

Q: What changes have been made with the release of the New Admin Experience?

The following changes have been made in relation to the old admin experience:

- Functionality previously labeled as “Assignments” under the old UI/UX is now located under “Administration” in the New Admin Experience application.
- The alphabet used for navigating to specific letters for the last name in the old Employees tab has been removed.
 - *This was removed to eliminate page clutter and encourage more efficient search habits, including searching for more than one letter.*
- Clicking into an employee profile from the name in the Position tab has been removed (previous functionality, feature request item if desired).

The following features have been added (“net new”) to the New Admin Experience:

- Admins/Manage Team Role Users/Custom Role Users may now view and print certificates.
- Homework can now be viewed from the Transcript tab (also available in the Courses tab).
- New group filters added to the Position tab.
- Manage Teams experience will be in the New Admin Experience and mimic an admin’s experience.
- Individual bulk assignments and bulk updates, cancellations, and exclusions available at the individual level.
- Can enroll individuals in ILT’s from the Employee tab.
- Google Material Design interface

Q: What happened to the content tools application?

The content tools application has been renamed New Admin Experience since the application will now be used for more than just content; 95% of the daily administration features (including Validate administration) are housed in this area.

Q: I noticed there is a preferred language displayed in the employee’s profile, but admins are not able to change it. Where is this information pulling from, and how is it used?

Learners can set their preferred language in the learning center (profile) to assist administrators with course versioning and general communication. Because the individual dictates the preferred language, only a learner can change their preference.

Q: Where are the filters that I'm used to seeing in the old UI/UX?

The new UI/UX still has all of the filters you've come to expect with the old UI/UX. Filters can be accessed by clicking on the dropdown filter button on each screen. There are also filters above each data column.

Under the old UI/UX, filter criteria was saved as the information was presented in a pop-out window. Currently, filter information is lost after interacting with any of the returns.

- *If desired by clients, this would be a feature request.*

Q: Where did my team go in the learning center? How do I check on my team/group's performance?

To provide a consistent experience between administrators and those who supervise teams, teams were moved under the New Admin Experience. This move also allows for quicker ticket resolution due to bugs as Grace Hill must only solve for one set of code.

For those with the Manage Employee role, the information available in the old UI/UX is now available under the New Admin Experience. Those supervisors will only see an Employees tab, which includes employees specific to their site and/or group. Custom role users can add courses from this area but cannot change an assignment set at the position, location, group, or special assignment level.

Q: Where are the "Manage Instructors and Locations" in the New Admin Experience 2.1?

While previously housed in the old Assignment tab, Manage Instructors and Locations will now be housed in the upper right corner of the Courses tab. This functionality is typically used with courses, and this new destination will allow administrators access with fewer clicks.

Q: I don't see "Manage Virtual Classrooms" anymore?

Manage Virtual Classrooms is still housed with Manage Instructors and Locations like it was in the old admin experience. However, it is now housed in the upper right corner of the Courses tab since most admins associate this task with course building. The button says "Manage Instructors and Locations," but once clicked, there is a Virtual Classroom tab. Please note: This tab only shows a list of your current Virtual Classrooms. Recordings are now housed within each actual Virtual Classroom course under the Recordings tab.

Q: There seems to be an issue with button color consistency?

Buttons are consistent with our primary and secondary button designs. If there are multiple buttons on the page, one will be primary and one secondary. Not all views have the same number of buttons, so buttons may have a different style even though they do the same thing.

Q: What are some potential feature requests that clients may request?

The following items represent a list of potential feature requests (not exhaustive):

- Filters requirements to remain following data interaction (page is currently refreshed and filter criteria is lost).
- ALL states are listed under the Locations tab and the state filter, not just the states where the client has assets (previous functionality under the old UI/UX).
- When assigning a group leader, the search filter asks for a “Full Name.” Please note that a full name is NOT needed despite the displayed field.
- Bulk assignment functionality from within the Position, Group, or Location tab.
Admins may use the bulk assignment tool for position, group, or location bulk assignments.
- Edit employee, position, and/or location data in the Administration tab (outside of the Data Manager).
- Search by state with abbreviations in the Location tab.
- Employee search ability by clicking a letter of the alphabet.

Q: What are some potential support issues that may arise from the New Admin Experience 2.1?

If an admin is in the old experience and clicks the “Launch new tools” redirect from the Assignments tab, they are launched into the Employees tab of the new administration area. However, the administration drop-down does not expand and could confuse admins as to how they navigate away from employees. Please note that this would only be an issue if they navigate to the old experience, as admins will now be launched into the new experience when they log in.

One of the New Admin Experience 2.1 value props is an increased processing speed. However, using the Individual Bulk Assignment feature or unenrolling from an ILT takes an extremely long time to process. A message displays at the bottom of the screen alerting the admin that the assignments are processing and that they may navigate away from the screen. Quicker processing would be a feature request.

When using the column search functionality in the Locations tab, you cannot search by state (abbreviation or full name).

Clients may state that not all completed courses show the Print or Email option in the Transcript tab. However, this functionality will ONLY be available if a certificate is available (enabled from within the course setting).

Some of the individual assignment edit options are not available under Assignments. Please note that the cancel button only appears if you have selected Individual assignments. The exclude button only appears for Group and Position-based assignments.

It may appear that changes aren't updating when editing multiple assignments in the Employees tab. Please note that if you open multiple assignments and make changes, those changes are not saved when you click update UNLESS you have **selected (checked)** the courses.

Q: Will there be any post-launch beta releases?

The product team has worked diligently to correct any issues found during beta testing. Beta fixes will be monitored prior to launch, and this document will be updated. Currently, these items are scheduled for a post-launch fix:

- Users always navigated to the top of the Employee Info view