ExpertusONE is not your typical LMS. It features a wealth of capabilities and a modern UI to boot.

ExpertusONE
Product Review

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ExpertusONE Product Review

The ExpertusONE LMS is a fully functional robust platform that exceeds the user experience through feature sets and design that work, while providing administrators with more than enough power to handle any task.

Breaking it Down

Great
- Modern user interface for learners and administrators
- Extensive feature sets – you name it – they have it including environment, e-commerce, administration capabilities
- Gamification
- Predicative learning – whereas the system can identify and recommend courses based on what the learner has previously taken – think adaptive learning
- Extended Enterprise aka multi-tenant aka portal/sub portal
- On/off synch with a self-contained native app for iOS, Android mobile devices
- Mobile responsive
- Mobile app includes built-in geolocation and provides instructors with capabilities without having to go into the system itself
- Integrated within Salesforce.com end users using Salesforce.com can take courses, assessments, etc. within Salesforce, without ever having to leave to go into the LMS
- Offers two home page options, one when a learner is new to the system and can buy courses or select courses (they go right to the catalog); second option is a home dashboard
- Ability to leave comments, ratings

Average
- Administration has a lot of capabilities, but it may overwhelm for some folks
- Assessment tool has standard features nothing out of the “wow” factor
- Catalog shows text and descriptions – common in the industry, again missing a “wow” factor, I’d love to see video teaser clips for video courses rather than text

Poor
- Icons used on the administration side for some items seem dated and strange. A construction helmet is used to represent job role
- In the assessment tool, you cannot provide comments to learners when they get an answer right or wrong in a question
- Chat window – I like the idea of “real time help desk” but within a few minutes, even with me minimizing it, I wanted to delete it. I would love to have the option on the administrator side to hide it permanently rather than minimize it.
**Entering ExpertusONE**

When the learner first enters the LMS they have three options, but let’s focus on the two most common.

- If the learner has not been assigned any training, or is purchasing or selecting courses (could be free), they will go to the catalog page
- If the learner has been assigned training, courses, etc. – they will go to “My Learning”, which is essentially a home page dashboard

As with most systems the administrator can decide on the options. I’m mixed on the duality options, but understand the approach and reasoning.

Once someone selects or buys the courses, then the next time they go into the system they hit the My Learning – i.e. home dashboard, which is really a wonderful view (again configurable by the administrator).

I’d wish the page would include the most popular courses on it, rather than where it is placed, but once you see the standard My Learning page, you will understand why it is not there – I’ll give you a hint – a lot of stuff is already there.

**Main Header – i.e. Tabs**

If you are the administrator you will see everything including

- Administer
- Reports
- Team (only visible to managers/dept. heads)

If you are a manager/dept. head or someone who has a group of employees assigned to them, then you will see

- Catalog
- Profile
- Team
- Discussions
- My Learning

As with any component of ExpertusONE, you can hide or turn off the main header icons (as the administrator) or even change the lingo.
The Learner Angle

Learners regardless if they are employees, customers or a combo of the two, will see

- Catalog
- My Learning
- Profile
- Discussions

Catalog

ExpertusONE catalog options are extensive. On the left side of the screen, the user can refine with to find courses by

- Type
- Training
- Language
- Country
- Price using a slider
- Tags
- Star rating – which is based on learner ratings
- Date
- Location

On the right side of the screen, you can view all the courses in the catalog. Each course is identified with an icon, which tells you the course.

If the course is mandatory, it will have an added icon next to the course title visible.

Personally, it is a nice touch.

The catalog itself presents the title of the course, a brief description, course code, price (if applicable), rating and the option to share it.

The share function though is via e-mail only. I would have liked to seen the option for various social media such as Linkedin, Twitter, Scoop.it and so on.
To view more information about a course, you click the course title.

Again, the code is provided, with course details, a brief description, tags, rating (along with the number of votes), what language is the course in, delivery type and if any discussions are associated with the course.

What I liked about the course details section, is that depending on the course the details can change. When looking at an ILT course, the information now includes the number of seats available, duration, location, and session details.
You can only show a Google Map as an attachment to a class which can be viewed in the course details.

However, I’d love to see an image of the location or a mini video and the ability to use Google Maps, which can be done by a hidden API, for users to get directions.

I’d even take it one step further, enabling those directions to be sent as a SMS and e-mail.

However, the details themselves are clear and concise.

After you have selected a course or series of courses, you will go to “My Learning”, which will now become your main page geared towards your learning.
The next time you log in, you will go to the same page, however the administrator has the option to go to “My Learning”, stay with the catalog option or go to a “Home” page which showcases your leaderboard, most popular courses, most popular training and highest rated courses.

“Home” view – which can also be reached by clicking on whatever name you call your system. For me, I’d rather have a tab that takes me directly to this screen. According to Expertus this is doable via the administration option.
It is also within this screen, the learner would see other courses recommended to them, based on the courses they have previously taken or completed.

A feature that in of itself is well worth it and presents a true predicative learning approach.

**Profile**

Under the “Profile” area is where you some of the gamification elements including your point totals and badges makes an appearance. The page also includes the leaderboard.

One of my favorite features of the Profile page, is the “Skills” listing. It is here where you can list your skills and provide your rating – as in how proficient you are in that skill. It sort of reminds me of sites that allow you to rank your skills.
As you can see the profile contains a nice set of details including any certificates you have, your recent activity, the total number of points, badges among other items.

The “Users” window lists the learners in the system. When you click on the person’s image or name, you will see profile details; name, points, badges, activity and skills.

As an administrator you can remove the “Users” window and limit what a person can see when viewing someone else’s profile.
Administrator

If you are an administrator, the main bar tab will look slightly different than what is seen by learners.

The ExpertusONE logo will not appear with your system. However, everything else on the screen will be seen.

The first screen you will see when clicking on Administer is extensive and presents you with a variety of options.

On the left side of the screen

You can also refine with several additional options (see on the left side of the screen).
Personally, I like the refine feature.

The challenge with “tags” and this applies to any system that includes it, is that it requires the administrator to enter tags associated with whatever.

With administrators having so many other tasks to handle, the “tags” or lack thereof is not uncommon.

Perhaps having a set of common “tags” would help.

What I love most about the main administration page is the dashboard like feel to it.

However, if you provided a high level overview on the right side, rather than jumping right into the courses, I would see as more of a benefit, but that is just me.

**Creating a Course**

ExpertusONE does not come with a built-in authoring tool, which is fine, since most folks overwhelmingly use a 3rd party tool.

Course creation is straightforward.
I like you can quickly add attachments, a certificate right within the screen. I didn’t like you had to “SAVE” first, before you could select “PREQUISITE” or “EQUIVALENCE”.

The “ADD CUSTOM” option enables you to enter a label and enter a value. Actually, I should say it requires you to add both.

If this is something you do not want to do or made a mistake, you face somewhat of a dilemma.
- If you select “CLOSE” the entire screen closes, so go back and select “CREATE A COURSE” to start over again.
- However, if you edit the course, you can add the “ADD CUSTOM” capabilities and “SAVE” it. Then if you change your mind, you can “CANCEL” and remove the latest addition.

I should note that edit allows you to also change the course title, description, code, language and other items in the course screen. And you can always cancel and return to it to its original state.

To add users to the course is fast and simple. Click “Access” and a wonderful screen pops up, allowing you to quickly select learners by “Organization”, “Job Role” and “User Type”.

You also can hold down the CRL button and select multiple learners in any of the categories and then move them over, by clicking the forward arrow button. To remove them either individually or a CTRL to select a group of learners, click the backward arrow button.
A minor issue for me though appears on this screen and it involves the text on the right side. There is no way to expand the screen, so you are left with text disjointed. I have been told by Expertus that a fix has been made and will be appearing in their next release.

Back to administration main screen

As previously mentioned, there is a refine box that appears on the lower left side of the screen. Depending on what you select, i.e. “People”, “Training Plan” and so on, the refine options may change.

Another nice win in my book.

I found all the administration features, simple, straight forward and easy to use.

However, I wished the “CONTENT” selection was visible right after clicking “SAVE” in the initial course window, rather than having to select “MANAGE” to do so.
Again, it is all about logical sequencing, which seems to make more sense following the “CREATE COURSE” window.

Just as in the “CREATE COURSE” window, “CREATE CONTENT” is easy to do.

Everything in the “MANAGE” window is straightforward, although “NOTIFICATION” might be awesome for some folks, and funky for others.

On the plus side, ExpertusONE provides an extensive list of pre-defined notification choices.

On the minus side, to create my own notifications, I need to select one of the pre-defined notifications and then select edit.

After selecting “edit” you now can change the notification.
- Change the name
- Change or add a description
- Frequency – Triggered or Scheduled
- Identify recipients
- Add other e-mail addresses
- Identify type (Report, Class, Content, Mobile App, Request Class, Share, Training Plan, User)
- Modify subject, body text of the email template and insert keywords for variable values (mail merge like function)

Besides e-mail notifications, the ExpertusONE system offers the ability to send SMS (text) notifications, a huge plus for me, especially in today’s mobile world.

**Gamification**

The selection of gamification components is straightforward, slick and easy to do.

Select Settings----User Points

![Site Setting Table]

Next, click and whalla, you enter the points window
Simple right? I thought so too.

**Other Setting Options**

Within the settings screen, you have a wealth of additional options including two of my favorites, “web analytics” ideal for B2B, B2C or any SEO tracking; and Audit Trail and E-Signature for compliance.

Ratings, chat, password policy and all the other options are just as important.

**Bottom Line**

While I could go on and on about all the power, capabilities and features within ExpertusONE, I’ll hold back and let you see for yourself.

But this system, despite some minor hiccups is a robust platform awaiting exploration.

For you and your learners.

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