

Adding Completion Criteria: myBrainshark Pro Trainer

Have you ever sent out an important communication or had required learning material and wanted to be certain that your audience viewed the material or fulfilled the learning requirement? If you are using myBrainshark Pro Trainer, adding completion criteria to your presentation communicates the importance of your material to your viewers, allows you to set the needed completion parameters, and confirms that your viewers know when they have completed the requirements.

Consider Your Audience

Not every communication needs completion criteria and it is definitely not appropriate or useful to add it to all presentations. When should you use completion criteria?

1. Your viewers need to recognize their progression through your communication.
2. Viewer completion will be tracked, and the viewer has a vested interest in ensuring that the training is completed.
3. Viewer needs to know that he or she has fulfilled a viewing requirement.

Think about Your Content

When selecting the components of completion criteria, you need to make sure you are aligning them with your presentation goal as well as the needs of your audience. You also need to communicate to your audience what they need to do to be considered “complete”. It is important to plan out the results of your completion criteria before you begin.

1. **% Audio** lets you define how much of the presentation audio the viewer needs to hear.
2. **% Slides** lets you define how many of the presentation slides the viewer needs to see.
3. **% Score** is the score the viewer needs to attain on included examination questions (Score should be set to zero if there are no examination questions).

Consider Best Practices

Apply these Best Practices when you are using Completion Criteria with your communication. Think about the experience you are creating for your viewer.

1. When you are finished adding your completion criteria, be sure to test to make sure it is possible to meet the completion criteria and “complete” the presentation.
2. Setting % Audio to 100 means that if your viewer misses even one second of the audio, he or she will not be complete. Be realistic when determining how much audio the viewer really needs to listen to, and then set the percentage.
3. The *Resume* feature allows your viewers to start and stop watching whenever it is convenient for them. Any progress a viewer has made toward the completion criteria will be saved and will aggregate across multiple views. However, if the viewer chooses to Restart rather than Resume, all progress made toward completion will be cleared.

How to Use Completion Criteria

From the Presentation Properties tab, you can enable or disable Completion Criteria for any presentation. The instructions below will give you details on customizing the completion criteria for your presentation. **Please be aware that Completion Branching will only happen when the completion criteria has been met.** For example, if you have selected “Show completion results”, this will only happen if the viewer has completed the presentation by listening to the set percentage of audio, viewing the set percentage of slides, and/or achieving the set examination score.

Enable Completion Criteria

1. Navigate to **Edit Presentation**.
2. In the *What Can I Do Now?* section, select **Set completion and certificate criteria**.
3. In the *Completion Criteria* section, set the percentages for:
 - a. **Percentage of slides viewed**.
 - b. **Percentage of audio played**. *Best Practice is to set this to < 100%. If you set this to 100, the viewer cannot complete the presentation if he or she misses even 1 second of audio.
 - c. **Test score needed to pass**. Set this to 0 if there is no test. Remember that this is a % score; set the threshold based on the number of questions in the test. For example, if there are 10 questions worth 10 points each (total possible points 100) and you set the percentage to 95, missing only one question will make the learner incomplete.
4. In the *Completion Branching* section select whether to:
 - a. **Show completion results**. This option will present the viewer with a summary of his/her completion results when the presentation is closed. With this selected, you can also **Include option to print certificate**.
 - b. Or, **Only show completion certificate**. This option will present the viewer with a completion certificate when the presentation is closed. Please see the *Edit Completion Certificate* section of this document for more information.

NOTE: Completion results will only launch when the viewer has satisfied the completion requirements you have set and the presentation is closed.
5. Click the **Save** or **Apply** button to save changes.

Edit the Completion Certificate

Brainshark can display a completion certificate to viewers when completion criteria have been met. There is default text and a default certificate template included, however it is possible to change the text that will display on the certificate.

Changing Completion Certificate Message:

1. In the *Certificate Message* field, make any changes you wish.
2. Text contained within << >> references data fields that pull information related to the Presentation, Guest Book, etc. *Best Practice is to leave alone any text you find inside the << >> (chevrons).
3. Please see the [Custom Completion Certificates document](#) for a list of fields and their corresponding parameters.

Report on Viewer Completion

Once completion criteria is enabled and viewers start watching your presentation, and answering any examination questions you may have included, the detailed viewing report displays viewing details including: % *Slides*, % *Audio*, and % *Score*.

Run a Detailed Viewing Report

1. Navigate to **Edit Presentation**.
2. In the *What Can I Do Now?* section, select **Set completion and certificate criteria**.
3. Select Run detailed viewing report. Completion statistics will display per viewer.