National HIV Curriculum

Learning Group Owners Guide

Important: Please watch the website overview video and the learning groups video to better understand how *National HIV Curriculum* (NHC) learning groups can help you meet your organization's goals. As an Owner, you create or change the learning group's settings and invite Manager(s) or Evaluator(s) to the learning group to share the responsibility of inviting members (Learners) or monitoring the group's progress. You may want to invite one or more Managers or Evaluators if you plan to have large groups or multiple groups. An Evaluator can only view the group's home page and progress.

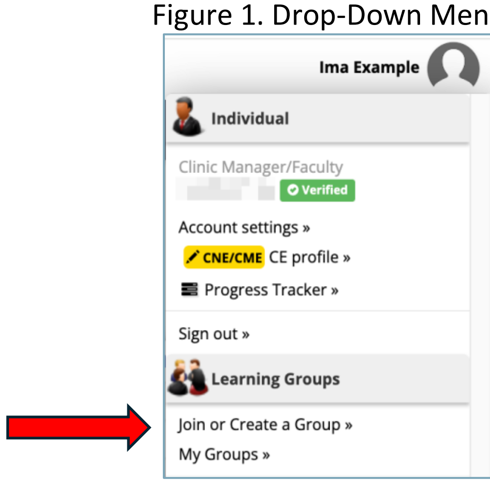
This Owners Guide uses screenshots to illustrate how one Owner ("Ima Example") (1) creates a group, (2) invites Learners, (3) views group progress, and (4) invites a Manager and/or Evaluator. To see what a Manager or an Evaluator and a Learner might experience when joining this group, please view the *Learning Group Managers & Evaluators Guide (Managers Guide)* and the *Learners Guide to Learning Groups (Learners Guide)*.

<u>How to create a group</u>

A learning group can be created on the NHC either during or after account registration. This guide assumes you have already created an account.

1. When you are signed in to the website, click on your name in the upper right to view the drop-down menu (Figure 1), and click on "Join or Create a Group." To invite group members or view their progress, learning group management team members (Owners, Managers, and Evaluators) must have a verified e-mail address.

Figure 1. Drop-Down Menu



2. Complete the six highlighted actions on the "Create a New Group" page (Figures 2 & 3). If group members are geographically dispersed, enter the ZIP code where your organization is located or where the majority of the group members reside. A zip code is required. Let us know the purpose of your group. Your group members will not see this information. The default number of Learners is 50, but if you think your group size might exceed 50, enter

the approximate number so we can expand your group size. If you want to expand your group size later, click on the Intercom chat button in the lower right and provide the group name and the new estimated number. We will notify you when the change is made to your group size.

Figure 2. Create New Group (Top of page)

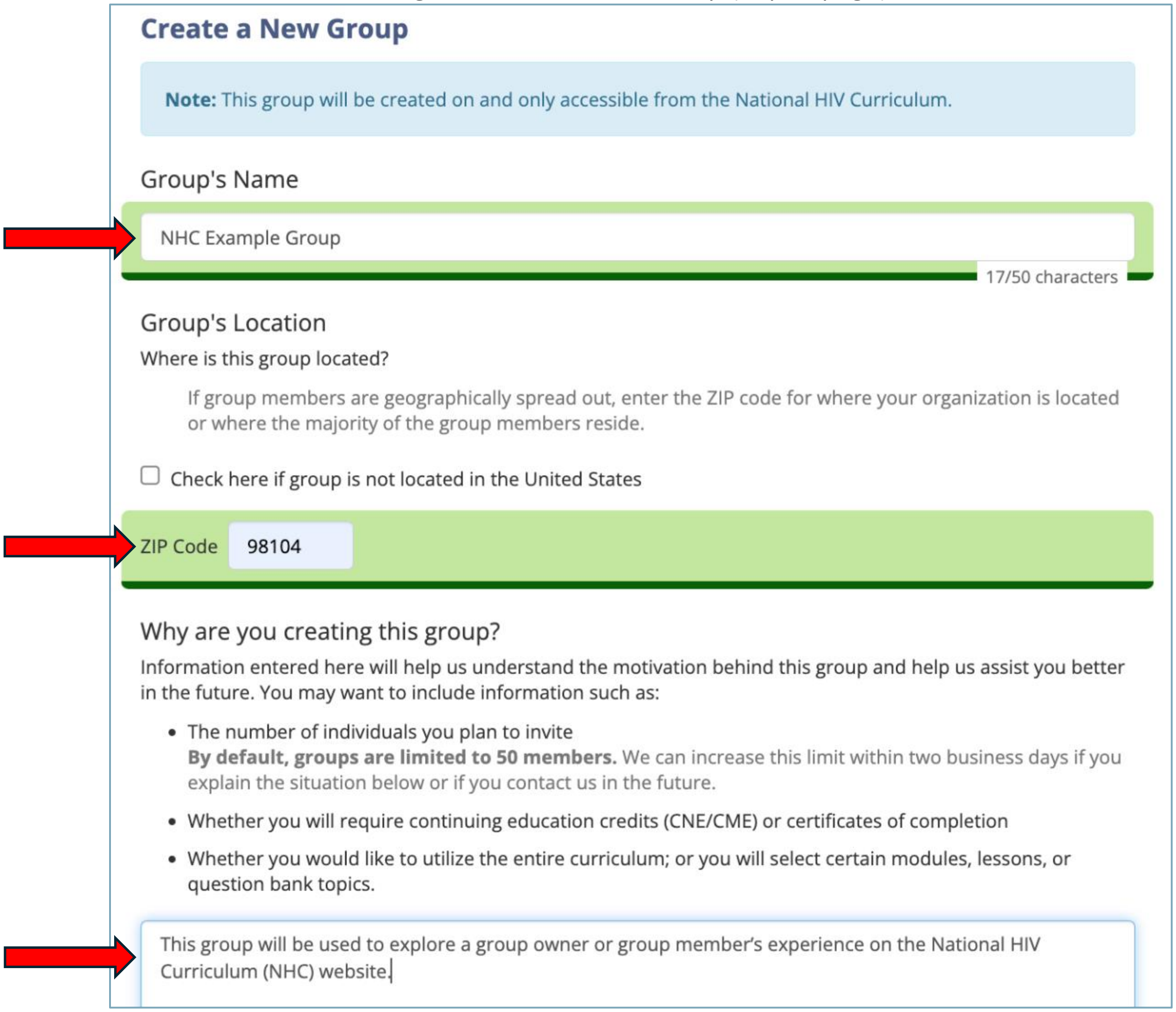
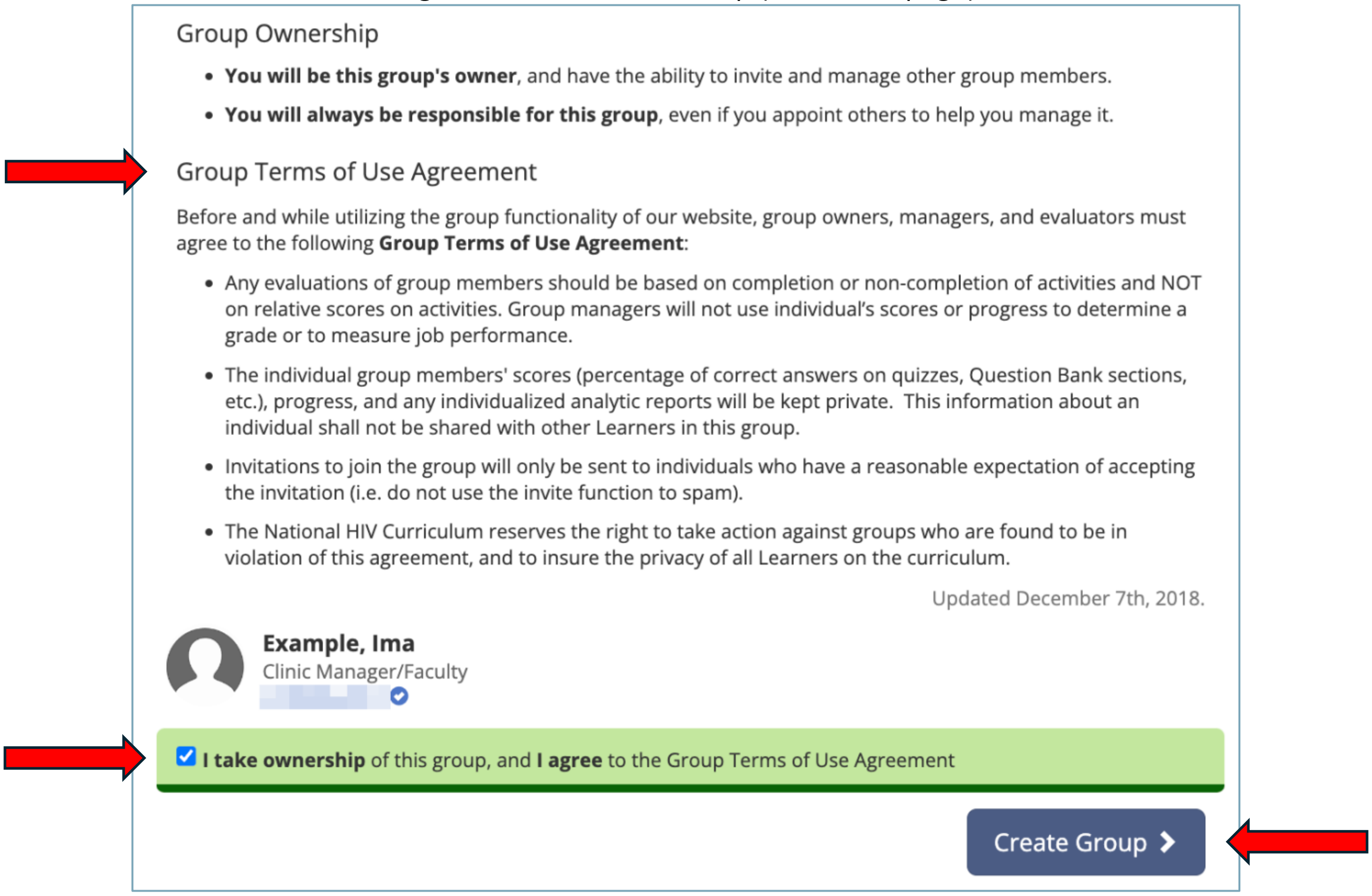
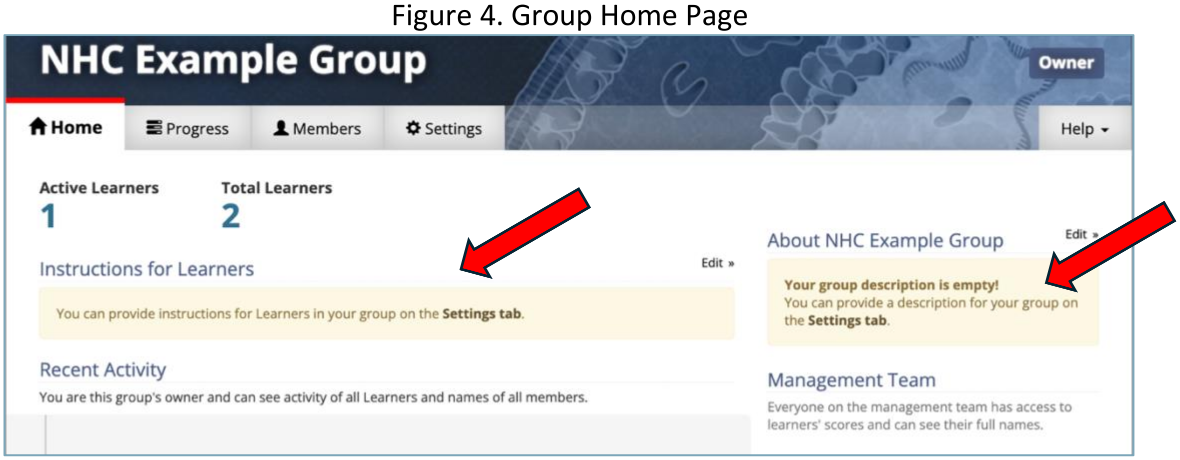


Figure 3. Create New Group (Bottom of page)



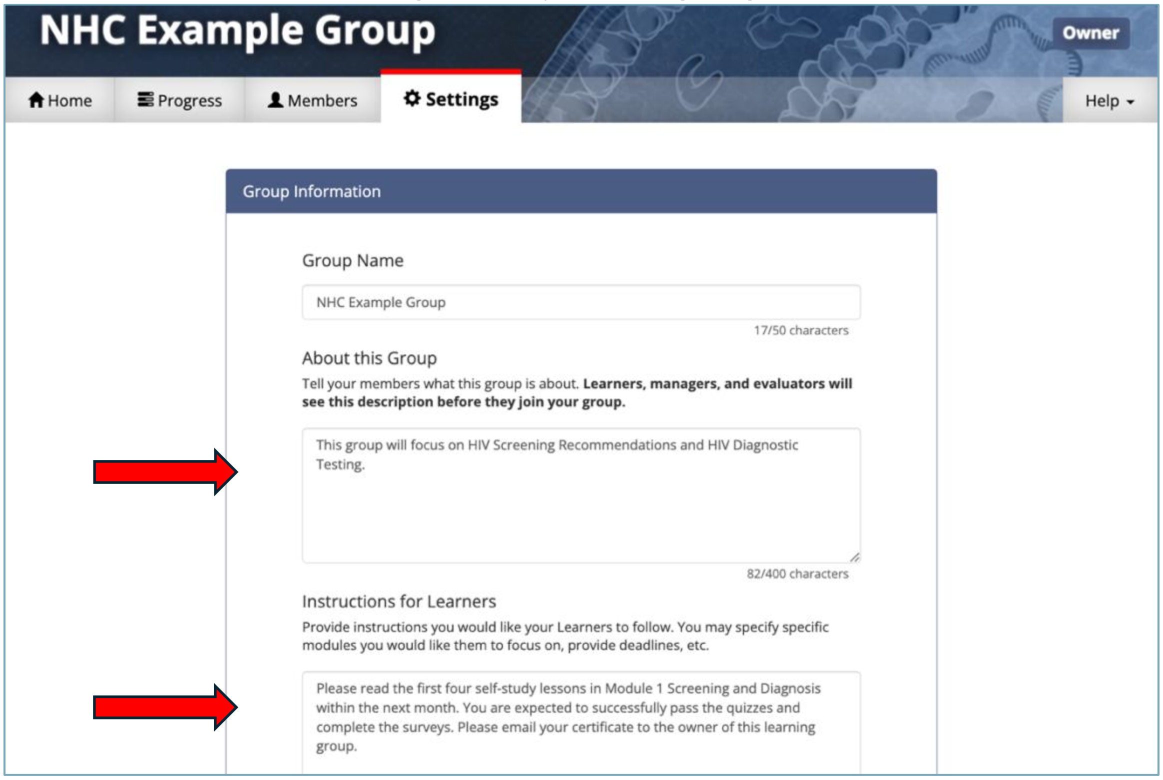
3. After you click on the “Create Group” button, the home page appears (Figure 4). Note the tabs in the upper left. Your Learners will ONLY see the home page, so you are encouraged (but not required) to provide instructions and group description here. A Manager will see all the tabs except “Settings,” and an Evaluator will only see the “Home” and “Progress” tabs.

Figure 4. Group Home Page



4. Click on the “Settings” tab to enter a group description and instructions for your Learners (Figure 5). The character limit for group instructions is 1,500.

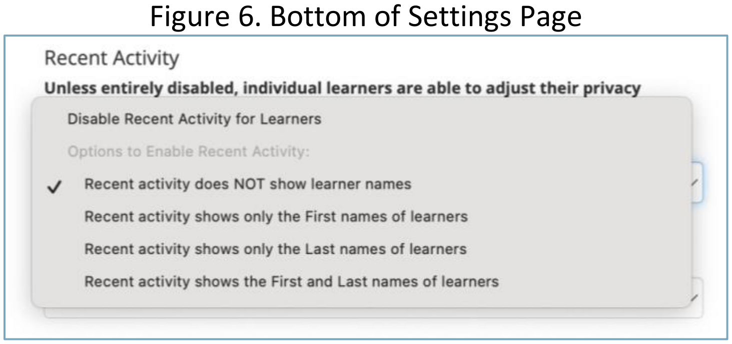
Figure 5. Top of Settings Page



5. *Option:* Scroll down to add your organization’s logo or an image of your choice. Some owners upload their picture.

6. *Option:* Click on one of the four privacy setting choices to determine what your Learners will see on their group home page (Figure 6). The default is to NOT show Learner names. If you enable sharing, individual Learners can still choose to opt out of sharing their name on the home page. Management team members always see Learners’ full names and their activities on the group’s home page (Figure 4). You *must* click the blue “Update Group” button every time you make changes to the settings.

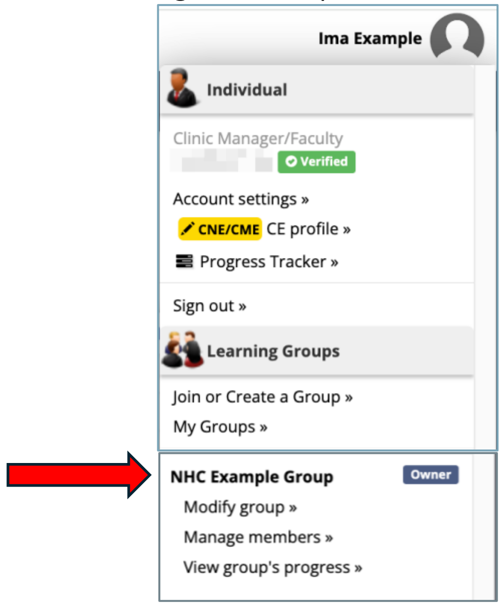
Figure 6. Bottom of Settings Page



How to invite Learners to your group

1. Sign in and click on your name in the upper right. Find your group in the drop-down menu (Figure 7) or click "My Groups" and select your group on the next page. Click on the "Members" tab to view the Members page.

Figure 7. Drop-Down Menu



2. You have three options to invite Learners:

   a) Invitation URL link – Use when Learners may or may not have registered on the website or you want to include it in your training materials. Also, you can include it in an invitation from your own e-mail account. Learners click on the Invitation URL and confirm they want to join the group if they are already registered or are prompted to register before joining the group. This method is recommended for large groups or if your organization has a strong firewall or spam filter.

   b) Group Add Code – Use when Learners are already registered on the website. They just sign in, select "Join or Create a Group" (Figure 7), and enter the Group Add Code. In your training materials, we suggest you provide a link to the website with the Group Add Code.

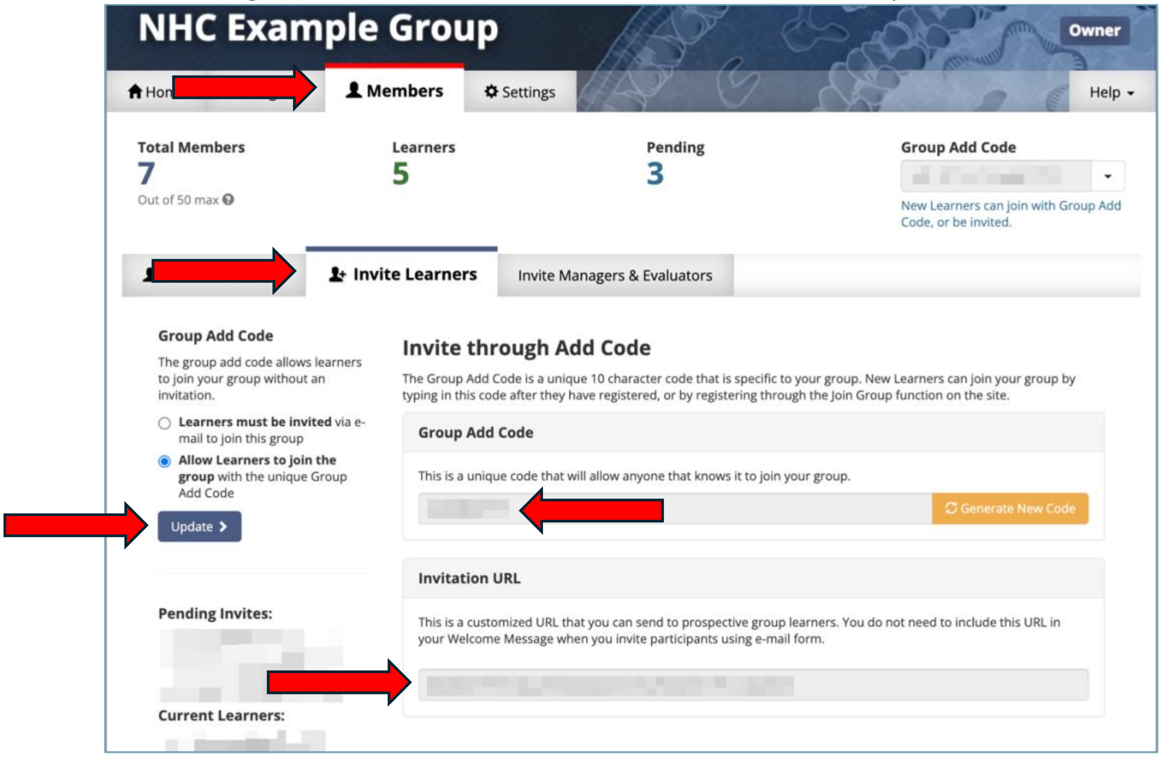
   c) Invite through E-mail – Use the website e-mail template or tailor the template to meet your needs. This method allows you to track who invitations were sent to on the "Invite Learners" tab. The e-mail is sent from support@hiv.uw.edu.

Note: To see what your Learners will experience based on the option you choose, please view the *Learners Guide.* You can distribute the entire guide, or you can share relevant parts, such as how to enter the Invitation URL or Group Add Code.

How to use the Invitation URL or Group Add Code to invite Learners

1. From the “Members” tab, click on “Invite Learners” (Figure 8).

Figure 8. Members: Enable Invitation URL and Group Add Code



2. Select the second option under “Group Add Code” on the left, then click “Update” (Figure 8). This will generate an Invitation URL and Group Add Code. You may disable/enable the Group Add Code at any time. The Invitation URL and Group Add Code will remain the same.

3. Copy and paste the Invitation URL or the Group Add Code with a link to the website to your training materials or into an invitation from your e-mail account.

How to Invite through E-mail

Within the “Invite Learners” tab, scroll down to **“**Invite through E-Mail.” You can personalize the invitation or send what’s been provided. Your name and title, group name, and e-mail address will be auto-filled at the end of the message. The link to join the learning group will appear at the end of the e-mail. Enter their e-mail(s) and click “Send Out Invites.”

If a Learner doesn’t receive the invitation, ask them to check their spam or junk folders for an e-mail from support@hiv.uw.edu. Sometimes, an organization's firewall blocks the e-mail invitation. If this happens, you have two options to resolve the issue:

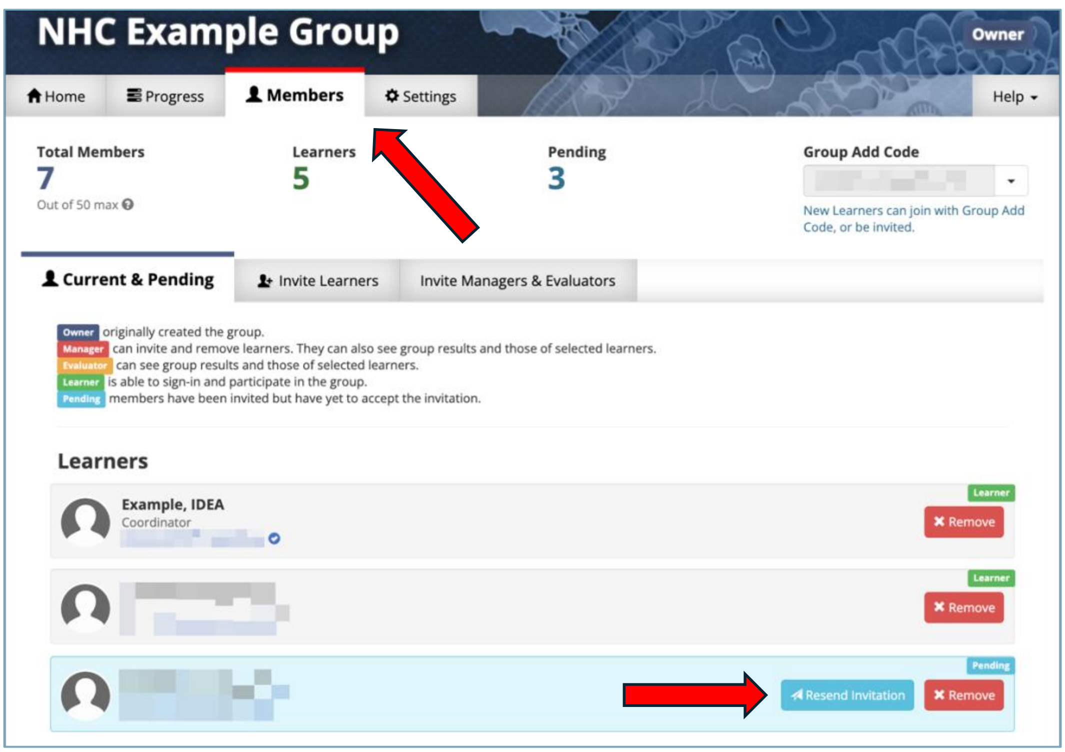
1. You can copy and paste the website invite text above into your own e-mail. Enable the "Group Add Code" and copy and paste the invitation URL link into the e-mail. Learners click on the Invitation URL and confirm they want to join the group if they are already registered or are prompted to register before joining the group.

2. Ask the Learner to create an account on the website and share that e-mail address with you. You can then resend the invitation to that e-mail. If they create the account with the e-mail address you already have, the Learner will see a pop-up message about a pending group invitation after they register.

<u>How to see who is in your group</u>

From the "Members" tab, click on the "Current & Pending" tab (Figure 9) to monitor who has joined your group and who has yet to accept the invitation if you used the Invite through E-Mail method. You can also resend the invitation from this page. If a Learner declines your invitation, you won't see their name on the list. To remove Learners or management team members from a group, click on "Remove." A Learner can leave the group from the group's home page.

Figure 9. Members: Current and Pending

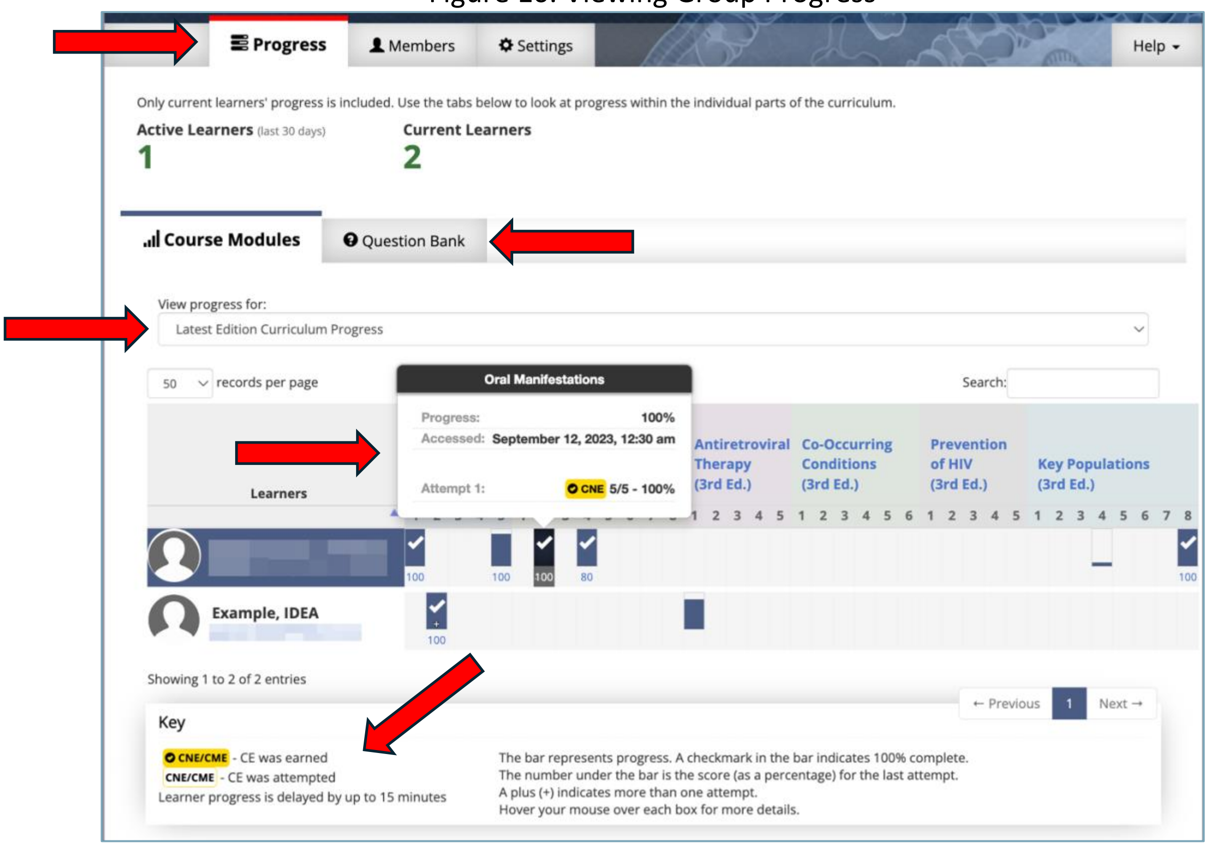


<u>How to monitor your group's progress</u>

Learning group Owners, Managers, and Evaluators can view Learners' progress through the lessons. The Progress page will default to view the Course Modules in the current edition of the NHC. To view progress on previous editions, use the drop-down menu above the table. To view progress in the Question Bank, click on the "Question Bank" tab next to the "Course Modules" tab. The "Progress" tab (Figure 10) enables you to:

1. View a Learner's progress on a lesson or Question Bank topic and see if they passed the quiz or earned CE.
2. Hover over a Learner's progress to see the number of quiz attempts, the number of correct answers, and the percentage score.
3. Click on a Learner's e-mail address to e-mail them about upcoming deadlines, congratulate them on their work, request certificate copies, etc.
4. Enter a Learner's name in the search box when you have a large group.

Figure 10. Viewing Group Progress



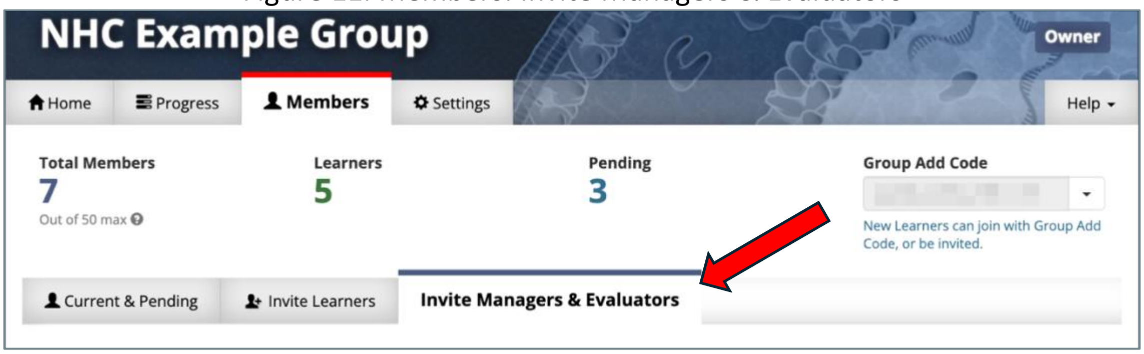
<u>How to invite Managers or Evaluators</u>

If you expect to have a large group or several groups, you may want to consider inviting Manager(s) and/or Evaluator(s). For instance, if you work at a large organization with multiple locations, you could set up a learning group for each location and invite a Manager from each location to invite the Learners. Some facilities invite training or human resources staff as Managers or Evaluators so they can view Learners' progress and CE attainment. Owners are encouraged to view the *Managers Guide* to better understand what the Manager will see when they join the group, invite members, and review progress.

1. Sign in and click on your name in the upper right. Find your group in the drop-down menu (Figure 7) or click "My Groups" and select your group on the next page. Click on the "Members" tab to view the members in your group.

2. Click on the "Invite Managers & Evaluators" tab (Figure 11).

Figure 11. Members: Invite Managers & Evaluators



3. Enter the e-mail address(es) and choose either "Manager" or "Evaluator."

4. You have the option to personalize the e-mail invitation sent with a link to join the group. Click on the "Send Out Invites" button.

5. In the pop-up message, confirm the invitation is correct, then click on "Yes, Invite these individuals."

6. Invitees will receive an e-mail from support@hiv.uw.edu. If your invitees do not receive the e-mail, ask them to check their spam or junk mail folders. If they are already registered on the website, they will see a pop-up window with a link to view and accept the invitation the next time they sign in.

How to ask questions

Click on the Intercom chat button in the lower right when you are signed in to the website. This account is monitored Monday through Friday from 10:30 a.m. to 8:00 p.m. Eastern Time, with automated answers outside of those hours. You can also click on "Contact Us" at the bottom of the page to send us an e-mail at any time.