

# Sensa<sup>TM</sup> Learning System

*Product  
Information*

# Sensa™

## Overview

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Pinneast has been successfully designing and delivering e-learning solutions for more than six years. We were an early pioneer in using e-learning management systems that automate and measure the learning process, allowing customers to focus corporate knowledge on business objectives.

With this successful record of helping companies manage the learning process, Pinneast has developed the **Sensa™** Online Registrar for integrating, managing, and measuring corporate learning to accelerate business growth through individual learner performance.

*All business success is built on the knowledge and performance of individuals.*

The unique benefit of **Sensa™** is that you can launch, track, and report with great detail on courses and online media at an entry cost far lower than that of an enterprise learning management system—while still delivering critical functionality that supports corporate training management requirements. With **Sensa™**, you can manage and measure the entire learning process online, whether the learning involves computer-based training (CBT), Web-based training (WBT), document-based training, instructor-led training (ILT), or a mixture of training methods.

Pinneast has developed and is positioning **Sensa™** to appeal to the broadest section of the learning management market. With low entry costs, ease of customization (10-40 hours), and Pinneast's end-to-end e-learning solutions bundle options (content, hosting, e-help desk services), **Sensa™** is ideal for corporate business division, small business, and manufacturing applications.

### **Sensa™** ...meeting market demands:

“Despite the market’s apparent ambivalence, we continue to believe that learning management is poised to rival the CRM market in size and importance over the next five years, and we expect to see widespread adoptions of learning management systems globally... In our opinion, the LMS market is robust, fueled by real demand for sophisticated, high value-added products that are delivering real value to customers....”

—W.H. Hambrecht

### **Sensa™ Customers**

**Nortel Networks**  
**Lucent Technologies**  
**HealthCare-U.com**  
**SAM University**  
**e-TravelLeaders**  
**Your Company!**

## Features at a Glance

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The **Sensa™ Learning System** from Pinneast combines database and Internet technology to deliver an uncomplicated but thorough online tool for tracking and managing your organization's learning needs, activities, and results.

- ▶ **Administrators**  
Can set up, add, manage, track, and report information for learning activities and online resources including WBT, ILT, documents, and video. They can create ILT sessions and manage sign-up rosters, establish online tests, or enter learner off-line test data to the **Sensa™** database.
- ▶ **Learning Coordinators**  
Can add users, courses, sessions, and tests.
- ▶ **Instructors**  
Can track assigned courses and students progress in those courses.
- ▶ **Managers**  
Can track learning activities and access reports on individual learners assigned to them.
- ▶ **Students**  
Can browse course catalogs and descriptions, register for and launch courses, view assignments, and view course completion information.
- ▶ **Embedded Database**  
Meets the needs of businesses that don't want a large database. To take advantage of **Sensa™**, they can use SQL2000 or an optional Microsoft Database Engine (MSDE).
- ▶ **Course Connections**  
Allow users to launch any course or resource located anywhere on the Web or local area network (LAN).
- ▶ **E-Mail Capabilities**  
Allow users to e-mail coordinators, managers, or students of events, either individually or by role, class roster, or department.
- ▶ **Browser-Based Tool**  
Gives users easy access from any location and makes minimal use of client system resources.
- ▶ **Integrated WBT Courses**  
**Sensa™** provides for management of **any** type of learning activity, including CBT and ILT. It can also help you track and manage Web real-time courses, tests, documentation, and similar training-related resources.
- ▶ **Security**  
Is provided with 2-level authentication using e-mail addresses and passwords. In addition, Sensa automatically limits a user's access and/or view depending on the user's assigned role.
- ▶ **Scalability**  
Makes the system fully expandable to any number of users.

Does **Sensa™** meet **your** needs? Look at the checklist of common business requirements for a learning management system, and see for yourself. Then, see the system functionality section for details on how **Sensa™** meets these needs, and more, either as part of the system package or as options.

# Common Business Requirements Met

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Most business users want these capabilities and features in...

## ...Course Management:

- Add new courses.
- Identify course prerequisites.
- Group courses into defined categories.
- Automatically e-mail messages to user groups.

## ...Customization:

- Demographic fields.
- Look and feel of the system interface.

## ...Integration:

- With existing human resources or financial systems.
- With third-party reporting systems.
- ECommerce Connection Available

## ...Distribution and Deployment:

- System data accessible both inside and outside the organization's firewalls.
- Web-browser-based user access and system administration.
- Tracking of all e-learning, whether on the Web, on a LAN, or on CD-ROM.

## ...Learner Functions:

- Bookmark courses of course.
- Print progress or transcripts.
- Access their own performance records.
- Edit their own personal information.
- Search the catalog.
- Review test and course material after completion.

## ...Standards:

- Data export options in a variety of formats—HTML, tab-delimited, CSV.
- Compatibility with MAPI e-mail systems and options for SMTP e-mail support.
- Ability to launch courses that share media objects.
- Data store in a relational (as in Sensa) or object-oriented data base.

## ...Information Management:

- Record and manage ILT enrollment.
- Manage a class roster.
- Automatically post test results when students complete a course.
- Manage sites from multiple locations.
- Track student information.
- Flag courses as active or inactive.
- Attach assessment results and instructor comments to student records.
- Track course prices.
- Set class locations and costs.
- Set enrollment limits.
- Update class status.
- Review student and enrollment statistics.
- Maintain an instructor list.
- View student transcripts.

## ...Interface:

- Update the data via the Web.
- Interface "look" defined by user role
- Rapidly customized.

## ...Registration:

- Online registration and grouping by organization.
- Automatic wait list.
- Self-registration.
- Maximum enrollment limits.
- Registration cut-off time.
- Immediate confirmation of enrollment.
- Wait list status indication.
- Management of student data associated with classroom-based training.

## ...Support:

- User training, particularly for administrators, either synchronous or asynchronous.
- Consulting services.
- Technical support, either by telephone or e-mail.

**...Reporting:**

- Assessment and test tracking.
- Printing out or viewing student transcripts.
- Enrollment and registration reports.
- Learner progress reports.
- Integration with third-party reporting tools.
- Tracking and management of data by course, students, or organization.
- Training history tracking, including dates and times.
- Course completion status reports.
- Access to student and course histories.

**...Resources:**

- Online help, usually in HTML format options.
- FAQ help.
- Self-contained data base.
- Synchronous learning capabilities.
- Option to assign instructors to classroom training.

**...Testing:**

- Online testing options in the system.
- Ability to create new, online tests.
- Randomized questions.
- Options for multiple testing formats—fill-in blanks, short-answer, multiple choice.
- Interactive scoring and feedback.
- Ability to limit the number of test attempts. Learner can view final results.
- Ability to make tests available for a specific time period only.

**...Level One Feedback:**

- Online feedback options in the system.
- Options for multiple question formats—true/false, 1-7 scale, short-answer, single choice, multiple choice.
- Feedback is available after student completes course.

**...Security:**

- Multi-level access
- Online credit card transactions can be added.

# System Functionality

A user's defined role determines the level of access a user has to the system. Roles include:

- ▶ Administrator.
- ▶ Instructor.
- ▶ Student.
- ▶ Training coordinator.
- ▶ Manager.

## Administrator

User Action	System Function
Add user	Add users to the system. Assign roles. Determine if new users can/cannot add themselves to the system. Edit user roles and information.
Mass e-mail	Send e-mails to all users or to all users within one or more roles.
Add new courses/ Edit existing courses	Complete/update course profile: <ul style="list-style-type: none"> <li>▶ Course ID for catalog listing.</li> <li>▶ Name of course for course description in system.</li> <li>▶ Category (customer-defined)</li> <li>▶ Instructor</li> <li>▶ Location—http://: address (Web courses).</li> <li>▶ Summary—what student receives at end of course.</li> <li>▶ Description of course.</li> <li>▶ Outline/Goals.</li> <li>▶ Prerequisites.</li> <li>▶ Price.</li> <li>▶ Credits.</li> <li>▶ Test included/not included.</li> <li>▶ Manager approval required/not required.</li> <li>▶ Re-enroll allowed/not allowed.</li> <li>▶ Review allowed/not allowed.</li> <li>▶ Passing score.</li> <li>▶ Pass all modules/pass less than all modules.</li> </ul> <p>NOTE: Courses are listed as Web-Based, Instructor-Led, NETg, or Other. Not all Add/Edit functions apply or appear for all course types.</p>
Add new ILT session/ Edit existing ILT session	Complete/update session profile for ILT courses: <ul style="list-style-type: none"> <li>▶ Session name.</li> <li>▶ Physical location.</li> <li>▶ Start and end dates.</li> <li>▶ Instructor and contact names.</li> <li>▶ Enrollment begin/end dates.</li> <li>▶ Test active date for online access. NOTE: Default is end of session.</li> <li>▶ Test included/not included.</li> <li>▶ Maximum enrollment.</li> <li>▶ Wait list allowed/not allowed.</li> <li>▶ Comments.</li> </ul>

<b>User Action</b>	<b>System Function</b>
Manage locations of ILT sessions	Complete name and description. Determine active/inactive in drop-down menu on session screen.
Manage departments	Departments are customer-defined groupings of employees. They appear on user profiles and in drop-down menu on the Add A User screen. Changes here are global.
Manage categories	Categories are customer-defined groupings of courses. Categories appear on the Course Catalog. Changes here are global.
Manage FAQs	Add new or edit existing question and answer. <ul style="list-style-type: none"> <li>▶ Subject: becomes keyword.</li> <li>▶ Title: appears at top of answer.</li> <li>▶ Question: appears in list on right side of FAQ screen.</li> <li>▶ Answer: appears in left frame of FAQ screen with keyword in bold.</li> </ul> Remove existing question and answer.
Change system settings	Change administrator information. Allow/disallow new users to self-register in system. Send broadcast e-mail message to all system users.

## ***Training Coordinator***

<b>User Action</b>	<b>System Function</b>
Add user	Add users to the system. Determine if new users can/cannot add themselves to the system.  NOTE: Training coordinators can ONLY add users; they cannot edit or remove them.

User Action	System Function
Add new courses/ Edit existing courses	Complete/edit course profile: <ul style="list-style-type: none"> <li>▶ Course ID for catalog listing.</li> <li>▶ Name of course for course description in system.</li> <li>▶ Category (customer-defined)</li> <li>▶ Instructor</li> <li>▶ Location—http://: address (Web courses).</li> <li>▶ Summary—what student receives at end of course.</li> <li>▶ Description of course.</li> <li>▶ Outline/Goals.</li> <li>▶ Prerequisites.</li> <li>▶ Price.</li> <li>▶ Credits.</li> <li>▶ Test included/not included.</li> <li>▶ Manager approval required/not required.</li> <li>▶ Re-enroll allowed/not allowed.</li> <li>▶ Review allowed/not allowed.</li> <li>▶ Passing score.</li> <li>▶ Pass all modules/pass less than all modules.</li> </ul> NOTE: Courses are listed as Web-Based, Instructor-Led, “Third-Party” , or Other. Not all Add/Edit functions apply or appear for all course types.
Add new ILT session/ Edit existing ILT session	Complete/edit session profile for ILT courses: <ul style="list-style-type: none"> <li>▶ Session name.</li> <li>▶ Physical location.</li> <li>▶ Start and end dates.</li> <li>▶ Instructor and contact names.</li> <li>▶ Enrollment begin/end dates.</li> <li>▶ Test active date for online access. NOTE: Default is end of session.</li> <li>▶ Test included/not included.</li> <li>▶ Maximum enrollment.</li> <li>▶ Wait list allowed/not allowed.</li> <li>▶ Comments.</li> </ul>

## Instructor

NOTE: Instructors are assigned to sessions or given responsibility for Web-based courses by the administrator on the Administrator’s screens for adding courses and sessions.

User Action	System Function
View courses/sessions	Review courses assigned to instructor. Review statistics for students in the courses. Review rosters for the courses. Insert grades and comments. NOTE: System automatically inserts grades for integrated tests.

## Manager

NOTE: Managers have read-only access only to their assigned employees, as determined by the department designation.

User Action	System Function
View student transcripts	Review student transcripts. <ul style="list-style-type: none"> <li>▶ Courses.</li> <li>▶ Overall course score (not scores of individual modules).</li> <li>▶ Pass/Fail for each course.</li> </ul>
View student transcript details	Review student transcript detail on a module-by-module basis: <ul style="list-style-type: none"> <li>▶ Course status.</li> <li>▶ Enrollment date.</li> <li>▶ Start date.</li> <li>▶ Completion date.</li> <li>▶ Score.</li> <li>▶ Pass/Fail.</li> </ul> <p>NOTE: Transcript detail accessible from VIEW button on transcript screen.</p>
E-mail assigned employees	Mass e-mail to all assigned employees registered in the system.
View reports	View module-by-module statistics for assigned employees: <ul style="list-style-type: none"> <li>▶ Number enrolled by not started.</li> <li>▶ Number enrolled and started.</li> <li>▶ Number completed and passed.</li> <li>▶ Number completed and passed.</li> </ul> <p>View details of individual employee activity in the course:</p>

## Student

User Action	System Function
Search catalog	View course catalog with courses grouped by user-defined category. Search by category selected from drop-down menu. Select course to review and/or enroll.
Review course description.	Select course from course catalog. View course profile data as provided by training coordinator or administrator. Enroll in course.

User Action	System Function
View/launch enrolled courses	<p>View enrolled courses.</p> <p>NOTE: Courses remain on the enrolled list until a student completes it. Upon completion, the course moves to the transcript.</p> <p>Launch course (GO TO COURSE button).</p> <ul style="list-style-type: none"> <li>▶ Go to module listing for Web-based courses. Then to selected module.</li> <li>▶ Go to course for Other courses.</li> </ul> <p>View details of an ILT course.</p> <p>NOTE: For student role users, the system opens to the enrolled courses screen to allow them to go immediately to the course.</p>
Review status of incomplete Web-based course	<p>View enrolled course module details to see:</p> <ul style="list-style-type: none"> <li>▶ Modules begun but not completed.</li> <li>▶ Modules not yet begun.</li> <li>▶ Modules completed.</li> </ul> <p>Launch a module (START FROM TOP button)</p>
View student transcript—course level	<p>Review student transcripts.</p> <ul style="list-style-type: none"> <li>▶ Courses.</li> <li>▶ Overall course score (not scores of individual modules).</li> <li>▶ Pass/Fail for each course.</li> </ul>
View transcript details—module level	<p>Review student transcript detail on a module-by-module basis:</p> <ul style="list-style-type: none"> <li>▶ Course status.</li> <li>▶ Enrollment date.</li> <li>▶ Start date.</li> <li>▶ Completion date.</li> <li>▶ Score.</li> <li>▶ Pass/Fail.</li> </ul>
Review completed course	<p>Review completed course, if allowed (determined by training coordinator/administrator), without re-enrolling, testing, or added credits.</p>
Edit profile	<p>Update information in user's profile.</p>
E-mail administrator	<p>Send e-mail to administrator.</p>
Get user help	<p>Select FAQ button to open online help.</p> <p>Search:</p> <ul style="list-style-type: none"> <li>▶ By subject.</li> <li>▶ By keyword.</li> </ul> <p>Select question to see answer.</p> <p>NOTE: Keyword searches show keywords in bold in each answer.</p>

User Action	System Function
Take an integrated Web-based course	<p>Launch course from enrolled courses screen.</p> <p>Navigate integrated courses with <b>Sensa™</b> buttons:</p> <ul style="list-style-type: none"> <li>▶ TAKE NOTES Launches local editor program using Rich Text Format (.rtf) files.</li> <li>▶ QUIT Closes module/course and returns to course index.</li> <li>▶ COMPLETE Begin the test immediately or end module/course if no test.</li> </ul>

## System Requirements

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### Preferred System Configuration

- ▶ IIS
- ▶ Microsoft SQL server (Access database option also available)
- ▶ MacroMedia's Cold Fusion (required)
- ▶ Windows 2000 operating system (UNIX- and Oracle-based systems available on per-contract basis).
- ▶ Internet Explorer 4.0 or higher (Netscape operation capable, but not guaranteed.)

### Hardware Platform

#### Recommended

- ▶ 1 gigahertz
- ▶ 512 megabyte RAM
- ▶ Dual network interface card
- ▶ 30 gigabyte drive
- ▶ 5-1 RAID

#### Minimum

- ▶ 600 gigahertz
- ▶ 256 megabyte RAM
- ▶ Single network interface card
- ▶ 20 gigabyte drive

## Pricing

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**Sensa™** was designed and developed with the low- to mid-end of the e-Learning Market in mind. It is both efficient and affordable, offering much of the same functionality as systems costing ten times as much! Contact us for a demo and a quote. Below is some standard pricing.

<b>Sensa™ Pricing</b>	
Item	Price
Up to 500 Users (3 years)	<b>\$12,000</b>
Up to 2000 Users (3 years)	<b>\$17,000</b>
Over 2000 Users (3 years)	<b>\$27,000</b>
Annual Maintenance	<b>25% of Purchase</b>
Customization	<b>\$125/hr (Average 10-40 hours)</b>
Hosting Services	<b>Call for a quote!</b>

**Sensa™** Product Information

9/27/2004  
Pinneast  
800.551.6711  
[sales@pinneast.com](mailto:sales@pinneast.com)