

Office of Human Capital Management

Rosetta Stone: Guide for Administrators

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INTRODUCTION

PURPOSE

Rosetta Stone combines proprietary learning methods with online activities to deliver a language-learning experience that will enable NASA to achieve its language-learning goals. Learners experience live practice sessions, engaging language games, and opportunities to put newly developed language skills to use. It is expected to improve Agency language competencies for mission-critical use.

The purpose of the *Rosetta Stone Guide for Administrators* is to define the roles and responsibilities of Rosetta Stone Administrators, as well to provide a reference for business rules for the system, available resources, and support.

HOW TO USE THIS GUIDE

This Guide for Administrators is meant to outline NASA's Rosetta Stone program and provide business rules and guidelines for Rosetta Stone Center Administrators to manage the program at their Center. This document is not a training guide. It is assumed that Administrators using this guidebook are familiar with current Center processes and are comfortable performing the functions in the system for which they are authorized.

ROLES AND RESPONSIBILITIES

ADMINISTRATOR RESPONSIBILITIES

At NASA there is a Rosetta Stone Administrator at the Agency level, as well as Rosetta Stone Administrators at each of the Centers (see current list in Appendix A). The responsibilities of each of these administrators with regard to Rosetta Stone, within their respective defined scope, are outlined below:

Agency Rosetta Stone Administrator

- Monitor and manage Agency license usage
- Interface with Center Administrators to discuss issues and best practices;
- Respond to Center Administrator questions and problems concerning the software
- Disseminate technical information from Rosetta Stone to Center Administrators
- Participate in knowledge sharing, lessons learned, and best practices activities with other Centers and Agency leads
- Manage and perform account maintenance duties as necessary

Center Rosetta Stone Administrators (Center Administrator)

- Enroll learners, activate, and deactivate accounts as needed
- Monitor license usage
- Run reports to assist in managing licenses assigned to Center (additional licenses can be requested through the Agency Administrator)
- Interface with the Agency Administrator and Center Administrators to discuss issues and best practices;
- Respond to learner questions and problems concerning the software
- Manage and perform site maintenance duties such as running reports, deactivating accounts, monitoring, and marketing.
- Participate in knowledge sharing, lessons learned, and best practices activities with other Centers and Agency leads

ROSETTA STONE BUSINESS RULES

The business rules section provides guidance regarding the processes and procedures associated with administering the Rosetta Stone program.

USAGE

Background

NASA's Office of Human Capital Management has procured an Agency-wide contract for Rosetta Stone's language learning software. The agreement allows for a limited number concurrent learners.

MANAGING LICENSES

Business Rule

NASA civil service employees with a business need, as approved by their supervisor, are allowed access to the software with the approval of their Rosetta Stone Center Administrator. Each Center is permitted 20 concurrent licenses, although additional licenses may be available.

To provide access to learners, administrators should follow the *Account Request Process* outlined below.

LEARNER ACCOUNT REQUEST PROCESS

Background

There is a limited number of licenses and those are given based on a business need. An official request process is necessary to ensure access is given appropriately.

Business Rule:

Rosetta Stone Center Administrators should follow the steps outlined below to grant learner access:

1. Learner requests account access from the Rosetta Stone Center Administrator
2. Rosetta Stone Center Administrator requests learner provide:
 - a. AUID
 - b. Justification
 - c. Supervisor name
 - d. e-mail approval from supervisor
3. Rosetta Stone Center Administrator approves account request
4. Rosetta Stone Center Administrator creates or activates account in the system

- a. Admin should use the learner's Agency User ID (AUID) as the learner's username (which can be located in the NASA Enterprise Directory at <https://webdir.nasa.gov>)
 - b. Admin should set a unique password for the user and request the user reset the password on initial login using the following guidelines:
 - i. *The password should be a minimum of eight characters and include at least one of each of the following: upper case letter, lower case letter, number, special character*
 - ii. *Learners are encouraged to change their password every 60 days*
5. Rosetta Stone Center Administrator should attempt to create the account in the system for the learner within 2 business days of receiving supervisor approval
 6. Learner receives automated e-mail from Rosetta Stone with access instructions and usage guidelines
 7. Within 60 days of creating the Rosetta Stone learner account, the Center Administrator will monitor usage and follow up with the learner, if necessary

Business Rule:

Rosetta Stone Center Administrators should alert the appropriate Center Administrator if they are planning to add a learner from another Center (e.g., detailees).

AGENCY ARCHITECTURE

Background

The NASA Rosetta Stone application (<http://nasa.rosettastoneenterprise.com>) has been established with NASA as the Home Group. Each Center is represented as one of 11 sub-groups (Screen Shot A in Appendix C). This architecture was designed to ensure accurate administration and reporting.

The Home Group is the highest level to which any administrator or learner belongs. Administrators and learners can be assigned to any group within the Home Group. A Group can either contain individual learners or Sub-groups, but not both.

- The Rosetta Stone Agency Administrator will assign Center Administrators to one sub-group (i.e., Center).
- The Rosetta Stone Center Administrators should only register learners from their Home Center and assign them to that Center.

NASA Groups
NASA
All Language Group
• Ames
• Dryden
• Glenn
• Goddard
• Headquarters
• Johnson
• Kennedy
• Langley
• Marshall
• NSSC
• Stennis

Agency Administrator Access Rights	
Global Privileges	
	Manage Administrators
	Create and Import Learners
	Super Curricula Access
	Manage Group Hierarchy
Per-Group Privileges	
	Manage Memberships
	Manage Learner Data
	Manage Learner Curricula

Center Administrator Access Rights	
Global Privileges	
	Create and Import Learners
Per-Group Privileges	
	Manage Memberships
	Manage Learner Data
	Manage Learner Curricula

HEADSETS

Background

The Agency Rosetta Stone Administrator has one headset for each of the 400 Rosetta Stone licenses.

Business Rule:

The Agency will supply headsets for the initial number of licenses at each Center. Centers are responsible for providing additional headsets to learners after the initial 400 headsets are exhausted.

Once issued, the headsets may be kept by the user. Replacement due to loss or damage will be the responsibility of the Center and the user.

MANAGING ACTIVITY

Business Rule:

Center Administrators are responsible to monitor site activity at least once every 60 days. If a learner does not access their account for 60 days, the Center Administrator should contact the learner and discuss whether the account is still necessary. Learners should expect continued access to the site as long as they utilize the software and licenses that are available.

CONTRACTORS

Background:

NASA's contract with Rosetta Stone covers civil service employees' usage only.

Business Rule:

Contractors are not eligible to use Rosetta Stone. It is the Center Rosetta Stone Administrator's responsibility to determine if requestor is a civil service employee.

REPORTING

Background:

Rosetta Stone Center Administrators have access to the following reports:

- List Curriculum Reports
- Learner Curriculum Report
- Usage Report

Note: Rosetta Stone usage is not reported in SATERN.

Business Rule:

Reporting should be done on a regular basis so that activity can be appropriately monitored. Administrators are responsible for responding to any Center reporting requests.

MARKETING

Background:

The Agency has a limited number of licenses and cannot accommodate unlimited requests.

Business Rule:

Marketing efforts should be targeted to programs or civil service employees that are known to have a business need for language learning. All marketing materials will state that user requests will only be approved for a demonstrated business need with their supervisor agreement.

SATERN INTERFACE WITH ROSETTA STONE

Background:

SATERN is the official record of training for the Agency, therefore all training records are maintained in SATERN. However, Rosetta Stone is not currently integrated with the SATERN training database. Course completions and learner progress are not currently tracked in SATERN.

Business Rule:

Rosetta Stone usage and training is currently tracked using the Rosetta Stone system. Rosetta Stone may be integrated into SATERN in the future.

RESOURCES FOR ROSETTA STONE ADMINISTRATORS

A number of additional resources and materials are available to Rosetta Stone Administrators: job aids, Rosetta Stone Center POC Community, Rosetta Stone Administrator Listserv, Help Desk, and supporting marketing materials.

JOB AIDS

Job aids are available for administrators and learners, and are an excellent supplement to formal training that can assist in improving user knowledge. The following job aids outline step-by-step instructions for key functions and are available on the SATERN Informational Website. The page can be found at <https://saterninfo.nasa.gov/> > Resources > For SATERN Administrators > Rosetta Stone Center Administrators, Job Aids.

SATERN INFORMATIONAL WEBSITE

A page on the SATERN informational Web site has been established to allow access to the latest version of reference materials, presentations, and job aids that are available. This page can be found at <https://saterninfo.nasa.gov/> > Resources > For SATERN Administrators > Rosetta Stone Center Administrators.

ROSETTA STONE ADMINISTRATOR FORUM

A forum for Rosetta Stone Administrators is hosted by the Agency via teleconference on an as-needed basis. The purpose of the forum is to provide updates, share information, and discuss issues. Notifications of upcoming meetings are posted to the Rosetta Stone Administrator Listserv.

ROSETTA STONE ADMINISTRATOR LISTSERV

All Rosetta Stone Administrators are subscribed as members of the Rosetta Stone Administrator Listserv (nasa-rosettastone-admins@lists.nasa.gov). The Listserv is a distribution list to the NASA Rosetta Stone Administrator community, and it is used for announcements and information sharing on areas of interest. Members of the Listserv can also use this tool to facilitate a discussion on a topic, or to seek answers or assistance from other community members.

HELP DESK

Assistance for Rosetta Stone administrators and learners requiring support with the Rosetta Stone application is available at: <http://nasa.rosettastoneenterprise.com/en-US/portal/support>

APPENDIX A – ROSETTA STONE ADMINISTRATOR LIST

Rosetta Stone Center Administrators		
ARC	Toby Garcia	tobias.garcia@nasa.gov
DFRC	Bridgette Washington-Brown	bridgette.n.washington@nasa.gov
GRC	Annette Rostetter	annette.m.rostetter@nasa.gov
GSFC	Mike Marshall	mike.marshall@nasa.gov
HQ	Sheila Jackson	sheila.m.jackson@nasa.gov
JSC	Sean Ennis	sean.b.ennis@nasa.gov
KSC	Marcelo Dasilva	marcelo.dasilva@nasa.gov
LaRC	Patsy Campbell	patsy.l.campbell@nasa.gov
MSFC	Lisa Andrus	lisa.c.andrus@nasa.gov
NSSC	Crystal Schossow	crystal.c.schossow@nasa.gov
SSC	Bonita Oliver	bonita.j.oliver@nasa.gov

APPENDIX B – NOTIFICATIONS

New Learner Notification:

From: Rosetta Stone Online Info [mailto:online_info@rosettastone.com]
Sent: Monday, August 22, 2011 9:44 AM
To: Turner, Rick (HQ-LE050)[IBM GLOBAL SERVICES FEDERAL]
Subject: Rosetta Stone Registration Confirmation

Confirmation Information

Welcome to language learning from Rosetta Stone, the world's leading language-learning software. Rosetta Stone combines advanced interactive technology with the voices of native speakers and a rich visual environment to simulate a complete immersion experience, all from the comfort and convenience of your home or office. You'll learn to listen, read, write, and speak naturally without drills or rote memorization.

Are you ready to start learning your new language? Here's how.

1. Go to your Rosetta Stone® Enterprise portal at
<http://nasa.rosettastoneenterprise.com>

2. Sign in.
username: rmturnertest2
password: RosettaStone1!

3. Click Launch Rosetta Stone.

Need Help? Find these resources on your Rosetta Stone® Enterprise portal:

- The Quick Start Guide
- The Support tab, with links to the Rosetta Stone Support portal and the Documentation page.

For questions about your account, contact your administrator.

Enjoy your language-learning experience with Rosetta Stone.

Upon initial sign in, you are required to change your password and follow these NASA guidelines:

- At least eight characters
- At least one upper case character
- At least one lower case character
- At least one number
- At least one special character (e.g. \$, !, #, *, @, %)

Usage activity will be monitored by your Center Administrator. Due to limited licenses and learner demand, regular usage is expected in order to maintain access.

Rosetta Stone
Language Learning Success

US: 1-800-788-0822
Outside the US: 1-540-432-6166
<http://www.RosettaStone.com>

APPENDIX C – NASA PARENT GROUP AND SUB-GROUPS

Screen Shot A – NASA Parent Group and Sub-Groups

