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## Instructions on How to Access Online Resources in SATERN

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This job aid guides you through the steps to:

- a. Finding online courses: Browse or search topics using a simple or advanced method
- b. Launching Online Courses
- c. What is Web Accessibility?

### 3. How to Take a SkillSoft Course..... 8

This job aid covers the following topics:

- a. What you will see when using the SkillSoft Player
- b. Completing a Course
- c. Taking a Test

### 4. Accessing and Navigating in Books24x7..... 10

This job aid includes:

- a. Accessing Books 24x7 through SATERN
- b. A Quick Guide to Books 24x7 features

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## 1. Types of Online Resources

You will find that there are several formats that SkillSoft resources are delivered. Below are descriptions of each:

- A **SkillSoft Course** is web-based instructional content delivered to you on your computer. During the course you practice and are assessed on your mastery of skills and knowledge learned in the course. Instructional content includes business skills and information technology courses.
- A **SkillSoft Simulation (SkillSim)** is a technology-enabled simulation that puts you in an authentic business or professional situation.
- **Mentoring** is a service that offers you individual attention from vendor-certified professionals. This service is delivered through email, online chats, and threaded discussion groups..
- **Express Guides** are electronically-delivered equivalents of the student guides that IT professionals receive when they attend instructor-led training classes.
- A **Test Prep Exam** is a practice test that helps you prepare for a certification exam. You can take exams in two different modes - Study and Certification. Study mode is designed to maximize learning by providing feedback, while Certification mode is designed to mimic a certification exam.
- **Business Impacts** are media-rich dramatizations of frequently encountered business problems. Use these to pick up on best practices and things to avoid in various business scenarios.
- **Challenge Series** are media-rich case studies focused on content analysis, problem solving, and decision making. Each challenge presents learners with a specific objective or goal, along with related discovery material and multiple potential solutions. Learners are challenged to analyze a business problem and discovery material, select one of several potential solutions, and then defend or justify their selections by answering questions about the selected outcome.

**Note:** Only SkillSoft Courses, SkillSims, and Test Prep Exams are automatically recorded to your Learning History upon mastery. Mentoring, Express Guides, Business Impact, Challenge Series and Books 24x7 are self-study resources that do not record to your SATERN Learning History.

When you launch a Mentoring Item, Express Guide, Business Impact, Challenge Series or Books 24x7, these Items will automatically appear on your Learning Plan and will not be removed from your Learning Plan unless you remove them yourself. If you wish to remove these Items from your Learning Plan after you have completed reviewing them, simply click the checkbox (under the "Remove" column) next to the Item on your Learning Plan.

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## 2. Accessing and Launching Online Courses

Here's what to do

### Finding Online Courses

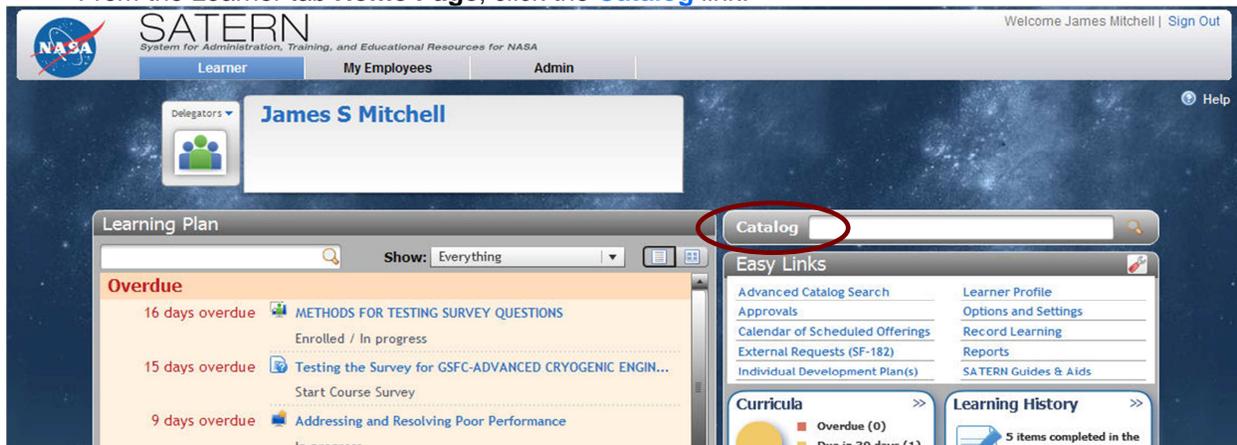
STEP1: There are 2 ways you can find an online course:

- A Browsing
- B Advanced Search

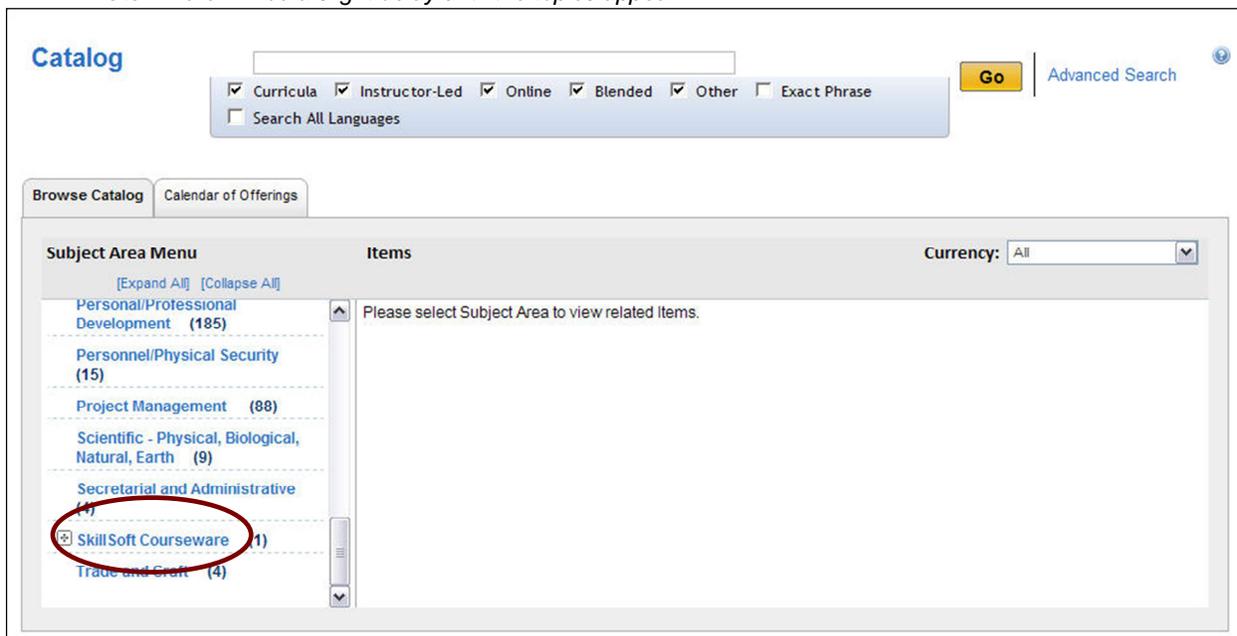
Follow any of these steps to find online courses.

#### STEP 1A: Browsing

- From the Learner tab **Home Page**, click the **Catalog** link.



- Under the Browse Catalog tab use the scroll bar to scroll to **SkillSoft Courseware**
- Click on the Expand icon  to expand the available topics.  
*Note: There will be a slight delay until the topics appear.*

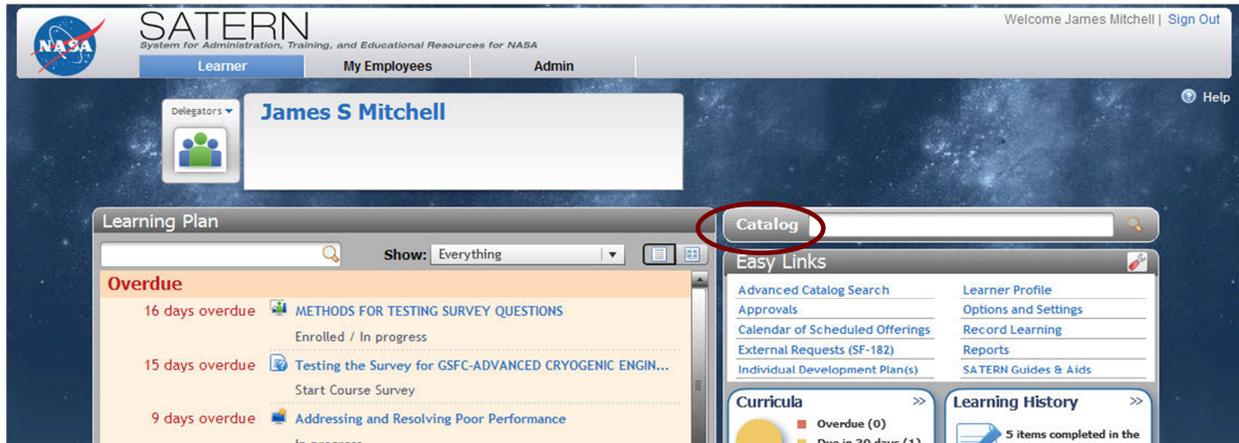


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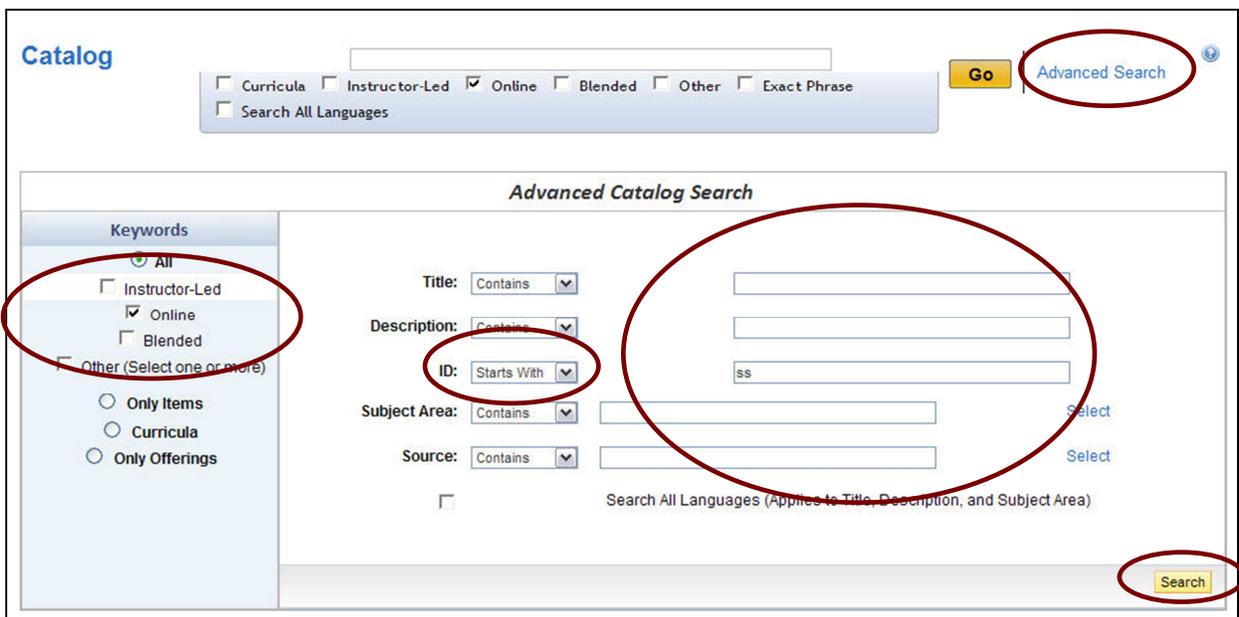
-OR-

**STEP 1B: Advanced Search**

- From the Learner tab **Home Page**, click the [Catalog](#) link.



- Click the [Advanced Search](#) link
- Enter data in any of the **Keywords** fields (**Title**, **Description**, **Subject Area**, or **Source**).
- Enter "SS-" in the **ID** field and change the drop-down to **Starts with**.
- Uncheck the **Curricula**, **Instructor-Led**, **Blended**, and **Other** boxes to return only Online courses
- Click on **Search** to get results.



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## Launching Online Courses

**STEP 2:** From the Search Results page, Click on the name of the course for a complete description.

**STEP 3:** Click **Go to Content** for the course you want to complete. Or you can add the course to your Learning Plan to take at a future time. **Note:** After you click **Go to Content**, the Item is immediately placed on your Learning Plan. If you do not finish the course and need to resume it at a future date, simply go to your Learning Plan to locate the Item and resume the course.

**Catalog**

Search Results

Select an Action from the Action buttons or click the Expand icon to view the Scheduled Offerings available for a Learning Item. You can refine your Search by clicking the **Back** link below.

Back

Catalog Search Results

Title	Type	Price	Status	Action
<a href="#">Introduction to Project Management using Project 2010</a>	Computer	0.00 (USD)	Already Assigned	<a href="#">Go to Content</a>
<a href="#">ITIL v3 Foundation Syllabus v4.2: Service Strategy Processes</a>	Computer	0.00 (USD)	--	<a href="#">Add to Learning Plan</a> <a href="#">Go to Content</a>

**STEP 4:** After launching the SkillSoft Course from the Content Structure page, if the Security Window displays, click **Yes**.

**STEP 5:** Click **Play This Course** to launch the Standard version of the course. Check the **Enable Web Accessibility** box and click **Play This Course** to launch the Web Accessibility version of the course. After the course is loaded the Course Menu will display.

Summary Page - Windows Internet Explorer provided by IBM

https://nasa.skillport.com/skillportfe/bcs/olsa/olsa\_ro\_aicc.cfm?aiicc\_sid=C1912723M9197S&aiicc\_url=https://nasatrn.gpehosting.com/learning/f...

**Introduction to Project Management using Project 2010**

Enable Web Accessibility  
([What is Web Accessibility?](#))

[Play This Course](#)

[Ask My Mentor](#)

[Overview/Description](#)  
[Target Audience](#)  
[Expected Duration](#)  
[Objectives](#)

**Note:** The first time that you launch a SkillSoft course, expect a longer-than-normal loading time. The SkillSoft Course Player is loading into your browser.



## What is Web Accessibility?

Web Accessibility is SkillSoft's implementation of Section 508 and W3C compliance standards and accessibility best practices. The SkillSoft Course Player and courses work in conjunction with assistive technologies, which are any electronic or information technologies that allow individuals with disabilities to utilize information on a computer that they would not otherwise be able to access.

SkillSoft supports and promotes Web Accessibility in its software applications and courseware. SkillSoft supports the following:

- Screen reader/magnifier software that supports the Java Accessibility Bridge.
- Alternative text for graphics and images.
- Shortcut keys for easier navigation using the keyboard.
- Alternative images to replace animated graphics.
- Elimination of screen refresh rates between 5Hz and 55Hz, which can cause seizures for some individuals.

After you select and launch a course, the Options dialog box appears. This dialog box presents two options for playing a course which are described in the following table:

Course Play Options	Description
Screen Reader/Magnifier Course Play	Select this option if you are using a screen reader or magnifier. SkillSoft course audio files and animations are automatically disabled. <b>Note:</b> The screen reader/magnifier must support the Sun Java Accessibility Bridge. As JAWS is currently the industry's predominant screen reader that supports Java, this guide contains configuration requirements specific to JAWS.
Standard Course Play	Select this option if you require that animations be disabled. <b>Note:</b> This option will not appear for courses that do not utilize animations.
Getting Started	Select this option to open the Help system and learn more about the web accessibility play modes, usability settings, and keyboard shortcuts.

After you have launched a course, you can enable several usability settings in the SkillSoft Course Player.

### To enable usability settings

1. Navigate to the **Table of Contents** or **Progress & Tests** tab in a course.
2. Select the **Show Resources and Settings Dialog**.
3. Under **Settings**, click the check box next to the settings you wish to enable.
4. Click **OK**.

Choose from the following usability settings:

Usability Settings	Description
High Contrast Course Play	Select this option if you want to use colors and contrast designed for easy reading. If you select this option, the SkillSoft Course Player will apply the settings you have selected using the Windows desktop Accessibility Options. The colors in the player will be modified to match the desktop settings you have selected.
Non-Animated Course Play	Select this option if you require that animations be disabled. <b>Note:</b> This option will not appear for courses that do not utilize

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	animations.
Enhanced Keyboard Accessible Course Play	Select this option if you are using keyboard versus a mouse or assistive technology that uses keyboard commands. This option also provides hints on how to perform keyboard shortcuts on assessment and test pages (for example, Ctrl-N to pick up). These keyboard hints appear in pop-ups but the pop-up must be closed before you can proceed with the assessment. Use Shift-Ctrl-K to open the pop-up.

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### 3. How to Take a SkillSoft Course

This job aid covers the following topics:

- a. What you will see when using the SkillSoft Player
- b. Completing a Course
- c. Taking a Test

Some SkillSoft courses can be used for:

- Credit toward Undergraduate Degree Programs
- Continuing Education and Non-Credit Certificate Programs

For more information and program guidelines go to:

[http://www.skillsoft.com/about/credit\\_programs/default.asp](http://www.skillsoft.com/about/credit_programs/default.asp).

#### Here's what you will see when using the SkillSoft Player

**Note:** *The first time that you launch a SkillSoft course, expect a longer-than-normal loading time. The SkillSoft Course Player is loading into your browser.*

After the course is loaded the Course Menu will display.

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## Course Menu

**Course Title:** The Master Negotiator

**Approximate Duration:** 3.5 hours

**Current Course Score:** 68%

Type	Status	Current Score	Take Course Test
Overview	●	N/A	Take Course Test
Being a Master Negotiator			
Lesson Overview	●	88%	Take Test
Lesson Pre-test	●	100%	
Profile of a Winner	●	100%	
Personality Traits	●	100%	
The ABCs of Attitude	●	50%	
Lesson Post-test	●	88%	Take Test
Negotiating Power			
Lesson Overview	●	---	
Lesson Pre-test	●	---	
Power Central	●	---	
Using Your Power	●	---	
Powerful Counterparts	●	---	
Lesson Post-test	○	---	
Effective Habits of Master Negotiators			
Lesson Overview	●	95%	Take Test
Lesson Pre-test	●	---	

**Navigation Controls:** Shows Learning Points, Shows Captions, Shows Resources, Return to Bookmark, Auto Advance, Previous Page, Next Page.

## Course Options

**Page Indicator:** 2/7

**Course Menu:** Home icon

**Learning Points Tab:** Document icon

**Resources Tab:** Folder icon

**Auto Advance:** Play/Pause icon

**Previous Page:** Left Arrow icon

**Next Page:** Right Arrow icon

## Completing a Course

To complete a course, you must achieve a Course Score of 70% or better. *This could vary depending on the course requirements.* The Course Score is displayed in the top right area of the Course Menu. You can take the lesson and topic tests as you go through the course, click the individual **Take Test** links in the Course Menu, or click the **Take Course Test** link in the Course Menu. If you reach the last page of

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the course, click the Course Menu button to return to the Course Menu page, check your Course Score, and click the **Exit** button to leave the course.

After completing an Business Impact, Challenge Series, Express Guide or Mentoring Item and you wish to remove it from your Learning Plan, you may remove the Item yourself. If a Supervisor or Administrator assigned one of these types of items, then you will have to contact either the Supervisor or Administrator to have the Item removed.

### Taking a Test

Whether you select a test link from the Course Menu, or you navigate through the instructional content, you'll always encounter a Test Transition/Summary page from which you'll launch the actual course test.

### Beginning a Test

Select the **Begin Test** button to start the test.

After you start a test, the SkillSoft Course Player presents a series of questions. You can choose to answer the question when it is displayed or you can choose to answer the question later.

To answer a question, check the appropriate answer(s) (for multiple choice type questions) or drag and drop the appropriate answers (in matching questions).

- When you answer a question, click the **Done** button to submit your answer. The correct answer is displayed.
- Select the Next Page button to continue to the next question.

### Ending a Test

The Test Results screen is displayed when you finish taking the test. You can review any topic covered in the test by selecting the appropriate link. You can retake the entire test or a topic test by selecting the applicable Retake Test link. If you are finished with the test, you can return to the Progress & Tests tab.

**Note:** *The ability to retake a test can vary depending on the course.*

### Test Options

There are several options available to you when taking tests. You can choose to take a full course test or segments of the test by lesson or topic. If you decide to take topic or lesson tests, your results contribute towards the completion of the course test. You can choose to answer questions later and review your progress on the Test Status page.

### Scoring

Your Current Course Score is the average of the current test scores for each lesson. Lesson tests that you have not taken are scored as zero until you complete the test. To take the Lesson tests all at once, click the Take Course Test link in the Progress & Tests tab..

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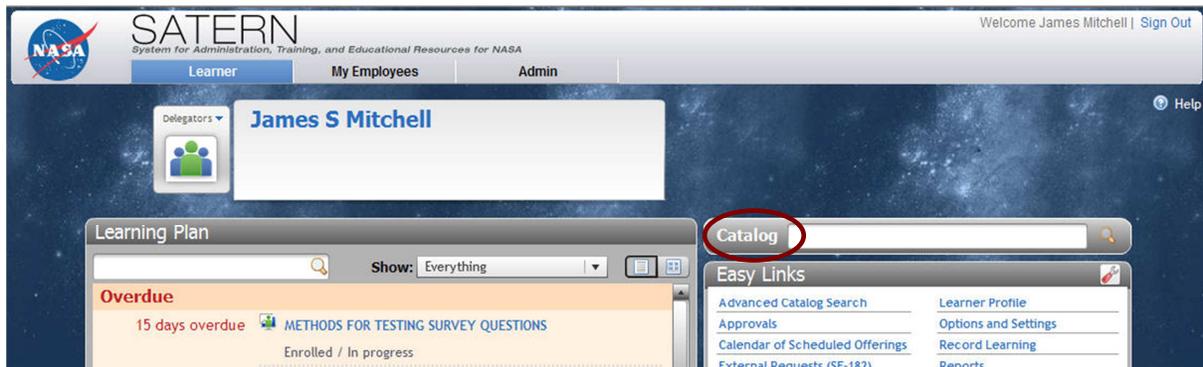
## 4. Accessing and Navigating in Books24x7

This job aid includes:

- a. Accessing Books 24x7 through SATERN
- b. A Quick Guide to Books 24x7 features

Here's what to do

**STEP 1:** From the Learner tab **Home Page**, click the **Catalog** link.



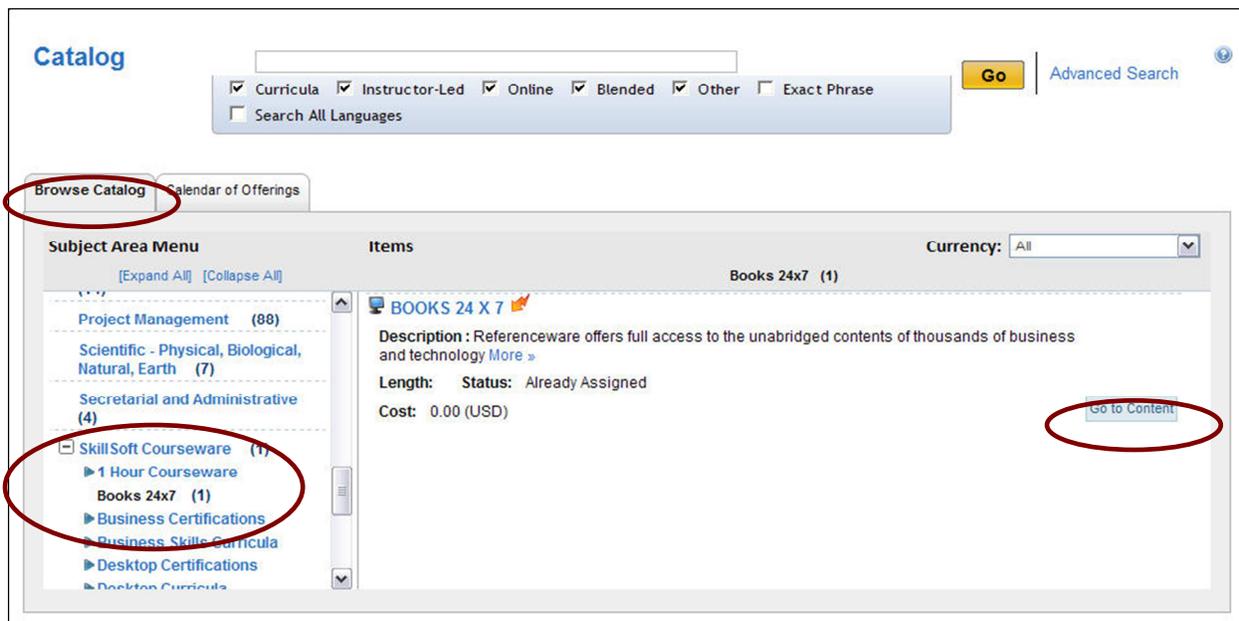
**STEP 2:** On the Browse Catalog tab in the **Subject Area Menu** use the scroll bar to scroll to SkillSoft Courseware

**STEP 3:** Click on the Expand icon  to expand the available topics.

**STEP 4:** Click on the **Books 24x7** link.

**STEP 5:** In the Items pane, click the **Go To Content** button. The Books24X7 **Home Page** is launched.

**Note:** After you click **Go To Content**, Books 24x7 is immediately placed on your Learning Plan. To quickly locate Books 24x7 the next time you login, go to your Learning Plan to quickly locate the Books 24x7 Item. You are not able to add individual books from Books 24x7 to your Learning Plan in SATERN.



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**STEP 6:** From the Books24X7 Home Page you can enter search criteria and search for a specific title or author, or use the Browse Topics box to drill down and select a list of books on a particular subject.

