

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.

Cancel Delete Save

Edit External Content (Fields marked below are required)

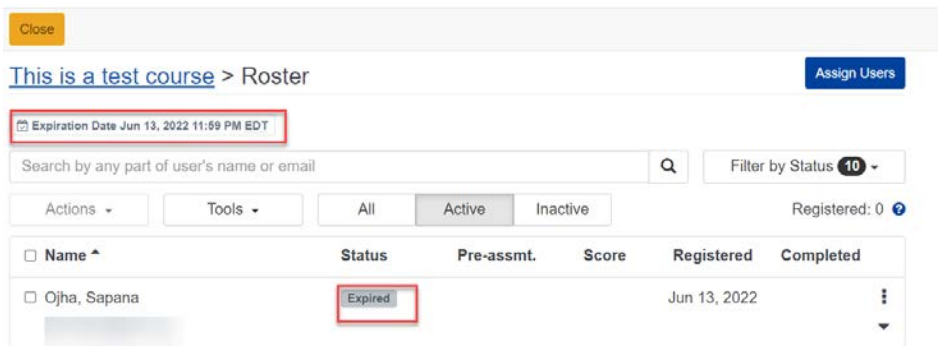
Title This is a test course ID: 1104519

Common Information	Expiration & Visibility
Availability	Expiration Date 07/07/2022 11 : 59 PM EDT
Description	The course will be expired on the date indicated. At that point the course will not be visible in search or available for user registration.
Organization & Sponsor	<input checked="" type="checkbox"/> Automatically expire registrations after the Expiration Date
Content	<input checked="" type="checkbox"/> Active An active course will appear in reports and will accept new user registrations.
Completion Options	<input checked="" type="checkbox"/> Searchable This course will appear in search results.
Thumbnail	<input type="checkbox"/> Clinical
Learning Objectives	<input type="checkbox"/> Visible only as part of a Collection This course will be searchable by users by itself, not just as a part of a Training Plan.
Accreditations & Credit	
Certificates	
Expiration & Visibility	
Competencies & Capabilities	
Registration Management	

Changes in Roster Page for Course Providers

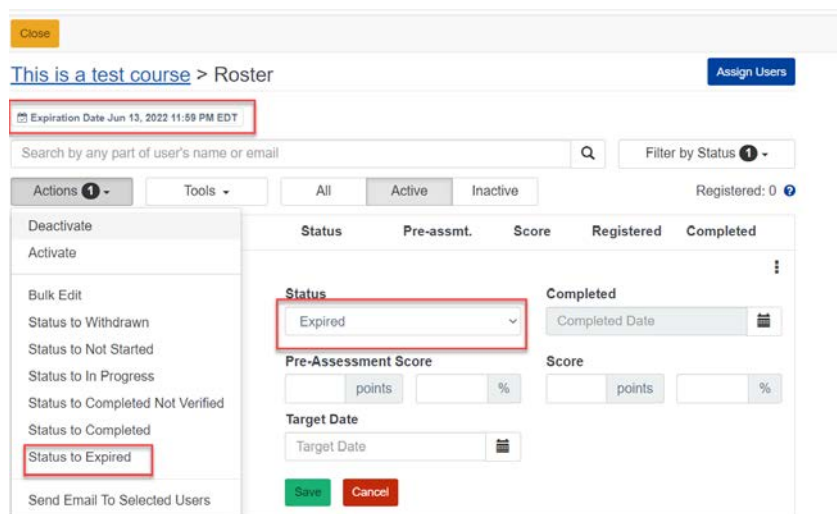
"Expiration Date" for the course is shown on the Roster Page, under the course title. Course providers will be able to see the "Expired" status for the record for learners whose registration has expired. The "Upload External Certificate" feature will not be available for "Expired" registrations. If course 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:



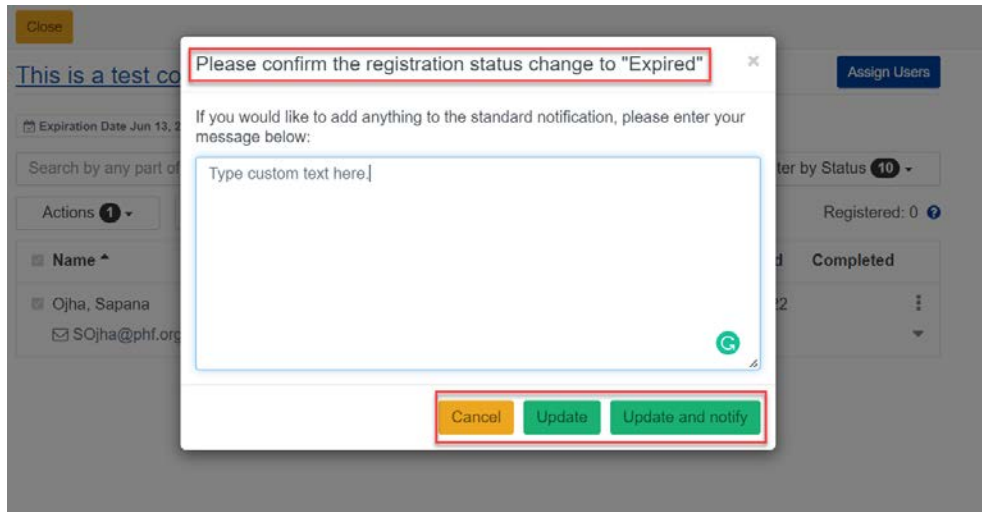
The screenshot shows the Roster Page for a test course. At the top, there is a "Close" button and the course title "This is a test course > Roster" with an "Assign Users" button. Below the title, the "Expiration Date Jun 13, 2022 11:59 PM EDT" is displayed. A search bar is present with the text "Search by any part of user's name or email". To the right, there is a "Filter by Status" dropdown menu showing "10" selected. Below the search bar, there are tabs for "All", "Active", and "Inactive", and a "Registered: 0" indicator. The main table has columns for "Name", "Status", "Pre-assmt.", "Score", "Registered", and "Completed". The first row shows a learner named "Ojha, Sapana" with a status of "Expired".

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



The screenshot shows the Roster Page with the "Actions" menu open. The menu options include "Deactivate", "Activate", "Bulk Edit", "Status to Withdrawn", "Status to Not Started", "Status to In Progress", "Status to Completed Not Verified", "Status to Completed", "Status to Expired", and "Send Email To Selected Users". The "Status to Expired" option is highlighted with a red box. The main table is partially visible, showing the "Status" column with a dropdown menu set to "Expired".

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.

The screenshot shows a course page for "Blended Learning Series" (ID 1100883, Skill Level: Introductory). It features a globe icon and a description of a conference held on October 12-21, 2021. Below the description, there are tabs for "Content", "About", "Contacts", "Reviews", "Discussion", and "Certificates". A progress bar indicates "Completed" status. A table lists "BLS Components":

Name	Completed Date	Score	Hours	Status
Mental Health Toolkit for Public Service Professionals <small>Expiration Date Sep 30, 2022 11:59 PM EDT</small>			1h	Not Started
Public Health Landscape 2021: Where Are We Now?	May 17, 2022		1h	Completed

The screenshot shows the TRAIN platform interface. The top navigation bar includes "ADMIN", "SEARCH", "USER SITE", and "HELP". The main heading is "TRAINING PLAN". Below this, it shows "11 courses" and "Published" status. There are two sections for usage and permissions, both showing "Learners registered: 0" and "Completed registrations: 0". The "Content" section includes "Add Section" and "Add Courses" buttons. A list of courses is displayed:

Title	Format
Public Health and Mental, Emotional, and Behavioral Health Webinar Series - Part 1: Public Health Approaches to Mental Health Literacy	Webstream/Archived Webcast
Women's Mental Health Across the Lifespan <small>Expiration Date Dec 4, 2023 12:00 AM EDT</small>	Web-based Training - Self-study
Supporting the Wellbeing of Mental Health	Webcast (recorded)
Mental Health Toolkit for Public Service Professionals	Webcast (recorded)

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

The screenshot shows the TRAIN Learning Network interface. At the top, there is a navigation bar with 'Notifications 4' and 'Sapana' with a user icon. Below the navigation bar, the TRAIN logo is displayed. The main navigation menu includes 'HOME', 'COURSE CATALOG', 'YOUR LEARNING', 'CALENDAR', 'RESOURCES', 'DISCUSSIONS', 'ADMIN', and 'HELP'. A search bar is located on the right side of the navigation menu.

Below the navigation menu, there is a message: "This page contains relevant information about your coursework on the TRAIN Learning Network site. Check your current status within courses and training plans, print certificates, or access your transcript."

The main content area has four tabs: 'Your Current Courses', 'Your Training Plans', 'Your Certificates', and 'Your Transcript'. The 'Your Transcript' tab is selected.

Below the tabs, there are three buttons: 'Download transcript', '+ Add an external record', and 'Show withdrawn courses' (with a checkbox).

The transcript table has the following columns: Title, Status, Completed Date, Score, Credit Type, and Format. The first row is highlighted with a red box and contains the following data:

Title	Status	Completed Date	Score	Credit Type	Format
This is a test course	Expired				External Con...

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]

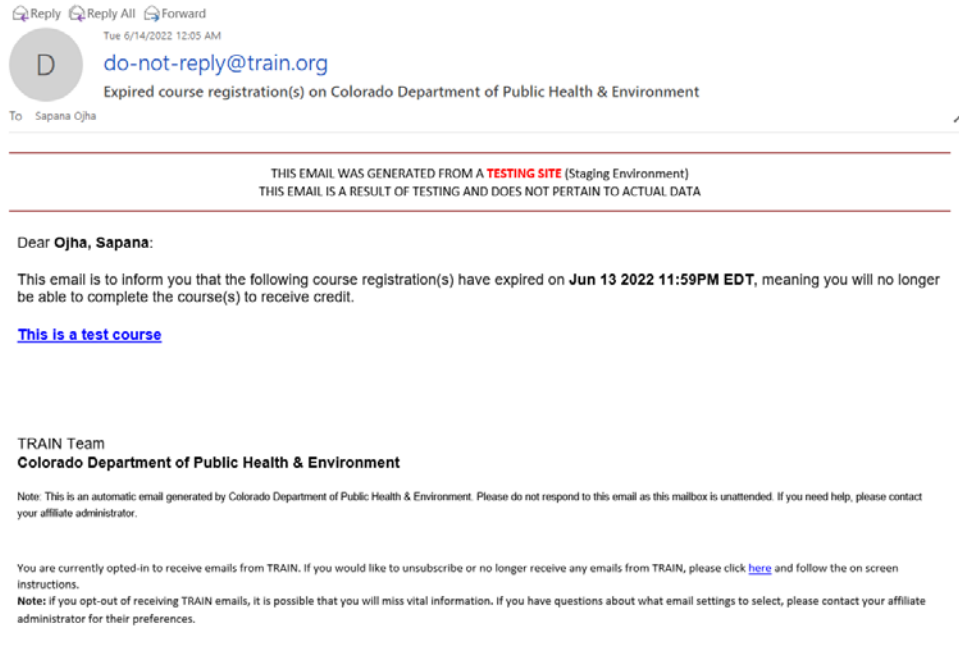
Please log in to TRAIN and complete the course requirements to receive credit.

TRAIN Team
[#AffiliateName]

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:



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.