User Guide - C4

Campus Courseware Compatibility Centre – C4

September 2021

User Guide

© Commonwealth of Australia, 2021

Version Control

Version	Version Date	Authorised Officer	Amendment Details
0.1	28-10-2013	Achini Bandara	Draft
0.2	29-10-2013	Matt Seaman	Reviewed
0.3	30-10-2013	Dean Elliott	Reviewed
0.4	04 -11-2013	Mamun Rahman	Reviewed
0.5	05-11-2013	Achini Bandara	Draft
0.6	07-11-2013	Matt Seaman	Updated
0.6	8-11-2013	Mamun Rahman	Reviewed
1.0	22-11-2013	Matt Seaman	Released
1.1	02-09-2014	Dean Elliott	Updated
2.0	09-09-2014	Dean Elliott	Released
2.1	02-04-2020	Thanh Nguyen	Updated
3.0	15-09-2021	Thanh Nguyen	Updated

This resource has been developed and produced by Campus in consultation with the business owners.

Suggestions for continuous improvement of this resource are encouraged.
If you wish to comment, please contact Campus.

About this Manual

Throughout this user guide you will see a symbol appear next to the text. They are used to draw your attention to certain information. This can be additional information, such as notes to perform an activity. Below you will find examples of this symbol and an explanation of their meaning.

Note: Notes are used to emphasise important information. This information is important for the understanding of a process or the theory presented.

Table of Contents

VERSION CONTROL 2
ABOUT THIS MANUAL 4
INTRODUCTION TO C4 6
LOGGING IN TO THE C4 SYSTEM 7
RESET PASSWORD 8
LOAD COURSE CONTENT TO C4 CONTENT SERVER 10
CREATE A NEW COURSE 14
CREATE OFFERING 18
CREATE NEW OFFERING 18
ENROLLING IN AN OFFERING 23
USING THE CONTENT COMMUNICATION TRACE 27
SUBMITTING YOUR CONTENT TO CAMPUS 30
FREQUENTLY ASKED QUESTIONS 32
WHERE TO GET HELP 32

INTRODUCTION TO C4

The Campus Courseware Compatibility Centre (C4) will allow content developers to test their own content and also allow subject matter experts (SMEs) and policy owners (POs) to verify the content in its final form. Once the SMEs and POs have tested the content successfully, it will be submitted to be tested by the Campus team prior to loading it on to Campus on the Defence Protected Network (DPN).

Content developers comprise of both eLearning Panel Providers, and internal Defence members/areas that create eLearning content to be loaded to Campus DPN and/or Campus Anywhere.

C4 will improve the quality of eLearning content that is hosted on the Campus DPN Learning Management System (LMS) and streamline the content upload process. Only Unclassified learning content can be uploaded to the C4 system.

For developers who have DPN access, a Classified Campus Courseware Compatibility Centre (C5) site is also available.

Important information on how eLearning material is structured in Campus:
There are 3 components that comprise an eLearning course in Campus, these are as follows:

Course: this is the 'shell' which enables a listing in the catalogue. In a production environment, this would also include details such as course description, objectives, prerequisites, keywords for searching, etc.

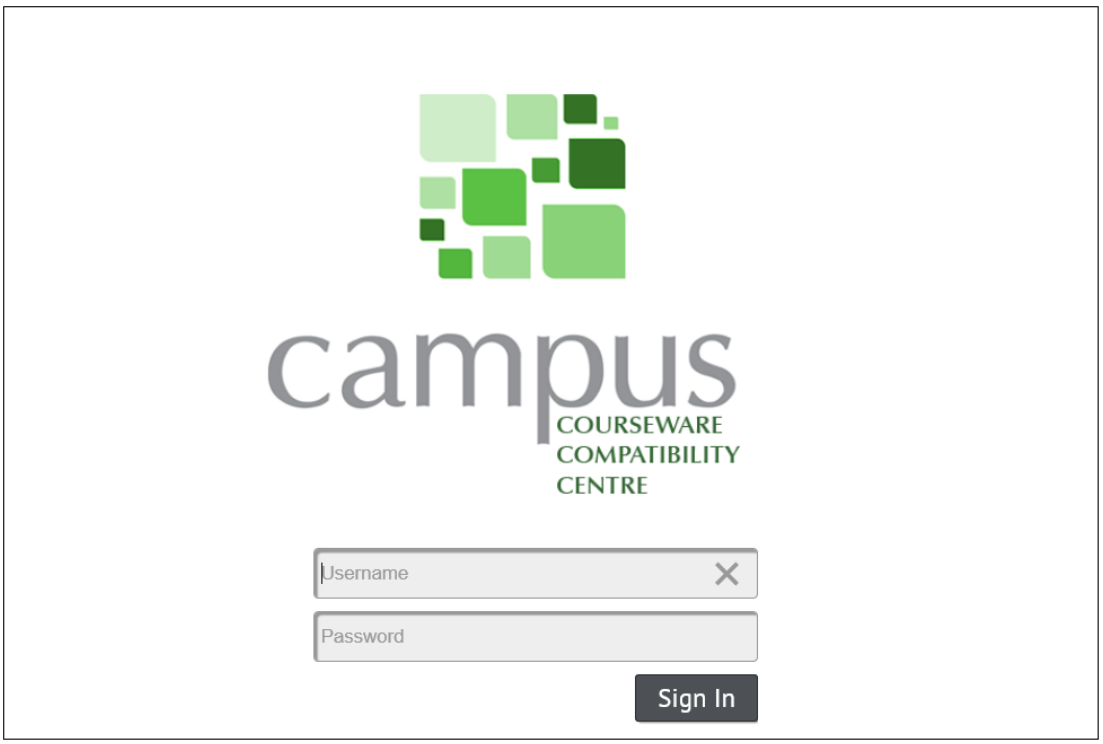
Offering: a sub-item in the course catalogue which defines how the training is delivered (within C4, only eLearning is applicable).

Content: the actual learning material, in the C4 environment this is the SCORM file.

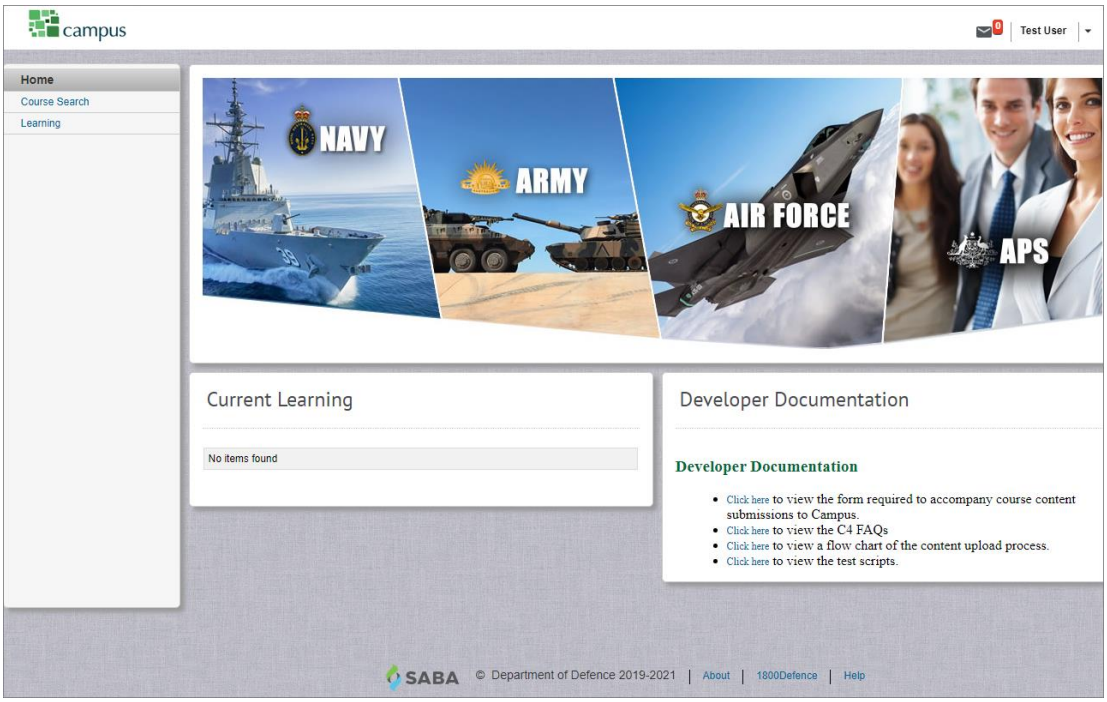
Logging in to the C4 System

The following procedure is used to log on to C4.

1. Open an internet browser and go to https://c4-campusanywhere.defence.gov.au/
2. Enter your C4 Username and the Password and click Sign In.



3. You are now logged in to the C4 system.

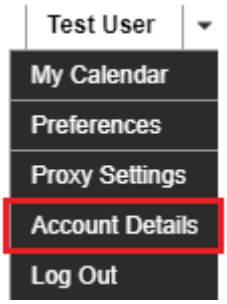


Reset Password

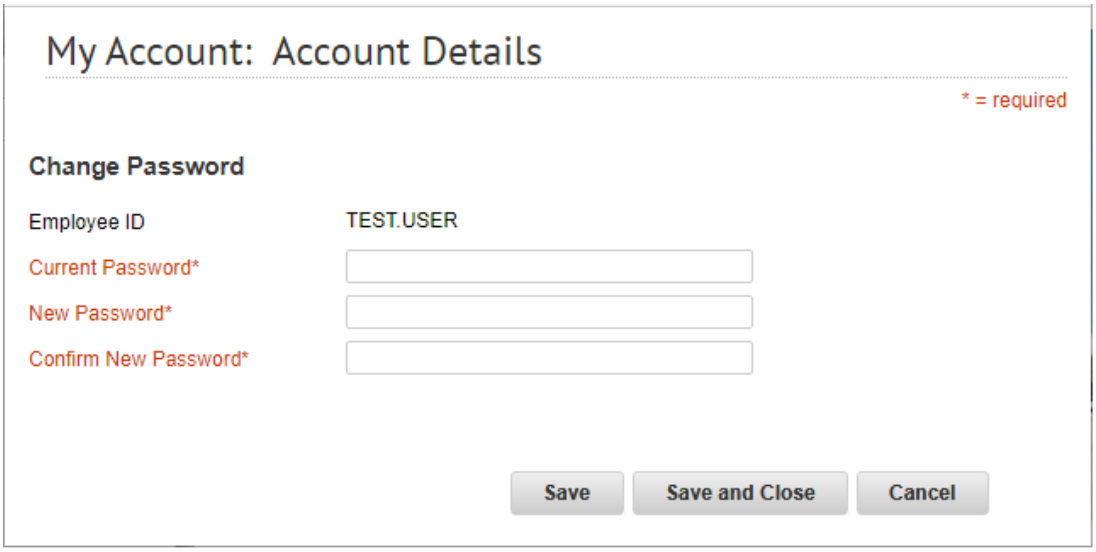
When you are allocated a C4 account, you will be given a Username and temporary Password. When you first log on with this password, you will be prompted to change it immediately.

Any user with access to C4 can reset their password once they have changed their temporary password.

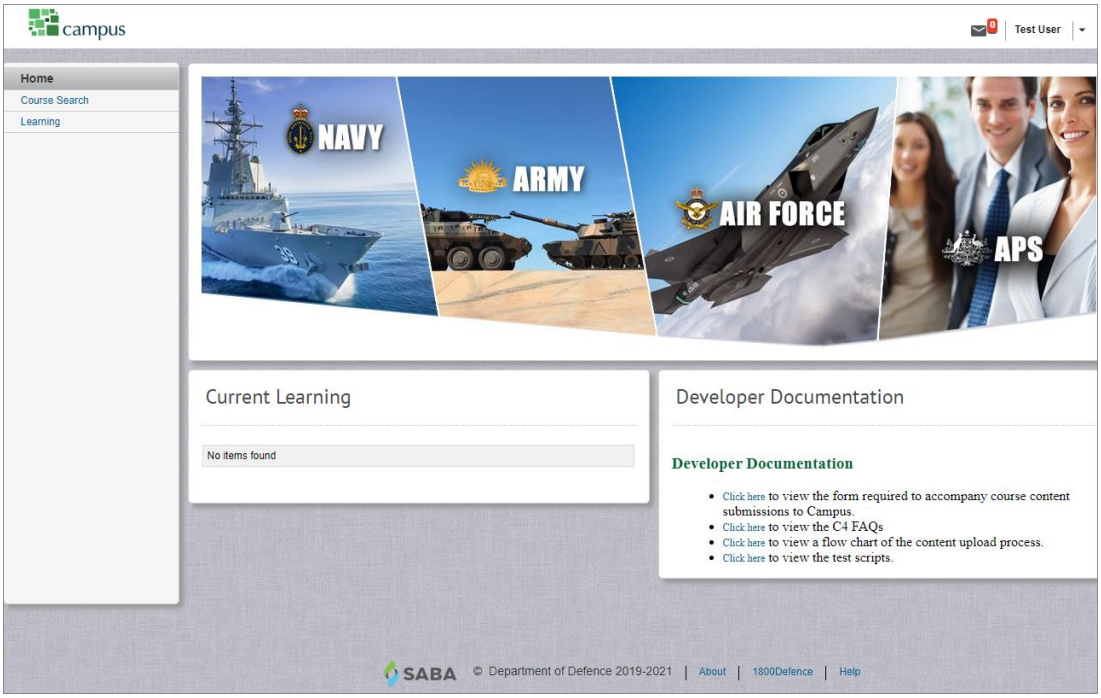
1. Click the down arrow on the top right corner and select Account Details.



2. Input your details on the below screen, all details are mandatory.
3. Click **Save and Close.**



5. Your password should have now reset.

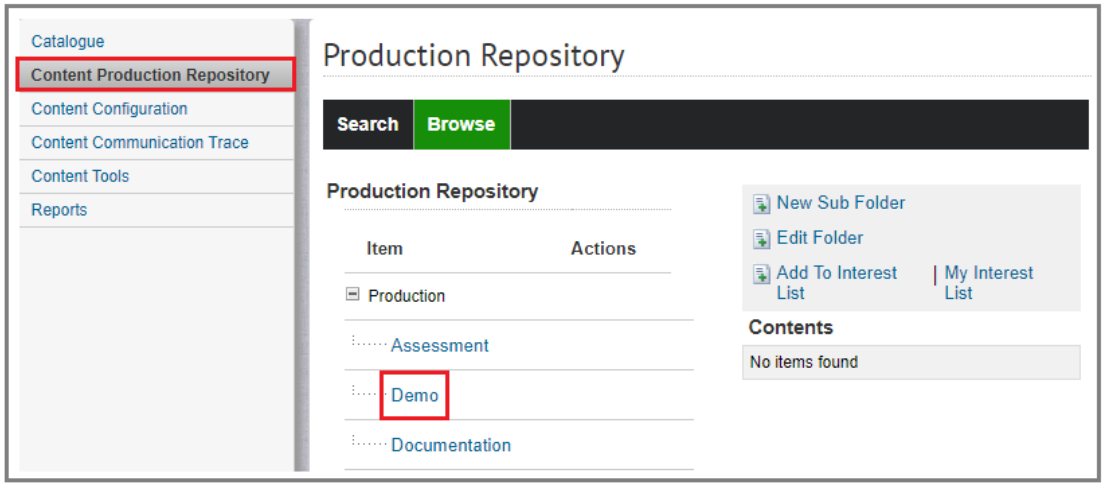

campus
Test User
Home
Course Search
Learning
NAVY
ARMY
AIR FORCE
APS
Current Learning
No items found
Developer Documentation
Developer Documentation
Click here to view the form required to accompany course content submissions to Campus.
Click here to view the C4 FAQs
Click here to view a flow chart of the content upload process.
Click here to view the test scripts.
SABA
© Department of Defence 2019-2021
About
1800Defence
Help

Load course content to C4 content server

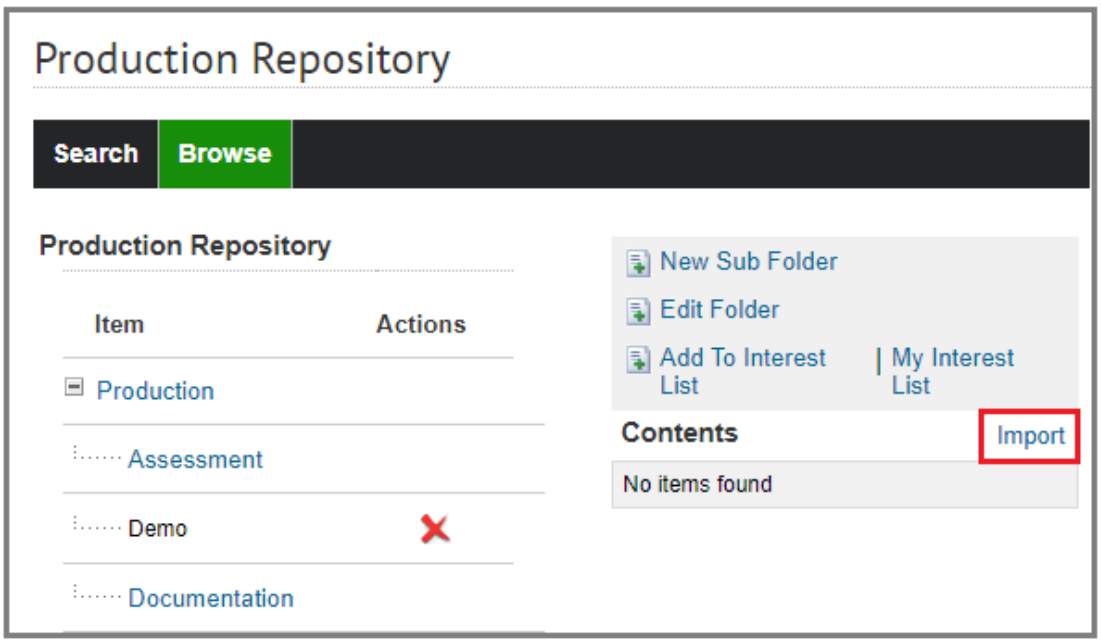
In this section you will learn how to load course content to the C4 content server. The C4 system can be used to test SCORM content.

1. Once you are logged in, you will see a tool icon, click on it

2. Select **Content Production Repository** on the left navigation menu then there will be a folder labelled with the acronym of your areas' name. Click the folder.



3. From the following page click **import**



4. You are required to input details into each of the fields marked with a red *. A description of each field is below:

Name: As per course title

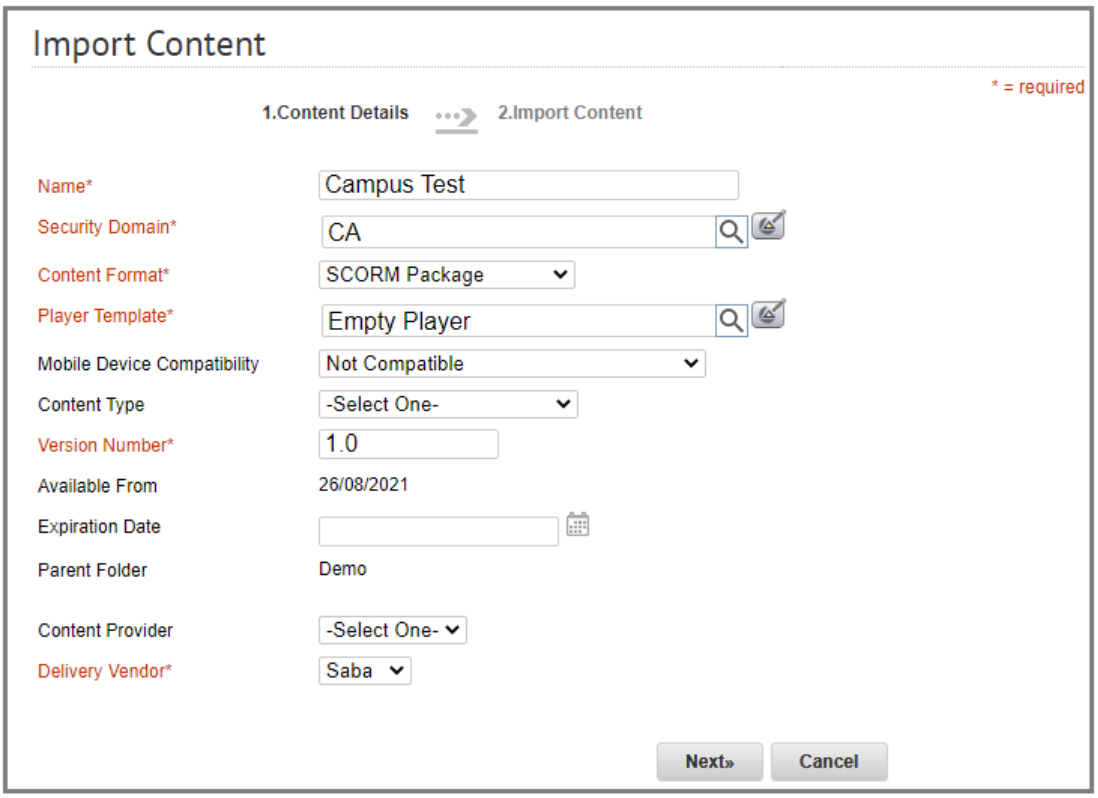
Security Domain: Your Domain acronym (Given when accounts are allocated)

Content Format: SCORM Package

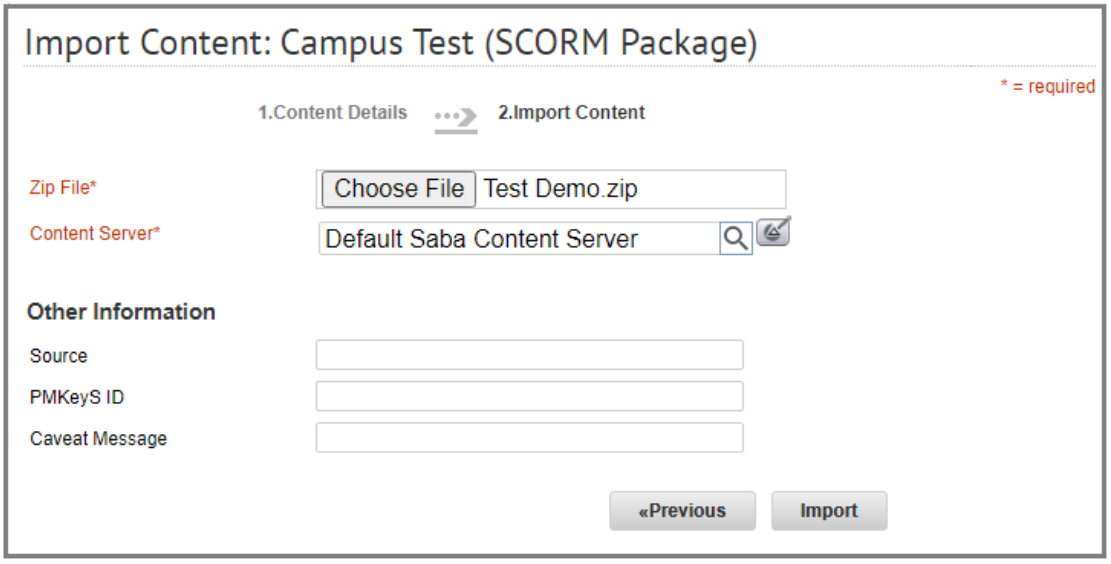
Player Template: On most occasions, the 'Empty Player' will be used. For multi-SCO packages, the System Defined or 3x/5.1 Player should be used.

Version Number: For the first version of a course, use 1.0. Each subsequent version of different built should increment by whole number, e.g. 2.0, 3.0, etc.
Each subsequent version of the same built (if required) should increment by dot point, e.g. 1.1, 1.2, etc.

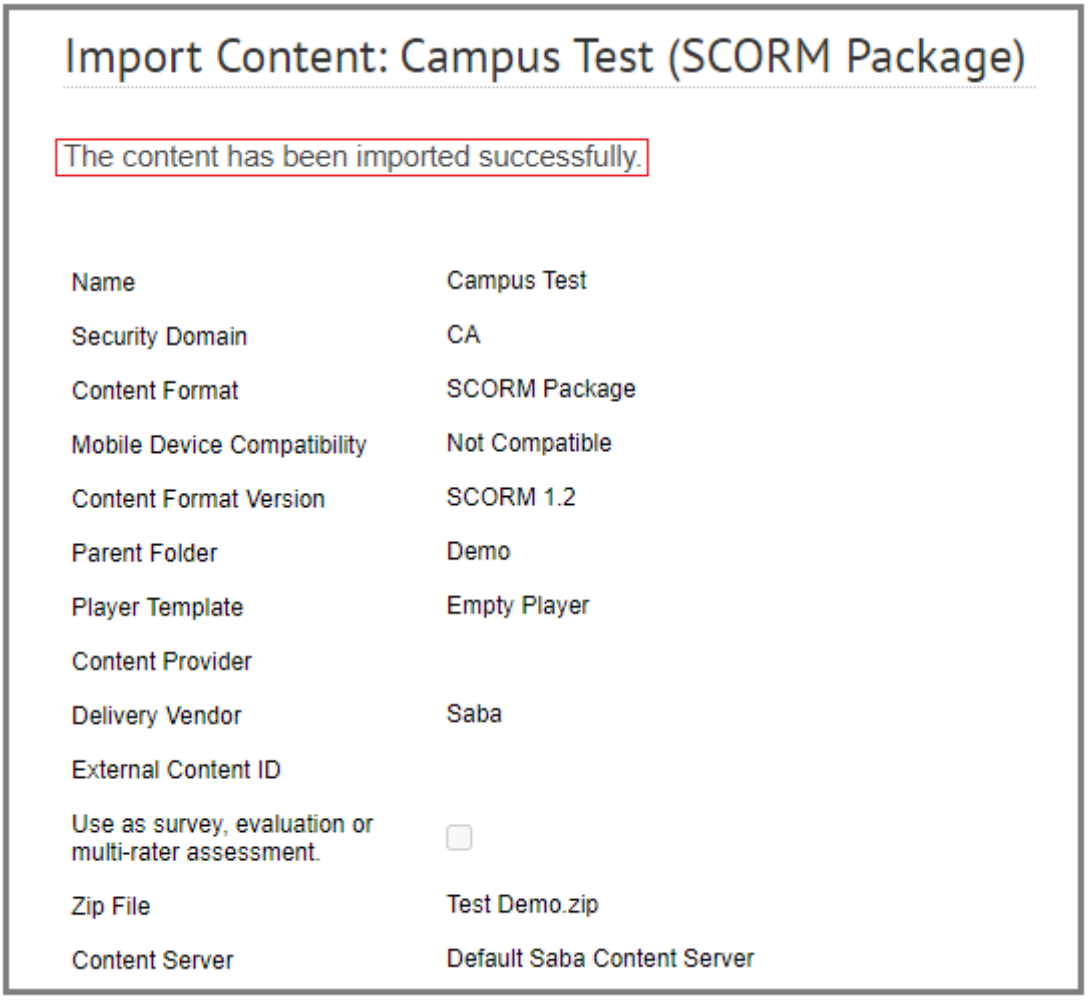
Delivery Vender: Select 'Saba'.



5. Click **Next** once all the details are filled out.
6. Press the 'Choose File' button and select the SCORM zip file.
7. Select ***Default Saba Content Server*** and leave other fields blank.
8. Click **Import** once the required information has been filled in.



9. When a course content has been successfully imported, a summary page will be displayed.



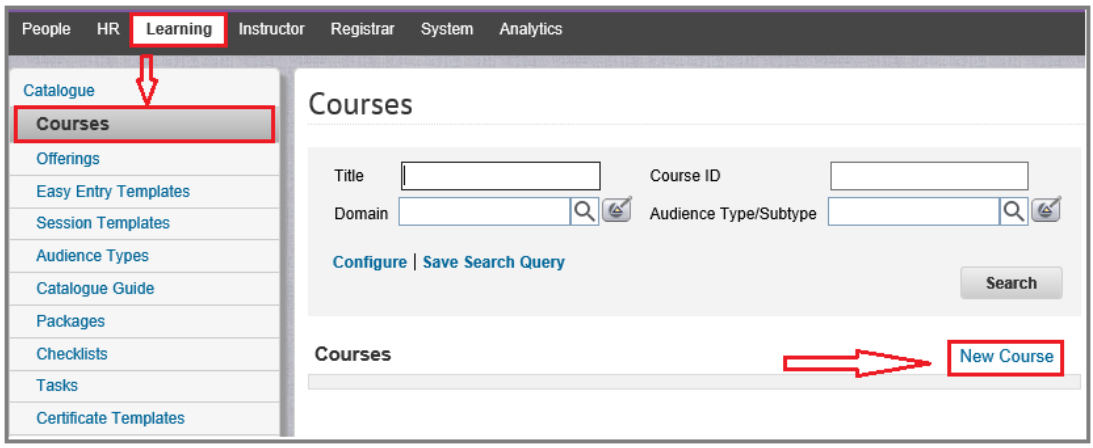
10. The content is now available to be attached to an offering.

Create a new course

In this section you will learn how to create a new course.

1. Log into C4 with a Developer account and press on the tool icon.

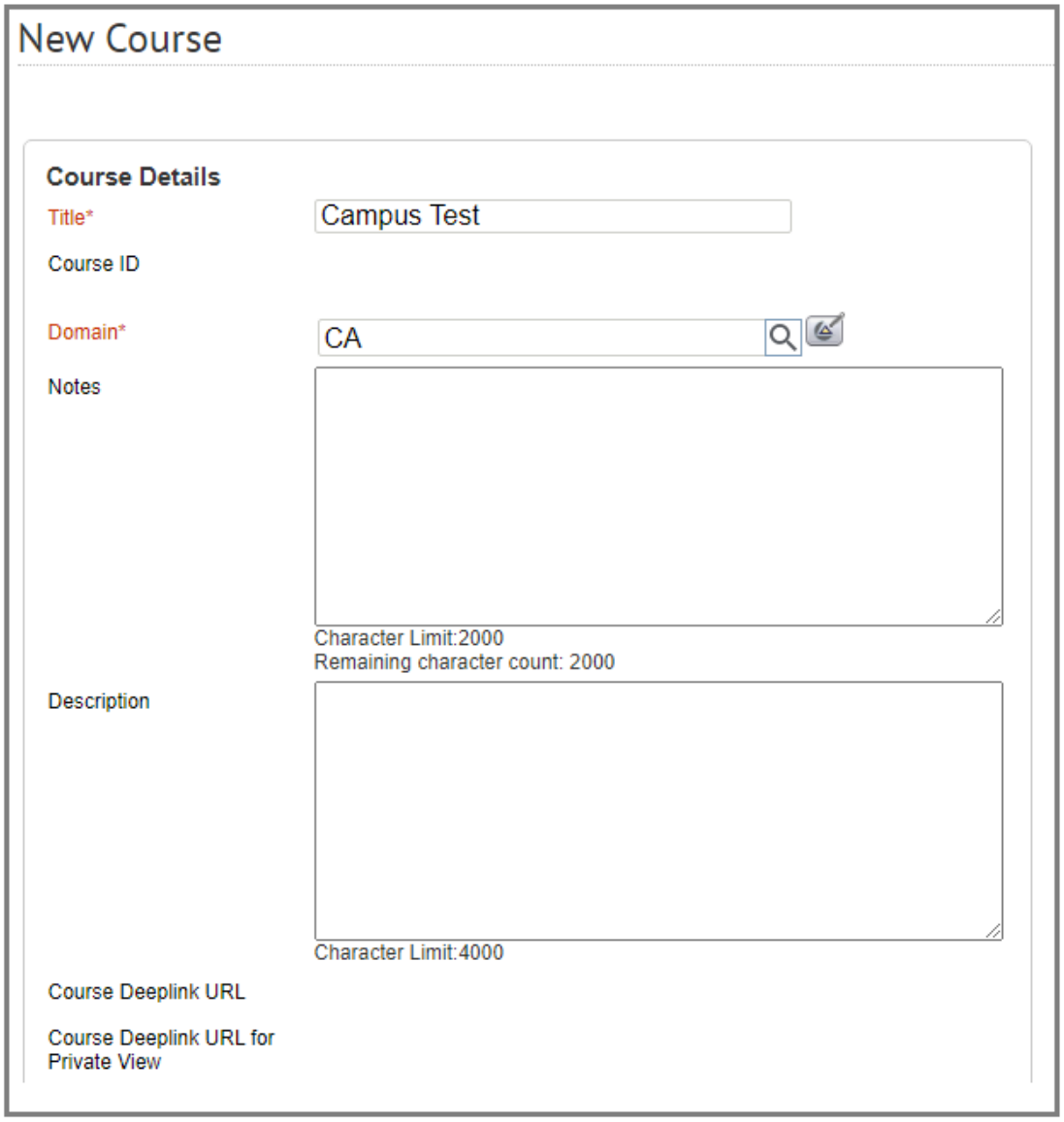
2. Select Learning, click **Courses** link on the left navigation then click on the **New Course** link



3. Fill in all mandatory fields as below (red text and marked with an *)

Title* – Full title of the course
Version* – For a new course, use 1.0. For new versions of an existing course, use 2.0, 3.0, etc
Domain* – Your Domain
Course Joining Instructions* – "N/A"

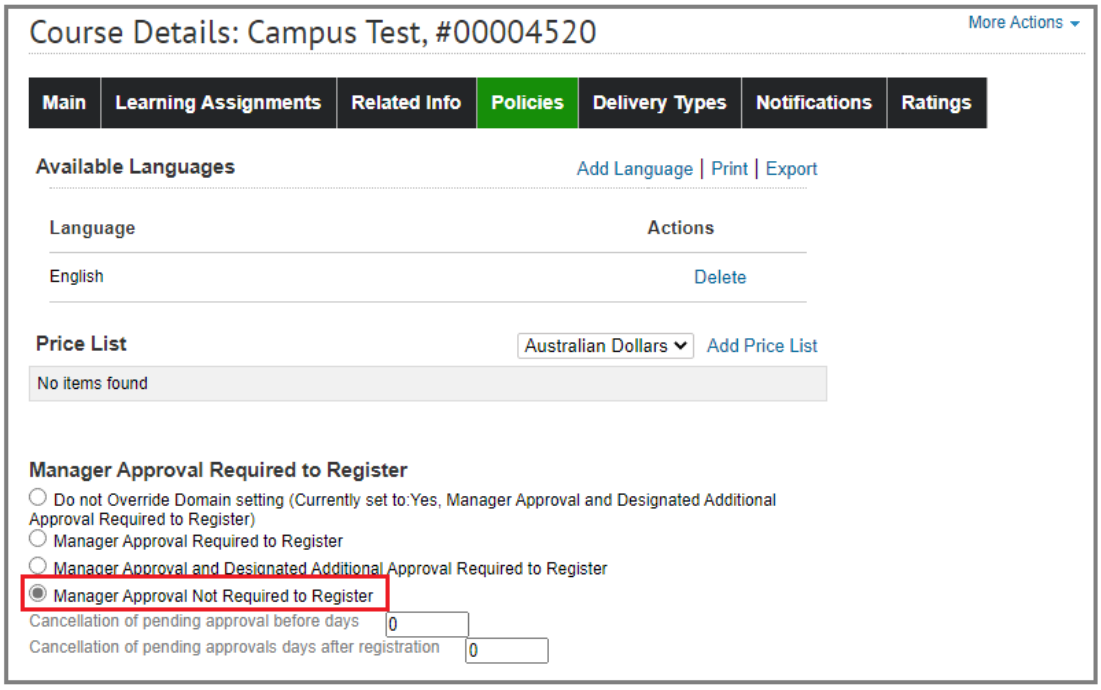
All other mandatory fields will already be filled out and are not required to be changed. You are only required to fill in the mandatory fields.



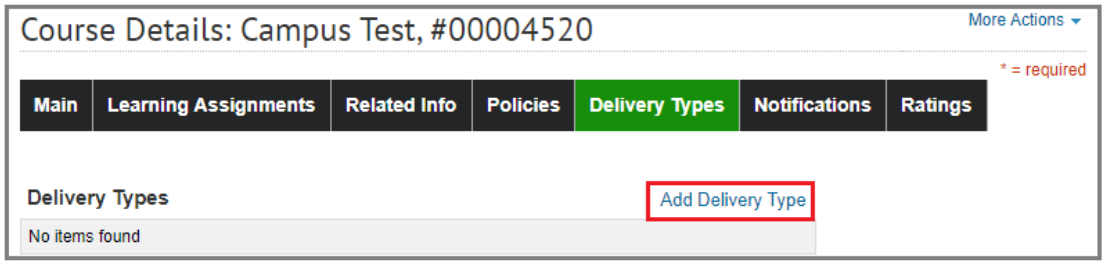
Note: A new course version is not required with each new content version. New content versions can be attached to existing Offerings.

4. Click **Save** at the bottom of screen when finished

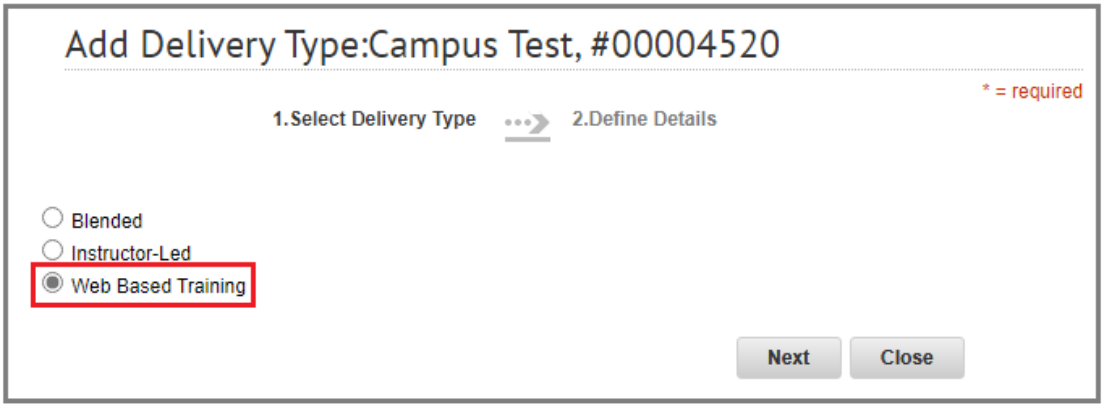
5. On the **Policies** tab, select “Manager Approval Not Required to Register” then press **Save**



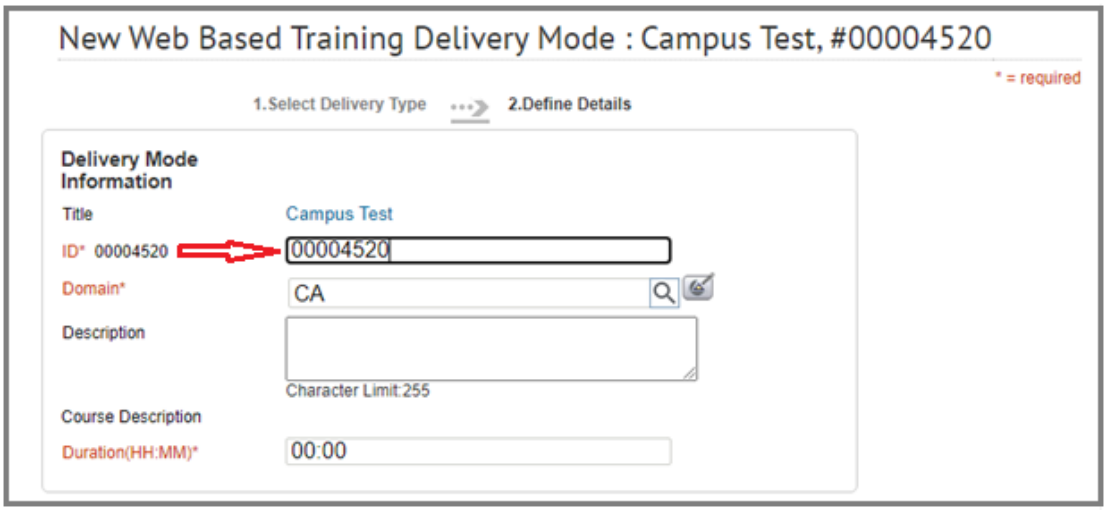
6. Click on the **Delivery Types** tab then click **Add Delivery Type.**



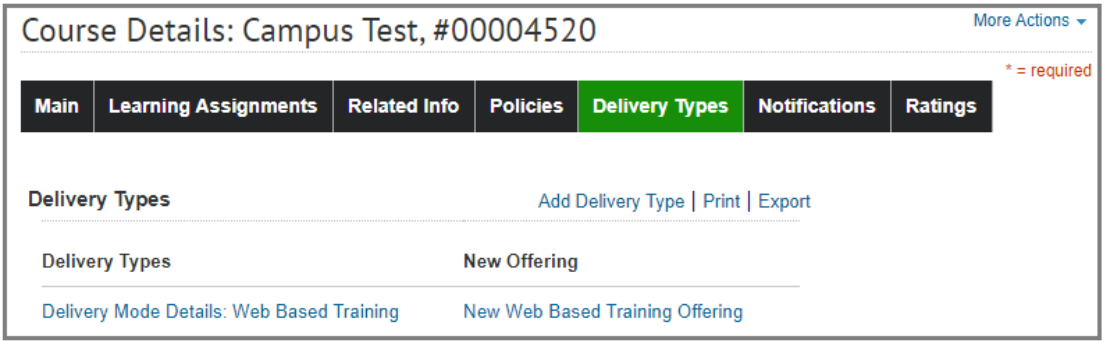
7. From the pop up window, select **Web Based Training**, then click the **Next** button.



8. Copy the ID number into the adjacent field then click **Finish** located at the bottom of the screen.



9. The course has now been created and the Delivery Type has been set.

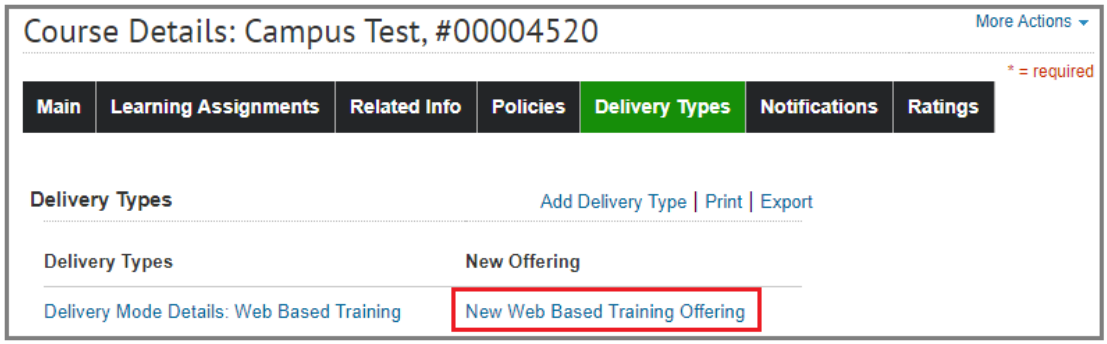


Create Offering

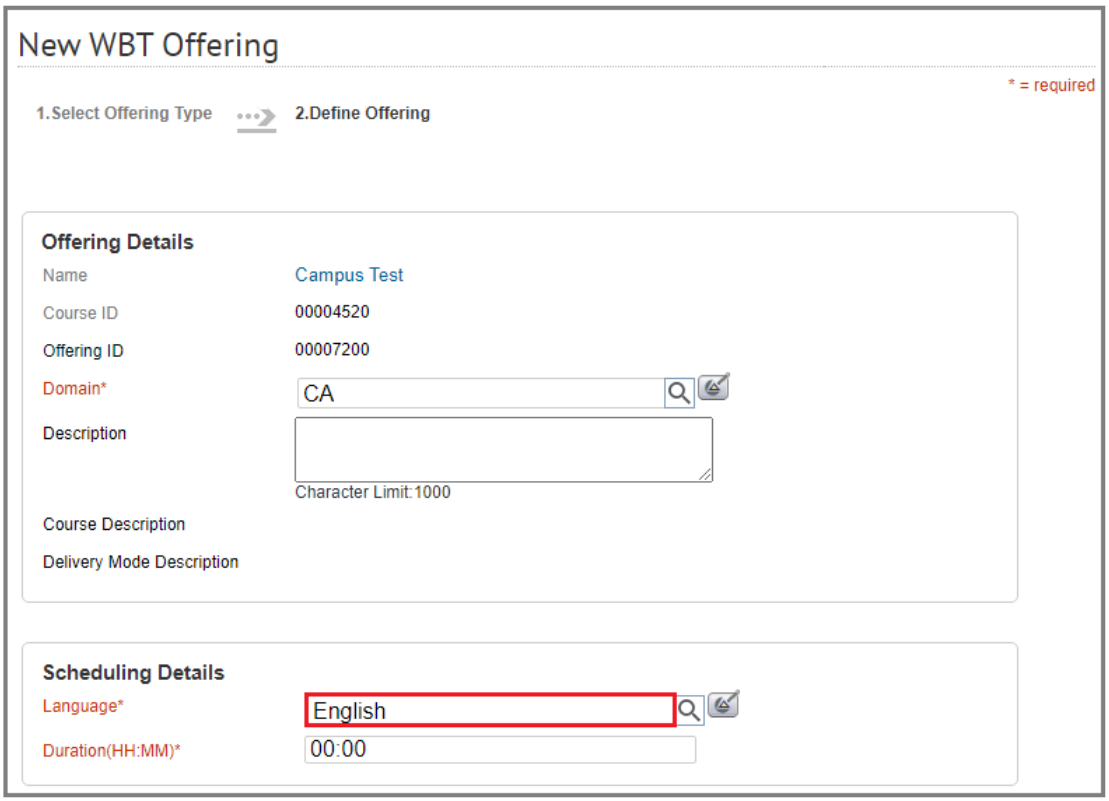
From this page you can now create a new Offering to allow learners to enrol. A new Offering can alternatively be created at any time by clicking Offerings from the left menu, and then ‘New Offering’.

Create new Offering

1. Click on **New Web Based Training Offering** from the **Delivery Types** tab

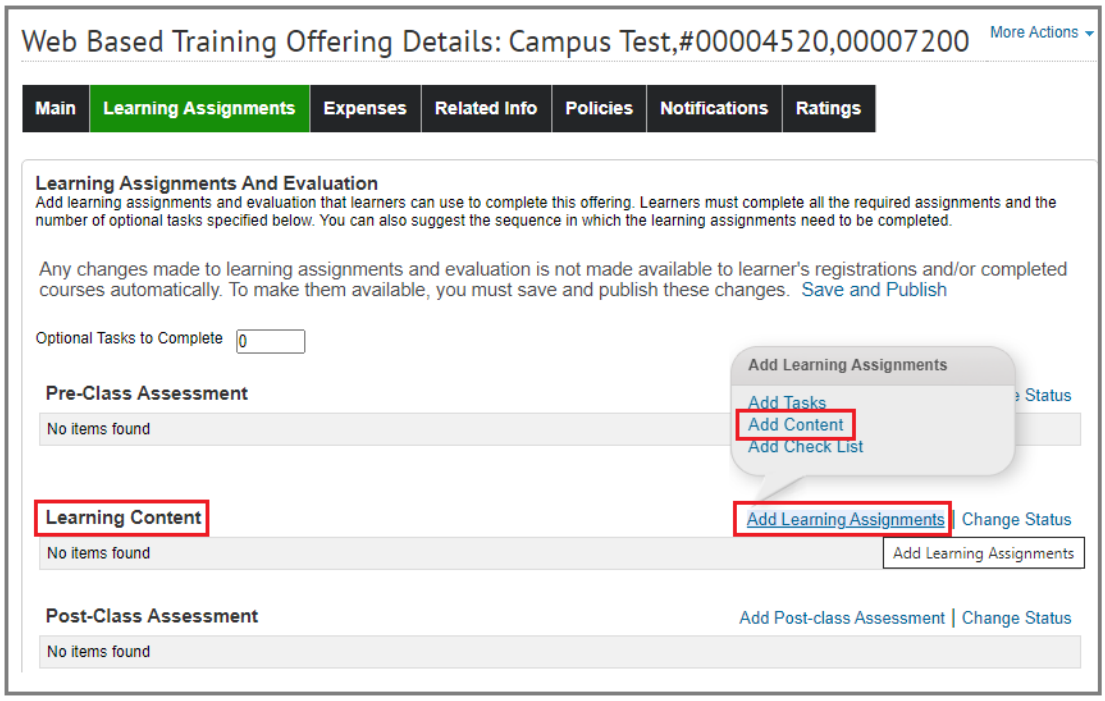


2. In the Language field, select ‘English’ then click **Finish** at the bottom of the screen

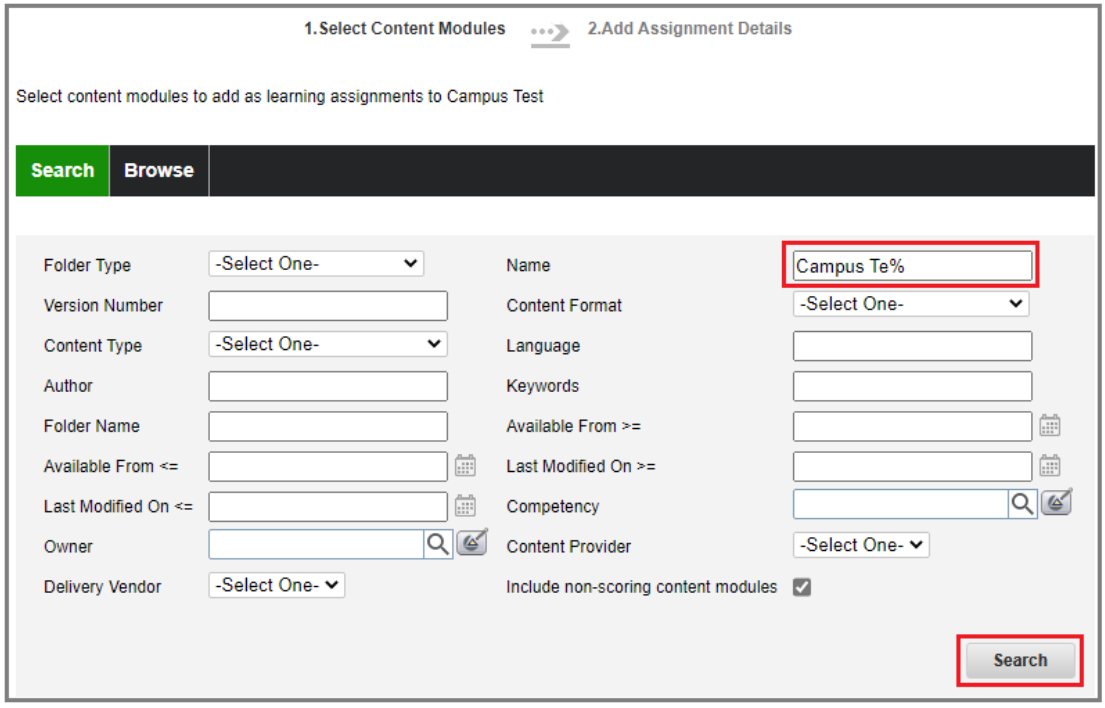


3. Select the **OK** button to continue

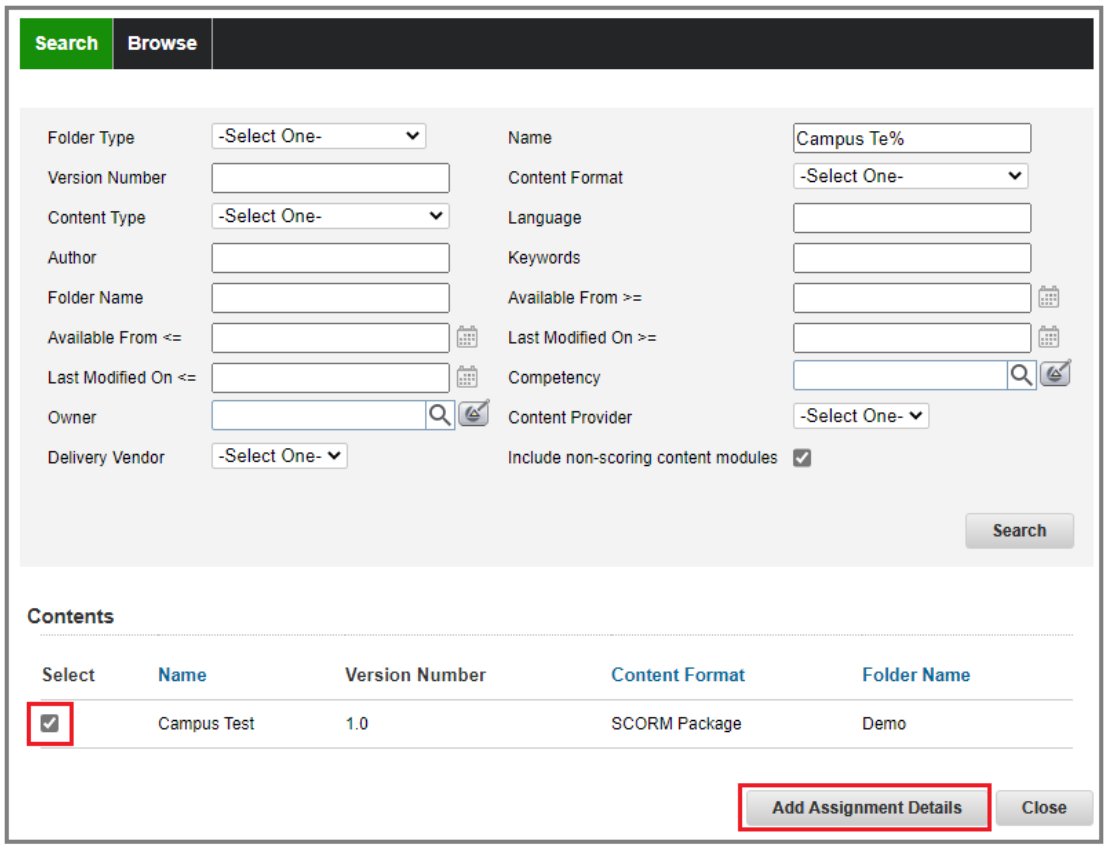
4. On the **Leaning Assignments** tab, click on **Add Learning Assignments** link then select **Add Content**



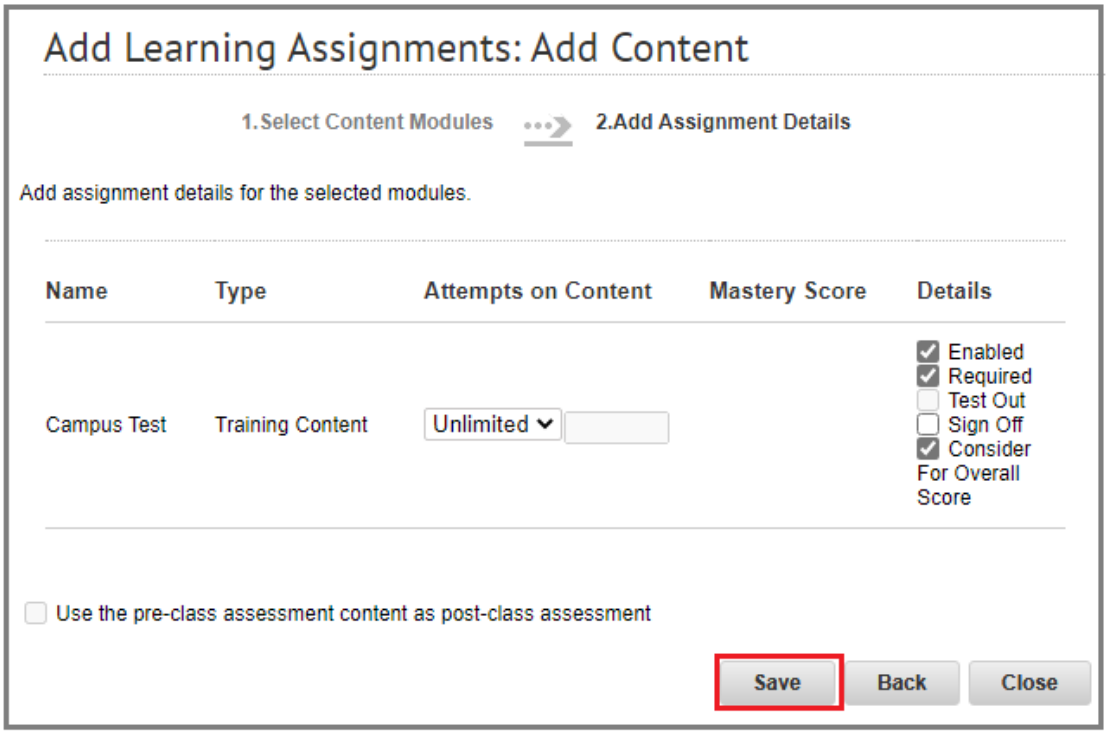
5. From the pop-up window, search for the course content that was previously uploaded. Use % symbol as a wildcard to search for all content that matches the search string.



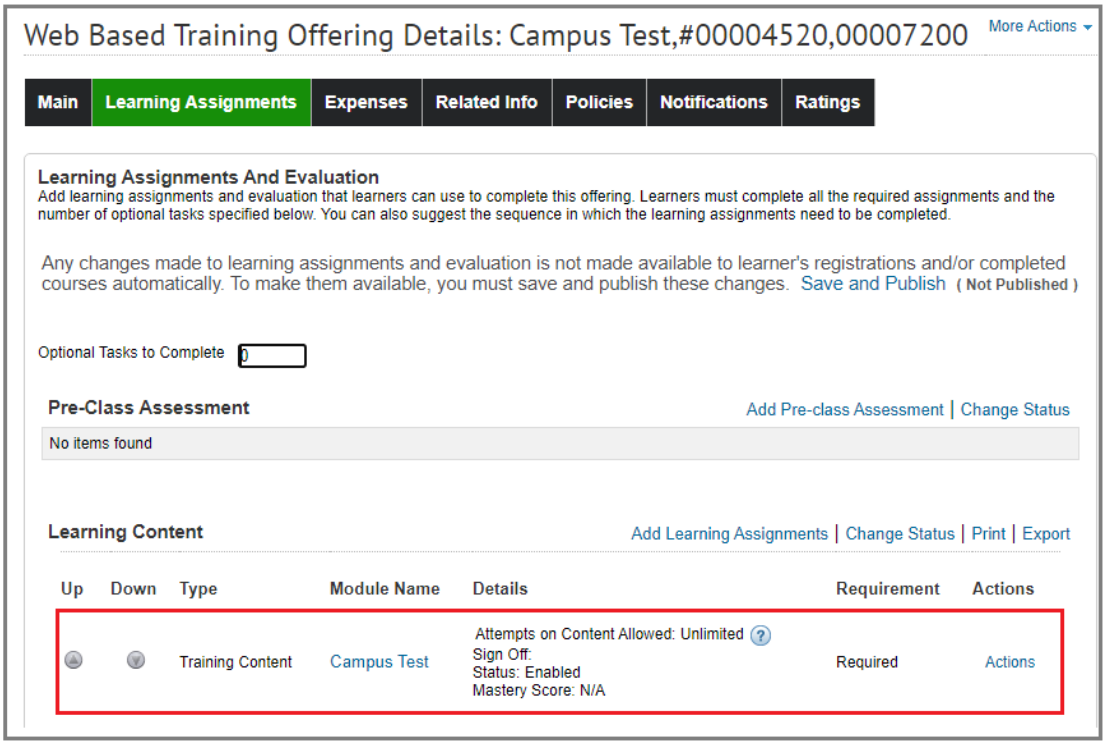
6. With the checkbox selected, press the **Add Assignment Details** button to continue.



7. Press **Save** to confirm.

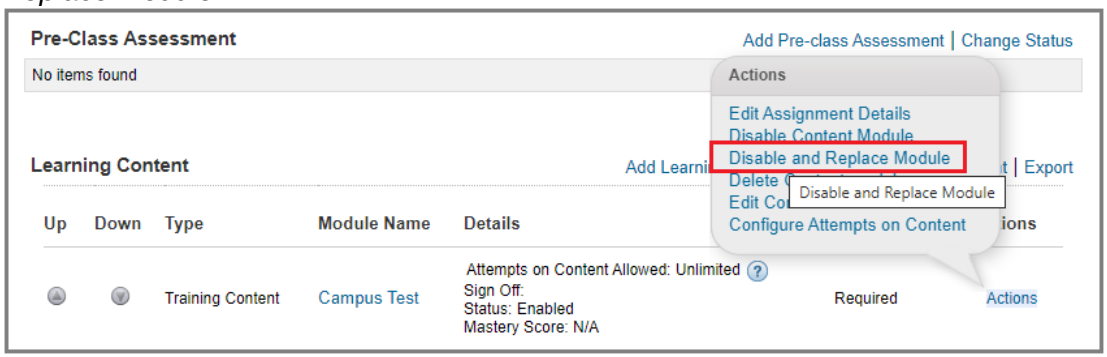


8. Returning to the Offering screen, the content has been added to Learning Content.



Note: If there are more than one versions of the content, ensure you select the correct version.

9. **(Optional)** To replace an existing content with a new version, click the '*Disable and Replace Module*'



10. Repeat steps **5 to 7** to attach the required piece of content.

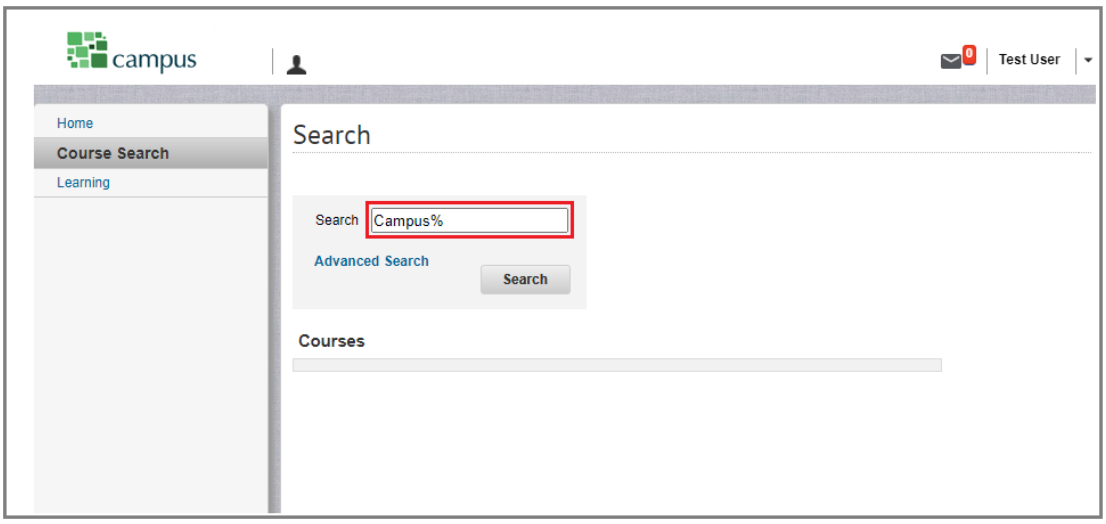
11. Scroll to the bottom of the screen and press the **Save and Publish** button.

12. The content is now ready for enrolment.

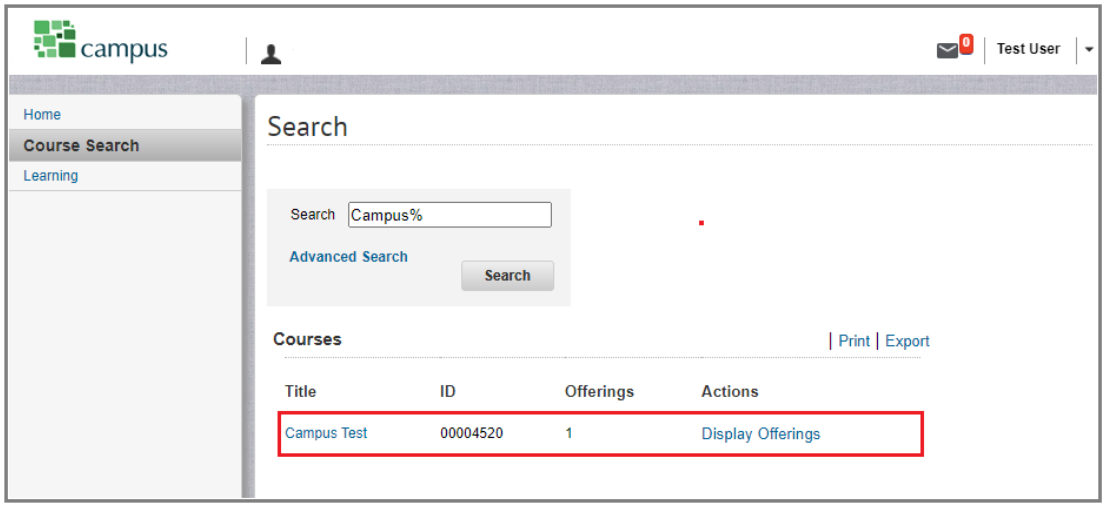
Enrolling in an Offering

In this section you will learn how to search for and enrol in an Offering.

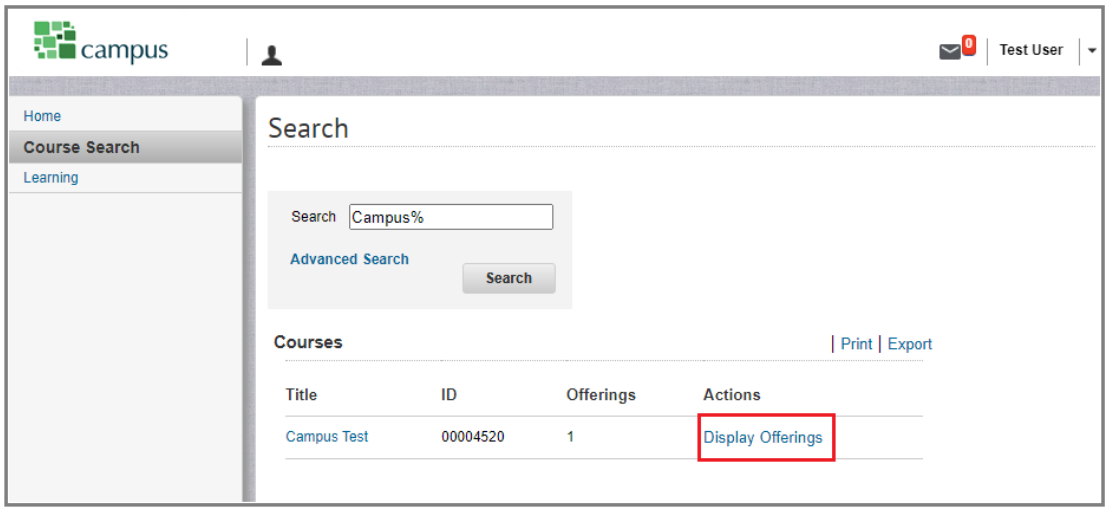
1. On the left navigation, select the **Course Search** link.
2. In the Search field, enter a valid course name then click the **Search** button.



3. The search results will display.

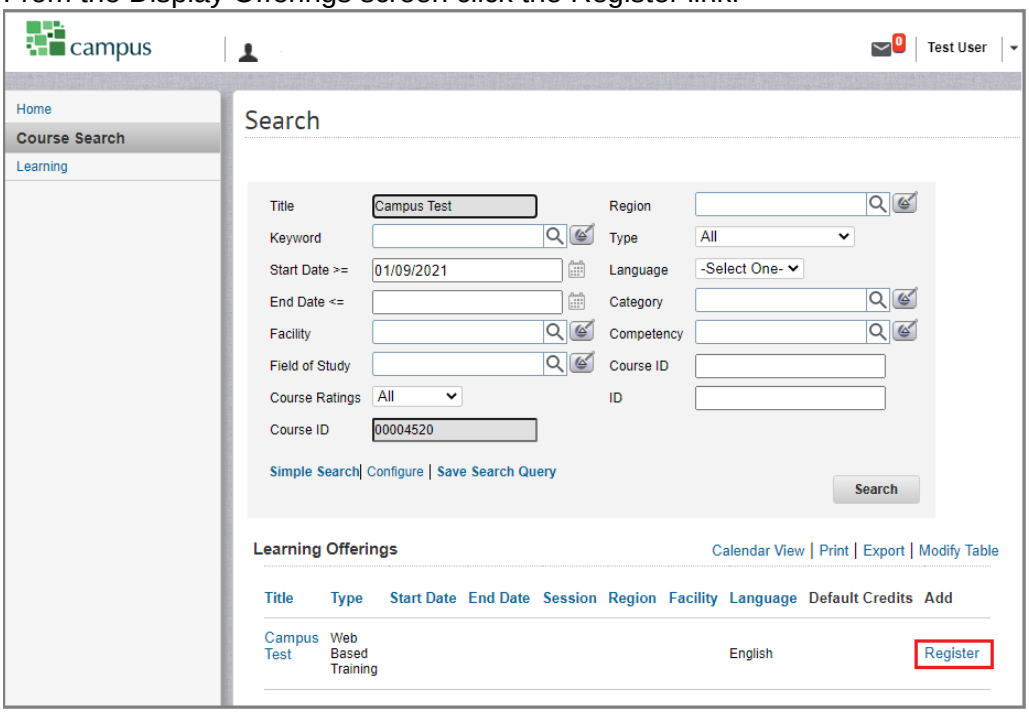


4. Select Display Offerings.

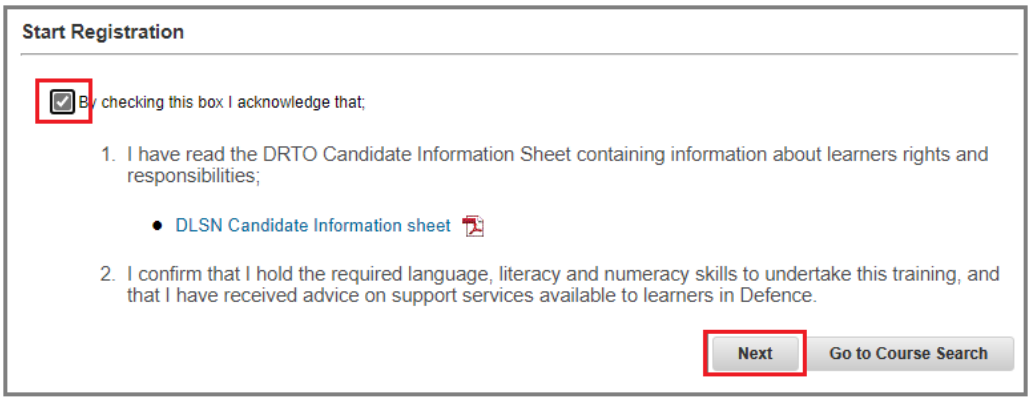


5. Once the course Offering has been chosen you can register for it.

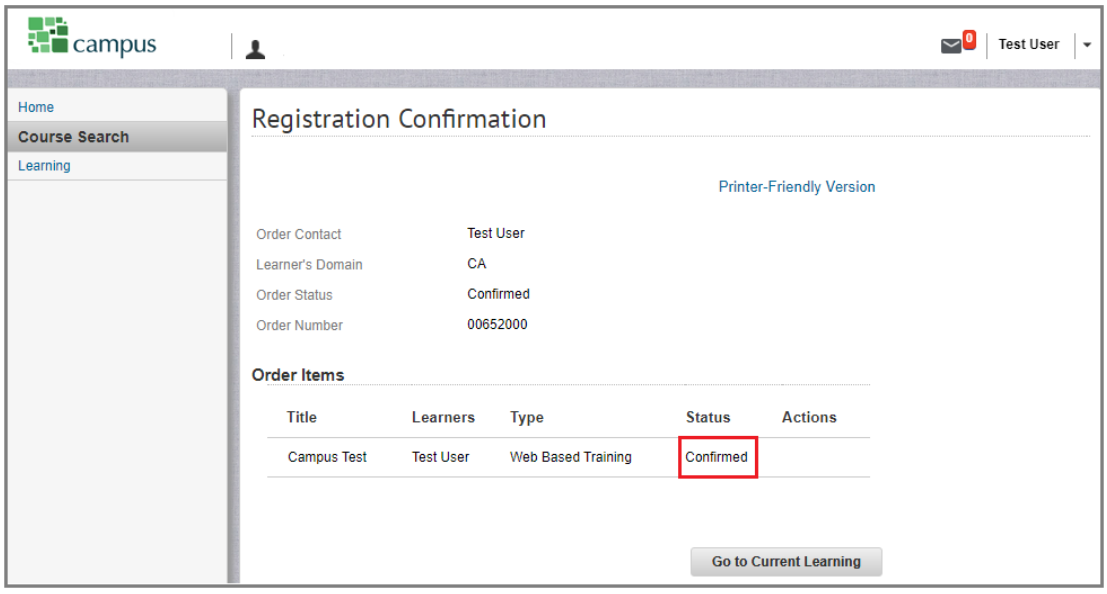
a. From the Display Offerings screen click the Register link.



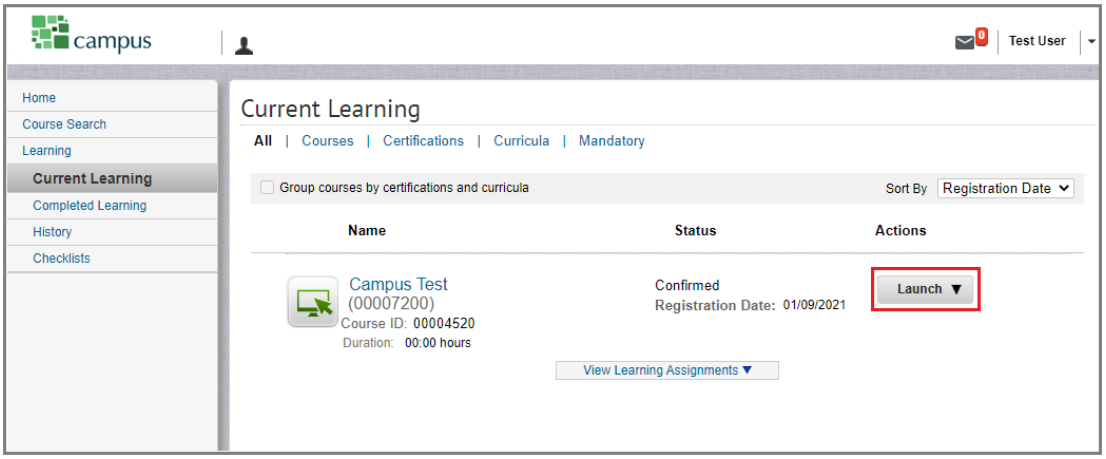
b. Tick the acknowledgement box then press **Next**



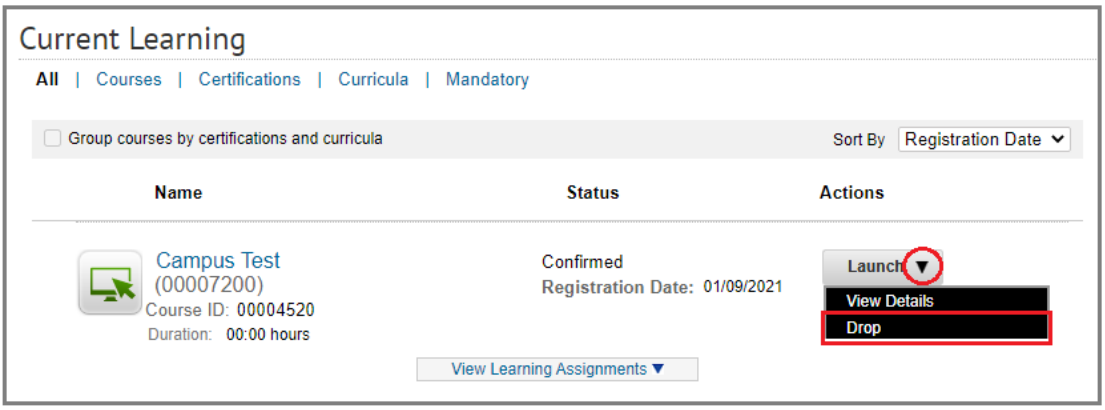
6. Your enrolment is confirmed. Press the **Go to Current Learning** button or select the **Learning** link from the left navigation.



7. Click on the **Launch** button will launch the course.



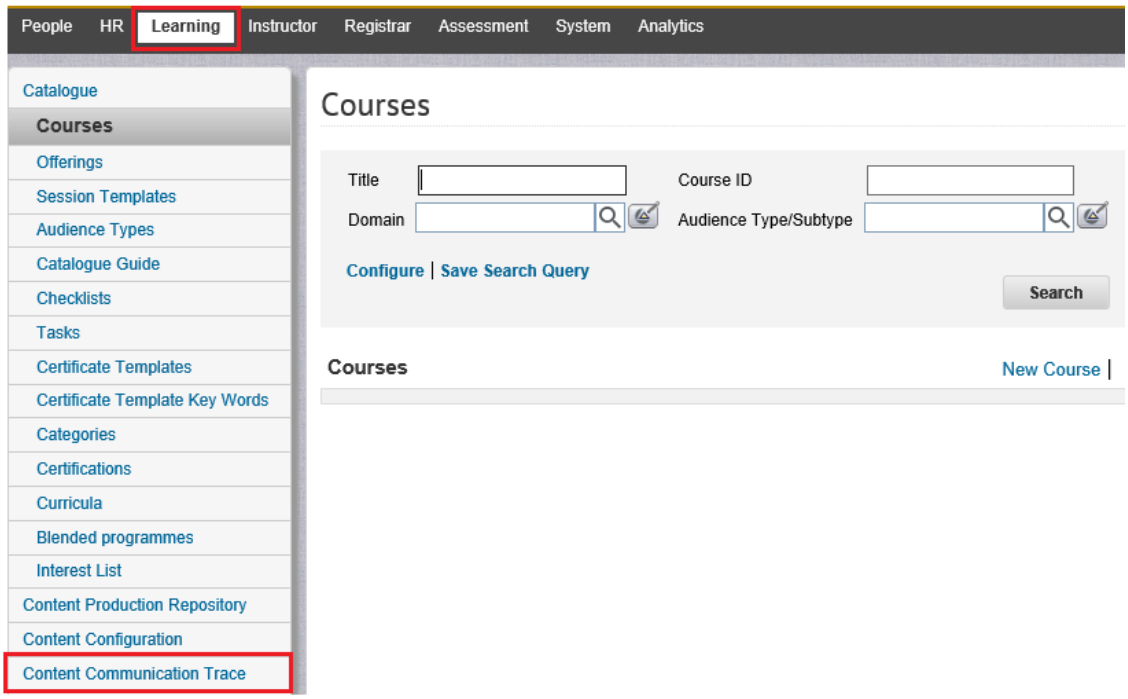
8. To drop a current enrolment, click the arrow and select **Drop**.


Current Learning
All | Courses | Certifications | Curricula | Mandatory
Group courses by certifications and curricula
Sort By Registration Date
Name
Status
Actions
Campus Test
(00007200)
Course ID: 00004520
Duration: 00:00 hours
Confirmed
Registration Date: 01/09/2021
Launch
View Details
Drop
View Learning Assignments

Using the Content Communication Trace

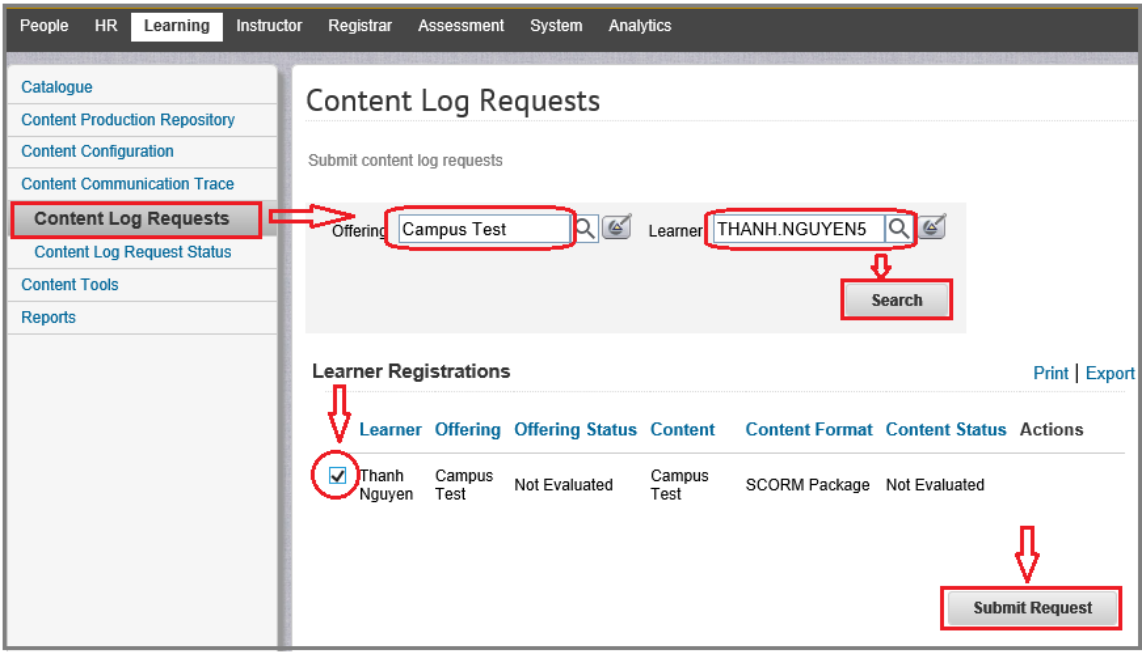
The Content Communication Log (CCL) can be used to view data being sent between the eLearning content and the LMS (and vice-versa). This can be useful for confirming proper functionality and also for troubleshooting. It contains information such as the completion status, scoring data, session time and suspend / tracking data.

1. Log in to the C4 System with your developer account.
2. Enrol in the relevant course (follow the instructions above *Enrolling in an Offering*). The course in this example is 'Campus Test'.
3. Click on the Tool icon to switch to Admin.
4. Select **Learning** then click on the **Content Communication Trace** link

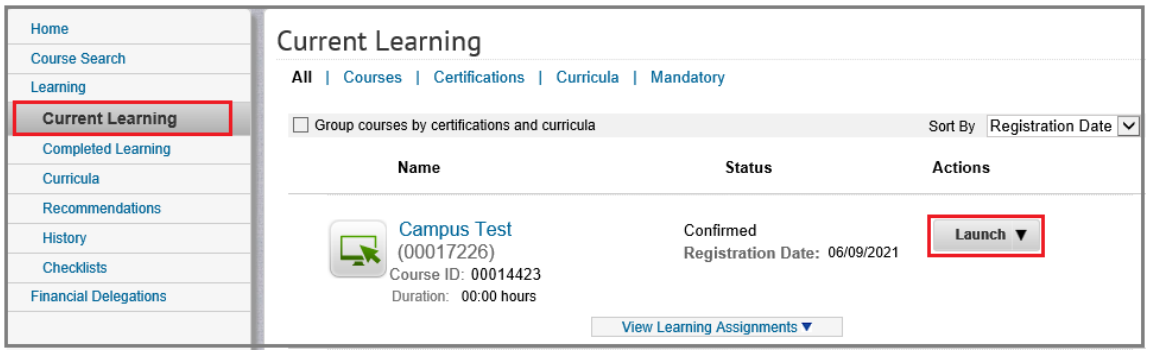


5. Select the **Content Log Requests** link, enter the offering (course) to trace and the learner the press **Search**.

   The course enrolled will appear in the Learner Registration list, select it then press **Submit Request.**

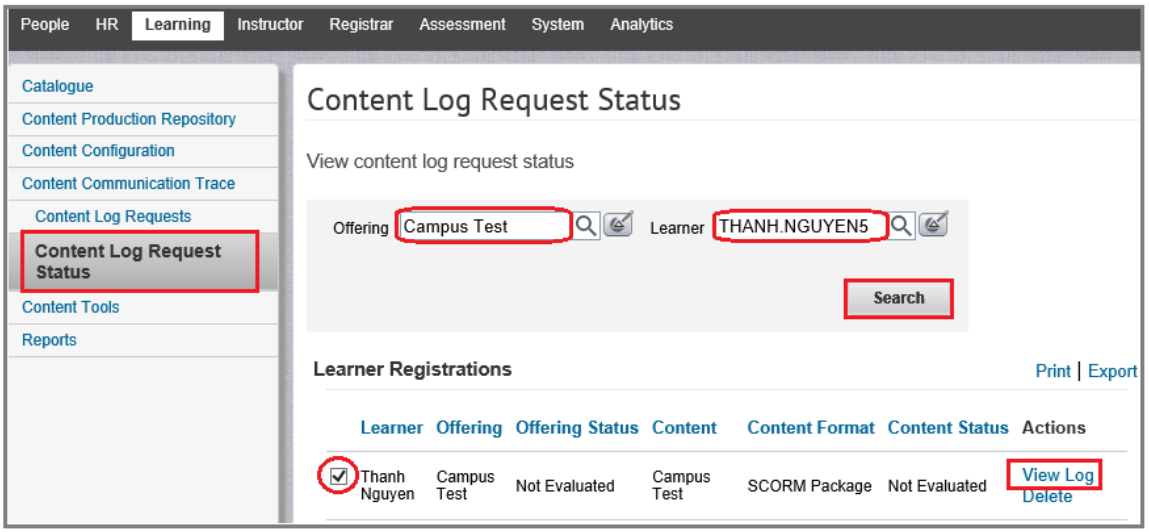


6. Click on the Person icon to switch to Leaner then launch the course listed under **Current Learning** view.

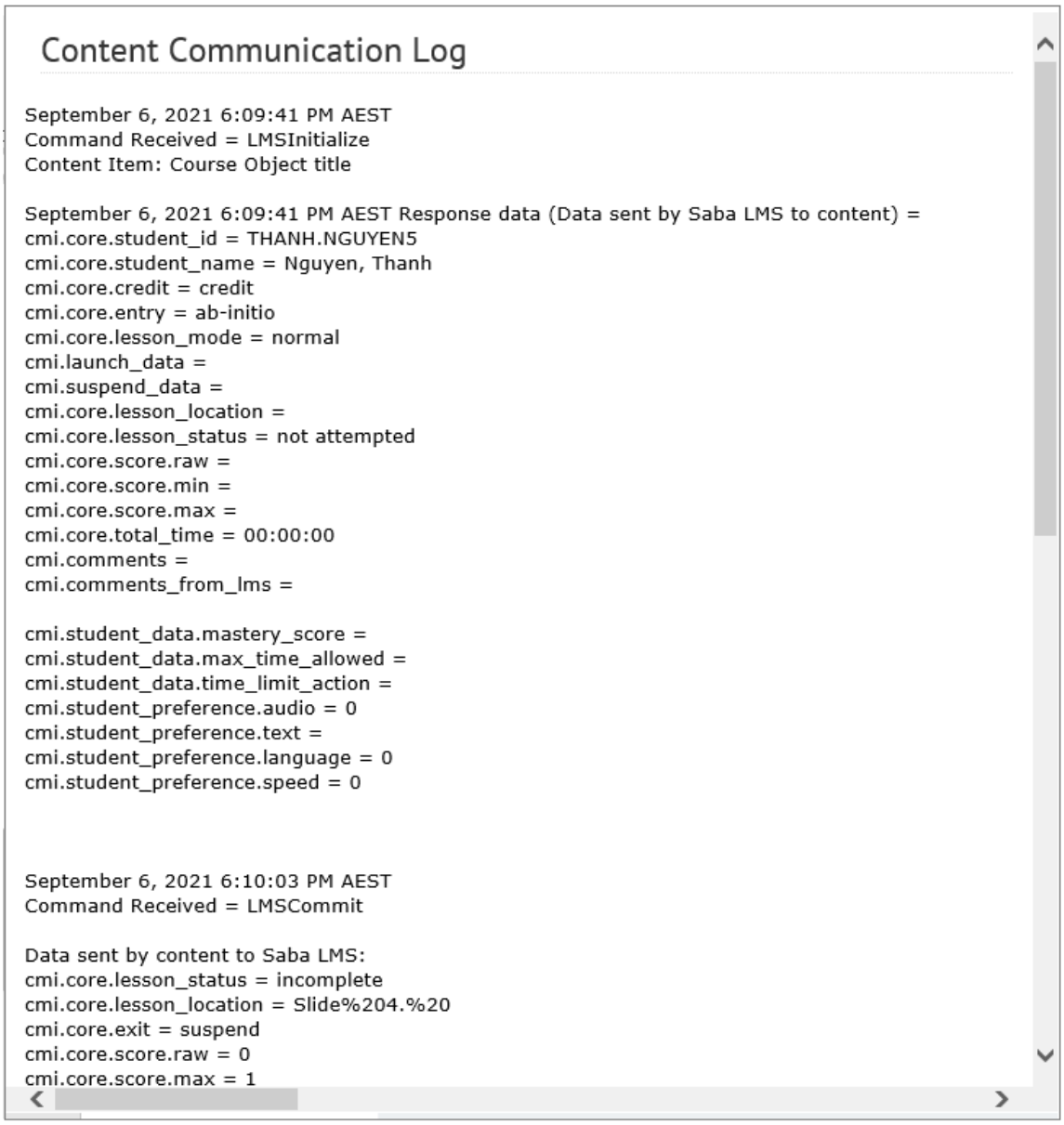


7. Complete the course up to the point you wish to trace.
8. Switch to Admin and navigate to Content Communication Trace.

9. Select **Content Log Request Status** then enter offering and learner's name, similar to logging a request, then press **Search.**



4. An example of a Communications Log after clicking on the **View Log** link.



Submitting your content to Campus

For Developers:

It is a requirement for Content Developers to test their content in the C4 environment to ensure it meets the functional and technical requirements for hosting on the Campus LMS.

Testing of the content in C4 must be conducted in accordance with the Campus Test Script, a link to this can be found on the C4 home page under the heading **Developer Documentation**.

Once the developer has completed all required development work, inform your client that they can now review the course in full on C4 using the learner accounts provided in the same domain.

For the Policy Owner (SME) / Client:

All eLearning content must also be thoroughly reviewed, beginning to end, by the Defence Subject Matter Experts (SME's) **prior** to submission to Campus. Failure to properly review the content will result in delays to the release of your course.

If any errors are identified, inform the course developer so that they can make the changes or amendments.

Once you successfully complete your User Acceptance Testing (UAT) on C4 and the courseware is **100% ready for release to learners**, submit the *Campus Content Submission* form (found under the heading *Developer Documentation on the C4 homepage)* to your Learning Business Partner, **NO FURTHER CHANGES CAN BE MADE TO THE CONTENT AFTER SUBMISSION OF THIS FORM.**

An Answer key (if applicable) must also be provided to the Campus Test Team and should be emailed to campus.testing@defence.gov.au.

How to submit your eLearning courseware to Campus:

The SCORM courseware must be submitted to Campus by the course developer or the Policy Owner (SME). Email the Campus Test Team campus.testing@defence.gov.au stating clearly the **Course title**, **Course ID** and **Offering ID**.

Note: The content should only be submitted if it is the final version and ready for release on Campus. **No changes can be made to the content after submission to Campus. Be sure before you submit!**

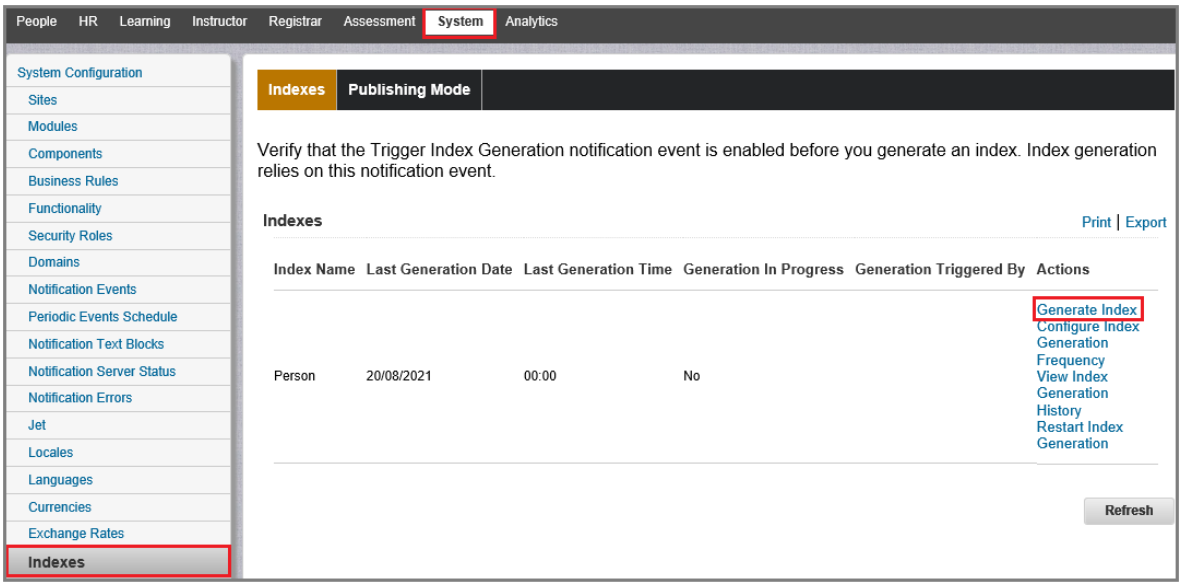
For further information refer to Process Flow Chart under the heading *Developer Documentation* on the C4 homepage.

Note: Developers will only be able to upload, edit, and test their own course content and Offerings. Policy areas (SME) / Clients can enrol into their own Offerings to review and approve the content.

Frequently asked questions

Q. Can I delete Content / Courses / Offerings?
A. In most situations, you cannot delete Content, Courses, or Offerings once they have been uploaded / created. However, for a particular training course you can re-use a single Course and Offering and just add different content versions by using the *Disable and Replace Module* function on the Offering details (refer to step 7 under *Create new Offering*).

Q. I have created a Course / Offering but it does not show up in a search from the homepage?
A. The database will periodically refresh to pick up any newly created Courses or Offerings, but you can also manually refresh the database so that they are available immediately. Click **Systems** on the top menu, select **Indexes** on the left navigation menu, then click on the **Generate Index** link:



Where to get help

For technical support, contact the Campus Test Team – Click Here

For business support and general inquires on developing courses for Campus, please contact the DPG Learning Strategist.