



NSP Center for Learning Frequently Asked Questions

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Answers

Who do I contact for help with the NSP Center for Learning?

You can email nspcenterforlearning@nsp.org for assistance.

How do I print my transcript of courses taken?

In your Learning Center, click on the 'Completed' tab to view all of your completed training. In the upper right-hand corner of the 'Completed' tab there are three dots stacked on top of each other, click on that and select 'Print Completed Learning'.

How far back does my transcript record go in the NSP Center for Learning?

The transcript located in your Learning Center under your 'Completed' tab goes back approximately 2015 and forward. To see your entire transcript, please nsp.org under your member profile for that.

What will the process for the OEC Cycle A refresher look like?

After July 18, 2023 you will need to go to your Learning Center in the NSP Center for Learning and take the Online Refresher Training. Then you will need to register for the skills session once your patrol has set a date and registered the session. After you attend you will receive full credit.

Will I have to bring my Online Hybrid certificate to the refresher?

No, the delinquency report for instructor viewing will reflect if the online portion has been completed or not.

What happens if I can't find my course that I have launched?

Some courses will show in a separate, pop-up window. Please allow your internet browser to allow for pop-ups and if you 'lose' your lesson or find it missing, minimize all your windows to find it. To switch between windows, on Windows click Alt + Tab and on a Mac click Command + Tab.

Why is my course showing 0% complete when I'm half way through the online lesson?

The progress bar only shows the % completions through the units of the all of the content in the course. Your online course might include an online lesson and an exam. Each of those are weighted 50% since there are 2 units to complete. The system does not recognize the course % completed.

When will I receive credit for completing an online course?

For some courses, once you have completed the online course, including any final exams or evaluations, you will receive immediate credit in your transcript. For others, post-work will need to be finished before getting course completion credit.

When will I receive credit for attending an in-person class?

After attending an in-person session, the Instructor Trainer of the course will need to go into the NSP Center for Learning to mark attendance/credit. Once they have completed this task you will immediately receive credit and this will be reflected on your transcript.

What is the Content Approval Process?

The Content Approval Process is a new process in which any content that is posted on the NSP Center for Learning will go through for approval. This process has a variety of stakeholders that are reviewing content for accuracy, legality, professionalism and relevancy.

Can anyone submit content for the Content Approval Process?

Yes, any member or partner is welcome to submit content to the Content Approval Process. Please keep in mind this should be content for the global organization. If you have questions about the process, please review our Content Approval Process training course in the catalog of the NSP Center for Learning.

How do I unenroll myself from a Learning Activity (Course)?

You remove yourself by going to your Learning Center. Click on the blue button and an option to "unenroll" will appear, click on that and you will be removed from that Learning activity.

How do I start the 2023 OEC Refresher Cycle A?

1. Go to <https://nsp.org/>
2. Log into your NSP account on the member site.
3. On the member home page click on the box that says: "Center for Learning"
4. Click on the Yellow Box that says: "Browse Catalog"
5. You can find this course in the Featured Learning tab in the course catalog, or in the Search box at the top type: "2023 OEC Cycle A Refresher Online Modules"
6. Click on the gold magnifying glass next to the search box.
7. Click the blue "enroll" box when the course is displayed.
8. That will take you to your Learning Center where you can click on the box to start the course.

How to Print your certificate

Certificates are no longer required for the OEC Refresher. Since you cannot sign up for a hands-on session without having completed the prerequisite online Refresher the certificate is

redundant. If you want to print a certificate for your own purposes, you may do so from your Learning Center "Completed" tab. Instructions below.

1. Go to your Learning Center
2. Click on the "Completed" tab at the top in the center.
3. Find the Refresher online course.
4. Click on "Print a certificate".

I did not receive a workbook in the mail?

Workbooks are no longer required for the OEC Refresher. The 2023 OEC Refresher Cycle A Online modules contain the exercises that would have previously been included in the workbook. This change saves mailing cost and makes the Refresher hands-on session sign-in process simpler.

How to enroll in Hands-On (Skills) Portions of Hybrid Courses:

There are no longer course numbers in the new Learning Management System. So, here's the new process.

Refreshers & Free Courses

1. Log in to the NSP Member Site.
2. Click on NSP Center for Learning.
3. Go to the Yellow "Browse Catalog" button on the homepage of NSP Center for Learning.
4. Type in the course you wish to find, for example, "2023 OEC Refresher Cycle A" or search by the patrol name.
5. Once you find the appropriate course, click "enroll". You can also filter search results by location.
6. Click on the appropriate session and get ready for your course!

Note: The session name is created based on the location that the IOR provided for the refresher (for instance a patrol, division, or region). They should look for their patrol name in the name of the course session, unless otherwise specified by the IOR. Additionally, the IOR will have the course in their "My Sessions" and they will see the name and should provide that to their students

Paid Courses

1. Log in to the NSP Member Site.
2. Click on NSP Center for Learning.
3. Go to the Yellow "Browse Catalog" button on the homepage of NSP Center for Learning.
4. Type in the course they wish to find, for example, "Outdoor Emergency Care."

5. Find the one that has the \$60 fee attached to it.
6. Once they click “enroll”, the students will be required to choose a session. Choose the one that the Instructor of Record (IOR) for the course has provided.
7. Once they select, pay, & check out, they are all set to go!

Note: The session name is created based on the location that the IOR provided for the refresher (for instance a patrol, Division, or region). They should look for their patrol name in the name of the course session, unless otherwise specified by the IOR. Additionally, the IOR will have the course in their “My Sessions” and they will see the name and should provide that to their students

For individuals who create an NSP identity through the nsp.org website and for Candidates who are new to the NSP, paying your dues is the trigger for the creation of your identity on the Center for Learning.

Can I look up courses based on the patrol name?

Yes! Keeping search terminology simple but specific is the best way to get appropriate results. Less is more. (Keep “Mount”, “Mountain”, “Ski”, etc. Out of the search criteria as the system will pull any patrol with that in the name for the results.

Taking ICS Courses

The days of someone in your Patrol or Region creating an ICS course with an IT assigned are gone. There is one each ICS-100, ICS-200, ICS-700 at the National level that any Patroller/Candidate may use. Just find the course by going to the “Browse Catalog” tile, type ICS in the search box, click the magnifying glass, “enroll” in the desired course, launch it and upload your certificate. The National Office staff will receive the certificate and give you credit for passing the course.

Center for Learning Keyboard Short Cuts

Action	Shortcut
Toggle zoom to fit	Ctrl+Alt+Z
Toggle accessible text	Ctrl+Alt+T
Mute/unmute audio	Ctrl+Alt+M
Toggle closed captions	Ctrl+Alt+C
Replay the slide	Ctrl+Alt+R
Play/pause	Ctrl+Alt+P
Previous slide	Ctrl+Alt+, (comma)
Next slide	Ctrl+Alt+. (period)
Submit slide	Ctrl+Alt+S

How do I clear my cache?

In most browsers, simultaneously click on Ctrl+Shift+Del (Windows) or Command+Shift+Delete (macOS), then follow the prompts to empty your cache.

Instructor and Instructor Trainers FAQs Answers**How do I cancel/delete a course as an instructor?**

You will need to contact the NSP Education staff at nspcenterforlearning@nsp.org and provide the necessary information to cancel/delete a course.

Can I enroll students in the course as an IOR or IT?

Yes, you can, unless it is a fee-based course.

How do I use the NSP Center for Learning course creation tools?

Please review the Instructor and Instructor Trainer Workflow course on how to build material into your course.

When will I receive a course number?

You will not receive a course number, moving forward. Once you have filled out the Course Registration form, within 24 hours the NSP Education Team will be creating your course within the Center for Learning and providing you an email with relevant information related to your course. All courses moving forward will not have a course number, but rather a standardized, specialized course name that will be provided to you. This course name will provide the specifics to your course and will be easily identifiable to your students. Students will then go into the course catalog and click, "Enroll" next to your course.

Are there IT names in a drop down like the previous course registration?

No, there will not be a drop down in the new system. You will need to first identify your Instructor Trainer prior to registering course.

Is the IT that I list on the Course Registration form the one that will be the QA at the evaluation of the course?

Yes, this will be the Instructor Trainer that will be completing the QA and Closing of the course.

What about courses in the old system?

Courses from the old system will be reflected on the National Course Report.

Will the IT be able to see who is enrolled in the course?

Yes, as part of the new features in the courses, Instructor Trainers will be able to view who is enrolled in the course.

On the Course Registration list, are the course names specific to NSP?

The Course Registration form has a list of all NSP Courses, and it is a drop down. You will choose from the list of NSP Courses. Courses outside of NSP will not be offered on the system. If you have questions on a course, please email NSPcenterforlearning@nsp.org.

When edits are made in the course by an IOR, do updates auto-notify students in the course?

No. When an instructor loads an attachment or makes an edit, students are not notified.

Do Instructors need to attend a separate course to receive credit, like the OEC Refresher for example?

Yes, Instructors will not receive credit for teaching the course in the new NSP Center for Learning. This is not a change and a separate course will need to be registered.

For attachments in the course section, can there be links? i.e. Youtube or Online Waiver?

Yes. There is a description box where links and other important information can be placed. There is also an option to attach files and documents in the course resources.

Will the roster that you can print off the course include instructors and ITs?

The printed roster from the course, will not contain instructors or instructor trainers.

Does the roster include email and phone number of students?

No, the roster only includes the students name and an area for a student to sign in for attendance. This is not a requirement, but available for use if you would prefer to use this.

Can I add my entire patrol to the course?

Yes, this is an option (for non-fee-based courses!) and you can select this option on the Course Registration Form and the NSP Education Team will register the patrol when creating the course.

Can the IOR and IT be the same person now?

No, the IOR and IT must be two different people and cannot be the same person.

As an IT is closing the course, can they select any other option than “attended”?

No, in order for a student to receive proper credit, “attended” must be selected.

Will there be a way to sign Waivers electronically when enrolling in the class?

No, not yet. This is something the NSP Education and Volunteers are working towards, but not available at this very moment.

How to move your Center for Learning Roster to MS Excel.

Steps to ingest a PDF into Excel:

1. Open an Excel worksheet
2. Go to "Data" > "Get Data"
3. In the drop-down menu, select "From File" > "PDF File"
4. Select a browser to the directory where you store the .pdf roster file that you downloaded from the Center for Learning
5. Select that PDF file you want to open and click "Import"

Closing a Course Suggested Workflow

A recommended IOR/IT workflow for giving credit to Patrollers who have completed a course or other learning activity:

1. There is a fundamental expectation that the IT and the IOR work collaboratively to establish the course/refresher using email, SMS, US mail or the telephone.
2. The IOR prints the session roster and has attendees sign it on the day of the event.
3. The IOR identifies any Patrollers who did not attend or fully complete the hands-on session and sends the IT that list of exclusions
4. The IT opens the appropriate course/session in the LMS, clicks "all" to select all enrolled Patrollers, then deselects the excluded Patrollers and in the multi-update menu fills in their name and date and clicks on "attended", then "submit".
5. The students' profiles both in the LMS and the LMS are immediately and automatically updated when the IT hits "submit". No more National Office data entry delays or errors. Students who have been excluded remain candidates for completion at a later date as long as the course is not past its end date. End dates should be generous and not set as the day of the hands-on session to make everybody's life easier.

Registering a Course

1. (This description presumes you have previously taken the “Instructor Course Registration Form” learning activity, otherwise go to “Browse Catalog” and “enroll” in that course)
2. Navigate to your Learning Center
3. Select the “Instructor Course Registration Form” learning activity
4. Click on the “Resume” button (or “Launch” if this is the first time)
5. Complete the form and click submit

Within 24 working hours (not holidays or weekends), you will receive an email from nspcenterforlearning@nsp.org with your course information.

Setting up Sessions within your Learning Activity (Course)

1. Navigate to the 3 horizontal bars in the upper left corner of your Center for Learning screen
2. Click on the bars and a vertical menu will appear on the left side of the screen
3. Click on Instructor Utilities
4. In the search box enter then name of the learning activity from the email that you received as confirmation when you registered the course
5. Click on the magnifying glass and then click on the name of that learning activity. There you may select one of the tabs at the top to create sessions, communicate with your students, share documents and media, add assisting Instructors, manage enrollees, print a roster, and much more

What happens when a course reaches its end date?

When a course reaches its end date, the system closes the course automatically and it is no longer available for any action by anyone except the National Office Education staff. That’s an automatic housekeeping function built into the system. So, please set the course end date far enough in the future that it won’t accidentally close on you before you have completed all the uses for the course. At any time before the course automatically closes, you as the Instructor of Record (IOR) may update the end date.

I set my session dates from July 10 to November 10 to give students plenty of time to register, but today, July 19, they can’t register for that session

Once the start date has passed students may no longer register for the course. There is an implicit assumption that your start date is the date instruction begins so why would you want a student who missed a week of the class just decide to register more than a week late. As the

IOR you should set the start date for the actual day instruction begins and notify your students well in advance of the session name and the start date. You may always change the start date as the IOR to allow for students to sign up late.

How does getting course credit work in the new system?

For in-person, skills sessions, changing the students' attendance status to "attended" as opposed to just "enrolled" will automatically populate that course record onto the students' learning history. Note that if you unenroll someone and re-enroll them, that person will get credit twice, and this leads to lots of data cleanup. Please avoid doing this! Once they are marked attended, they will get credit, and subsequently so each time that status is changed.

I am an instructor, but my menu does not contain the expected Instructor Utilities Item.

You must have a course registered in order to see the Instructor Utilities menu.

Can students go online to fill out course surveys or is that a future feature?

Yes, courses may have either mandatory or voluntary surveys as part of the course.

Can course syllabi be download from Learning Center or is that something that instructors will email to the students?

As the IOR, you may use the Center for Learning to distribute your course materials.

Are we permitted to attach/distribute material obtained from 'Navigate' the JBL Learning Environment?

Anything that the NSP holds the copyright for or has a re-distribution agreement with the publisher may be distributed.

If I run a hybrid OEC refresher, can I see that the online piece has been completed successfully by the students?

The delinquency report will show which students haven't completed the online portion of the refresher.

Does the Center for Learning have the ability to associate courses with the Division, Region, Patrol hierarchy?

Not exactly yet, but it is on our new feature roadmap for later this fall.

Is there a way for Division, Region and Patrol leadership to see open/closed courses and student status/progress?

Not exactly yet, but it is on our new feature roadmap for later this fall.

If I have registered an OEC class will the students still utilize JBLearning now that NSP has the Learning Center?

Yes, you may certainly use the JBL site for instructional purposes, if that is how the Instructor of Record and IT want to run the course. However, in order to have the student receive credit in their NSP profile you must register a companion course in the Center for Learning environment. In the future, the JBL content will be implemented into the Center for Learning.