

Job Aid: Generating User Feedback Using Ratings and Forums



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Section 1: Overview

Summary

This brief guide details various ways you can generate user feedback by utilizing course and nugget ratings, as well as employing online forums which are related to objects such as groups, courses, activities, etc. Soliciting feedback from users can lead to increased engagement, such as providing valuable suggestions related to improving content and sharing good ideas and best practices among colleagues.

Enabling the Ratings Feature for Customer/Slice

To enable users to provide ratings on courses and nuggets, this feature must be configured on the desired customer/slice. Additionally, this feature may be disabled at the course or nugget level.

1. Log into OPPortal using a Site Administrator login.
2. Log into OnPoint Course Manager (OPCM).
3. Select **Administration > Configuration**. (Figure 1)

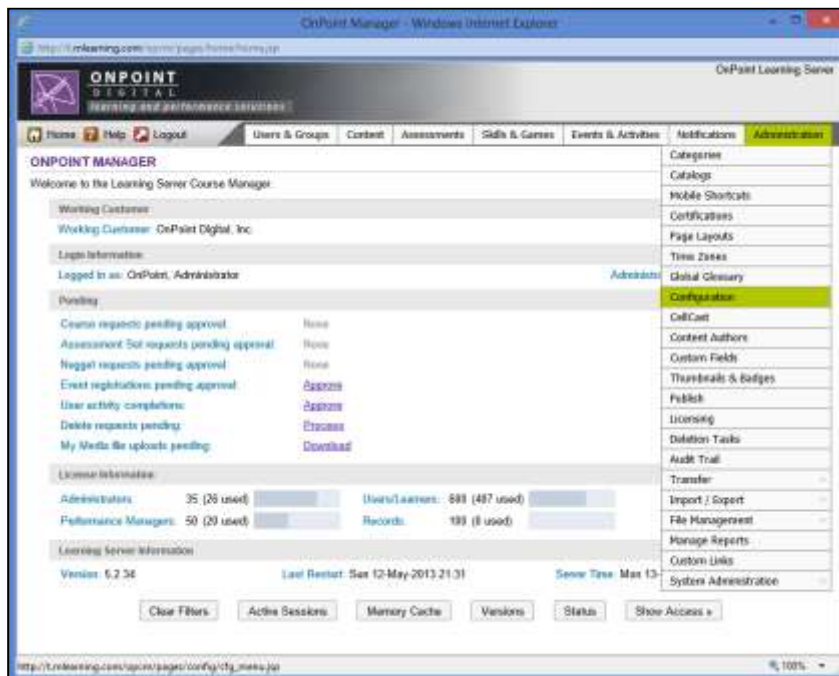


Figure 1

4. Select the **Content Viewer** tab. (Figure 2)

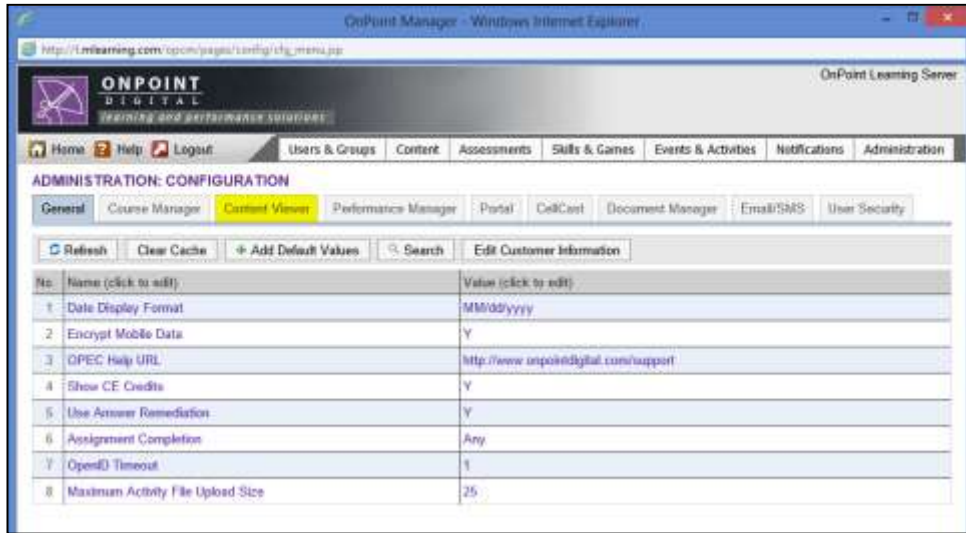


Figure 2

5. To enable users to rate courses, select **Use Course Ratings**. (Figure 3)

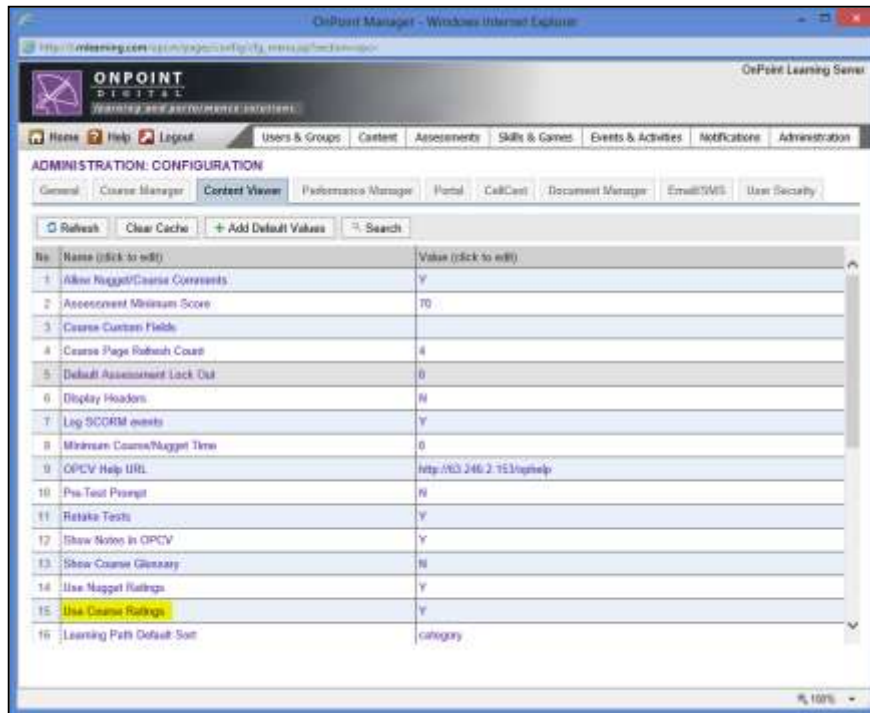


Figure 3

- In the **Configuration** pop-up window, select the **Yes** radio button and select **Save**. (Figure 4)

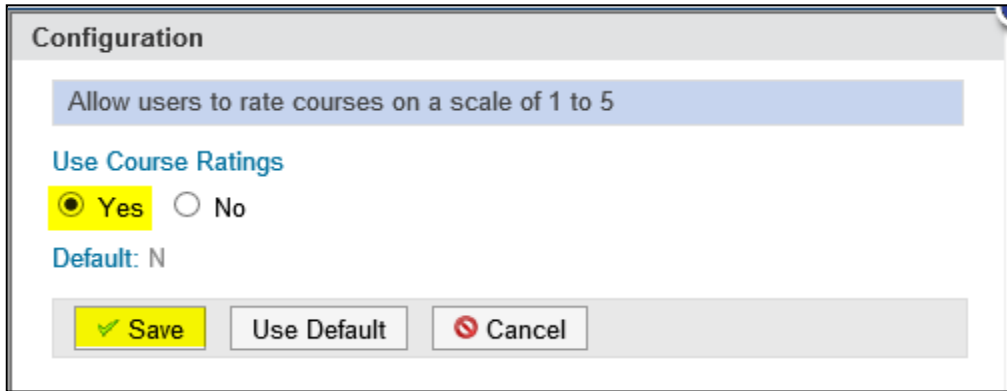


Figure 4

- To enable users to rate nuggets, select **Use Nugget Ratings**. (Figure 5)

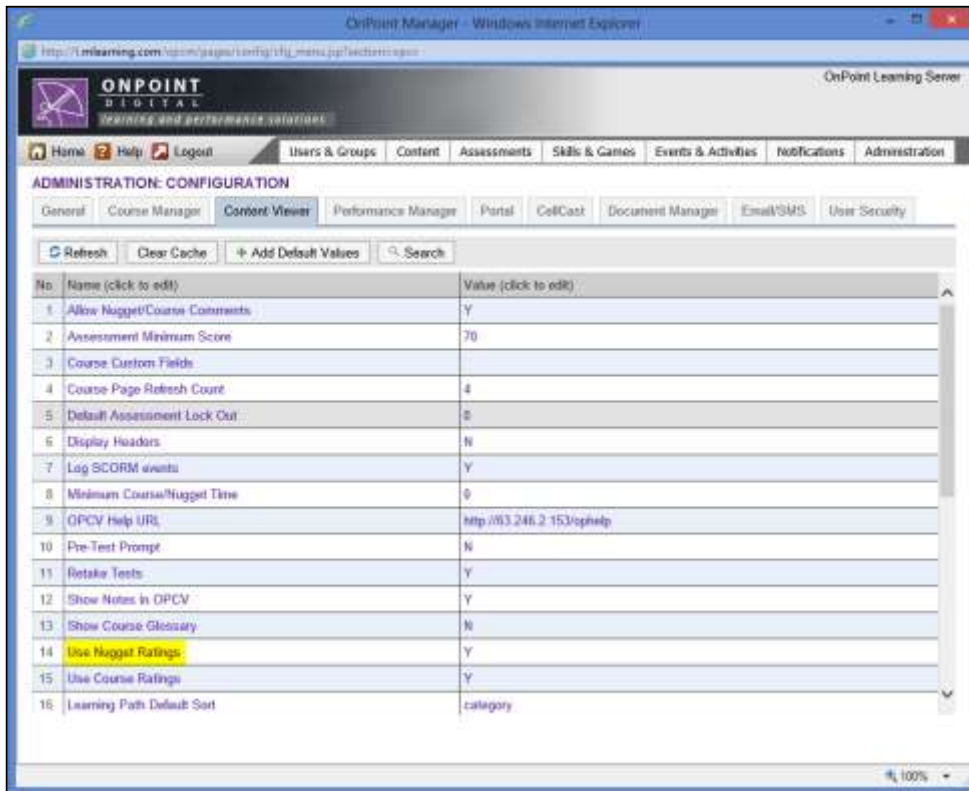


Figure 5

- In the Configuration pop-up window, select the **Yes** radio button and select **Save**. (Figure 6)

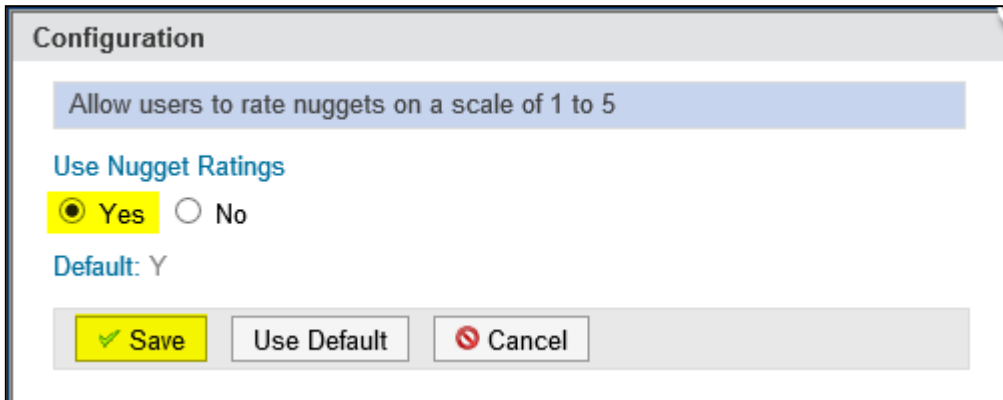


Figure 6

Enabling the Ratings Feature for a Specific Course (or Nugget)

- Log into OnPoint Course Manager (OPCM).
- Select **Content > Courses** (or **Nuggets**). (Figure 7)

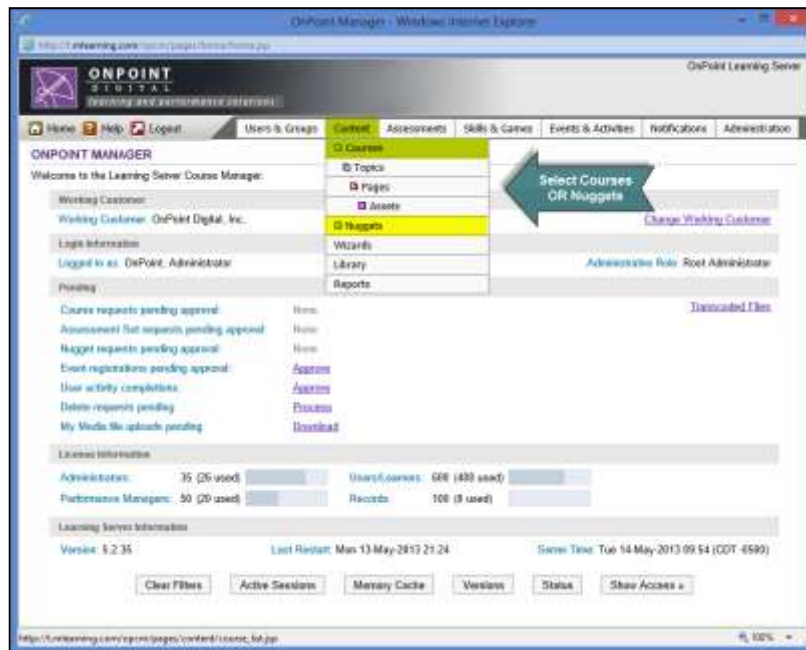


Figure 7

3. Select the desired course (or nugget). (Figure 8)

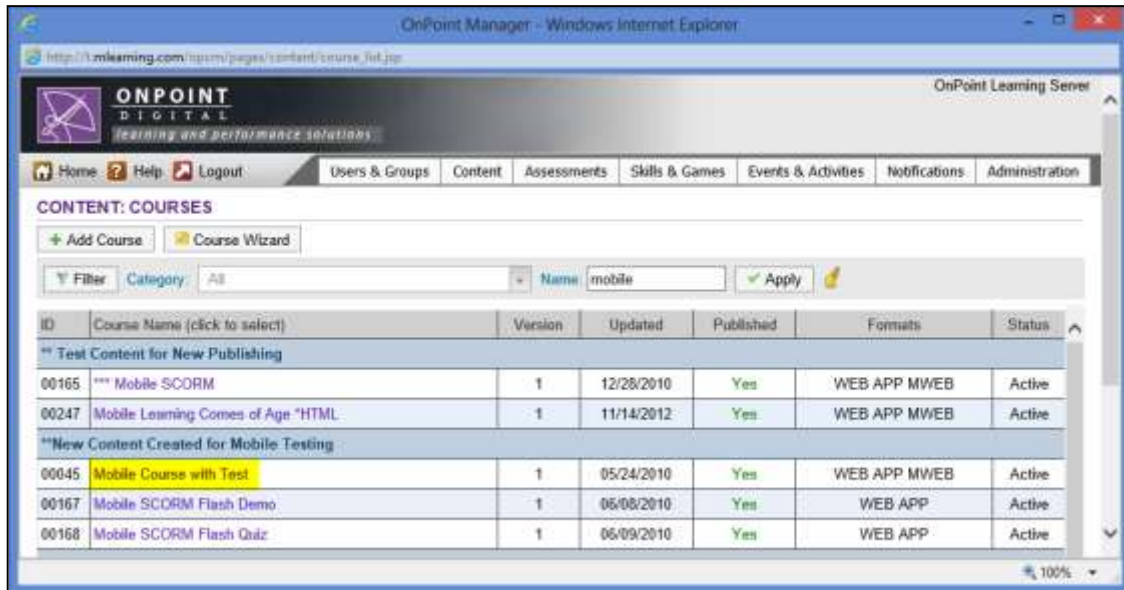


Figure 8

4. Select the **Advanced** tab. (Figure 9)



Figure 9

5. Select **Edit**. (Figure 10)

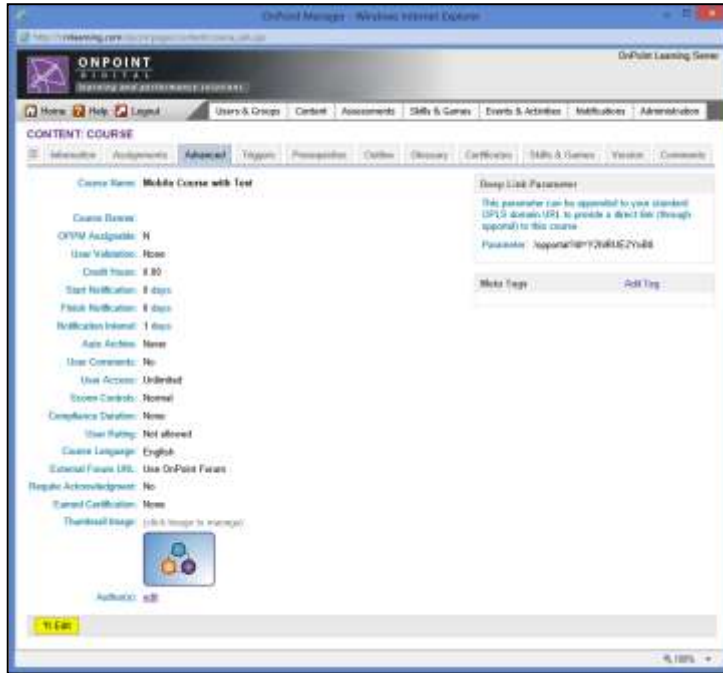


Figure 10

6. From the **Allow User Rating** select box, select **Yes** and select **Save**. (Figure 11)

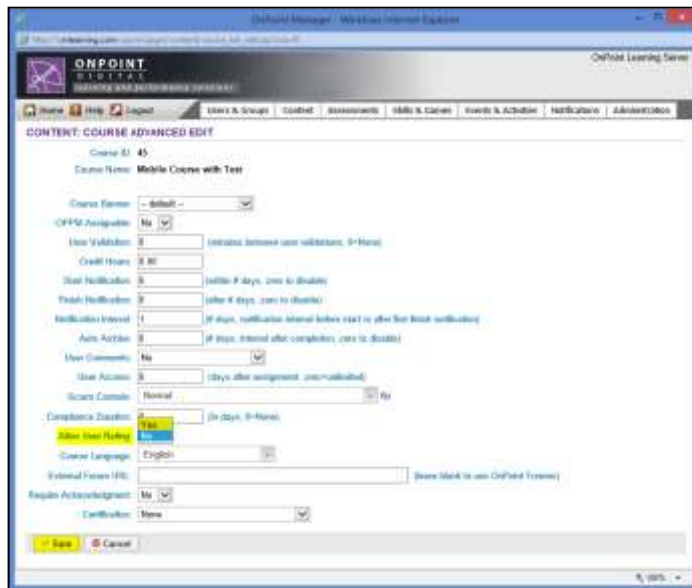


Figure 11

Section 2: Rating Content as a User

1. Log into OPPortal.
2. Select the **Courses** tab to open the OnPoint Content Viewer (OPCV). (Figure 12)



Figure 12

3. Select **All** to view assigned courses and nuggets. (Figure 13)

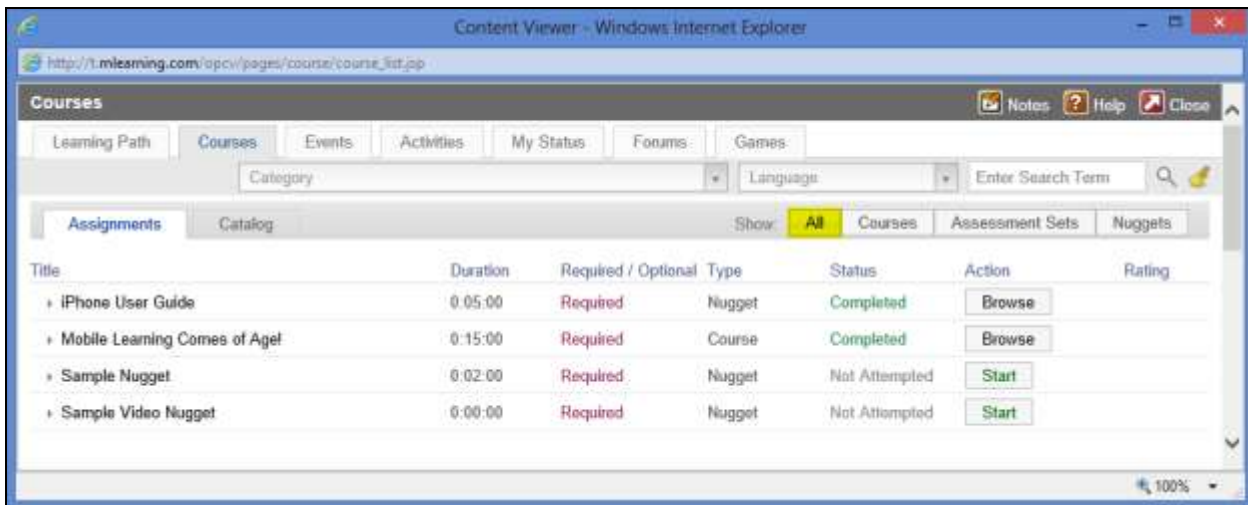


Figure 13

- To access the Rate feature, expand the listing of the content you wish to rate by selecting the small triangle adjacent to the Assignment Title. (Figure 14)

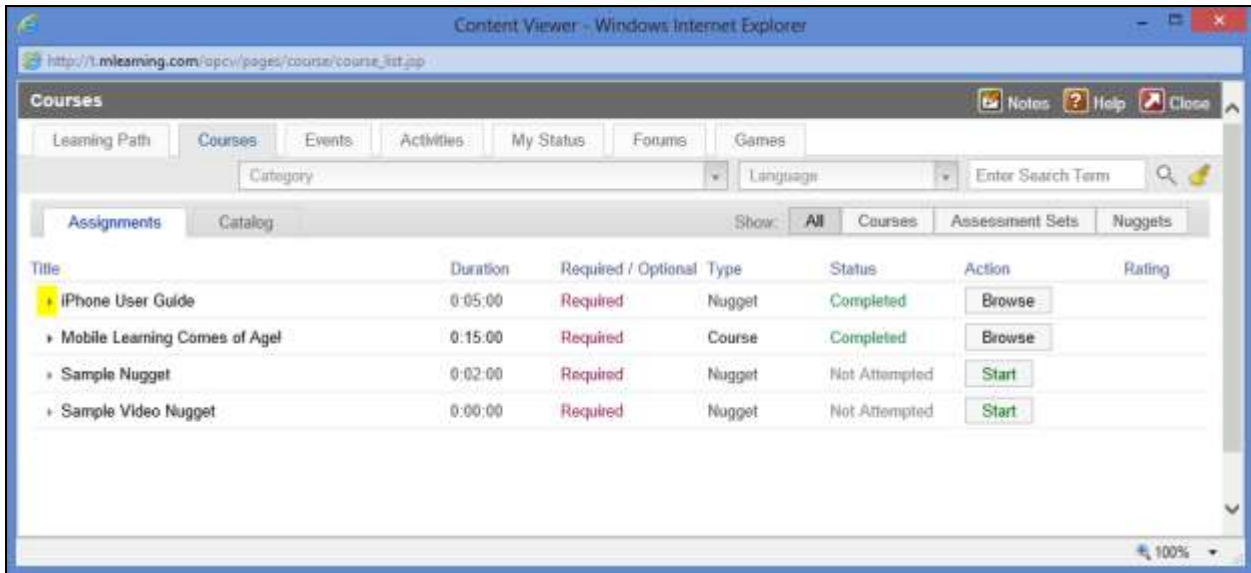


Figure 14

- Select **Rate**. (Figure 15)

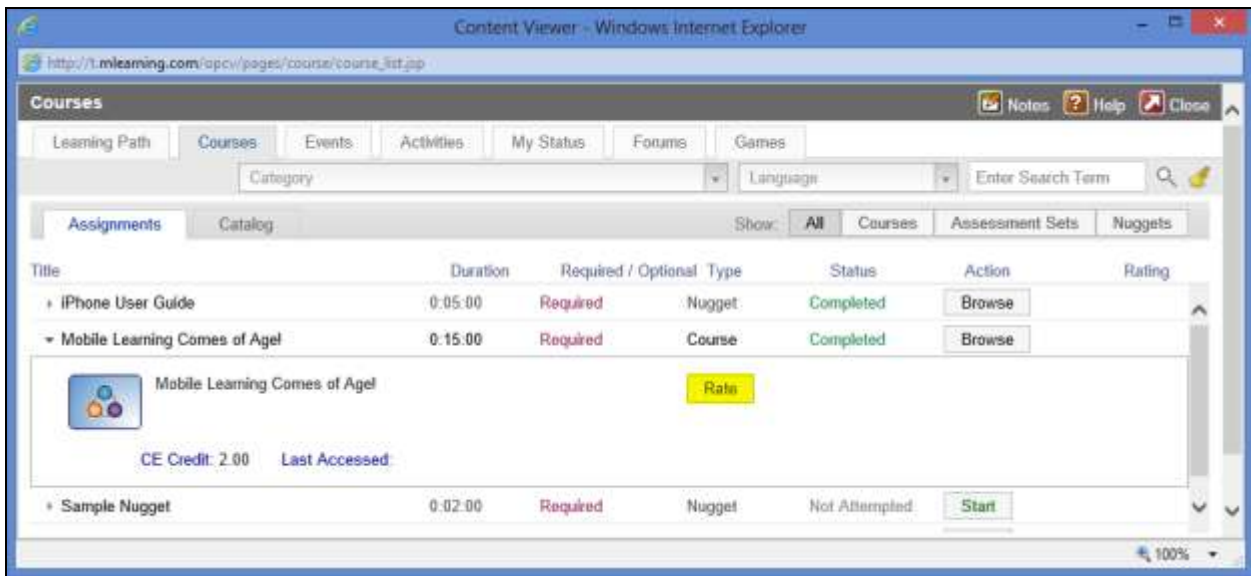


Figure 15

- Rate the content on a scale of 1 to 5 (1 is the lowest score, 5 is the highest) and select **Save**. (Figure 16)

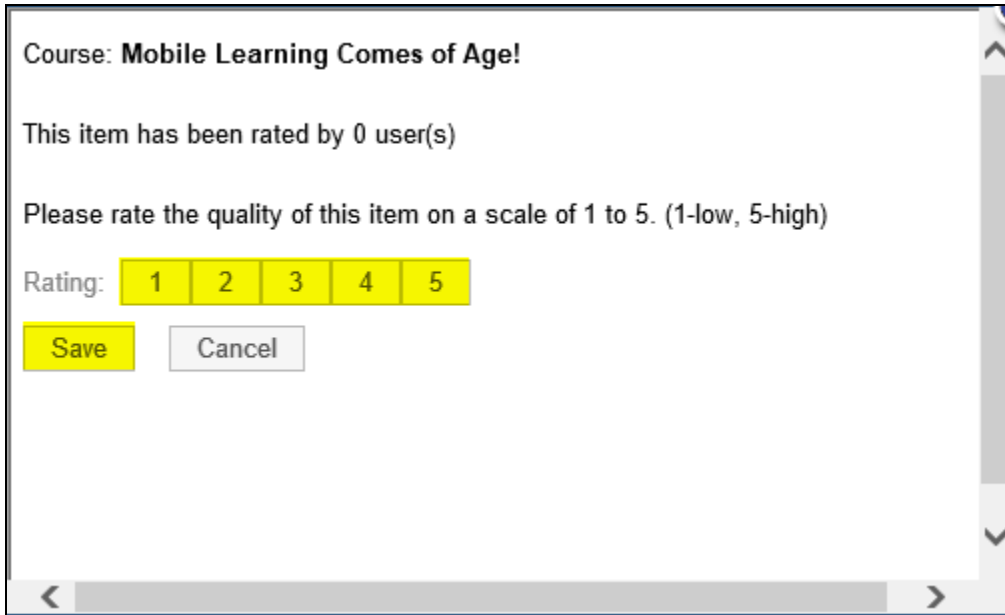


Figure 16

7. Additionally, when you have completed the content you will be prompted at that time to rate content. If you do not desire to rate the course at this time, simply select **Close**. (Figure 17)

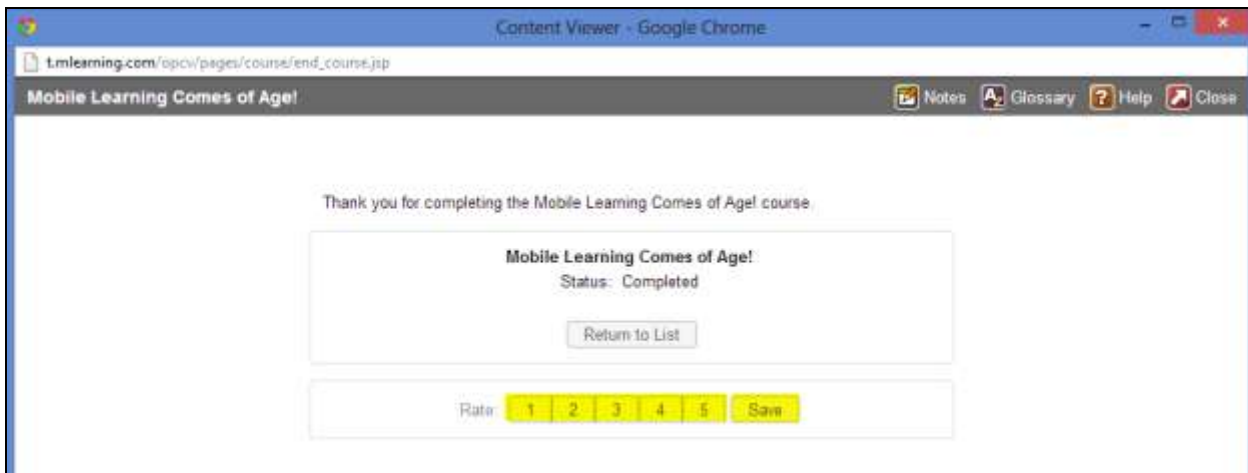


Figure 17

Note the user will not be prompted to rate nuggets and SCORM courses created with SCORM controls minimized.

Section 3: Making Forum Assignments

1. Log into OPPortal using a Site Administrator login.
2. Select **Notifications > Forums**. (Figure 18)

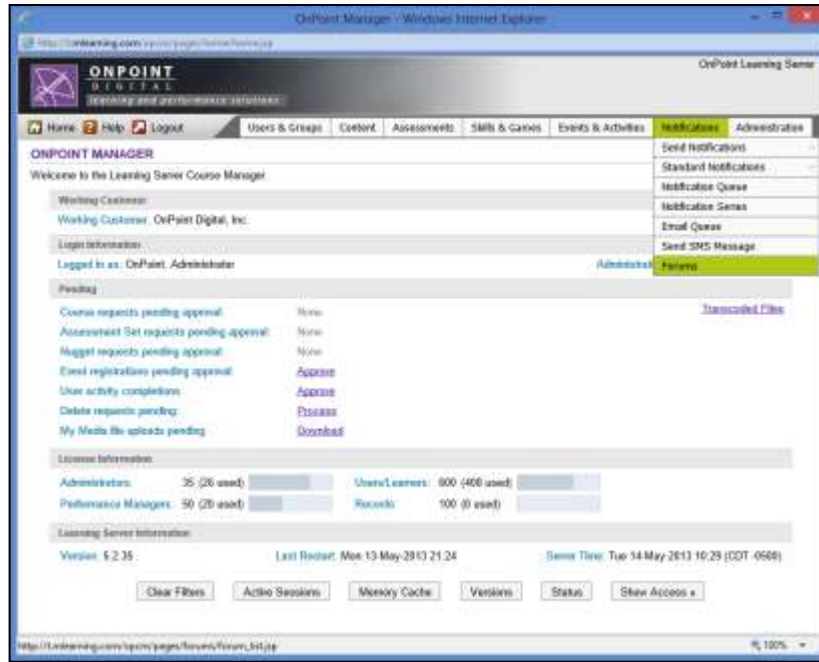


Figure 18

3. Select the desired forum from the forum list. To filter the forum list, simply enter any portion of the forum name in the **Filter Name** textbox. (Figure 19)

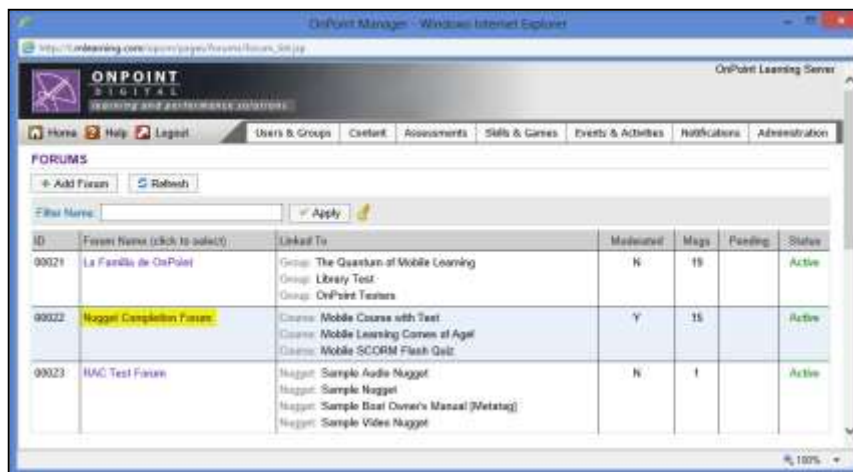


Figure 19

4. Select the **Assignments** tab. (Figure 20)

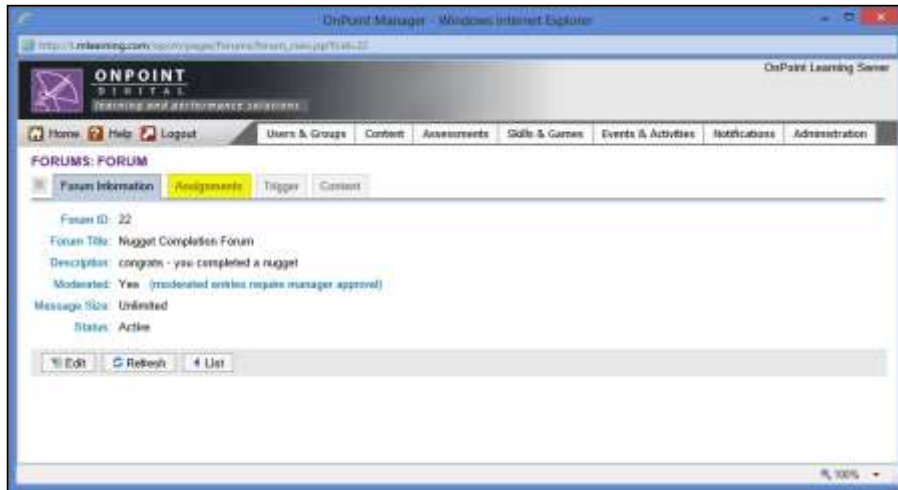


Figure 20

5. To generate a list of available assignments, select an object type from the **Type** search criteria dropdown box. The included object types to which you may assign a forum include **Group, Job Code, Course, Nugget, Activity, Event and General**. (Figure 21)

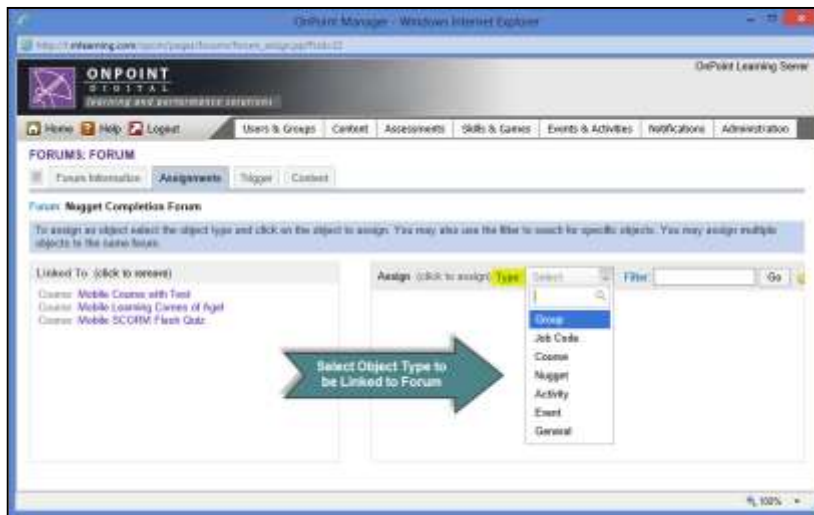


Figure 21

6. Select an assignment/object from the generated list. (Figure 21) This action will link the selected forum to the assignment (i.e. course, nugget, activity, and event) or object (group, job code, general) and any users who have been assigned the course will have access to the forum. Similarly, any users who are a member of a group to which the forum is assigned will now have access to the forum. (Figure 22)

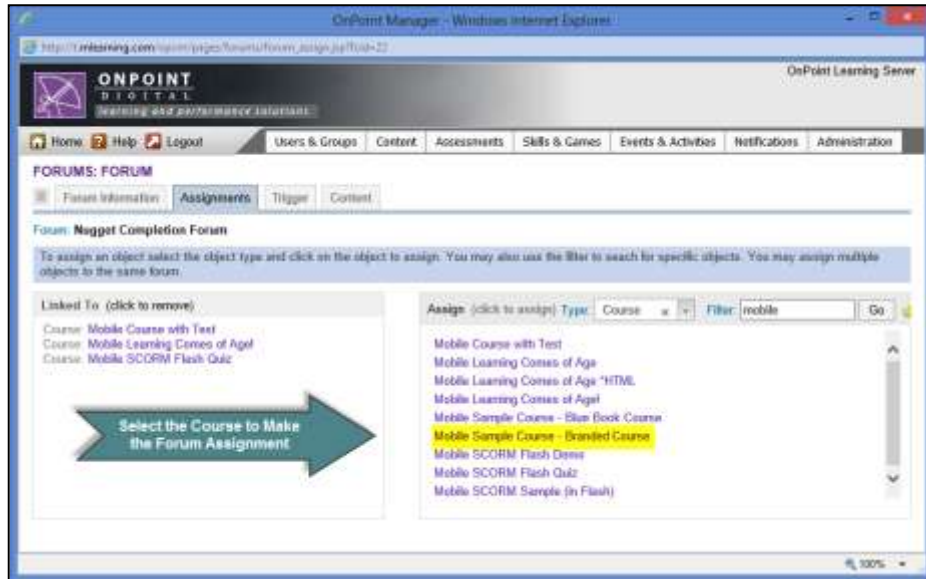


Figure 22