

Import Services Add-on

Clients with any LMS365 Care Plan can purchase an additional Import Services Add-on. An LMS365 Subject Matter Experts can perform a mass import of Courses, SCORM/AICC Content, and/or Historical Records for an additional cost. **This service requires the client to provide completely accurate data to LMS365 via an approved standard MS Excel Import File.** Sample import files can be *found here*.

LMS365 Definitions

- ▶ **A Course** is a place to host learning content. Learning content within a course can include videos, PowerPoints, quizzes, (and more) or SCORM/AICC content.
- ▶ **SCORM and AICC** content packages are an e-learning industry standard. One or more content packages can be added to a course as a learning object. Content packages can be created in-house by the client or purchased from a content provider like Go1, LinkedIn Learning, Clip Training, Law Pilots, and others.
- ▶ **A Historical Record** is an external training record for an individual learner. Employees get a full picture of their learning transcript by accessing the Training Dashboard for the list of course and training plan completions, including courses taken outside of the tool.
 - **An external training record** refers to any measurable learning that took place outside of the tool.



Import Process

During a full-service import, we follow a standard procedure:

1. Upload SCORM + AICC content packages
2. Create courses and associate existing SCORM or AICC content
3. Import Historical Records to the courses

Because of these interdependencies, **it is required to complete a short course inside the LMS365 Academy titled “Import Services”** when purchasing an import. The course will prepare you for everything you need to know and expect from the LMS365 team during an import service.

Frequently Asked Questions

- ▶ **Should I enroll learners into the courses I want to import historical records for?** No, please do not enroll any learners into courses or training plans that you plan to import historical records to. Doing so may cause unintended duplicate registrations to be made, as the Import Service cannot override any existing enrollments. A new back-dated completion record for the user is created instead, and the existing enrollment will still be anticipated as needing to be completed by the learner.
 - ▶ **What if I already enrolled learners into a course that I intend to have imported historical records for?** You will have to cancel the enrollment after the Import Service is completed if you do not intend for the learner to still need to complete the course. Cancelling the enrollment will clear the duplicate records from the learner's transcript in LMS365, but this means that you won't be able to see the user listed under the Course Progress view until they are enrolled back into the course. If enrolled again, a new record with a new enrollment will appear on the learner's transcript as intended behavior to allow the learner to complete the course again.
 - ▶ **Will you need access to our environment?** Yes, an assigned LMS365 Subject Matter Expert will need permission in your environment as a Catalog Administrator to complete a successful import.
 - ▶ **What are the limitations?** The Import Service will not import historical records where a learner is also listed as a course admin and it cannot import CEU's or competencies without a course in LMS365 associated.
-

Our tool is unique in that a SCORM or AICC content package can be a single or combined learning object within a course. This means that you can have your learners watch a short video, review a SCORM content package, and complete a quiz all within a single course!

