

## **MOC On-Demand Frequently Asked Questions (updated 12.07.2016)**

### **Q: What is the new MOC On-Demand product Microsoft introduced?**

A: Microsoft introduced a new on-demand training product available through its partners. The MOC On-Demand product is a self-paced online training experience that includes video, hands-on labs, exercises, text and knowledge checks. The customer experiences all of all of this through an on-demand course player streamed to his/her device.

### **Q: What is the official name of this new On-Demand training product?**

A: Microsoft Official Courses On-Demand (MOC On-Demand)

### **Q: When was MOC On-Demand originally launched?**

A: MOC On-Demand was originally launched on January 12, 2016.

### **Q: What are the latest enhancements in MOC On-Demand?**

A: On December 15, MOC On-Demand will be launched on the Skillpipe platform. The new version will have both feature and content enhancements – including Learning Partner dashboard to monitor student progress, free MCT access to all titles and even more engaging content.

### **Q: What are the latest content enhancements to the MOC On-Demand titles?**

A: MOC On-Demand courses will be enhanced with new interactive assessments to enable a more engaging learning experience through immersive content. For example: Knowledge Checks & Module Assessments will consist of different interactive options, including categorization, mixed assessment, annotated video, and click-to-reveal.

### **Q. How will MCTs get free access to MOC On-Demand courses**

A: MCTs can acquire one free license of every MOC On-Demand course, through their MCT account on Courseware Marketplace. Free MCT MOC On-Demand versions will not provide free access to a hosted lab.

### **Q: How do customers gain access to MOC On-Demand titles and consume them?**

A: Once a Learning Partner purchases a MOC On-Demand course, the Learning Partner will provide the customer with an access code (the same process as with Digital MOC). Customers will then access the MOC On-Demand from through the [Skillpipe eReader](#) that lists customer course purchases on their Bookshelf.

### **Q: How will Customer Satisfaction be tracked?**

A: The Customer Satisfaction Survey link is included at the end of every course. The link will open in a new browser tab for the student to complete.

### **Q: Who is the target audience for MOC On-Demand?**

A: The target audiences are IT Professionals and Developers looking to train on Microsoft technologies who cannot take time away from work and/or prefer to learn at their own pace.

### **Q: What is the market size and opportunity that you expect for MOC On-Demand?**

A: The market opportunity for the IT Pro and Dev audience is estimated at 50M worldwide.

**Q: What is the course structure of MOC On-Demand?**

A: Each MOC On-Demand course is made up of self-paced video modules that map to the MOC flow, 3 to 8 minutes in length each, with short knowledge check assessments at the end of each module. Upon course completion, a longer Course Assessment gauges' student knowledge retention.

**Q: Will MOC On-Demand be sold by course or by module?**

A: MOC On-Demand is sold only as a complete course.

**Q: Does the Learning Partner host the video content? Can they?**

A: MOC On-Demand is a Microsoft-hosted product that is streamed through the learner dashboard to the end-user. No, the Learning Partner cannot host the video content.

**Q: What about labs?**

A: Microsoft Official hands-on, hosted labs are part of the MOC On-Demand offering.

**Q: Is print MOC or dMOC included with MOC On-Demand?**

A: No. MOC On-Demand grants 90 days of course access from the time of code redemption. A package set that includes the associated dMOC is sold along with MOC On-Demand to the Learning Partner.

**Q: Who is presenting the material in MOC On-Demand videos? Where does the content come from?**

A: The individual(s) in the MOC On-Demand videos are official Microsoft representatives presenting content that aligns with the MOC version of the course. The content presented is authored by MCTs and Microsoft subject matter experts.

**Q: How long is each course?**

A: Each MOC On-Demand title is 30 to 40 hours of training content, including Microsoft hands-on labs.

**Q: What languages are supported?**

A: MOC On-Demand training is initially offered in English only. Microsoft is exploring localization options.

**Q: Will the videos contain subtitles?**

A: All MOC On-Demand courses will have English subtitles. Microsoft is exploring localization options.

**Q: Can I develop my own video "MOCs" (in local language) and (re-)sell them?**

A: No.

**Q. Can a Learning Partner sell a student the "Packaged Set" without delivering the instructor-led training to the student who purchased the " Packaged Set"?**

A: Yes, our Learning Partner Program requirements allow for the sale of a MOC & MOC On-Demand "Packaged Set" to one individual student. When the Packaged Set is purchased, a unique code will be issued to consume both Digital MOC as well as MOC On-Demand. Packaged Set assets cannot be split apart or distributed/sold/shared amongst multiple students.

**Q: How long will students have access to each MOC On-Demand course?**

A: MOC On-Demand access codes allow for 90 days of course access from the time of code redemption.

**Q: What content is delivered in a MOC On-Demand course?**

A: In many ways, the new on-demand training product is structured similarly to MOC, with similar pacing and objectives covered within a course. Course titles available and course names will also mirror MOC. The objective of MOC On-Demand is to provide customers with the in-depth skills necessary to fully utilize Microsoft technologies.

**Q: Will Microsoft sell MOC On-Demand directly to customers?**

A: Microsoft has no plans at this time to sell MOC On-Demand product directly to customers. Microsoft currently makes video training content available to customers through MVA, and has no plans to release MOC On-Demand content via MVA.

**Q: Can MOC On-Demand be sold as a subscription?**

A: At launch, MOC On-Demand will be sold or bought one course at a time, the option most customers have requested, with no subscription model. Learning Partners are encouraged to innovate their offerings to meet their students needs.

**Q: Will a student be Microsoft certified after completing a MOC On-Demand course and passing the last knowledge check?**

A: No. The knowledge checks are an excellent way to ensure the student has learned the material, but they are not certification exams. The student will still have to take and pass a Microsoft Certification exam to be certified.

**Q: Will the student be provided with a certificate of completion?**

A: A student is granted a Certificate of Completion when they have earned a minimum of 70% of the available points in scored assessments of the course. The scored assessments are available at the end of each Module. A qualifying student can download the certificate as an Acrobat .PDF file which will show: the student name, the course name and number and the course completion date. In the More Info section on the Bookshelf, students can track their progress towards this achievement and check how many points are still missing before the certificate is unlocked. There is also a Reporting option on the left in the Skillpipe eReader which a student can access while taking the course. This shows a complete "Progress Report" summary.

**Q: Is it possible to track general course progress and completion?**

A: The students can review their progress throughout the course in Reporting section in Skillpipe. The "Progress Report" provides the student with an overview of which items were already worked on, how much time was spent in the different sections and performance status of each assessment. The student can access the report from within the course as well as on the bookshelf; even after the course expired. The students can track their progress through the course including the following metrics:

- i. Completion of each course element (video, exercises, assessments etc.)
- ii. Last access date per element
- iii. # of views and time spent in element iv. Best score for each scored assessment
- iv. Overall course progress and time spent in course

**Q: Why is Microsoft producing MOC On-Demand courses?**

A: Microsoft's goal is to ensure customers have the skills they need to maximize use of Microsoft technologies. Microsoft is making in-depth MOC On-Demand training available to serve the needs of customers who prefer to learn at their own pace, when and where they choose. Microsoft is making MOC On-Demand courses available through Learning Partners so they can better serve the needs of customers, while attracting new ones.

**Q: Will there be any MOC On-Demand titles on MVA?**

A: There are no plans to put MOC On-Demand titles on MVA.

**Q: How will MOC On-Demand content differ from unofficial video content available elsewhere?**

A: There is no better source for content than the people who wrote the software. MOC On-Demand is official Microsoft content authored, presented and produced by Microsoft approved persons. MOC On-Demand also includes hosted hands-on labs.

**Q: Why should Learning Partners embrace this new product?**

A: Massive Open Online Courses (MOOCs) are increasingly popular, and on-demand learning providers such as edX, Pluralsight, and Lynda.com are entering the training market. MOC On-Demand is an official Microsoft learning product that enables Learning Partners to expand product offerings beyond traditional instructor-led training. This product will help Learning Partners in three ways:

- **Expand** the Learning Partner portfolio of offerings. According to research, the top priority for customers when selecting a learning provider is the ability to offer multiple training methods. Now learning partners can offer Instructor-Led, Virtual Instructor-Led and On-Demand training options – or a custom blend.
- **Differentiate** Learning Partners from other on-demand Learning Providers. MOC On-Demand helps Learning Partners build on their strengths by offering both on-demand and ILT services with Microsoft content. Only Microsoft Learning Partners will have the ability to offer customers a combination of ILT, vILT, and on-demand courses, as well as Microsoft exams (if they are a Pearson VUE testing center). This is an additional opportunity for Learning Partners to highlight their status as approved Microsoft training providers.
- **Attract** new customers. MOC On-Demand is ideal for a diverse and evolving audience who can't afford dedicated time away from the office to attend a live class, don't have the time or budget to travel, or simply prefer the self-paced, on-demand learning format.

**Q: Is Microsoft phasing out ILT?**

A: Microsoft is not phasing out ILT. MOC On-Demand courses can attract a new audience for Learning Partners while generating new opportunities to offer additional services, such as offerings that blend classroom and on-demand training.

**Q: Does Microsoft have research to support its direction with the on-demand form factor? A:**

Yes, Microsoft conducted a pilot with edX, a MOC On-Demand pilot with a small group of Learning Partners and training preference research with Enterprise and Mid-Market companies.

**Q: What did Microsoft do with edX and what was learned?**

A: Microsoft conducted a six-month pilot with edX, placing seven on-demand training courses on the edX platform. The majority of these titles targeted the developer audience. Microsoft found that over 70% of customers who signed up for a Microsoft course on edX had never taken a course on any Microsoft technology. The on-demand form factor is an excellent tool to reach new audiences and bring them into the Microsoft learning ecosystem; of which Learning Partners are part.

**Q: What did Microsoft learn from the survey conducted with Enterprise and Mid-Market customers?**

A: Microsoft conducted a survey to measure the training preferences of 400+ Enterprise and Mid-Market customers in 5 countries. The survey is statistically globally significant. The survey concluded the following:

- 27% of customers are increasing their investment in paid on-demand training.
- The most important attribute of selecting a learning provider was the ability of the Learning Partner to offer a complete and broad range of services and for the learning provider to offer training in different modalities; not price or location.
- When purchasing an on-demand training product, the 3 most important features in priority order are (1) quality of the video (2) hands-on labs and exercises (3) that the product is "official" and produced by the software vendor.

**Q: How much will you charge Learning Partners for MOC On-Demand ?**

A: A MOC On-Demand course cost will vary by geographical location. A Learning Partner should contact their local RSC for question relating to the price of MOC On-Demand. [For support on pricing, visit the Microsoft training and certification help page.](#)

**Q: What price can Learning Partners charge customers for MOC On-Demand product? A:** What price to charge is the Learning Partner's

decision.

**Q: When is Microsoft On-Demand product available for Learning Partners to order?**

A: Microsoft began making MOC On-Demand courses available for purchase January 12, 2016.

**Q: Can SATV be used for MOC On-Demand?**

A: Yes.

**Q: How many SATV days are required for redemption of MOC On-Demand?**

A: 2 SATV days.

**Q: Why only 2 SATV days for MOC On-Demand?**

A: Services are not included in SATV payment for MOC On-Demand. Unlike Digital MOC, you may charge customers for additional services. But you cannot use SATV days to cover additional services.

**Q: Can SATV be used for Packaged Sets?**

A. Yes.

**Q: How many SATV days are required for redemption of a Packaged Set?**

A: 5 SATV days. **Note:** You MUST use the Digital MOC license number to request payment in the Software Assurance Voucher Benefits (SAVB) system. The MOC On-Demand voucher code will be ineligible for payment when part of a Packaged Set.

**Q: What is included in the 5 SATV days for a Packaged Set?**

A: Similar to Digital MOC, all services are included. You may not charge customers for additional services.

**Q: Why is it necessary to use the Digital MOC license code in the payment request instead of the MOC On-Demand voucher code for the MOC On-Demand Packaged Sets?**

A: The simple answer is due to the systems. The SATV systems are built to automatically take the number of days associated with the course as the SATV payment for the partner. Using Digital MOC allows for the partner to get the correct amount of days for the Packaged Set. Using the MOC On-Demand voucher would reduce the number of days to 2 days.

**Q: How does Microsoft know which Digital MOC is part of the MOC On-Demand package?**

A: Microsoft does not know that it is part of a packaged set, but we do know what MOC On-Demand vouchers are part of a packaged set and those are not to be redeemed and are being tracked and invalidated.

**Q: How do I redeem MOC On-Demand in SATV?**

A: The process is the same for MOC On-Demand as it is for Digital MOC courses. For MOC On-Demand courses, use the MOC On-Demand specific course number. The process can be found in the video [Software Assurance Voucher Lifecycle Training](#).

**Q: What if my payment request gets rejected?**

A: First, ensure the MOC On-Demand voucher or the Digital MOC license number has been redeemed by the customer. It must be redeemed in order to be eligible for payment. If this does not resolve the issue, please contact [satvsup@microsoft.com](mailto:satvsup@microsoft.com)

**Q: What are the recommended, or expected, services that Learning Partners should offer with MOC On-Demand?**

A: Through research and pilots we've conducted, customers have found great value in receiving additional service beyond the on-demand training product. We recommend Learning Partners add Subject Matter Experts (SME) and Microsoft Certified Trainer (MCT) services as part of the MOC On-Demand product. These services may include virtual office hours, lab workshops, email support, mentoring services, etc.

**Q: If I am going to augment MOC On-Demand with additional services, e.g., instructor support, do I have to use MCTs to do so?**

A: Yes. The services you offer with MOC On-Demand are required to utilize MCTs, as with ILTs.

**Q: Can a Learning Partner purchase a MOC On-Demand course and use it for an in-person audience?**

A: No. MOC On-Demand is sold on a per-student basis. It cannot be used for anything other than a single student streaming the content for their personal consumption.

**Q: What are the titles for MOC On-Demand and when will they release?**

A: The intent is to synchronize title structure and release dates across MOC, MOC On-Demand courses and exams. The course library is quickly expanding with both back titles and new titles, syncing to new MOC releases. Check [Product Release Schedule](#) site (PRS) for the latest release dates.

**Q: Will Microsoft produce new MOC On-Demand courses as new MOC courses are released?**

A: Yes. Future MOC On-Demand courses will align with future MOC releases, as well as popular back-listed titles.

**Q. In which countries is MOC On-Demand training available?**

A: MOC On-Demand products are available for Learning Partners worldwide.

**Q: Where are Package sets available to Learning Partners?**

A: Packaged set are available to Learning Partners located in all geographies that are supported on Courseware Marketplace.

**Q: How does a Learning Partner Order the MOC On-Demand Course?**

A: Learning Partners will be able to order MOC On-Demand courses from the Courseware Marketplace – the same location where Learning Partners order MOC courses.

**Q: Are there Microsoft Learning Partner limitations to selling or distributing MOC On-Demand if the order is placed on a weekend or holiday?**

A: No. Once a code is purchased from arvato, it can be redeemed by a student at any time, holiday or weekend, within 6 months; for 90-day access to the course.

**Q: How quickly is a code redeemed?**

A: Course activation by code occurs almost instantly without delay.

**Q: How will Learning Partners monetize Microsoft's MOC On-Demand product?**

A: Learning Partners will make money by capturing new customers and driving incremental business. This includes offering additional learning services to accompany the on-demand form factor.

**Q: Will Learning Partners have access to Demo courses to allow potential customers to test MOC On-Demand before they buy?**

A: Yes. MOC On-Demand demo courses will be made available to let customers "try before they buy".

**Q: Does Microsoft have Partner readiness materials available?**

A: Yes, Learning Partner readiness materials are available on [Campaign Factory](#) , including sales materials, marketing collateral, a tutorial video, a walking deck, plus, more. Be sure to check back as content is updated regularly.

**Q: How long will Learning Partners have to sell the product before it expires for the customer?**

A: 6 months from time of purchase.

**Q: Will there be a learning management system or reporting function available for corporate clients?**

A: There will be no LMS support for corporate clients in the first version of this product. LMS and other reporting compatibility are capabilities Microsoft is exploring for the next version of this product.

**Q: Will Learning Partners have access to customer MOC On-Demand course progress data?**

A: Yes, Learning Partners will have access reports, in the Management Dashboard, showing the content consumption and assessments in aggregate as well as at an individual student level. Learning Partners will have the ability to drill into the progress reports for each student to provide guidance and help.

**Q: How will MOC On-Demand affect my KPIs?**

A: Each MOC On-Demand sold will count as 1 KPIs and will count towards your Organization's MOC KPI goal.

**Q: If a customer has an issue with a MOC On-Demand course, who should a Learning Partner contact for support?** A: A Learning Partner should contact their local RSC for MOC On-Demand support.

**Q: What if a student is unhappy with the MOC On-Demand course? What's the refund policy?**

A: MOC On-Demand is purchased through Courseware Marketplace and arvato has a no-return policy. Microsoft will consider exceptions on a case-by-case basis as escalated through the local RSC or Microsoft contact.

**Q: What are the recommended system requirements for MOC On-Demand that is redeemable through the [Skillipe eReader](#) ?**

A: System requirements for MOC On-Demand on Skillpipe:

**Browser:**

- current version of Internet Explorer, Microsoft Edge, Google Chrome™ or Firefox®

**Internet access:**

- broadband Internet connection (recommended: network bandwidth of over 4Mbps)

**Screen resolution:**

- 1280 x 1024 or higher

**Q: What are the recommended system requirements for MOC On-Demand that is redeemable through [training.microsoft.com](https://training.microsoft.com)?**

A: In the first release, recommended system requirements include:

- **Operating System:** Windows 10
- **Browsers:** Current version of Internet Explorer, Microsoft Edge, Google Chrome™ or Firefox®
- **Internet Access:**
  - Broadband Internet connection (more than 256 kilobytes per second per user network bandwidth)
  - Either an Active X control must be installed (requires local administrator permissions), or IE 11 or later
  - For some corporate firewalls, a proxy client (such as TMG Client) may be required
- **Screen Resolution:** 1280 x 1024 or higher

**Q: What are the minimum system requirements for MOC On-Demand that is redeemable through [training.microsoft.com](https://training.microsoft.com)?**

A: In the first release, minimum system requirements include:

- **Operating System:** Windows 7 or later
- **Browsers:** Internet Explorer 9 or later, Google Chrome™ 25.0.1364.172 or later, Firefox® 19.0.1 or later
- **Internet Access:**
  - Broadband Internet connection (256 kilobytes per second per user network bandwidth)
  - Either an Active X control must be installed (requires local administrator permissions), or IE 11 or later
  - For some corporate firewalls, a proxy client (such as TMG Client) may be required.

**End of FAQ**