



Prince George's County Government NEOGOV Learn Instruction Guide How to Complete A NEOGOV Learn Survey



OHRM Office of Human
Resources Management

Instruction Guide Topics

This instruction guide will show you how to:

1. Access your Survey via the My Courses Menu
2. Access Completed Course Surveys via Course Notification
3. Access Survey via Learner Profile

Internet Browsers Used to Access NEOGOV Learn

NEOGOVS Learn can be accessed using two internet browsers:

- Google Chrome
- Microsoft Edge

These systems should be used to ensure that all functionality in NEOGOV Learn is accessible.



Microsoft Edge



Google Chrome

STEP 1 | Navigate to the LMS Login Page

- a. From your browser window **navigate to the OHRM County Learning and Development webpage [online here](#)**
- b. Click **NEOGOV Learn LMS** image

Please Note: You must use either the Google Chrome or Microsoft Edge with Chromium internet browsers to access the LMS



New LMS Access - NEOGOV Learn

Available starting June 1, 2021

Please click the image below to access the new Prince George's County Learning Management System.



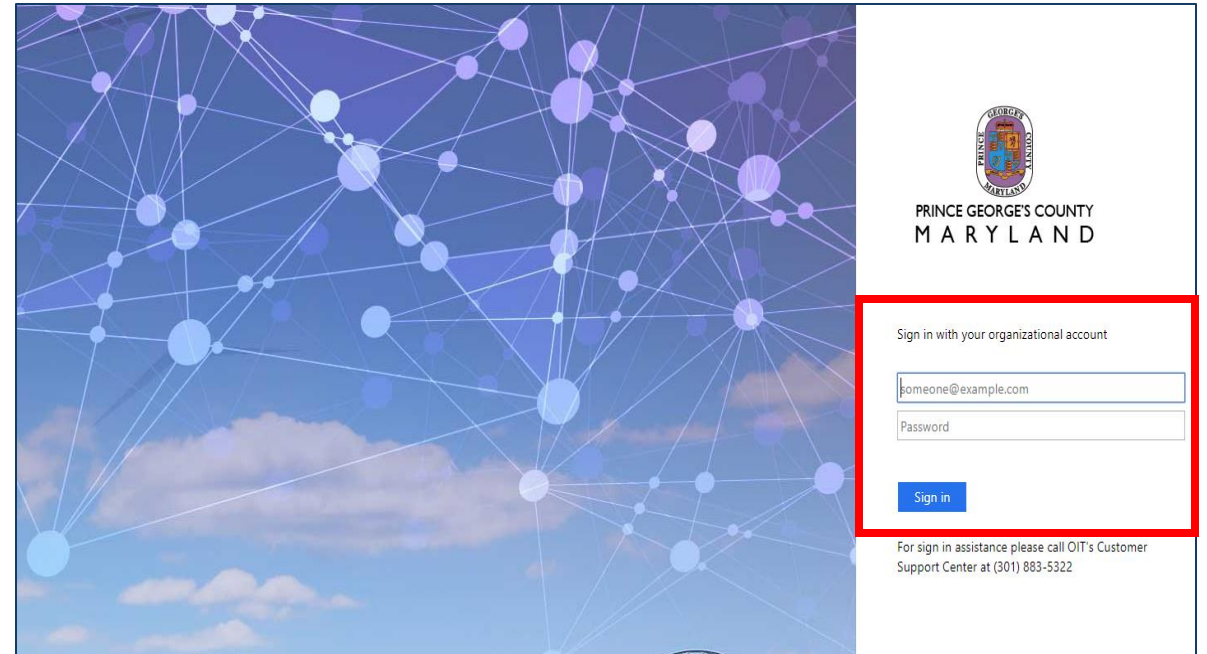
Prince George's County Learning Management System (LMS)
(Employee-Only Access)

STEP 1 (continued) | Login to the LMS

Employees are able to use **Single Sign On** to login to **NEOGOV Learn**.

- a. Once you reach the login page, **enter your county email address and password**, and click "Sign In"

Please Note: You should use the same email and password used to login your computer



PRINCE GEORGE'S COUNTY
MARYLAND

Sign in with your organizational account

someone@example.com

Password

Sign in

For sign in assistance please call OIT's Customer Support Center at (301) 883-5322

Complete Post-Course Survey

Post-Course Surveys allow the LPOD team the ability to collect feedback on course offerings – **both classroom and online** – and help identify the overall effectiveness of a training courses and key areas of improvement.

There are three different ways to complete a survey:

1. Complete through Course Completion Notification
2. Complete through My Courses
3. Complete Learner Profile

STEP 1 | Navigate to the Survey

1. At the completion of the course, you will have to the option to **Take Survey**.
 - a. Click on the "Take Survey" button.
2. The survey will open up into a new browser.
3. Once you complete the survey, you can close the window.

The screenshot displays the NEOGOV Learn platform interface. At the top, there is a navigation bar with the NEOGOV logo, a search bar, and a user profile for Georgette Shaw. Below the navigation bar, a breadcrumb trail shows 'Back to My Courses'. The main content area features a course titled 'EMPLOYMENT LIABILITY: FMLA in a Nutshell: The TAKEAWAY for Managers™'. The course description explains that it is a conversational, easy-to-use program for managers that covers the Family and Medical Leave Act. At the bottom of the course content, there are three buttons: 'View Certificate', 'Review', and 'Take Survey'. The 'Take Survey' button is highlighted with a red rectangular box. To the right of the course content, there is a 'Course Details' sidebar showing course information such as '00H 09M', 'REQUIRED SCORE: 80%', and 'COURSE CODE: SVL_073024'. Below the course details, there is an 'Attachments' section which currently shows 'no attachments'. The footer of the page includes the NEOGOV logo, a 'Terms | Privacy' link, and the official seal of Prince George's County, Maryland.

STEP 1 | Navigate to the Course Notification

Dear **Employee Name**

Employee Name successfully completed the course Bloodborne Pathogens for all Employees on 10/22/2019 1:06:55 PM. Please log into [NEOGOV LEARN](#) to view the course details page.

Course Name: [Bloodborne Pathogens for all Employees](#)

Completion Date: 10/22/2019 1:06:55 PM

Score: 100.00

EnrollmentStatus: Passed

Your feedback is important to us. Please take a moment to complete a brief survey for this course. Click the link below to access the survey.

<https://surveys.qa.neogov.net/take-survey/0a2a423a-8ce0-47e1-8ff5-e707c38a808f>

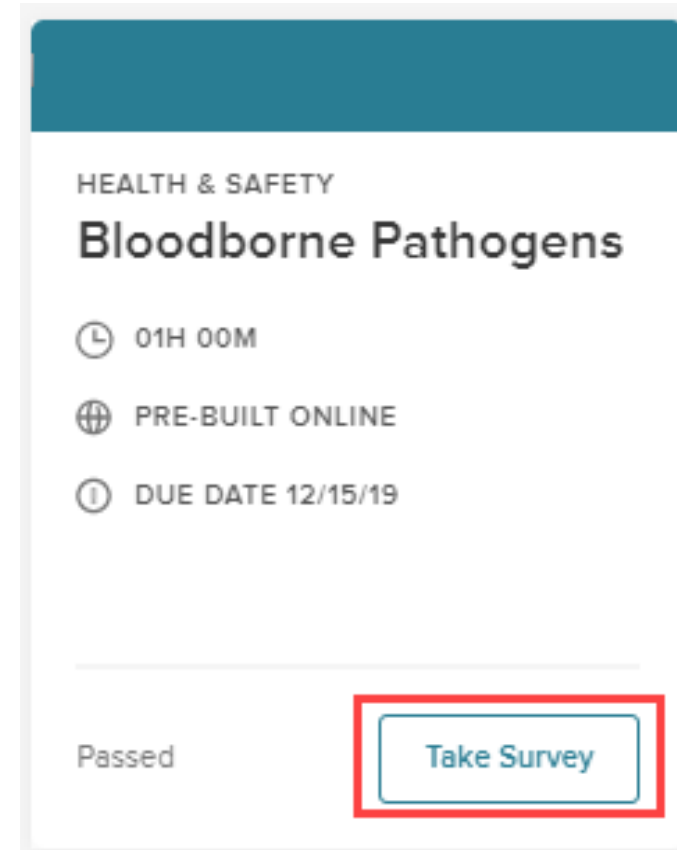
Survey Expiration Date: 10/29/2019.

1. Upon course completion, you will receive via email of a direct link to access the survey is attached to the Class Completion and Online Course Completion notifications.
2. Click on the direct link to access survey and take the survey.

STEP 1 | Navigate to the My Courses Tab

The Survey is accessible from the **My Courses** link on the top menu in Learn.

Click the **My Courses tab** from the menu bar, then **scroll** to the recently **completed course**. From there, select **Take Survey**.



STEP 1 | Navigate to the Learner Profile

Learners can also complete surveys via their **Learner Profile**.

1. To **navigate** to the Survey, select your name located in the top right corner, then select **My Profile**.
2. Next, scroll to **Completed Courses**, then select **Take Survey**.

The screenshot displays a learner profile dashboard. At the top right, the user's name 'Connor Jacob' is visible, with a dropdown menu containing 'My Profile' and 'Sign out'. The dashboard features a 'COURSE PROGRESS' section with a circular gauge showing '11% Complete'. Below this, there are four summary cards: 'Total Courses' (8), 'In Progress' (0), 'Not Started' (8), and 'Overdue' (8). A list of completed courses is shown below, with the 'Completed Courses' header highlighted. The list includes 'Perform Training' (COMPLETED 11/1/19) and 'Learn - Enrolling in a Course' (COMPLETED 11/1/19). The 'Take Survey' button for the 'Learn - Enrolling in a Course' entry is highlighted with a red box.

Questions?

Please contact the OHRM Learning, Performance, and Organizational Development (LPOD) division for questions or support accessing NEOGOV Learn.

The LPOD division will respond within three (3) working days.



Email

LPOD@co.pg.md.us