

Learner Web

Administrative and User Roles, Definitions, and Procedures

- **REGIONS** = Existing community partnerships or coalitions for literacy. Regions help customize and manage their Learner Web sites.
 - i.e. Literacy Zones = Amsterdam, Herkimer, Syracuse, Utica are individual Regions.
 - The Practice site is a shared Region for learning plan development/editing/sharing among the Literacy Zones. Note: For this reason, the practice site is not intended for use by learners in your LZ Region.
- **REGIONAL ADMINISTRATORS** = Provide overall management of Learner Web Region(s).
 - James Matt, Rosemary Matt, Marisa Boomhower, and Melissa Jenkin
- **LOCAL ADMINISTRATION** = managerial oversight of all user roles in a Region.
 - LZ Coordinator(s) fill this role. They have final approval on assigning and coordinating all local user/administrator roles.
 - Procedure: LZ Coordinators contact Jim/Melissa on all *administrative roles* (i.e. Learner Administrators, Counselor Administrators, and Teacher Administrators) for entry into Learner Web.
 - Note: After initial set up of administrative and user roles, these three administrative roles will be handled by local LZ staff. Learner Administrators, Counselor Administrators, and Teacher Administrators will enter local LZ learner, counselor, and teacher accounts into Learner Web as assigned/approved by the LZ Coordinator.
- **RESOURCE ADMINISTRATION/CREATION/EDITING** = Entering/editing information in the database about Resources (i.e. Websites, worksheets, online curricula and distance education programs; local adult education and tutoring programs; social service agencies; etc.). Then entering the resource(s) into specified learning plans.
 - Melissa fills these roles in Learner Web.
 - Procedure: LZ staff provides resource suggestions/edits/updates to their LZ Coordinator for approval. The Coordinator then emails to Jim/Melissa for entry into Learner Web and specific Learning Plan(s).
- **LEARNING PLAN DEVELOPMENT/EDITING** = Cloning, Editing, and Creating New Learning Plans
 - Melissa fills these roles in Learner Web.
 - Procedure: LZ staff provides suggestions/edits/updates to their LZ Coordinator for approval. Coordinator then emails to Jim/Melissa for entry into Learner Web.
 - Note: All learning plans will be available in the Practice Region Learner Web site. This area is for viewing/editing/cloning/developing and sharing Learning Plans before final approval and launch on a LZ Learner Web site (where it is available to students). If a Learning Plan is changed or created, Melissa will send an email to all the LZs to notify them.
- **LEARNER ADMINISTRATORS** = Create Learner accounts (i.e. assign username and password) through the Learner Web Administrative Website: <http://www.admin.learnerweb.org>.
 - Case Managers and Intake & Assessment Staff fill this role.
 - Procedure: LZ Coordinators assign this role to specific staff members. LZ Coordinators then contact Jim/Melissa to create a Learner Web account for each assigned LZ staff member. The learner administrator then creates learner accounts through the Learner Web Administrative Website: <http://www.admin.learnerweb.org>.

- **COUNSELOR ADMINISTRATORS** = Create counselor accounts (i.e. assign username and password, and designate the counselor's availability schedule and subject specialties); and assign counselors to learners as needed (when a learner requests help from a counselor within a Learning Plan). Note: Learning Plans can also be set up to automatically assign a specific counselor. This will eliminate manual assigning of counselors to learners. Please be sure to indicate this choice when editing Learning Plans.

 - Training Materials: <http://eslcorpus.ling.pdx.edu/LearnerWeb/Manuals/counseloradmin/>
 - Procedure: LZ Coordinators assign this role to specific staff members. LZ Coordinators then contact Jim/Melissa to create a counselor administrator account or add the role of counselor administrator to an existing account for each assigned LZ staff member.
 - The Counselor Administrator creates counselor account(s) or adds the role of counselor to an existing account through the Learner Web Administrative Website: <http://www.admin.learnerweb.org>.
 - The Counselor Administrator also assigns counselors to learners as needed (when a learner requests help from a counselor within a Learning Plan) through the Learner Web Administrative Website: <http://www.admin.learnerweb.org>. This step can be eliminated by setting up Learning Plans to automatically assign a specific counselor.

- **COUNSELORS** = Complete and update the Learner Profile Questionnaire; carry out intake and assessment tasks; and provide sustained support and direction to learners through the LZ Learner Web site (choose counselor role during log in if you have more than one user role).

 - Training Materials: <http://eslcorpus.ling.pdx.edu/LearnerWeb/Manuals/counselor/>
 - Case Managers and Intake & Assessment Staff fill this role.
 - Procedure: LZ Coordinators assign this role to specific staff members. LZ Coordinators then contact the Counselor Administrator for their LZ. The Counselor Administrator creates a counselor account(s) or adds the role of counselor to an existing account through the Learner Web Administrative Website: <http://www.admin.learnerweb.org>.

- **TEACHER ADMINISTRATORS** = Create teacher accounts (i.e. assign username and password) or adds the role of teacher to an existing account; creates courses (example: GED Preparation); creates course offerings (sections/times/schedules); assigns teachers to course offerings; and assigns learners to courses.

 - Training Materials: <http://eslcorpus.ling.pdx.edu/LearnerWeb/TeacherAdmin/>
 - Procedure: LZ Coordinators assign this role to specific staff members. LZ Coordinators then contact Jim/Melissa to create a teacher administrator account or add the role of teacher administrator to an existing account for each assigned LZ staff member.
 - The Teacher Administrator creates teacher account(s) or adds the role of teacher to an existing account through the Learner Web Administrative Website: <http://www.admin.learnerweb.org>.
 - The Teacher Administrator also creates courses (example: GED Preparation); creates course offerings (sections/times/schedules); assigns teachers to course offerings; and assigns learners to courses through the Learner Web Administrative Website: <http://www.admin.learnerweb.org>.

- **TEACHERS** = Support and direct the learner(s) placed in their course offering(s) to help the learner achieve their Learning Plan(s) goal(s).

 - Training Materials: <http://eslcorpus.ling.pdx.edu/LearnerWeb/Teacher/>
 - Procedure: LZ Coordinators assign this role to specific staff members. LZ Coordinators then contact the Teacher Administrator for their LZ. The Teacher Administrator creates a teacher account or adds the role of teacher to an existing account through the Learner Web Administrative Website: <http://www.admin.learnerweb.org>. Teacher Administrators then match teachers with learners through course offerings.

- Teachers log into Learner Web, choose the course offering they want to see and can then monitor their assigned learners in that course.
- ***LEAD TECHNICAL SUPPORT*** = Provide basic technical support to staff and learners. Basic tech support includes log-in issues; unable to open a resource; trouble navigating a learning plan; etc.
 - Procedure: If a teacher or tutor cannot provide immediate assistance to a student, or a staff member has a tech problem/question, then they contact the lead tech support(s) for assistance. If the lead tech support(s) cannot provide assistance, the lead tech support contacts Melissa for further assistance.