

Learner Records - Checklist

This checklist has been designed to support Moodle administrators and Elearning developers to help them to resolve learner records issues.

It sets out six steps you can follow in order to identify where the problem has occurred.

1

Gather relevant information about the problem the learner/s have experienced. Could it be user error or network connectivity?

2

Check the settings in the development tool.

- What completion criteria have you used?
- Can the completion criteria be achieved (i.e. if it's the number of slides do you have optional slides?)

3

Look at the journey the learner is taking through the module. Is there a set route through the content or do they have a choice on where they go (for example in branching scenarios or menus?)

- Can they inadvertently skip through sections?
- Can they get to the end without going through all the sections?

4

Upload the package to SCORM Cloud (<http://scorm.com/>). When you complete the module do you get a completed or passed status?

5

When you are satisfied that there isn't an issue with the SCORM package itself, you can test the module again in the LMS.

6

Check the Moodle settings.

- Is there a force complete setting?
- Is there an issue with the number of attempts set?