

(Rev. October 19, 2015)

## Overview

Q: What is the new course experience?

A: The new course experience is a more engaging and efficient learner interface. This interface maximizes the use of Skillsoft video-based courses across our platforms and a range of devices.

Q: What are some of the benefits of the new course experience?

A: The new course experience offers Skillsoft learners:

- video-centric learning
- a contemporary and engaging new interface
- easier course navigation
- enhanced assessments with clearer completions

## Content

Q: Will traditional Skillsoft courses be converted into video courses in order to take advantage of the new course experience?

A: There are no plans to convert traditional Skillsoft courses that primarily use static images to video. Content that uses static images instead of video will also play in the new course experience and will take advantage of many of the new experience features including easier navigation, improved completion status, assessment features, and more.

Q: Is this new experience for Desktop, IT and Business Skills courses?

A: Yes, all of those courses are in the active Skillsoft library. Also included are Business Impacts, Challenges, Test Prep, and compliance courses.

Q: Does Books content (video, books, audio books) get the new interface?

A: No. The new interface currently is for courses in our active library only.

Q: Will the newer video-based courses be NASBA compliant?

A: Yes, our courses will continue to be NASBA compliant. NASBA compliancy has nothing to do with the course player.

## Custom Content

Q: Will SkillStudio be updated to allow custom courses to be built that utilize this new course experience?

A: An updated version of SkillStudio will be available 4 weeks after the new course player release. This version will allow SkillStudio developers to take advantage of new course experience features.

Q: For customers who have customized off the shelf courses with SkillStudio, will they need to rebuild and republish their custom courses when the new course player is available?

A: If SkillStudio customers want to let learners use the new interface (including the side panel, course completion button and course navigation via the Table of Contents) with their custom courses, they will need to update their custom content site with the new player. Unlike production sites, custom content sites hosted by Skillsoft are not updated automatically with new players. Instead Skillsoft Custom Content Hosting and the account teams work together with the customer to determine when to upgrade the custom site players.

If SkillStudio customers want to take advantage of additional course experience features, such as full and resizable screens and single-line captions, they will need to open the custom course in the updated SkillStudio tool, make those changes and republish.

Q: Will courses published to Skillport using Publisher get the new course experience?

A: Once your production site has been updated with the new player and you are publishing custom content built with Skillsoft tools (SkillStudio or Dialogue Design) to Skillport, your learners will get the new interface.

Q: Will published Dialogue Design custom content have the same look as the new course player?

A: You will be able to use the new course interface with the Dialogue Design created courses if you use the new player. With Dialogue Design, you're building your own custom content. Depending on whether you are going to be adding video or not and using just images will determine how that course is going to look.

Q: Will Dialogue Design be updated to create courses using the new player as well?

A: Yes, Dialogue Design will be updated to support the new player and interface. We recommend testing the custom course first with the new player to make sure it works correctly.

## Custom Skins



Q: Does the new course experience support custom skins?

A: The new interface doesn't support custom skins yet. There are plans for custom skins to be supported in a future release, but no schedule is in place yet. Note that today; customers using the Skillport 8 Administrator User Interface can replace the Skillsoft logo that appears in the player interface with their own logo.

## Download

Q: Is the recommendation to continue to turn off the Skillsoft Course Manager (SCM) downloads even after the new course player rolls out?

A: Yes. SCM's java dependence is in SCM itself, so there is no change in our recommendation.

Q: Will there be an updated Skillsoft Course Manager (SCM)?

A: Yes, the SCM will be updated after release of the new course experience. The updated SCM will allow learners to download the entire course, or individual topics from that course. However, it will still be java dependent. We do have plans to make SCM java-free in a future release.

## Forced Order Feature

Q: Will the new experience support forced sequencing?

A: Forced Order (also called Forced Navigation and Forced Sequencing) continues to be supported for compliance courses.

Q: Is there forced order on topics?

A: Yes. A compliance course with forced order will not allow a learner to go into the table of contents to skip around. The learner is forced to go in the order that the topics are presented to them. If forced order is enabled, the learner will see an icon of a padlock next to each of the topics and the tests in the table of contents. It means that the learner can't access that topic (or test) until they have completed the prior topic.

Q: If you hover over the padlock icon does a message pop up to tell you what the icon is for?

A: Yes. If you click on a topic in the course that is locked, you will see a message stating that the topic is unavailable and all topics must be completed in order. If you click on a test that is locked, you will see a message stating that the test is unavailable until all content is viewed.

Q: Is the padlock icon only available through Skillport or also on a TPLMS?

A: If it is a compliance course, then it automatically has a "forced order" set in the player, so you will see these lock icons on TPLMS as well.

Q: Is optional forced order also a feature of other Skillssoft courses?

A: Forced order is a feature available for compliance courses only. We are looking at whether to make forced order an option for all courses in a future release.

## KnowledgeCenters (KCs) & Skillssoft Leadership Advantage (SLA) Series

Q: Are KCs and SLAs supported by the new interface? What is that experience?

A: Since all courses in our active library will have the new course experience, courses launched through KCs and SLA will see the new interface, including the post-tests, Challenges and Business Impacts.

## Learner Features

Q: What are some of the enhancements to the learner controls?

A: There are several new features in the video control bar including a scrubber bar that lets you easily drag the play head back and forth to the point in the video where you want to resume viewing the video. Additional elements include a 10 second rewind, playback rate adjustments and increasing/decreasing the size of the close caption font.

Q: Will courses have full screen capability?

A: The new course experience supports full screen play. The newer video-based courses will be able to take advantage of that feature and will display in full screen.

Q: Is the toggle auto advance feature still available for a compliance course?

A: Auto Play is still available and can be turned on and off by the learner. Auto Play is off by default for the video-based courses. The Auto Play default for traditional courses is on.

Q: If the learner changes any of the settings under the General Settings menu in the new course experience are those settings preserved the next time they launch the course?

A: No. General settings that learners set themselves are not currently saved from course to course, or across sessions.

Q: Can I resize fonts in the course?

A: You can increase the size of the closed captions font by up to 200%.

Q: Will the new course experience be localized?

A: The new course experience will be localized into all the languages that we currently support.

## Miscellaneous

Q: Have any changes been made to the old java-dependent interface?

A: Only minor cosmetic changes (color and style elements) have been made to the java-dependent interface to bring it more in line with Skillssoft branding.

Q: Learners can see their question by question results in the player. Can we report on the question level as an admin in the new course experience?

A: No. Question level reporting is not currently supported.

## Mobile: Tablet and Smartphone Support

Q: Will the new course experience be available on smartphones?

A: The new course experience was designed for desktops and tablets and is not supported on smartphones.

Q: Will the new course experience be available on tablets?

A: Yes. The new course experience supports tablets.

## Product Rollout

Q: How will the product rollout work?

A: Every customer will get the upgrade. Some customers will receive the upgrade sooner than others, but everyone will be upgraded by Jan. 8, 2016.

Q: Do customers have the option to not upgrade?

A: No. Everyone receives the upgrade.

Q: Explain "everyone gets it"

A: Everyone is going to get this course player. And, for the most part we'll be able to upgrade everybody within that four week period. So, at some point everyone will have access to the new interface. Now if they are just using Java dependent courses, they won't get the new course experience interface. They will get the old course player that's Java dependent. But,

everyone will have access to that interface and the majority of the customers will have that in place by January 8th.

Q: What is the timeline for the new course experience rolling out to customers and when it occurs will it be a wrapper that goes around existing courses?

A: We are planning to roll out the new course player starting on Dec.10th and to be finished by Jan.8th. All of the courses in the active library, as long as you are using a modern browser, will have this new course experience. There may be a few retired or ANS (Available Not Supported) courses on your customer's site, which won't get the new course experience.

Q: Is the new course player going to be available for all customers, regardless of whether they are on Skillport 7.3 or 8?

A: No matter if customers are using Skillport 7.X, Skillport 8.0, ELMS or a TPLMS with OLSA they are going to get the new course experience. This has nothing to do with Skillport. The player is associated with the course. It is separate from the platform.

Q: Will customers using Advanced Compliance and Academy be included in the rollout?

A: Yes. Advanced Compliance and Academy customers are included in the rollout process.

Q: If a client has active Retired and ANS (Available Not Supported) content on their site, will the only courses that get updated be the active ones?

A: ANS and retired courses will not be able to use the new course experience. All other courses (those in the active library) will have the new experience as long as a modern browser is used.

## Requirements

Q: What does a learner need to have in order to get the new course experience?

A: The learner must use:

- a desktop or tablet
- a modern browser that supports HTML5 (Firefox 31+, Chrome 29+, IE 9+, Safari 6+) and
- a java-free course in the Skillsoft active library

Q: When will a learner get the current course experience?

A: If a learner does not meet any or all of the above requirements.

Q: What Skillsoft learning management systems are supported in the new course experience?

A: Skillport versions 7.x and 8, as well as ELMS via OLSA.

Q: How much bandwidth is required for the video-based courses?

A: We currently target 1.2 Mbps (megabits per second) for video courses. Non-video courses display at a lower bandwidth.

## Skillport Content Details Page

Q: Which Content Details Pages have been affected by this change?

A: All Skillport 8 Content Details Pages will receive a refreshed visual design bringing the details pages in line with design of our newest courses and player. Changes include better use of horizontal space and reformatting of the existing content information for easier reading. We've enhanced the discoverability of similar content by adding information about the item's parent series, related series and parent topic links allowing the learner to continue on their learning journey.

Q: Is there a Content Details Page for ELMS?

A: No, but the learner can go to the About button on the top left in each course's course Menu which will show the content details.

Q: Is there a Content Details Page for TPLMSs?

A: No, but the learner can go to the About button on the top left in each course's course Menu which will show the content details.

## Testing

Q: Is topic-level testing supported in the new course experience?

A: We will continue to support topic level testing for assigned topics. However, there is no longer any topic level testing with our courses in the new course experience as the topics are very short and learners can now see topics that require review based on their test score and then choose to retake only those questions they missed. Dialogue Design will also continue to support topic-level testing when used to build custom java-dependent courses. Java-free courses built with Dialogue Design will no longer support topic-level testing.

Q: Is the option to only retake missed questions in a test something that can still be turned on and off in the new course experience?

A: Yes. The Administrator has access to the player setting `CCA_ALLOW_SUMMARY_TOPIC_RETEST`. If set to true and there are remaining test attempts, the user is presented with the new Test Options (or Test Attempt Limits and Options)

dialog when retaking a test that allows them to retake the entire test or a partial test (only the failed objectives). If set to false the learner can only retake the entire test.

Q: Do Test Preps in the new course experience provide feedback to users on where they can find related courseware training to improve their understanding of missed questions?

A: The learner will receive feedback on their answers, but related courseware is not presented. This is a feature under consideration for a future release.

## TPLMS Customers

Q: Will courses launched in a Third Party Learning Management System (TPLMS) have the new course experience?

A: Customers using OLSA with their TPLMS will receive the new interface. Customers who install our content as SCORM objects will need to republish the objects with the new java-free course player to get the new interface.

Q: Can the new player be packaged with SCORM-PIF?

A: Yes. The new player supports SCORM-PIF. Note that existing courses that are loaded into a TPLMS as SCORM objects will need to be republished to include the new player.

Q: For customers that deploy into a TPLMS via CDs, can they get new CDs that include the new course player?

A: Yes, we will include all of the customers who have behind the firewall LMS's as part of our product rollout. For those customers we will be able to include the players on CDs and send those out within the 4 week rollout timeframe.

Q: Is there anything specific that OLSA customers need to do in order to get the new course player?

A: Whether you are a Skillport customer or a TPLMS customer using OLSA, you will get that new course experience. There is nothing customers need to do that is specific to OLSA.

Q: How does this new course experience effect customers using OLSA? Will they need to upload new metadata?

A: No new metadata needs to be uploaded. As long as the TPLMS is using OLSA, the learners will see the new interface once their OLSA site has been upgraded with the new course players.

## Transcripts

Q: Is there a transcript of the video?





A: Yes. Both topic and course-level transcripts are available in the new interface for the newer built courses. Note that none of the existing courses have course level transcripts. This is a new feature.

Q: Will transcripts be available for compliance courses as well?

A: Transcripts will be available for the newer video-based courses, including newer compliance courses.

Q: What is the benefit of having a course transcript?

A: Full course transcripts are wonderful especially if the learner can't access the video for various reasons. If you are somewhere that you can't access it, you can take a look at the whole course transcript and read through it. Accessibility learners can now access a full transcript by themselves and use a screen reader like JAWS to review the course. On another note, transcripts can be used as part of a blended-learning approach. Instructors can print the transcript to use for live training.