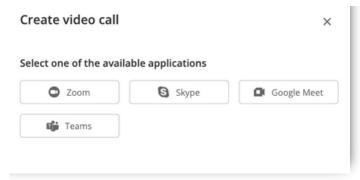
5. Extras - Learning Experiences

You can add extra interactions to your experience to make it much more fulfilling and personalized.

5.1. Scheduled video calls

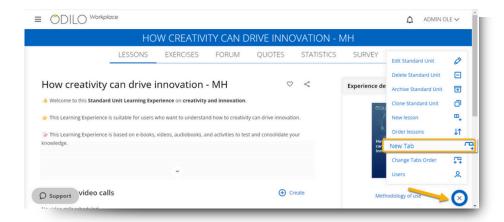
All your Learning Experiences allow you to add scheduled video calls. To add one, click the button "create video call". Your ecosystem allows you to add video calls from Zoom, Skype and Google Meet.





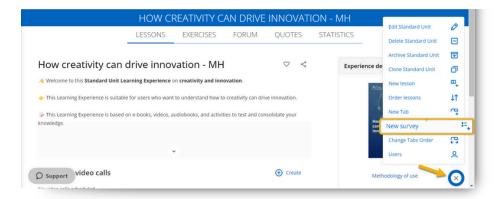
5.2 New tabs

You can add new tabs to your experience according to your needs. Click on your edit button and choose the "new tab" option. You will be able to create your new tab by incorporating all the information from the required fields.



5.3 Survey

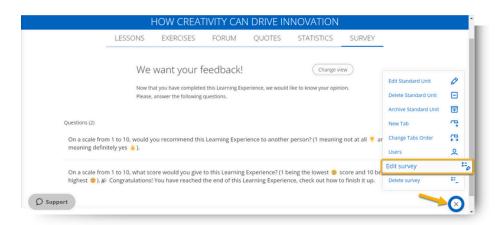
You can add surveys within your Learning Experience to gather participants' opinions. Simply click the editing button and select the "New Survey" option. You can create your survey either from a PDF document or by creating questions directly in this section. You'll have the flexibility to include open-ended questions or multiple-choice options as needed.



Also, remember that you have the initial text panel, which allows you to include videos, external links and encrypted items directly to your survey.



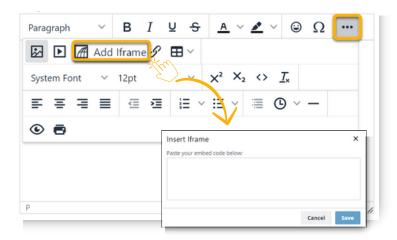
Once created, you can edit it, as you wish, from the survey tab, in your editing button.



5.4 Dynamization

Your experience has text boxes in different sections. Each of these boxes presents a panel that will allow you to easily and quickly add activities from online platforms such as: Kahoot, Genially or any Google tool, such as forms, presentations, and more. This will give you the possibility of dynamizing the sections without users having to leave the experience.

You must click on the "Add iframe" option and from there you can include the embed code. Users will be able to interact with this tool within the Learning Experience.



Frequently asked questions

1. How do I access my ecosystem on mobile devices?

If your organisation offers a mobile app download option, you will find direct download buttons at the bottom of the learning ecosystem. Download the app to access content from your smartphone or tablet. With the app, you can enjoy content without an internet connection.

To access your content offline, follow these steps:

- Open the app and go to the "Library" section (button located at the bottom of your screen).
- Download the resources for offline use by tapping the download + arrow in the bottom right corner.
- This icon \bigcirc will indicate that the content is ready for offline use.

Important: To browse the catalogue, access content for the first time, and download selected resources, an internet connection is required.

2. Can I create or edit Learning Experiences from my mobile?

Yes you can. You must enter your user area and click on "Learning Experiences".

3. If I have a technical problem, where can I contact support?

You can always open the support chat (bottom left of the screen) to report your problem.

4. As a moderator, where can I see the content consumed by users?

As a moderator, you can see user consumption in the "statistics" tab of your Learning Experiences. Here you will find the consumption start date, the last date the resource was accessed, the time spent on that resource, and the consumption progress in percentage. Another option is to review the grades of the Learning Experience, where you can download the information sheet for all participants.

5. What does it mean, the word "Required" on a field?

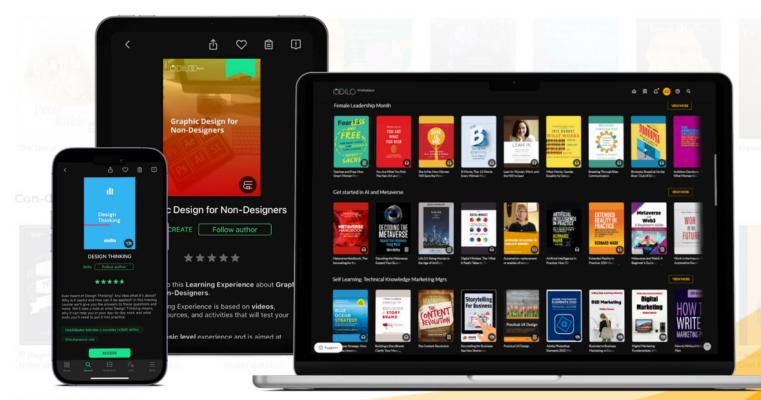
"Required" means that these fields must be filled out.

6. What is the difference between SCORM, lists and Learning Experiences?

A **list** is a feature for organising selected content. **SCORM** is a course from an external provider. **Learning Experiences**, on the other hand, are designed to be customisable according to the company's needs and offer more functionalities than a SCORM, such as communication between participants, progress tracking, grade verification, and linked content from the ecosystem catalogue.

- 7. **How do I activate a certificate of completion for my Learning Experience?** It can be activated from the information/settings area of your experience when cloning or creating a Learning Experience. You can locate it later from your editing button, choosing the first option *"edit"*. You can activate or deactivate this option as you wish.
- 8. Can I upload a resource directly from my computer to a Learning Experience? As a moderator, you can upload your own content to the lessons through the option "catalogue a resource" by adding the "resources section" to a lesson (for example, lectures, user manuals, etc.).

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