



SWISS VBS LEARNING CLOUD

(SLC)

LIST OF FEATURES

The LMS for the Mobile-Cloud World

The SwissVBS Learning Cloud (SLC) is an enterprise-class learning management and analytics platform. It is designed from the ground up to meet the scalability and security needs of the large enterprise. In contrast to legacy LMS platforms, SLC was built to leverage mobile and cloud technologies. With a Software-as-a-Service (SaaS) model, it offers software, hosting, service management and industry-leading SLA's packaged into a comprehensive service offering.

Solution-Led Approach Addresses Enterprise Learning Needs

SLC's modular and cloud friendly architecture allows SwissVBS to use a solution-oriented approach to meet your learning management needs. We work closely with your team to elicit and clarify your learning management requirements and then use a Lego-block approach to assemble a tailored solution that meets your exact needs. Gone are the days when your unique requirements had to be force-fit into and pre-defined LMS product. Today's SLC offers a wide range of functional blocks that can be rapidly assembled in the cloud to meet the needs of the most complex enterprises.

Tin Can Powered Learning Analytics

SLC's learning analytics engine is built from the ground up on the new Tin Can (Experience API) standard. Learning and development organizations can tap into the vast array of learning signals and data provided by SLC's Learning Records Store (LRS) to gain critical insights to enhance their learning performance and improve their learning content. Line of business managers can use SLC's learning data warehouse in conjunction with leading business intelligence tools such as Tableau, Microsoft Power BI and IBM Cognos to improve their performance and optimize their investment in human capital.

Mobile-Led Enterprise Learning

The mobile revolution has disrupted enterprise learning in significant ways. Employees are no longer content with consuming learning through the traditional web-desktop delivery model. They demand learning content that can be readily accessed from smartphones and tablets, that supports touch gestures and leverages push notifications and other mobile capabilities. And, they expect to have access to their learning content at all times, even when they don't have access to a network connection.

SLC was built specially to meet the demanding needs of mobile employees. It offers a suite of native apps for content delivery, learning management and analytics. SLC can be used to deliver the more conventional HTML5 courses that are developed using the responsive web design model. But SLC goes much further than that by offering support for the delivery of "web-free" native course content to mobile devices that take full advantage of the native capabilities of the mobile devices while ensuring that content can be consumed offline.

Use SLC to turn the mobile disruption into a strategic advantage for your enterprise.

SLC Broad Functional Areas

- Full native mobile app support (iOS, Android, Windows Phone)
- Integration with the enterprise backend systems through modern RESTful web services

- Learner registration: Single sign on, self-serve registration, PIN based registration for eCommerce sites
- Course enrollment: Administrator led enrollment, self-enrollment, dynamic enrollment
- Multiple customized learning portals
- Definable and granular roles, permissions and organization hierarchy
- Low-level bookmarking
- Search, including deep content search
- Search analytics
- Deep learning analytics
- Assessment (testing) engine: sequential tests, random tests, multiple question categories, multiple difficulty levels, adaptive tests, question tips, question feedback
- Dynamically assembled personal learning paths
- Social content discovery

Detailed List of SLC Features

Organization and Access Control

SLC's flexible and powerful organization and access control capabilities are specifically geared to meet the unique needs of the large enterprise. The system can support multiple levels of administrators for each business unit with definable permissions. The system can be configured to meet the needs of organizations that manage learning and development as a central function, as well as organizations that push out learning management activities to business units.

Portals

Learning Portal: SLC's web based learning portal provides a user friendly environment that allows learners to access the training content they are entitled to, see their progress, view the latest alerts and messages and interact with other course participants. One implementation of SLC can support multiple learning portals that are dedicated to meeting the requirements of various business units or training programs. Each learning portal can have its own layout, branding and components in order to meet the specific needs of the stakeholders it serves. The system's learning analytics can be viewed separately for each learning portal or viewed in aggregate form.

Admin Portal: SLC offers a multi-tiered admin portal that allows training organizations or line-of-business management to access the system functionality at the group, region, country, business unit and organization levels. Administrators use the admin portal to import course and learner data, enroll learners in courses, define and manage tests, access the system's course and test analytics and generate management reports.

User Authentication

SLC offers a number of options for authenticating users, including two-factor authentication and a single-sign-on (SSO) mechanism. SLC supports SAML, LDAP and Active Directory Federation Services based SSO schemes.

Learner Registration

SLC offers multiple options for creating learner accounts (registering learners).

Self-Registration: The system can be configured to allow learners to self-register for specific courses.

Registration through Admin Portal: Administrators can use the admin portal to register learners either one-by-one or through an import process.

Single-Sign-On: The SSO option allows learners to use their existing corporate sign-in credentials to access SLC's learning portals without having to pre-register in the system.

Course Enrollment

SLC offers multiple options for enrolling learners in courses and tests:

Enrollment with Import File: Administrators can enroll learners in courses by way of import files that specify which learner is entitled to access which courses.

Manual Enrollment: Administrators can enroll learners in courses manually through the admin portal.

Group Enrollment: Administrators can create entitlement groups (programs) that define which learners have access to which courses, and in this way, simplify the task of enrolling large numbers of learners and in pre-defined groups of courses.

eCommerce and PIN Based Enrollment: Learners can be enrolled in courses using entitlement PINs that they can purchase through SLC's online eCommerce capabilities or third party eCommerce sites.

Content Management

Content administrators can use SLC's content management features to define courses, course categories, curricula and learning paths that can be shared across organization units. Content administrators can upload web and mobile versions of the courses and define the meta data for each course. Content administrators can define online and downloadable resources for each course and learning path.

Support of Course Standards

SLC supports courses that are compatible with the SCORM 2004 standard and Tin Can 1.0.1. SLC includes a Tin Can compliant Learning Record Store (LRS) and can also interface with a customer's LRS.

Testing and Assessment

SLC offers a flexible and powerful testing and assessment engine that can form the basis of both low-stakes self-assessment tests as well high stakes certification and compliance testing. The testing capabilities of SLC can be used separately or in conjunction with online and classroom courses.

Alternative Packaging of Tests: Test designers can define tests that are part of course packages, tests that are part of a learning path or curriculum, or stand-alone certification and compliance tests. The same test can be packaged in multiple forms.

Flexible Content-Test Logic: Test designers can define the rules that define when learners can attempt each test. These rules can specify how many test attempts a learner is allowed to make, which content modules need to be completed before a test can be attempted or what content modules are unlocked once a learner passes a specific test.

Question Types: The SLC testing engine supports multiple choice, true-false and fill-in-the-blank question types. Test designers can specify one or more correct answers for each question. Tests can be configured to score each question after the learner has submitted an answer or to score all questions at the end of the test session.

Timed Tests: Time limit can be set for each question or the overall test.

Question Tips and Explanations: Test designers can specify a tip (before an answer is submitted) and/or explanation (after submitting an answer) for each question. Tips and explanations increase the effectiveness of a test as a learning vehicle.

Alternative Models for Serving Questions: Test designers can specify whether the questions that make up a test should be served randomly, sequentially or in a weighted manner.

Question Categories: The questions that make up the tests can be categorized into groups. A course or standalone test may pull questions from a single or multiple categories.

Adaptive Tests: Test designers can create adaptive tests that automatically determine the mastery level of the learner in various question categories and arrange for subsequent questions accordingly. Test designers can configure the rate at which the testing engine converges on various mastery levels.

Test Analytics: Course designers and management can use the system's deep and extensive Tin Can based testing analytics capabilities to determine the effectiveness and performance of each test down to the question and answer choice level.

Mobile Tests: SLC offers a flexible framework for defining mobile tests that allows tests to be extended to mobile users by way of the SLC native mobile app. Mobile users can use their Android and iOS devices to practice or take tests, even in offline mode. All test results are stored in the SLC native app and sent to SLC's Tin Can analytics repository when the device finds a network connection. Test designers can add gamification features to the mobile tests they deploy using the SLC app.

Course Recommendation Engine

SLC can be configured to offer personalized course recommendations to each learner as the learner interacts with various courses and assessments. The SLC recommendation rules are configurable and can use as input the job function or other attributes in the learner profile, what courses the learner has completed and the learner's test results.

Social Learning Features

SLC's social learning features provide for the development of the "pull" and "learning through peer interaction" learning models. Content developers can use SLC to define libraries of micro modules that learners can discover through social signals (what course modules are my peers viewing and what is their feedback) and through search.

Recommendations and Ratings: Learners can rate each course module in terms of relevance and effectiveness. Course recommendations and ratings can be used by learners to select courses that address their development needs and by course developers to improve the courses.

Playlists: Learners can define their own playlists of micro learning modules. Learners can share their playlists with other learners or their organization. Managers can define custom playlists and push them to their team members.

Groups: Learners enrolled in larger courses can be divided into smaller groups. Each group can work on the course work in their own segmented workspace.

Search

Course Search: Learners can search the course libraries for courses that meet their needs. The course meta data can include keywords and other attributes to make the search more effective.

Content Search: Learners can search the contents of a specific course. Content search includes searching the audio track of courses that include an audio or video component.

Search Analytics: Course planners can use the SLC search analytics to determine the topics that are most frequently searched by users in order to develop new courses that address these topics.

Integration with Virtual Classroom Platforms

SLC can be integrated with leading virtual classroom (synchronous) platforms such as WebEx and GoToMeeting.

Bookmarks and Notes

Learners can add bookmarks and personal notes to their courses and access them at any time. Learners can search their notes. Learners can access their bookmarks and notes from both the SLC web client and mobile app.

Gamification

SLC offers a number of gamification features to make learning more fun and engaging. SLC's testing and assessment engine and mobile app can be combined with these gamification features to create either standalone learning apps or to add gamification features to traditional courses. SLC's gamification features include scores, rewards, badges and leaderboards.

Completion Certificates

Course developers can design a completion certificate for each course or learning path. SLC automatically generates a personalized PDF version of the completion certificate once the learner completes the course or learning path.

Learner Notifications

Training planners can use SLC to define how learners should be notified when various training events are triggered. SLC supports both email and mobile push notification models. Training planners can define both the message content and the triggers at the curriculum and course level.

Learning Analytics

SLC offers an extensive set of learning analytics capabilities that leverage the power of the Tin Can standard to provide deep learning and content insights to L&D and line of business management. Some of the metrics that are tracked by SLC include:

- Learner metrics such as start time, end time and time spent by the learner on a course, section and module
- Learner progress and completion state at the curriculum level
- Course metrics such as percentage and number of learners that have started and completed the course
- Test metrics such as percentage of learners that have attempted, passed and failed the test
- Test question metrics such as how many learners have answered the question correctly or wrongly and the distribution of attempts across the question answer choices
- Historical metrics such as how the completion rate of a specific course has trended over time

Learning Dashboards: SLC offers a series of easy to understand learning analytics dashboards for learners, managers, line-of-business training coordinators and L&D teams.

Learning Analytics Reports: SLC offers pre-defined and user-definable analytics reports that can be generated on a regular or ad-hoc basis to facilitate the analysis of the organization's learning performance.

Compliance Reports: Compliance groups can use SLC to create compliance reports that include the metrics specified by an organization's internal compliance group or an external regulatory body. SLC can be configured to email the compliance reports periodically to the respective stakeholders.

Learning Business Intelligence: SLC's Tin Can based LRS can be used in conjunction with commercial BI tools such as Microsoft's Power BI suite to gain deeper insights into how the organization courses and training programs are performing.

Mobile Analytics: The SLC mobile app enables learners to stay on top of their own learning progress. The app also allows management to view the progress of their teams in real time.

Alerts and Mobile Push Notifications: Management can use the SLC app to set custom alerts that notify them by way of mobile push notifications when certain learning milestones are met.

Mobile Capabilities

SLC provides full support for the delivery and management of native mobile courses. Learners can access their courses and tests from iOS and Android devices using the SLC mobile app. All of the course content is rendered natively in the app and can be consumed in offline mode. Course content can include sophisticated interactivities. The SLC app offers full support for mobile touch gestures and built-in capabilities of the device such as GPS and camera.

Multi language Support

SLC is internationalized and supports multiple locales.

Security Features

SLC offers a number of strong security measures to protect sensitive information such as a learner's profile information, sensitive course content and any sensitive data entered by learners in the courses. These measures include enterprise class policies governing usernames and

passwords, DES based encryption of data stored at rest in the SLC database, and full or selective SSL encryption of data in transit.