

## Technical Setup

# SOS Advanced Delivery

Implementing the Advanced Delivery version of an SOS course on your Learning Management System (LMS) is a safe and simple way to ensure courses are easily accessible to your learners.

## How it Works

We will provide you with a SCORM “stub” (as a .ZIP file). SCORM stands for Shareable Content Object Reference Model and Scorm.com defines it as a set of technical standards for eLearning software products. Unlike a typical SCORM package, this “stub” does not contain our training content; rather, it retrieves that content seamlessly from our LMS whenever your learners need it.

These dispatch files delivered as .ZIP files provide a direct connection from your LMS to the content housed in our SOS Signs of Suicide LMS. This allows your learners access to our suicide prevention modules and gives us the ability to monitor usage, track licenses, and ensure your LMS has immediate access to any course updates.

You will need someone on your team with access to and familiarity with setting up courses in your LMS, who can create a course and add the “stub” as a learning package. In most systems, this can be done in just a few clicks.

## Receiving Course Files

- **File Type:** The course file will be emailed to your campus implementor as a .ZIP file that includes the SOS course’s SCORM stub.
- **File Upload:** When you receive the ZIP file, your LMS administrator will upload the .ZIP file (do not unzip) to your LMS as a learning package and set up the course just like any other SCORM element.
- **Sample Instructions for Common LMS Platforms:** [Canvas](#), [Schoology](#), [D2L Brightspace](#)

## Setting Up the Course in Your LMS

- **Recommended Setup:** we recommend a simple course setup such as our training module followed by a certificate of completion; however, anything outside of our suicide prevention training module can be customized to the extent possible in your LMS.
- **Enrollment:** Once the course has been created in your LMS, you can provision the content to your audience in the same way you share other trainings and courses. For example, auto-enroll all your freshmen students, customize access, and more. Please note that your learners will not need to login to any additional platforms or systems.

- **Learner Registrations:** Each time a learner in your LMS begins our training module anew it will count as an additional registration. Therefore, we recommend setting up the course so that your learners cannot take it multiple times. Additional registration blocks are available for purchase as needed.

## Ongoing Program Support

- We are available to support the functioning of the SCORM stub and your learners' access to our content. We cannot, however, provide support for questions related to course setup, implementation, or reporting within your LMS. We recommend contacting your school's IT team and/or your LMS's customer support team for assistance in these areas.
- Additionally, although SCORM is the leading standard for sharing online educational content, roughly 1-2% of learners will experience a "completion error" in which their progress within a course is not communicated to the learning management system (LMS) due to network interruptions, firewall restrictions, or session time-outs (among other causes). Our SOS team strives to keep this percentage as low as possible (it is currently less than 1%); moreover, when this error does occur, we work quickly to assist the affected learner. We ensure the learner is marked complete in our LMS and that they are able to review the course content. Clients using our SCORM trainings in their own LMSs via our advanced delivery solution will also experience this error. We recommend working with your LMS administrator and/or vendor to learn the proper procedure for manually completing learners, as we are unable to troubleshoot issues in clients' LMSs.

## Data & Reporting

- **What Data is Shared with SOS:** In addition to learner name, time spent in the module, and completion status, SOS also collects IP addresses in aggregate. The IP addresses are not matched to specific learner data but rather are used to populate a heat map displaying where users are accessing our content, thus allowing us to monitor for unauthorized use.
- **What Data You Can Collect:** As this module will be accessed within your school's LMS, you can collect any data you would like, e.g. major, graduating year, or familiarity with suicide prevention.