

**National Criminal Justice Association
Office for Victims of Crime Center for Victims of Crime Act Administrators (OVC VOCA Center)
Learning Management System (LMS)**

CONTENT DOCUMENT

INTRODUCTION

The OVC VOCA Center is a relatively new office established in 2020. The OVC VOCA Center provides peer-to-peer technical assistance to meet the needs of Victims of Crime Act (VOCA) Administrators. The OVC VOCA Center will broaden victim services to historically underserved communities, provide grant and financial management training and technical assistance, offer learning opportunities designed specifically for VOCA Administrators, and foster expanded accessibility and sustainability of VOCA programs. Numerous federal grants facilitate the training and technical assistance provided by the OVC VOCA Center.

The OVC VOCA Center provides training and technical assistance through various avenues. These include in-person learning communities, regional and national summits, national conferences, and virtually through training videos, resource documents, a podcast series, self-paced learning opportunities, and real-time virtual training opportunities for State Administering Agencies and their staff.

The OVC VOCA Center currently uses Elevate as its LMS platform. The current platform, as it exists, worked in the early stages of this new project. However, over time, and through lessons learned, it has become clear that this LMS no longer meets the needs of the OVC VOCA Center.

Therefore, the OVC VOCA Center is searching for an LMS that expands its capabilities and can also adjust and potentially expand over time.

PROJECT SUMMARY

The OVC VOCA Center needs an LMS that will meet the many needs of our organization. Below is a breakdown of the requirements.

General

1. The OVC VOCA Center shall own all data and content provided by the OVC VOCA Center within the LMS - Required
2. LMS Provider may not provide registration data or content to a third party without written approval by the OVC VOCA Center – Required
3. Cloud-based system with access for all users, compatible with desktops, laptops and mobile phones, from anywhere – Required
4. Security meets NCJA security requirements – Required
5. Ability to register an unlimited number of users – Recommended
 - a. If unlimited is not feasible, LMS must be able to handle OVC VOCA Center's estimated number of users - Required
 - i. State Administering Agency (SAA staff) – 400 to 500 possible users

- ii. Subrecipients – 2,000 to 5,000 estimated users
- 6. Ability to import content from current LMS – Required
- 7. The ability to provide input and customize all features' design, branding, and layout to OVC VOCA Center branding to include titles, headers, colors, etc. – Required
- 8. End user-friendly, easy to navigate and use – Required
- 9. Environment for educating OVC VOCA Center staff and creating events/resources before “going live” – Required
- 10. Ability to have permissions-based division of content, where certain LMS features are only available to specific user types. Users from State Administering Agencies will not have access to materials, resources, courses, etc. developed for Users who are VOCA Subrecipients and vice versa – Required

Administration

- 1. Have a multi-tiered user structure that includes:
 - a. Account Owner - Required
 - b. Administrator - Required
 - c. OVC VOCA Center Staff - Required
 - d. NCJA Staff – Required
 - e. Permission-Based Participant - Required
 - f. SAA Supervisor - Recommended
 - g. SAA End User - Recommended
 - h. Subrecipient Supervisor - Recommended
 - i. Subrecipient End User - Recommended
 - j. General User - Recommended
- 2. User Registration – Required
 - a. Collect customized registration information – Required
 - b. Ability to indicate accessibility needs on user profile – Required
 - c. The ability for the user to update the profile - Required
 - d. Require completion of all registration fields - Required
 - e. Ability to assign roles based on user type – Required
 - f. Ability to assign users to multiple content types - Required
 - g. OVC VOCA Center Notification of new user registration – Required
 - h. Ability for users to opt-in/opt-out to individual notifications of all types of LMS offerings - Recommended
 - i. Ability for users to indicate in their profile the types of events they are interested in, and when an event of that type is created and open for registration, the user is automatically notified - Recommended
- 3. OVC VOCA Center Registration of Users
 - a. OVC VOCA Center ability to register users -Required
 - b. Generate generic password – Recommended
 - c. Require User to log in and update profile – Required
 - d. Ability to modify a profile for a User – Required
 - e. Ability to deactivate/block a User - Required
 - f. Link Expiration if a user does not log in to complete profile - Recommended
- 4. User Password Protection

- a. User Profile Password - Required
- b. User ability to reset password based on questions and/or Multi-Factor Authentication – Required
- c. OVC VOCA Center ability to reset a generic password – Required
5. User Active/Inactive capability – Required
6. Digital Badging for users to have something to progress towards - Recommended

Content

1. Ability to host multiple learning mediums – Required
 - a. Self-paced e-learning modules using SCORM
 - b. Virtual “live” learning using Zoom (preferred)
 - c. Videos
 - d. Podcasts and audio files
 - e. Ability to host specific tracks/modules for learning that provide a certificate of completion per learning module.
2. Event Registration – Required
 - a. Ability to register for an in-person or virtual event.
 - b. Ability to register for online content courses/modules within the LMS.
 - i. Email the registrant notifying them of course registration.
 - c. Ability to require completion of customized fields before registering for an event.
 - d. Calendar invite sent from system to registrant for all in-person/virtual events.
 - i. Invite includes a Profile-Specific link to access the virtual event.
 - e. Ability to indicate accessibility needs on user profile. When a user registers for the event (virtual or in-person), this accessibility needs information will automatically be indicated on the registration list.
3. Home Page Calendar that shows upcoming in-person and virtual events – Required
4. The Ability to archive content that is outdated or no longer needed - Required

Analytics

1. The ability to report on anything in the system being viewed, clicked on, registrations, attendance, duration of watch time, etc. - Required
2. The ability to customize “push-button” reports (i.e., federal reports) - Required
3. Ability to produce customizable aggregate and query data by user type, training/event, resource, specific period, etc. – Required
4. Ability to produce and issue a “certificate of completion” for any specific training to a user - Required
5. Ability to export data in multiple formats (PDF, Excel, CSV, etc.) - Required
6. Wide range of standard and ad hoc reporting - Required
7. Ability to identify specific data collection elements - Required
8. Ability to report based on individual and grouped users (based on profile fields) - Required

Accessibility

1. All contact must include an accessibility module and a translation module - Required
2. Entire LMS ADA & 501 compliant etc. – Required
3. Ability to hold a virtual event in the LMS with simultaneous interpretation - Recommended

Audit compliant

1. Ability to determine which user and what content was accessed and modified since historical records cannot be altered - Required
2. Ability to OVC VOCA Center staff to “log in as” any user to navigate an issue – Required
 - a. Include a notes field that the OVC VOCA Center staff must complete to indicate why this function was used - Required

OVC VOCA Center Communication Needs

1. Ability to send messages from admin to individual/grouped users in the LMS - Required
 - a. Ability to generate and send a direct link to a resource or event - Required
2. System can send automatic reminders to registered users - Required
 - a. Ability to customize message and frequency for each offering - Required
3. The ability to have a resource feed where the OVC VOCA Center can upload resources of various file types not connected to any course - Required
 - a. Ability to categorize files in a logical “library.” - Required
4. A user discussion forum (that OVC VOCA Center can moderate and edit as needed) – Required
5. Ability to communicate with users in the LMS via email/direct communication - Required
6. Scrolling Newsfeed or highlight feature that can highlight an upcoming event, resource, offering - Recommended
7. Notification to users when a new resource/event has been added that meets their user profile type - Recommended

Vendor Support

1. Detailed vendor response times to user issues - Required
2. Specific point of contact for OVC VOCA Center for any issues that arise - Required
3. Vendor virtual training for OVC VOCA Center staff during the LMS build and before LMS “goes live” - Required
4. YouTube/Web short videos explaining key processes (creating training events, registration, creating user profiles, categorizing documents, etc.) - Recommended

Content Management – Optional Add-On

The OVC VOCA Center would like to find an LMS provider that also designs/produces content management. This would include:

1. Voice recording capability when the OVC VOCA Center finalizes e-learning modules, podcasts, and other content.
2. Voice recording/audio file editing
3. Ensuring all branding is included in the final product
4. Producing a final product that overlays voice recording with modules.
5. Works with the OVC VOCA Center to prioritize content development.
6. Can create self-paced e-learning modules with testing checkpoints