

Using the RHNTC Training Tracking System for Title X and TPP Programs

June 8, 2021

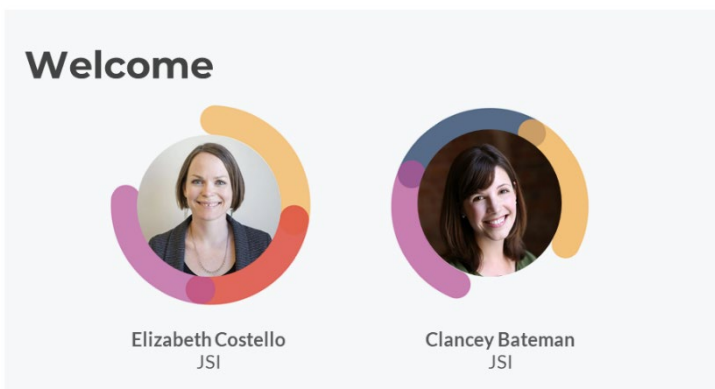
Transcript

Slide 1



Megan Hiltner: Hello folks, I see some participants are joining and we're just going to give it one more, a couple more seconds to allow folks to get connected here. All right, hello everyone. I'm Megan Hiltner with Reproductive Health National Training Center and I'm pleased to welcome you to today's presentation titled Using the RHNTC Training Tracking System for Title X and TPP Programs. I have a few announcements before we begin. First, we're recording the webinar and during the presentation the participants will be muted. We will take time for questions through the chat following the presentation and a recording for today's webinar and the slide deck and the transcripts will all be available on rhntc.org within a few days. This presentation is supported by the Office of Population Affairs or OPA. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of OPA or HHS.

Slide 2




So let me tell you a little bit about the speakers, the presenters for today. So first is Elizabeth Costello, she is a colleague of mine. She leads the RHNTC's website team. She's worked with our team to launch the initial features of the Training Tracking System in 2017 and 2018. And currently she works with our

training and technical assistance teams and communications team to disseminate RHNTC training resources through the website. My other colleague, Clancey Bateman. She is our Director of Communications for the RHNTC. And in this role, she manages external communications for the RHNTC and she works closely with our team and partners to disseminate resources through our eNewsletter, our Twitter and conferences.

Slide 3

Objectives

- Distinguish between a Training Participant and Training Administrator account on rhntc.org
- Explain how the RHNTC Training Tracking System supports Title X and TPP grantees in achieving their program goals
- Describe how to create and share a Training List and track training participation
- Demonstrate how to request a Training Administrator account on rhntc.org




So during the session today Elizabeth and Clancey will share features of the RHNTC website that support training and tracking and assigning training. Following the presentation, we're hoping that you'll be able to distinguish between a training participant and a training administrator account on the rhntc.org. We hope that you'll be able to explain how the RHNTC Training Tracking System supports both Title X and TPP grantees in achieving their program goals. We hope that you'll be able to describe how to create and share training lists and track training participation. And we hope you'll be able to demonstrate how to request a training administrator account on rhntc.org.

Slide 4

Poll 1

What is your OPA grantee affiliation?

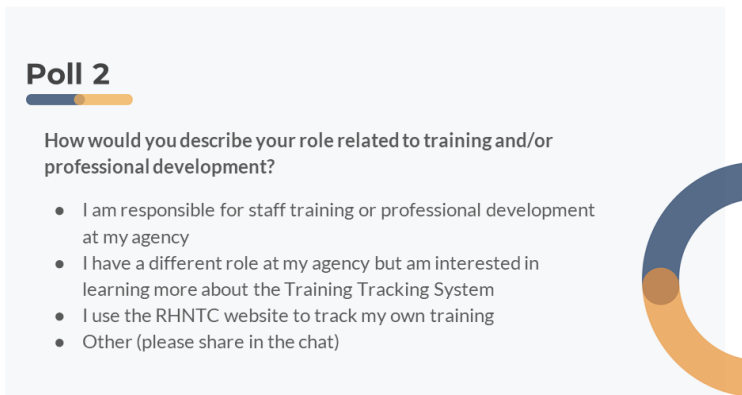
- Title X Family Planning Program
- Teen Pregnancy Prevention Program
- Other (please share in the chat)



So before we get started, we want to do a couple polls here. We want to know a little bit more about who's in the room so our presenters can tailor a few of their remarks to who's here. So we're going to open up a poll here and if you'll respond, what your OPA grantee affiliation is, are you Title X, family planning program, are you TPP, Teen Pregnancy Prevention Program affiliated or are you other? All are welcome, we just want to get a sense of who's in the room today or virtual room. All right, so it's looking


like the polling has slowed down so it looks like and if you want to show the results, we've got 75% of our attendees are Title X and 24% are TPP. All right, that's very helpful and 1% is other. Well, welcome everyone. And, oh, we've got a both there. Cool, great.

Slide 5



So then we have one more poll here for you. We'd also love to know a little bit more about why you joined the session today. A little bit more about where you're coming from in this. So if you would please describe your role related to training and or professional development. So are you responsible for staff training or professional development at your agency? Do you have a different role at your agency but you're interested in learning more about the Training Tracking System? Do you use our RHNTC website to track your own training or are you other? And you can check that out too if you want to share about what your interests are today. Again, this is just going to kind of help us and our presenters tailor their remarks to who's here. All right, so it looks like both one and three. Thanks, Danny. And it's looking like the majority of folks that are attending today, 60% of folks are responsible for training and professional development at your agency. Great, great. I think you'll find, hopefully you'll find some of the resources shared here a helpful tool for you as you take on that role. Then 30% of folks have a different role but still interested in learning more, also information here for you. And for those of you that are just part of... go on the website to track your own training. Great, maybe this will be a good refresher for how you go about doing that. And then I'm going to just scan the website you've used that. Okay, all right, great. Okay, this is super helpful for us in understanding who's here today. So without further ado, I'm going to turn it over to you, Elizabeth to begin the presentation.

Slide 6



One system, two functions

The RHNTC Training Tracking System supports **two user types**:

- **Training Participants** register for and track their own training completion on rhntc.org.
- **Training Administrators** create and assign training lists (that can include both RHNTC and non-RHNTC trainings) and track training participation.

Elizabeth Costello: All right, thank you so much, Megan. And thank you all for joining us today. I'm sorry, I jumped ahead there a little bit. And thank you so much for sharing a little bit about yourselves there. So we just talked a little bit about roles in that last poll. Now, our RHNTC Training Tracking System this is one system with two functions that really supports our two different user types or two different user roles. So the first role is the training participant. So that's someone who goes on to RHNTC to complete training, register for training, track their training completion. And then and that's the default role that you're assigned when you create an account on our website. And then we also have another role for training administrators. So this is a role just on our website for creating and assigning training lists. And these lists can include both RHNTC and non-RHNTC trainings and training administrators can track others' completion of those. So we're going to go over each of those roles in more detail now.

Slide 7



Who is a Training Participant?

Anyone who creates an account (registers) on rhntc.org

Training Participants (registered users) can:

- Save trainings and resources from rhntc.org for easy access
- See trainings they have registered for and completed
- Accept and complete RHNTC training lists
- Download certificates of completion and CE credits
- Download their personalized Training Report
- Add non-RHNTC trainings to their Training Report

So who is a training participant? As I just said, anyone who creates an account or registers on RHNTC is a training participant. And as a registered user, a training participant, you can save trainings and resources from rhntc.org from your account for easy access later on, you can see the trainings that you've registered for and you can see the trainings that you've completed. So it helps you quickly get back to the things that you were interested in or maybe you've already completed. And you can also accept and complete the training lists that a training administrator will share with you and that's the goal of this webinar is to show you more about those training lists. And as an individual user, you can download

your own certificates of completion for trainings that you've completed through our website as well as continuing education credits. We have CNEs available for many of our courses. You can download those from your account and you can download a personalized training report. As an individual training participant, you can also add non-RHNTC trainings that you have completed elsewhere, you can add those to your individual training report as well.

Slide 8

Who is a Training Administrator?

Anyone responsible for administering or tracking training and professional development plans at their organization

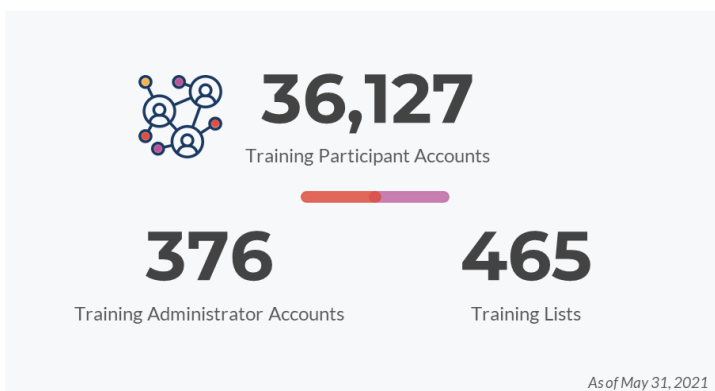
Training Admins can:

- Create and share customized Training Lists with their network
- Track Training Participants' completion of assigned RHNTC and non-RHNTC trainings
- Download completion reports



Now, training administrators, as I said earlier this is the title that we created for the RHNTC website that differentiates this as a special role from the standard training participant role. So from a program perspective, you could very well have a different title. This is likely not your title. You could be this, a training administrator really refers to anyone who's responsible for administering and tracking training and professional development plans at their organization. So again, the training, that's likely not your title but that's the title that we use within our Training Tracking System. And as a training admin, I'm going to say training admin for short, throughout the presentation today, you can again create and share customized training lists with your network and you can track the training participants' completion of those assigned trainings both on RHNTC that gets tracked ... that gets tracked automatically. And then users can also report their completion of non-RHNTC trainings. And you can download completion reports to help with your own reporting requirements.

Slide 9



So I just want to give you all a snapshot or idea of how many of these different types of users we have on the website right now. We launched the, it was previously fpntc.org but now it's rhntc.org. The fpntc.org website launched in 2017 with the features for training participants. And since that time we've had over 36,000 users create an account. We launched the training administrator role that new role was launched in 2018. And since then we've had like close to 375. Hopefully after this webinar we'll get up to 400 training administrators who have requested accounts. And those training administrators have created over 465 training lists. So these are the numbers as of the end of May but just wanted to give you a kind of sense of how it's been used to date.

Slide 10



How Title X-funded programs are using it

- To develop training plans for their networks and track completion of assigned trainings
- To ensure that subrecipients and service sites comply with Title X Program training requirements

And we're going to look at, here, we'll get how Title X programs have used it. We've seen many Title X programs using this to develop training plans for their network and to track completion of assigned trainings, and grantees are really using it to ensure that subrecipients and service sites are complying with the Title X program training requirements. And we know that grantees are using the system as well as subrecipients have all created training administrator roles.

Slide 11



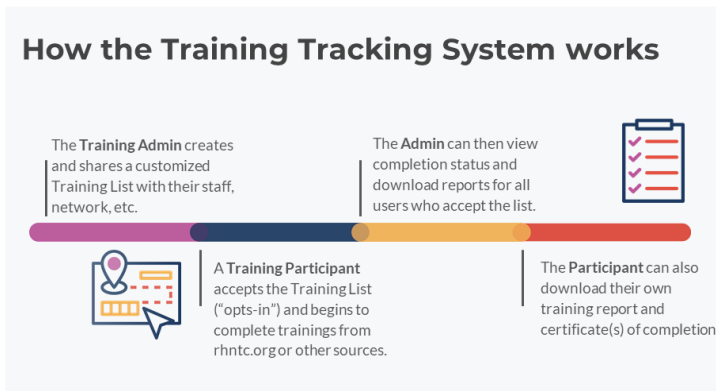
How TPP-funded programs can use it

- To create, implement, and/or track completion of professional development or other training plans for their organization or implementation partners
- To capture trainings and resources offered from different sources in a single, shareable list

And then with TPP Programs, TPP Programs can use the Training Tracking System to create, implement and track completion of professional development plans, for example, or other training plans both for their own organization staff or their implementation partners. And we know many TPP Programs are

interested in using the Training Tracking System to capture trainings and resources that might be offered from different sources in addition to the RHNTC and in one single shareable list.

Slide 12



So before we move into the live demo of the website, I wanted to just give a quick high-level snapshot of how the Training Tracking System works for the training admin role and the participant. So the actions across the top are the training admin and then the ones along the bottom of the line are training participant. So the training administrator will first create and share a customized training list.

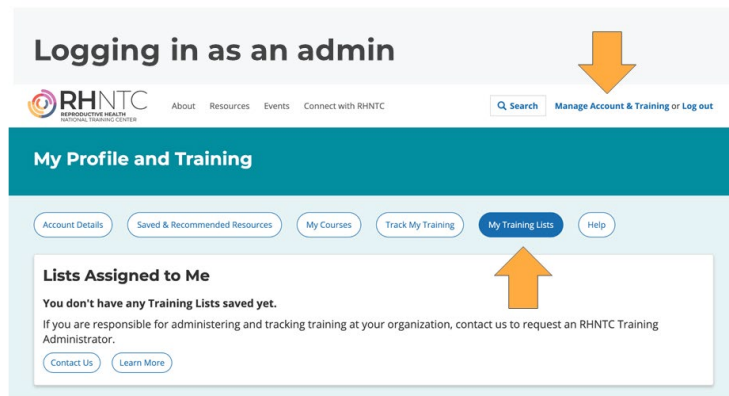
Slide 13



So we're going to walk through how you create that list and how you share it in the demo. And then once they've shared that list, the training participant, it needs to, you share your list via, most people share it via email. So you're going to, the system generates a shareable link. And if you share that via email with your training participants, they're going to see a message from you describing what the training list is. And they're also going to see a message that tells them that they are opting in to allow you as the training administrator to see their training completion. This is a really, really critical point in the system because this is what by that training participant opting in or accepting the training list, that's what's creating the connection between you as a training administrator and the other users, staff, partners, whoever it is in your network that you're sharing that training with. And that's what allows the system to show you their training completion. So once they've accepted the list, they will see all of the resources that you've added and they'll be able to quickly access those resources and complete them via

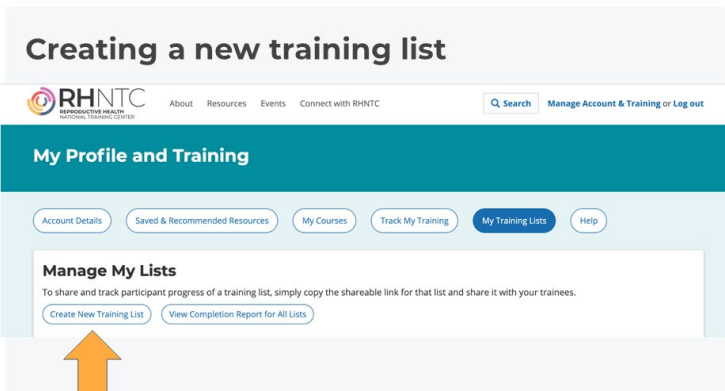
our website or via other places. And then they will show their completion throughout the, we'll show how the completion works in our demo. And as users are completing training the admin will then be able to view that completion status and download an Excel report, again, for all the users who have accepted the list. And then finally participants, they can also download their own individual training report and certificate of completion. So now I have told you how it works and now I'm going to show you how it works.

Slide 14



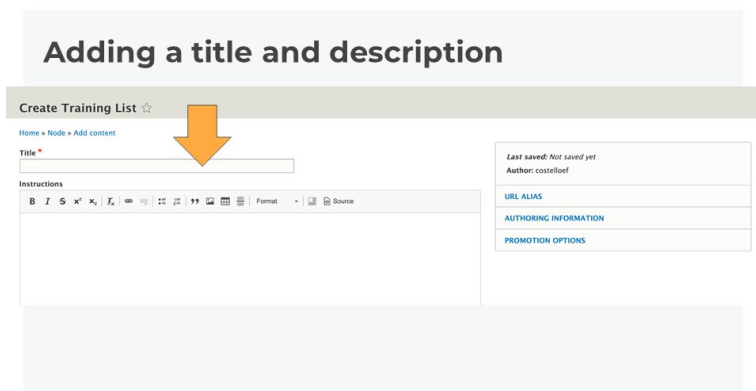
Before we jump over to the website though, I want to show you just quickly what the screen will look like for you. My screen is going to look a little bit different because I'm already logged into the system and I already have a training administrator account. So I want to show you if you currently have an account on the website, you can log in. So I can see up here in the upper right where it says manage account and training. If you're logged out, you'll see an option to either log in or create account right there. So once you hit the option to log in, then you're logged, this is the view for your, this is your training account interface. So I'm going to start by familiarizing every user, whether you're a training participant or a training admin is going to see the same buttons across the screen here. The first is your saved and, your account details, that's where your name and your agency, where you can reset your password if you need to do that or on your account details. There's the saved and recommended resources. That's where you can see any of the resources throughout the site that you've saved. We also have some recommended resources for meeting Title X training requirements. We're still working on adding some TPP things there. We're going to, and then Clancey will show you some of these as well when she goes through as a participant but for the far right, there's a button that says my training lists. And when you click on that list, if you're not a training administrator yet and you haven't been assigned a training list, you'll see this message here. Lists assigned to me, you don't have any training lists assigned. So if you would like to request a training admin account, this is where you do it, through the contact us button or there's a button to learn more. And we'll go over that more later in the demo. But I just wanted to note that if you are following along with my demo in your own web browser you will not be able to see the features that I'm sharing until you have requested a training admin account. All right, with that, just give me one second, while I transition between screens. All right, so now I am, as I said, I've logged into my accounts, my profile and training.

Slide 15



And I'm going to jump over to my training list. And it's showing that I actually have a lot of, I have several lists already created here but I'm going to, you won't see, when you first start, log in as a training admin, you won't see anything here.

Slide 16



So the first thing here, the first button here you see is create new training lists, so I'm going to hit that. And when you create a new training list, it's going to take you to a screen where you have some required information here but you want to enter a title and you want this to be descriptive enough that when somebody opens this in their browser they'll know what it is. But then we also have this area here where you can add some instructions. So we really encourage you to put as much information here as you think someone will need to give them some information about why are they receiving the list and what to expect after accepting the list? So if you're creating a training for new staff or if you're creating maybe training for annual training requirements, putting some information in there about the expectations of the report, or sorry, of the training requirements. In some cases we've seen in the description people will actually link out to other links within their own website or their own agency, you can do that, you can add some, so it has allows you to do some links there as well if you'd like to do that. But there is some default text that's included with every training list telling the user that they're opting in to share their training completion and we'll show that too in the demo. So I'm going to enter in, I'm just going to call this one new staff training list and say you are receiving this as a new staff member at

our organization. Again, I encourage you to put a bit more detail than I just did but this is a good for our demo here.

Slide 17

Adding trainings to your list

Browse and select training

Please choose only one resource and then click the "Select Training" button at the bottom.

Search

Title X Orientation

Resource Type

- Any -

Intended Audience

- Any -

Topic

- Any -

Apply

TITLE	RESOURCE TYPE
<input type="checkbox"/> Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning	eLearning
<input type="checkbox"/> LGBTQ Mini Module Videos	Video
<input type="checkbox"/> Title X Program Requirements	Website
<input type="checkbox"/> Title X Policy Templates	Toolkit/Guide

Select Training

1 2 3 4 5 6 7 8 9 ... » Last »

And as you scroll down, this is where you go to add the training. So there's two buttons here, one just says add training and when you add training you are adding training from the RHNTC website. And we'll talk, you can also add resources that are not on the RHNTC website and I'll show that next but we'll start here by clicking the add training button. I need to keep moving my Zoom windows around so I can see everything. After you hit add training, you get this gray box that comes up and there's a couple of different things you can do within this section now. You can browse and select a training, so I'm going to do that first; and then there's some other settings here that we can set for each training. So when you pull up, when you hit the browse and training that pulls up our training list browser and there's a couple of different features here that let you find what you're looking for. If you've already searched the RHNTC website and you know exactly what trainings are offered and what you're looking for, you can type in some of the keywords from that training, you can also search by the resource type. So within our website, we offer certificates of completion for all of our eLearning courses and all of our, the event archives. So anytime there's a recorded webinar at the end of a webinar, you can, at the end of the end of an eLearning course at the end of a webinar and at the end of just a few select videos, you can complete an evaluation and this evaluation will trigger a certificate of completion. So if you want to see those specific types of resources that have a certificate of completion, you can search those there. If you're looking specifically for a podcast or a video, looking for some other media types, you can find that as well. We have a list of intended audience. So if you're specifically looking for something that might be for a clinical provider, you can look for it that way. If you're looking for something for frontline staff or health educators, you can look specifically. We've tagged all of our resources by audience. So again, if you're thinking about creating, we know that some grantees will create lists for different groups within their agency. And that's another way to find trainings. We also have a dropdown for topic. This is a pretty long list right now, we're working of reorganizing this. So if you're new to our website, we offer resources both for adolescent health and family planning. And we recently added the adolescent health topics. So this is mixing in the adolescent health topics and the family planning topics. If you've been on our site for a long time, you'll have noticed that this topic list got longer. We're working right now on making this differentiate a little bit so it's quicker to drill down to the topics that you want but you can find things this way. So I'm going to, and you can also filter by OPA program. So for any resources on our website that are tailored specifically to either TPP or Title X, as well as the Pregnancy Assistance Fund, we have a few resources there as well, those have been tagged so you can search for those too. So you

can experiment with this but I'm going to search for cultural competency as just a broad term, because I don't need to know the exact title of the course but I do know there's an eLearning. And if I'm trying to get to the cultural competency course I could also choose eLearning here as well. When I hit apply, this is going to give me a list of options. So by default gives you the top four options you can page through down here below and browse for other options. But I know that I'm specifically looking for this cultural competency in family planning care eLearning. So I see that and I clicked the box, little check mark here and then I hit select training. Now I've added it to my training list, it is done now, I can remove it if I want. You don't have to do anything else after this, but there are two optional things you can check. There's a box saying whether it's required or not. So if there are certain items on your training list that you definitely want users to complete or required to complete, you can hit that box. If there are other items on your list that you might have as optional, you maybe don't check the required box. If you have a due date, if there's a timing, so for example, if you have you're assigning annual training or if you need everyone to complete the training by the end of September or you need to have everyone complete the training by the end of December whatever kind of how you're tied to your calendar, you can set those due dates as well. And we'll talk a little bit more about due dates and how that applies to annual trainings in a bit. I'm not going to check the due date for this one right now. I am going to add another training so we can see how that works. So again, if you want to add more to the list, you hit the add training button, it pops up the browser again and this time I'm going to add, I saw when I was browsing cultural competency that we also have a course on working effectively with medical interpreters. That's related to the cultural competency course. I'm going to add that one as well. Okay and maybe I do want to set a due date for, oh, my cat is making an appearance, sorry about that guys. Working from home with our furry friends and our children, you never know who's going to pop in. All right, so I'm going to set a due date of this one of end of June. Okay, so you just type in the due date there. And let's see, I'm going to add another training. I've showed you two different types of eLearnings but I'm going to show you some non eLearning types. We have some resources on the federal class standards for cultural and linguistically appropriate services that shows me that that's a publication and a fact sheet also related to those two eLearnings. So I want to assign that one as well. And I'm going to add some of our resources on adolescent health and the adolescent brain. So I'm going to type in adolescent brain here and see what that pulls up for me when I hit apply. So we have, again, when you type in the search terms, it'll give you a range of things. I'm going to include this podcast. And now, as you browse trainings, you can only add one at a time. So once you've clicked something if that's not the one you wanted to click, you can unclick it and it'll give you the other options again. So I'm going to select that training. I want to show you a range of how they look when they get added. And finally, let's see, let me put in a video on counseling adolescents. Wanted several different videos there. So I'm also going to include this video on counseling adolescent clients to resist sexual coercion. I'll put that one on there too. Okay, so right now these are all resources that are on the RHNTC website. Now, if you wanted to add a non-RHNTC website or sorry, resource, you hit the second button down here as you're adding your training. And in this case, I want to add one of the, this link to the Spark*ED website. So I'm going to come over here and copy the link. And then I paste that link into the URL. And it gives you a message here that this must be an external URL. So you include the HTTP the whole thing here. And you can put whatever you would like in the link text. And you don't actually have to write external, it'll tell you that it's a non-RHNTC website on the list. We'll show you how that looks. All right, so I have added several trainings. I want to show you that you can actually also drag them around if you want to reorder them a bit. You just grab these little triangles here and you can drag them around. But I'm going to go ahead and save this. Okay, so now I see my training list.

Slide 18

Saving and modifying your list

Manage My Lists

To share and track participant progress of a training list, simply copy the shareable link for that list and share it with your trainees.

Create New Training List View Completion Report for All Lists

New Staff Training

Created June 3, 2021 Share List with Training Participants

Participants: Manage Users | View Completion Report for this List

Modify List

Title	Duration	Due Date	Required
Cultural Competency in Family Planning Care eLearning	1.50 hr	2020-12-23	Yes
Working Effectively with Medical Interpreters eLearning	0.50 hr		No
National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care	--		No

I've come back, when I save, I've come back to my training list page and I have my manage the lists. And it'll show you the name of the new training list you created and the date that you created it on. And then I'm going to, right now there's a couple other different, there's a couple other different buttons we see here now. The first button you might want to come back to is the modify list. So if you take a look at your list and you realize, okay, I actually wanted to make these required or else I actually wanted to set due dates for all of them, you can hit modify list and that's going to take you back directly to the editing screen. So you can modify the title, the instructions, maybe there's something that you didn't want to have, you hit the remove trash button. If you want to delete the list altogether, there's also a red delete button. In general, red means remove or delete if you look for the red buttons throughout. I'm just going to save and go back but you can easily go back and change things once you've created the list. There's another link here to manage users or view completion report.

Slide 19

Sharing your new list

Manage My Lists

To share and track participant progress of a training list, simply copy the shareable link for that list and share it with your trainees.

Create New Training List View Completion Report for All Lists

New Staff Training

Created June 3, 2021 Share List with Training Participants

Participants: Manage Users | View Completion Report for this List

Modify List

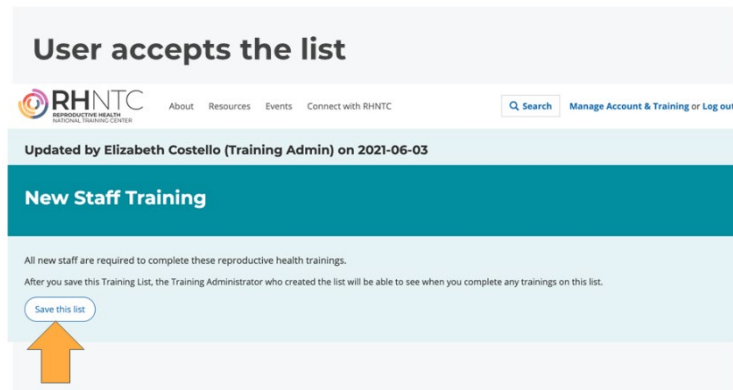
Copy this link and share this list with your trainees.
<https://rhmc.org/training-lists/new-sta>

Title	Duration	Due Date	Required
Cultural Competency in Family Planning Care eLearning	1.50 hr	2020-12-23	Yes
Working Effectively with Medical Interpreters eLearning	0.50 hr		No
National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care	--		No

And right now, when I hit manage users, it tells me no users have saved this training list yet. And that's because I haven't shared it with anyone. So I'm going to jump back over and show you how to share. So again, this is the most critical link between the Training Tracking System for training administrators and training participants is getting your training list out to your training, to your users, your training participants. So here there's a button with a little envelope that says share lists with training participants. And when you click that, it gives you a little pop-up box and some instructions to copy this

link and share the list with your trainees. So if you select everything in the box, you can right click on your mouse and copy. You can use a keyboard shortcut to copy, however you're most comfortable with the copying. So we see that many users are sharing this via email but we'll talk in a little bit about some of the other ways people are sharing as well. So what I'm going to do is now that I've shown you up to the point of sharing, I'm going to stop sharing my screen, my colleague Clancey is going to walk you through now what a training participant sees when she views this list. So let me stop sharing and I will turn it over.

Slide 20



Clancey Bateman: Yeah, thank you. Just one second while I get my screen up and running. All right, can you all see that? Okay, great. So thanks for sharing that list with me, Elizabeth. So now I'm viewing the list that Elizabeth sent to me. You can see up here at the top that it shows me who created the list and the last time that it was updated. So that's today. I can also see the instructions that Elizabeth entered when she created the list as well as that standard language that she mentioned that's included with all training lists by default. So that says, after you saved this training list the training administrator who created the list will be able to see when you complete any trainings on this list. So then I have the option to save the list. That's this button right here at the bottom. And as Elizabeth has mentioned, this step is the most crucial part in ensuring that the connection between the training administrators and training participants is made. So the only way that the Training Tracking System can associate an administrator with the participant is through this process of opting in to save the list. So an administrator can only see information about whether or not a training participant has completed the training for the training list that they've accepted. So I'm going to go ahead and save this list. Okay, so once I've accepted that list, now I can see all the courses that are included on it and I can see over here on the right hand side, their completion status. So from this view, I can view my other training list if I wanted to go back. I could also remove myself from this list, I'm not going to do that but you can see that they're separated into different categories, that eLearning and archive defense up here and then these other resources below.

Slide 21

User completes training and evaluation

Updated by Elizabeth Costello (Training Admin) on 2021-06-03

New Staff Training


All new staff are required to complete these reproductive health trainings.
If you remove this list, your training administrator will no longer be able to see which trainings you have completed.

[Remove this list](#) [View My Training Lists](#)

eLearnings and Archived Events	Duration	Due Date	Required	Completion
Cultural Competency in Family Planning Care eLearning	1.50 hr	2021-12-23	Yes	Download Certificate Get Credit
Working Effectively with Medical Interpreters eLearning	0.50 hr		No	Launch Course

Other Resources

	Duration	Due Date	Required	Completion
National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care	--		No	Mark Complete



From this page, so for the working effectively with medical interpreters eLearning, I haven't taken that one yet, so I could launch it right from this page directly from the training list.

Slide 22

User views their completion information

Updated by Elizabeth Costello (Training Admin) on 2021-06-03

New Staff Training


All new staff are required to complete these reproductive health trainings.
If you remove this list, your training administrator will no longer be able to see which trainings you have completed.

[Remove this list](#) [View My Training Lists](#)

eLearnings and Archived Events	Duration	Due Date	Required	Completion
Cultural Competency in Family Planning Care eLearning	1.50 hr	2021-12-23	Yes	Download Certificate Get Credit
Working Effectively with Medical Interpreters eLearning	0.50 hr		No	Launch Course

Other Resources

	Duration	Due Date	Required	Completion
National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care	--		No	Mark Complete



And then since I've already actually completed this cultural competency course, I can access my certificate of completion for this resource right from this page. So that option shows up once you've completed the evaluation for an eLearning course or another resource when you go back to your training list tab. I also want to talk briefly about the training account interface.

Slide 23

Training account interface

The screenshot shows the RHNTC (Reproductive Health National Training Center) website. The header includes the RHNTC logo, navigation links (About, Resources, Events, Connect with RHNTC), a search bar, and a link to 'Manage Account & Training or Log out'. The main section is titled 'My Profile and Training' and contains several tabs: 'Account Details', 'Saved & Recommended Resources', 'My Courses' (which is selected), 'Track My Training', 'My Training Lists', and 'Help'. Below the 'My Courses' tab, there is a table titled 'My Course List'.

Course Name	Course Link	Date Registered
Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning	Access Course	2021-05-04
Coding in the Reproductive Health Care Environment: The Coding Process eLearning (Module 2)	Access Course	2021-01-19

So Elizabeth already went through this, what this looks like from an training administrator view but I'm going to go back to it and show you what it looks like from an individual user perspective. So Elizabeth went over this just very briefly but this is where users can access the Training Tracking System features. So here under my courses, this tab allows users to quickly access any trainings that they've registered for either on their own or through a training list that's been assigned to them. So this tab has been in place since last October if you're already a user of our website. And then under the track my training list or tab, this tab shows the completion for all trainings as well, whether they've been assigned to you through a training list or not, so it shows the completion status for individual trainings and users can also click and download a training report that summarizes that same info in a PDF by clicking on the create training report button up here. This feature has also been available since last October if you've been on our website for a while. And then lastly, under my training lists, this shows the user any training lists that they've accepted. So this is the new staff training lists that Elizabeth is building out today. You can also collapse these as well but I can see that here that I've got three training lists that have been assigned to me and that I've accepted. And if I click into any of them, I can see all the resources in that list. And this just shows that users can accept multiple training lists and will be able to see them all under this tab. So now I'm going to turn it back over to Elizabeth so that we can see how my completion information for the training list that she shared shows up for a training administrator on her side.

Slide 24

Seeing who has accepted a list

The screenshot shows the 'Manage Users for New Staff Training' interface. It includes a 'Back to training lists' link and a note: 'Any Training Participant who has accepted a Training List you shared will appear in this report.' Below this is a table with two columns: 'User Name' and 'Agency Name'.

User Name	Agency Name
Jessie Daigneault	JSI Research and Training Institute
Elizabeth-test Costello-test	JSI
Daniel Cothran	JSI
Joshua Yospy	
Megan Hiltner	RHNTC
Clancey Bateman	RHNTC

Elizabeth Costello: Thank you, Clancey. One moment, let me go back to my screen here. All right, so I was actually sharing a training list with, the list I made just now is a little bit of a different list than the one I had made earlier and shared with Clancey that she was viewing. So I'm actually going to show this new staff training list which has the same resources on it but what you can see different now between here and the first list is that participants, next to participants it doesn't show any number, but this is the new staff training. That's the list that Clancey was just demonstrating. And it shows a number four here. I have another, let me show you another one. Oh, nevermind, I think it's not there anymore. So this tells me that I have four participants that have accepted the list. So again, this will not show you how many users you've sent the list to or shared it with but it'll show you how many clicked that button to save the list. And if you want to see who that is, you hit the manage users button. And if you see someone on the list, we never really had this come up but we do have this built in. If you see someone on the list who you don't recognize or maybe don't want to have access to the list anymore or maybe there's someone who has left your agency and just no longer needs access, if you don't want them on your training report, we do have this little trashcan button if you want to remove someone. But again, the only way for someone's name to appear here is for them to have them hit that save list button. So I go back to my training list and that shows me how I can accept.

Slide 25

Download completion report

New Staff Training Report

← Back to training lists

Any Training Participant who has accepted a Training List you shared will appear in this report.

Download CSV

Title ^	User	Duration	Due Date	Required	Completion	Completion Date(s)
Adolescent Brain Development Podcast	Joshua Yospy	0.50 hr		No	Incomplete	
Adolescent Brain Development Podcast	Megan Hiltner	0.50 hr		No	Incomplete	
Adolescent Brain Development Podcast	Clancey Bateman	0.50 hr		No	Incomplete	
Adolescent Brain Development Podcast	Jessie Daigneault	0.50 hr		No	Incomplete	
Adolescent Brain Development Podcast	Elizabeth-test Costello-test	0.50 hr		No	Incomplete	
Adolescent Brain Development Podcast	Daniel Cothran	0.50 hr		No	Incomplete	

But now if I want to see who has what the completion is for that list, there's manage users here and then there's also the view completion report for this list. And that brings up a new screen. So this is going to tell you the title of the resource which links up to the resource and what it does is it goes through, for each resource that you assigned on the list, it lists every individual user's completion of that resource. So it'll tell you the completion status as well as the completion dates. And so I can see that Clancey completed the cultural competency in eLearning course. She actually completed that back in December of 2020 and that Jesse completed it both in December of 2020 and then she completed it again in April. So this is a really important feature that I wanted to note, especially if you're wanting to use the website to reassign a training annually. The way we wanted to make sure as we were building out the system, we wanted to make sure that if somebody had already taken a training on the website before somebody assigned it to them via a training list that they would get credit for that. And that users wouldn't have to go back in and complete the training again if that wasn't a requirement. But we also know that this is one of the changes we've made since this system launched in 2018. We know that in many cases grantees are wanting or needing to have certain trainings completed annually. So in this case where Clancey had completed the cultural competency course in 2020, if I had set a required due date for the cultural competency course, notice I did not set a required due date but if I had, if I'd set the

required due date for some time in 2021, the system would know that Clancey had not completed it this year. And so when she logged in to see the training list it would not show a completion report for her. So it would actually prompt her to launch the course, take it again. So we wanted to, I hope that's not too confusing to follow since I'm not showing it, but in that case that is how we have designed this so that you as a training administrator can reassign a training, but you can also see as an individual user, so Jessie here, she has completed the course and completed the evaluation more than once. So as an individual training participant, you can complete courses more than once. And as a training administrator depending on how you set your due dates, you can also have the system require trainings to be completed more than once. Okay, again this is showing you the training report. Obviously it's not very useful just to see this information especially if you have lots of different users, you're going to want to be able to manipulate this information. So we have the option to download a CSV file. We also have where you can filter the information sorted however you need and then share it back for your other requirements. The completion report is available at the list level. It's also available up here for all of your lists. So if you hit this button, it's going to show you everything that you've assigned. We're working right now on some upgrades to the reporting. And one of them is to actually have better differentiation in the view completion report for all lists, so that it tells you better which list is coming from. But I did want to share that there two ways for you to get to that information. And another thing I wanted to note is that you actually see the completion information for resources that are shared within the RHNTC website and also outside of the RHNTC website. There's a button where people can mark complete for any of the resources that are not like, that don't generate a certificate of completion. So it'll show you what users have marked complete or not on their own. All right, so that concludes our live demo.

Slide 26



I'm going to jump back to my slides and I want to quickly talk about how you could use, before we go to the Q&A, some other ways that you could use the Training Tracking System now that we've showed it to you.

Slide 27

Title X grantees use lists in different ways

- Create a list and share the link with Title X subrecipients via email, on a webpage, or in a PowerPoint presentation
- Use lists for tracking completion or as templates for other users (e.g., subrecipients) to copy and adapt

So we know Title X grantees have been using the lists and this is less programmatically and more just like the process of it of using the list, maybe using it in different ways. In some cases, many cases they're just sharing, creating and sharing a list with their subrecipients via email. But also sometimes, especially for those like new staff trainings, they're embedded on a webpage, the links are embedded in a webpage or via SharePoint, or they might be embedded in a PowerPoint presentation. There's different ways that people are accessing the link. So it doesn't always have to be something you email out, anywhere you can add a web link, you can add a training list. And another way that some grantees have been using it, maybe the grantees wants you create the training list but they actually want the subrecipient to take the responsibility for tracking completion of their own staff. So they will create a list to share with subrecipients as a template for them to copy and adapt. And right now you do have to manually recreate a list if someone shares it with you. But that's another option that we're exploring is if there's a quicker way that user training admins could create a list from one that's already been created.

Slide 28

Sample List 1: New Title X Staff Training


1. Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning
2. Cultural Competency in Family Planning Care eLearning
3. Trauma-Informed Mandatory Child Abuse Reporting in a Family Planning Setting Video
4. Mandatory Child Abuse Reporting State Summaries
5. SOAR to Health and Wellness Human Trafficking Training
6. Counseling Adolescent Clients to Encourage Family Participation Video
7. Counseling Adolescent Clients to Resist Sexual Coercion Video
8. Identifying and Responding to Human Trafficking in Title X Settings eLearning

And here's a sample list actually from a training admin on the website to our new Title X staff training. One of the most frequently added courses is our Title X orientation. Then we have the cultural competency course. We have the trauma informed mandatory child abuse reporting that in family planning setting, there's a video for that. That goes along with some state summaries. We have resources on human trafficking. And then many of these here are resources that are helping you meet

the Title X program training requirements. So these are ones that we often see added to training lists. Just as an example for a Title X list.

Slide 29

Sample List 2: Title X Clinical Staff Onboarding



1. Title X Orientation: Program Requirements for Title X Funded Family Planning Projects eLearning
2. Trauma-Informed Mandatory Child Abuse Reporting in a Family Planning Setting Video
3. Identifying and Responding to Human Trafficking in Title X Settings eLearning Course
4. Counseling Adolescent Clients to Resist Sexual Coercion Video
5. Counseling Adolescent Clients to Encourage Family Participation Video
6. Mandatory Child Abuse Reporting State Summaries

And then an example for, we also see that Title X grantees will often create separate lists for clinical staff onboarding. So again, going back to where I was showing you you can search by intended role, that's another way if you want to kind of differentiate between the different types of resources. I tried to get this cat out of the screen guys, apologies. I hope he's not too distracting, I'll move him.

Slide 30

Sample List 3: TPP Trainings on rhntc.org



1. SOAR to Health and Wellness Human Trafficking Training
2. Adolescent Brain Development Podcast
3. Healthy Relationship Wheel and Relationship Spectrum
4. Applying the Optimal Health Framework to TPP Programs Webinar
5. Integrating Sexually Transmitted Infection Prevention into TPP Programs Webinar
6. Meaningful Youth Engagement in TPP Webinar

And then finally sample lists for TPP trainings that we have on rhntc.org. The human trafficking training as well as is applicable here. I showed that adolescent brain development podcast as an option. Healthy relationship wheel, we have resources on, or a webinar in applying the optimal health framework and that webinar generates certificate of completion, for example and then some other webinars here for integration into TPP Programs.

Slide 31

Create lists of external resources for professional development

1. Link to EBI Curriculum Training
2. Relationship Education: A Trauma-Informed Approach for Youth (Dibble Institute)
3. Adolescent Brain Development (AHI Spark Training)
4. Reproduction and Anatomy (SparkED)
5. Needs Assessment, Data Collection Tools and Fidelity (Live)
6. Cultural competency (ThinkCulturalHealth.hhs.gov)

And finally I showed the option to add non-RHNTC resources. So you can mix those in into a list with resources that are on RHNTC. You can make separate training lists that are just external resources if you want to push it that way. You might want it to be linking to different EBI curriculums. I shared the, I quickly linked to this Spark*ED website. You can get specifically on courses there but just giving some example that might be relevant for TPP grantees for some external trainings.

Slide 32

Job aids for you and your network

For Training Administrators



1 general version, 1 Title X-specific version

For Training Participants




1 general version, 1 Title X-specific version

Okay, finally, I want to share that we have created some job aids to support both training administrators and training participants. So there's two job aids, the first is here on the left for training administrators and we have a general version of this job aid and then we also have a Title X specific version. So the general version, doesn't specifically mention TPP for Title X. So depending on which grant program you are, you can use it with any networks or any other partners. And then we also have one that does specifically talk about Title X, using it for Title X program training requirements. On the same side, we have one for training participants. And again, we have a general version of that and a Title X specific version of that. These are available as resources within our website but they're also available from the get website help. So Jessie, I think is, if she hasn't already, she's going to chat out the link to how you can quickly get to all of these on our get website health page. But we really designed these, if you want to share with like a subrecipient, for example, that, "Hey, encourage them to use the Training Tracking

System," you can use this job aid to give you some language and to give you some support in what you would send them an email encouraging them to do that.

Slide 33




Ready to request a Training Admin account?

1. Create an account on rhntc.org (or log in, if you already have one).
2. Click on "My Training Lists" and then "Contact Us."
3. Complete the form to request an account.

Okay, all right and then if you are ready to request a training admin account, again, you can do that on RHNTC. After you log in, if you don't already have a login, you can quickly create your own login. And then again, you click on my training list and then hit the contact us button. And there's a form you can complete to request an account. All right, we're going to move on to the questions now.

Slide 34



Q&A

What questions do you have for us?

Megan Hiltner: Well, thanks, Elizabeth and Clancey and Elizabeth just so you know, there's a lot of cat people in the audience, so they appreciate the cat.

Elizabeth Costello: I have a dog too, he hasn't arrived, though.

Megan Hiltner: Good, we got the cat and the dog people all satisfied here. So we're going to start with some questions that have been submitted. So first question, typically will the grantee act as an administrator and be the one to share a customized training list for us as training participants? This person is asking, because they're a sub grantee.

Elizabeth Costello: Yeah, that's a great question. So I touched on that very briefly a couple slides ago but we definitely see it happen both ways. And in some cases, the grantees are sharing it with their own staff for their own training requirements and completion. In other cases, they're sharing it with their subrecipients and the grantee might be the one who is tracking the completion. But in many other cases, the grantee is sharing the list with subrecipients with the expectation that the subrecipient will then track the training completion. So that is the example I was sharing where maybe as a grantee, you create the list or maybe you create a couple of different types of lists that you share out generally with your subrecipients. And then as a subrecipient, you can take that basic list and rebuild it but add in your own trainings or other sources that you want to have, you can tailor it for your own staff. So those are a couple of different ways. It's flexible for different users in different needs.

Megan Hiltner: So you kind of just got at the next question a little bit but I think it's worth asking, can a person be both a participant and an administrator, or can more than one supervisor have access to the same staff lists? And another person asked a similar question. Can one person have an administrator account?

Elizabeth Costello: Yes, so let me start with the first one. Can you be a training admin and a training participant? Yes, and you can access a list, you can create lists and access lists that others have shared with you. You do that from the same page. So I didn't scroll down on my account. I have three different accounts, so it gets a little confusing when I'm in, but I am a training administrator and within our own team, our RHNTC team, we have a required training list that everyone completes within our team. So I have that shared with me from another teammate that I have completed. So yes, you can do that. You can have, Megan, you can correct me if I get these orders messed up. Right now only one training admin can own a list and see the training completion within your organization. That's also something we're exploring so we know we've heard that, we've done some recent interviews with Title X grantees to sort of, about their experience with the Training Tracking System. And that's another kind of functionality that we are looking into, whether we can expand who has access to the completion but right now you can have multiple training administrators within your organization but only one person can own the list. And one thing we've seen, I think this could be in the questions too coming up, Megan is we know there's turnover, staff turnover. Yeah, and so absolutely, if there was someone at your agency who was responsible for training and had created lists and shared that we can very easily, if we know the name of the list or if we know the user's email address, it's really easy, Jessie, who's been chatting, she helps with this. You can contact us through the through the RHNTC contact form. And just give us a little information about how you need to reassign the list. And we can reassign a list to a different user. So you won't lose that completion information if you have any staff changes.

Megan Hiltner: One person had asked about how trainings are posted on the RHNTC site and if they are all developed by RHNTC. And I responded to the person but I wondered if other folks had the same question that RHNTC does develop a lot of trainings but we have a lot of partners out there that we also will post their trainings as well. We do these, we develop these and the partner's trainings are all in support of helping grantees meet their training requirements. So I just wanted to share that back and forth that we had-

Elizabeth Costello: Well, Megan, can I add one thing to that.

Megan Hiltner: Please.

Elizabeth Costello: So we just recently made a little small change to the landing pages of all the resources where the source of the training is now listed. And that information is kind of always been there but it's a little bit more clear now when you add a resource who the source is and if the source is RHNTC or FPNTC, our previous training center, those all have, if you're assigning a training that was developed by the RHNTC or the FPNTC, those are the ones that have those certificates of completion and CE credits really embedded within the Training Tracking System. So that is if you're completing those trainings you will see the training completion information. And we do have other trainings that were created by other partners or other entities that are on our website as resources. You can assign those, absolutely. But if the training, but they'll show up in the second part of the training list where the user has to mark completion on their own. So it's just a distinction in how the completion works. We haven't, we're not able to integrate with like other people's, we can't pass that information yet back and forth between a lot of other different websites.

Megan Hiltner: Thank you for that clarification. So getting into the details around, this is kind of into the details of when you were going through and creating the training lists. When you're selecting an audience, can you select more than one audience when you're developing that list?

Elizabeth Costello: Yeah, so right now it's a single select option but I think we could, I can take that question back and see if we could potentially change it so that it's a multi-select list. But right now I think it is only a single select list. If you did want to search for multiple audiences, you would just need to run two different searches right now. So just take an extra step.

Megan Hiltner: Backtracking a little, somebody asked about the cost to access the trainings, the trainings that RHNTC develops are all free. So FYI everybody, they're free.

Elizabeth Costello: And you don't have to be a grantee to have sign up for an account or sign up for a training admin role. This is accessible to anyone.

Megan Hiltner: And so is there a way to add training from the saved resources or from the training description?

Elizabeth Costello: You can, there is not, that's a great question and something we would love. We're exploring, again, actively exploring. We know we've heard this from other users to make it faster to create a list. Currently you cannot from the save list build, from your saved resources build out a training list but it is one of those features we've been hearing from users that they want. So we are looking into that as well.

Megan Hiltner: Great, and is there a way to add multiple trainings without starting over every time you want to add a training?

Elizabeth Costello: So to add, every training does need to be added individually. So when you hit the add training button on a training list you're only adding a single training and that's where you can set whether it's required or whether it has a due date. Unfortunately, there's not a shortcut for that. You do have to add them all individually.

Megan Hiltner: So you said that there were a couple of trainings that were related but are from different categories. How do you know if they're related?

Elizabeth Costello: Well, I know our resources pretty intimately at this point. A lot of times we actually do have related resources that we designate when you're, not in the Training Tracking System viewer but when you're browsing resources on our site, if you scroll down, underneath the training description, there are related resources that we have suggested. But in a lot of cases, like when I was doing a search for cultural competency, it's going to return, this is just how the search works on our website in general, it's going to return any resources that have cultural competency either in the title or the description. So if you're searching in the Training Tracking System and you're adding training and you're searching by terms, you are by default going to see a list of related things that are all related to that key term that you looked for.

Megan Hiltner: Yeah and by participants, right? The training, there's somebody who asked, can we sort the training list by the participants?

Elizabeth Costello: Can you sort the training list by participants? So if you want to do any sort of advanced sorting, because right now the default is to show it by, it shows it by the resource chunks and then the individual users, we would encourage you to download to Excel. And then you can do filtering within Excel.

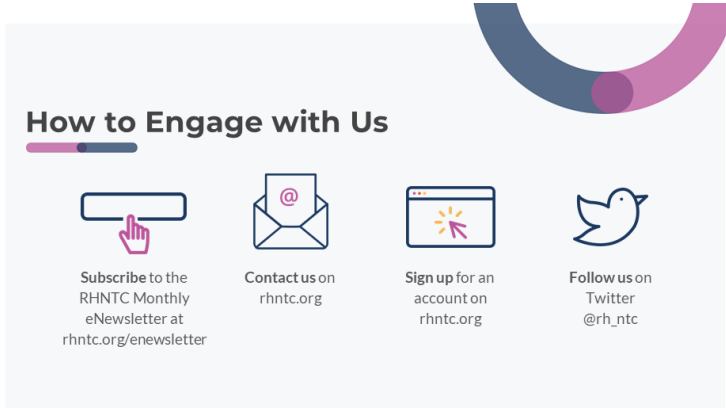
Megan Hiltner: Sorting like that. A couple of folks have asked about like a training guide or a manual, user manual for using this. Jessie chatted out those cheat sheets. I encourage you to start there and kind of walk through it that way. We can offer you help, so if you chat in a question and email us, we can definitely support you. And also this webinar will be recorded so you can go back through and listen and watch the demo that Elizabeth did. So I want to share that with you. Let's see, I'm looking for other questions. Okay, this person did point out that they've been the administrator using the system for three years and they love it. This year with their training assignment, one of the courses is not showing up in the employee assignment list. Could you look into the SOAR training and see if there's something wrong? So I just wanted to let that person know I'm glad you brought this up to our attention and we'll double check and check into it and see if there is something on our end that it's not allowing you to mark it as required.

Elizabeth Costello: Okay. Well, Megan, I think we can see the chat history. Let me come back to it but if you also have any challenges like that or any problems, you can always contact us but we can go back to your specific issue and come back to you via email.

Megan Hiltner: Okay and I think we got time for one more question here. Okay, if someone has an RHNTC account and already completed a training and later the training gets assigned to them, will it show as already complete?

Elizabeth Costello: It will show as, so actually Clancey showed that as an example. As long as it hasn't been, it's not an like been reassigned with a due date, that's like later, sorry, the due date can sort of throw this off but if there's no due date with it and you completed it previously, then yes, you should get credit for it. Sometimes we use the due date though to set annual training requirements. So if you haven't completed it within the year, you might have to complete it again. And again, if you have any problems with that, Jesse and I can help you at any time on the contact us.

Slide 35



Megan Hiltner: Well, I think this, we should probably be wrapping up here. I just wanted to remind folks that you all can engage with us at RHNTC in multiple ways, you can subscribe to our eNews. We really want all folks, this is welcome to all folks not just those that are overseeing programs. Everyone can get access to that eNews. You can email us on rhntc.org. You can sign up for an account and you can follow us on Twitter, if that's your thing. And just a huge thank you to all of you for carving out time in your busy schedule to learn more about how this tool can potentially help you. Thanks to you, Elizabeth and then Clancey for sharing your words of wisdom in how folks can use this tool and being open to questions and opportunities for us to improve that. And in the spirit of improvement, we would love it if you would take a moment and give us your feedback and fill out the evaluation form that will be popping up here soon on your screen and give us feedback as to how we can improve and we can inform future sessions. Clancey or Elizabeth, any closing remarks on your end?


Elizabeth Costello: No, thank you so much for joining and share your questions with us via email. We'll get back to those as well.

Megan Hiltner: Great, well this concludes our webinar for today. Thanks so much again for joining.

Clancey Bateman: Thanks everyone.

Elizabeth Costello: Thank you.

Slide 36

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