HLC Student Management

HealthStream Learning Center™

Contents

Note: This guide is updated frequently. If you save or print this document, you should frequently cross-reference the date stamp on any local copies with the most current version posted in the Help system.

Student Management

In the HLC, you can add students, and view information about students and their courses.

Adding a Student

Students can be added to your HLC automatically via your regularly-scheduled data import or manually by an administrator. If you have questions about data import, contact your HLC support service.

To manually add a student

1. On the **People** tab, click **Add a Student**. The **Add a Student** page appears.

An orange asterisk (*) indicates a required field.

2. In the **Last Name**, **First Name**, and **Middle Name** boxes, enter the student's last, first, and middle names.
3. In the **User ID** box, enter the student's user ID, following your institution's procedure for assigning user IDs.
4 In the **Password** box, enter the student's password, following your institution's procedure for password creation.

    Note: Passwords are case-sensitive.

5. In the **Confirm Password** box, retype the password exactly as you did in the **Password** box.
6. In the **Password Reminder** box, enter a phrase that will help the student remember his or her password, if desired.
7. In the **Email** box, enter the student's e-mail address if desired.

    Note: For students to receive e-mail notifications from the HLC, an e-mail address is required.

8. In the **Time Zone** list, select the time zone in which the student works. This value defaults to the institution's time zone. Entering the student's time zone allows the system to synchronize times for classroom and virtual class activities that span more than one time zone.

    Note: Students will see class times adjusted to their time zone. However, assigned courses are always due at 11:59 PM Eastern Time, regardless of the student's time zone.

9. Leave the **Allow this student to access the system** check box selected for active students.

10. Optionally, select the student's supervisor by clicking **Click here to select** beside the **Supervisor/Manager** label. This allows you to select any other student in this institution as the student's supervisor. (See *Selecting a Student Supervisor/Manager* immediately following this procedure.)

    Note: Your institution may request up to four custom fields be added for additional student demographic data. If added, the custom fields will appear in the **Manage a Student** area below **Supervisor/Manager**. They may appear as lists (required field) or text fields (optional field).

11. In the **Hire/Re-hire Date** box, enter the student's hire or rehire date.

    Tip: You can also click to select the date.

12. In the **Review Month/Day** box, enter the month and day for student review, if desired.

    Tip: You can also click to select the date.

13. In the **Department** list, select the student's department. Departments are sorted by department code (if used).

14. In the **Job Title** list, select the student's job title. Job titles are sorted by job code (if used).

15. In the **Active Date** box, note that the active date defaults to the hire/re-hire date that you entered, but may be adjusted to denote status changes such as department transfers or return from leave of absence. Before adjusting a student's active date, see important information in *Understanding Active Date Changes* in this document.

    Tip: You can also click to select the date.

16. In the **Student Notes** box, enter any notes to the student, if desired. Notes can be edited at any time.

17. In the **Roles** box, note that the **Student** role is checked by default.

18. Click **Save** to save the new student to the system or click **Save and Add Another** if you wish to add another student.

Selecting a Student Supervisor/Manager

If you wish to utilize the HLC supervisor/manager Notifications feature (when available), a supervisor/manager must be identified for your students. From the student general information page, you can identify a student's specific supervisor or manager.

To select a student supervisor/manager

1. On the student's **General Information** page, click **Click here to select** beside the Supervisor/Manager label. The **Select Student Supervisor** page appears.

2. Perform a search to identify the supervisor/manager. The system searches students within your database.

3. Click the name of the desired supervisor from the list of matching search results. The system returns to the **Add a Student** page with the previously selected supervisor now displayed next to the **Supervisor/Manager** label.

To change the selected supervisor/manager

1. On the student's **General Information** page, click the name link of the supervisor/manager.
2. Perform a search to identify the new supervisor/manager.
3. Click the name of the desired supervisor from the list of matching search results. The system returns to the **Add a Student** page with the previously selected supervisor now displayed next to the **Supervisor/Manager** label.

To remove a supervisor/manager selection

On the student's **General Information** page Click **Clear** next to the name of the supervisor/manager. The previous supervisor/manager is now deleted and can be replaced at any time by selecting a new supervisor/manager.

Searching for a Student

To search for a student

On the **People** tab, click **Manage Students**.

Tip: Clicking the **Recent Items** icon displays a list of the ten most recently edited student records.

Student Management
Add a Student
Acquire a Student
Manage Students
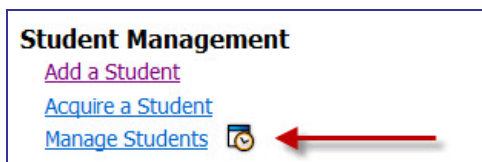
The **Manage Students** page appears.
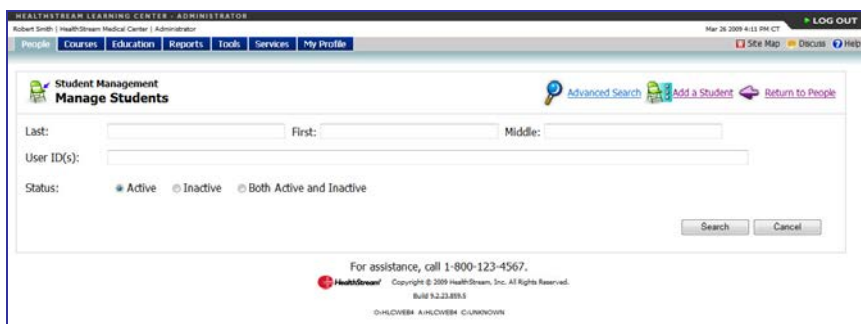
The **Manage Students** page is divided into two sections. The top half of the page enables searching active and/or inactive students by name or user ID. The bottom half of the page is made visible by clicking **Advanced Search** and is used to further define your student search.

Basic Search

1. Enter the search criteria. You may search for students by last, first, and middle names, user ID(s), and status. There is no minimum number of characters you must enter into a search field. To narrow search results, simply enter more characters in a search field. You may also enter more than one user ID by separating each with a comma.

2. Click **Search**. The page refreshes, displaying matching search results.
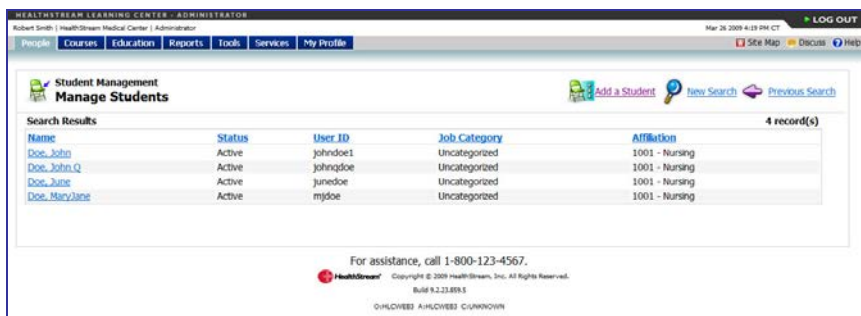
3. Click the name link of the desired student.

Advanced Search

1. Click **Advanced Search** to reveal the bottom half of the search page, as shown below.

This section of the search page contains additional filters, which enable you to further refine your search. You can search for students within specific departments, job categories, job titles, and if available, custom filters. You can also search within specific date ranges.

This page defaults to allow you to search through all departments, job categories, and job titles, and all custom filters, if available. If you want to search for a specific department, for example, simply clear the **All Departments** check box and select the desired check boxes within the **Department** box.

2. Click **Search**. The page refreshes, displaying matching search results.

3. Click the name link of the desired student.

Viewing Student Information

Administrators can view information about students from the **Manage a Student** page. To access this page, perform a student search.

From the student's general information page, you can view the following student information:

- Student Assignments
- Student My Learning Page
- Student Transcript
- Student Assignment Report
- Student's Student Groups
- Student License Information
- Student Personal Address and Phone

Viewing a Student's Assignments

Administrators can view student assignment information.

To view a student's assignments

1. Perform a student search. See *Searching for a Student* in this document for details on conducting a student search.

2. Click the name link of the desired student from the list of matching search results. The **Manage a Student** page appears.

3. Click **Assignments** in the left-hand navigation tree.

The **View Student Assignments** page appears.

4. This page is divided into four columns: *Item Name*, *Item Type*, *Assignment Type*, and *Options*.

5. To see details about an assignment, click the assignment name associated with the selected course, equivalent, or curriculum. See the *HLC Assignments Management* user guide for further details about assignments.

6. To exempt the student from a course that is part of a group assignment, click **Exempt** under the *Options* column. For more information about exemptions, see *Creating Assignment Exemptions* in the *HLC Assignments Management* user guide.

Viewing a Student's My Learning Page

To view a student's My Learning page

1. Perform a student search. See *Searching for a Student* in this document for details on conducting a student search.

2. Click the name link of the desired student from the list of matching search results. The **Manage a Student** page appears.

3. Click **My Learning** from the left-hand navigation tree.
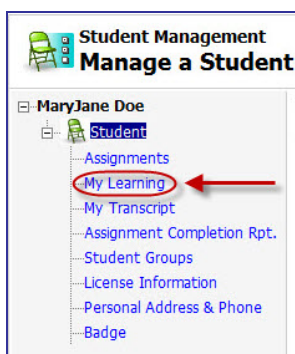
The **View Student Learning** page appears.

This view includes up to six sections:

- **Assigned Learning** - including name, due date and status, and last accessed date.

- **Elective Learning** - including name, enrolled by, status, and last accessed date.

- **Institution-Specific Assignments** – including name, institution, due date, and status.

- **Upcoming Classes** – including start date and time, class name, session, status, and options.

- **Choose a Class** – including course name and learning activity.

- **Upcoming Assignments** - including name, due date, status, and available date.

Note: Upcoming Assignments are courses that are included in a recurring assignment, that are not yet available under **Assigned Learning** on the student's view of the **My Learning** page, as dictated by the recurrence date. For additional information, see *One Time vs. Recurring Assignments* in the *HLC Assignments Management* user guide.

Viewing a Student's Transcript

To view a student's transcript

1. Perform a student search. See *Searching for a Student* in this document for details on conducting a student search.

2. Click the name link of the desired student from the list of matching search results. The **Manage a Student** page appears.

3. Click **My Transcript** in the left-hand navigation tree.
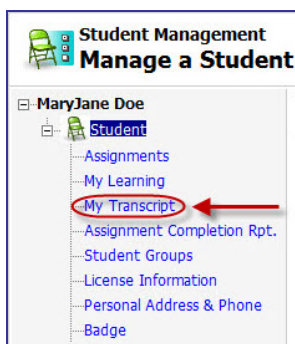
The **View Student Transcript** page appears.

The transcript includes five columns:

- *Name* – linked to display CE credit information and certificates
- *Est. Time* – an estimation of the length of time taken to complete the course (if available) will appear in hrs:mins
- *Score* – if an overall score was calculated for the course
- *Completion Date* – the date of course completion
- *Learning Event Comments* – if the completion was earned via a learning event
- Administrator-entered or Student-entered notation for learning events

Note: If the transcript includes learning events, the notation – ADMINISTRATOR-ENTERED or STUDENT-ENTERED – will appear to the right of the date awarded. Comments entered by the administrator will also be visible beneath the learning event name.

If the course includes continuing education (CE) credit for which the student qualified, the CE credit information will be displayed under the course information, including credit type, units, discipline, license number (if stored in the system) and state.

4. The transcript can be narrowed to a specific date range by selecting a date range from the **Date Range** list. The page will refresh to display the date range chosen.

5. The transcript can be customized and printed as a report by clicking **Customize and Print**.

Note: The student-entered learning events feature is optional and may not be enabled at your institution.
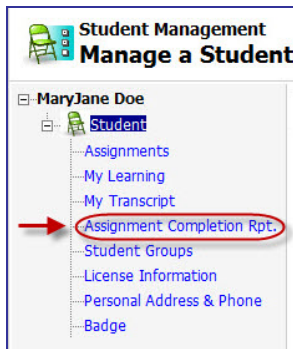
Viewing a Student's Assignment Report

Administrators can view a student's assignment report.

To view a student's assignment report

1. Perform a student search. See *Searching for a Student* in this document for details on conducting a student search.
2. Click the name link of the desired student from the list of matching search results. The **Manage a Student** page appears.

3. Click **Assignment Completion Rpt.** from the left-hand navigation tree.

The **Student Assignment Completion** page appears.

4. Set the parameters for the Student Assignment Completion report and click **Continue**. The report appears in a new window. See the *Student Assignment Completion Report* in the *HLC Reports* user guide for more details.

Viewing a Student's Student Groups

To view a student's student groups

1. Perform at student search. See *Searching for a Student* in this document for details on conducting a student search.

2. Click the name link of the desired student from the list of matching search results. The **Manage a Student** page appears.

3. Click **Student Groups** from the left-hand navigation tree.
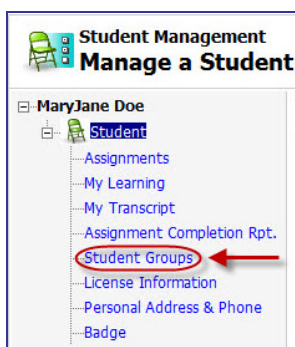
The **View Student Group Information** page appears, listing student groups to which the student belongs, including the student group name, type, status, and visibility.

4. To view student group details, click the name link of the student group. The **Edit a Student Group** page appears.

An orange asterisk (*) indicates a required field.

For additional information about student groups, see the *Student Groups Overview* topic in the HLC online Help.

Viewing a Student's License Information

By default, students who are licensed healthcare professionals can store license and discipline information in the HLC. Storing this information enables the system to issue appropriate CE credit for course completion.

To view a student's license information

1. Perform a student search. See *Searching for a Student* in this document for details on conducting a student search.

2. Click the name link of the desired student from the list of matching search results. The **Manage a Student** page appears.

3. Click **License Information** from the left-hand navigation tree.

The **View Discipline/License Information** page appears.

Viewing a Student's Personal Address & Phone

If the student has entered personal address information from the student login, administrators can view this information.

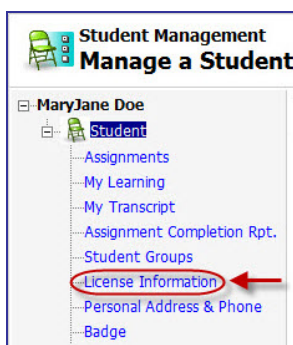**To view a student's personal address and phone information**

1. Perform a student search. See *Searching for a Student* in this document for details on conducting a student search.

2. Click the name link of the desired student from the list of matching search results. The **Manage a Student** page appears.

3. Click **Personal Address & Phone** in the left-hand navigation tree.

The **Manage Student Mailing Address** page appears.

Editing a Student Record

As needed, you can edit information on the student's general information page.

To edit a student record

1. Perform a student search. See *Searching for a Student* in this document for details on conducting a student search.
2. Click the name link of the desired student from the list of matching search results. The **Manage a Student** page appears.

An orange asterisk (*) indicates a required field.

3. Make the desired changes.
4. Click **Save** to save the edits or click **Save and Add Another** if you wish to add another student.

   Note: By default, you cannot edit the student's user ID. Also, passwords are always encrypted. You cannot view a student's password but can reset a new password.

Inactivating/Reactivating a Student

Students cannot be deleted from the HLC once a student record is created. Students can, however, be inactivated in the system. Inactive students cannot access the HLC and they will not appear on selected reports. They will also be removed from all student groups and from classes for which they are registered.

To inactivate a student

1. Perform a student search. See *Searching for a Student* in this document for details on conducting a student search.

2. Click the name link of the desired student from the list of matching search results. The **Manage a Student** page appears.

3. Clear the **Allow this student to access the system** check box.

4. Click **Save**. The student is now inactive in the system.

    Note: If a student is also an administrator, inactivating the student record does not prevent administrator access to the system. To prevent administrator access, the administrator role must be deleted (See *Deleting an Administrator Record* in the *HLC Administrator Management* user guide). All access (including administrator access) can be disabled for all roles when inactivations are facilitated via the data import file instead of inactivated manually.

To reactivate a student

1. Perform a student search. See *Searching for a Student* in this document for details on conducting a student search.

   Tip: You can use **Inactive** as a student search criterion.

2. Click the name link of the desired student from the list of matching search results. The **Manage a Student** page appears.

3. Select the **Allow this student to access the system** check box.

4. Click **Save**. The student is now reactivated and can access the system. Once reactivated, the student is returned to profile student groups for which criteria are met. (See *Adding a Profile Student Group* in the *HLC Student Group Management* user guide.) The student is not automatically returned to any individual student groups, and is not reregistered for any classes.

Active Date Changes

The purpose of the active date (field on the student record) is to provide a mechanism by which a student's assignments may be re-set based upon that date. The active date may be utilized to track student status changes including department changes, job title changes, or returns from leave of absence (LOA). It is important to note that all assignment due dates are re-calculated when the active date is changed. The active date can be changed via the data import file or be changed manually on the student's record by an administrator.

New assignment due dates are calculated when the student's designated active date is changed to a date subsequent to the student's hire/ re-hire date and there are past due assignments on student's **My Learning** page. If the active date is edited for a student record, all assignments will be adjusted based upon the newly entered active date. This action prevents students with status changes (for example, transferring to a new department) from becoming immediately delinquent.

Important: Past due assignments from a one-time assignment with a fixed due date are removed from the student's **My Learning** page. All other assignment due dates are recalculated, and assignments considered past due prior to the edit of the active date will display newly calculated due dates that are subsequent to the active date. If the active date is prior to the due date of any previously-delivered assignments, the assignment will be removed from the student's **My Learning** page.

Note: The active date must be set to the hire/re-hire date or a date thereafter. When a student record is imported, the active date is defaulted to the hire/re-hire date unless the active date field is included in the data import. If a subsequent import is received for the same student reflecting a new hire/re-hire date with no active date field, the active date will default to that date.

Any subsequent import that includes a hire/re-hire date but not an active date will not affect the manually-changed active date, as long as that date is after the hire/re-hire date. Import files that contain active dates will override manual active date changes.

Additional Student Management Functions

From the **Manage a Student** page, administrators can promote a student to an administrator. For more information, see *Adding an Administrator* in the *HLC Administrator Management* user guide.

From the administrator view of student assignments, administrators can add an individual assignment. For more information, see *Adding an Individual Assignment* in the *HLC Assignments Management* user guide.