Experiential Learning Cloud (ELC)

(formally Tevera)

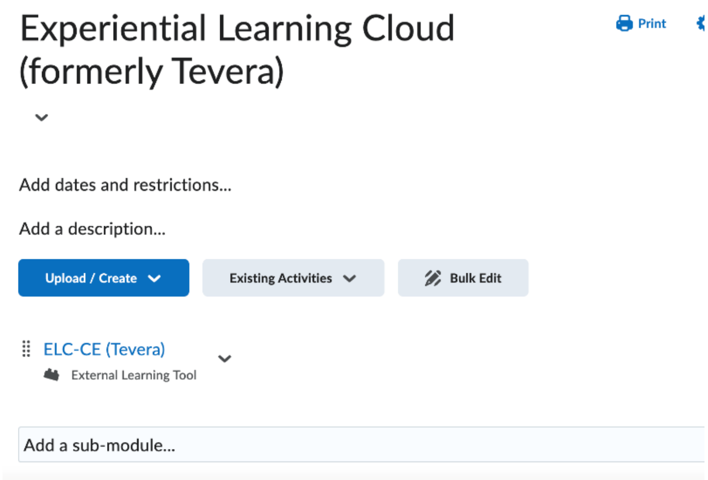
Handbook for Students

WSU Counselor Education

Fall 2025

I. Connecting and Paying for ELC through Brightspace D2L (LMS platform) course page

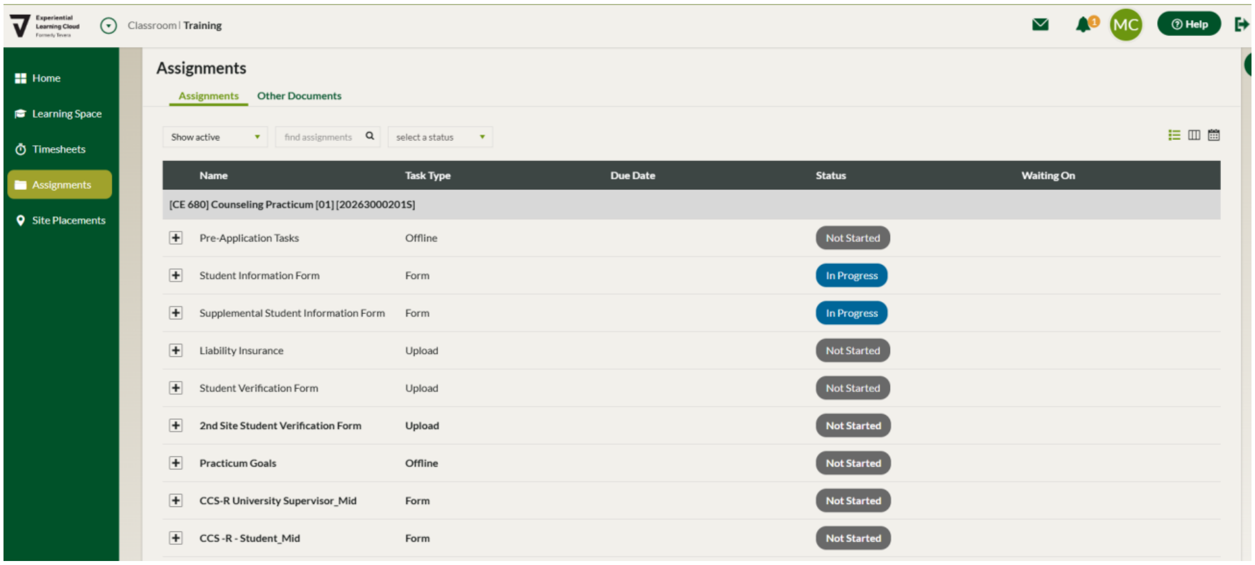
1. You will be prompted to pay for ELC with a credit card or with a university bookstore code (only option when using financial aid).
2. Go to the course in D2L
3. Select the Materials tab, and then the Content option from the dropdown menu.
4. Click the ELC-CE link that appears in the Content list as an External Learning Tool. This is a persistent link to access ELC at any time. -
    a. This link, in D2L, should have been previously added by a faculty or administrator. If you do not see the link, contact your instructor for the course).



5. Once you pay, you will be prompted to create a password and set up your account.
6. Once you have completed your account set up you can continue to log into ELC through D2L or you can go to their website (https://winona.tevera.app/#/logon) to log in.

Why is clicking the link important?

Clicking the link in D2L is the step that adds you to the Winona State University course in ELC. **If you do not click the link, you will not be added to the course, and the ELC course assignments will not appear in your Assignments tile or your instructor's page.**

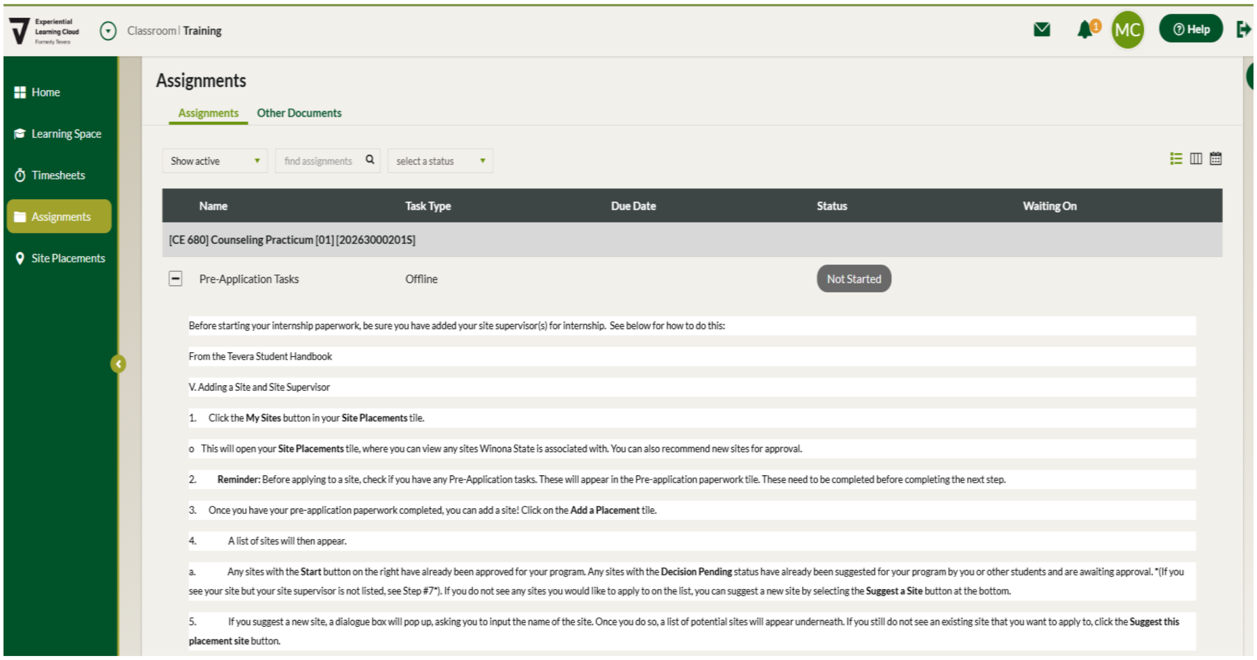


Once your class starts you will access your required ELC assignments through the Brightspace D2L ELC-CE link.

II. Applying for Practicum (Pre-Application Tasks)

Tutorial: https://community.lumivero.com/s/article/applying-for-site-placement-for-students?language=en_US

1. Go to **Site Placements** tile in ELC and click the **My sites placements** button in your **Site Placements** tile.
2. Select a classification that matches the field experience you are heading into. (i.e., Practicum – School, Practicum – Clinical, Internship – School, or Internship – Clinical)
3. The first step of the placement process is typically Pre-Application tasks. Under Start, Click **1 – Pre-application tasks**. Complete all Pre-Application tasks required. You will not be able to move on to subsequent process steps until all required Pre-Application tasks are completed.
4. Once you've submitted a form or task, the status will then change to **Completed** or **Waiting On**.
5. If a task is "Waiting On" another user, they will need to review, fill in all sections, or sign the document for it to be completed. If they request changes to the document/task, it will return to you so that you can make the necessary changes.
6. Once your Pre-Application tasks are completed, you will be able to move on to the next steps of the process.
7. Go to Assignments in ELC.
   a. Complete the Pre-Application Tasks Assignment.
      - Hover or click on the assignment and read all details. Scroll down to the bottom and click, 'Start.'



Once the Practicum Request Form has been approved, then you will add a site and site supervisor(s). See Section III. Adding a Site and Site Supervisor(s) instruction on the next page.

Do not start any additional forms without your instructor's guidance. All other forms for Practicum and Internship will be explained in those classes.

III. Adding a Site and Site Supervisor(s)

Tutorial: https://community.lumivero.com/s/article/selecting-or-suggesting-a-site-and-supervisor?language=en_US

Adding or Choosing a Site

NOTE: Cancel Step - Should you wish to cancel your site and/or supervisor application at any point in the process (before the site and supervisor are approved), you may do so by clicking the Cancel button within each step or using the 3 dots next to the site name. You can only cancel a process prior to final approval being granted, then and only then will you be able to go in and withdrawal by selecting the 3 dots next to the site name.

IMPORTANT! Once you click the **Cancel** button for a site or site supervisor, you will be permanently withdrawn from that application process. Should you wish to re-apply to a site or supervisor after you've canceled, you will need to start the entire process and tasks over again from the beginning. If you cancel a site placement, all supervisor placements for that site will also be automatically canceled as well.

1. Click the **My Sites** button in your **Site Placements** tile.
    a. This will open your **Site Placements** tile, where you can view any sites Winona State is associated with. You can also recommend new sites for approval.
2. **Reminder:** Before adding to a site, check if you have any Pre-Application tasks. These tasks will appear in the Pre-Application tile. These need to be completed before completing the next step.
3. Once you have your Pre-Application tasks completed, you can request to have a site added. Click on the **Add a Placement** tile.
4. A list of sites will then appear.
    a. Any sites with the **Start** button on the right have already been approved for your program. Any sites with the **Decision Pending** status have already been suggested for your program by you or other students and are awaiting approval. If you do not see any sites you would like to apply to on the list, you can suggest a new site by selecting the **Suggest a Site** button at the bottom.
5. **PLEASE** Before you suggest a new site be sure to review alternate naming versions of the site to avoid duplication (e.g., Northwest could be NW). Once you do so, a list of potential sites will appear underneath. You must review all potential matching sites before you can suggest your site. If you still do not see an existing site that you want to apply to, click the **My site is not listed** button.
6. A list of the tasks you need to complete before the site is approved will then appear. (Complete Site Approval Form) The first task when suggesting a new site is typically a site profile form, which needs to be completed by the site's representative.

    a. If any task is to be completed by an unregistered user (like a new site representative), you will be prompted to email the form to them for completion when you open the task. Enter the appropriate email in the completed by box and then click **submit**.
    b. Once you've submitted a form or task, the status will then change to **Waiting On**. If the approver requests changes to the document/task, it will be returned to you for corrections, otherwise, it will continue through the workflow as designed.

Adding or Choosing Site Supervisor(s)

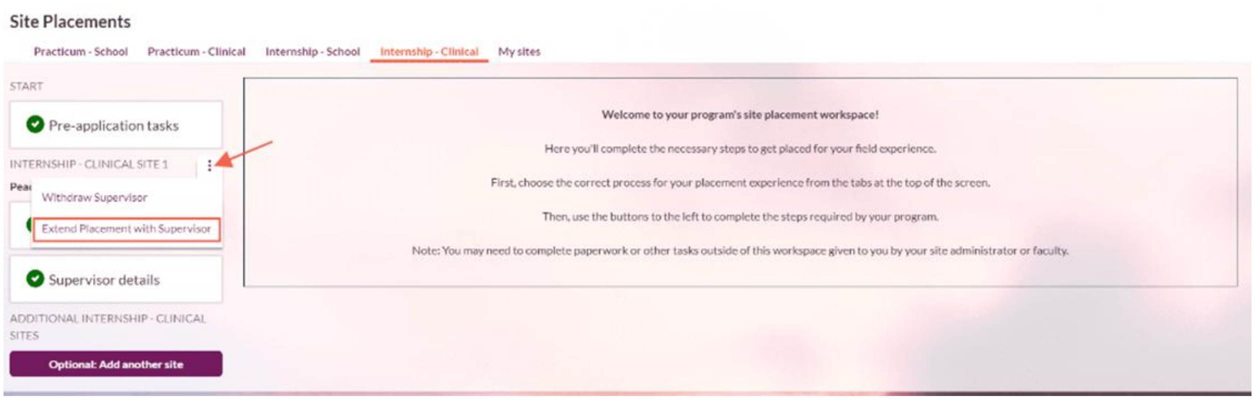
1. Once the site has been selected, you can suggest or select your site supervisor. You can do this by clicking the **Select Supervisor** step beneath the Select Site step.
2. Any approved supervisors already associated with your site would then appear in a list.
    a. If you see your supervisor's name, click **Start** next to their name.
    b. If there are no supervisors already associated with the site in Experiential Learning Cloud or your supervisor is not listed, you can click the **Suggest Supervisor** button
        1. Input the site supervisor’s first and last names. Be sure to review the list of potential matching supervisors first. If you don't see any matches, click the **I’m Ready** button.
3. A new list of tasks will then appear that you must complete under the suggested supervisor’s name.
    a. The first task will most likely be a supervisor proposal or profile for the student to send to the proposed supervisor to complete.
4. When you send the form to your suggested site supervisor to be completed, you will receive a message that the form has been sent. The status of the task will change to **In Progress** once the supervisor opens and starts the form.
5. The status of the task will then change to **Waiting On** until the form has been approved. (If a task has a prerequisite, you cannot start it until the previous task is marked complete).
6. Once all tasks are submitted and approved, the student will receive a notification that the application process for their new supervisor is complete.
7. When the suggested site supervisor and site are given final approval, both icons will have a green check-mark next to their respective site icons. The new site and supervisor will now appear as options for the student to track time at, submit timesheets to, and submit assignments to.

If Needed: Should you wish to withdraw your application to the approved site or site supervisor(s), you may do so by clicking the **Withdraw** button.

IMPORTANT! Withdrawal from your approved site or site supervisor(s) should ideally only occur before the start of Practicum or Internship. Before withdrawing, please consult with the CED Field Coordinator or your Practicum or Internship Instructor. Once you click the **Withdraw** button for a site or site supervisor, you will be **permanently** withdrawn from that application process. Should you wish to re-apply to a site or supervisor after you've withdrawn, you will need to start the entire process and tasks over again from the beginning.

V. Extending a Placement

1. In the site placements workspace, click the "3 dots" icon and choose "extend placement with supervisor" (screenshot below) to generate an extension agreement.



2. Once you confirm that you would like to extend your placement, you should be prompted to fill out the *Practicum/Internship Agreement (WINONACE-1000)* form. Once you've completed that form, it will be reviewed by the Field Placement Coordinator. After the form is reviewed and approved, your internship placement should be extended.

VI. Current Student to Alumni-Counseling Status Change

Did you graduate from your program but are still seeing all your old classes and assignments in ELC? You can transfer yourself to an Alumni role in ELC and inactivate all of your old associations!

Tutorial: https://community.lumivero.com/s/article/setting-your-alumni-status?language=en_US

Adding Your Graduation Date

NOTE: Please check with your Internship Instructor BEFORE adding your graduation date in ELC.

To do so:

1. Open your User Settings
2. Select the My Profile tab
3. Click on the Graduation Date field
4. Add your graduation date. **REMINDER:** Please check with your Internship Instructor BEFORE adding your graduation date in ELC.

For students who have never set up a password for ELC (students who have always logged in via your Brightspace D2L), 2 weeks before your graduation date occurs, you will be prompted to create a password. You can always create a password for your ELC account on your own.

Confirming Your Alumni-Counseling Status

Once your graduation date has occurred, you'll be asked to confirm your status as an alumnus upon your next login.

Remain as Student

a. If your graduation date has changed and you are still an active student or you have remaining work to complete for your degree program, simply select **Remain as a Student**, enter your new graduation date, and click **Submit**.

Transition to Alumni-Counseling

a. If you have completed all the work for your degree program and you have graduated, select **Transition to Alumni-Counseling** and click **Submit**. You'll then be prompted to reload your browser for the changes to appear. Click **Yes** to reload or click **No** to pause the changes until your next login.
b. When you transition to Alumni-Counseling, you will lose access to ELC as a student. You will not be able to complete assignments, and your current placements will end (Don’t worry! You can add them again as an Alumnus).
c. You will also be prompted to update your email address as well as your username. If you will no longer use your university email address after graduation and do not wish to log in to ELC with it, please be sure to check the Change my ELC username to match your email address checkbox to update both your username and email.

And that's it! Once you've confirmed your alumni status, the following happens:

a. You are added to the Alumni-Counseling Program and given the Alumni role.
b. Your previous associations to classes, programs, and sites are given the end date of your graduation date.
c. You are given access to the Alumni Placement Process to add your site(s) and supervisor(s) to continue tracking hours towards licensure.
d. Don’t forget to update your e-mail once you become an alumnus. This will allow your notifications to go to the email of your choice. If you would like to update your username, please send in a support request through ELC.

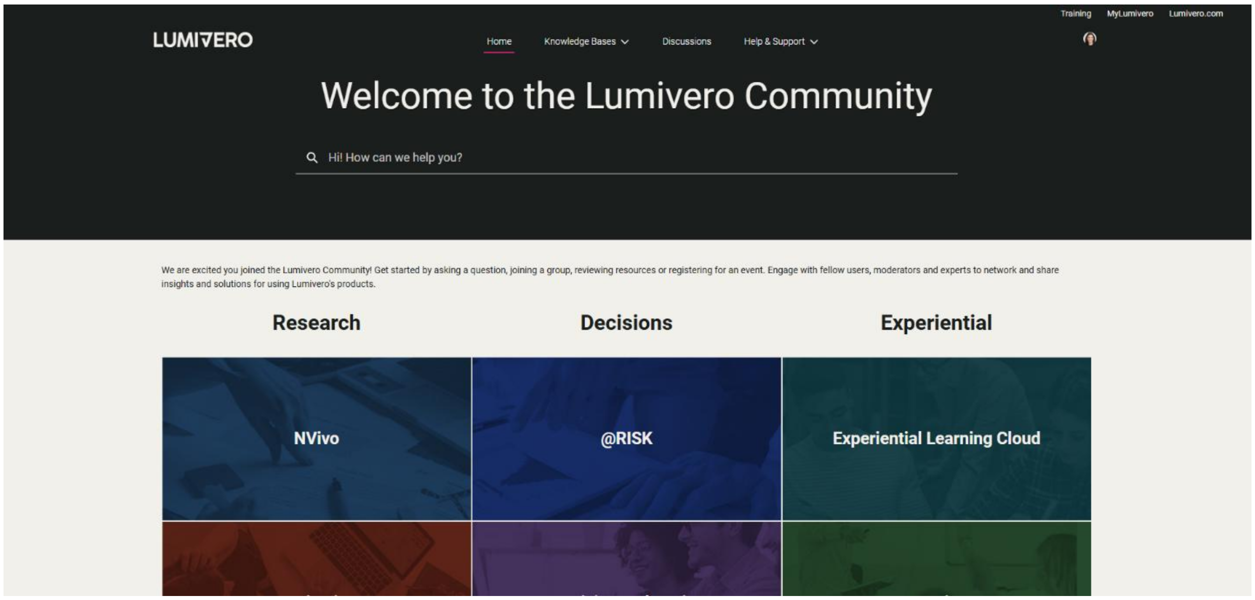
VII. Help Options

Tutorial: https://community.lumivero.com/s/article/Welcome-to-the-Lumivero-Community?language=en_US

Lumivero Community

Introduction:

The Lumivero Community was designed to help you become a confident, skilled user of our products. Here, you'll find tutorials, knowledge articles, insights, and a place to connect with fellow users, moderators, and Lumivero experts.



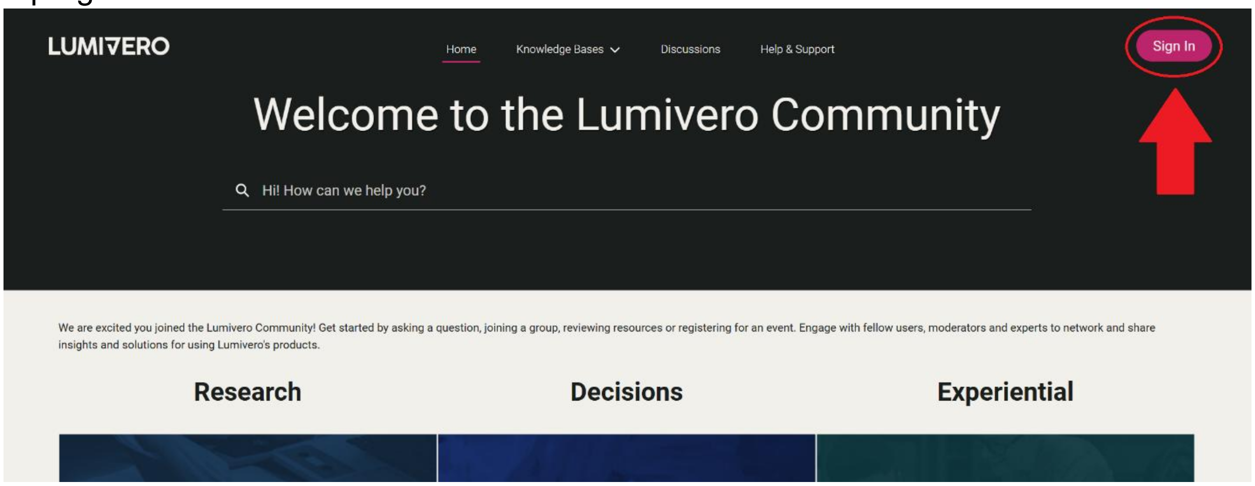
Navigating the Lumivero Community

1. **Home:** Access each space of the community using the navigational bar at the top, use the search field to find exactly what you are looking for, or select a product tile to go to the discussion space for topics related to that product.
2. **Knowledge Bases:** These are our on-demand collection of articles, guides, and FAQs, to help you understand, use, and troubleshoot Lumivero products.
3. **Discussions:** Here you can join conversations among your peers and fellow users of our products, ask questions or add comments, and actively participate in idea exchanges.
4. **Help & Support:** Contact our support teams for technical assistance.
5. **User Settings:** Click on your avatar to complete your user profile, update your settings, check your messages, and log out.
6. **Training:** Visit the Lumivero Academy for additional training options for Lumivero products NVivo, XLSTAT, and @RISK.
7. **MyLumivero:** The MyLumivero portal is a centralized solution management portal for Lumivero customers that features improved usability, enhanced subscription and transcription management, and clear product portfolio visibility.

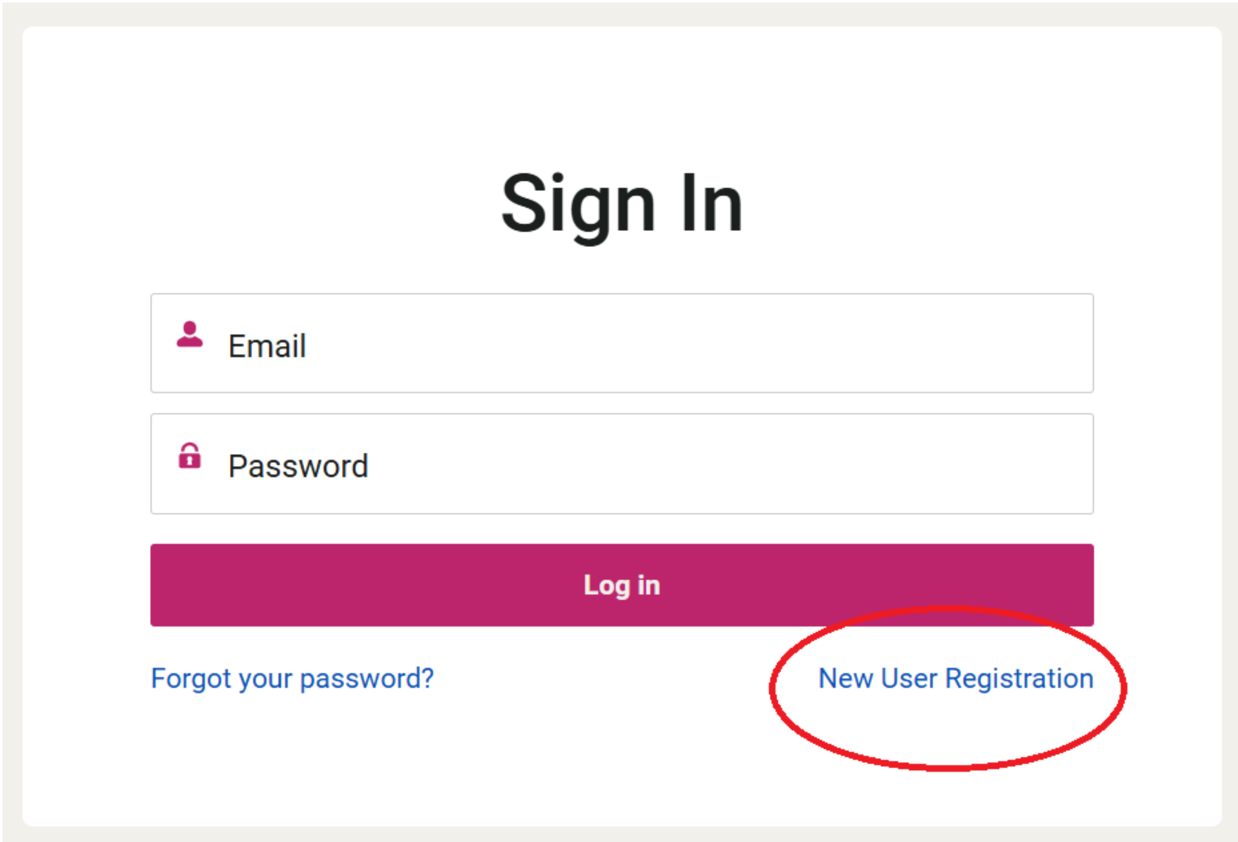
8. **Contact Support:** Located at the bottom of the homepage, click here to submit a support ticket for any Lumivero product.

Creating Your Lumivero Community Account

Creating your account is key to unlocking your access to all of the Lumivero Community's resources. Ready to jump in? Start by clicking the **Sign In** button in the top-right corner.



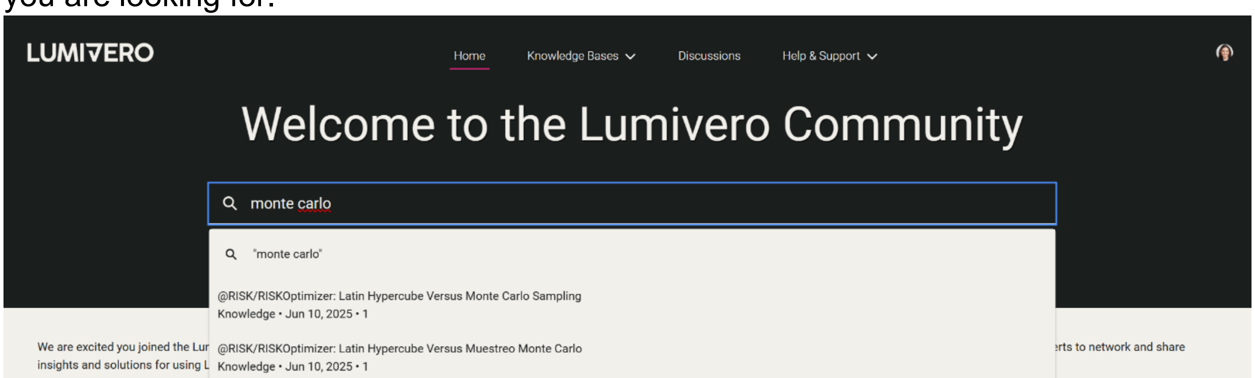
If this is your first time visiting the community select **New User Registration** and complete the registration form.



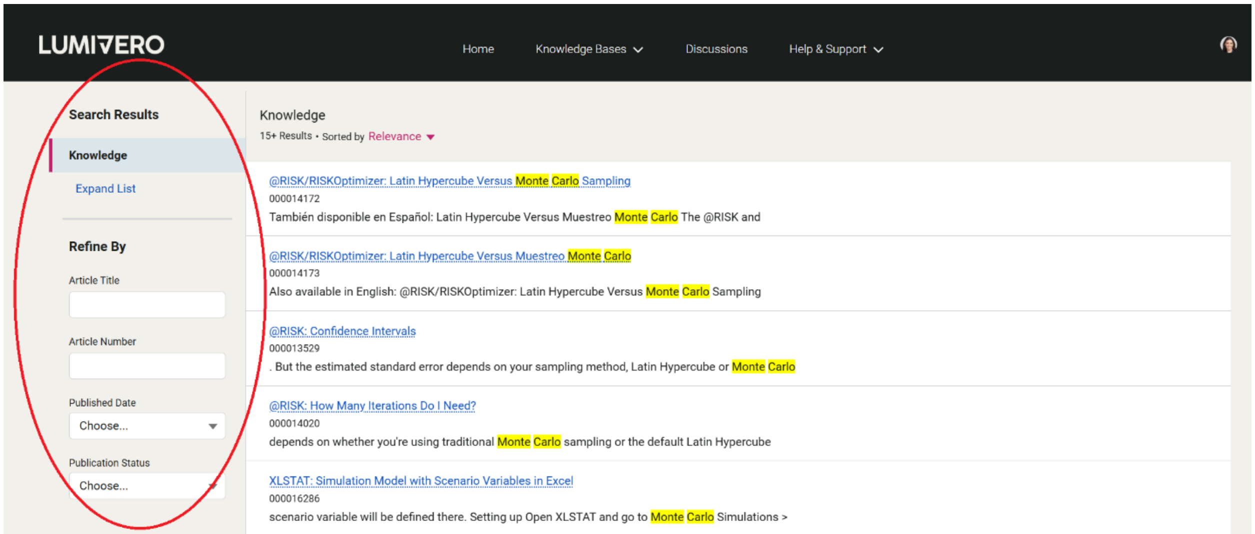
Once your account is created and you have signed in, you'll unlock access to discussions, training, support ticket tracking, and more.

Searching for Resources in the Lumivero Community

On the home page you will find a Search bar just below the *Welcome to the Lumivero Community* title. In this search bar you can **type in keywords** related to the resource you are looking for.

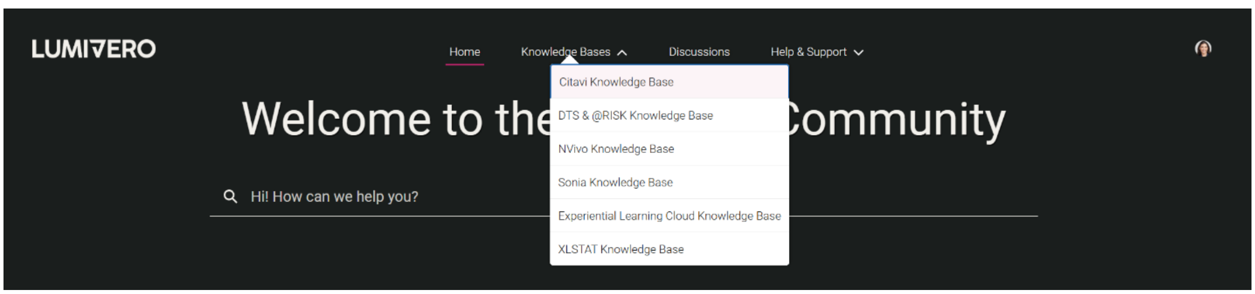


Once the options populate based on the keywords you searched, you can narrow this list down using the **search filtering options** in the left navigation bar.



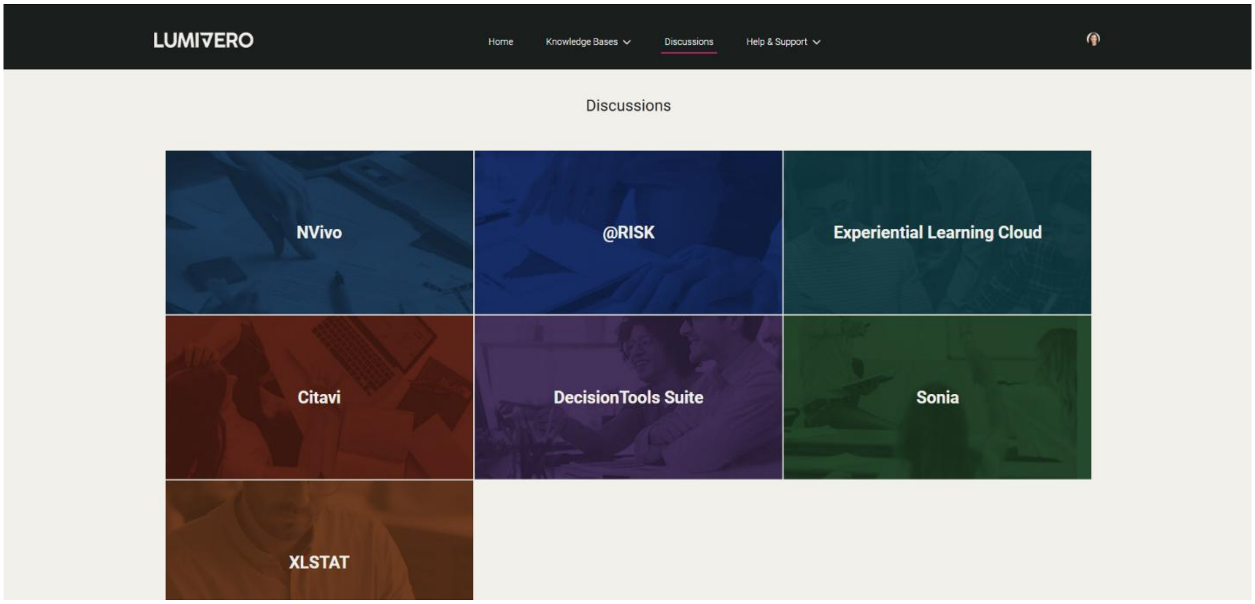
Accessing Your Product's Knowledge Base

Need help or instructions fast? Visit the Knowledge Base for your Lumivero product. The knowledge base is your **on-demand** library of guides, FAQs, and how-tos.

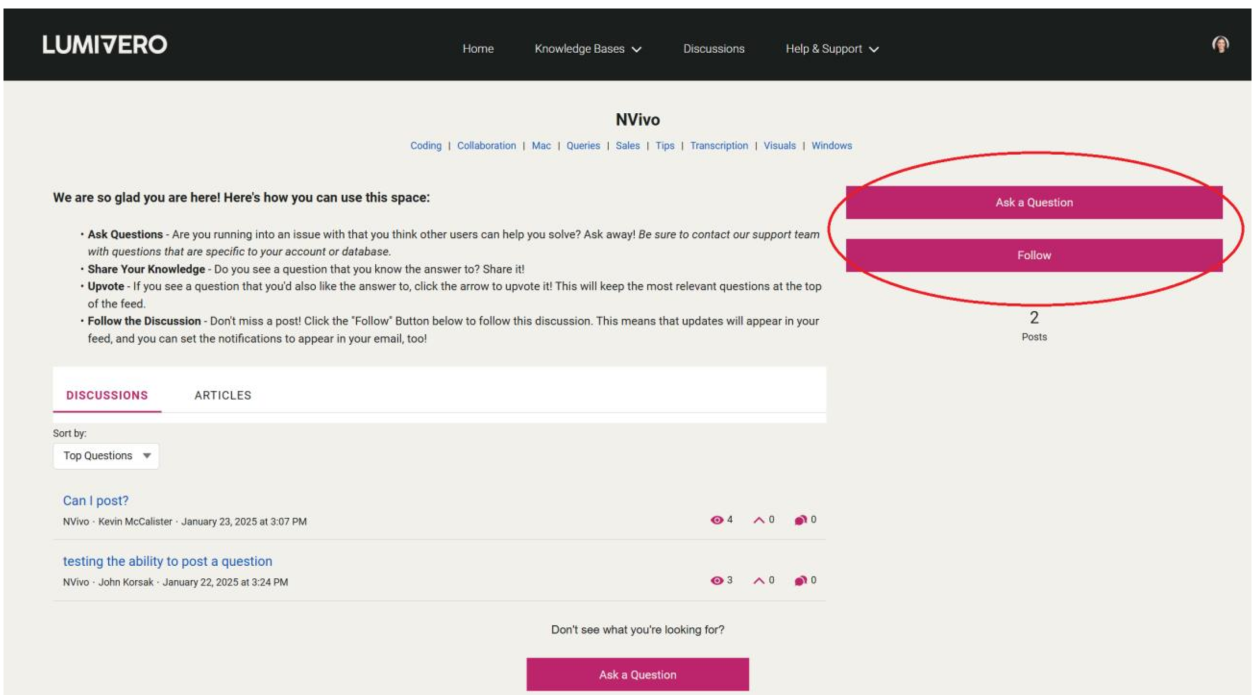


Participating in Discussions in the Lumivero Community

In Discussions you can explore past threads, upvote helpful responses, or add your own comments. Visit the Discussions space to join the conversation. Select the product discussion you want to join. **Don't forget!** Signing into your Lumivero Community account is *required* to participate in the discussion forums.



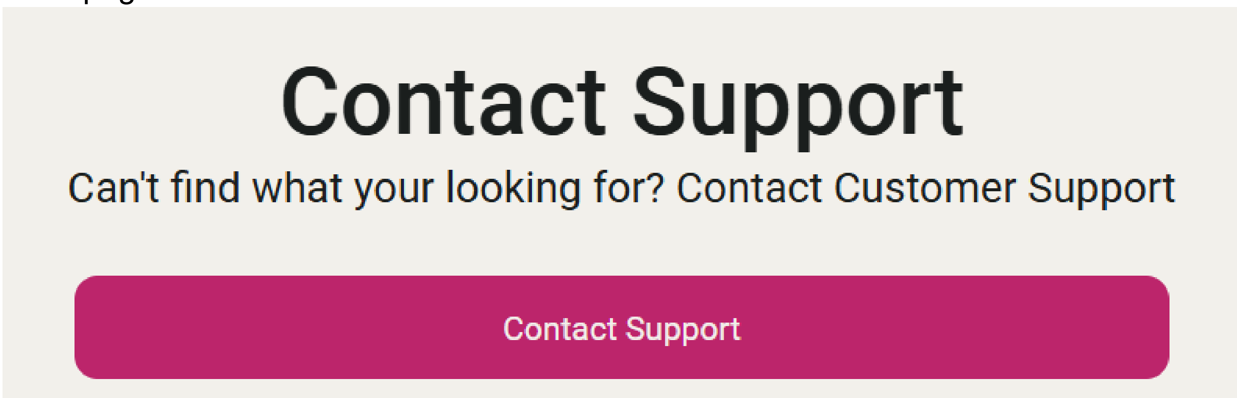
To start a new topic click on **Ask a Question.** Don't forget to click on the **Follow** button to stay on top of the topics and updates most relevant to you.



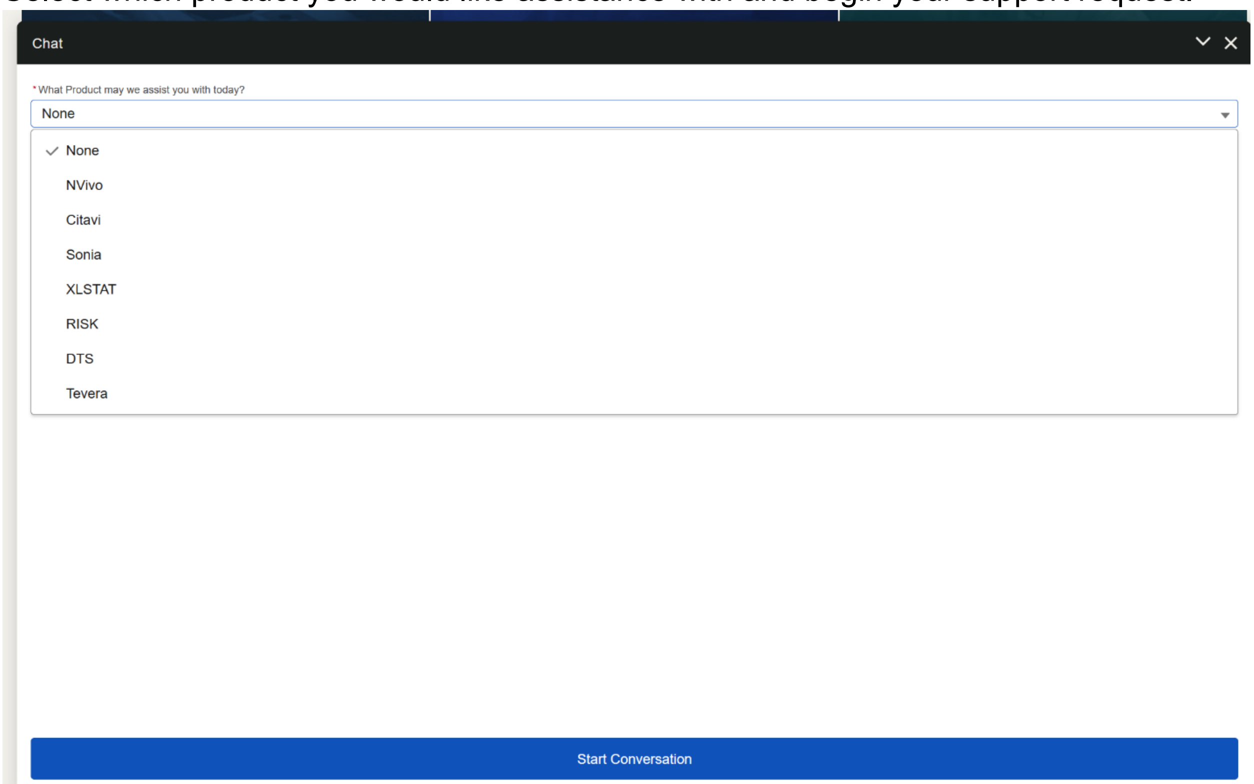
Contacting Support and Tracking Your Cases

1. First, be sure you are signed into your **Lumivero Community account**.

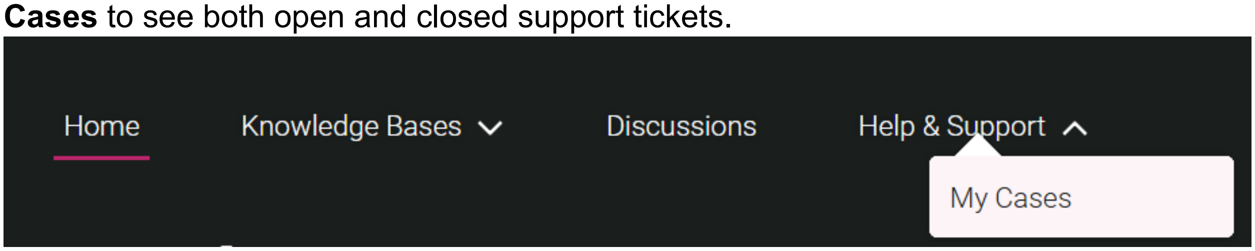
2. To contact support, click on the Contact Support button at the bottom of the homepage.

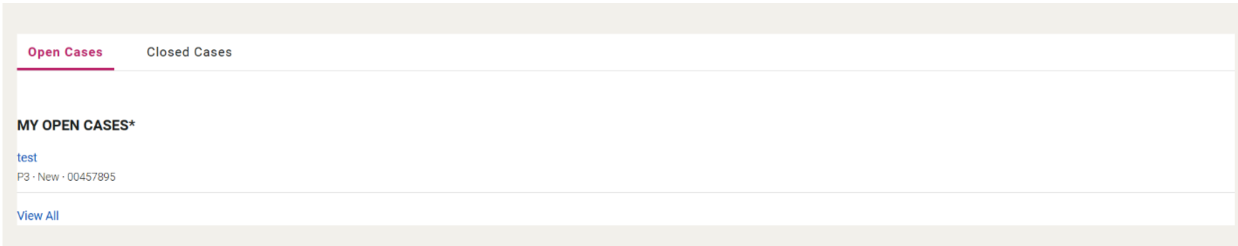


3. Select which product you would like assistance with and begin your support request.



4. To keep track of your history of support tickets associated with your Lumivero Community account, select the **Help & Support** drop-down and click on **My Cases** to see both open and closed support tickets.




Open Cases
Closed Cases
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