

NYS-ERA-Main Learner Guide

Overview

The NETgLearning courses are designed to meet your individual learning needs. By providing strong instructional design in a versatile manner, NETgLearning courses offer an interactive learning experience to increase your skills and job performance. A user-friendly interface allows you to quickly begin learning even if it is your first time using a course.

NETgLearning courses offers learning flexibility. You have the flexibility to choose what you learn. In addition, an enhanced targeted learning feature allows you to execute a keyword search to locate and learn about a specific area of interest within the course. You may have the option of beginning a course online and at any time downloading desired sections of the course content for offline learning. Finally, you have the flexibility to customize your learning environment. Customized settings allow you to designate the use of audio, tool tips, feedback and the interface theme within a course.

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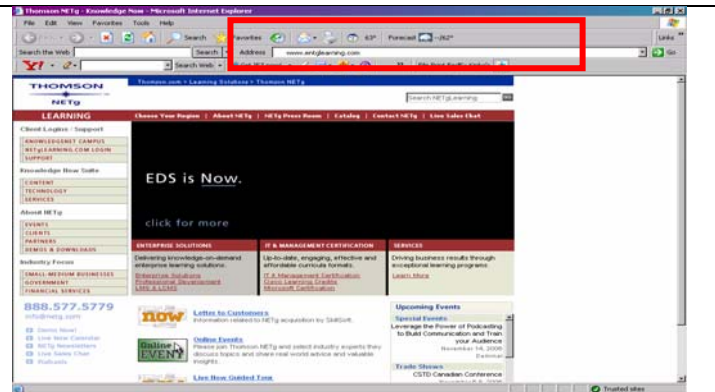
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LOGGING INTO NETgLEARNING.COM

Step 1 – Open your browser and type the following url in your browser:
www.netglearning.com



Step 2 – On the NETgLearning.com log in screen, enter the following:

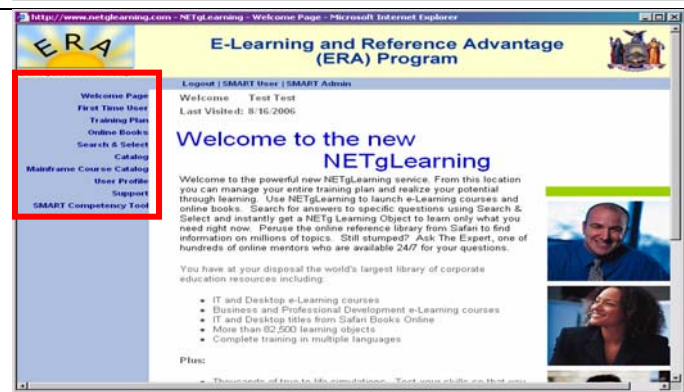
Company Name = **NYS-ERA-Main**

Username = your assigned user name

Password = if this is your first time accessing NETgLearning.com, enter **elearning**. Otherwise enter the password you established for your profile.



Step 3 – From the Welcome screen, you may navigate to any of the site locations shown on the left menu bar. If this is your first access of NETgLearning.com, complete Steps 4 - 6. Otherwise, go to **Adding Courses to Your Training Plan**.



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Step 4 – Click on **User Profile** in the left menu bar to change your password. Here are some hints regarding this screen:

- Passwords are limited to a-z, A-Z, and 0-9.
- Email address must be a valid email address.
- All other fields accept all characters.

Click on **Change Password**.

https://www.netglearning.com - NETg Learning User Profile - Microsoft Internet Explorer

E-Learning and Reference Advantage (ERA) Program

Logout | SMART User | SMART Admin

Welcome Page
First Time User
Training Plan
Online Books
Search & Select
Catalog
Mainframe Course Catalog
User Profile
Support
SMART Competency Tool

Create Personal Profile for test
You can update this information at any time. *Required fields are marked with an asterisk.

* First Name:
* Last Name:
* Language Choice:
* Email Address:
* Agency:
* Division:
* Bureau:
* Unit:
Activation Date: Tuesday, April 20, 2004
Expiration Date: Tuesday, September 30, 2009
Days Left: 695

Change Password Update

Company Information

Hints
Passwords are limited to a-z, Z, and 0-9. Email address must be a valid email address. All other fields accept all characters.

Please Note
If you have self-registered but are creating another account, please contact your Training Administrator to disable your existing profile.

Step 5 – Enter your new password, retype your new password and enter a brief Personal Password Reminder hint. This reminder will be presented to you if you forget your password and ask for assistance. Click on Reset Password to complete this process. You will receive an indicator if your password has been successfully updated. You will also receive an email with your new login credentials.

https://www.netglearning.com - PasswordResetPopup - Microsoft Internet Explorer

Password Assistance Close

* New Password:
* Retype New Password:
* Personal Password Reminder:

Reset Password

Done Internet

Step 6 – Click on **First Time User** in the left menu bar and read through the 5 pages of this orientation so that you can take to get the most out of your use of the NETgLearning.com environment. You will learn how to find and add courses to your Training Plan, launch a course from your Training Plan, run learner reports and obtain support if needed. This orientation can be viewed at all times when you are logged into NETgLearning.com

http://www.netglearning.com - NETg Learning - First Time User - Microsoft Internet Explorer

E-Learning and Reference Advantage (ERA) Program

Logout | SMART User | SMART Admin

Welcome Page
First Time User
Training Plan
Online Books
Search & Select
Catalog
Mainframe Course Catalog
User Profile
Support
SMART Competency Tool

First Time User

Welcome to NETgLearning.com. If this is your first time visiting NETgLearning.com, there are a few simple orientation steps you can take to get the most out of your visit. Located on the left hand side of your screen is access to the various pages on your site. Below is a short description of the most common pages and the information found at each location.

Welcome Page – The starting point of your site where details on your training program can typically be found.

Training Plan – Within these pages, you can manage your training, as well as report on your training progress. Additional instructions on managing your training plan can be found on the following pages.

User Profile – This page allows you to manage your user specific registration details. Within this page, you can select your site language preference, modify your first and last name, change your login password and most users manage your company custom field assignments.

Catalog – The catalog provides access to details and descriptions on the training products in which you will be able to participate.

Support – If you require assistance with a technical issue, use this page to obtain details on contacting NETg product support.

Feedback – If you have suggestions on making your training experience more valuable, the Feedback page provides a location to send us your comments.

Logout – Located at the top area of your screen, this button will end your training session.

Please select the following pages to learn how to manage your Training Plan.

Go to the Page: 1 2 3 4 5

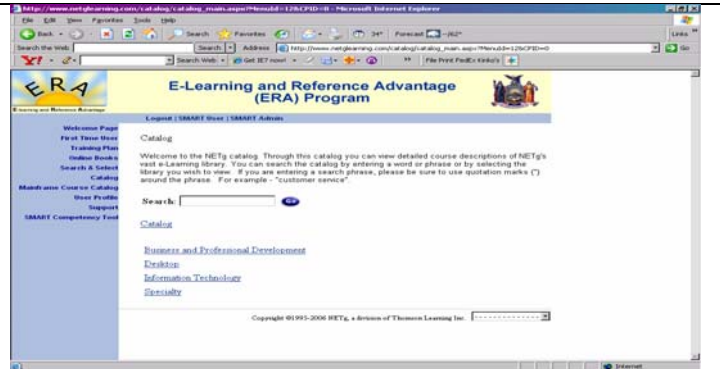
Copyright ©1995-2005 NETg, a division of Thomson Learning Inc.

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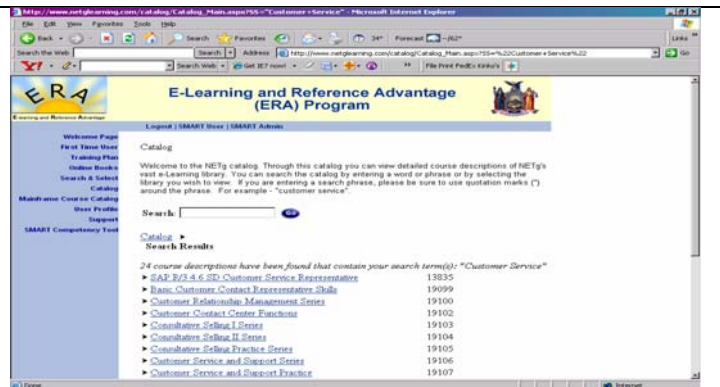
Catalog and Mainframe Course Catalog

Course catalogs provide detailed descriptions of the courses available in your Thomson NETg library. Details may include: a summary description, main learning objectives, audience, deployment options, accreditations, language options, total learning time, unit-level learning time and learning objectives.

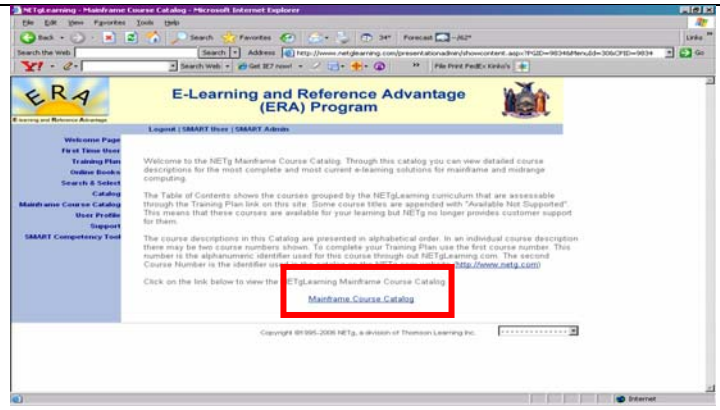
Step 1 – Through the **Catalog** link on the left menu bar you can view detailed course descriptions of NETg's vast e-Learning library. You can search the catalog by entering a course number, word or phrase or by selecting the library you wish to view. If you are entering a search phrase, please be sure to use quotation marks (") around the phrase.



Step 2 – From the listing of courses matching your search criteria, click on the course title to view a detailed description of the course.



Step 3 – Click on the **Mainframe Course Catalog** link on the left menu bar to access detailed course description. This catalog is downloaded by clicking on the link in the middle of the page. This catalog can be saved for viewing in the future.



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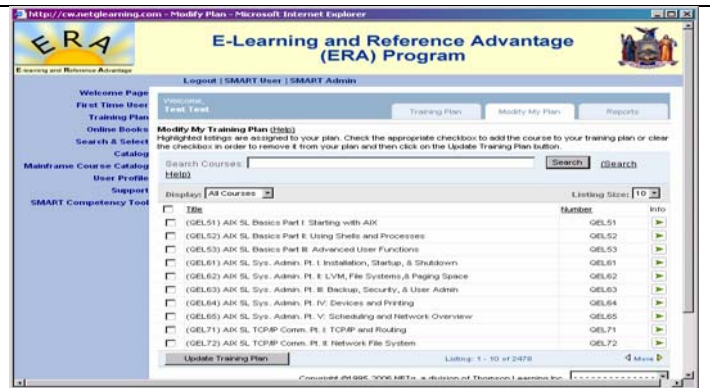
ADDING COURSES TO YOUR TRAINING PLAN

Step 1 – Click on **Training Plan** on the left menu bar. If this is your first time using NETgLearning.com, there will be no courses or curriculums shown in your Training Plan. Click on the **Modify My Plan** tab to select courses.

NOTE: Click on the plus sign beside the curriculum name to see the courses under that curriculum.

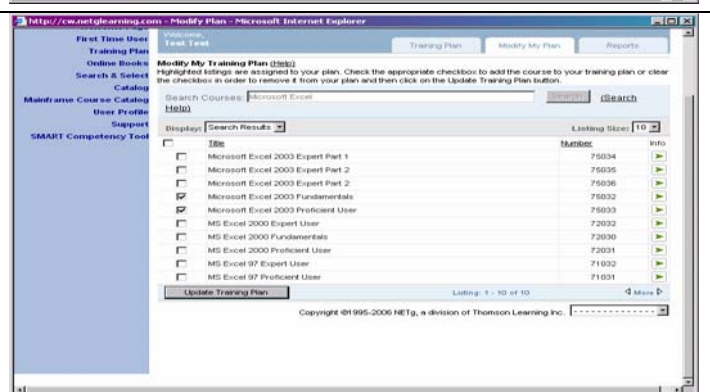


Step 2 – The default listing for this page is for courses. You can change to see available curriculums by clicking on the down arrow by **Display** and selecting another option. In the **Search** box you can enter a key word or course number to narrow the courses displayed for selection. To start a new search, be sure to change the **Display** option to All Courses or All Curriculums.



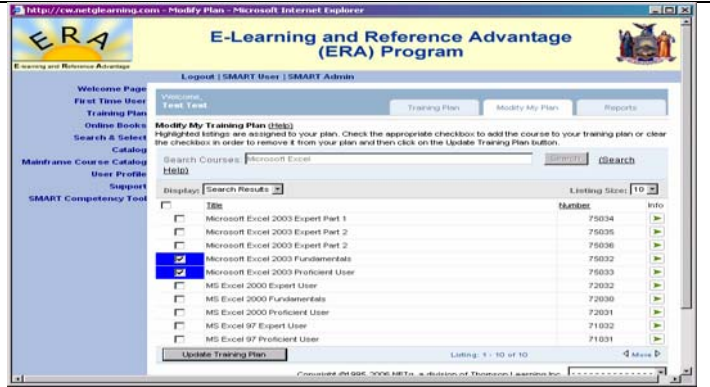
Step 3 – Select the desired course(s) by clicking in the box to left of each course name. You can select all courses in the display by clicking on the box to the left of **Title** at the top of the course list. You can also increase or decrease the number of course titles that display on each page by clicking on **List Size** and selecting another option. Click on **Update Training Plan** when you have completed your selection on this page of courses.

Note: You need to make your selections on a screen-by-screen basis.

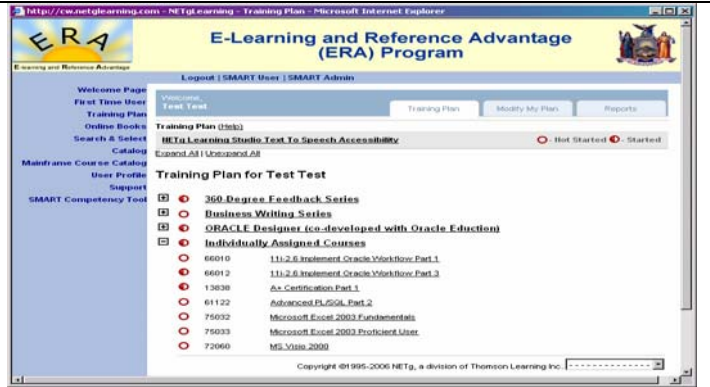


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Step 4 – A blue box with a check mark will appear next to each course you have selected.



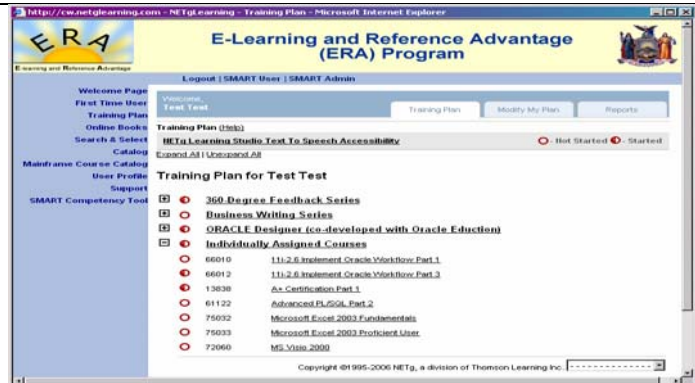
Step 5– Click on the **Training Plan** tab and you will be able to select and launch courses you have selected.



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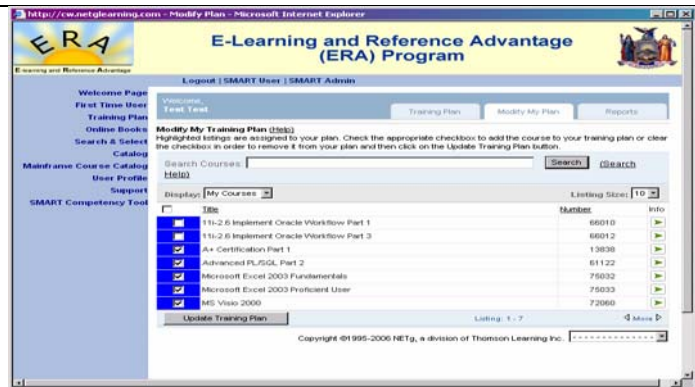
REMOVING COURSES FROM YOUR TRAINING PLAN

Step 1 – Click on **Training Plan** on the left menu bar.



The screenshot shows the ERA program interface. The left menu bar has "Training Plan" selected. The main content area displays the "Training Plan for Test Test" with a list of courses. The "My Courses" section is currently empty.

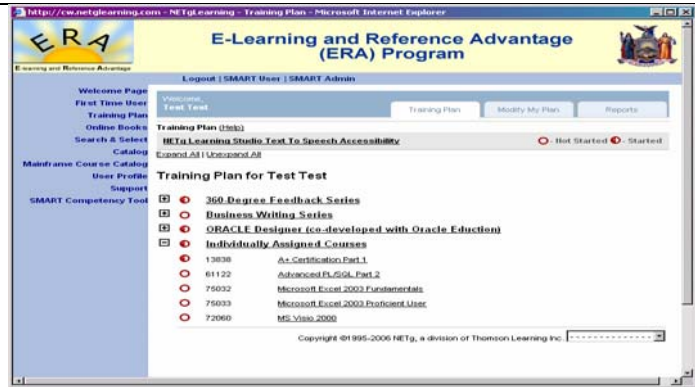
Step 2 – From the **Display** box, select **My Courses**. Click on the checkmark beside each course you want to delete to remove it from your Training Plan. Click the **Update Training Plan** button when you have finished selecting course to remove from your Training Plan.



The screenshot shows the ERA program interface with the "My Courses" display box open. The display box shows a list of courses with checkboxes for selection. The "Update Training Plan" button is visible at the bottom of the display box.

Title	Number
111-2.6 Implement Oracle Workflow Part 1	66010
111-2.6 Implement Oracle Workflow Part 2	66012
A+ Certification Part 1	13838
Advanced PL/SQL Part 2	61122
Microsoft Excel 2003 Fundamentals	75032
Microsoft Excel 2003 Proficient User	75033
MS Visio 2000	72060

Step 3 – When you return to your **Training Plan**, the course(s) will no longer be shown.

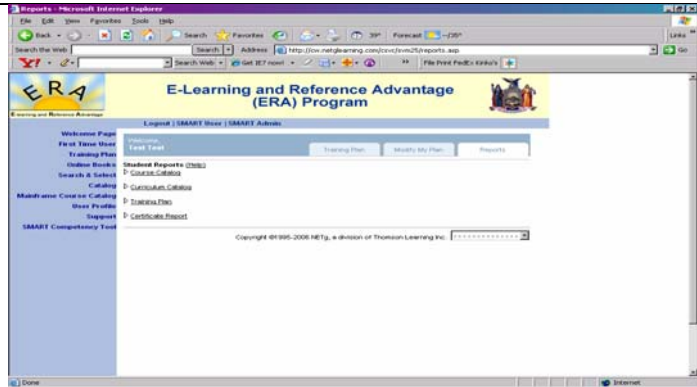


The screenshot shows the ERA program interface with the "Training Plan" menu selected. The main content area displays the "Training Plan for Test Test" with a list of courses. The "My Courses" section is empty, indicating that the courses selected in Step 2 have been removed from the training plan.

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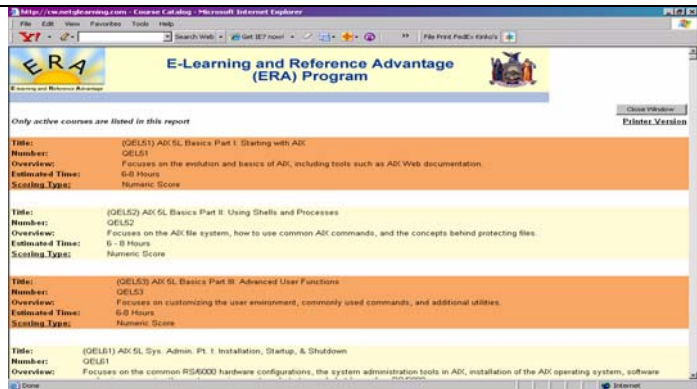
REPORTING ON YOUR TRAINING PROGRESS

Step 1 – Click on **Training Plan** on the left menu bar. Then click on the **Reports** tab.



Step 2 – Click on the report title of the report you want to run. You can view or print each report. To print, click on **Printer Version**. To exit this report, click on **Close Window**.

NOTE: The NYS-ERA-Main site contains thousands of courses. Please keep this in mind if you decide to print the Course Catalog.



Course Catalog Report – This report provides course information for all courses available for you to participate. The course information included in this report is Course Name, Number, Description, Estimated Time and Scoring Type.

Curriculum Catalog Report – This report provides a list of courses associated with each available Curriculum.

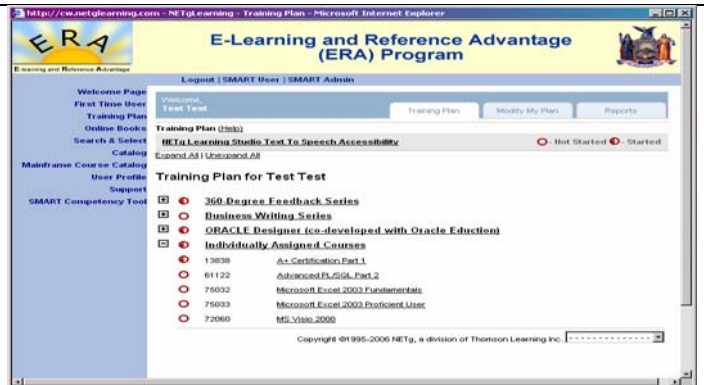
Training Plan Report – The Training Plan report provides a list of the courses that have been assigned to your Training Plan. This report contains the status of your course progress, including the number of times you have attempted a course, the last date you accessed a course, the total amount of time you have spent in a course and your score.

Certificate Report – This feature allows you to print a certificate for courses that you have mastered. In order to master a course, you must first attempt all assessments and simulations and obtain a score equal to or greater than your company's mastery certificate percentage setting.

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LAUNCHING COURSES

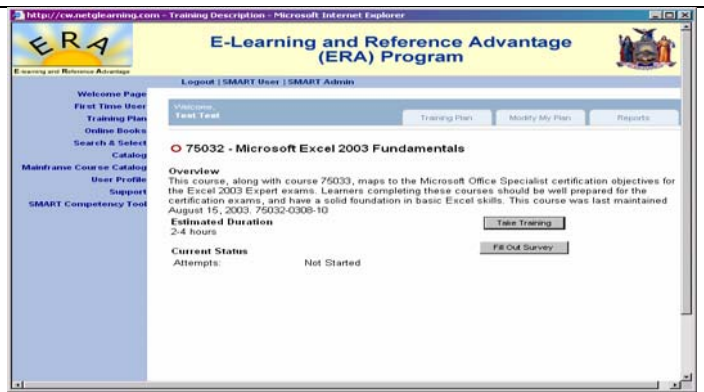
Step 1 – Click on **Training Plan** on the left menu bar. Select the course you want to launch but clicking on the course title in your **Training Plan**.



The screenshot shows the ERA program interface. The left sidebar contains a navigation menu with 'Training Plan' selected. The main content area displays a 'Training Plan for Test Test' with a list of courses. The course '75032 - Microsoft Excel 2003 Fundamentals' is highlighted with a red circle.

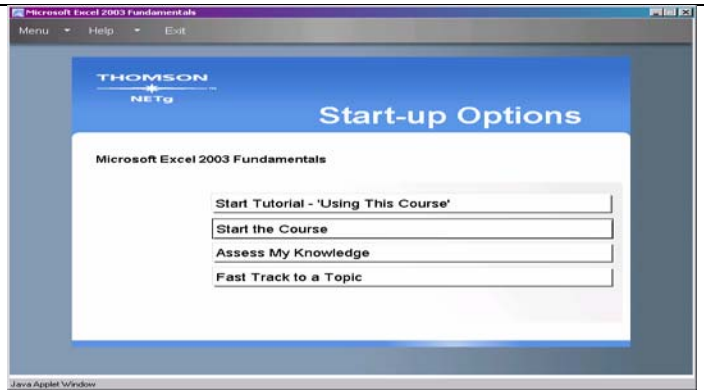
Step 2 – Review the brief course description so ensure this is the course you want to launch. Click on **Take Training** to launch the course.

NOTE: A number of screens will display as the course goes through its launch sequence. Do not close any of these screens. You may also see security warning screens. You should select Yes or Always Accept to continue the launch process.



The screenshot shows the course description for '75032 - Microsoft Excel 2003 Fundamentals'. It includes an 'Overview' section with text about the course's alignment with certification objectives, an 'Estimated Duration' of 2-4 hours, and a 'Current Status' of 'Not Started'. A 'Take Training' button is visible.

Step 3 – The course launch process is completed when you see a screen similar to this one.

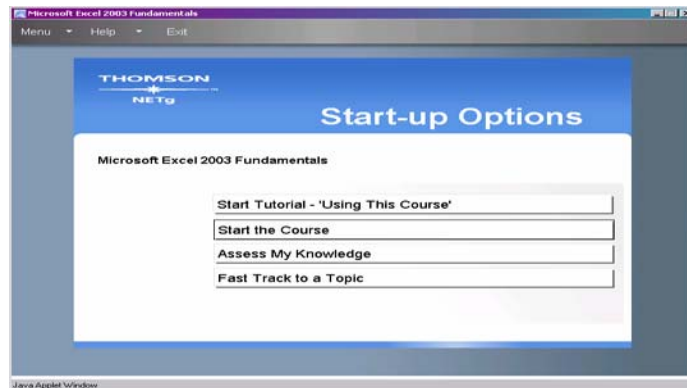


The screenshot shows the 'Start-up Options' screen for the Microsoft Excel 2003 Fundamentals course. It features a blue header with the Thomson logo and the text 'Start-up Options'. Below the header, there are four buttons: 'Start Tutorial - Using This Course', 'Start the Course', 'Assess My Knowledge', and 'Fast Track to a Topic'.

COURSE START-UP OPTIONS OVERVIEW

Most of the courses available in your library will have the user interface described in this document.

Each time you launch a course, you will see the **Start-up Options** screen. The links on this screen provide you with quick and easy access to the NETg environment functions. The available links depend upon the method you are using to access the course, as well as whether it is the first time you are using it.

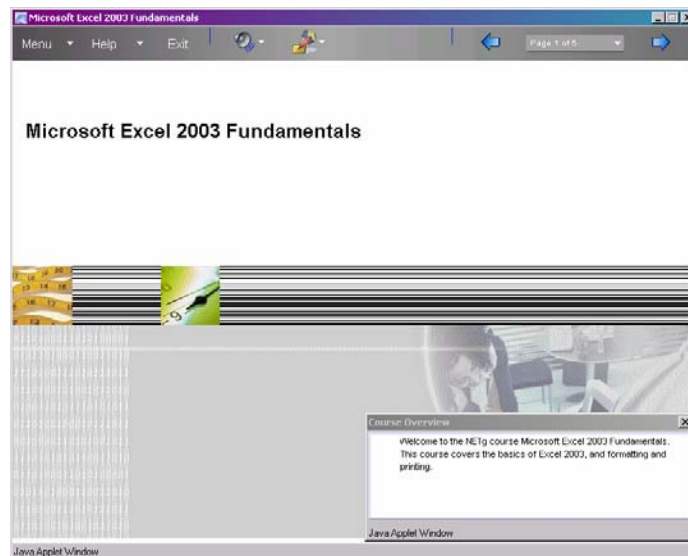


- ◆ **Start Tutorial -'Using This Course'**
Clicking this link opens a new window containing an online tutorial that walks you through how to take a NETg course. This link only appears the first time you launch the course. However, the tutorial can be accessed through the **Help** option on the menu bar at the top of each screen.
- ◆ **Start The Course**
Clicking this link starts the first unit. You will only see this link the first time you launch the course.
- ◆ **Continue Using This Course**
Clicking this link takes you to the page where you last exited the course. You will only see this option when you re-enter a course where you have previously accessed the course content.
- ◆ **Assess My Knowledge**
Clicking this link takes you to a list of available course assessments. Preassessments measure your prior knowledge of a subject and is intended to be taken before training begins. Based on the results of your preassessment, a personalized Training Track is created with only those topics within the course for which you need additional instruction. Using your Learning Track may enable you to reduce your total learning time within the course. Preassessments **can only be taken once**, so allow sufficient time for completion. Post-assessments measure what you have learned. Post-assessments can be taken as many times as desired. Please note that each assessment score is recorded.
- ◆ **Fast Track to a Topic**
Clicking this link takes you to an alphabetical list of all topic titles in the course. You can perform a search for a specific topic title from this list.

COURSE NAVIGATION OVERVIEW

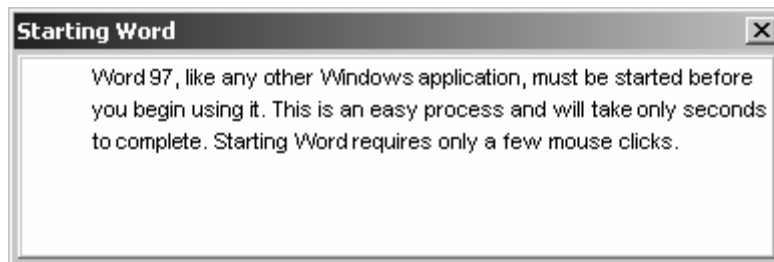
There are many ways to proceed through a NETg course. The Start-up Options screen presents a "Start the Course" link the first time you start the content. The first pages of a course provide an overview of what to expect in each unit of the course.

When you launch the content, you will notice a small window called the narrative text box on top of the main screen that displays each page's narrative text. You will also notice a Navigation Bar in the upper-right corner.

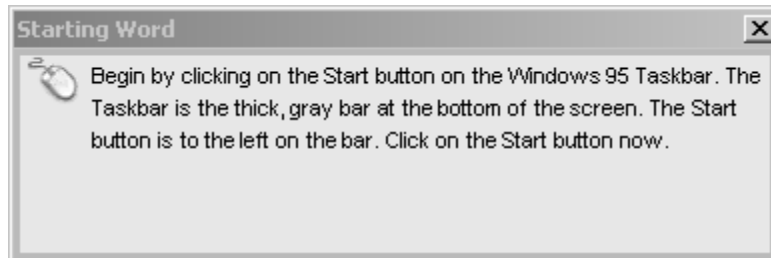


Narrative Text Box

The narrative text for each page appears against a white background.



When your participation is requested on a page, the background color changes to yellow and you will see an interactivity (mouse) icon.



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Navigation Bar



You will see the following icons in the menu bar of most courses:

Audio

Click to display a drop-down list of audio options. You can choose to replay the audio for the current page or turn the audio feature on and off.

User Links

This button appears when links are available to additional information supporting the course content. Click to display a drop-down list and select the link that you want to view. This button may not always be available.

Print

Click to open the Print dialog box and print the current page.

Notepad

Click to launch a text editor application. During instruction, you can use this feature to type and save your own notes.

Page Back

Click to move backwards through the course one page at a time. You can also press the Ctrl and left arrow keys.

Page Number Indicator

This area displays the current page number and the total number of pages in the current topic. Click to view a drop-down menu of additional navigation options: Next Topic, Previous Topic, and Go To Page. Go To Page opens the Page Jump dialog box. To select a page within the current topic, highlight a page number and click the Go To button.

Page Forward

Click to move forward through the course one page at a time. You can also press the Ctrl and right arrow keys.

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Unit Post Assessments

When you click the Page Forward button to leave the last page of a unit summary, the Assessment Introduction screen appears. Post Assessments are a performance-based evaluation following a unit of instruction.

Assessment Introduction

Instructions

Each unit of this course contains a Preassessment and a Post Assessment. The Preassessment for each unit may only be taken once. The Post Assessment for each unit may be taken as many times as you choose.

POINTS TO REMEMBER:

- **Make sure you have enough time to complete the entire assessment in one session.**
Once you have started an assessment, if you decide to leave it for any reason, all unanswered questions will be marked as incorrect.
- **Follow instructions carefully.**
In the assessment, you will be asked to complete a number of tasks. Although there may be multiple ways to perform many of these tasks, please complete each task exactly as specified in the question.
- **Only one attempt is allowed per task.**
If you complete a task incorrectly, you will not receive another opportunity to perform that specific task.
- **Skip tasks that you are unable to complete.**
If you are unable to complete a task, use the Next Step button to skip to the next task.
- **Feedback.**
At the end of each question, you may receive feedback specific to that question. When you have completed the entire assessment, you will receive both a total score and percentage correct.

Go to detailed instructions **Start Assessment** **Cancel**

You

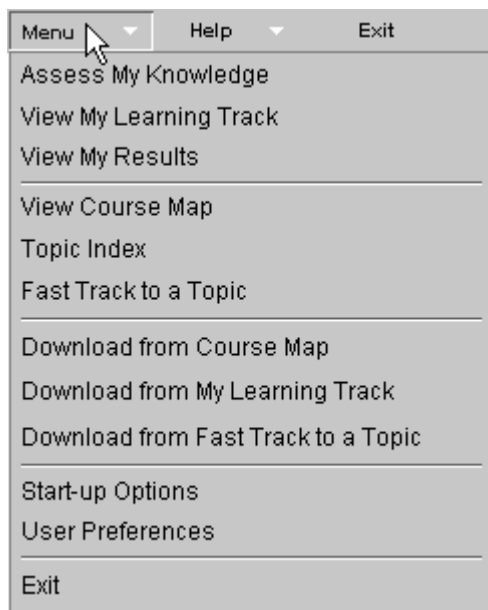
can launch a Post Assessment at the end of a unit by clicking the **Start Assessment** button on this screen. Post-assessments measure what you have learned and they can be taken as many times as desired. Please note that each assessment score is recorded. (See the “Taking Assessments” section of this guide for more information.)

STARTING A SPECIFIC UNIT, LESSON, OR TOPIC

The Start-up Options screen changes slightly after you launch the course at least once. The course “bookmarks” the last content page viewed before you exited the previous session. The “Start the Course” link on the Start-up Options screen changes to “Continue This Course,” and clicking this link will return you to the bookmarked page.

Using the Main Menu to Display Content Views

In addition to simply playing a course from start to finish, the NETg course can display other features such as the course structure and searchable topic lists, available assessment lists, and score summaries. You can launch any part of the course from several different views. The main **Menu** list in the upper-left corner of the screen provides you with a selection of all available content views.



Launching Content from the Course Map

The Course Map is an arrangement of content in unit / lesson / topic order. The Course Map view is similar to the folder list in Windows Explorer. Units and lessons can be expanded or collapsed to control the level of content that is visible on this tab.

To display the Course Map, select **View Course Map** on the main **Menu**. Click the (+) icons to expand a unit or lesson. Click the (-) icons or use the Collapse View button to collapse units and lessons.

To launch content from the Course Map:

1. Switch to the View Course Map.
2. Expand the units or lessons if necessary.
3. Point to the unit, lesson, or topic you want to start. The title text will change color.
4. Click the title.
5. Click the **Start** button to the right of the selected title.-or-

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Click the **Start Selected Item** button at the bottom of the screen.

From the Course Map, you can click the other two tabs to switch to the Topic Index view or to the Fast Track to a Topic view.

Launching Content from the Topic Index

The Topic Index is a list of content topics, assessments, unit overviews and objectives, and unit summaries in alphabetical order. To display this list, select **Topic Index** from the main **Menu**.

To launch content from the Topic Index:

1. Switch to the Topic Index view.
2. Point to the content you want to start. The title text will change color.
3. Click the title.
4. Click the **Start** button to the right of the selected title.

-or-

Click the **Start Selected Item** button at the bottom of the screen.

From the Topic Index view, you can click the other two tabs to switch to the Course Map or to the Fast Track to a Topic view.

Performing a Topic Search

If you are already in a course, you can use the Fast Track to a Topic view to search for and launch content that includes specific characters or words in the topic title. If not, use Search & Select. For example, if you want to launch a topic in a Microsoft Word course that relates to printing a document, load the course first and go to the Fast Track to a Topic page and type "print" as the search term. Once you locate the topic that you need, you can launch it directly from the Fast Track to a Topic page.

To begin a topic search, select **Fast Track to a Topic** from the main **Menu**. You can also choose Fast Track to a Topic from the Start-up Options screen.

To launch content from Fast Track to a Topic:

1. Switch to the Fast Track to a Topic page.
2. Type your search string. The search string can be a whole word or just a few characters. The topic search is not case-sensitive.
3. Click the Search button.
4. Point to the topic you want to start. The title will change color.
5. Click the title.
6. Click the **Start** button to the right of the topic title.

-or-

Click the **Start Selected Item** button at the bottom of the screen.

To start a new search, click the Clear Search button.

TAKING ASSESSMENTS

The NETg courses include Preassessments and Post Assessments for each unit. Both assessment types can be launched from the Course Map, Topic Index, and Fast Track to a Topic views. Preassessments measure your prior knowledge of a subject. Post-assessments measure what you have learned. Please note that each assessment score is recorded.

In addition to these three content views, the course provides three assessment views: Assess My Knowledge, View My Learning Track, and View My Results. The Assess My Knowledge page (accessible from the Start-up Options screen) displays a list of currently available assessments. When you first launch a course, only the unit Preassessments are visible on this page. Preassessments will continue to be available until you take them (you will only have the opportunity to complete them once), or until you take the Post Assessment for that unit.

Post Assessments can be taken as many times as you like. Once you have taken a Preassessment, that unit's Post Assessment will become available on the Assess My Knowledge page.

Starting an Assessment

1. On the Start-up Options screen, click **Assess My Knowledge** and select the assessment title.
-or-
On the main **Menu**, click **Assess My Knowledge** and select the assessment title.
-or-
On the Course Map, Topic Index, or Fast Track to a Topic pages, select the assessment title.
2. Click the **Start** button that appears to the right of the assessment title.
-or-
Click the **Start Selected Item** button.
3. Read the instructions and click the **Start Assessment** button.
4. Click the Page Forward button to progress through the assessment.

From the Assess My Knowledge view, you can click the other two tabs to switch to the View My Learning Track or to the View My Results pages.

Reviewing Your Assessment Results

At the end of an assessment, the View My Results page is displayed. You can display the View My Results page at any time to see all of your assessment scores by selecting the View My Results option in the main Menu.

To begin the next available assessment, click the **Start Next Assessment** button.

If you need additional information about this screen, click the ? button.

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From the View My Results page, you can click the other two tabs to switch to the Assess My Knowledge or to the View My Learning Track pages. You can also click the Go to Course Map button to switch to the content view.

Using My Personalized Learning Track

Your assessment results are used to create a personalized Learning Track. Only those topics where you may need additional instruction appear in your Learning Track. Each time you complete an assessment, the View My Learning Track page is updated. Using your personalized Learning Track allows you to focus your learning efforts and may significantly reduce your total training time.

If you are still on the View My Results tab, click the View My Learning Track tab to display your personal Learning Track. You can also select View My Learning Track from the main Menu.

CUSTOMIZING YOUR LEARNING ENVIRONMENT

The User Preferences page lets you customize some of the features of your learning environment. These preferences can be changed as often as you like while you are in the course. Some preferences may be unavailable if course audio is not provided or if other restrictions have been set.

1. On the main **Menu**, select **User Preferences**.

Options	Description
Font Size	This setting controls the size of the text that appears in the narrative text box. By default, this text will display in a 12 point font. Click the Select Preferred Font Size option, then increase or decrease the text size as desired.
Audio Play Options (Only for courses with audio available)	For courses with audio available, you may choose whether the audio is active. Select Audio On to play the audio while you are taking the course. Select Audio Off to turn the audio off.
Page Forward Options (Only for courses with audio available)	For courses with audio available, select the Automatically page forward option if you want to advance to the next page when the audio for the current page is finished. This feature does not work when you are asked to use the mouse or type in text on the page. If this option is disabled, you need to use the Page Forward button on the Navigation Bar to proceed to the next page.
Tool Tips Display	Select Show Tool Tips or Hide Tool Tips to indicate whether labels or other prompts are displayed when you move your mouse pointer over navigation areas of the learning environment.
Assessment Feedback	The default amount of information you receive following an assessment is selected when a course is installed. You may have the option of changing this setting at any time to receive feedback in lesser or greater detail.
Emphasis Pointer Types	Emphasis pointers appear on pages in the course to identify an area of the screen that requires particular attention. You can choose between two styles of emphasis pointers.
Interface Themes	Select an option from the drop-down list to change the graphic look of the learning environment.

Please Note: If you are using a course in Download Only mode, the Font Size, Tool Tips Display, Assessment Feedback and Emphasis Pointer Type options will be unavailable. After content has been downloaded, these options will be enabled when using the course on your local workstation.

2. Select an option and change the setting as desired.
3. To save the setting changes and remain on the User Preferences page, click Apply.

-or-

To save the setting changes and return to the previous view in the course, click OK.

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Click the Default Settings button to restore all learning environment options to their initial (default) state. The default settings are as follows:

- Default font size (12 points)
- Full Feedback
- Audio on
- Show Tool Tips
- Simple arrow emphasis pointer
- Standard Interface (Default)

EXITING A COURSE AND BOOKMARKING

1. Click **Exit** on the menu bar at the top of the Navigation Bar to close the learning environment window.

-or-

Select Exit from the main **Menu**.

2. A pop-up box will appear that says "Do you wish to exit?" Click on **Yes** if you want to exit the course.

Important: *Do not* click the 'X' button in the upper-right corner of the window to exit the course. You must use the Exit menu to end your course session to allow NETgLearning to record your scores, bookmarking, and usage information correctly.

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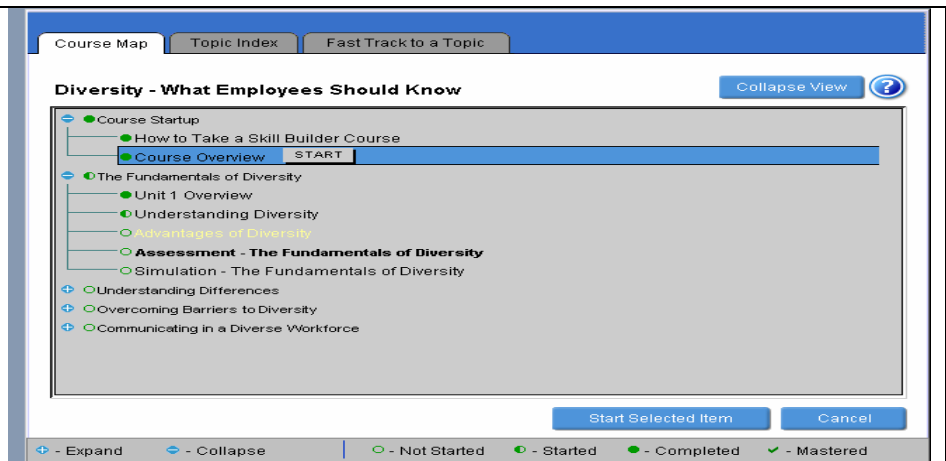
BUSINESS & PROFESSIONAL DEVELOPMENT COURSES

Introduction

NETg Business and Professional Development courses are launched as described in the section above. The Navigation Bar, Narrative Text Box, launching a course and other general navigation features are also the same. The difference in these courses is that each course unit gives you access to a learning activity, an assessment, and a simulation. In each unit, you are challenged to learn important skills about the program topic and apply your knowledge in simulations that mirror experiences you will have on the job.

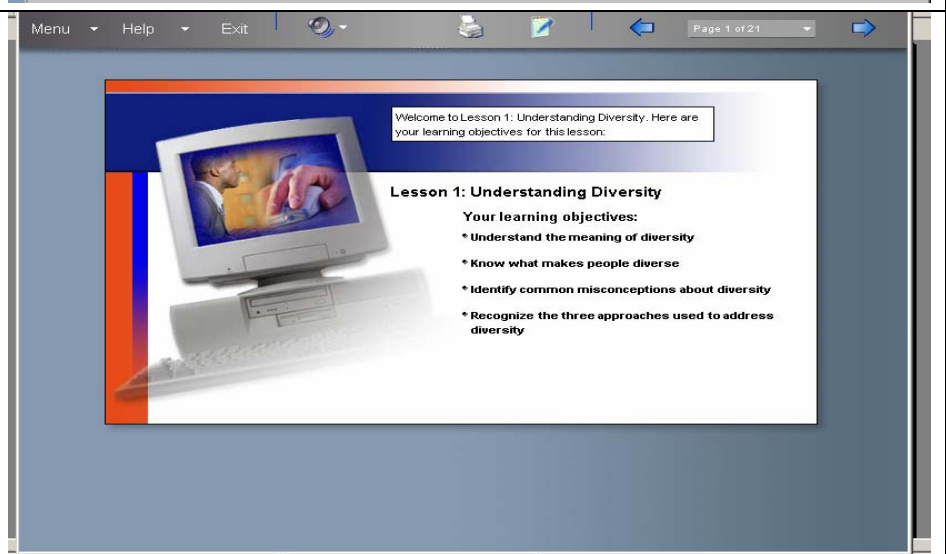
Course Map

Each course provides several units. Each unit gives you access to a learning activity, an assessment, and a simulation. In each unit, you are challenged to learn important skills about the program topic and apply your knowledge in simulations that mirror experiences you will have on the job.



Learning Activity

Each unit begins with a learning objective. You are also given in-line exercises to practice your ability to perform the learning objectives, as well how the examples illustrate how the concepts discussed in the content apply to real world situations.



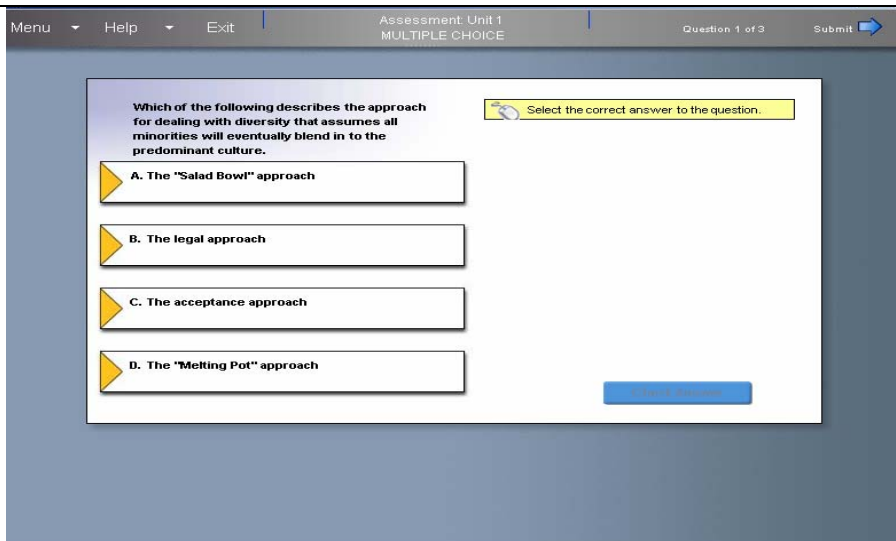
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Assessments

An assessment is a performance-based evaluation of your current skills and familiarity with course topics.

The assessment questions may appear in several different formats, including:

- ✍ multiple choice
- ✍ matching
- ✍ simulation
- ✍ sequencing



Simulations

A [Simulation](#) may also be available as an assessment. Simulations mirror situations you may experience on the job where you can apply your knowledge. You can take a simulation many times as you like.



To interact with a character, select a response from the available choices by clicking on it or by using the Up and Down Arrow keys and pressing Enter. Click the Speak button or press the Enter key to submit your response. After you click Speak, you will be given feedback on the quality of your response. The feedback text appears in the narrative text box in addition to a feedback gauge that identifies your response as appropriate (green and full), mediocre (yellow and middle level), or inappropriate (red and low level).

Strengths and Opportunities

When you complete a social simulation, you will be given a breakdown of your individual strengths and opportunities for improvement. Each of these items then links to a job aid that is customized based on the decisions you made in the simulation. These job aids provide you with personalized information to help you improve your performance on the job.

✍ Simulation Strengths

By default, a social simulation objective is "mastered" and listed as a Strength if you achieve a score of 80% or higher. Your training administrator may change this mastery percent value. You can click on

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	<p>strength to open a pop-up window and view additional information that may help your performance on the job.</p> <p>✍ Opportunities for Improvement</p> <p>A social simulation objective is listed as an Opportunity for Improvement if you achieve a score that is lower than the mastery percent value set by your training administrator. The default value is 80%. You can click an opportunity for improvement to open a pop-up window and view additional information that may help your performance on the job.</p>
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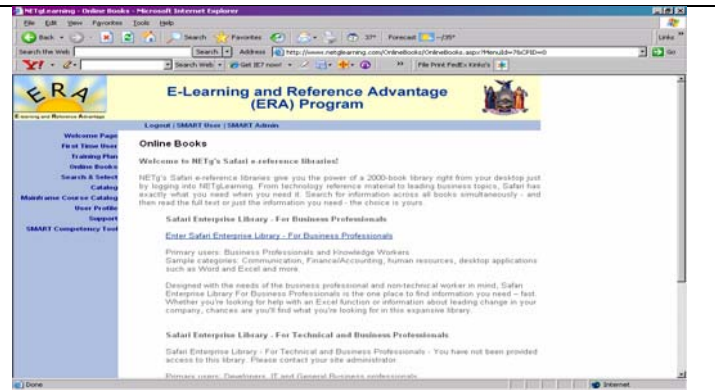
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Online Books

Using Online Books, you can access an online repository of thousands of technical, desktop, business and professional development books. There are several ways to search in books and when you find a book you'd like to reference, you can "bookmark" it or put it on your "bookshelf".

Finding a Book

Step 1 – Click on **Online Books** in the left menu bar. On the Online Books page, click on the Safari Enterprise Library that you have access to. Access is identified by a Safari library title being in blue text and underlined designating an active link. Contact your elearning administrator for more information.



Step 2a-1 – There are several ways to find a book in this library. In the **Search** box, type a key word, topic or even a programming code fragment. Select either **All Books** or **My Books**. Press **Go**.



Step 2a-2 – The results of the search are displayed by Relevance. The Book Title, Relevance (1 to 3 stars) and the Most Relevant Sections are shown. Click on the Book Title to see the Table of Contents or click on the Most Relevant Sections to see particular search results.



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Step 2b – From the **Browse by Category** list, select the library that you want to browse and the topic that is of interest. The screen to the right shows the results for the category “Business Books”, and the topic is “Professional Skills”. Notice that there are no Relevance or Relevant Sections columns.

The screenshot shows the Safari Books Online search results page for the category 'Professional Skills'. The page displays a list of 167 books. The left sidebar shows the navigation menu with 'Professional Skills' selected. The main content area shows a table of book titles, authors, and publication dates. The first book listed is '15 Minute Guide to Effective Business Writing' by Mark Garrett, Steve Dennis, and Steve Dennis.

Step 2c – From the **Find a Specific Book** option, type in an Author, ISBN, Title or Publisher. The screen to the right shows the results of a search for the author, James Despain. Notice that there are no Relevance or Relevant Sections columns.

The screenshot shows the Safari Books Online search results page for the author 'James Despain'. The page displays a single book result: 'And Organize for All-Handbook Business Through Values and Leadership' by James Despain, Jane Brodman, and James Despain. The left sidebar shows the navigation menu with 'Find a Specific Book' selected.

Selecting a title

Step 3 – To select a book, click on the book cover to obtain a brief overview, click on the Table of Contents to review the contents of the book, click on any of the Relevant sections shown for this title or **Add** the book to your bookshelf

The screenshot shows the Safari Books Online search results page for the author 'James Despain'. The page displays a list of search results. The left sidebar shows the navigation menu with 'Find a Specific Book' selected. The main content area shows a table of book titles, authors, and publication dates. The first book listed is 'Microsoft Office Excel 2003: Step by Step' by Curtis Frye.

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Printing and eMailing

Step 4 – While viewing a book, print and email options are available to you. Print allows you to print the page or section of the book in which you are viewing. Email allows you to email the section to an email address. Only licensed Safari users can see the full text of information you email.



My Bookshelf

Step 5 – To access a book that you have added to your bookshelf, click on **My Bookshelf** and then select the title that you want to access.



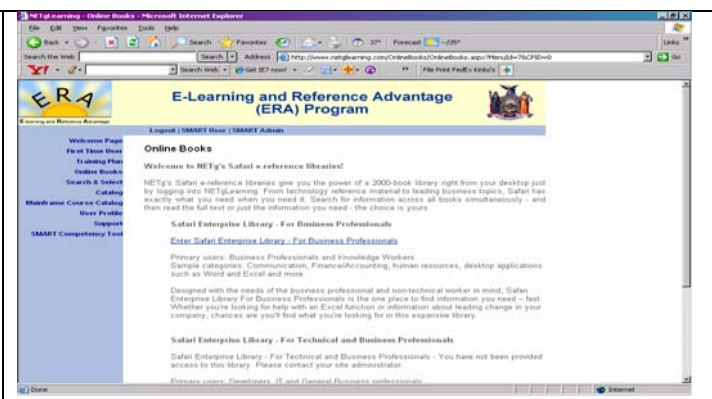
Exiting Online Books

Step 6 – To exit Online Books on any page, click on **Logout** on the top menu bar. We you see this screen, close the application by clicking on the X in the upper right corner of your browser.



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Step 7 – You will return to the Online Books screen.

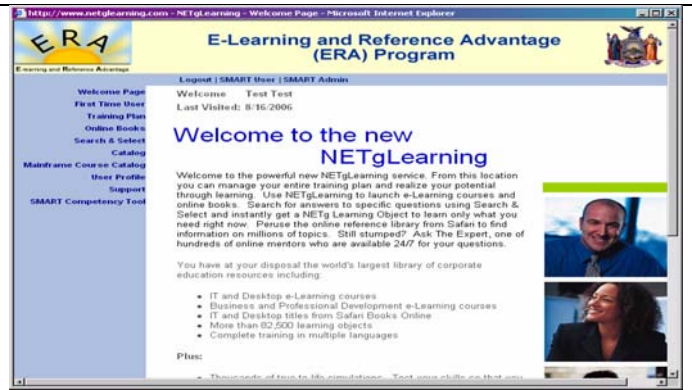


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Search & Select

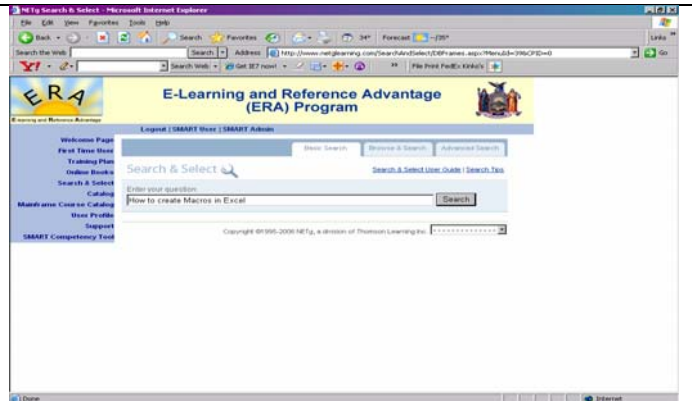
Need to brush up on an existing skill? Want to obtain training on a specific topic? Search & Select allows you to search the library of IT, Desktop Computing and Business and Professional courses for desired training. Simply locate an area of interest, type in your question, and click **Go**. The result will produce a list of solutions that you can choose from. Select the topic that is most relevant to your question and it will launch the topic and you can start learning immediately.

Step 1 – Click on **Search & Select** on the left menu bar.



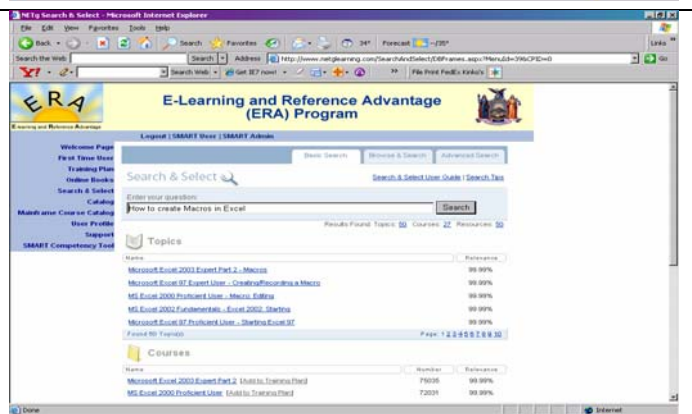
Step 2-a-1 – Using the tabs, select the best way to conduct your search. The first screen you will see if for the **Basic Search**. Type in your question and click on **Search**.

NOTE: Several valuable hints can be found in the Search & Select Tips document that can be downloaded from this screen.



Step 2-a-2 – The results of your search will consist of:

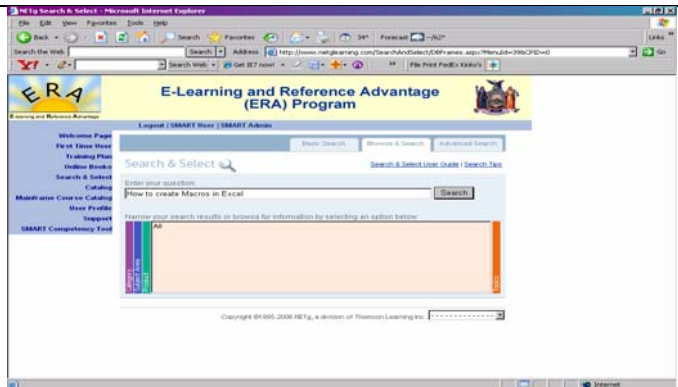
- Topics - any topic within a course contained in the Thomson NETg library of e-learning content that may be relevant to your question. Each Topic is autonomous from any other topic. Click on the topic title to access the topic. Depending on your training pace, the launched topic should only take about 5-10 minutes to fully review.



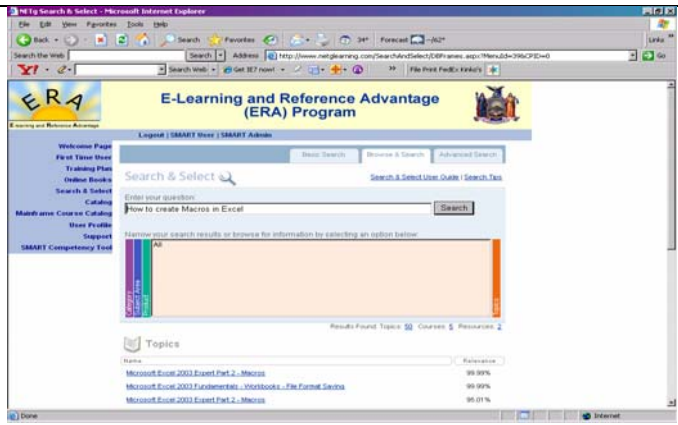
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- Courses: any full Thomson NETg e-learning courses within your organization's specific library of content that may be relevant to your question. You can add a course to your Training Plan from here by clicking on **Add to Training Plan**.
- Resources – job aids from courses within your organization's specific Thomson NETg library.

Step 2-b-1 – Use the Browse & Search option, to narrow your results by selecting a specific category, subject area, product or even topic to search. Click on the **Browse and Search** tab. Type your question in the question box. Select the appropriate Category, Subject Area, Product, and Topic. Click on **Search**.

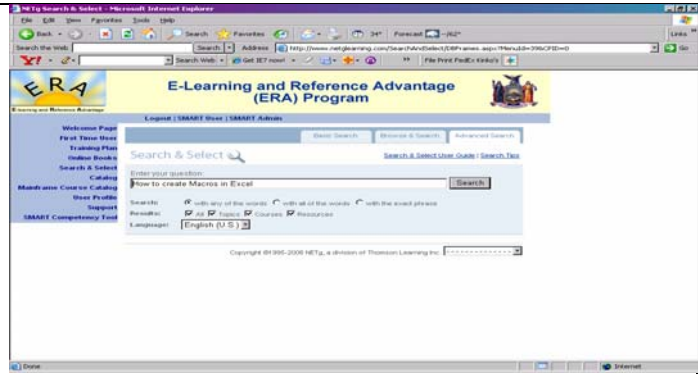


Step 2-b-2 – Again you will be presented with several training opportunities, consisting of course topics, complete courses and other resources from the NETg courses.

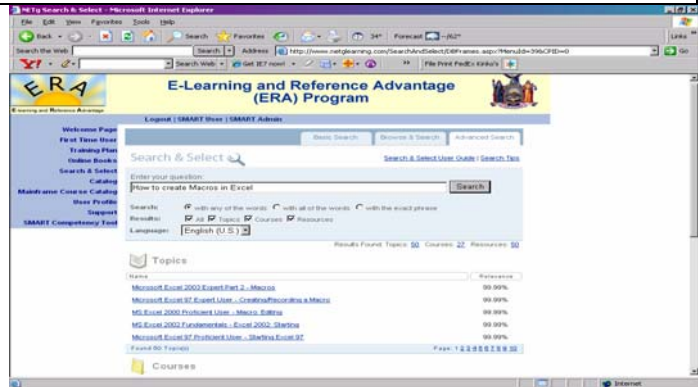


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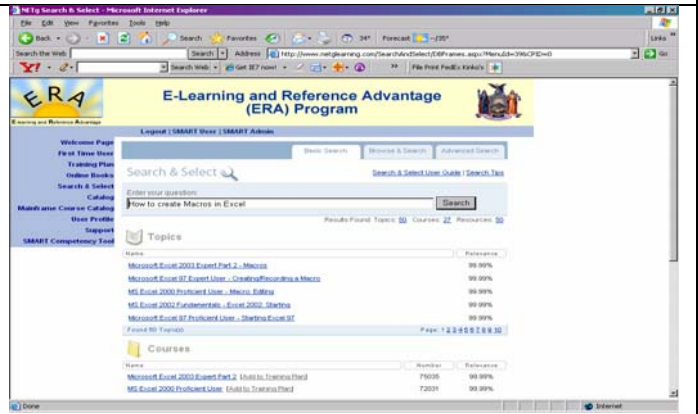
Step 2-c-1 – The third way to use this feature is to use the **Advanced Search** tab. Similar to a Basic Search, an Advanced Search begins with asking a question. There are then several options to narrow your search results. Type in your question and then select the appropriate search options.



Step 2-c-2 – Your results will be presented with several training opportunities, consisting of course topics, complete courses and other resources from the NETg courses.



Step 3 – No matter which search method you use, click on the underlined title of the item to access any of the items in the display. For items listed under the Courses section, you can add a course to your Training Plan by clicking on **Add to Training Plan**.

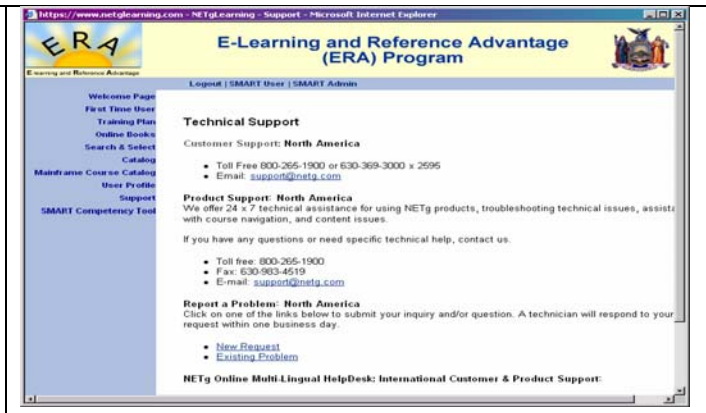


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Support & Technical Requirements

Support

Step 1 - Click on **Support** in the left menu bar to view the ways in which you can obtain assistance with the NYS-ERA-Main site or the courses.



Technical Requirements

The following hardware and software requirements are required to access and launch the courses on the NYS-ERA-Tax site. NOTE: The latest technical requirements can be found at <http://netg.com/TechnicalSupport/sysreqs.asp>.

Hardware Requirements:

- Pentium with 233 MHz or better
- 64 MB RAM minimum (128 MB RAM recommended)
- 800 x 600 resolution; 256 color (1024x768,16-bit is recommended)
- Audio hardware is preferred, but not required.
- Mouse
- 15" monitor (17" monitor recommended for best results)
- Network Connection: 56K modem bandwidth is the recommended minimum for download mode. ISDN, DSL or Cable Modem bandwidth is recommended for browser-playable mode.

Workstation Software Requirements:

- Microsoft Windows ME, Microsoft Windows 2000 and XP compliant
- Solaris 8 (Netscape 6.X and higher only)
- QuickTime 6.4 for Java with the Sun JRE for optional video content
- QuickTime 6.4 setup is available on the NETg Learning Studio CD-ROM.
Please Note: If using Windows XP, a JVM or JRE may need to be installed. Video feature not supported on Solaris.
- Browser Requirements:
 - Microsoft Internet Explorer 6 with SP1 or higher MSVM 5.0.0.3809 or higher or Sun JRE 1.4.2 or 1.5.0
 - Sun JRE 1.4.2_04 to 1.4.2_06 or 1.5.0 are not supported with SCORM interface
 - Netscape Navigator 6.x to 7.x and Sun JRE 1.4.2_05 or 1.5.0

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- Browser must support cookies, Java and JavaScript
- AOL browser not supported
- Pop-up blocker must be turned off.

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SMART Competency Tool

Skills Measurement Assessment Resource Tool (SMART)

This tool provides users with the ability to develop a training path specific to their learning needs by assessing competencies against predefined job roles. This assessment will identify skill gaps which will lead to appropriate NETg courses. Access to this tool is initiated by the Program Administrator who creates a login and grants access to the user to one of the job role assessment options below. If you do not have access to this tool and are interested in participating please contact your manager or agency ERA administrator. A list of agency ERA administrators can be found on the NYS-ERA-Main site.

Step 1 – Contact your Agency ERA Administrator to obtain access to the SMART tool. Click on **SMART Competency Tool** in the left menu bar to obtain an overview of the SMART tool.



Step 2 – Once you have access to the SMART tool, click on the **SMART User** link at the top of the page. A new window will open with the SMART login page.

