Expired Registration Status

June 2022

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Introduction

Purpose: The purpose of this job aid is to demonstrate to Course Providers how to choose an option to expire registration status for learners while setting up an expiration date for TRAIN courses. Once the course reaches its expiration date, learners in progress and incomplete status will automatically receive an "Expired" registration status.

This document includes images to include key points.

Access:

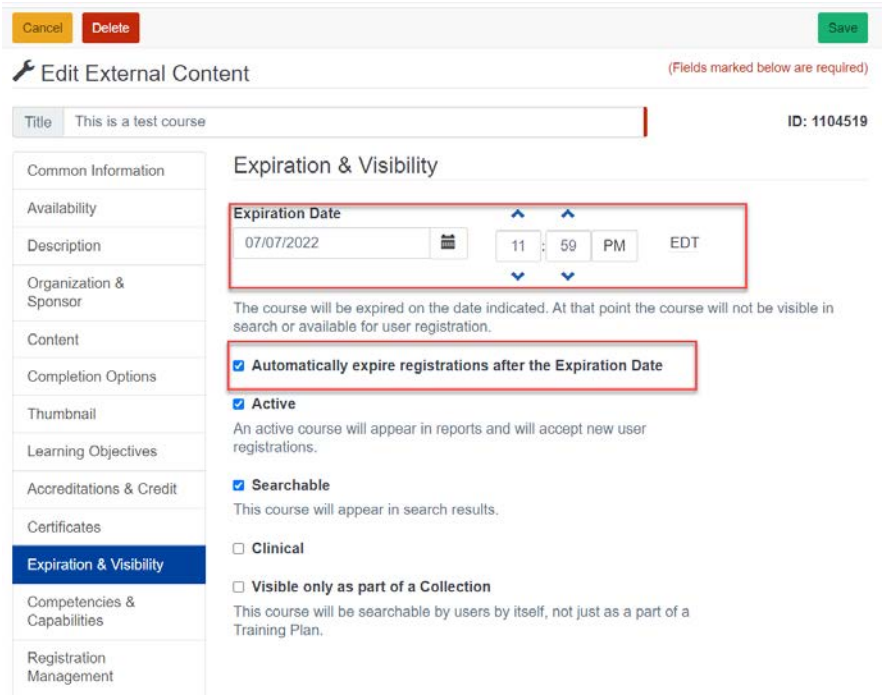
- **Course Providers** can choose to set automatically expire registration status for their learners.

Related Inclusions and Enhancements:

- Expired Registration status has been added to some Reports and Exports and will be counted as Not Completed. Expired Registration Status has been added to the list of status in TRAIN and filter by status on Roster Page.

Setting up automatically expire registrations after the Expiration Date

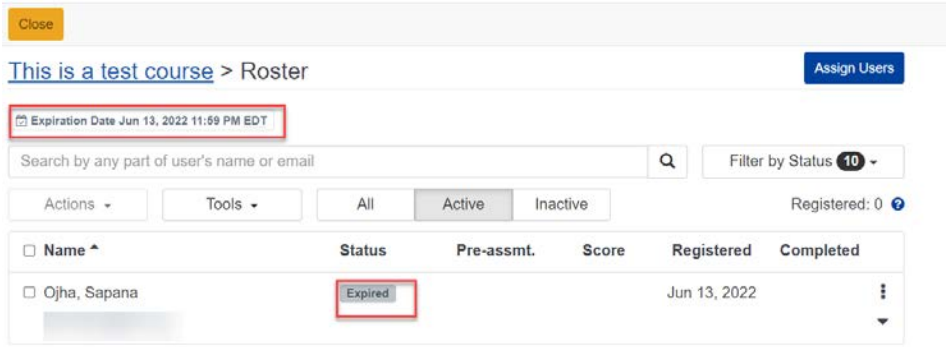
Course providers can choose to automatically expire a learner's registration while setting up an expiration date for the course. The box will be checked by default. The expiration date field is located under the expiration and visibility section of any course type. The expiration date is an optional field, and if the course provider has indicated date in the expiration date field, the course will expire on the indicated date. At that point, the course will not be visible in search or available for user registration. If course providers would like an option to expire learner registrations that are non-terminal (in progress, not completed), then click on the checkbox or leave as checked by default to expire registration after the expiration date automatically. Learners whose registration status is expired will not have access to the expired course content, assessments, and evaluations in TRAIN.



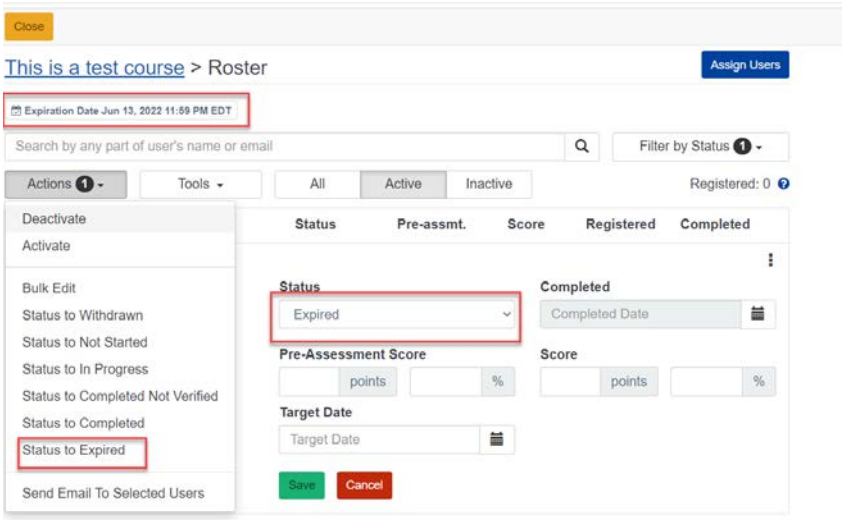
Changes in Roster Page for Course Providers

"Expiration Date" for the course is shown on the Roster Page, under the course title. Course providers will be able to see the "Expired" status for the record for learners whose registration has expired. The "Upload External Certificate" feature will not be available for "Expired" registrations. If course providers want to set incomplete registrations to expire, they can go to the Action menu to make a single or bulk change to "Set status to Expired" for learners. A confirmation window (similar to when the status is set to "Withdrawn") will display to confirm the action. Course providers will be able to send an email notification to the learner about the course status change to "Expired" and include the custom text to provide learners with additional information.

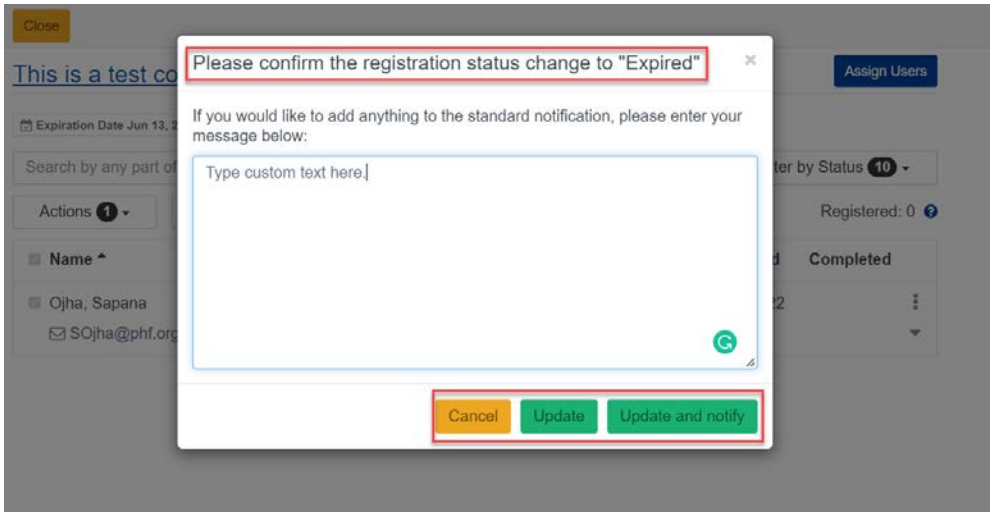
Course provider's Roster Page view:



Find "Status to Expired" in Action Menu to expire in progress or not completed registrations.

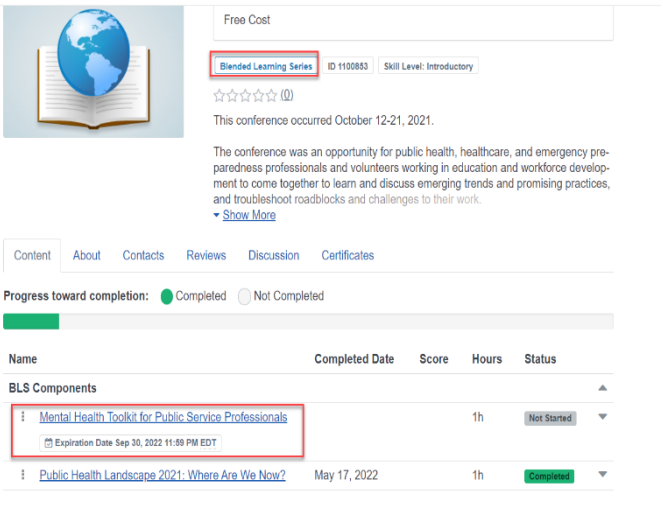


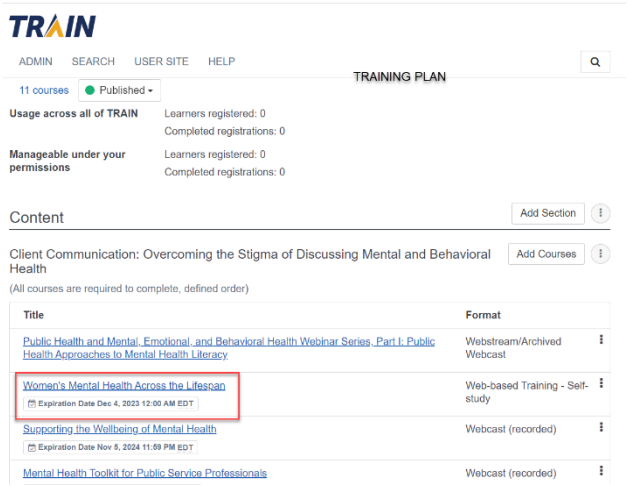
Course providers can notify learners of the change in their registration status.



Impact of Expired Registration on Blended Learning Series and Training Plan functionality

If the Blended Learning Series course type and Training Plans have components with "Expired" status, they will be appropriately displayed on the list of components for administrators by showing expiration date of the course. If a learner is registered for a BLS course or Training Plan, but one of the components is expired, then the components with "Expired" registration status will be calculated as "not completed" towards the section requirements for BLS registrations and Training Plans.





Expired Registration status on Reports and Exports

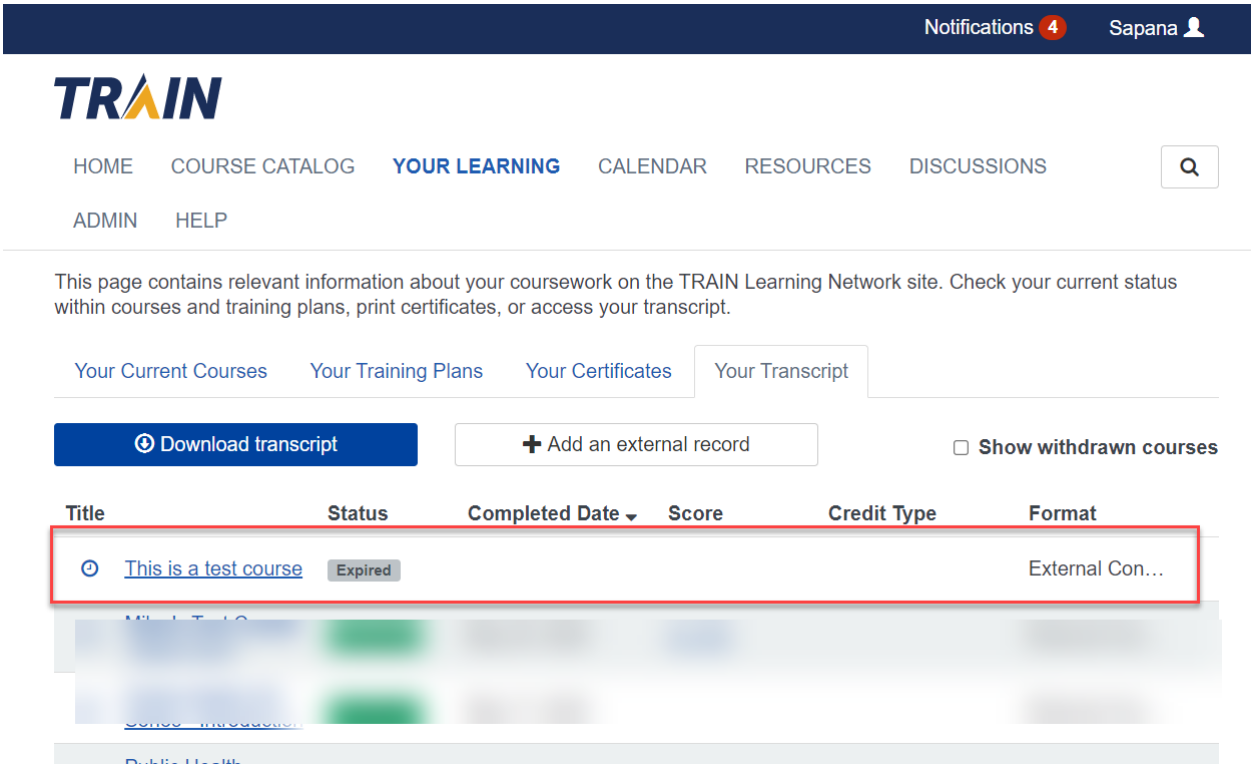
Expire registration status logic has been added to the following reports below. If a report is run against or has "Expired" registration," it will be counted as not completed.

- Course Registrations vs. Completions
- Training Plan Progress Details
- Training Plan Progress Summary Graphs
- Training Plan Summary

Expired Registration status in Your Transcript (Learner View)

"Expired" registration is terminal and is shown on the "Your Transcript" page for learners as their most current status. Expired registrations will not have certificates to download since learners didn't finish the course on time. If learners try to launch a course to finish, they will not have access to the course content, assessments, or evaluation.

Learner View

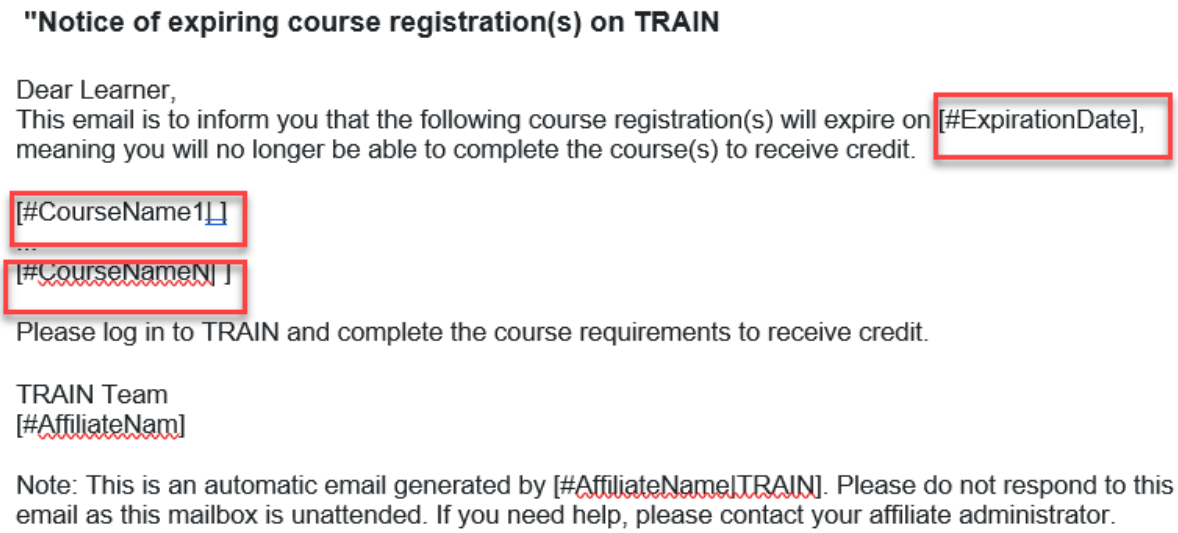


Expired/Expiring Registration email notification for learners

Learners will receive three types of reminder notifications for the course that are set to expire registration upon the course's expiration date automatically.

1. Email notifications about registrations that will expire in 7 days.
   Learners will receive an email seven days in advance encouraging them to launch the course and complete it before the expiration date. Expiring registrations for each user will be grouped, so learners will receive only one email with the list of courses that are about to expire. If learners are registered for Live Events with an "Expiration Date" in 7 days, but the latest Event date for the Session that the learner is registered for is within the same 7 days period. It will not be included in the notification.

   An example of the email notification:



"Notice of expiring course registration(s) on TRAIN

Dear Learner,
This email is to inform you that the following course registration(s) will expire on [#ExpirationDate], meaning you will no longer be able to complete the course(s) to receive credit.

[#CourseName1[ ]
...
[#CourseNameN[ ]

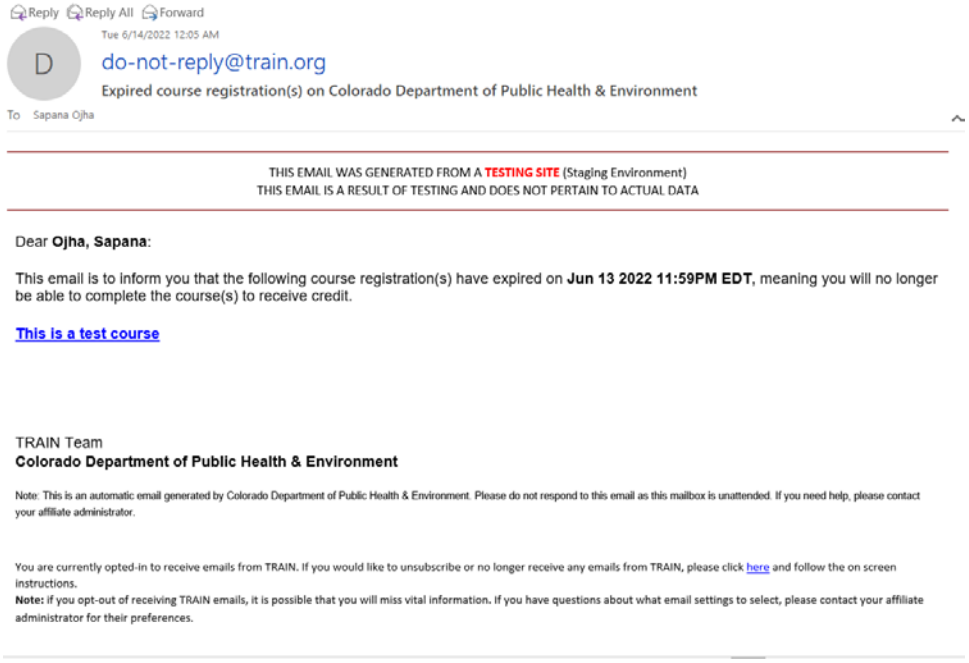
Please log in to TRAIN and complete the course requirements to receive credit.

TRAIN Team
[#AffiliateNam]

Note: This is an automatic email generated by [#AffiliateName[TRAIN]. Please do not respond to this email as this mailbox is unattended. If you need help, please contact your affiliate administrator.

2. Notification for expired registrations
   Learners will receive an email notification for courses that are in expired registration status. Learners will receive an email that they no longer have access to the course content, assessments, and evaluations.

An example template of notification for expired registration:



Reply Reply All Forward

Tue 6/14/2022 12:05 AM

D do-not-reply@train.org

Expired course registration(s) on Colorado Department of Public Health & Environment

To Sapana Ojha

THIS EMAIL WAS GENERATED FROM A **TESTING SITE** (Staging Environment)
THIS EMAIL IS A RESULT OF TESTING AND DOES NOT PERTAIN TO ACTUAL DATA

Dear **Ojha, Sapana**:

This email is to inform you that the following course registration(s) have expired on **Jun 13 2022 11:59PM EDT**, meaning you will no longer be able to complete the course(s) to receive credit.

This is a test course

TRAIN Team
Colorado Department of Public Health & Environment

Note: This is an automatic email generated by Colorado Department of Public Health & Environment. Please do not respond to this email as this mailbox is unattended. If you need help, please contact your affiliate administrator.

You are currently opted-in to receive emails from TRAIN. If you would like to unsubscribe or no longer receive any emails from TRAIN, please click here and follow the on screen instructions.
Note: if you opt-out of receiving TRAIN emails, it is possible that you will miss vital information. If you have questions about what email settings to select, please contact your affiliate administrator for their preferences.

3. Home page notification

Learners will receive a home page notification to the home page about registrations that will expire in 7 days or less. Learners will get notified of each registration that is about to expire. Each notification will be shown to the learner until the registration is completed or expired. Once the registration is in one of the terminal statuses (Completed, Expired, or Withdrawn), the notification for the course won't be shown.