

Adding Completion Criteria

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? Adding completion criteria to your presentation communicates the importance of your material to your viewers, confirms that your viewers completed the requirements, and allows you to get accurate, meaningful reporting data.

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).

NOTE: You cannot enable the mobile version, or publish a presentation to YouTube with Completion Criteria enabled. If you need to add Completion Criteria as well as publish to YouTube or enable mobile, make a copy of the presentation, remove Completion Criteria, then enable mobile or publish to YouTube on the copy.

Consider Best Practices

Consider Brainshark 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 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.
3. Enabling 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.
4. If the author enables completion criteria *and* display of completion results within the viewer for either a presentation or a course, Brainshark will show the correct answers for all answered questions (correct or incorrect) when the viewer clicks the completion results indicator. This is regardless of whether or not the viewer has met the completion criteria. If you don't want the viewer to see the correct answers for every attempted question while viewing the presentation, consider the following alternatives:
 - Disable **Link to completion results**
 - Link to completion results as branching and limit viewers to one attempt per question and restrict the number of views so they do not have the opportunity to view the materials again.

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 any branching enabled by you in Brainshark will only happen when the completion criteria has been met.** For example, if you have selected “Link to 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. Log into Brainshark.
2. Locate the presentation.
3. Click the **Edit** link next to the presentation thumbnail.
4. On the *Presentation Properties* tab, select the **Require viewers to complete presentation** checkbox.
5. Click the **Edit** link next to the **Require viewers to complete presentation** checkbox.
6. 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.
7. Select whether to **Display completion indicator in viewer** to alert the viewer that he or she has completed the requirement. The indicator is red and turns green to signify that completion criteria have been met.

NOTE: If you enable *Display completion indicator in viewer* and the individual watching clicks the completion indicator, he or she will see the answers to all attempted examination questions. See the [Best Practices](#) section above for additional information.
8. Select whether to **Link to completion results.** Clicking the completion indicator will take the viewer to a summary of his/her completion results; printing of a completion certificate can be made available and custom certificate templates can be added to your site. **Remember that the completion results will only display when the viewer has satisfied the completion results you have set.** Please see the *Edit Completion Certificate* section of this document for more information.
9. Click the **Save** or **Apply** button to save changes.

Set Completion Branching

Upon **successful completion** of the current presentation, branching automatically directs the viewer to the Author's choice of one of the following: another presentation, a web link, the completion results for the presentation, or a completion certificate.

1. Select the radio button next to the item you would like to branch to upon successful completion.
 - a. **Do nothing**—no branching will occur
 - b. **Go to presentation #**—Enter the presentation ID (PID) in the field OR search for the presentation:
 - i. Click the **Find** button to locate your presentation.
 - ii. In the *Folder* field, click the drop down arrow to show all folders in your Brainshark site.
 - iii. Select the folder in your Brainshark site where the presentation is located.
 - iv. The screen will refresh to show only those presentations in that folder.
 - v. If the list is too long, you can enter all or part of the presentation title in the *Search* field and click the **Search** button.
 - vi. Click the hyperlinked name of the presentation to select it.
 - c. **Enable Completion Certificate**—When enabled, a completion certificate is launched when the viewer meets the completion criteria for the presentation. Please see the *Edit Completion Certificate* section of this document for more information.
2. Click the **Save** button

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 of the certificate as well as to load custom certificate templates.

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 Certificate Replacement Parameters* document for a list of fields and their corresponding parameters.

Custom Certificate Template:

1. Design the certificate as a PowerPoint slide.
2. Send the slide, with approval from the Company Administrator, and instructions to add the slide as a Custom Certificate Template to support@brainshark.com. You'll need to include the **Company ID** which can be found on the Company Information tab under **My Applications | Administration**.
3. Technical Support will upload the certificate template; it will then be available for selecting in the *Certificate Template* drop down.

How to Report on Completion Criteria

There are two Presentation reports that can be modified to include additional details like *View % Duration*, *View % Slides*, or *View % Score*.

Add New Fields and Run Your Report

1. Log into Brainshark.
2. Select **Reporting** from the main navigation ribbon.
3. Select the report.
4. Click the *Report Basics* tab.
5. In the *Report Contents* section, select the **Presentations** radio button, then:
 - a. Click the **Find** button to locate the presentation.
 - b. Select the **Folder** from the drop down to list all presentations in that folder, or enter a keyword in the **Search** field to bring up a list of all presentations which contain that keyword.
 - c. Select the checkbox next to the presentation for which you would like to run the report.
 - d. Click the **Submit** button.
6. Click the *Report Options* tab.
7. In the *Report columns* section, add and edit columns in your report by following these steps:
 - a. Scroll down in the list of *Available columns* and select “**View % Duration**”, “**View % Slides**”, and/or “**View % Score**”.
 - b. Click the **right arrow** button to add the selected column to your report.
 - c. Use the **up** or **down arrows** to relocate the selected column in the report.
8. Make any additional changes to the *Dates* or *Output* section.
9. Click the **Run Report** button to run the report.

Report Templates and Scheduled Reports

If you know that you want to remember to include specific fields or parameters when you run your reports, or you frequently run the same report, you can create a Report Template and save it in Brainshark. At any later time, you can run an on-demand report directly from the template. Alternatively, you can create a scheduled report to ensure that your reporting data is automatically emailed to a designated list of recipients with the data you desire, in the format you prefer, and on the schedule that you outline.

Create a Report Template:

1. Click the *Report Basics* tab.
2. In the *When to run* section, click the **Run report** drop-down.
3. Select **Save as template** and enter a name for the report in the *Name* field.
4. In the *Report Contents* section, select the **Presentations** radio button.
5. Click the **Find** button to locate the presentation.
6. Select the **Folder** from the drop down to list all presentations in that folder, or enter a keyword in the **Search** field to bring up a list of all presentations that contain that keyword.
7. Select the checkbox next to the presentation you would like to run the report for.
8. Click the **Submit** button.
9. Make any additional changes to the *Dates* or *Output* section.
10. Click the **Save** button.

Schedule a Report:

1. Click the *Report Basics* tab.
2. In the *When to run* section, click the **Run report** drop-down.
3. Select the interval.
4. In the *Report Contents* section, select the **Presentations** radio button.
5. Click the **Find** button to locate the presentation.
6. Select the **Folder** from the drop down to list all presentations in that folder, or enter a keyword in the **Search** field to bring up a list of all presentations that contain that keyword.
7. Select the checkbox next to the presentation you would like to run the report for.
8. Click the **Submit** button
9. Make any additional changes to the *Dates* or *Output* section and click the **Save** button.