Dear OnCore users,

We are excited to announce the launch of eLearning for OnCore!

With eLearning you will have on-demand access to OnCore training from the comfort of your desk at your convenience.

The current list of eLearning courses are:

Course	Status
OnCore View Only (updated)	**Available**
OnCore Calendar Reviews	**Available**
OnCore 200 (for Research Managers and Regulatory Coordinators)	**Available**
OnCore Subject Visit Tracking	August 15, 2016 (anticipated)
OnCore Subject Enrollment	August 25, 2016 (anticipated)

Please note, as of **September 1, 2016** eLearning will be considered the primary method for OnCore training. CTRIO will no longer conduct in-person trainings for those courses that have a corresponding eLearning option available.

An Institutional Training Liaison (ITL) will be responsible for facilitating the coordination of trainings in the future. The ITL will assign eLearning courses to individuals, answer questions related to eLearning and coordinate OnCore access.

At this time, DFCI and MGH have appointed Institutional Training Liaisons:

    DFCI: Katie Scarlata
    MGH: Shannon Himber

We will be working with BI, BWH and CHB in the near future to define their OnCore training processes as well as their ITLs.

Please refer to the FAQ document on the OnCore Wiki for further details on the content and the logistics of the OnCore eLearning. Further instructions on how to access, request and complete eLearning courses will be provided by your respective ITL. In the meantime, please do not hesitate to contact CTRIO with any questions regarding the eLearning roll-out process or future eLearning courses.

Please remember that this transition does not impact the OnCore support process. Please call (617-632-3399) or Open a Ticket for any OnCore related issues.

The CTRIO Team

http://ctrio.dana-farber.org/

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OnCore eLearning FAQs

Access Questions

- Where are the OnCore eLearning courses stored?
  OnCore eLearning courses are available on your institution's Learning Management System (LMS) (i.e. HealthStream at Partners, MyPath at BIDMC).

- How can I access an eLearning?
  OnCore eLearning courses must be assigned to you. You will not be able to find or access an eLearning on your LMS, if it hasn't been assigned to you by your Institutional Training Liaison (ITL).
  If you feel the need to attend a particular training, please contact your training liaison and request access to the particular course.

- How will I know that an eLearning has been assigned to me?
  Your ITL will inform you of the need to complete an OnCore eLearning. Once your ITL informs you that you have been assigned an OnCore eLearning on your LMS, you should find this eLearning within your LMS record.

- Do I need to take an eLearning if I've already done an in person training?
  Don't worry! We have a record of attendance at all in-person trainings. Your ITL will inform you of a retraining requirement, if such a need arises. While you may have attended an in-person training session in the past, any future retraining requirements will be met by completing the eLearning.

- I would like to take an eLearning even though I have already completed an in person training. How can I do so?
  We're excited that you would like to take an eLearning. Please direct your request to take the eLearning to your ITL.

- Are there any pre-requisites to completing an eLearning?
  The pre-requisites to complete an eLearning are:
    o If an eLearning has a corresponding policy training, the policy training must be completed and the policy quiz passed, before the eLearning is assigned
    o eLearning must be assigned to you by you ITL

- Since I can complete eLearning courses at my convenience, is training still required before I can get OnCore access?
  Yes, you may complete the eLearning at your own convenience. However, you will be provided OnCore access only when you have completed the eLearning and passed the relevant quiz.

- Do I still have to take a quiz before getting OnCore access? What happens if I don't pass a quiz the first (or second) time?
  If a course has a quiz, yes, you must complete the quiz and score 75% or more to get OnCore access.
  Quizzes in eLearning are built at the end of each module. Your overall score across all modules will be computed. You will only be provided OnCore access, if your overall score is 75% or greater.

- What happens after I finish eLearning?
  Please inform your ITL when you complete all modules within an OnCore eLearning. The ITL is responsible for assessing your completion of the training and requesting your OnCore access.

Content and Materials

- What will the eLearning cover?
  The OnCore eLearning modules only train users on OnCore data entry policies and requirements. These trainings are not meant to train staff on DF/HCC or institution-specific operations, policies and procedures.

- Where do I go to get access to OnCore training materials and policies?
  Several training slide decks and quick guides can be found on the DFCI Wiki > Training Materials section.

- How long is an eLearning course? Do I have to do the full course in one sitting?
  The length of the eLearning course varies from one course to another. The shortest eLearning course contains only one module, and can be completed in 15 minutes. Some of the other eLearning courses contain multiple modules and could take longer to complete. If an eLearning module requires user-input, the user responsiveness also impacts the length of the eLearning.

- eLearning courses are so great that I can't wait to do more! What modules are you planning to do next?
  All future OnCore trainings will be provided by eLearning. As your institution and CTRIO identify an area where OnCore training is required, we will start building these as eLearning. We anticipate having an SAE and Deviations eLearning when DF/HCC starts using this functionality in OnCore.

Where to get help

- What is an Institutional Training Liaison (ITL)?
  An Institutional Training Liaison is one or few individual(s) at your institution that is responsible for coordinating all OnCore training activity. They are the single point of contact for all your questions regarding the logistics of OnCore training and OnCore access.

- Who do I ask if I have questions while I'm doing the eLearning?
  All eLearning access questions should be routed to your ITL. All OnCore related questions should be routed to CTRIO via the HelpDesk.

- Do I still need to use the HelpDesk when I have OnCore questions?
  Yes. CTRIO is still responsible for managing OnCore support. For urgent, patient care critical issues, please call the HelpDesk at 617-632-3399. For non-urgent issues, please Open a Ticket on the HelpDesk.

- Where can I go for help if my ITL is unavailable?
  In case your ITL is not available, and has not recognized a backup to fill this position, please reach out to CTRIO via the HelpDesk.

- eLearning is great, but I think I need some hands on training – where do I go for more help?
  If you would like additional help in understanding OnCore related concepts, please do not hesitate to reach out to your institutional training liaison, regarding your training needs.

- I have a great idea about a new eLearning course! Who should I tell?
  That's great! Please bring this up with your Research Manager, the Institutional Training Liaison or submit your idea as a HelpDesk ticket to CTRIO. We'd be happy to investigate further.