Trouble shooting SCORM learning packages

When troubleshooting issues with SCORM courses on the JUNO platform, it's crucial to understand the following:

SCORM Communication Overview

- **SCORM Package:** This is a zip file containing code created by the client on another platform.
- **One-Way Communication:** SCORM communicates data to our platform, but our platform does not send data back to SCORM. Example:
  - **SCORM Cloud >>> JUNO Platform**: ✅ Correct
  - **JUNO Platform >>> SCORM Cloud**: ❌ Incorrect
- **Iframe Rendering:** The entire iframe content is pulled from SCORM Cloud.

Client Responsibility

- **Code Testing:** Clients are responsible for ensuring their SCORM package code is fully tested and functional before submission. Any issues within the package itself must be resolved by the client's development team.
- **Data Point Requirements:** Clients must ensure the following SCORM Run-Time data points are correctly set:
  - **Completion Status:** For a course to be considered complete, the SCORM Run-Time data for `cmi.completion_status` must be set to `completed`.
  - **Success Status:** For a course to be considered passed, the SCORM Run-Time data for `cmi.success_status` must be set to `passed`.
  - **Scaled Score:** For a grade to be recorded for the user, the SCORM Run-Time data for `cmi.score.scaled` must be set.

For more details on valid data for these entries, see the SCORM cloud Run-Time Reference.

Key Points

- **Iframe Rendering Issues:** our system is functioning correctly if the iframe is rendering correctly on our platform (e.g., size, loading, and buttons within the iframe are working).
- **Completion status and Grade issues:** Problems with users being unable to access the completion button or grades not being updated in our system are issues within the Learning package code given to us.
- **Client Troubleshooting:** To ensure accurate information transfer to the JUNO platform, clients must troubleshoot and correct issues within their SCORM package.

Crucial SCORM data points that are being passed to the JUNO learning platform

SCORM passes the following three main data points to us, which need to be set up correctly in the client's learning package:

1. **Completion Status**
2. **Success Status**
3. **Scaled Score**

For more information, refer to the SCORM cloud documentation on Using the Run-Time.