

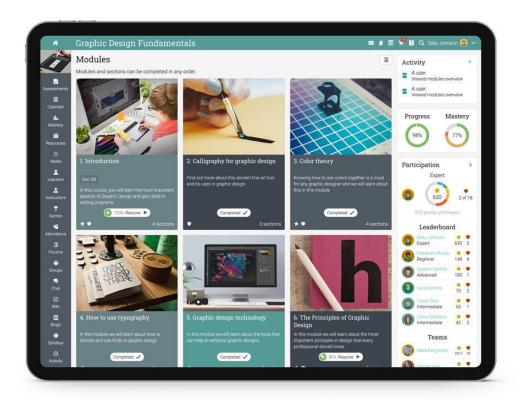
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Introduction

MATRIX is a world-class, award-winning learning management system (LMS) for businesses. The platform is known for delivering a great user experience, while incorporating all the essential tools companies need to support efficient training and learning.

MATRIX is a product of CYPHER LEARNING, a company that specializes in providing learning platforms for organizations around the world. CYPHER LEARNING provides a similar LMS for use by entrepreneurs called INDIE and an LMS for use by schools called NEO. CYPHER LEARNING products are used by over 20,000 organizations, have millions of users, and have won several awards.



We want you to get the best results when using our site, especially when you are just starting out. That is why we created three getting started guides for the main types of users on MATRIX: administrators, instructors and learners.



Getting started guide for Instructors (this guide) explains topics such as: navigating in MATRIX, using the Help Center, creating and configuring courses, enrolling learners, using automation and gamification.



Getting started guide for Administrators explains topics such as: navigating in MATRIX, using the Help Center, creating accounts, customizing the platform, setting up e-commerce and managing users.



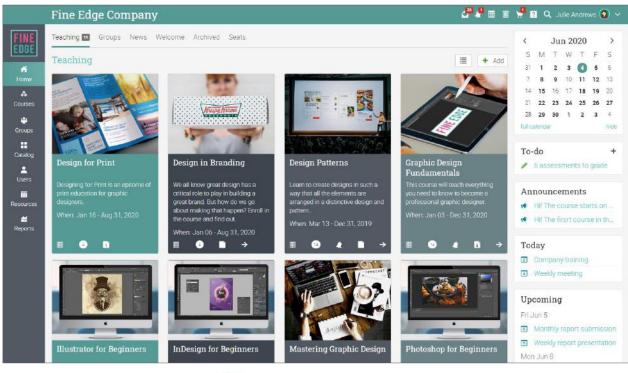
Getting started guide for Learners explains topics such as: navigating in MATRIX, using the Help Center, enrolling in courses, submitting assessments, communicating with instructors, and more.

This guide covers the most common steps instructors go through when they start using MATRIX. Please consult the table of contents if you want to find a specific topic. If you have any additional questions or want to explore more of the platform's features, please browse the Help Center or visit our support forum.



Navigating in MATRIX

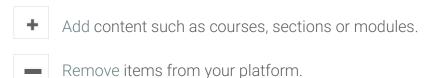
The instructor dashboard is the first page you see when you log in to your account. Here you can find an overview of the most important site information. On their home page, instructors can also see their calendar, to-do list, announcements, and more.





Icons and navigation

You will see various icons in the platform that are used for adding, editing, deleting, and other actions. Here is an overview of the most important icons:





- Configure different areas of the platform.
- n Delete items.
- Access your messages through the messages icon in the top right bar.
- Notifications allow you to keep up with different changes in the system.
- The trash icon opens a popup with all your deleted content.
- Your shopping cart contains your ordered items.
- ? This icon provides access to the MATRIX Help Center.
- Q Use the search icon to find specific content on your site.

Left bar

The left bar displays tabs that allow you to quickly navigate to the main areas of the site, such as Home, Courses, Groups, Users, Resources and Reports.



The left bar allows you access to these tabs no matter where you are in the site. If you hover over a tab, a pop-up window will appear with the most important options for that area. Top right bar

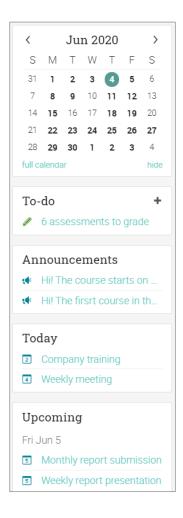


The top right bar displays icons which you can click to access your messages, notifications, calendar, trash can, help center, search and profile.



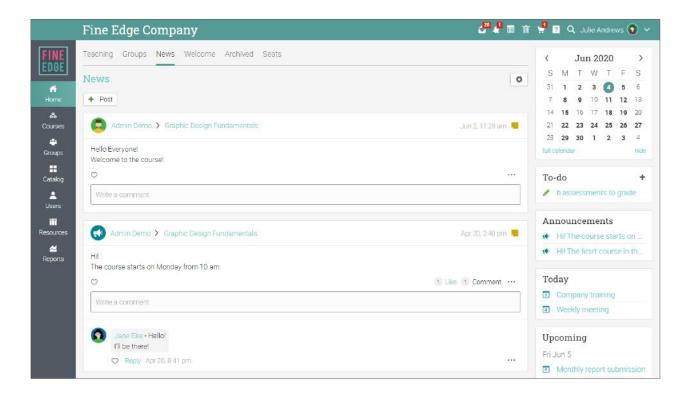
Right bar

In the right bar you can find your to-do list, announcements, upcoming events and a list of any minimized windows. To see more details, just click on an item.



News feed

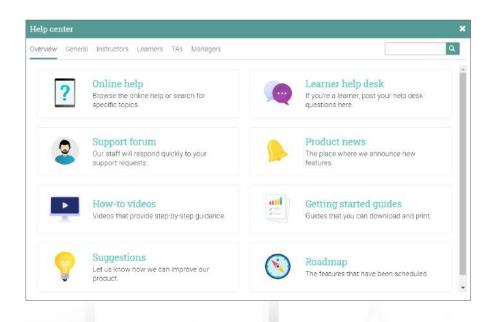
The home page news feed aggregates news items from your courses, groups, friends and company. Product News announcements usually contains updates from the MATRIX team and your site administrator. By default, a news feed only shows the latest news and you can scroll down the page for more items.



Help Center

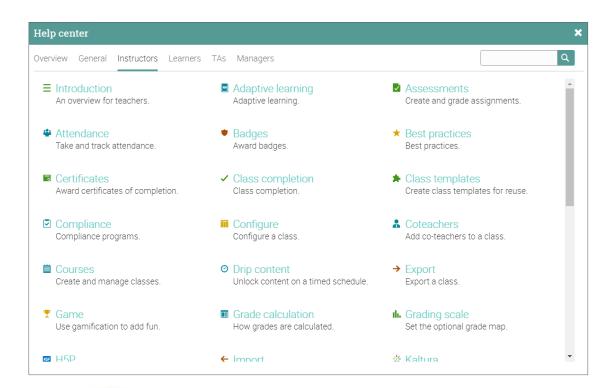
We provide extensive support at every step of our collaboration. To access the Help Center, click the icon at the top right bar.

A pop-up box will open with different options. Use the searchable online help to browse different help topics. If you are on a certain page and need guidance, a help for the current page option will also appear. Here you can also find access to our Support forum and Product news, where we frequently post updates on new features.





You can find the topics that are most relevant to you in the searchable online help. Most of them have detailed instructions with screenshots. The Help Center is a pop-up so you can browse through the topics without leaving your current page.

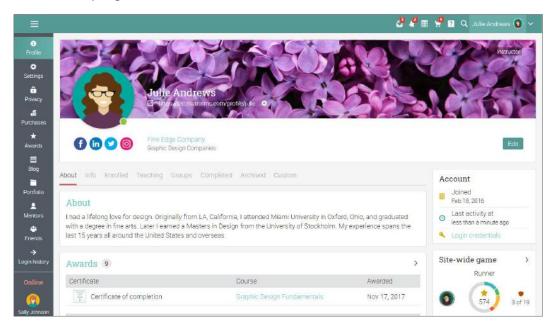




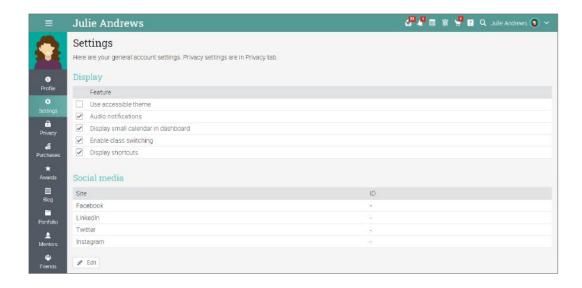
Profile

Your profile page shows your basic information, account details, photos, and more. The information that is visible depends on your account type and the portal's security settings.

To start setting up your profile, go to the top right bar and click on the profile button. Then, click on the Edit button in the top right.



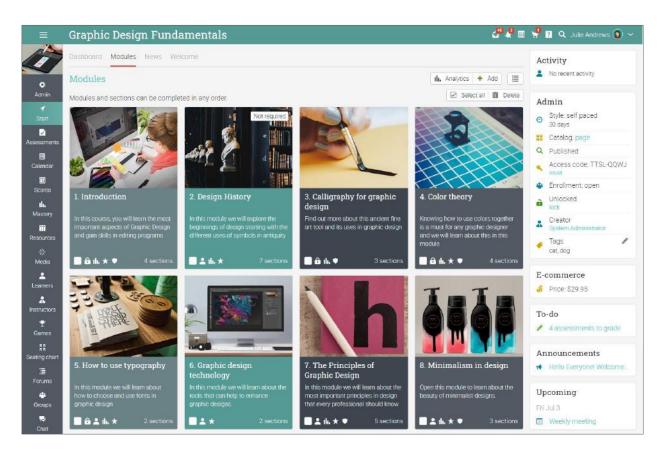
Go to the Settings tab in the left bar to choose different options related to your profile, such displaying your online status for learners or allowing users to request to chat with you.



Example of a course

Before we show you how to create your own course, we would like you to become familiar with how a MATRIX course might look like. We will show you how to navigate in a course, explore the main tabs, view modules and assessments, and more.

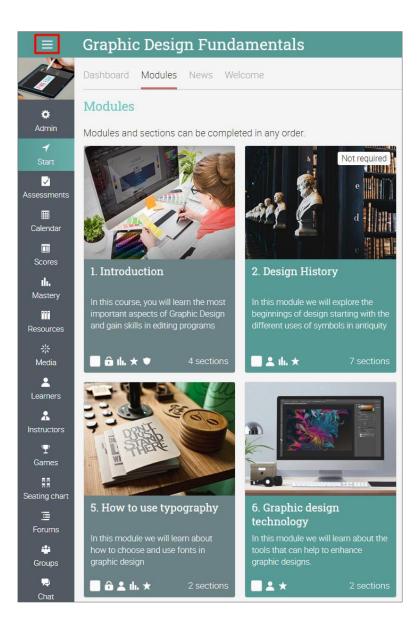
The default landing page of a course is its Modules area. Here, you can see many aspects of your course, including the modules and a left bar with tabs that give you direct access its most important areas. The right side provides access to a quick course administration, to-do list, announcements and even games leaderboards, if gamification is enabled.



Next, we will go over each section.

Main left navigation

When you are in a course, the main left bar is minimized, allowing you to navigate within any area of the site by simply hovering over the icon from the top left.



Left bar

The course left bar shows tabs that allow you to navigate in different areas of a course such as: admin, start, assessments, learners and games.



The left bar displays tabs with direct access to the following areas:

- ✓ Administrator configure the course, import/export course content, delete the course;
- ✓ Start from the Start tab you can access important areas such as the Dashboard, Modules, News, Calendar, Groups, and Welcome;
- ✓ Assessments shows the course assessments;
- ✓ Scores tab displays all the scores;
- ✓ Media shows Kaltura resources:

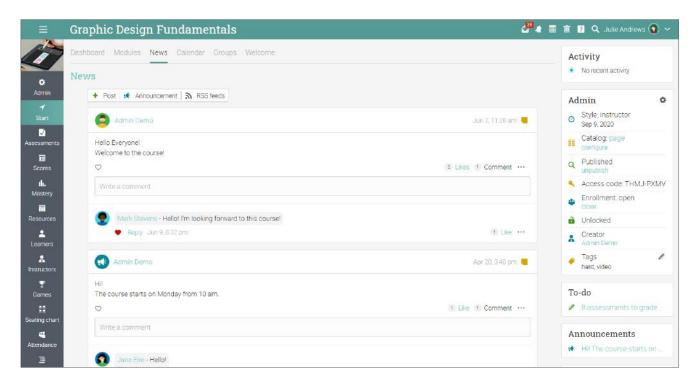
- ✓ Mastery track course competencies;
- ✓ Resources the area where you can store resources that are independent of any module;
- ✓ Learners lists all the learners that are in the course;
- ✓ Instructors lists all the instructors that are in the course:
- ✓ Games if the course has a game this is the area where you can see an overview of the game;
- ✓ Automation see a list of rules based on automation that you have set for your course;
- ✓ Attendance tracks learner attendance;
- ✓ Seating chart allows instructors to organize how learners are seated in course;
- ✓ Forums forums for discussions between members of the course;
- ✓ Chat chat rooms where members can exchange text messages in real time;
- ✓ Wiki wikis which are a collection of pages that more than one person can edit;
- ✓ Blogs blog area where learners and instructors can share their online journals;
- ✓ Purchases- if you have e-commerce enabled, this tab offers a list of all the purchases of a course:
- ✓ Syllabus the syllabus area allows you to create an overview page of the course;
- ✓ Reviews allows you to see learners' ratings and reviews of courses they are enrolled in.

You can configure the course to enable/disable most of these tabs.



News feed

To access the course news feed, go to Start then click the News tab. The news feed shows course announcements, posts from other users, new assessments, new modules, events, and more.

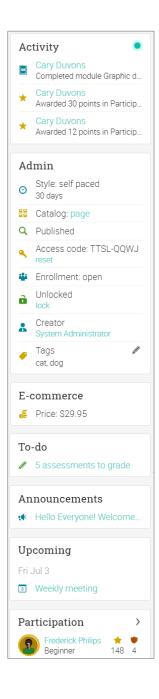


You can edit and delete any news item, including posts and comments by learners.



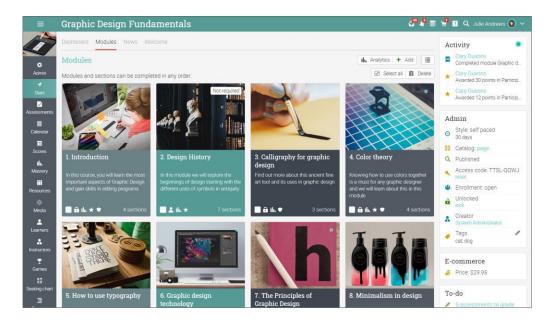
Right bar

In the right bar, you can find the Admin control panel that allows you to quickly publish the course and find the course access code. Here is also the Activity display, to-do list, announcements, e-commerce information and a game leaderboard if you have enabled games for the course. To view more details, click on an item.

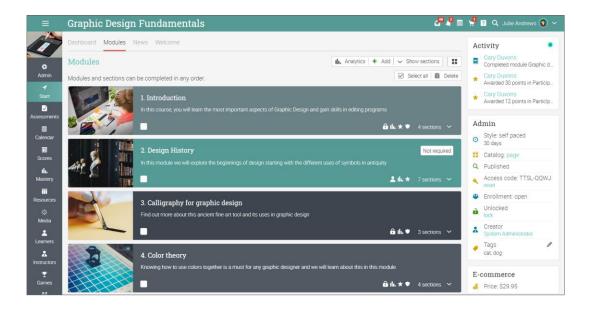


Module

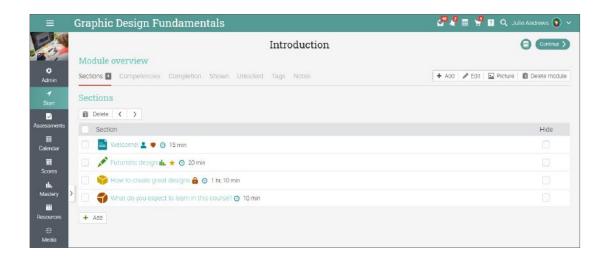
To see the modules of the course, go to Start and click the Modules tab. Here you will see all the modules in the course. You can reorder them using drag and drop.



Depending on your preferences, you can also switch to the List view option from the top right. This view shows all the sections for all modules:

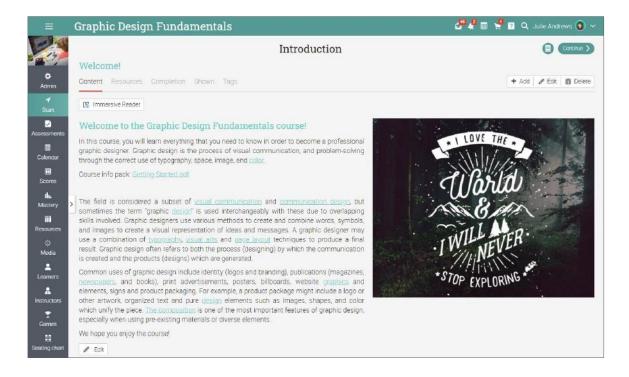


A module has content and assessment sections. You can see the sections of modules by going to the Sections tab.

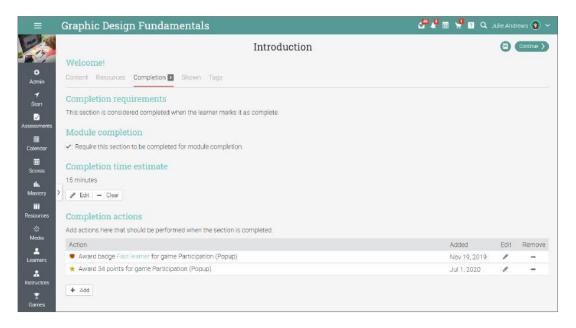


Content pages

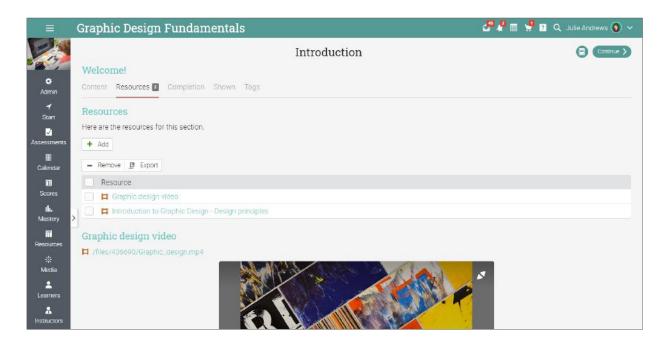
A content page is created by using our built-in HTML editor and can contain any kind of media, including audio, video, Office documents and Google Docs. You can create rich, engaging modules with little technical knowledge. Here is how a content page might look like:



In the Completion tab, you can add rules that should be performed when a learner completes the section.

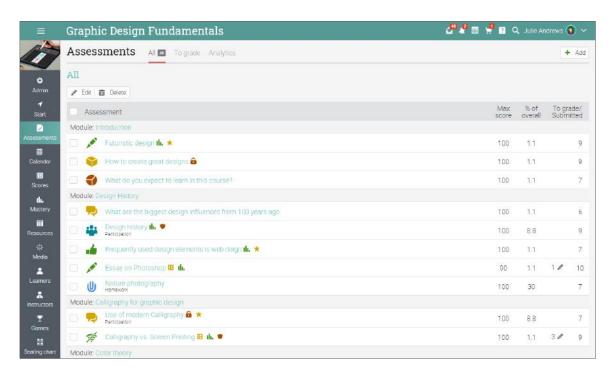


Each page also has its own Resources area, where you can upload resources such as files, pages, web resources or add existing ones from your personal or company library.



Assessments

To see a list of the assessments for a course, go to the Assessments tab. An assessment can be connected to a module or a standalone task.

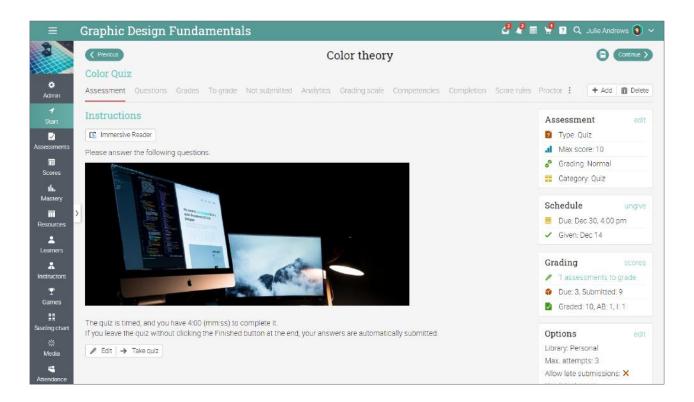


You can create 15 different kinds of assessments:

- ✓ Quiz a set of questions that learners can answer online;
- ✓ Essay learners can submit their response using the HTML editor, and include an unlimited number of attachments;
- ✓ Offline a traditional assessment such as a paper-based test or reading a book. There is no online submission for this kind of assessment, and the instructor is expected to enter the scores for each learner based on the results of the offline work;
- ✓ Survey choose between multiple choice and freeform questions;
- ✓ Discussion learners earn points by participating in a single thread of discussion that is started by the instructor;
- ✓ Debate learners add arguments for or against a proposition that is supplied by the instructor;
- ✓ Team allows groups of learners to work on joint submissions. The instructor organizes the learners into teams, each of which get their own private group;
- ✓ Dropbox learners upload one or more files as their submission;
- ✓ SCORM captures the results of a SCORM item;

- ✓ Attendance awards points based on a learner's attendance record;
- ✓ Turnitin add an assessment that can have an originality check through our Turnitin integration;
- ✓ Custom LTI assessments integrates 3rd party LTI assessments;
- ✓ Google Assignments if the integration is enabled, you can add Google Assignments;
- ✓ H5P assessments if the H5P content standard is enabled, you can add H5P assessments.

To see the details for an assessment click on its name. Here is how an assessment in a module looks like:



Depending on the type of assessment, you can find some or all of the following tabs:

- ✓ Assessment shows the most important information about the assessment, such as its grading status, submissions and instructions;
- ✓ Questions displays the questions of an assessment if it's a quiz or survey, and the number of points that are allocated to each of them;
- ✓ Grades shows a list of learner grades for the assessment, submissions for each learner;
- ✓ To grade indicates the assessments that need to be graded;
- ✓ Not submitted indicates the assessments that haven't been submitted yet;
- ✓ Analytics displays the grade distribution amongst learners;
- ✓ Grading scale here you can see the grading scale associated with the assessment;
- ✓ Rubric view the rubric associated with an assessment:
- ✓ Competencies see the competencies that are assessed by the assessment;
- ✓ Completion if the course is self-paced, you can add rules that are performed when the assessment is completed;
- ✓ Score rules add rules and actions for when learners achieve a specified score;
- ✓ Personalize you can personalize an assessment to only show it to certain learners or hide it from certain learners;
- ✓ Tags you can tag an assessment and then use the tags as optional requirments for module completion;
- ✓ Proctor this feature allows you to restrict learners' access to the assessment based on access codes, start date, and IP address.

We will go into more details about adding assessments later in this guide. Now that you know how a complete course looks like in MATRIX, you are ready to start creating your own.

The next sections of the guide will show you how to create a course, configure it, add modules and assessments, grade assessments, enroll learners, and more.

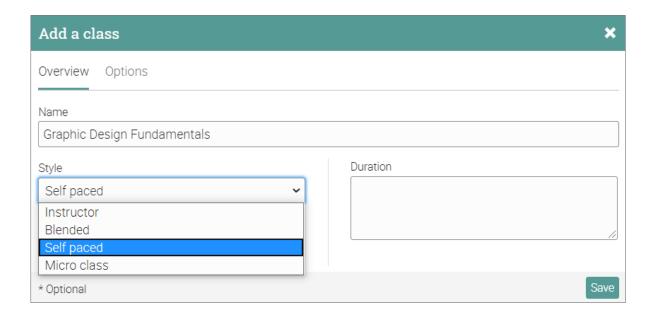
Creating a course

To create a course, hover over the Courses tab from the left bar and choose Add.

Here are some notes when creating a course:

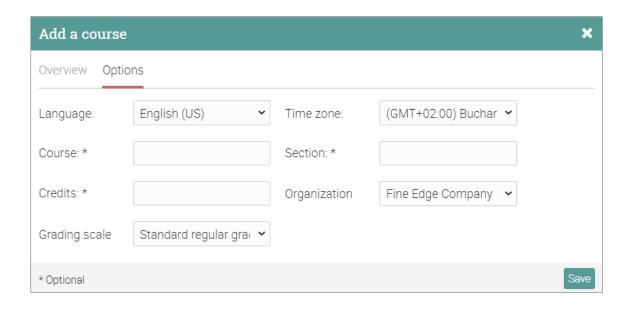


- ✓ Access code if you enable the access code option when creating a course, the access code (for self-enrollment) is displayed on the course landing page, in the right bar under "Admin";
- ✓ Style you can choose from four different styles:

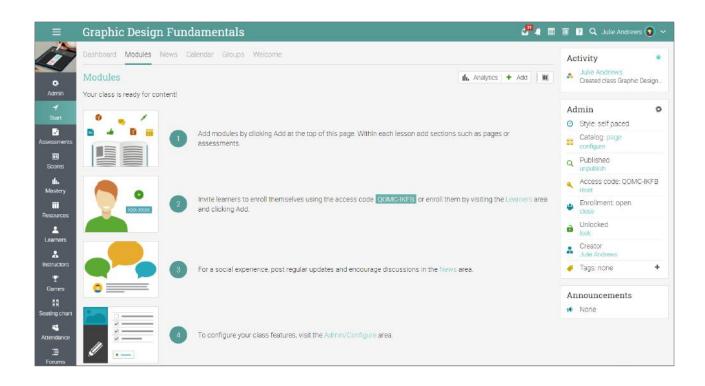


- Instructor learning takes place in a traditional training environment. This is the most common choice for companies that are using online learning in combination with their regular company setting;
- Blended learning takes place in a training environment, but some of the modules are selfpaced, often with gateway assessments that only allow learners to proceed once they've achieved a certain score;
- Self-paced all modules are self-paced, and learners can take the course anytime, anywhere.
 There is no course schedule, no dates for particular modules, no "giving" or "due date" for assessments, and no grading periods;
- Micro course a very lightweight course that provides access to modules/sections and no other tabs. In all other aspects, it is the same as conventional courses.
- ✓ Duration you can select the dates between which the course will be held, or if your course is self-paced, you can specify a duration without setting fixed dates;
- ✓ Subject choose the subject of the course from the list provided.

For more advanced options, visit the Options tab. Here you can set up your course language, time zone, the semester that the course is held in, the number of credits for the course, organization and associate the course with a Grading scale.



Once you've added a course, you are taken to its default landing page, which is its Modules area.

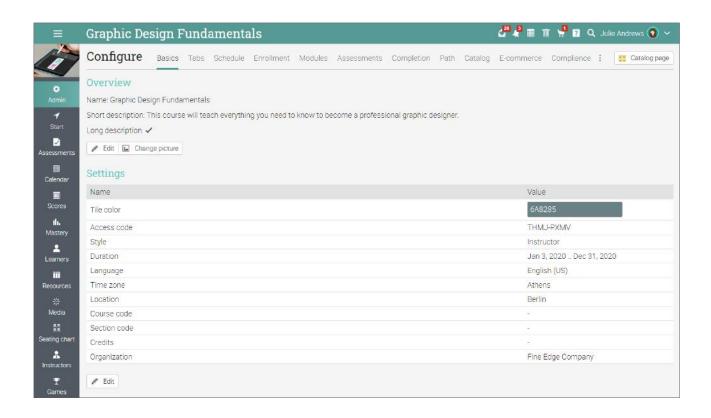




Configuring a course

As an instructor, you have many options for configuring your course, from choosing which tabs are displayed in the left bar, to setting what happens when a learner completes the course.

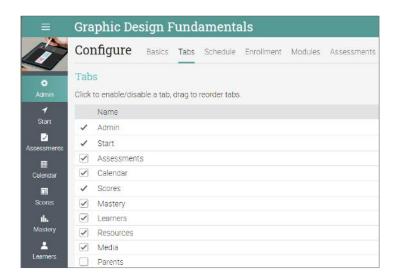
Go to Admin and select Basics in the the left bar.



Next, we will go over the most important configuration options.

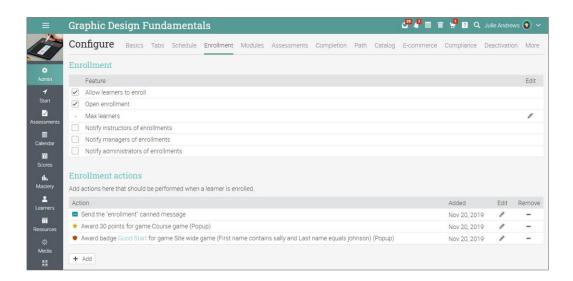
Tabs

You can select the tabs that you and your learners can see in the course left bar, such as news, modules, calendar and collaboration tools. By default, only the most common features are enabled, less common features such as wikis and chat are disabled.



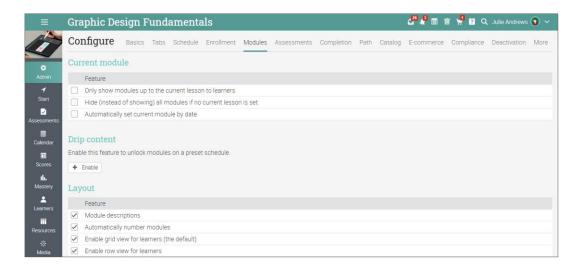
Enrollment

This area allows you to select enrollment options. For example, you can choose if you want learners to be able to enroll or unenroll themselves from the course. You can also set up rules that should be performed when learners are enrolled or unenrolled, such as sending an automatic message to them.



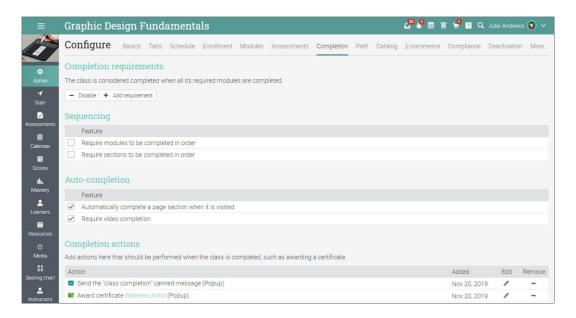
Modules

In this tab, you can configure your modules and sections. Choose current module settings and configure the module layout. You can also enable drip content, which allows you to schedule learner access to modules rather than have them all available at once.



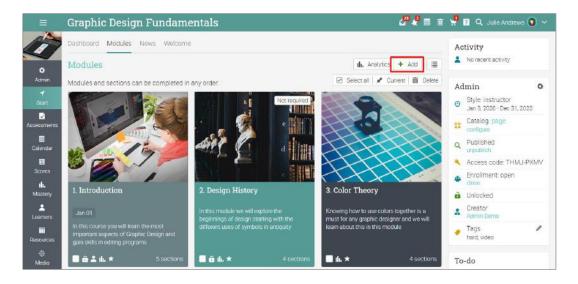
Completion

Add actions that should be performed when a course is completed, such as awarding a certificate, badges, sending custom messages to learners or enrolling them in another course.



Adding modules

To add a module, go to Modules view then choose Add. Enter its title, an optional date, a description, then click Save.

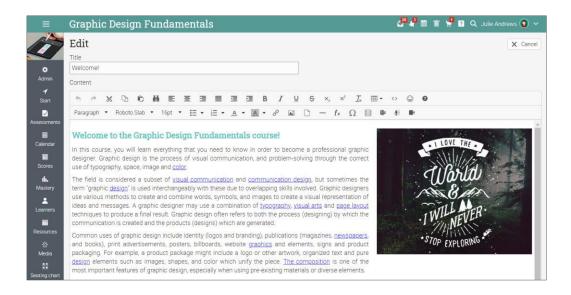


Once you've added a module, you can use the edit icon to change settings or description and the picture icon to change the picture. You can then add a section to your module, which can either be a content section or assessment.

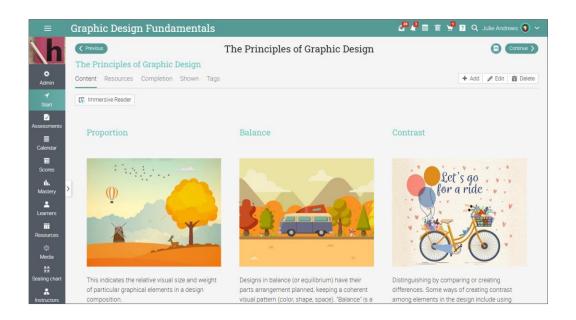


Adding sections

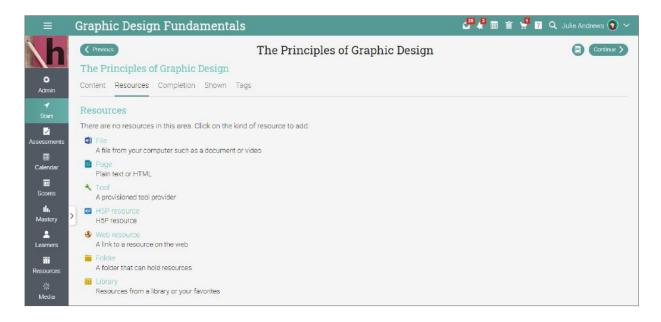
To add a section to a module, click on the Sections tab, then select the kind of section you want to add (see the picture above). For example, add a content Page, enter a title and click save. Then you can use the HTML editor right away to create content.



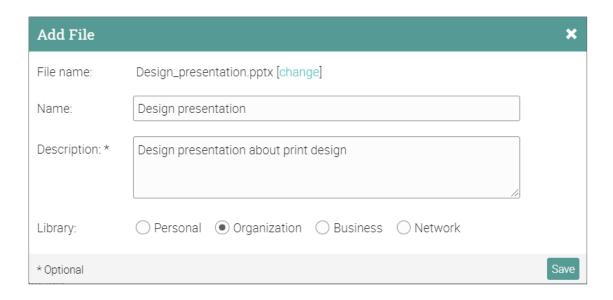
Here you will have many options for editing your content page. You can use the picture icon to upload pictures, add text, upload any kind of file, including video and audio. Additionally, you can record video or audio content directly from your browser. Here is how your created page might look like:



To add resources to a content page, click its Resources tab, then select the type of resource that you want to add.

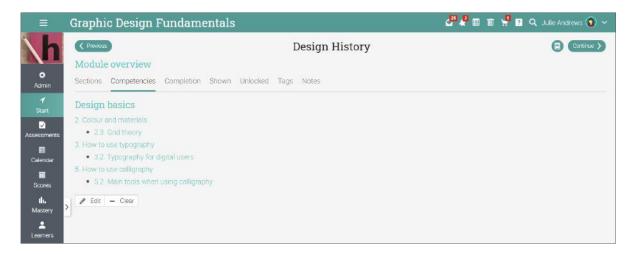


For example, to add a file from your computer, click File, select the file you want to upload, a description and the library that this resource will be a a part of.

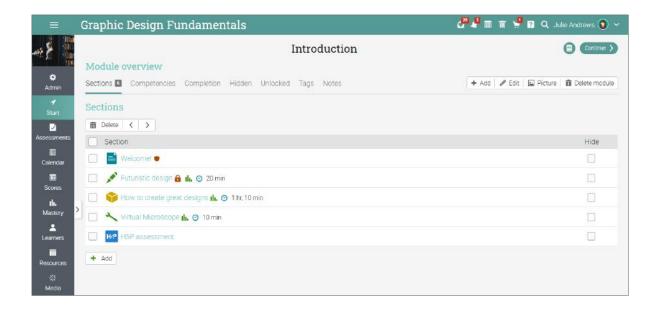


Setting competencies for a module

If a course is associated with competencies, you can tag modules with the competencies it should be teaching. Go to the module, then click its Competencies tab, select the related competencies then click Save.

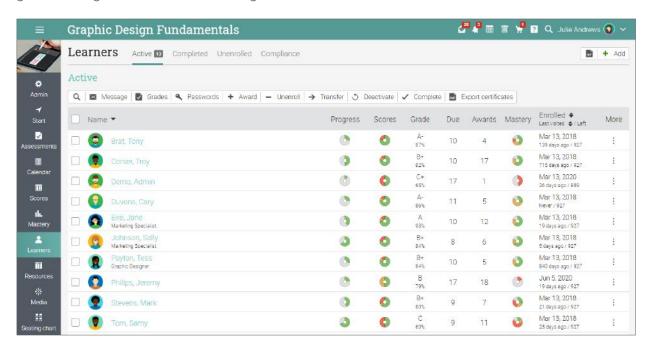


To reorder modules or sections in a module, you can use drag and drop. To delete items, select them, then click Delete.

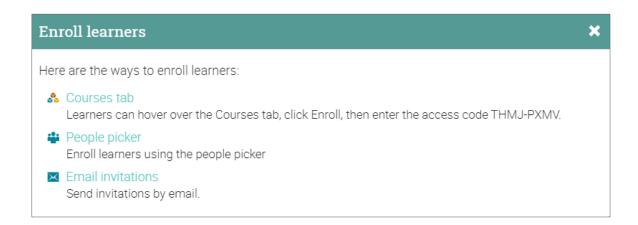


Enrolling learners

To begin enrolling learners in a course, go to the Learners tab in the course left bar.



Then click Add in the top right and select one of the following choices:

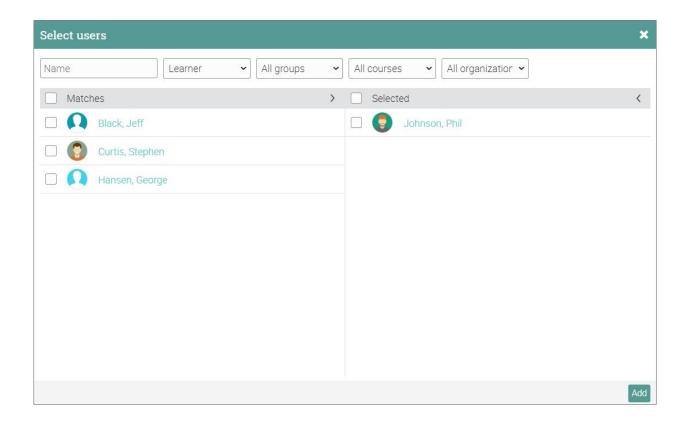


Courses tab

If you give learners a course access code, they can use it to enroll in a course themselves. Alternatively, if you have enabled the course catalog, they can hover over the Courses tab, click Catalog, then enroll from there.

People picker

You can enroll learners using the people picker, which allows you to filter people by name, account type, groups, organizations and courses. Select the learners you want to add and click the middle arrow to move them in the column on the right, then click Add.



Email invitations

Select the approximate number of invitations to send, then enter the email addresses and names of the learners to add them to your course.



An email is sent to each user. The email includes the invitation message and a clickable link. When the person clicks the link, they are sent to your site and asked to click an "Accept" option. When they click Accept, they are logged in to the system and taken to their dashboard.



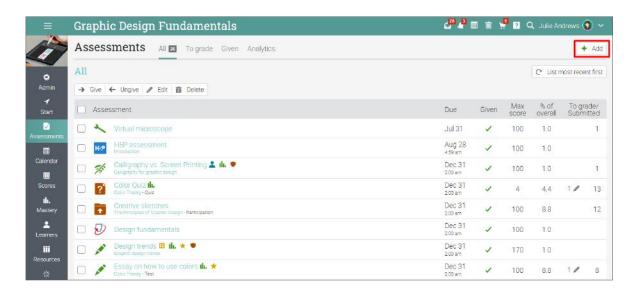
Adding assessments

An assessment is a task that a learner has to complete in order to earn points. These points add up towards a final grade based on the selected weighting scheme.

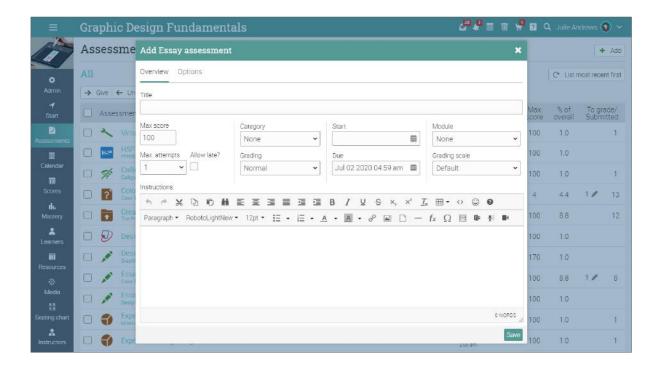
There are two ways of adding assessments: you can add an assessment directly from the module page or from the Assessments tab of the course. From a module page, click Add Section, then select an assessment from out list of 15 different types:



From the Assessments tab of your course, click Add Assessment from the top right.



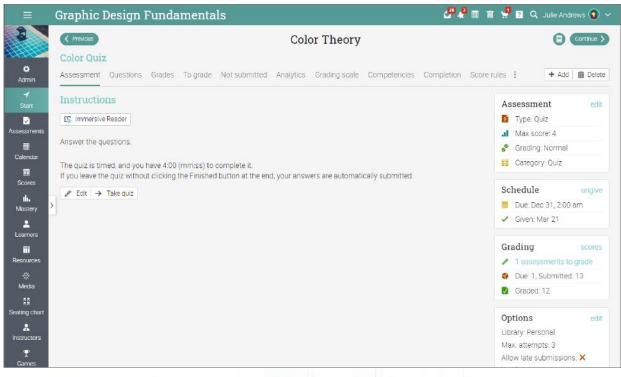
For example, if you select an Essay assessment, you can see the following options:



Here are some notes on the assessment settings:

- ✓ Max score the maximum score that a learner can obtain;
- ✓ Points if you selected "weight by points", then these are the points that the assessment is worth;
- ✓ Category the category of the assessment, which you can find Admin/Configure/Assessments;
- ✓ Grading here are the options:
- ✓ Normal the assessment grade, counts towards the final grade;
- ✓ Extra credit a bonus towards the final grade;
- ✓ Ignore does not contribute to the final grade;
- ✓ Not graded the assessment is not graded and does not contribute to the final grade;
- ✓ Max attempts the maximum number of attempts that a learner can have for submitting an assessment;

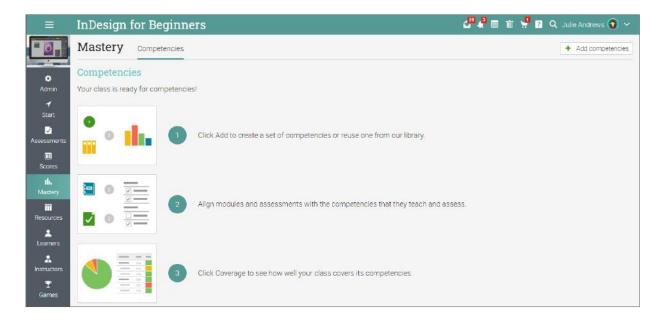
- ✓ Allow late allows learners to submit the assessment after the due date has passed;
- ✓ Module indicates the module associated with the assessment, if any;
- ✓ Allow learners to comment learners can comment on the submissions of other learners;
- ✓ Gateway an optional minimum percentage that a learner must achieve to pass the assessment;
- ✓ Instructions instructions on how to perform the assessment.



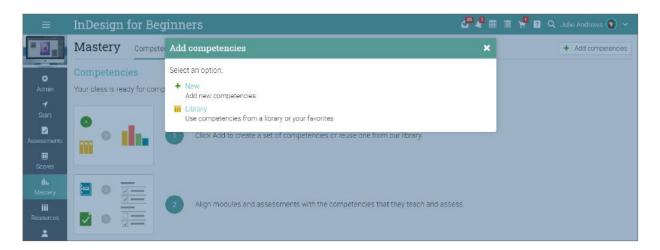


Mastery and competencies

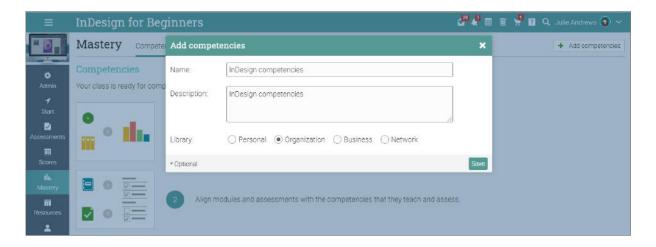
You can track your learners' progress and undestanding of the training material through competencies. Competencies are associated with modules, including content pages and assessments. To associate a course with competencies, visit the Mastery tab and click Add competencies.



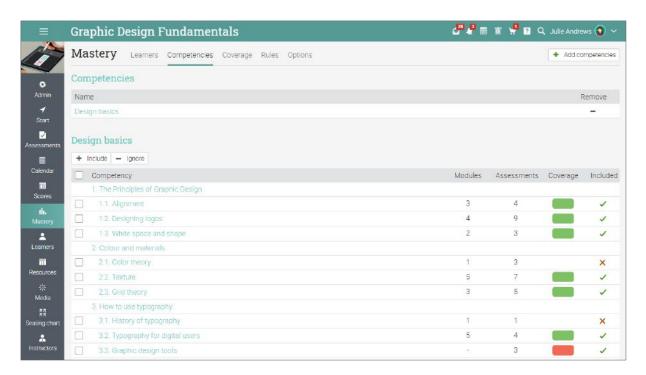
You can add your own or use pre-existing competencies from a library.



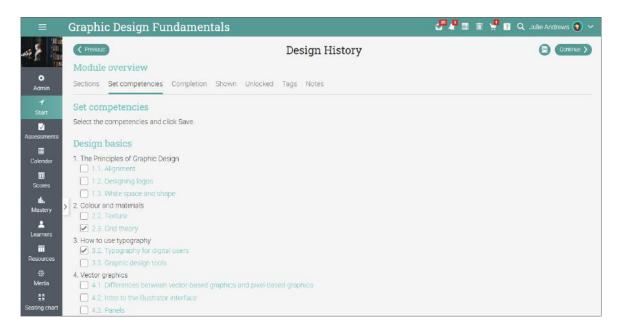
Then fill in the required information and you are ready to start adding competencies using a form or by importing them from a file:



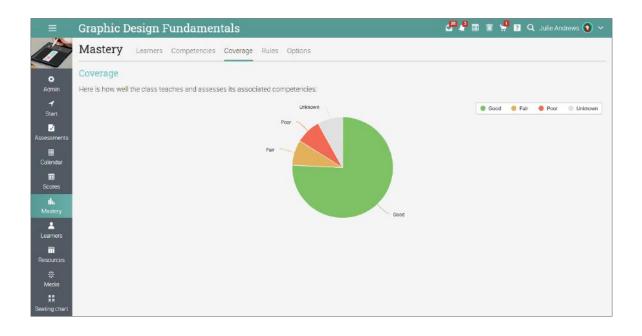
For example, this is how a competencies page might look like:



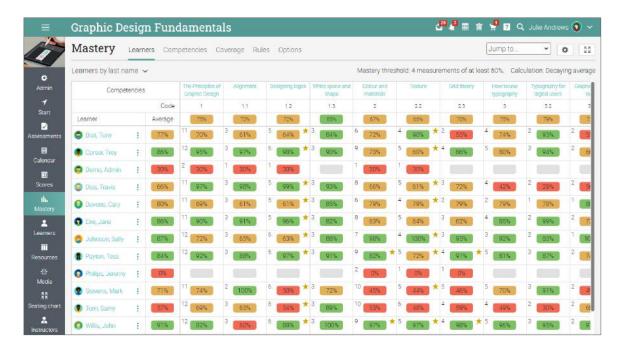
Once the list of competencies is prepared, you can tag modules with the competencies that they should be teaching and assessments with the competencies that they should be assessing:



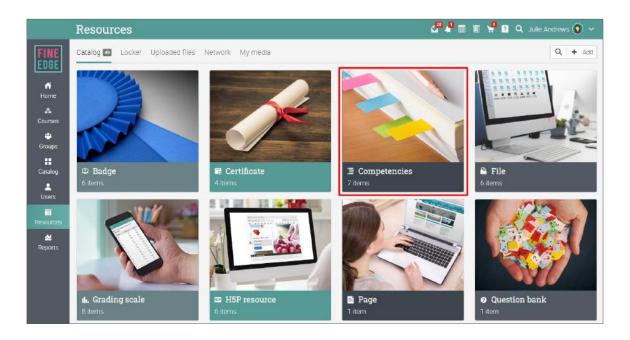
In the Coverage analysis tab, you can see how well the course covers the competencies:



You can then see a mastery grid in the Mastery tab, under Learners. In the Mastery grid you can see the learners progress through each competency and identify the ones that are doing well or the ones that are struggling.



Competencies are also saved as resources and can be shared through the Resources catalog:



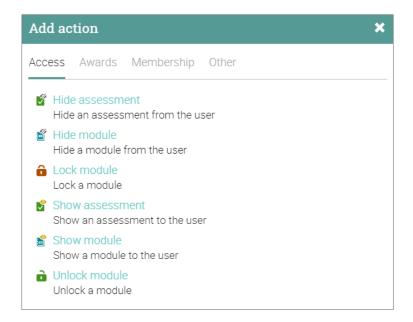
Using automation in a course

Automation helps instructors save time and makes courses more enjoyable for learners. The automation feature allows you to define actions that occur under certain conditions. You can set up rules that are performed when learners do certain tasks. For example, you can send a custom message when learners enroll in a course or award certificates when they finish it.

Here is a list of rules that you can add:

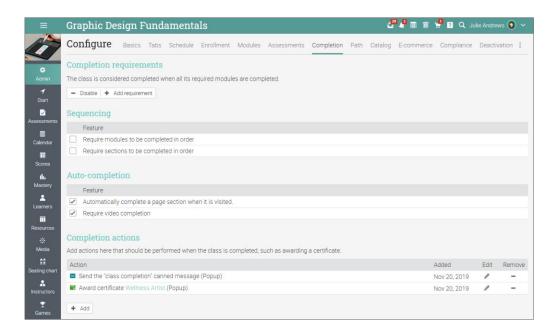
Adding rules

Rules can be added to various areas such as courses, modules and different sections of a module.



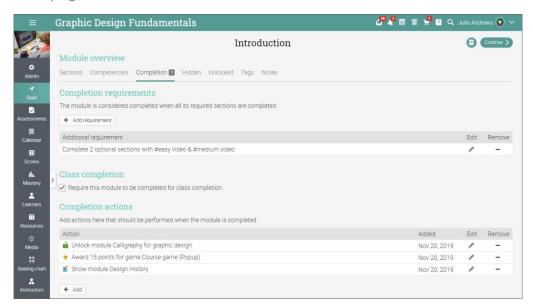
Adding course completion rules

You can add actions that should be performed when the course is completed by going to the course Admin/Configure page and the Completion tab. Here is where you would normally choose the "Award certificate" option.



Adding rules for modules

To add rules for a specific module, click on a module and go to its Completion tab. The process is similar for content pages.

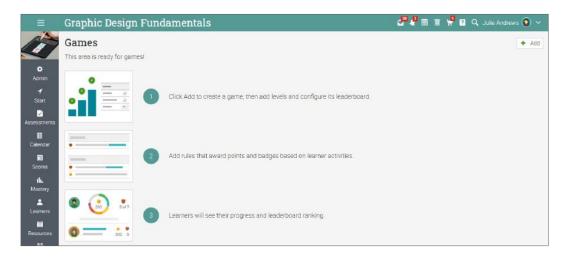


Using gamification

Gamification is based on our automation feature and allows you to create site-wide and course-wide games where learners can earn points and badges by doing certain tasks such as completing assessments. They can also advance through levels and see leaderboards with rankings.

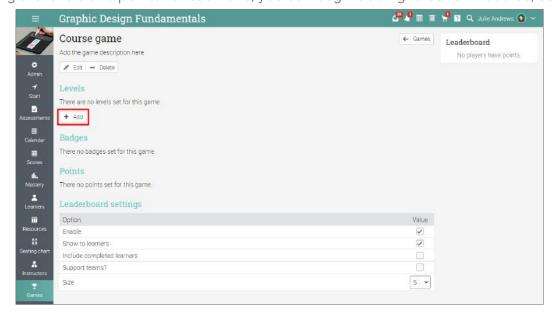
Configuring gamification in a course

Visit the Games tab and click Add to add a new game to your course.

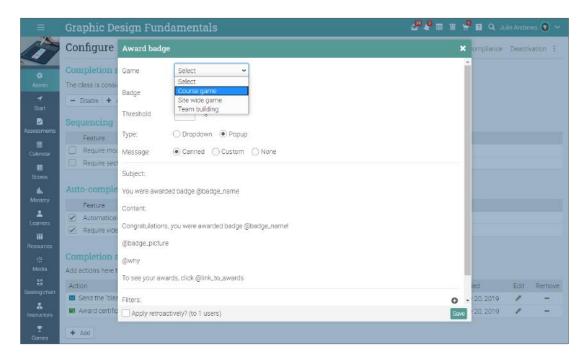


Now you can start adding levels for the game.

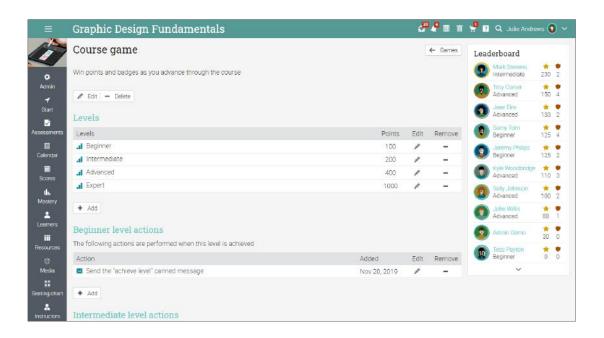
After adding the levels and points for each one, you can begin adding rules for modules, sections, and



assessments that award points and badges.



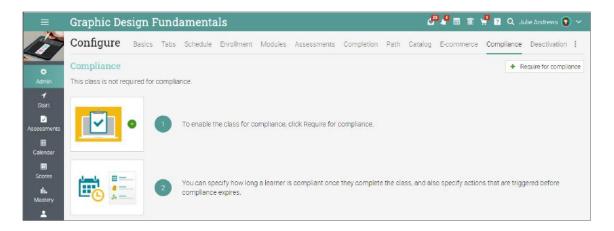
For more details on gamification, visit the Game topic in our Help Center.



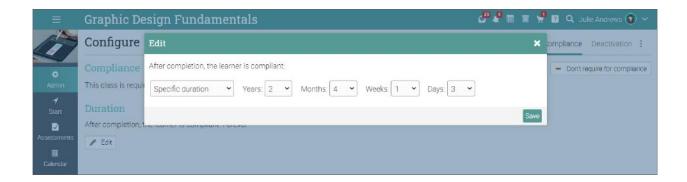
Using compliance for training

Compliance is a useful feature for companies that offer compliance training for their employees and instructors. You can select courses that are required for compliance, then set up for how long the learner is in compliance once they've completed the course, and whether they need to renew their compliance periodically. This feature has to be enabled by the portal administrator first.

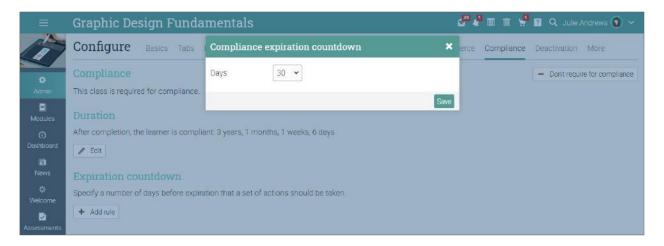
Go to the Compliance tab under Course/Admin/Compliance and click the Required for compliance button:



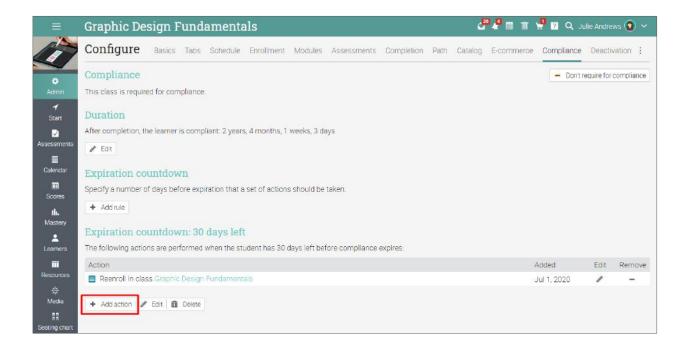
After enabling this option, when a learner completes the course, they are deemed compliant for a specified period of time. By default, the period is "forever". To change it, click on Edit. The following options are available: Forever, Specific duration, Until a specific date, and For date period. For example, if you want compliance to be available for 3 months choose a specific duration:



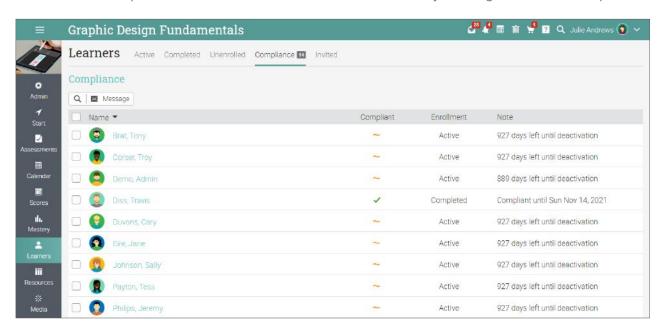
You can then add ruled that specify what happens before compliance expires. For example, you might choose to start the countdown 30 days before expiration:



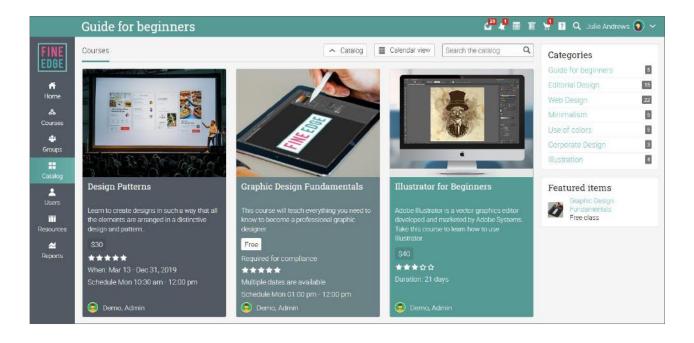
Then, choose actions that will be performed when the learner has 30 days left before compliance expires:



You can see the compliance status of all learners in the course by visiting Learners/Compliance.

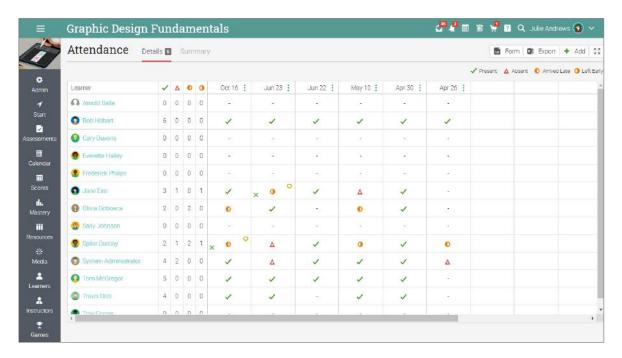


If a course is required for compliance, this is displayed in the Course catalog.

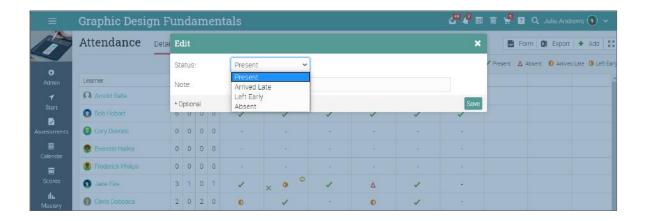


Taking attendance

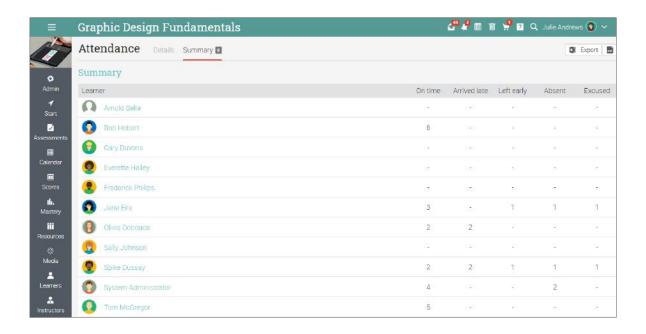
You can track learner attendance for a course session, including arrival on time, arrives late, leaves early or is absent. You can also excuse a learner and include a note. You can award points for attendance by adding one or more attendance assessments.



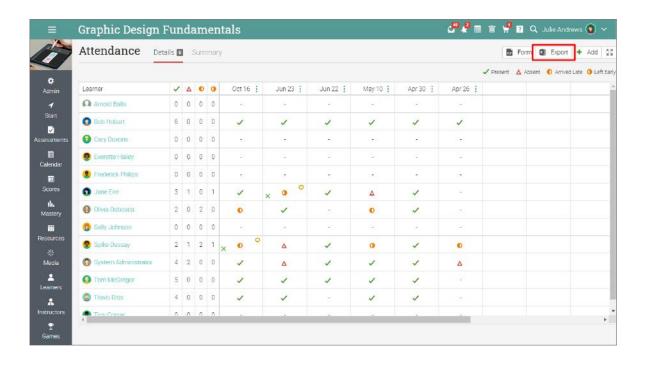
To record attendance for a session, click Add, enter the time of the course session and the details for each learner:



To see a summary of learners' attendance, click the Summary tab.



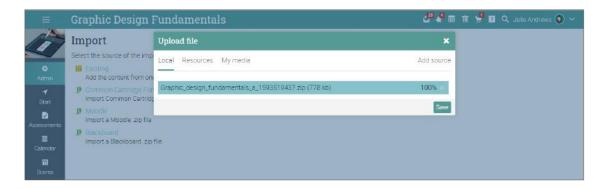
To export the list, use the Export button:



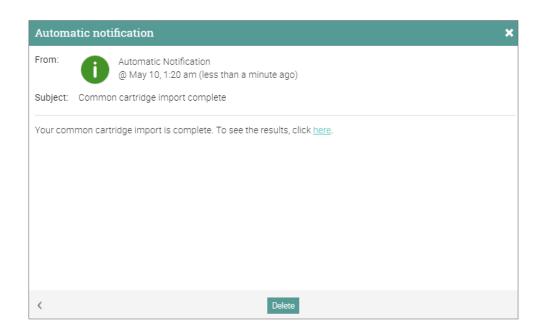
Importing/Exporting course content

Our site allows you to import/export course content using Common Cartridge Format (CCF), which is the industry Standard for import/export of course content. We also support importing courses from Moodle or Blackboard.

For example, to import content into a course, click Admin/Import. Similarly, to export course content go to Admin/Export.



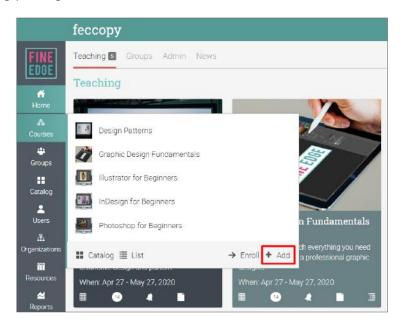
Select the file to upload and click Continue. You will receive a message when the upload is complete.



Creating learning paths

A learning path is a special kind of course that supports sections such as Course goals and Certificate goals. A course section is one that requires the learner to complete a specified course in order to complete that section. The certificate section is considered completed when the learner earns the certificate.

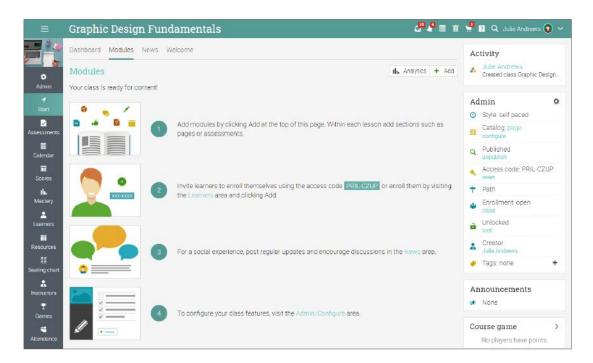
To add a new learning path, go to Courses in the main left bar then click Add.



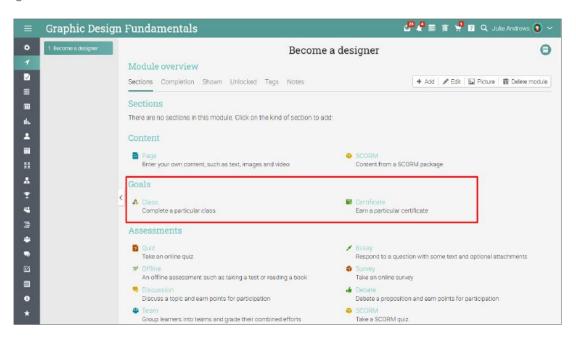
Select Path from the pop-up.



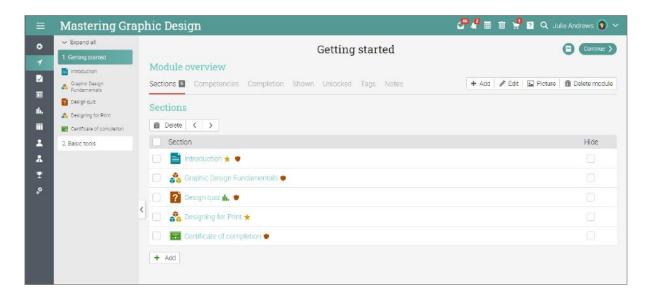
After adding the path, you will see an overview page, complete with an Admin panel to the right. Here you can add modules just as in the case of convetional courses.



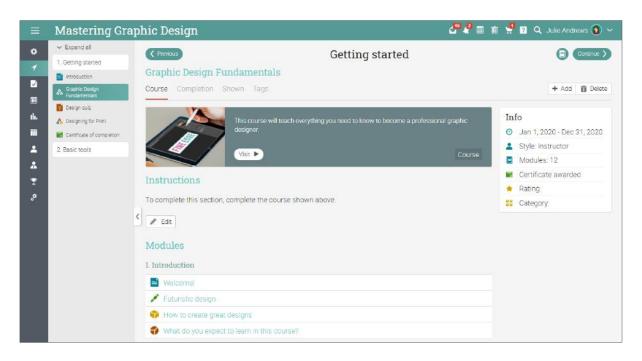
When you add sections to modules you will see the Goals area where you can select Course and Certificate goals as section.



Learning paths allow you to mix regular course sections with references to other courses and certificates creating more powerful flows.

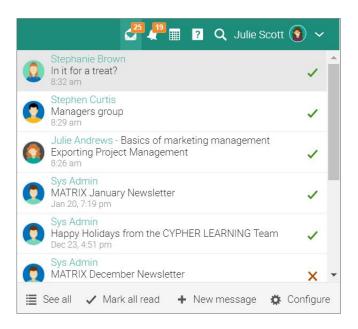


You can post news, enroll learners and configure the learning path. The full power of courses applies to paths as well. They support optional completion requirements, waitlists, deactivation, child paths, sync of paths, and more.



Communicating with learners

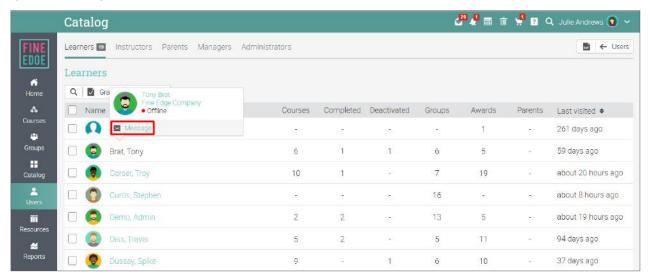
You can communicate with your learners and other users through our private messaging system. To see your inbox, click on the message icon in the top right bar. A drop-down menu will appear that lists your most recent messages.



To read a message, click on it. To reply to a message, click Reply, enter your response and click Send. To delete a message, click Delete.



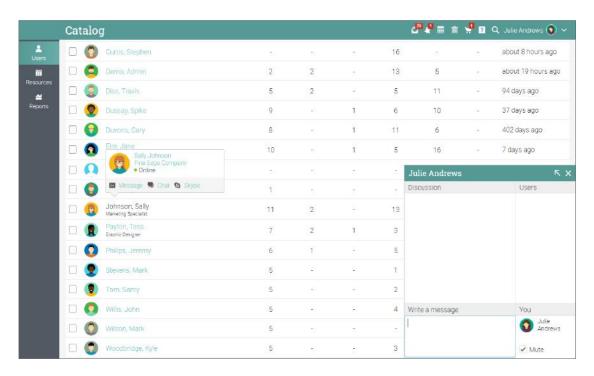
To send a message to someone, hover over their name. Llinks to users appear in most places in the site such as a list of learners, instructors, profile pages and in the forums. Click Send Message, then enter your message.



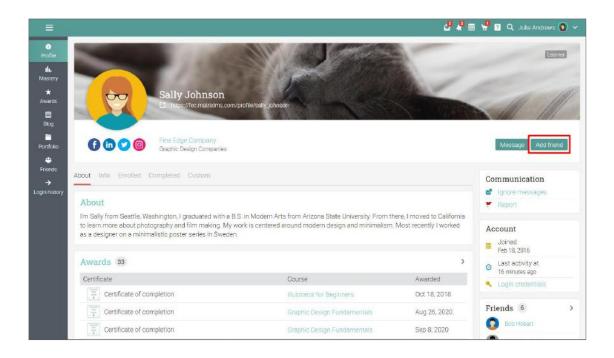
To send a message to multiple learners at once, select them from the My learners list and click Message.



Similarly, if your site administrator has enabled this option, you can also chat with online users.

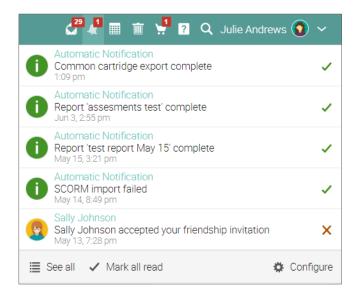


You can also add users as friends:

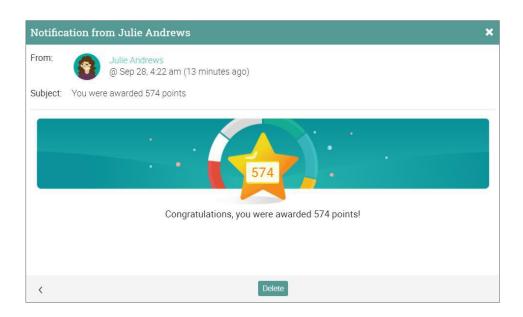


Notifications

To see all your notifications, click the notifications icon in the top right bar. A drop-down menu will appear that lists your most recent notifications. Notifications include posts from forums you are subscribed to, enrollments, new subissions that need grading, and more.



To select which notifications are automatically emailed to you, click the Configure option. If you are subscribed to a forum, you can reply to a posting directly from the notifications box, or click "See thread" to see the entire thread on the forum.



Summary

The Getting Started Guide for Instructors provided the basic information that instructors need when they first start using MATRIX. Some of the topics we covered were: navigating in MATRIX, using the Help Center, creating and configuring a course, adding modules and assessments, enrolling learners, communicating with learners, using automation, gamification and compliance.

If you have any additional questions, please browse the Help Center or visit our support forum.

www.cypherlearning.com











