



## Responsibilities in Action: Massachusetts MAP Certification Training Supporting Staff for Online Learning

### Getting Started

All Service Providers utilizing the online MAP Certification Training for their staff must ensure that staff have required components in place for a successful training experience. The following checklist will help you prepare to meet staff needs.

### What Technology Do Students Need for this Course?

- Access to a strong internet connection.
- Updated web browser. Moodle runs best on the latest versions of Chrome, Firefox, Edge, and Safari.
- A device that can connect to the internet. This course was designed to run optimally on computers or laptops, but it can also be completed on a tablet or smartphone using the device's internet browser.
- Students can also download and install the Moodle app and view the course that way; however, they may encounter the following limitations while using the app: some Knowledge Check questions appear small on the screen, inability to use the “drag and drop” feature on some of the Knowledge Checks, and inability to use the ReadSpeaker and Accessibility toolbars.
  - Some students have reported missing images while using the Moodle app on iPhones. This problem has not been reported while using the iPhone web browser.
- A PDF reader to view PDF files. A PDF reader will need to be installed on the computer or browser. Many browsers already have this installed. This lets you view PDFs in a browser window without opening a separate program. Download Adobe Reader at <http://get.adobe.com/reader/> if needed.
- Video capabilities to record themselves (if needed) performing a medication pass, and to participate in virtual meetings. This means:
  - A camera on their phone, tablet, or computer that will allow them to take video and then upload it through the internet, as well as participate in virtual meetings.
  - If they choose to complete the video assignment by creating a video, they will need to share that video with you. Video files (usually mp4's) are very large and may not go through email. There are also compatibility issues with trying to view a video on your PC that was created on a Mac, and vice versa. YouTube and other file hosting/sharing sites are free to use, easy to upload to, and easy to share through a viewing link.
    - On YouTube, they should upload the video as an “unlisted video” (not public). [Here are instructions for doing that](#).
    - They can use any file sharing/hosting site they want, such as Google Docs/Photos, Vimeo, DropBox, or iTunes.
- Please ensure that the email address used to register the student for the course is up-to-date and one that the student checks regularly. Please ensure that students have access to their work email account, if not, please use a personal email address instead. Students are expected to check their email at least once a day during the course.



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### What Logistical Support is Needed?

- Designate someone at your agency who can answer technical questions. Staff may need assistance with downloading documents, such as the electronic RIA Curriculum. They may also need assistance with creating a YouTube account (if they choose that method) and with uploading their video and sharing the “unlisted” video link with their Trainer.
- Provide dedicated time for staff to complete the training:
  - This course has 9 units as well as several skills activities to complete. You must pass a quiz at the end of a unit with a score of 80% or higher to move to the next unit.
  - The average time to complete the 9 units and 9 quizzes is 13 – 14 hours. This does not include time spent reading the paper RIA curriculum, making your medication demonstration video, or practicing Transcription. Plan for at least 16 hours to complete the course.
  - Units 1-5 are less time consuming than Units 6-9, which are longer, and will require more interaction as they are teaching skills.
- Provide dedicated workspace for staff completing the training, perhaps in an office, if needed.

### How Do I Obtain Resource Packets?

- You must provide a Resource Packet for each course participant.
- They are available through Long Term Pharmacy Solutions (LTPS) for \$10 per packet.
- To obtain a packet, email [orders@ltps.us](mailto:orders@ltps.us) and include ‘Resource Packet’ in the subject line, and include your mailing address with the request.
  - If you don’t receive an email response within 48 hours from LTPS, please email them again or call 978-458-4000 and ask for the billing department.
  - In lieu of ordering a Resource Packet from LTPS, Service Providers may assemble their own Resource Packets. If interested, contents of the resource packets may be found at: <https://mapmass.com/mod/page/view.php?id=3478&forceview=1>
  - Please note: Training blister packs **must be provided** for students; images of blister packs may not be used.

### If you wish, designate a ‘Course Supporter’ for your classes

- This is an optional role that service providers or independent trainers can choose to utilize. This is a staff person from your agency who supports the MAP Trainer with running the course.
- The [Overview of the Course Supporter](#) document gives more information. This is also found on mapmass.com under “Student and Trainer Resources,” along with a link to specific training resources for Course Supporters.
- To designate a Course Supporter, e-mail the staff name and e-mail address to [CDDER@umassmed.edu](mailto:CDDER@umassmed.edu) CDDER will create an account on mapmass.com for them
- Include the Course Supporter name at the top of each course roster so that the registration team gives them access to your group.