GM START Instructors Guide to the Center of Learning

What is the Center of Learning?

The Center of Learning is the General Motors' Learning Management System (LMS) for dealers, field personal, and now, GM START instructors, and students! The LMS provides learners access to online learning. Learners can also track and plan their learning using a learning plan designed to meet their specific needs based on their LMS profile.

How Do I Access the Center of Learning?

1. Navigate to the Center of Learning website, www.centerlearning.com

2. Enter your provided 7-digit Training Person ID and Password and click SUBMIT

    a) Person ID: _____

    b) Password: Welcome1

    c) Your School has been assigned Org Number A0xxxx (keep for your records)

    d) If you forget your password, or want to reset your password, please call the
       Center of Learning at 1 888 748-2687 and provide your Training Person ID (refer to a)

3. The first time you login to the Center of Learning you will be asked to create a new password and two security questions and answers (Figure 1)

    a) Passwords must be a minimum of eight characters long and should contain a combination of letters and numbers. They are case sensitive, and they expire every 90 days.

    b) The security questions and answers will allow you to reset your password in the future. Do not use apostrophes or special characters.

4. After entering your new Password and Security Questions and Answers, click SUBMIT

Figure 1

How Do I Access the Center of Learning Continued

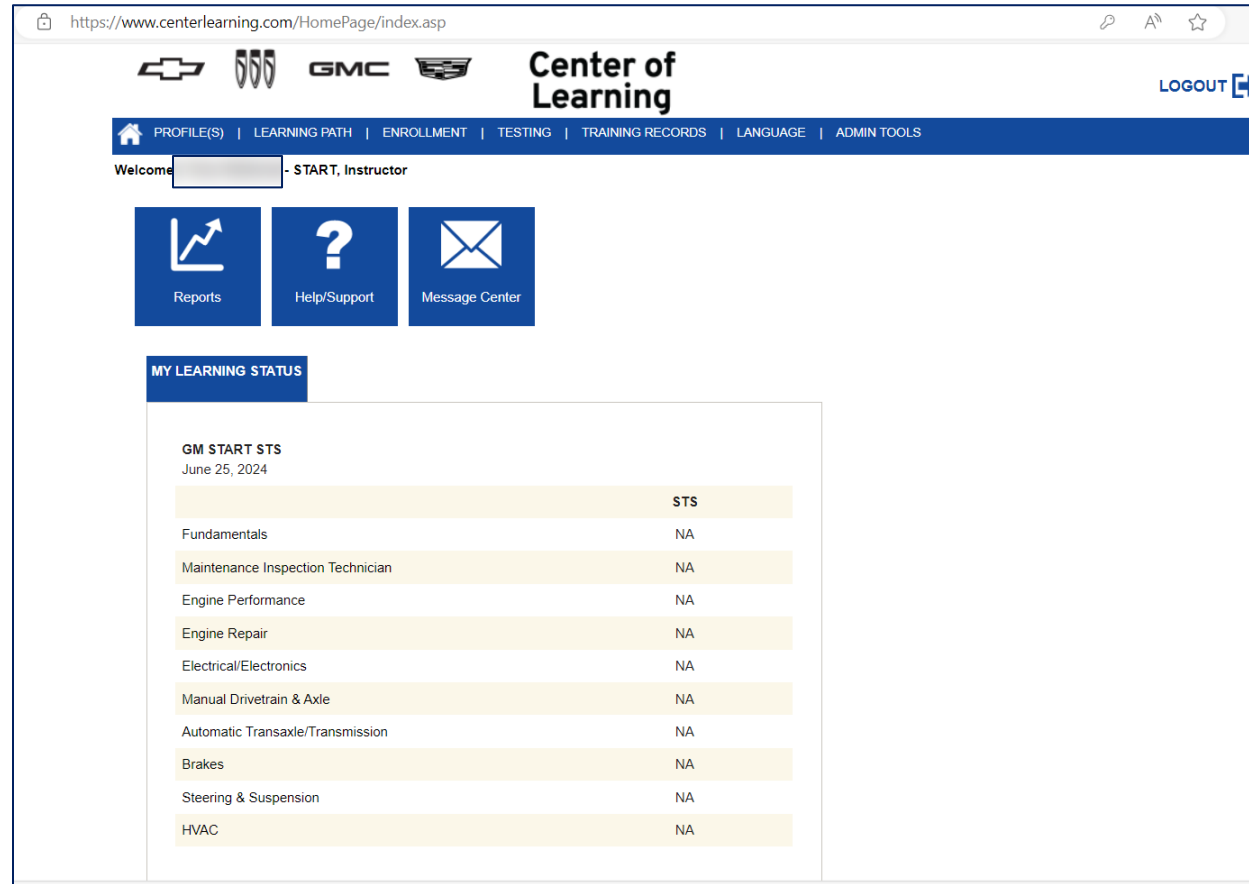5. You will now be logged into the Center of Learning (Figure 2)

Figure 2

Getting to Know the Menus

The following list describes the menu items that are available to you on the Center of Learning:

PROFILE(S)

- PROFILE MANAGER > search for and manage your student's profiles

- EDIT YOUR PROFILE > manage your profile

- ADD PARTICIPANT PROFILE > add students to your school (ensure to follow the procedure documented under the "How do I Add a student" section

LEARNING PATH

- VIEW YOUR PATH > view the learning paths that are assigned, the courses on the paths and your learning status
- VIEW A PARTICIPANT'S LEARNING PATH > view the learning paths that are assigned to your students, the courses on the paths and their learning status

ENROLLMENT

- BATCH ASSIGN > this feature is currently not available for START Schools

TESTING

- SERVICE TECHNICAL > PLACEMENT ASSESSMENT > provides access to optional placement tests

TRAINING RECORDS

- VIEW PARTICIPANT TRAINING RECORDS > view the learning history of your students
- VIEW YOUR TRAINING RECORDS > view your learning history

Getting to Know the Menus

LANGUAGE

- The Center of Learning and its courses are available in English or Spanish

    o The Center of Learning does offer several courses in Spanish. To take those courses, the learner must change the language on the home page first

ADMIN TOOLS

- DEALERS > DEALER MANAGER > <mark>Note use your school's contact information.</mark>

How Do I Add a Student?

It is very important to protect all your student's personal information!

Therefore, to minimize the use of student personal information, we will not accept/allow ANY under-aged student's personal information (name, email addresses and phone numbers) to be entered in the Center of Learning.

If you have students of age and not governed under FERPA follow your school/district/state guidelines.

Use the following process when completing the student form (ensure you are in compliance with FERPA):

We will require you to employ the following naming convention/format. You are to use the actual word "Student" as the student's first name and for the student's last name we will be requiring you to employ an incremental numbering system starting with numeral one. Please follow the example do not deviate.

Example:

First Name:	Last Name:
Student	01
Student	02
Student	03
Student	04
Student	05
Student	06
Student	07
Student	08
Student	09
Student	10
Student	11
Student	12
Student	and so on…

If you have a hundred students in a class, the last student would be named Student 100. Continue using the incremental approach for all future classes. Year two students would begin with Student 101 and so on.

This will be the format to be followed for the duration of the program. Hypothetically you could reach Student 5,000 or more.

Please note that you will be the only entity with the capability of identifying your students. GM will not have the capability to assist if you fail to maintain accurate records.

How Do I Add a Student?

As an instructor, you have the ability to create profiles for your students and to give them access to the Center of Learning.

1. Navigate to PROFILE(S) > ADD PARTICIPANT PROFILE.

2. Fill in the required fields on the form.

   a) Students should be given a Primary Person Type of TECHNICIAN APPRENTICE.

   b) Assign students the Student Role. The Dealer Manager/DTA role is reserved for school Instructors and administrators. This role would allow a learner to have access to other student's profiles and learning history.

3. Click SUBMIT.

4. The Assign User screen now appears. This is where you assign the student to your school. On this screen, the Dealer dropdown list is your school. Click SUBMIT.

5. The screen should now display "User location assignment completed." Click the Back link, this will return you to the Profile Manager page.

6. Click SUBMIT (you will not need to enter any information in the search fields). The screen will display all the students who are assigned to your school.

7. The Person ID assigned to the student is the 7-digit number they will use to login to the Center of Learning LMS.

8. **NOTE:** When a student is assigned a Person Type of Technician Apprentice, they are assigned all ten learning paths. These paths will not be available to the student until a day after their profile is created (a system process runs during the night that builds and assigns the paths to the students).

How Do I Remove a Student Profile?

As an instructor, you have the ability to remove student profiles, thereby removing their access to the Center of Learning.

1. Navigate to PROFILE(S) > ADD PARTICIPANT PROFILE.

2. From the Profile Manager screen, you can search for a student's profile by name or Person ID. You can see all active profiles assigned to your school by leaving all the search fields blank and simply clicking the SUBMIT button.

3. Locate the student profile you would like to inactivate and click on the "Edit Profile" link within the Action column.

4. Set the "Active User" radio button to No and click SUBMIT. At this point, the student profile has been inactivated and will no longer appear in the Center of Learning. The student is removed from all LMS reports after the reports are updated overnight.

How Do I Access My Learning?

Both Instructors and students have access to hundreds of online courses within the Center of Learning. Courses can be found using the catalog search page, but to focus in on the curriculum that has been curated for the GM START students the best way to access learning is through the learning paths.

When a learner logs into the Center of Learning, they will see their learning paths on the Home page, under the "My Learning Status" tab (Figure 3). Examples of learning paths are shown below:

MY LEARNING STATUS

GM START STS
June 25, 2024

	STS
Fundamentals	NA
Maintenance Inspection Technician	NA
Engine Performance	NA
Engine Repair	NA
Electrical/Electronics	NA
Manual Drivetrain & Axle	NA
Automatic Transaxle/Transmission	NA
Brakes	NA
Steering & Suspension	NA
HVAC	NA

Figure 3

How Do I Access My Learning?

Follow these steps to access the courses on your learning path:

1. Click on the learning path name, Fundamentals for example, this will take you to your path. The learning path lists the required courses for the path.

Figure 4

How Do I Access My Learning?

2. Either click on the course number/name or the "Launch" link (Figure 5). Selecting the course name will take you to the course catalog entry for the course you selected. Selecting the "Launch" link with start the course immediately.

Figure 5

How Do I Access My Learning?

3. On the course catalog page, you will find information about the course, such as the course description and duration. To begin the course, click on the "Launch Course" link (Figure 6)

4. The course menu is displayed. Click the on the course title link to launch the course. Note that courses will bookmark the learner's progress, so learners may leave the course, return later, and continue from where they left off.
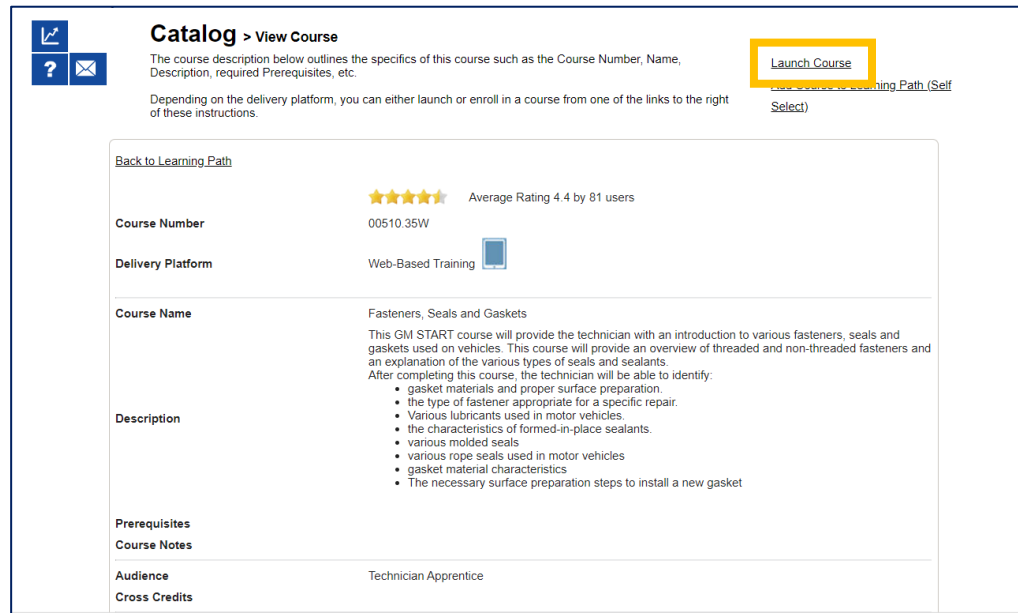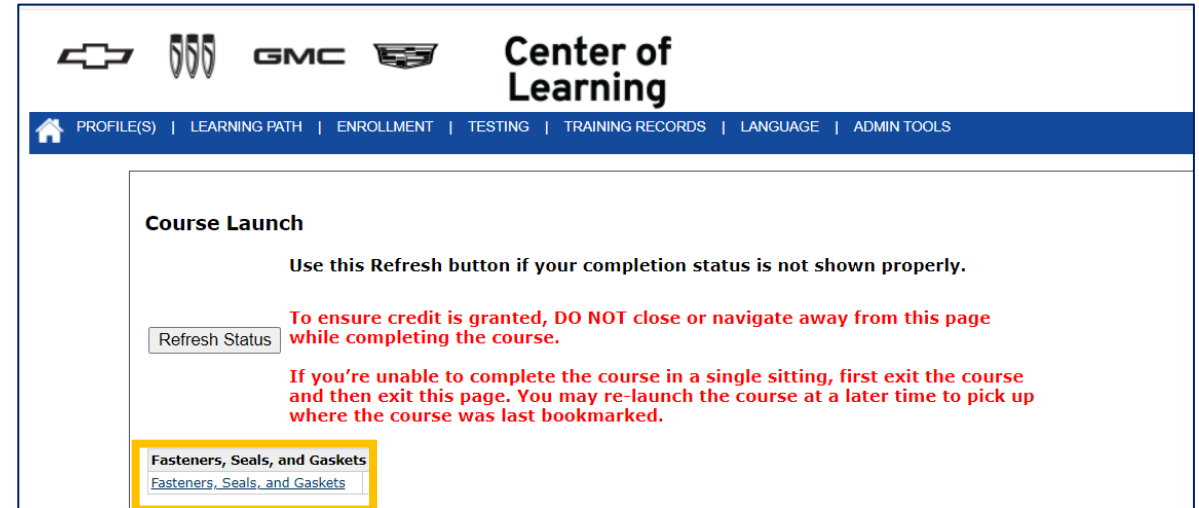

Figure 6

Figure 7

How Do I Track My Students' Progress?

As an instructor, you can track your students' learning progress using the Service Training Standards Report. To access the report:

1. From the Home page click on the Reports icon

2. Click on the "(GMSTART) Service Training Standards (STS) Report" link. Note: there are two reports available, one for the current year and one for the previous year.

3. The STS Report will display two learning categories, Fundamentals and Maintenances Inspection Technician. Note that these correlate to the two learning paths that your students are assigned to.

4. Click on the Area name to drill down to see a list of all your students and their status toward path completion.

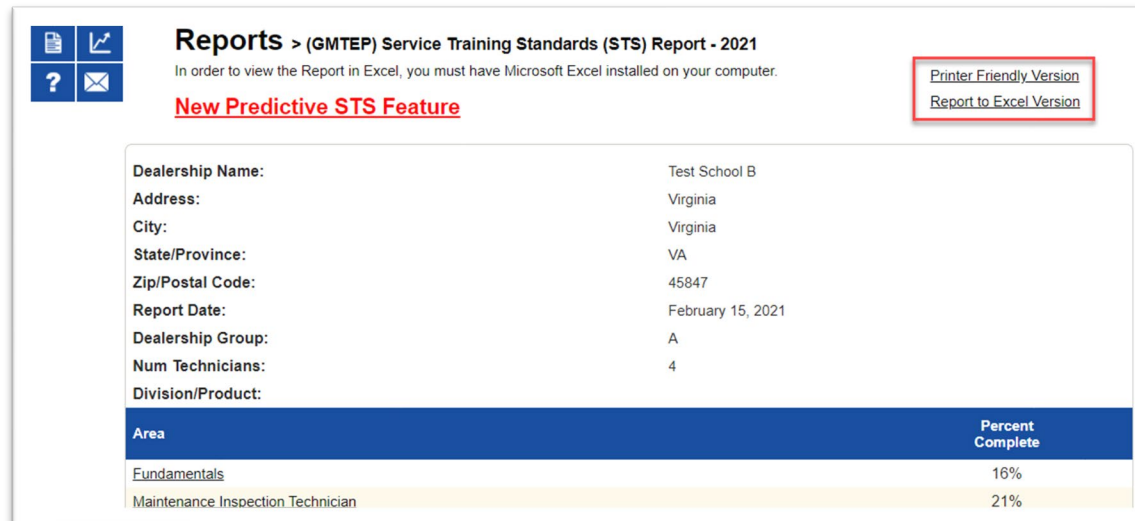5. The STS Report can also be exported to Excel or a Printer Friendly version (Figure 8).

Reports > (GMTEP) Service Training Standards (STS) Report - 2021
In order to view the Report in Excel, you must have Microsoft Excel installed on your computer.

New Predictive STS Feature

Printer Friendly Version
Report to Excel Version

Dealership Name:	Test School B
Address:	Virginia
City:	Virginia
State/Province:	VA
Zip/Postal Code:	45847
Report Date:	February 15, 2021
Dealership Group:	A
Num Technicians:	4
Division/Product:	

Area	Percent Complete
Fundamentals	16%
Maintenance Inspection Technician	21%

Figure 8