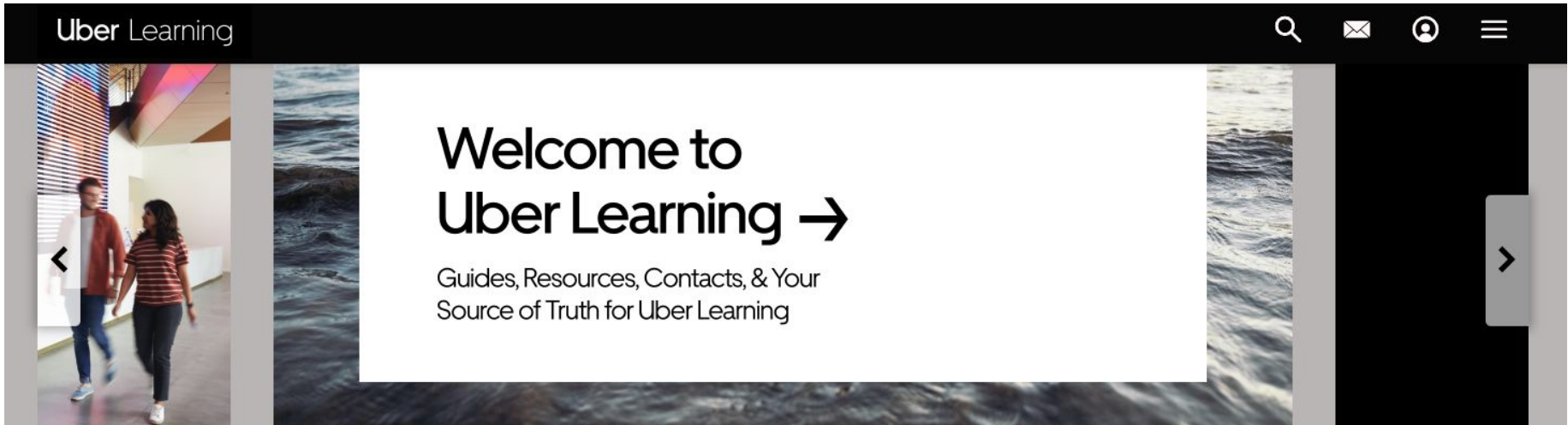




Welcome to
Uber Learning →

Guides, Resources, Contacts, & Your
Source of Truth for Uber Learning

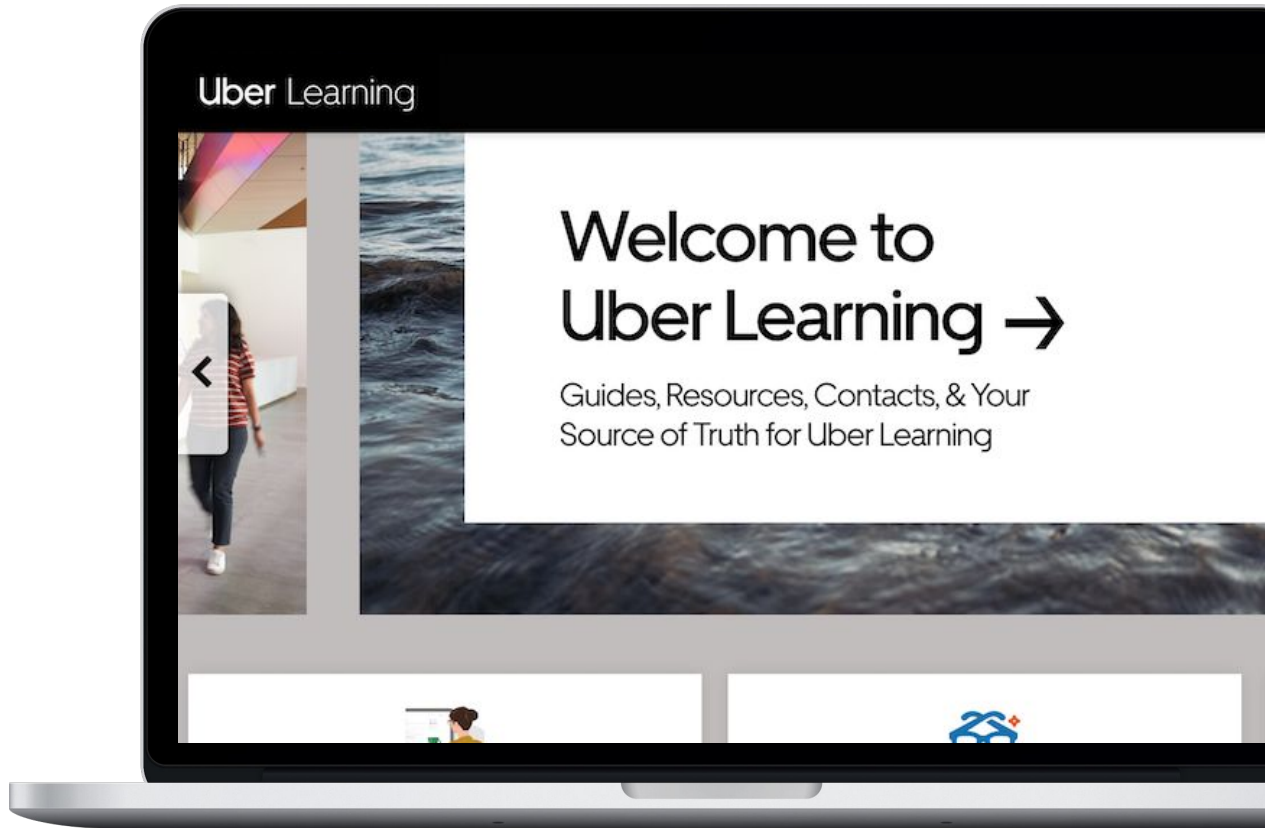
Uber Learning Admin Guide

A how-to admin guide
of best practices when
navigating Uber's LMS

Overview

This guide will set you up for success as an administrator on Absorb Learning Management System, or Absorb LMS. Our internal name for the LMS is Uber Learning. This guide is broken down into subsections so you can locate information on specific topics quickly.

Throughout the guide, you'll also see links to the [Absorb Knowledge Base](#), where you can find even more information about the topics covered in this guide.



Online Course Creation

Quick tips on how to create a course

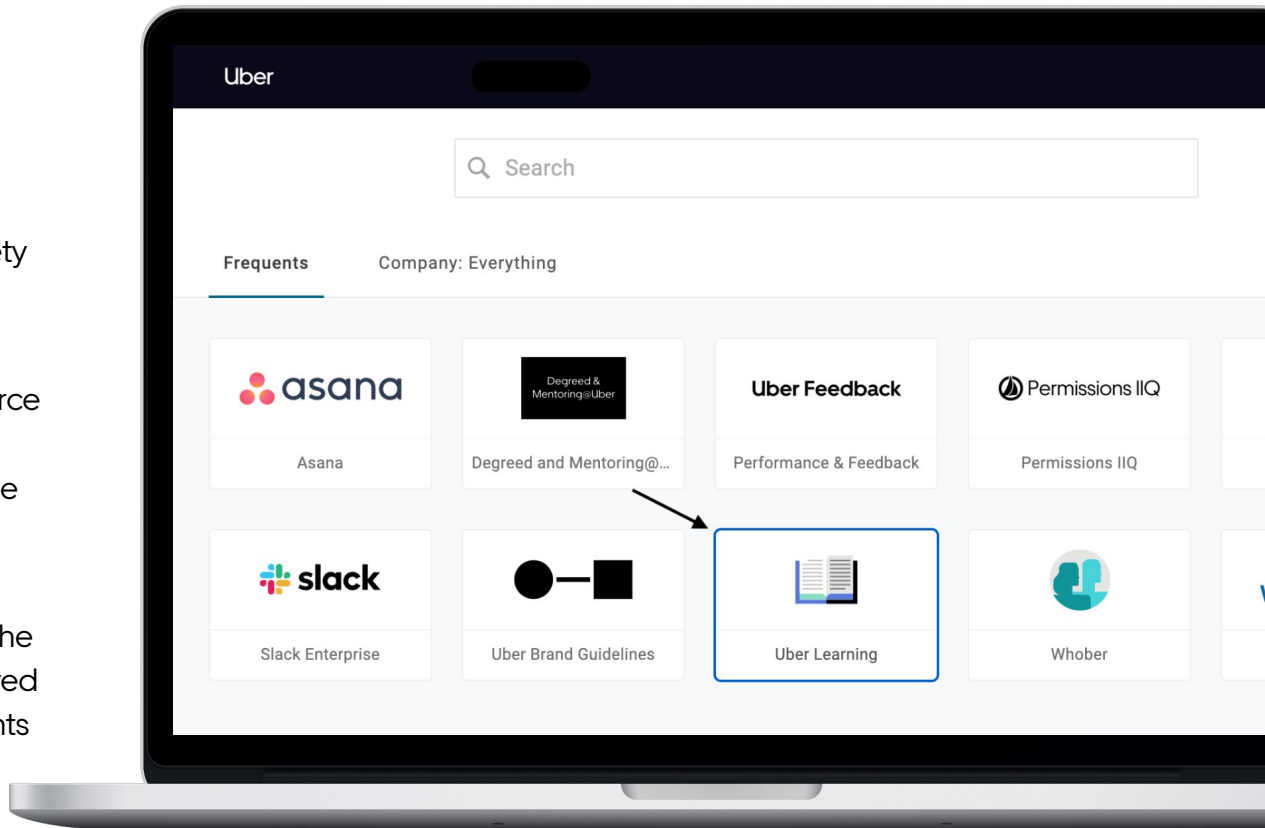
Online Course Creation

What is an online course?

An [Online Course](#) is a structured learning module delivered online. It can contain a variety of content types like videos, documents, quizzes, and interactive elements.

Use this [Course Creation template](#) as a resource to help customize courses, track learner progress, and generate reports to evaluate the effectiveness of your training programs.

In the following slides, you'll learn about the resources available to create online courses, the types of content you can use, the steps involved in course creation, and the various components that make up an online course.



Content Development Resources

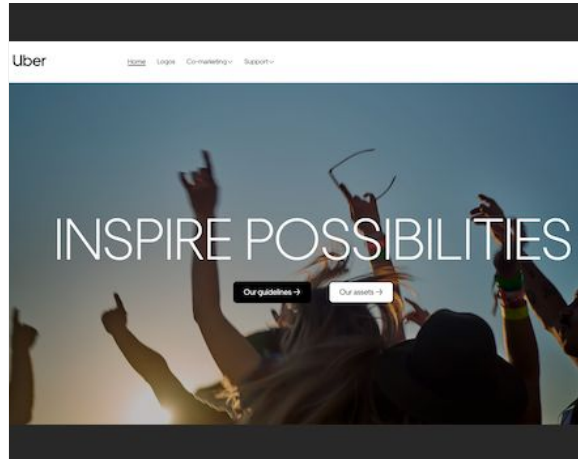


Brand Asset Library

The [asset library](#) houses all of Uber's branding assets. Here you'll find all of our photography, illustrations, logos, D & D iconography, badges, typography, and so much more.

Using these resources will ensure your content is on brand.

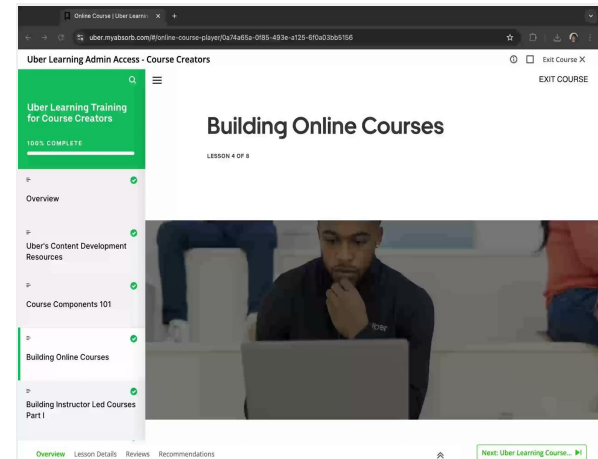
Uber | Uber Learning Guide



Presentation Playbook

The [presentations playbook](#) offers a variety of branded slide templates and provides guidance on using the Google Slides template and its features.

If you need assistance while using the Playbook, contact the Brand Experiences team via [#brand-design-support](#) on Slack.



Software

Leverage Articulate, (press play to view an Articulate course) our preferred platform for building interactive courses, to create engaging training content.

Most teams within Uber have access to a shared Rise account; if yours doesn't, a yearly plan is recommended for ongoing course development.

For more information submit a request [here](#) to request application access.

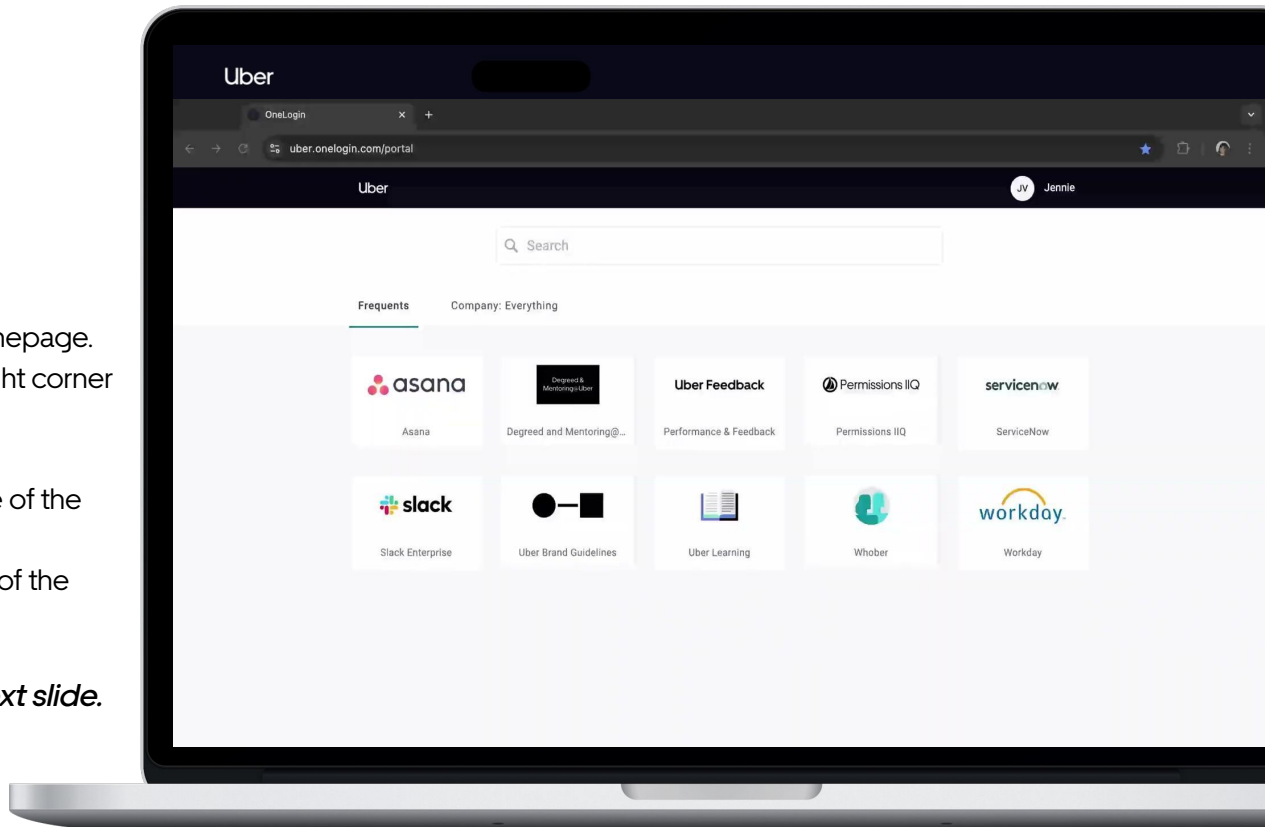
Online Course Creation

Where do I start?

Press Play to view the steps

1. **Login** to Uber Learning via [Okta](#).
2. **Select** Uber Learning (Absorb).
3. You will be directed to the Uber Learning homepage.
4. **Click** on the menu dropdown in the upper right corner of the screen.
5. **Select** "Admin" from the dropdown menu.
6. **Select** "Courses" (pencil icon) on the left side of the admin screen.
7. **Select** "Add Online Course" on the right side of the screen under actions.

Example of a well structured course on the next slide.

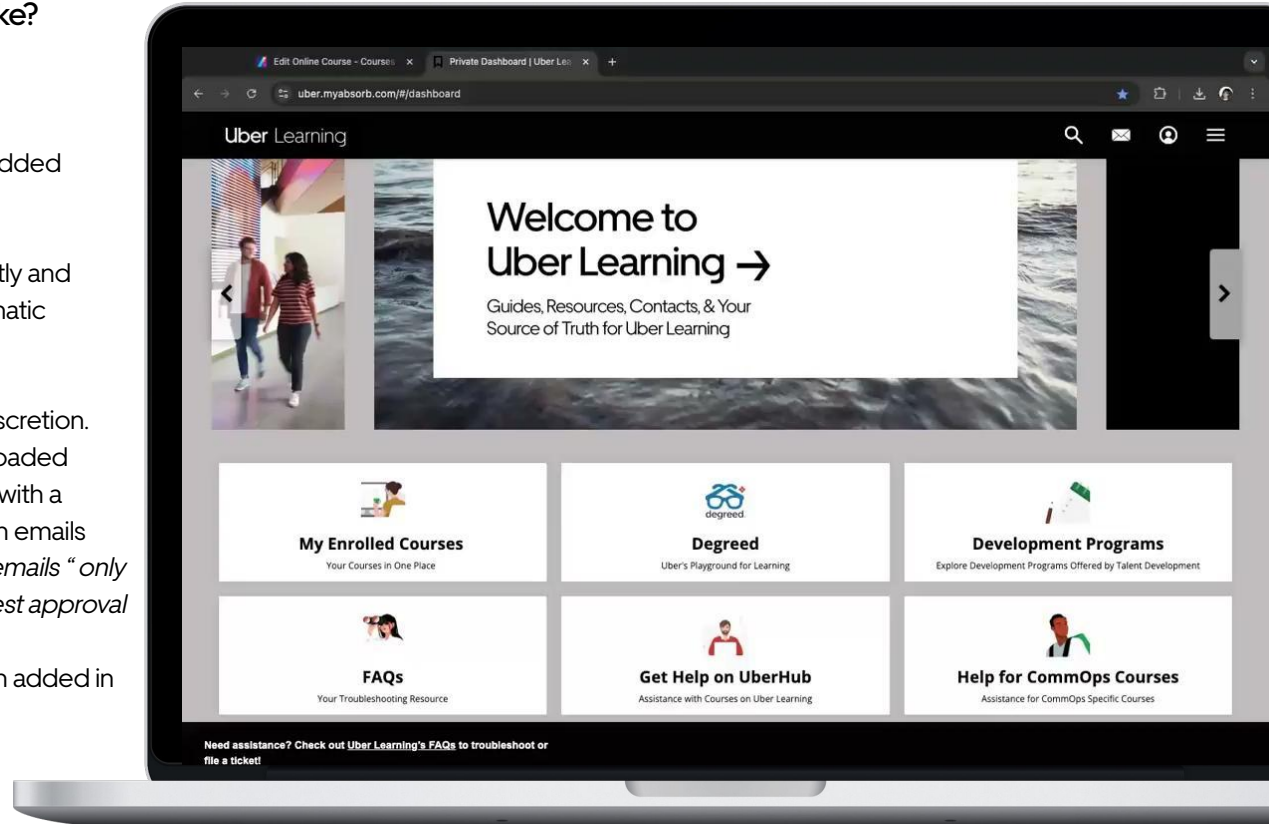


Online Course Creation

What does a well structured course look like?

Press Play to view

1. **Title** - Naming Convention is correct
2. **Description** - Detailed and link to support POC added
3. **Language** and tags are selected
4. **Syllabus** - Chapter name added
5. **Enrollment rules** - automatic rules are set correctly and show how many users are affected. "Enable automatic enrollment" is "Off" and also optional.
6. **Completion** - is off and also optional
7. **Availability** - Due date is set per course owner discretion.
8. **Catalog visibility** - personalized thumbnail is uploaded
9. **Messages** - Enrollment notifications are enabled with a custom template available for admins. Completion emails also use a custom template. **Note:** "Send nudge emails" *only when approved by the Governance Board. Request approval [here](#).*
10. **Resources** - Link to additional resources has been added in this course and is optional.
11. **Attributes** - Enable Course Rating is set to "On"
12. **More** - Notes regarding the course are added



Automated Course Messages

What are template course messages?

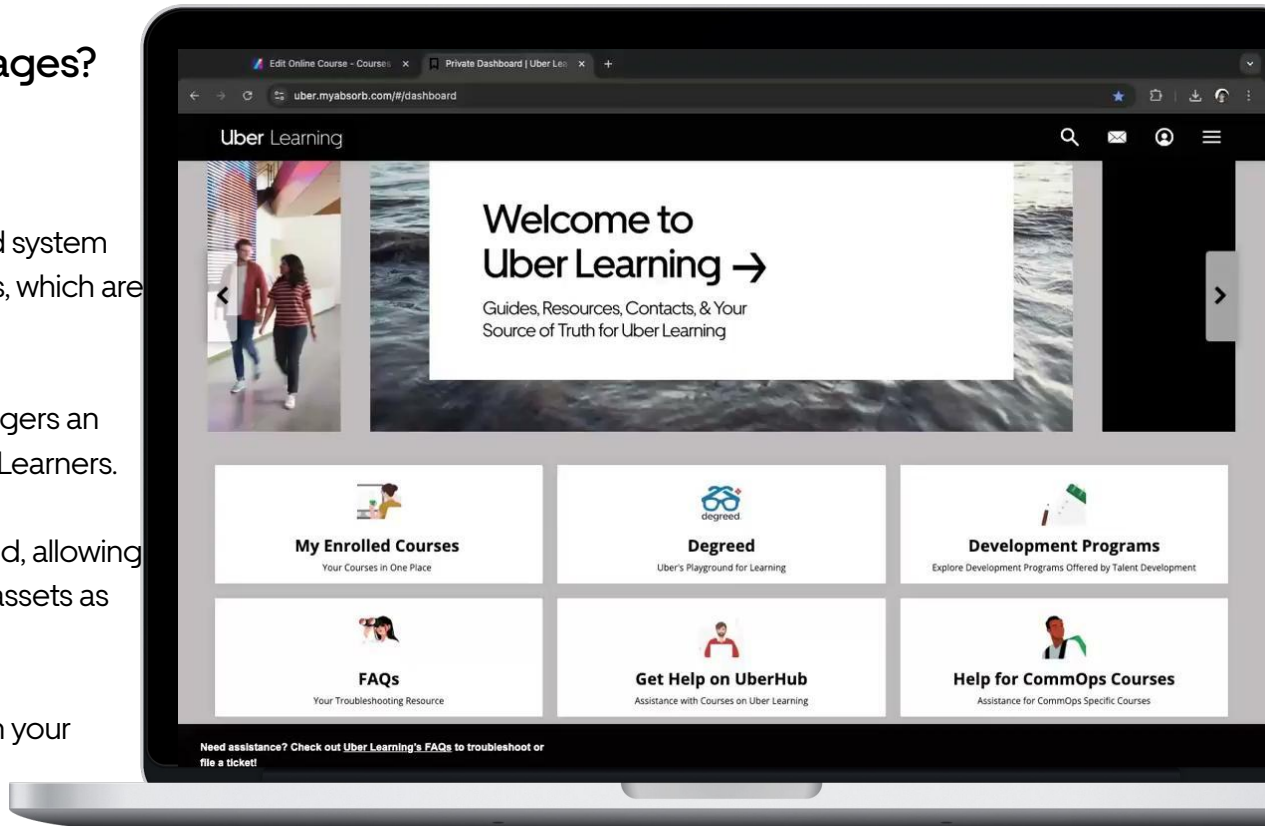
Press Play to view

Uber Learning automatically sends emails and system notifications based on specific action triggers, which are collectively referred to as [Messages](#).

For instance, enrolling in a course typically triggers an automatic enrollment message to be sent to Learners.

These Message Templates can be customized, allowing you to configure the text, images, and linked assets as needed.

***Reminder:** Course Nudges should align with your approved course category.



Online Course Creation Steps

Online Course Creation Overview

Detailed instructions for each step, including video demonstrations, are available in the Course Creator Training and can be found [here](#) in the Absorb Knowledge Base.

Step 1

From the admin landing page, select the course icon the left side of the page. A new page will appear where you will select the blue “Add Online Course” option.

Step 2

Add course details. First you will add the course name using the [Naming Convention Tool](#). All courses must follow this naming convention process approved by the Uber Learning Governance Board.

Step 3

Add a course description. Clearly explain what the course covers, the purpose of completing it, the requirements for passing, and the estimated time to complete.

Step 4

Select a language and tags. Language and Tags selection are required, for reporting purposes. Tags help learners find similar courses and are useful to admins for reporting purposes.

Enrollment Rules

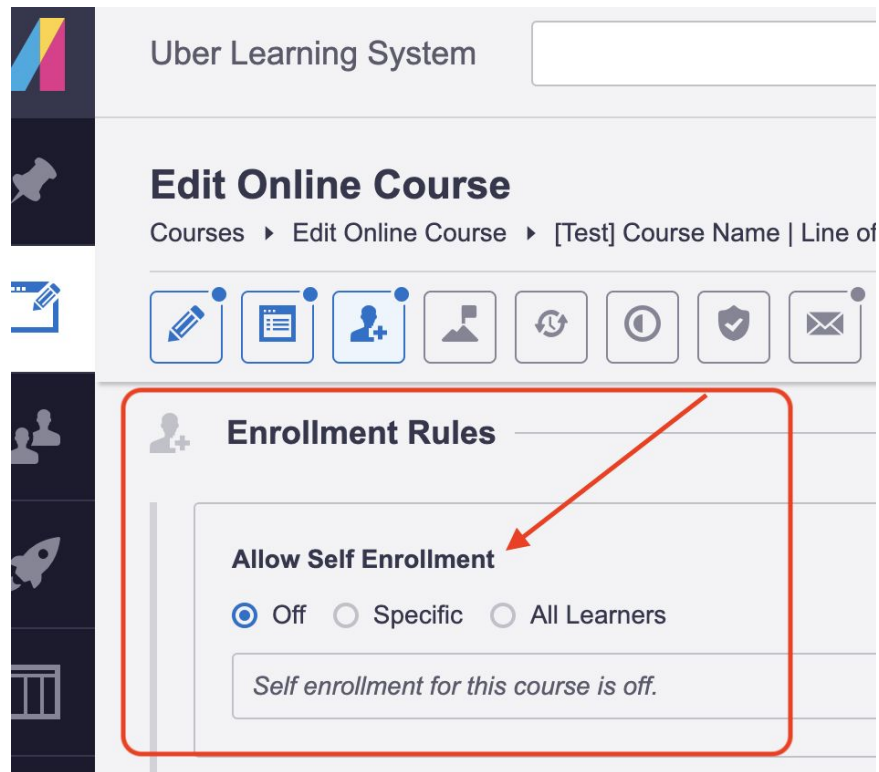
Allow Self Enrollment

Self-enrollment empowers learners to independently register for courses available on the platform, eliminating the need for manual enrollment by administrators. **Self-Enrollment Rule**

Options:

1. **Off:** Users cannot enroll themselves and must be automatically enrolled.
2. **Specific:** The most common method is to allow enrollment for a specific audience. This can be tailored in various ways, including by department, role, hire date, employee status, or executive leadership team (ELT).
3. **All Learners:** This option is most commonly used for compliance courses that all users must complete. **Note:** This option will allow EXTs to enroll as well.

**Tip: To test an enrollment rule, go to "Users," create your rule by selecting your desired attributes, then download a report to analyze which users will have access based on the selected rule.*



Enrollment Rules

Enable Automatic Enrollment

This rule must be used with extreme caution as this rule can enroll all active users on the platform.

***Note:** Leave course '**INACTIVE**' until you have tested your user audience by using the tip below. Once the course is active and automatic rules are added the course will trigger email notifications to all users.

Automatic-Enrollment Rule Options:

1. **Off:** Users will not be automatically enrolled and will need a self-enrollment link to access the course.
2. **Specific:** Define the enrollment criteria by selecting and combining available attributes. For example, email address ends with @uber.com to identify all FTE (Full-Time Employees) users only. ***NOTE:** Courses assigned to all FTE users must be approved by submitting a request [here](#).
3. ***All Learners:** This option is most commonly used for compliance courses. Note: This includes EXTs.

***Tip:** [To test an enrollment rule](#), go to "Users," create your rule by selecting your desired attributes, then download a report to analyze which users will have access based on the selected rule.

Enable Automatic Enrollment

☐ Off ☒ Specific ☐ All Learners

Automatic Enrollment Rule (Required)

Rule

Email Address Ends With

Refine Rule +

27398 users meet the automatic enrollment rules you have set.

Learning Objects

[Learning Objects](#) are the lessons within your online course found in the Syllabus section. They contain the training content and can be added or modified while creating or editing your course.

- **Objects:** allows you to link documents (such as PDFs, PPTs, Word or Excel files) or external websites to your Lessons
- **Video:** allows you to upload a video file as a lesson. The supported file types are **MP** and **WEBM**.
- **Assessment:** allows you to build a quiz or exam to evaluate learners on their understanding of the course content.
- **Third Party Course Content:** allows you to upload content created and published outside of Absorb. Some examples include Articulate Rise and Storyline. Third party course content is uploaded using the **Tin Can** and **Scorm** options.

Tip: **Tin Can is the recommended course file format, as it tends to have fewer issues during upload.*

Add Learning Object

Courses > Online Course > Add Learning Object

Please select a learning object type

 ☒ Object	 ☐ Video	 ☐ Task	 ☐ Assessment
 ☐ Survey	 ☐ SCORM 1.2	 ☐ SCORM 2004	 ☐ Tin Can
 ☐ AICC	 ☐ Observation Checklist	 ☐ E-Signature	 ☐ Use Existing

Content such as PDF files, links to outside content.

Next

Cancel

Learning Objects

Best Practices for Adding/Replacing Learning Objects

To add or modify [Learning Objects](#), navigate to the Syllabus section of your online course and click “Add Learning Object.”

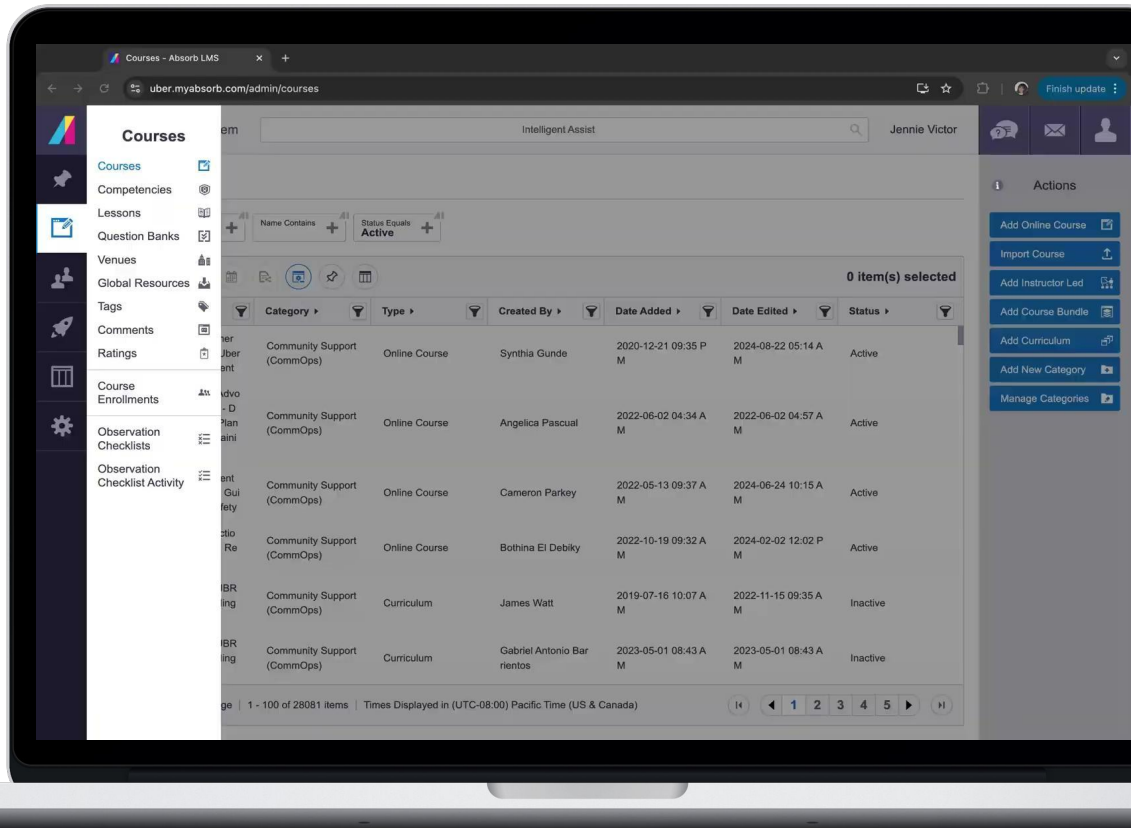
***Important Tip:** Do **not** delete and re-add a learning object; this impacts course completion.

Press Play to view the steps to modify deployed Tin Can/Scorm files:

1. **Click** “Add Learning Object”
2. **Select** the file type and click “Next”
3. **Choose** “Replace an existing lesson”

For Tin Can courses (e.g., *Rise or Storyline*), replacing the content with a new Tin Can file will reset the lesson to 'Not Started,' even if the learner has completed it. The status might still show as 'Completed,' but the content will appear as 'Not Started.'

To avoid this, replace the existing lesson when updating the Tin Can. This won't affect completed learners but will require those 'Not Started' or 'In Progress' to restart the lesson.



Creating Course Assessments

An [assessment learning object](#) can be added to an online course to evaluate a learner's understanding of the course content.

Set up individually or use a question bank for flexibility.

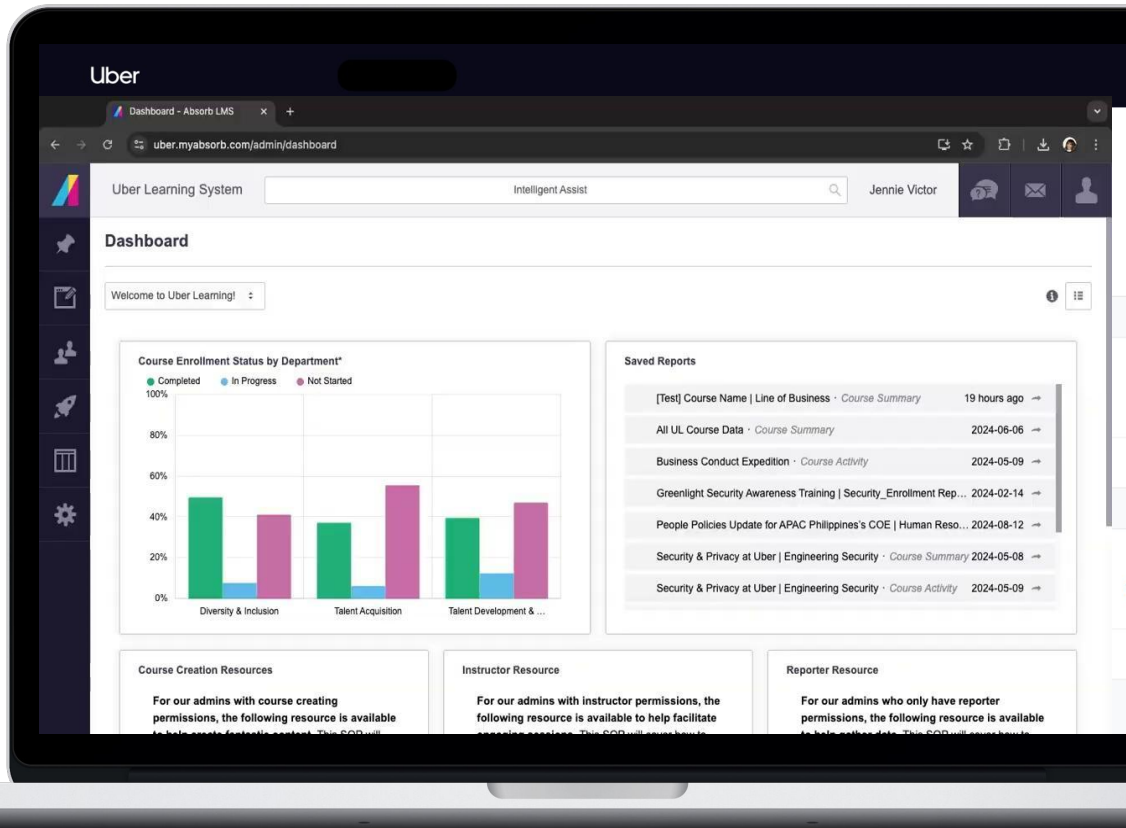
***Tip:** A question bank is recommended if you will be using your assessment for more than one course.

Press Play to view the steps

1. Go to courses from the admin interface and **Select** an online Course
2. **Select** the second icon “Syllabus”
3. **Click** “Add Learning Object”
4. **Select** “Assessment”
5. **Click** “Next”

Once you have created your assessment, you are ready to [add your assessment details and questions](#).

Important: Once an assessment is active, no adjustments can be made without deleting all user completions



Translating Online Courses

Our Localization team makes your content accessible in over languages. Before submitting, consider these tips:

- Use universal language and imagery.
- Ensure content has flexible space, as text length varies by language.
- Account for right-to-left languages like Arabic and Hebrew.

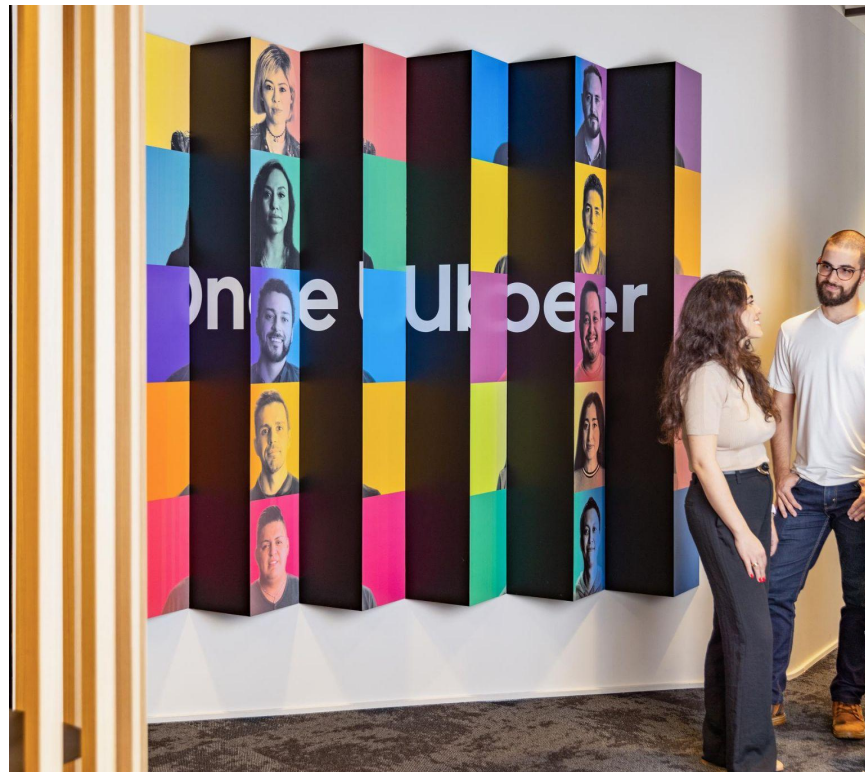
***Tip:** Avoid cultural expressions like "knock on wood" or "it's not rocket science" and acronyms such as "ICYMI."

Resources:

[Ln & in Course For All](#)

[Translation Request Form](#)

[Generic | Localization Best Practices Job Aids](#)



Instructor Led Course Creation

Quick tips on how to create an Instructor Led Course (ILC)

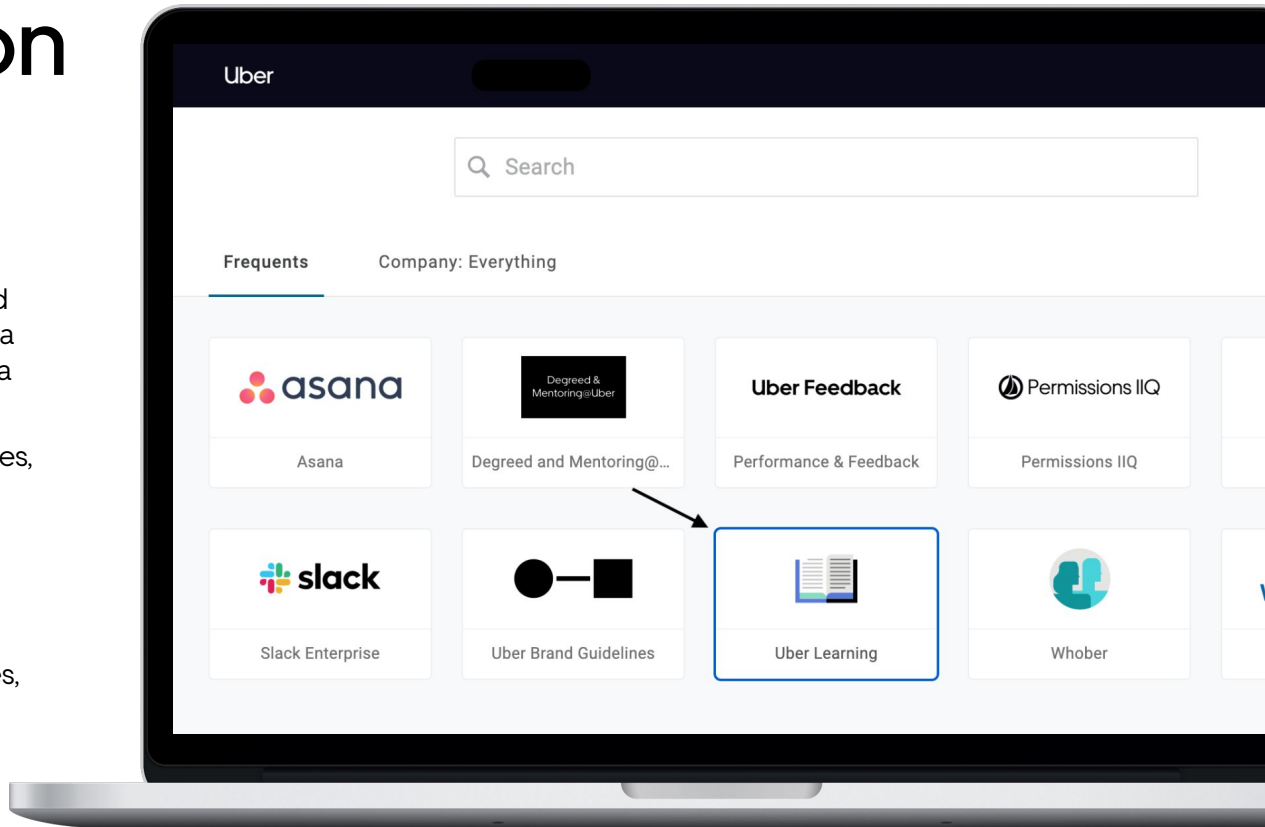
Instructor Led Course Creation

What is an Instructor Led Course (ILC)?

An [instructor led course](#) (ILC for short) is a guided training, led by an instructor, and can take place in a physical location or virtually. Learners can enroll in a course taught by an Instructor through Sessions.

Use this [ILC creation template](#) to customize courses, add multiple sessions, track learner progress, and generate reports to evaluate attendance and effectiveness of your training programs.

In the following slides, you'll learn about the resources available to create instructor led courses, the steps involved in course and session creation, and the various components that make up an ILC.



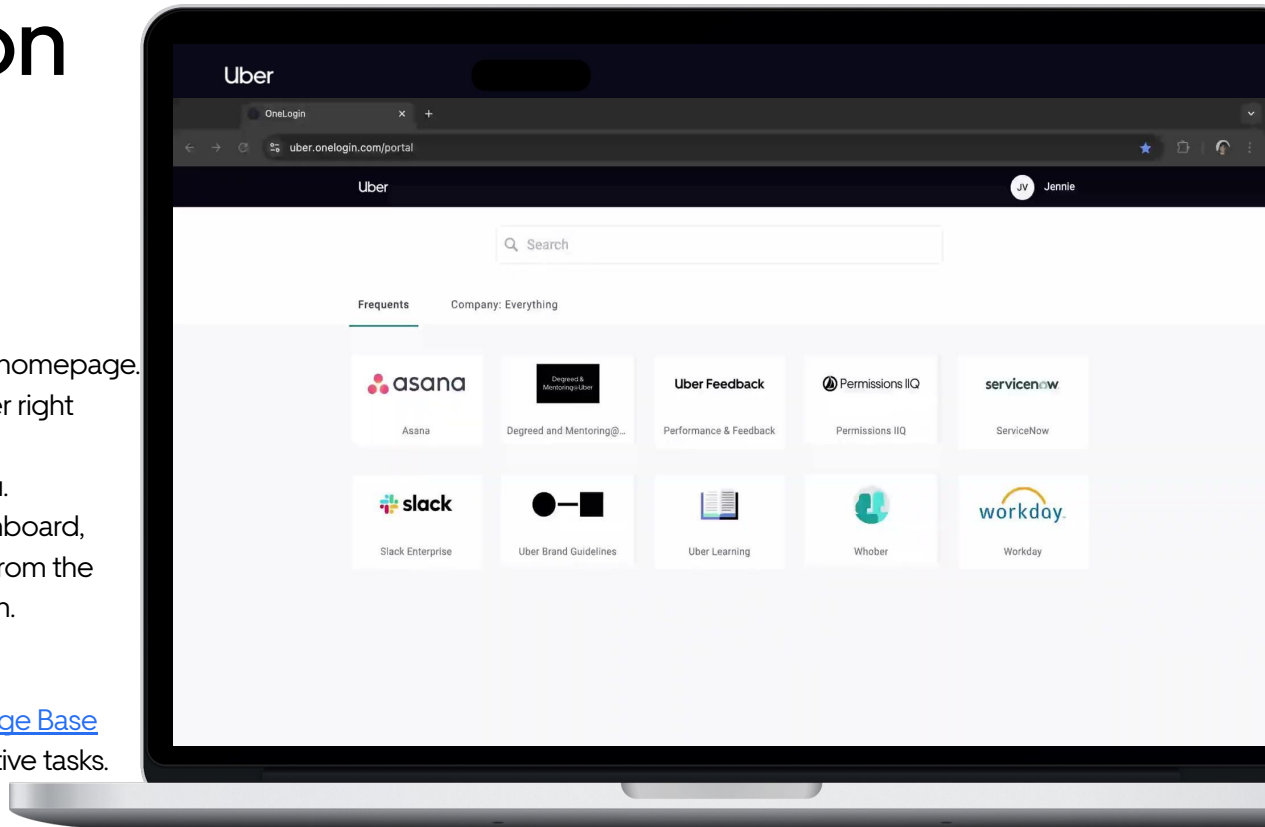
Instructor Led Course Creation

Where do I start?

Press Play to view the steps

1. **Login** to Uber Learning via [Okta](#).
2. **Select** Uber Learning (Absorb)
3. You will be directed to the Uber Learning homepage.
4. **Click** on the menu dropdown in the upper right corner of the screen.
5. **Select** "Admin" from the dropdown menu.
6. You will be directed to your personal dashboard, where all admin functions are accessible from the course menu on the left side of the screen.
7. **Select** "Add Instructor Led"

Additionally, you can access the [Absorb Knowledge Base here](#) for more in-depth information on administrative tasks.



How to create an Instructor Led Course

Instructor Led Course Overview

An instructor led course (ILC for short) is a guided training, led by an instructor, and can take place in a physical location or virtually. Learners can enroll in a course taught by an Instructor through Sessions

Step

From the admin landing page, select the course icon the left side of the page. A new page will appear where you will select the blue “Add Instructor Led” option.

Step

Add course details. First you will add the course name using the [Naming Convention Tool](#). All courses must follow this naming convention process approved by the Uber Learning Governance Board.

Step

Add a course description. Clearly explain what the course covers, the purpose of completing it, the requirements for passing, and the estimated time to complete.

Step

Select a language and tags. Language selection is required, while tags are optional but recommended. Tags help learners find similar courses and are useful for reporting purposes.

Step

Create enrollment rules and add ILC session details

Enrollment Rules

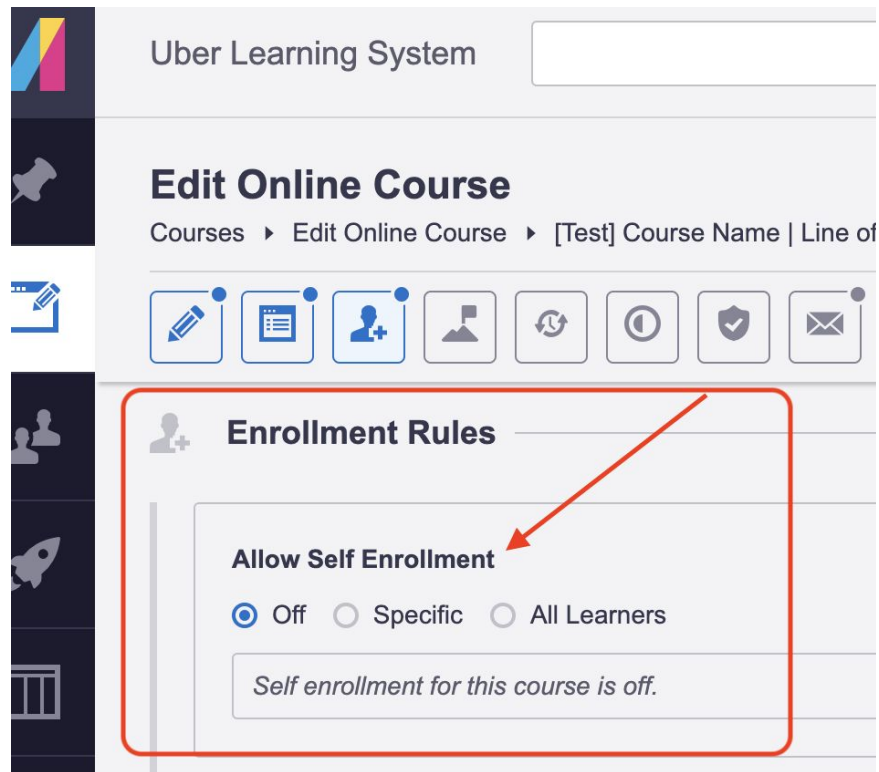
Allow Self Enrollment

Self-enrollment empowers learners to independently register for courses available on the platform, eliminating the need for manual enrollment by administrators. Automatic enrollment is **not** an option for ILCs.

Self-Enrollment Rule Options:

1. **Off:** Users cannot enroll themselves and must be automatically enrolled.
2. **Specific:** The most common method is to allow enrollment for a specific audience. This can be tailored in various ways, including by department, role, hire date, employee status, or executive leadership team (ELT).
3. **All Learners:** This option should **never** be used.

**Tip: Enrollment in the ILC allows learners to have access to ILC sessions within the course. For example, if a learner is enrolled in an ILC and the sessions are set up for self-enrollment, they can self enroll in the session that best meets their learning objective. Learners have the option to enroll into multiple sessions if the feature is enabled.*



Availability

The [Availability](#) section for Instructor Led Courses (ILC) allows administrators to control enrollment with the following three features.

1. **Prohibit Learners From Changing or Cancelling Sessions:** Enabling this will limit a learner's ability to change or cancel their session enrollment within an ILC.
2. **Allow Enrollment in Multiple Sessions:** When enabled, this allows learners to enroll in more than one session.
 - a. **Drop-In Training:** Perfect for events like a "Lunch & Learn" series where different topics are explored monthly, allowing Learners to choose sessions based on their interests.
 - b. **Comprehensive Workshops:** Create multi-part sessions spread over several days or weeks. Learners can enroll in necessary sessions at once.
3. **Allow Enrollment:** Enabling this feature will require learners to complete a prerequisite before enrolling.

**Tip: Remember to use 'Quick Publish' frequently to save your progress.*

Uber Learning System Intelligent Assist

Edit Instructor Led Course

Courses ▸ Edit Instructor Led Course ▸ [Test] ILC Course Name | Line of Business

[Edit](#) [View](#) [Add](#) [Refresh](#) [Info](#) [Check](#) [Email](#) [Download](#) [Share](#) [Analytics](#) [Comments](#) [Settings](#)

[Add Post Enrollment](#)

Availability

Prohibit Learners From Changing or Cancelling Sessions

☐ OFF Enabling this will limit a learner's ability to change or cancel their session enrollment within an ILC.

Allow Enrollment in Multiple Sessions

☒ ON When enabled, this allows Learners to enroll in more than one session within this ILC.

Prerequisites

Allow Enrollment

☐ OFF Learners will not be able to enroll in this course until all prerequisites are met.

This course has no prerequisites.

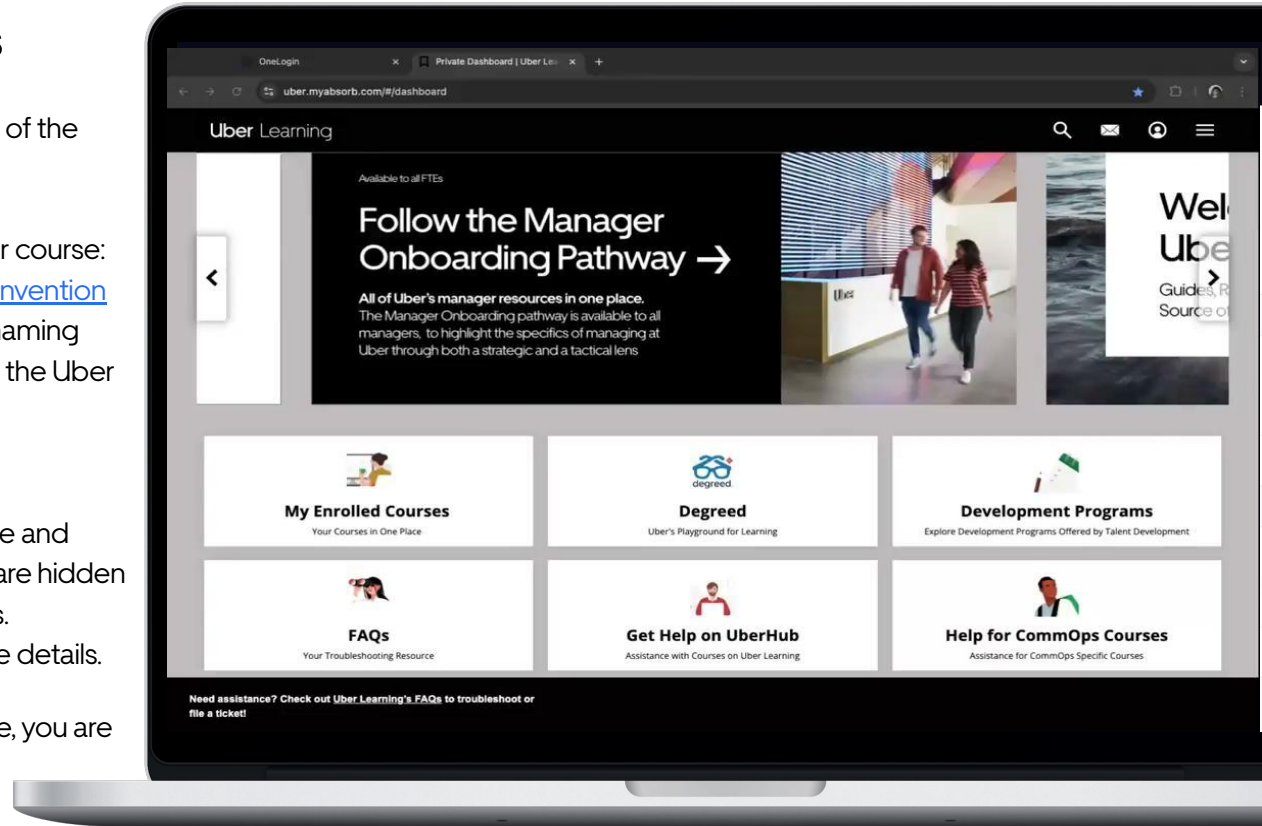
[Add Prerequisite](#)

Creating an Instructor Led Course

Press Play to view the steps

1. **Select** the “Courses” icon on the left side of the screen, and **select** “Courses” again.
2. **Select** “Add Instructor Led”
3. Enter the following sections to create your course:
 - a. Course title using the [Naming Convention Tool](#). All courses must follow this naming convention process approved by the Uber Learning Governance Board.
 - b. Course description
 - c. [Course enrollment rules](#)
4. Set your course to 'Active' to make it visible and available for enrollment. Inactive courses are hidden from learners but remain visible to admins.
5. **Select** “Quick Publish” to save your course details.

Once you have created your Instructor-led course, you are ready to [add your session](#).



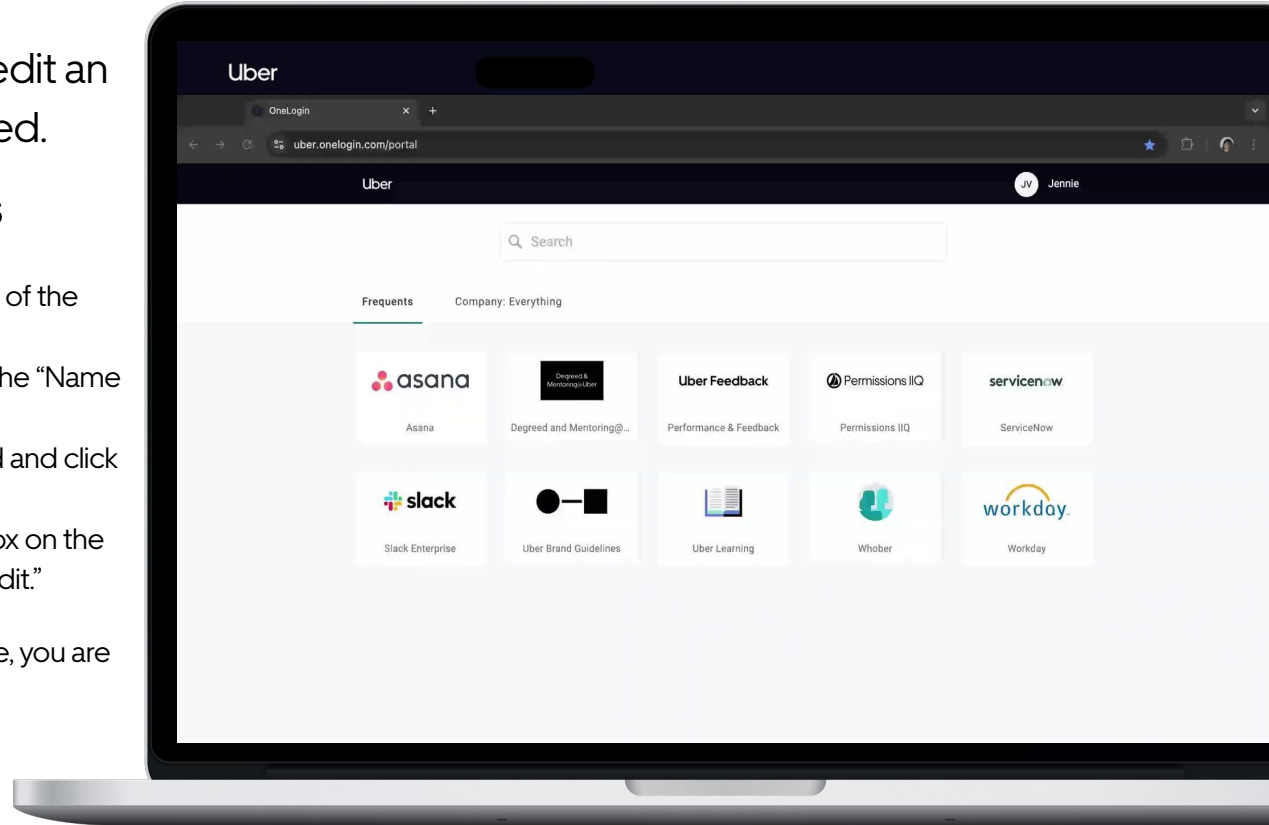
Creating an Instructor Led Course

Follow these steps to locate and edit an ILC after it has already been created.

Press Play to view the steps

1. **Select** the “Courses” icon on the left side of the screen, and **select** “Courses” again.
2. **Search** for the ILC course by clicking on the “Name Contains” filter.
3. **Enter** the course name in the “Value” field and click “Add Filter”
4. **Select** the ILC course by checking the box on the right side of the course name and click “Edit.”

Once you have located your Instructor-led course, you are ready to [add your session](#).



Creating & Editing Sessions

An introduction creating, editing, & deleting sessions in ILCs

How to Create an Instructor Led Course Session

Instructor Led Course Session Overview

An instructor led course (ILC for short) is a guided training, led by an instructor. ILCs are led through Sessions.

Sessions may be added when the ILC is created or can be added to the course later.

Step

[Create](#) a new ILC or [edit](#) an existing ILC.

Step

Add your ILC Session(s). An ILC can have multiple sessions. Each individual session can also have recurring classes if the session spans more than one day.

Step

Create a unique identifying name and description for the session and add a trainer, training date(s), and venue.

Step

Add your class start date and time and the session cadence and toggle on the attendance reminder email option.

Step

Create enrollment rules and add ILC session details.

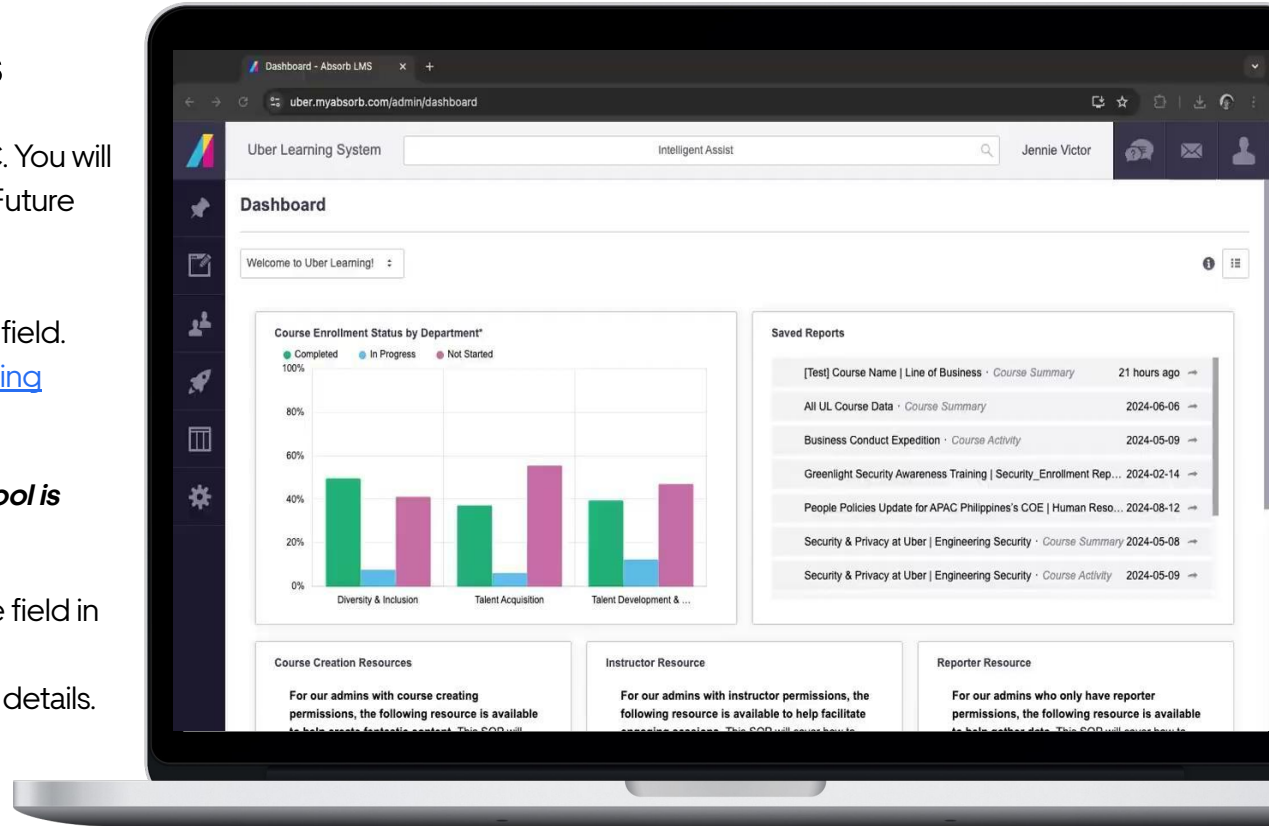
Creating an Instructor Led Session

Press Play to view the steps

1. Go to the Sessions section of your ILC. You will see a summary of the Total Sessions, Future Sessions, and Past Sessions.
2. **Select** “Add Session”
3. In the Session section, locate the Title field.
4. Create a session name using the [Naming Convention Tool](#) for the title.

****Please Note: Using the naming convention tool is required for all courses.***

5. Enter the new course name in the Title field in Uber Learning
6. Follow [these steps](#) to edit the session details.



Recurring ILC Sessions

Set up your session with a recurrence when learners must attend more than one class to complete the session.

- **day(s)**: specify how many days in between the occurrences
- **week(s)**: specify what days it reoccurs (e.g. S, M, T, W, T, F, S) on a weekly basis
- **week(s) on weekdays**: specify what days it reoccurs only on weekdays on a weekly basis
- **month(s)**: specify what day of the month it reoccurs for the number of occurrences or until the end date (for example, on the th of every month)
- **year(s)**: specify what day and month it reoccurs for the number of occurrences or until the end date (for example, on June th of every year)

Enter the Class Start Date and Time:

Enter the first date the class starts and the start time of the class (for example, --, : AM)

Enter the Class End Date and Time:

Enter the same date as the class start date with the end time of the class (for example, --, : PM)

Select the session cadence under 'Add Recurring Classes'

Learner Enrollment in an ILC Session

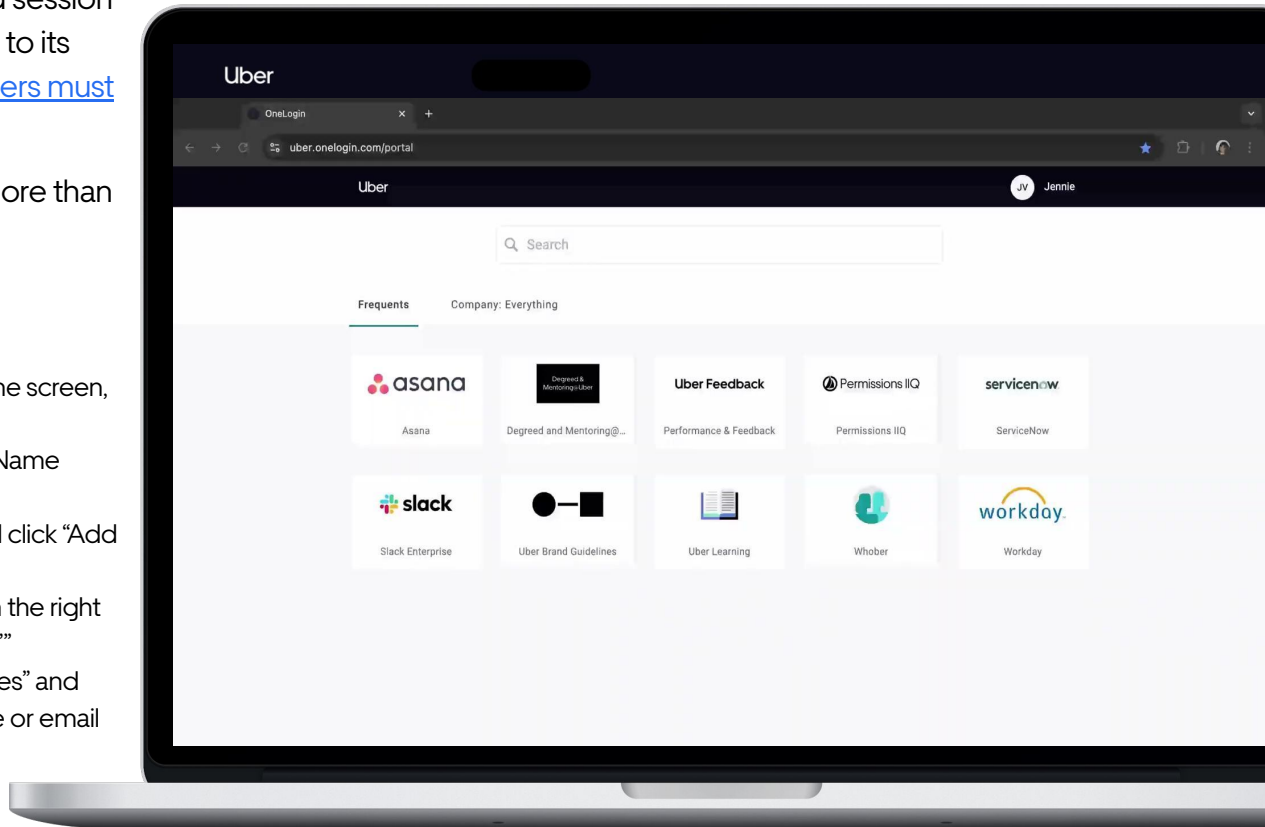
Enrolling Learners to an ILC Session

[Enrollment rules](#) apply at **both** the course and session levels. Enrollment rules in an ILC grants access to its sessions. If self-enrollment isn't enabled, [learners must be manually enrolled](#).

For multi-session ILCs, learners can enroll in more than one session per course.

Press Play to view the steps

1. **Select** the “Courses” icon on the left side of the screen, and **select** “Courses” again.
2. **Search** for the ILC course by clicking on the “Name Contains” filter.
3. **Enter** the course name in the “Value” field and click “Add Filter”
4. **Select** the ILC course by checking the box on the right side of the course name and click “Enroll User”
5. **Select** the appropriate session under “Courses” and search for learners either by first and last name or email address.
6. **Click** “Save” to save your enrollments



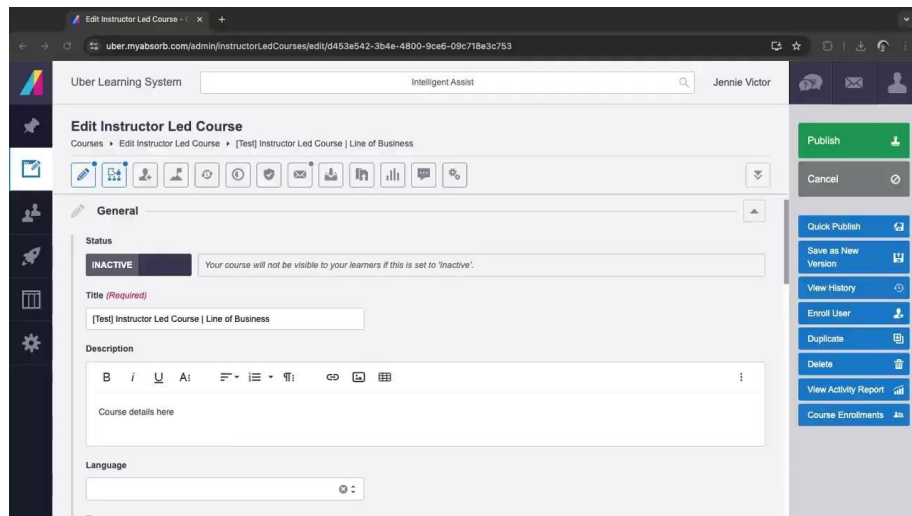
Manually Re-Enroll or Un-Enroll Learners

[Enrollment rules](#) are set on the course level and for the course session. Learners can be re-enrolled or unenrolled from a course or from a session.

Note: If a learner is un-enrolled from a course they will no longer see the course and have the ability to select a new session.

Press Play to view the steps

1. **Select** the “Courses” icon on the left side of the screen, and **select** “Courses” again.
2. **Search** for the ILC course by clicking on the “Name Contains” filter.
3. **Enter** the course name in the “Value” field and click “Add Filter”
4. **Select** the ILC course by checking the box on the right side of the course name and click “Course Enrollments”
5. **Search** for learners either by first and last name or email address filters.
6. **Select** the learner by checking the box on the right side of the course name and select “Re-enroll User” or “Un-enroll User”



Marking Attendance

Marking Attendance

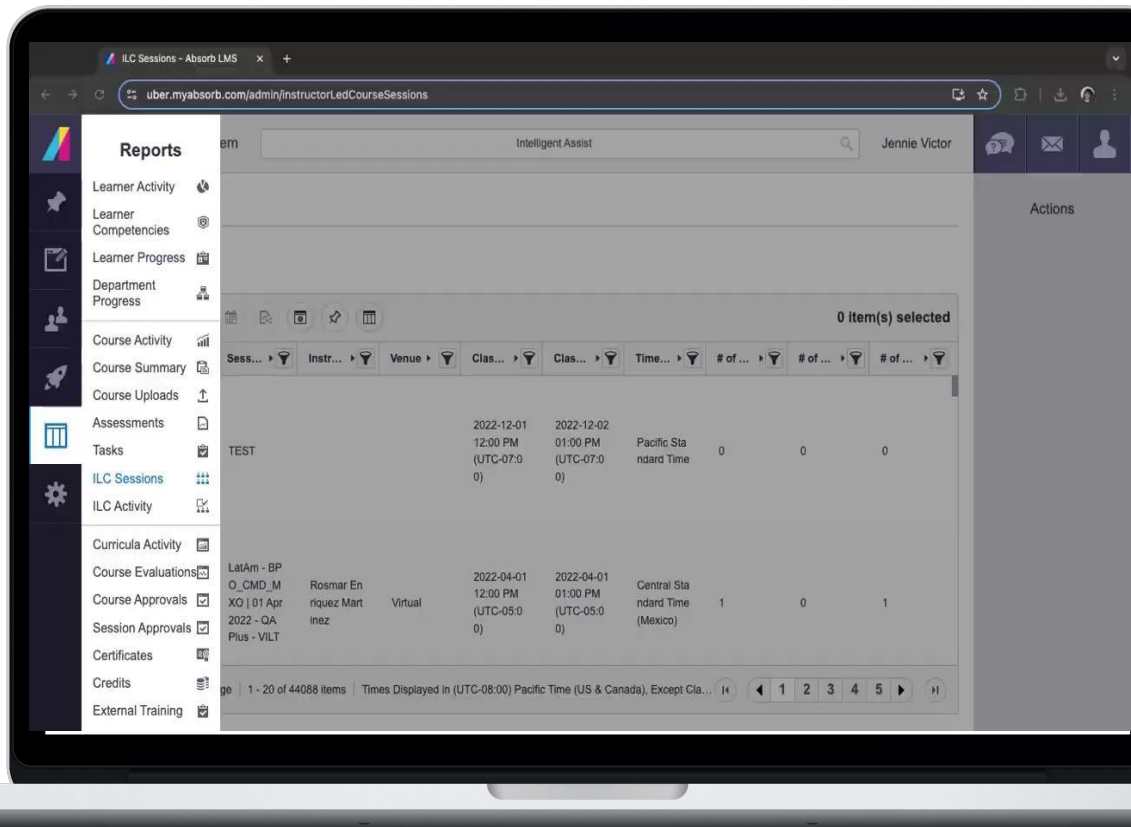
[Marking attendance](#) in Instructor Led Courses (ILCs) helps track participant attendance and allows Instructors to award Scores or Credits. Attendance can be marked manually via the ILC Sessions Report or automatically using the Zoom autofill feature.

Press Play to view the steps

1. **Select** the “Reports” icon on the left side of the screen, and **select** “ILC Sessions”
2. **Search** for the ILC course by clicking on the “Course Contains” filter.
3. **Enter** the course name in the “Value” field and click “Update Filter”

**Please Note: You can also search by the session name using the “Session Contains” filter*

4. **Select** the course by placing a check next to the course name and **select** “Mark Attendance”
5. **Toggle** on the “Present Status” field for each learner for each day of the session they attended class.
6. **Click** “Save”



Collecting Feedback

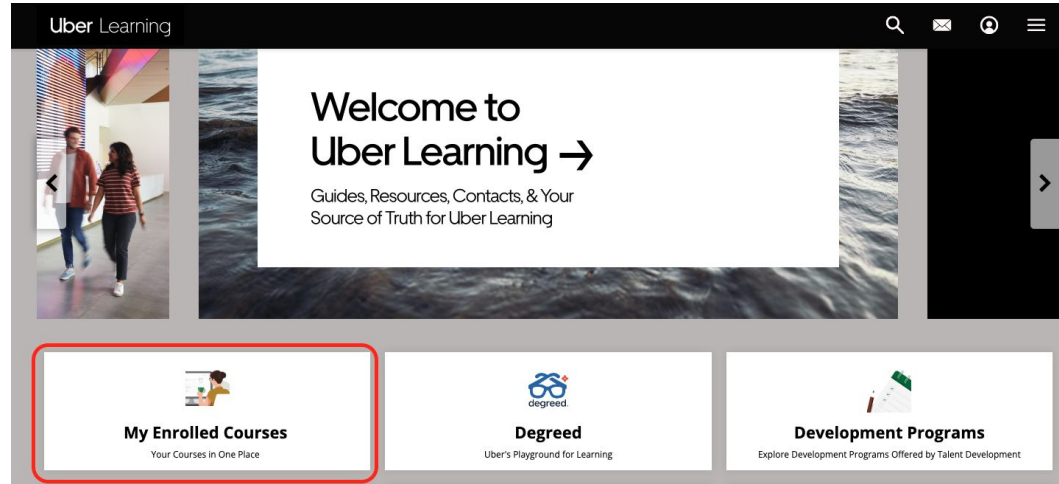
Feedback

Gathering Feedback

Gathering feedback from learners about their experience is key to helping L&D teams, Program Managers, and others at Uber gauge the effectiveness of their session.

It is recommended to give learners some time before closing out their ILC session to provide their feedback on the effectiveness of the training delivery and content.

1. Provide learners with the course link or they can go to their Uber Learning dashboard and locate the course under “My Enrolled Courses.”
2. Ask the learners to click on the “*Evaluate Course*” button,
3. Encourage your learners to share their candid feedback on their experience.



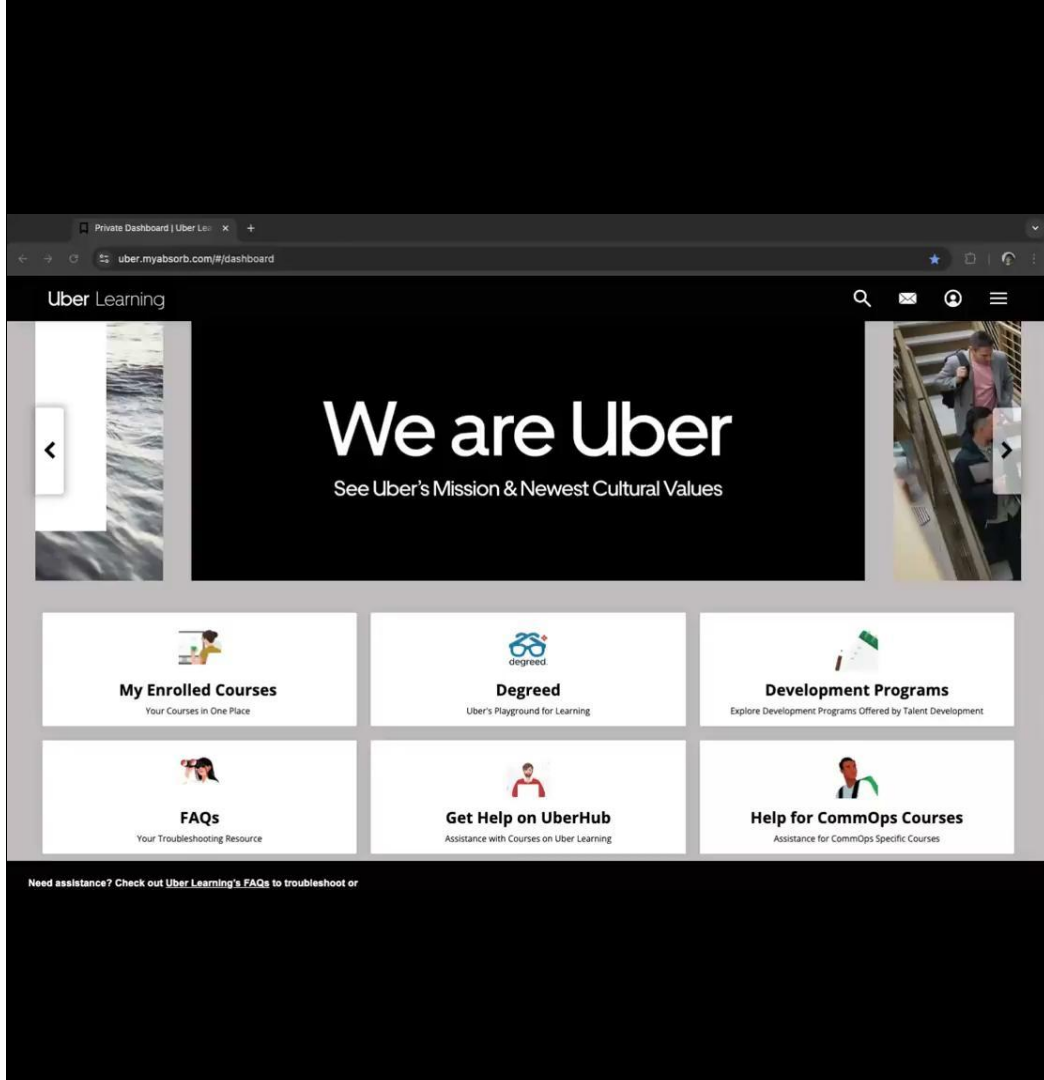
Reporting & Data Insights

Reporting & Data Insights

Where do I start?

Press Play to view the steps

1. **Login** to Uber Learning via [Okta](#).
2. **Select** Uber Learning (Absorb)
3. You will be directed to the Uber Learning homepage.
4. **Click** on the menu dropdown in the upper right corner of the screen.
5. **Select** "Admin" from the dropdown menu.
6. **Select** "Reports" from the left side of the screen
7. **Select** the report type for the specific insights you are looking for.



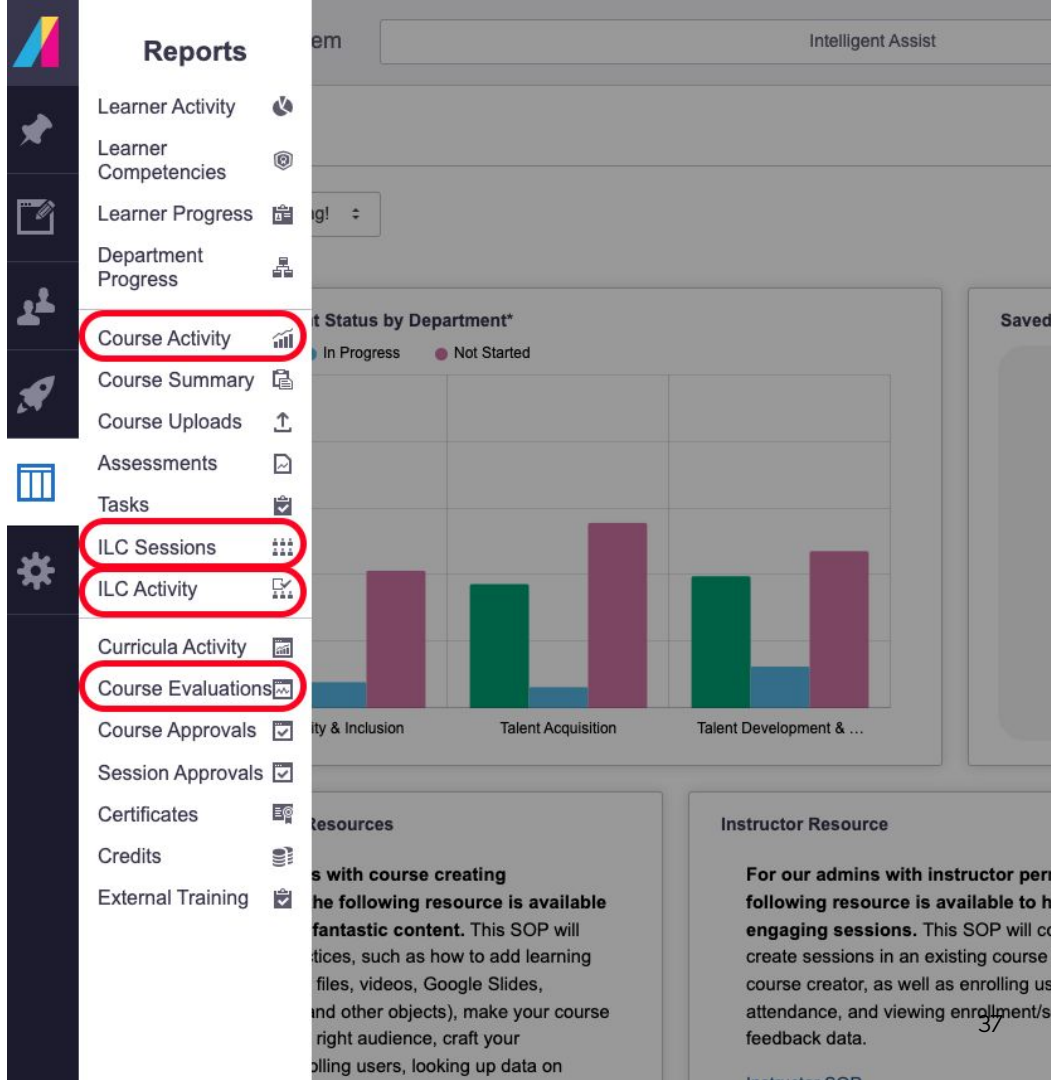
Report Types

Where do I start?

To get started, here are four essential and most commonly used report types:

1. **Course Activity:** View activity statistics on Learner progress across Courses and Enrollments. Admins are able to track Learner advancement, make course adjustments, review past course activity, and initiate various tasks and workflows.
2. **ILC Sessions:** View specific session information, mark attendance, and perform other admin tasks.
3. **ILC Activity:** Track user enrollments and overall course completion for an ILC.
4. **Course Evaluations:** Get an overview of learner feedback, understand content retention, and identify areas for improvement.

**Tip: For more detailed information, please refer to the Absorb Knowledge Base [here](#).*

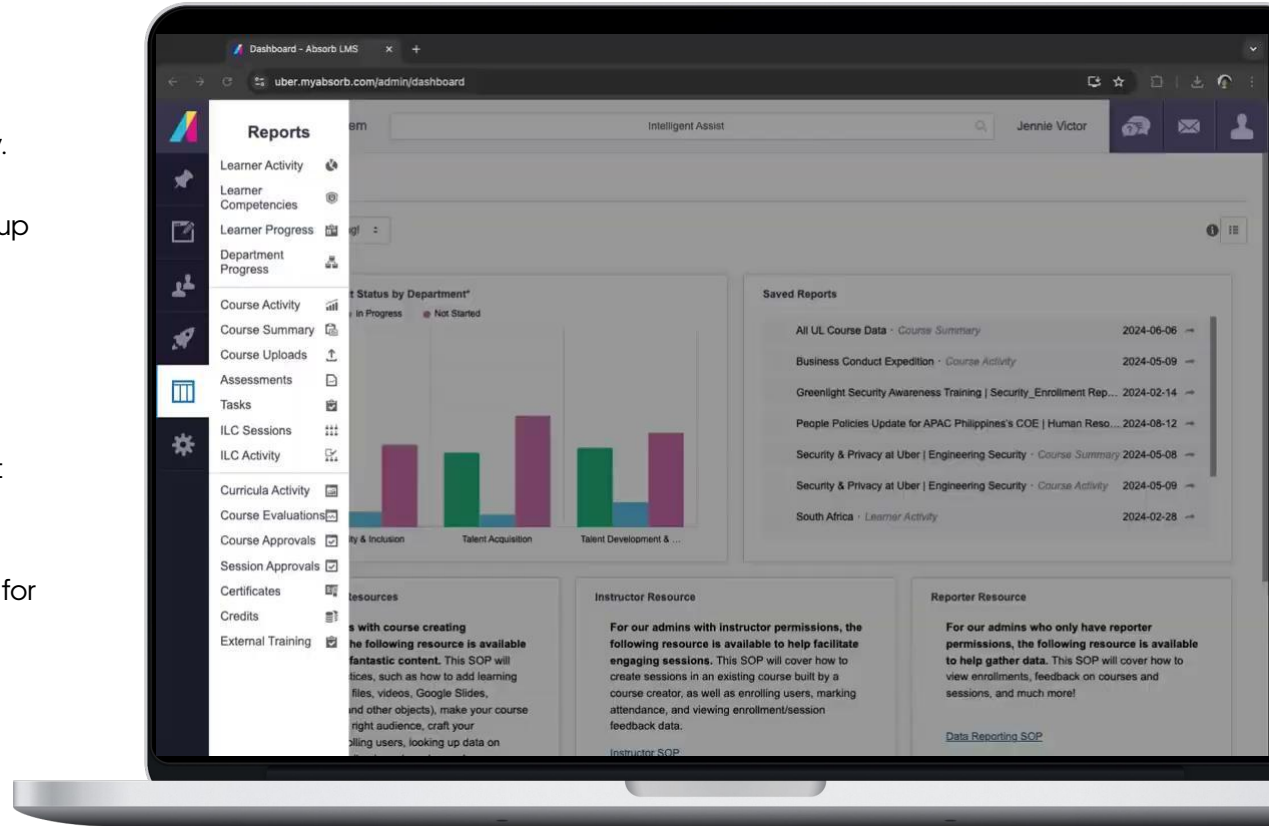


Report Types

Course Activity Report

1. **Access Reports:**
 - Go to **Reports > Course Activity**.
2. **Search & Select Courses:**
 - Enter course name(s) and select up to courses.
 - Click **Add Filter**.
3. **Customize Report:**
 - Adjust columns using the left drop-down menu.
 - Tip: Add Course Name to the first column if exporting.
4. **Export/Download:**
 - Export as an Excel file and email it for easy retrieval.

**Tip: For more detailed information, please refer to the Absorb Knowledge Base [here](#).*



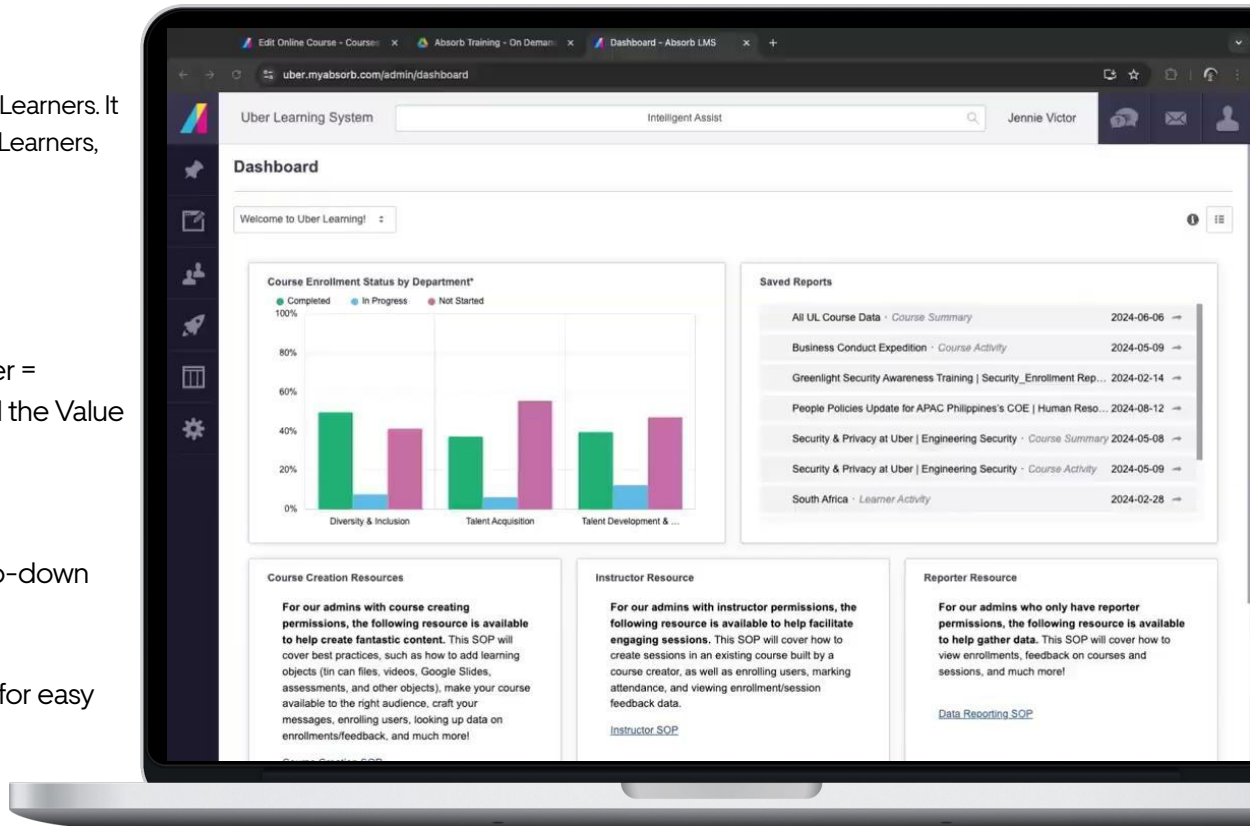
Report Types

ILC Sessions Report

The ILC Sessions Report details Sessions and enrolled Learners. It allows you to manage attendance, view waitlists, enroll Learners, and message Instructors.

1. **Access Reports:**
 - Go to **Reports > ILC Sessions**
2. **Filter & Select Sessions:**
 - Enter ILC Session name (Parameter = Course, Condition = Contains and the Value = ILC Session Name)
 - Click **Add Filter**
 - **Customize Report:**
 - Adjust columns using the left drop-down menu.
3. **Export/Download:**
 - Export as an Excel file and email it for easy retrieval

**Tip: For more detailed information, please refer to the Absorb Knowledge Base [here](#).*



Additional Resources

FAQs

How do I add details for my Course?

Step : Search and review the Absorb Knowledge Base article related to your query.

Step : If the article is unhelpful, submit a support request for the On-Demand Learning team.

Step : Provide specific details about the course, ILC, or curriculum, including any relevant links. Be sure to describe the issue in detail to help us assist you more effectively.

How can I turn on Reminder Emails for my course?

Step : Consult internal documentation or guidelines for using reminder emails.

Step : If unsure about the process, submit a support ticket.

Step : Clearly state your intention to use reminder emails and seek clarification on the governance process.

What should I do if I think there's a problem with Absorb?

Step : Gather evidence of the glitch (screenshots, error messages, steps to reproduce).

Step : Submit a support ticket with the gathered evidence for the On-Demand Learning team.

Step : Provide a detailed description of the glitch's impact and any relevant context.

I'm concerned about accidentally enrolling the entire company. How can I get help with setting up enrollment rules for my course?

Step : Review Enrollment rules on slides &

Step : Visit Absorb Knowledge Base articles [here](#).

Step : If still unclear, submit a support ticket via UberHub for our On-Demand Learning team.

Step : Clearly explain your enrollment rule query and any specific context.

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