

How to Change Learners' Course Status

GlobalLearn version 2.6

APPLICABLE TO:

- Company Admin
- Manager
- Instructor
- Learner
- GlobalLearn

Learner progress in online courses is tracked automatically – however, situations may arise that require manual intervention, such as resetting the progress or marking a course as completed.

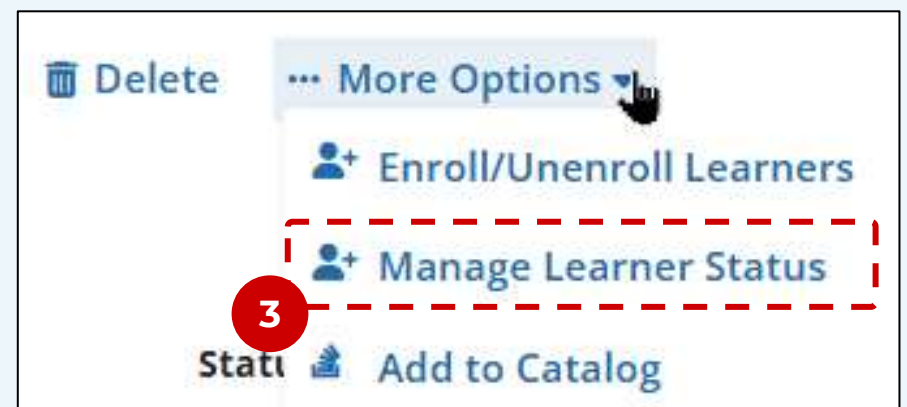
1 Log in to Global Learn and navigate to the **Course Management page**.




2 **Select** the Course where intervention is needed, using the checkbox next to its name.

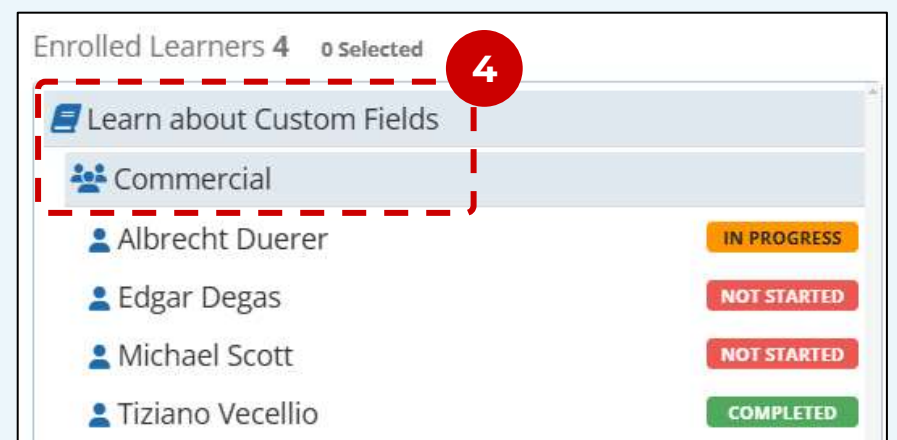


3 Expand the **More Options** menu at the top and select the **Manage Learner Status** option.



 'External' and 'Classroom' courses are not eligible since progress is tracked manually.

4 **Expand each header** under Enrolled Learners until you see names listed with the respective course status.



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5 **Select** the user(s) you want to change status for.
Click on **Add**.

Commercial	Status
Albrecht Duerer	IN PROGRESS
Edgar Degas	NOT STARTED
Michael Scott	NOT STARTED
Tiziano Vecellio	COMPLETED

Add >>

<< Remove

Pro Tip: you can use the **Current Status Filter** dropdown under the names list to aid in users selection, especially if the course has a large number of enrollees.

6 Complete the other mandatory fields – then click **Finish**.

Current Status Filters

Changed Status* Completed

Completed Date* 01/06/2025

Reason For Changes*

Learner read the document offline

Finish Cancel

7 A recap appears of the requested change. Review for accuracy and then hit **Confirm**.

Courses	Learners
Learn about Custom Fields	Edgar Degas

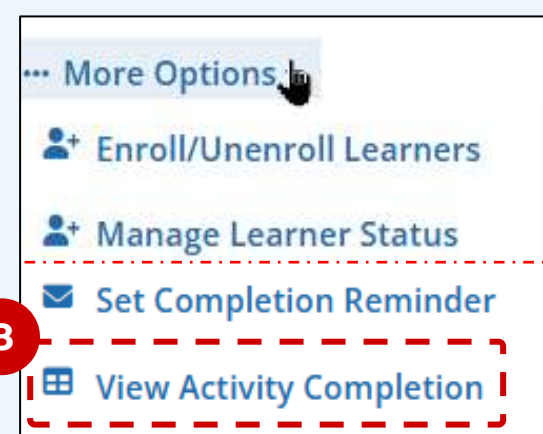
Confirm - Change learner's status to "Completed" for selected courses

Confirm Cancel

Resetting Progress

The matter is somewhat different if you seek to reset progress for a Learner. In that case, you can only mark individual activities as 'not completed', thus requiring the learner to re-attempt them.

8 Select a course; expand the **More Options** menu at the top and select the **View Activity Completion** option.



9 Find the horizontal line that matches the Learner whose status you want to change. Click on **Mark not/completed** under an activity to change the status for that activity. Repeat as needed.

A screenshot of a table with three columns: 'Video for Users', 'SOP: GCP Intro 1', and 'Read & Understood'. Each column has four rows of status options. The first row in each column has a checked checkbox and the text 'Mark not-completed'. The second and third rows have an unchecked checkbox and the text 'Mark completed'. The fourth row has a checked checkbox and the text 'Mark not-completed'. A red dashed box highlights the 'Mark not-completed' option in the first column, and a red circle with the number '9' is positioned to its right.

Video for Users	SOP: GCP Intro 1	Read & Understood
<input checked="" type="checkbox"/> Mark not-completed	<input checked="" type="checkbox"/> Mark not-completed	<input checked="" type="checkbox"/> Mark not-completed
<input type="checkbox"/> Mark completed	<input type="checkbox"/> Mark completed	<input type="checkbox"/> Mark completed
<input type="checkbox"/> Mark completed	<input type="checkbox"/> Mark completed	<input type="checkbox"/> Mark completed
<input checked="" type="checkbox"/> Mark not-completed	<input type="checkbox"/> Mark completed	<input type="checkbox"/> Mark completed

 The change is immediate, there's no 'Save' or 'Confirm' button.