Responsibilities in Action: Massachusetts MAP Certification Training
MAP Trainer User Manual

Contents

Getting Started

Students will receive a welcome email with login credentials to access the course at www.mapmass.com and instructions by 9am on the course start date. Sometimes the email will go directly to a spam or junk folder. Please look for an email from **Admin User (via Massachusetts Medication Administration Program Training Resources and Support)** <noreply@neindex.org> Follow instructions from the email. If your student did not receive the email on the day the course started, please contact CDDER@umassmed.edu for assistance.

Resource Packets

Students must have a Resource Packet for this course. These are available through this **link** on MAP Mass. They are currently being offered at no charge. In lieu of ordering a Resource Packet from CDDER, Service Providers may assemble their own Resource Packets. If interested, contents of the resource packets may be found at: www.mapmass.com under the "Student and Trainer Resources" section.

Please note: Training blister packs must be provided for students; images of blister packs may not be used.

Course Technology

This course is built in a Learning Management System (LMS) called Moodle.

Browser support:
Moodle is compatible with any standard web browser. Moodle works best with the following browsers:
Desktop: Chrome, Firefox and Safari. This course has not been fully tested in Edge.
Mobile (smart phones or tablets) Internet Browsers: Mobile Safari, Google Chrome
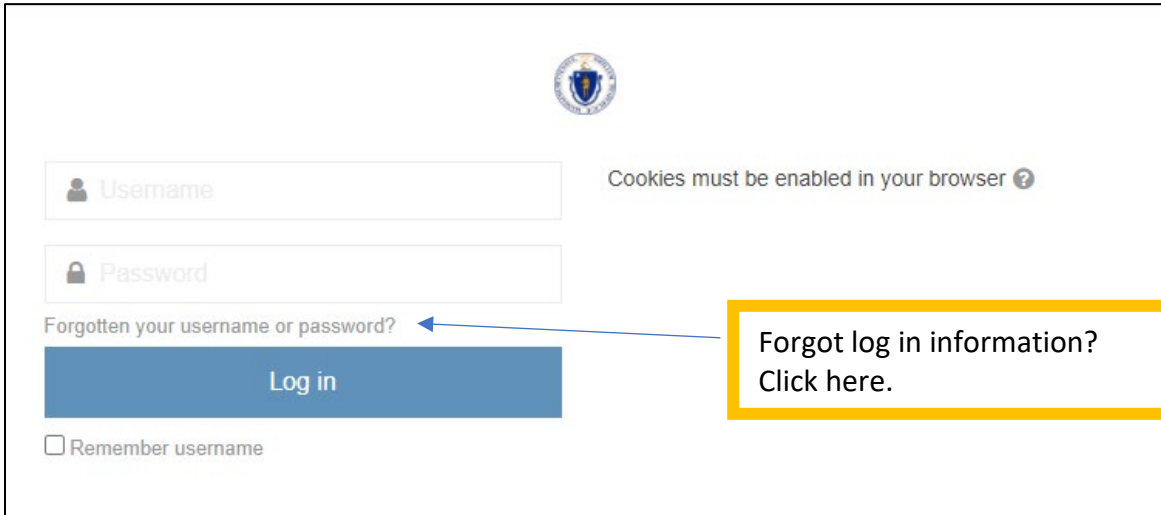For the best experience and optimum security, we recommend that you keep your browser up to date.
To get started, go to:
1. Site Name: (https://mapmass.com/): MAP Mass
2. Log into MAP Mass Online by clicking the "Log in" button which is located in the upper right corner of the homepage.

Resetting Passwords

- If you, or one of your students, forgets the password, click on the "Forgotten your username or password?" link (shown in the image below).
    - The system will send you a link with instructions on how to reset it.
    - Please be aware that the student must have already logged in at least once and changed their temporary password before this "Forgotten your username or password" option will work.
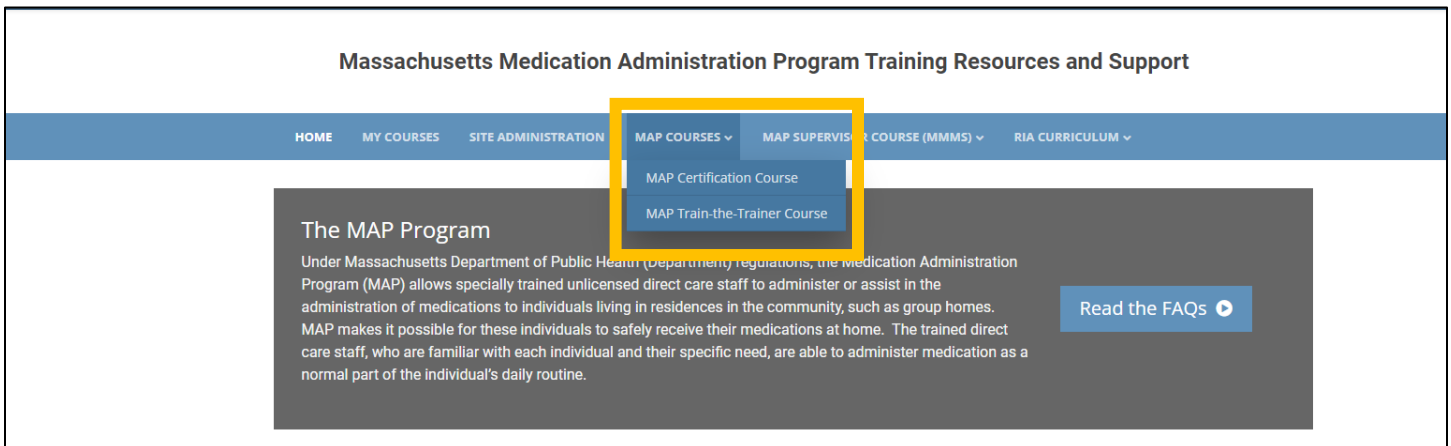   - Please contact CDDER@umassmed.edu if the student is having issues.

Forgot log in information? Click here.

How do students fix name misspellings or change their email address in Moodle?

- Beginning in 2021, students no longer have the ability to edit their own profile. Students should contact their MAP Trainer to alert them to name misspellings, changes, or to update the email address on file. MAP Trainers should confirm the change and forward the info to cdder@umassmed.edu so the profile can be updated in Moodle.

The MAP RIA Course

Once logged in, use the dropdown in 'MAP Courses' to select the MAP Certification Training.

Home Page

Selecting 'MAP Certification Course' will open the course home page (also called a dashboard). Immediately clicking on the arrow in the upper right-hand corner (see image below) will expand the viewing area for the course.
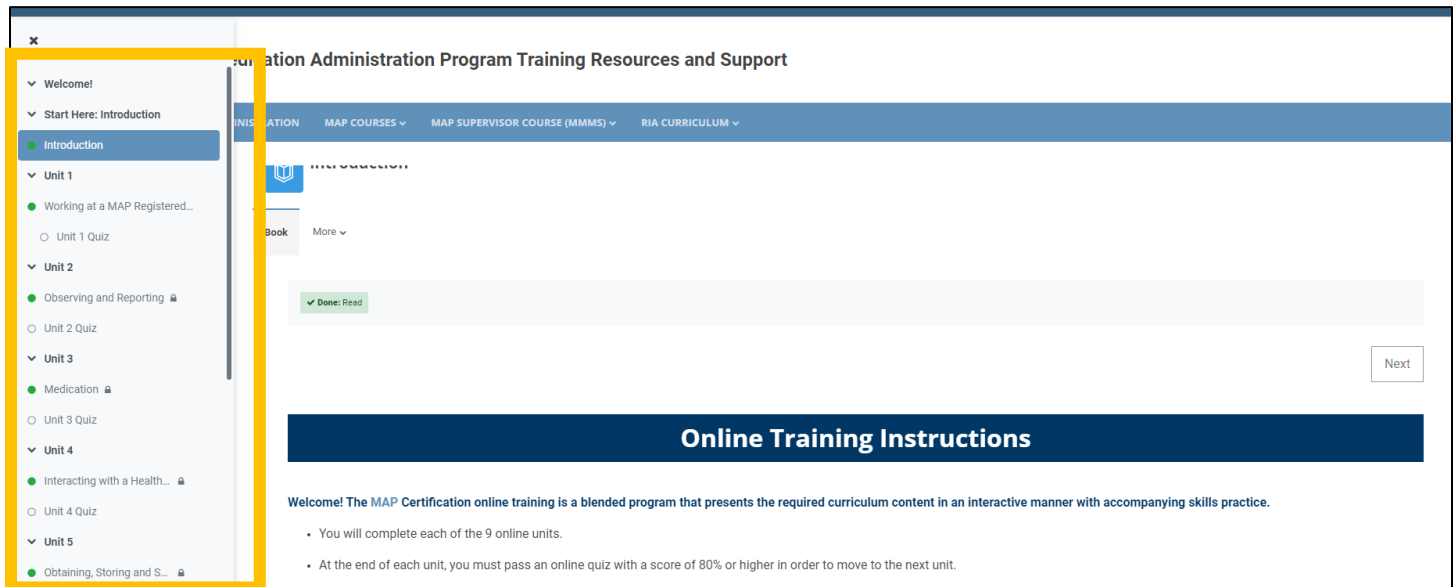
Course Index

This is a new addition to Moodle 4.1 and can be accessed by clicking on the icon in the upper left-hand corner.

If you open it, you will see all of the course units and quizzes listed out in order.

- Clicking on a Unit Title or Quiz will bring you automatically to that page.
- The lock symbols indicate units and quizzes that have not yet been completed. Clicking on a "locked" unit or quiz will not allow you to go to that page.
- This could be a great way for students to review the course content, once they have completed all of the units.

Accessibility Tools

Moodle has several tools to help navigate the course. Accessibility tools can be found at the top of the Block Drawer.

ReadSpeaker is a tool that reads text aloud, gives you access to a dictionary, and will translate the text. The icons appear on each page. Click the speaker button on any page to hear that read out loud. Note that this won't work on Knowledge Checks.

You can also hear the page read by highlighting a section first and then clicking the Listen button.
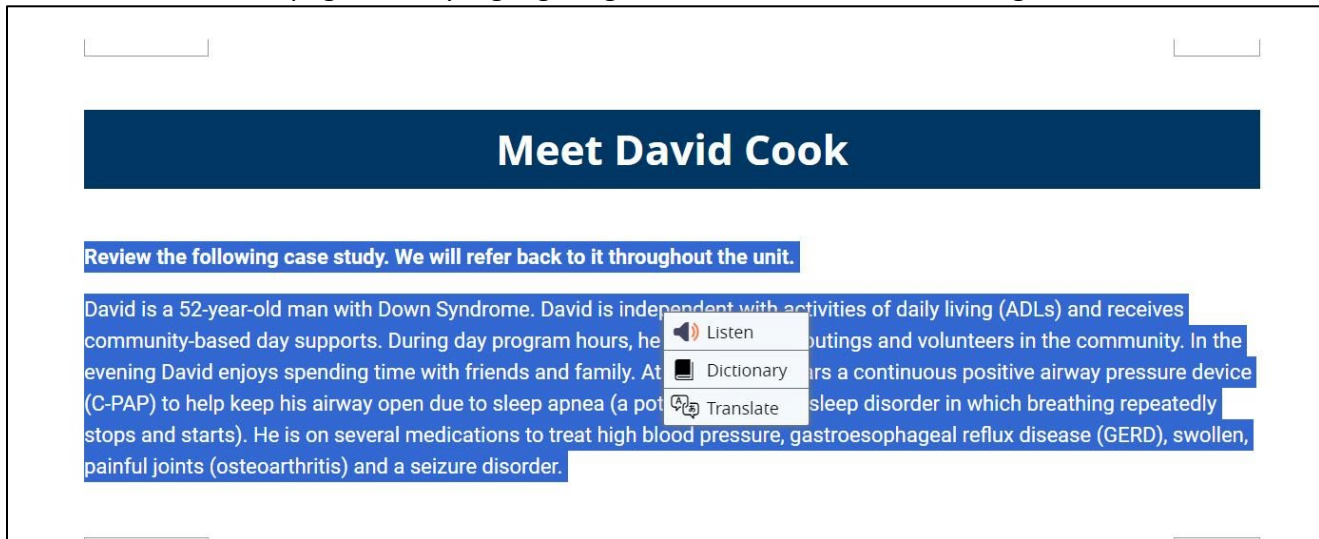
If you don't know what a word means, highlight the word and choose the dictionary option to see a definition. If the word is already highlighted in blue, you can click it to see the glossary term instead.

This tool also links to Google Translate, which is a program that gives you an approximate translation in other languages. You can highlight a section of text and choose "translate" to read the text in different languages, or click the play button to hear it in that language.

Please note: The text has been translated for your convenience using translation software powered by Google Translate. Reasonable efforts have been made to provide an accurate translation; however, no automated translation is perfect nor is it intended to replace human translators. Translations are provided as a service to users of this website and are provided "as is." No warranty of any kind, either expressed or implied, is made as to the accuracy, reliability, or correctness. Neither ReadSpeaker nor the website owner is in any way responsible for the translation.

Accessibility Toolbar

This toolbar will increase or decrease the size of text on your screen. It does not affect the size of images. To enlarge images, use keyboard controls on your computer. Holding down the Ctrl key plus + or – will increase or decrease screen resolution on many machines.

The Accessibility Toolbar can also be used to add background color to text thereby making it easier to read.
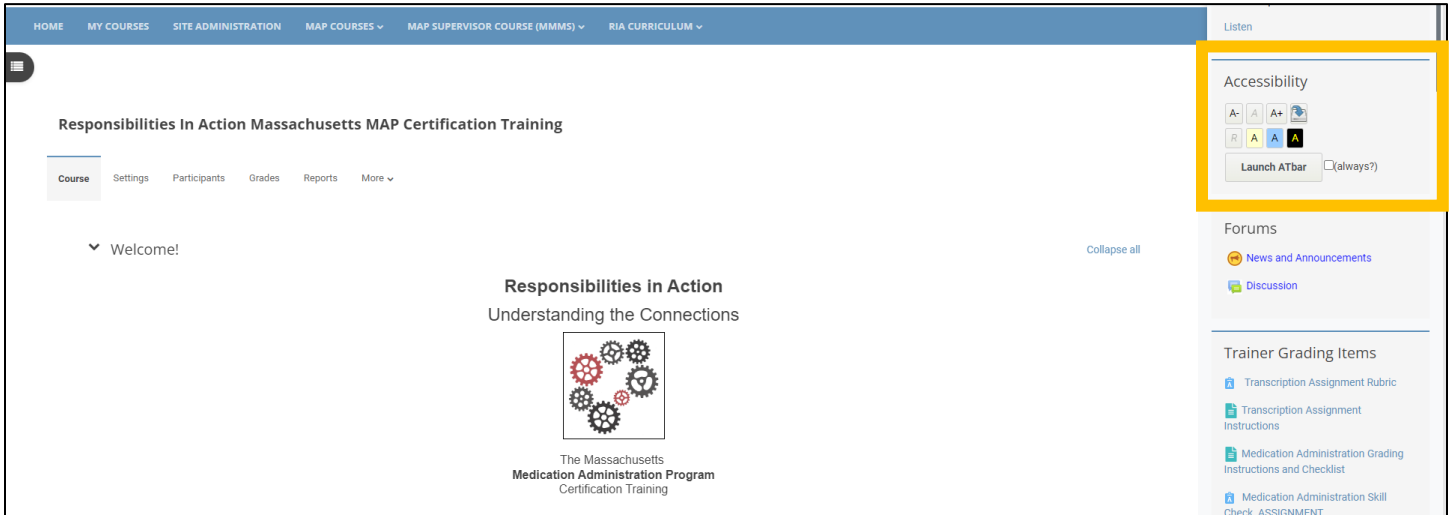
Viewing Participants in your Group

Step 1: Go to the Course

Step 2: Locate the "Participants" tab in the Contextual Menu near the top of the screen.

Step 3: Locate the "Search" field: Only the group(s) you are facilitating should be viewable.

Step 4: The list will filter to the group chosen and show you the number of participants.

Progress Bar

- **How much of the course has the student completed?**
  As students complete each unit and unit quiz, their progress is automatically registered as complete. Students will see a green checkmark on the dashboard once the activity is complete.

- **The Progress Bar** is a time-management tool for the student. It visually shows which Units and Quizzes a student needs to complete in the course. It is color coded so a student and the MAP Trainer can quickly see what they have and have not completed/viewed.
- Clicking on **Overview of students** will show progress for all the students in your training group.
- If you have Audit students, you'll need to change the dropdown to either Audit or All participants to see their progress.
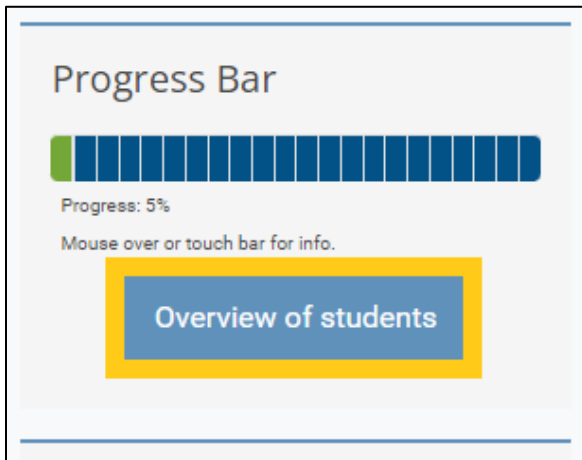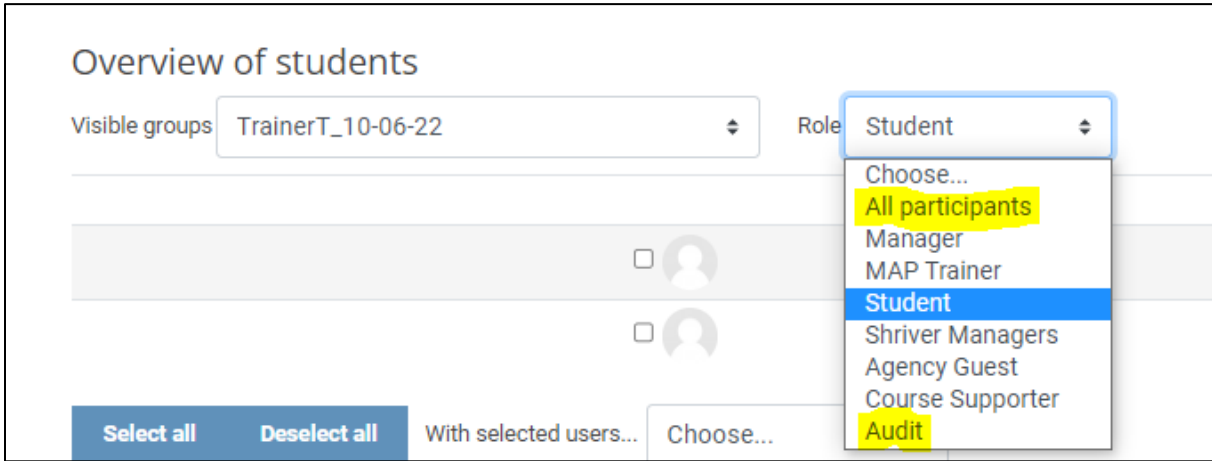
Overview of students

Visible groups TrainerT_10-06-22 ⬍   Role Student ⬍

Choose...
All participants
Manager
MAP Trainer
Student
Shriver Managers
Agency Guest
Course Supporter
Audit

☐ 👤

☐ 👤

Select all   **Deselect all**   With selected users...   Choose...

Forums

Moodle has two primary communication tools: Announcements and Discussion.

- o Announcements are a one-way communication tool for MAP Trainers to easily send news or updates to the students in their group. Students should periodically check this section for new Announcements.
- o Discussion: This is a two-way communication tool for students and their MAP Trainer, or for other students in the same group. This is a great place for students to ask questions or seek additional clarification!

Both are in the "Forums" block on the right-hand side of the dashboard.

Or below the video on the course homepage.
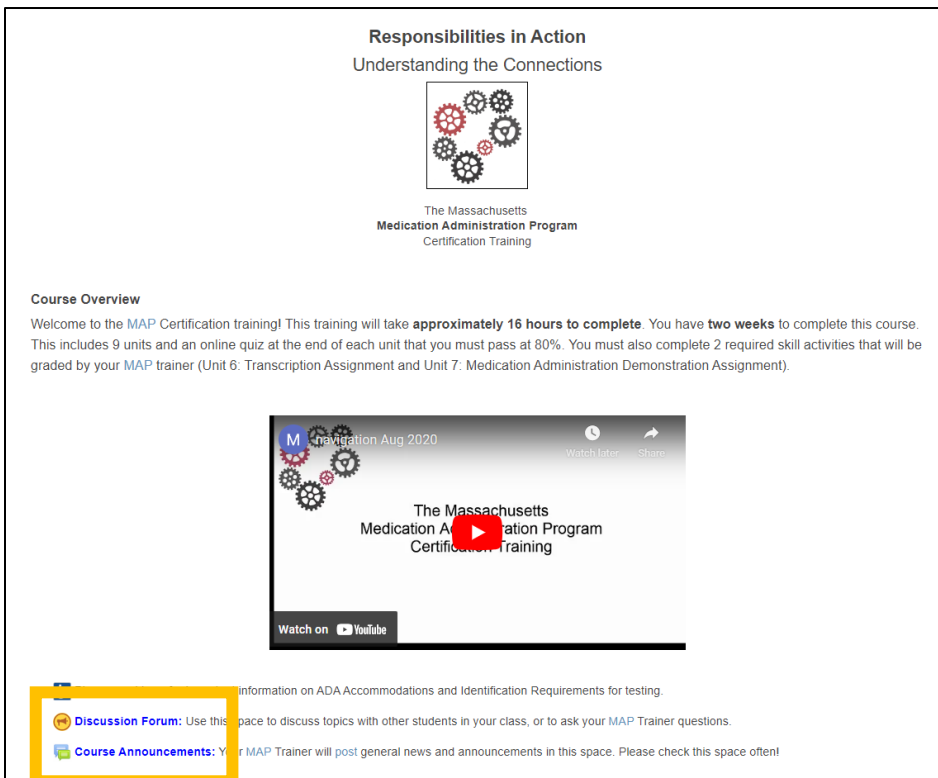
Posting to Announcements (for MAP Trainers)

MAP Trainers can post a new Announcement by first opening the Announcements Forum and then selecting 'Add a new topic' and then 'Post to forum'. The "Separate Groups" field should default to your group automatically. If you are teaching more than one group, the "Separate Groups" dropdown will show all your groups. Please select the group you wish to post to. Students cannot respond to Announcements.

Note: Students will receive an email notification when new Announcements are posted. They will not receive this email notification until they are officially in the course at 9am on the day their course begins. Please wait until after 9am on the course start date to post your Announcement.

Posting to the Discussion Forum

Students and MAP Trainers can post to the Discussion Forum by first opening the Discussions Forum and then selecting "Add a new discussion topic" and then "Post to forum". The "Separate Groups" field should default to your group automatically. If you are teaching more than one group, the "Separate Groups" dropdown will show all your groups. Please select the group you wish to post to.
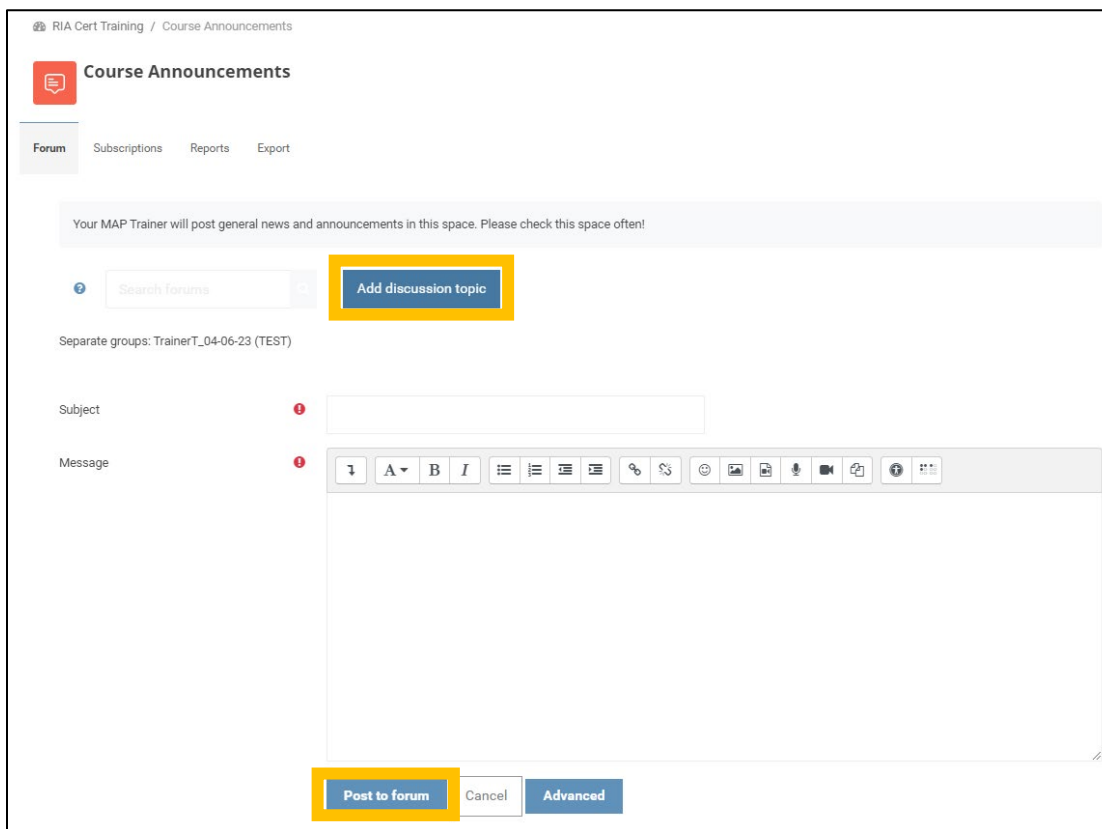
Note: Students will receive an email notification when new Discussions are posted or responded to. Trainers will also receive an email notification when students respond. Email notifications are not sent until students are officially in the course at 9am on the day their course begins. Please wait until after 9am on the course start date to post Discussion topics.
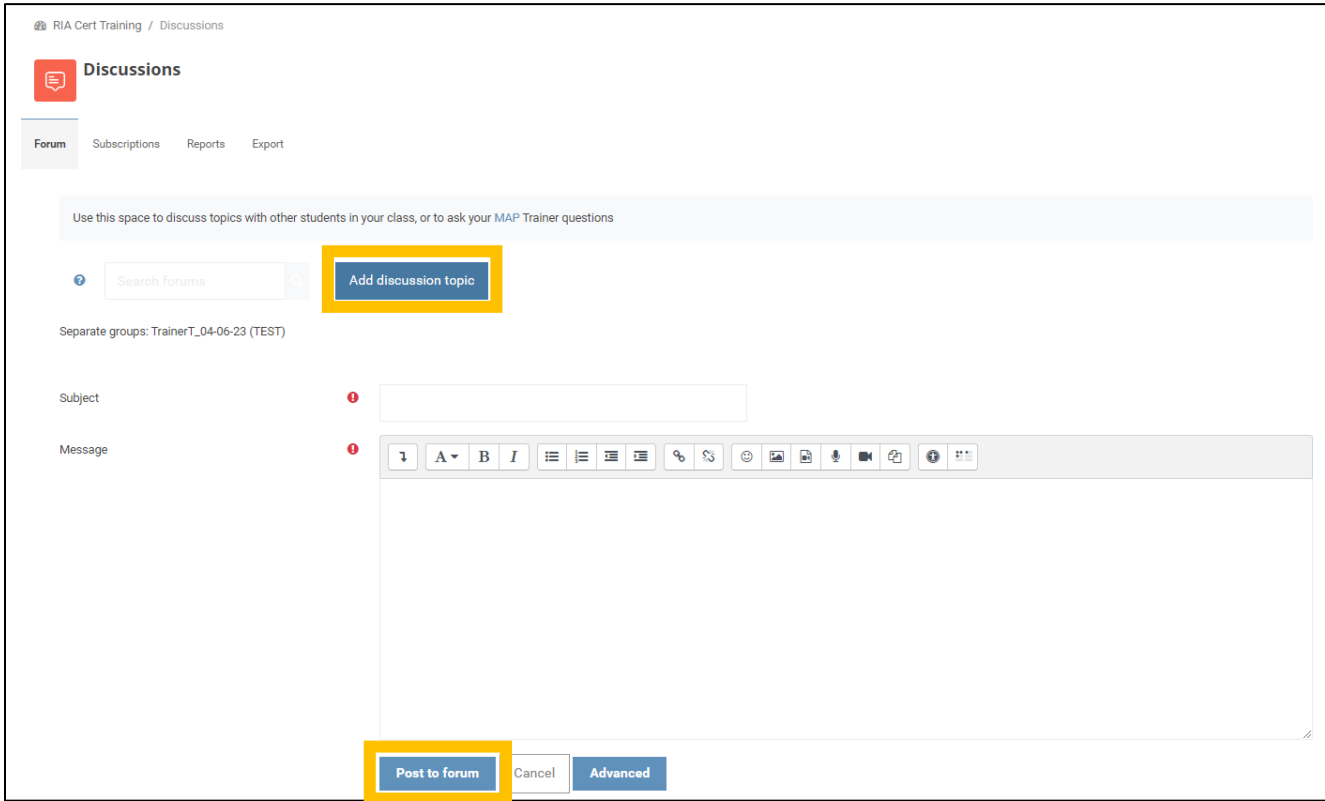
Messages

Moodle also has a messaging system when you can chat one-to-one with your students or other people in your group. It is located on the upper right-hand side of your screen, next to your profile. Click the messaging bubble to open messaging; click the bubble again to close it.
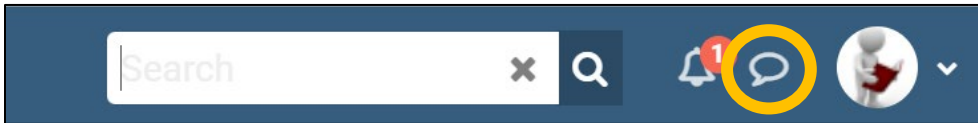
An alert will show when you have a new message.

Students have the option of adding other students or MAP Trainers as contacts. If someone requests to add you as a contact, you will see a notification on the message bubble. After opening messaging, you will see a notification for the new request. You will also receive a notification via email that someone would like to add you as a contact. You don't have to be someone's contact to chat with them, as long as your messaging is not restricted (see below).
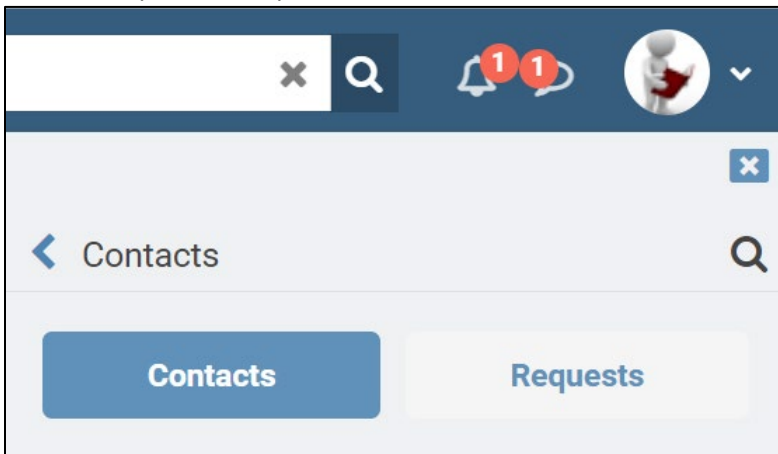
Under Privacy notification (gear icon), you can **restrict messaging** to only your contacts or to anyone in the course.
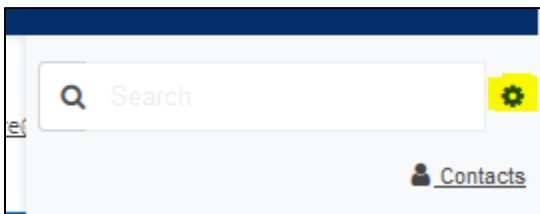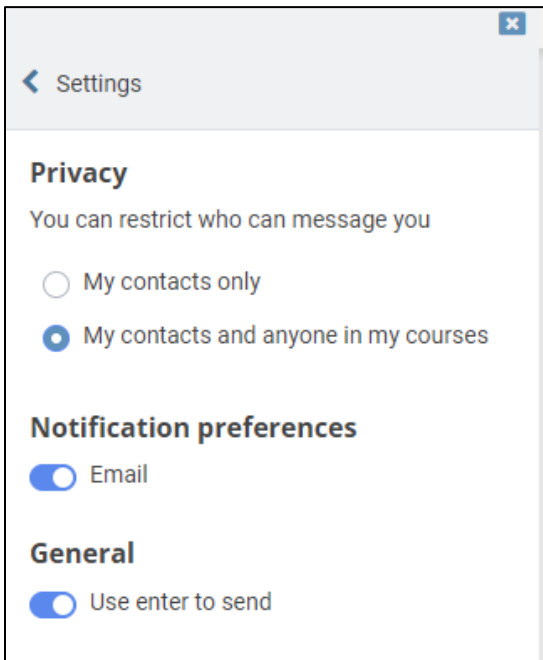
Knowledge Checks

Here are some helpful reminders about Knowledge Checks that may benefit your students.

o Expand the viewing area by clicking the diagonal arrow in the bottom right corner. This makes the Knowledge Check exercise much larger!
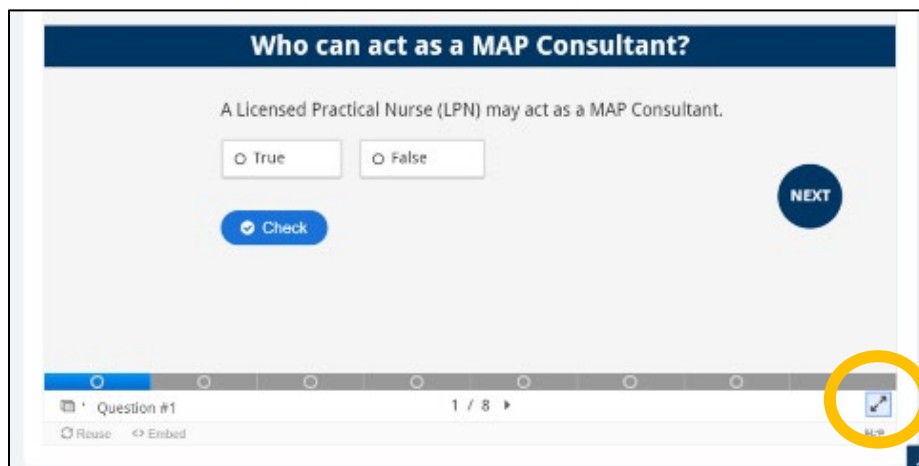
o Navigate to the next slide by using the tool bar at the bottom, or the "Next" or "Back" buttons. Use the "Check" button to quickly see if your answers are correct. If your answers are incorrect, this will show you the correct answer.
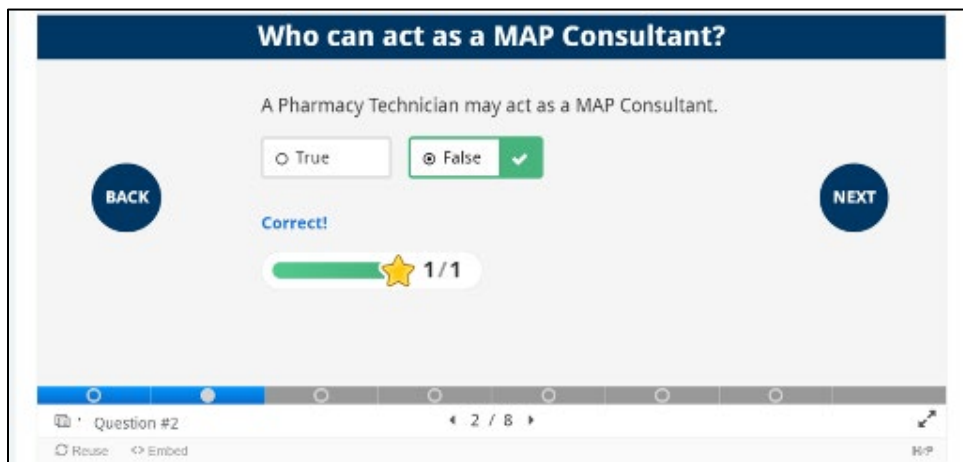
- o Some of the Knowledge Checks contain images with lots of text. To read those images better, click on the "Click here to enlarge image" button to open the image in a new window on your browser. Use the keyboard controls on your computer to scale the image up or down. On many computers this is done by holding down the Ctrl key and the + or – button.
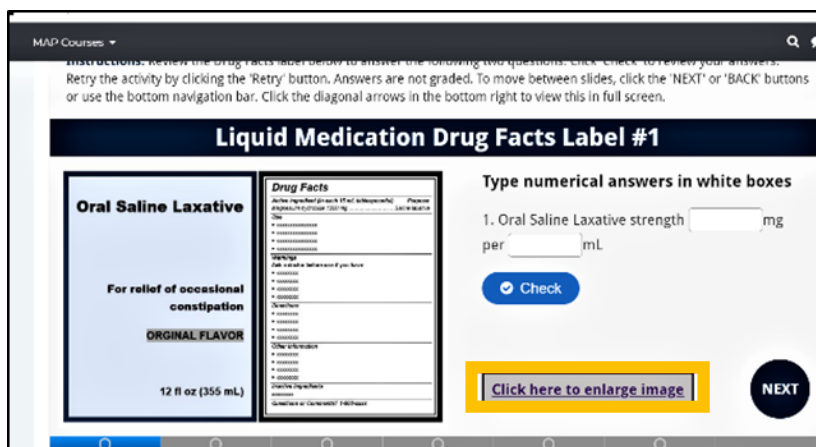
Quizzes

This course has nine unit quizzes that the student must pass with a score of 80% or higher. Students can attempt these as many times as want. Each quiz is available after completing the corresponding unit.

Begin the quiz by clicking on the "Attempt quiz now" button.
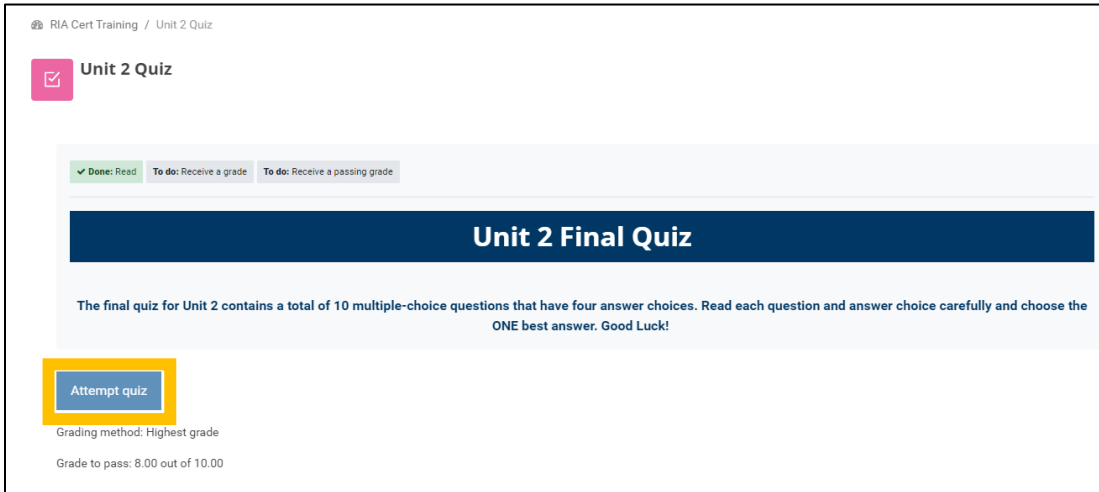
After answers are submitted, a summary screen with the quiz grade appears, along with an indication of which questions were missed. Red x's next to an answer choice indicate that it is incorrect. Green checkmarks indicate that the answer choice was correct. For missed questions, the corresponding Unit and section number in Moodle appears as a reference for the student. Here is an example of the message, "Incorrect. Please review Unit 4, section 8.2"

Grades

Students can check their gradebook by going to the menu on the Course Homepage and selecting "Grades".

Here they will see grades for all the quizzes and other assignments.

They will also see any feedback from their Trainer on graded assignments.

View Student Grades

To view grades for all the students in your training group, go to the Course Homepage and select "Grades."

Override Student Grades

Occasionally Trainers may have a need to override a student grade. For example, a Trainer may wish to enter a pass/fail for the Medication Administration Demonstration assignment in the gradebook instead of grading through the assignment feature. Note: students will not receive the email notification if you do an override. Grades must be assigned in the Med Admin Video Assignment or Pretest if you wish to trigger the email notification.

Once in the gradebook, turn editing on by clicking on the "Edit Mode" button in the upper right-hand corner.
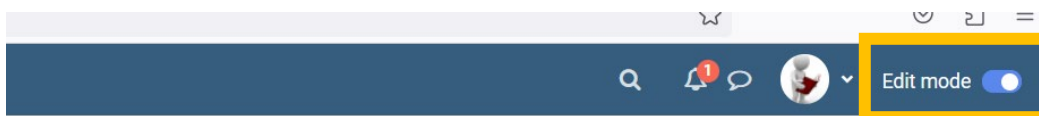
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Use the bar at the bottom of the screen to scroll over until you see the item you want to grade. Example is Med Admin Pretest.

Either:

1) Type a number grade into the white box and click enter on your keyboard or click 'save changes' at the bottom of the screen. Note: a score of 83 or higher on the Med Admin Assignment or Pretest will trigger a 'pass'. The grade box will turn brown to indicate the override.

OR:

2) Click on the gear icon (if you don't see the gear icon, ensure that you've turned editing on). This opens a screen where you can do additional editing (see below)
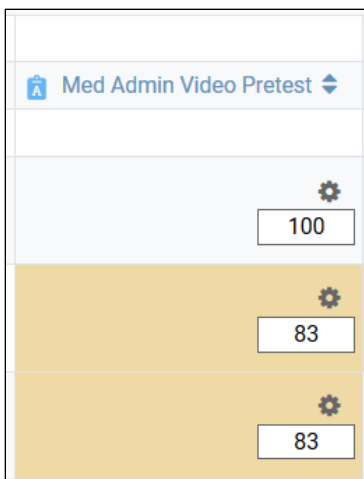
In this editing screen:

• Check the box that says "Overridden" and then type a number grade into the grade box. A score of 83 or higher on the Med Admin Assignment or Pretest will trigger a 'pass'.
• Scroll down and type comments in 'Feedback'. This feedback will appear in the student's gradebook.
• Save changes.

MAP Trainer Lesson Plan

MAP Trainers now have access to a Lesson Plan, created to give trainers guidance on how to teach the course. The timeline in the Lesson Plan can also be modified to meet specific service provider needs. Only people with a MAP Trainer login can access this file. Follow the steps below to access the Lesson Plan.

Step 1: From the Home Page (once you have logged in), click the "View Resources" button under "Student and Trainer Resources".

Step 2: Click the "Map Trainer Lesson Plan" link under the "MAP Trainer Resources" section and then click "MAP Trainer Lesson Plan" on the next page to prompt a download of the Word document.

Reports

Moodle has several useful reports for you: Activity completion, Course completion, and Log Reports.

Step 1: Log into MAP Mass Online

Step 2: Locate the Responsibilities in Action: Massachusetts MAP Certification Training Course.
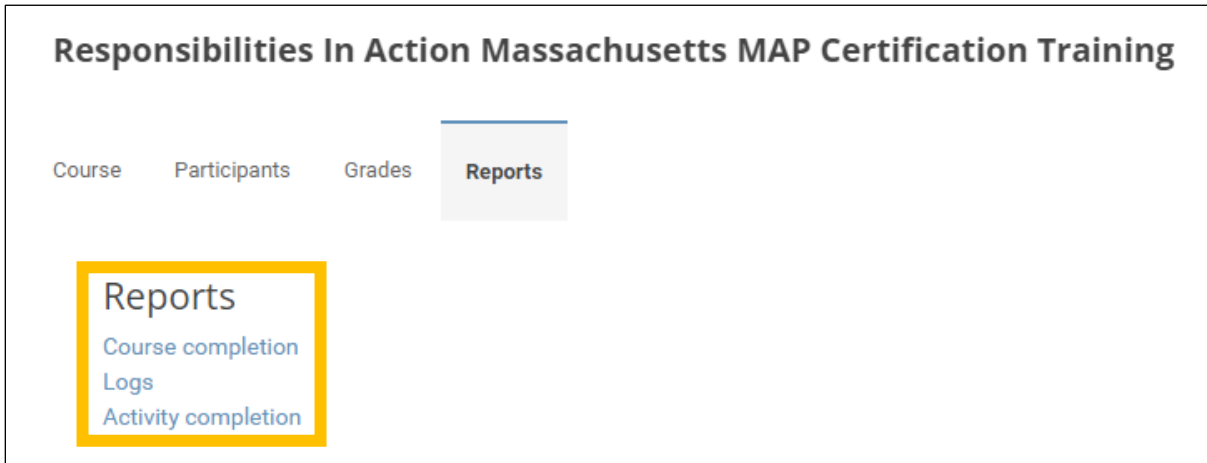
Step 3: Go to the Contextual Menu at the top of the Course Homepage and select "Reports."

Step 4: Click on any of the Completion Report links to be taken to that report.

Step 5: This view should automatically default to your group; if not, use the dropdown to select your group. This will show you which activities all the students in your group have completed.

Activity Completion Report

This report is useful for seeing which Course Activities (Units, Quizzes, Assignments) each student has completed. This includes required and optional activities.

Each activity is marked as "complete" with a green checkmark with the student completes it.

- Med Admin Skills Check is marked as "complete" when a student receives a grade.
- The Med Admin Pretest is marked as "complete" when the student receives a grade.
- The Transcription Assignment Rubric is marked as "complete" when the student receives a grade.

Course Completion Report

This report is useful for seeing which **required** course activities each student has completed. Only required activities are included here. The required course components are Units 1-9 and the Unit 1-9 Quizzes. This report also shows whether the student has completed the full course. Note that there is a scroll bar at the bottom of the screen that you can use to scroll the view to the right to see all the components. Please ignore the "Manager" column, it has no meaning.

Boxes with dotted red marks indicate an item that was manually overridden, most commonly done as a result of transferring activity from the old Shriveronline site to mapmass.com. MAP Trainers can override completion by opening the 'Activity Report' (see page 19 for instructions) and manually clicking on a box. Once saved, that completion will appear here on the 'Completion Report'.

Log Report

This report is useful to see which Activities (Unit Books, Quizzes, Assignments) a particular student viewed on a particular day.

- o All days: select the day or keep it as 'all' if you wish to see all dates for a particular unit or quiz.
- o Working at a MAP Registered Program: use dropdown to select the specific Unit, Quiz, or Activity you wish to view
- o All actions: leave as all actions
- o All sources: leave as all sources
- o All events: leave as all events
- o Standard log: leave as standard log
- • Click 'Get these logs' to see log data. You will see **all** your students listed (from all groups).
- • Note: This <u>does not </u>include time spent reading the hard RIA curriculum, making the videos, practicing transcriptions on paper, or any time spent in TMU.
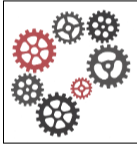
Responsibilities In Action Massachusetts MAP Certification Training

Course | Participants | Grades | Reports

⌄ Welcome!   Collapse all

Responsibilities in Action
Understanding the Connections

The Massachusetts
Medication Administration Program
Certification Training

Course Overview

Welcome to the MAP Certification training! This training will take **approximately 16 hours to complete**. You have **two weeks** to complete this course. This includes 9 units and an online quiz at the end of each unit that you must pass at 80%. You must also complete 2 required skill activities that will be graded by your MAP trainer (Unit 6: Transcription Assignment and Unit 7: Medication Administration Demonstration Assignment).

A- | A | A+
R | A | A | **A**

Launch ATbar   ☐(always?)

Forums

📢 News and Announcements

💬 Discussion

Trainer Grading Items

📄 Transcription Assignment Rubric

📄 Transcription Assignment Instructions

📄 Medication Administration Grading Instructions and Checklist

📄 Medication Administration Skill Check ASSIGNMENT

📄 Medication Administration PRETEST

Dedication

Your estimated time spent in course is:

A Student's Complete Report

This is a useful way to see a complete history of the student including when they last viewed each unit, and all their unit quiz attempts date and score. This is useful if you are verbally requiring a student to start the course over or review a particular unit again. The Complete Report shows all views of that activity.

From Participants, select a student's name, then 'Complete Report'.

Viewing the Dedication Tool

This Block allows MAP Trainers to see the estimated dedication time for students in a Moodle course. Dedication time is the sum of all sessions for a user.

Note: Dedication tool data <u>does not </u>include time spent reading the hard RIA curriculum, making the videos, practicing transcriptions on paper, or any time spent in TMU.

Step 1: Locate the Dedication block and click on "Full Report" so the tool will open.

Step 2: When the tool opens, you will see all of your students in all of your groups listed. You can view a complete session duration report on any student by clicking the gear icon to the right of their name (highlighted below).

Note: Students can only view their own session duration. They do not see other students in their group.

Using 'Log in as' to view what participants in your group view

- MAP Trainers have the capability to log in as other student users.
- This capability is allowed for a MAP Trainer role within a course and within their own group. It allows the MAP Trainer to login as another course participant (within their group) and browse (as that user) within that course only. This is useful for seeing what your students see, for example to check a restriction they are reporting or an error/difficulty they are having in the course.

Note: After using the 'Log in as' function you are automatically logged out of Moodle when you return to your normal role. This is for security reasons. If you login again you will be redirected to the page that you were on.

How to Use:

Step 1: Access the Participant list within the course (your group)
- Click on the student whose profile you'd like to view.

Step 2: From the User's profile, Click the "Log in as" link.

Step 3: Click "Continue"

Step 4: Browse as User

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Step 5: To go back to your normal role, logout.
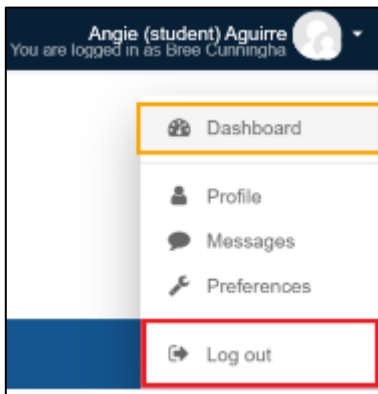
Grading Assignments

Units 6 and 7 incorporate skills practice. After practicing in Unit 6, students will do a transcription assignment either on paper or by using their computer to complete a medication sheet. If completed using their computer, they will access the assignment through TMU at https://ma.tmuniverse.com. This short video explains the activity and shows how to use the editing tools, click between pages, and submit the assignment.

After practicing in Unit 7, students complete the medication administration demonstration via an in-person session, a live virtual face to face session, or by uploading the demonstration on a recorded video. The grading rubric is used to grade recorded videos that are submitted for your viewing. The rubric can also be used to grade a demonstration that the MAP Trainer viewed in person or virtually.

Finding the Assignments to Grade: From the home screen (dashboard), use the MAP Trainer Administration Block to the left of the dashboard to easily find links to the graded items. This block is not visible to students.

There are three graded items in the RIA Cert course:

1. Transcription Assignment Rubric at end of Unit 6
2. Medication Administration Skill Check Assignment at the end of Unit 7
3. Medication Administration Pretest at the end of the course

Trainers receive an email notification when a student submits on #2 or #3. There is nothing for the student to submit on the Transcription Assignment.

Grading the Medication Administration Skills Check (Assignment or Pretest)

Step 1: From the home screen (dashboard), use the MAP Trainer Administration Block to the right of the dashboard to view the Student Assignments, then select Med Admin Video Assignment

Step 2: Scroll down until you see 'View all submissions'.
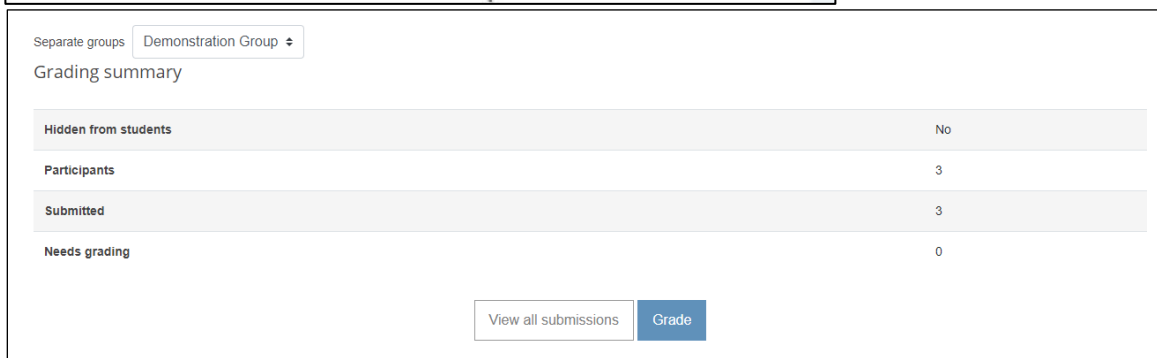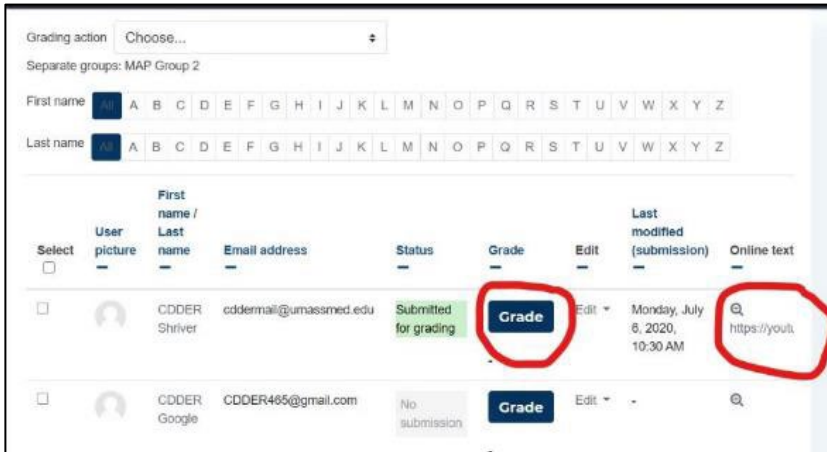
Step 3: Here you will see each student who has submitted an assignment. You will either see a link to their video (click the link), or a thumbnail for a video to play. **Select 'Grade'.** You can also use this option to grade demonstrations that you viewed in person or virtually. You should see all students in your class listed here, regardless of if they actually submitted a video or not.

Step 4: Use the embedded grading rubric (image on next page) to grade the assignment by clicking on the 'Yes' or 'No' column in each row. The box will turn green once you click on it to indicate a 'Yes' or a 'No'. You must choose one answer for each item. An item cannot be left blank.

The activity is Pass/Fail. A 'Pass' is 10 out of 12 boxes checked with a 'Yes'. Once you save changes, the following happen:

- Either a 'pass' or 'fail' grade will automatically be generated on this screen.
- That grade also appears in the student's gradebook.
- The checkbox on their dashboard changes to either a green checkmark for 'pass' or a red line for 'fail'.
- The completion box in the Activity Completion Report will change to either a green checkmark for 'pass' or a red line for 'fail'.

 More detailed instructions via an instructional video on the grading rubric are here:
https://youtu.be/iLoIDwDX1q4

1. Prepare	Yes, read the medication (med) sheet to identify the med to administer	No, did not demonstrate this step	great job
2. Prepare	Yes, unlocked the med box	No, did not demonstrate this step	
3. Prepare	Yes, located the correct med	No, did not demonstrate this step	
4. Administer	Yes, did crosscheck 1- Verbally Check 5 Rights (HCP order and pharmacy label)	No, did not demonstrate this step	

Feedback files   ✕

Maximum size for new files: 2GB

▪ Files

You can drag and drop files here to add them.

Notify students ☑ ❔ **Save changes** **Save and show next** **Reset**

Students are automatically notified via email that their assignment was graded.

Note: you can grade a student even if no submission was provided. To do this, select "grade" next to their name and follow the instructions above for entering pass/fail and comments. If you observed the video pass live (virtually or in person) you may wish to enter 'viewed via Zoom' (for example) in the feedback comments as a reminder for yourself.

Grading the Transcription Assignment

Grading on this item works the same way as grading on the Medication Administration Skill Check assignment or pretest, except that students will not submit anything. In fact, there is *no option* for the student to submit something in this assignment. The rubric is solely used for the MAP Trainer to grade the transcription attempt, whether done in-person, virtually face-to-face, or on the computer.

1. Open the Assignment Rubric
2. Click on "View all Submissions"
3. Sort by group and/or find student name in the list of submissions (there are no 'submissions' to view; you are only using this to find the student name and associate a rubric with that name)
4. Click on Grade
5. Directions for grading will appear
6. A 'Pass' is 10 out of 12 boxes indicated with a 'Yes'

More Detailed Directions for MAP Trainers:
Use the grading rubric to capture a 'passing' assignment from a student who completes the practice transcriptions in Unit 6. Students may use the resource packet materials, or MAP Trainers can choose to have students complete a transcription practice using the transcription workbook #1 (TWB1) or by completing the online practice in TMU.

Focus on the transcription exercises that include an HCP order in which a current medication has been discontinued and a new 'time limited' medication has been ordered. When using the resource packet materials, the corresponding transcription exercises are labeled as Skills Practice and are 'Activity' numbers 2, 3, 4, 5, 6, and 7. If you prefer to use TWB1, they are labeled as 'Exercise' numbers 2, 3, 4, 5, 6, and 7. If using TMU for this assignment, all transcriptions meet these criteria.

MAP Trainers **are not required** to 'upload' a picture of the transcription or scan a paper transcription, unless they choose to. The completion of this grading rubric is all that MAP Trainers need to capture. It is not necessary to keep track of the number of attempts or keep copies of the transcription on file. Students may redo this as many times as is necessary to obtain a passing score.

Failing Grade: Trainers may choose to capture a failed 'rubric'. In that case, the student will be notified by email that the Trainer has given feedback. The student will see a 'fail' mark for this skill assignment on their course dashboard and in their Activity Report. Trainers may want the student to complete a second attempt at a 'passing' score. Instead of capturing a 'fail', Trainers may instead provide verbal feedback for the student to keep practicing.

Passing Grade: If a 'pass' is captured, the student receives an email notifying them that the Trainer has given feedback. The student will see a 'pass' mark for this assignment on their course dashboard and in their Activity Report.

To Grade: Indicate a 'Yes' or 'No' for each step below by clicking on the 'Yes' or 'No' column in each row. The box will turn green once you click on it to indicate a 'Yes' or a 'No'. You must choose a 'Yes' or 'No' for each item. An item cannot be blank.

What the student sees: When the student opens this assignment from their dashboard or from the link in the notification email, they will see that each line item has been scored as 'Yes' or 'No', as well as any text typed into the feedback boxes.

This activity is pass/fail. A 'Pass' is 10 out of 12 boxes indicated with a 'Yes'.

Notice of Course Completion

Once a student submits the Unit 9 quiz the MAP Trainer will receive an email notification like the one below. This is to alert the trainer that the student has completed the 9 units. **Note:** This email notification is generated when the student submits the Unit 9 quiz, not necessarily when they pass. Use the link in the notification email to quickly check the quiz grade.

From: **Ella Valdez (CDDER) (via E.K. Shriver Center Online)** <noreply@neindex.org>
Date: Thu, Jan 21, 2021 at 2:23 PM
Subject: Ella Valdez (CDDER) has completed Unit 9 Quiz
To: MAPTrainer CDDER <MAPTrainercdder@gmail.com>

Hi MAPTrainer CDDER,

Ella Valdez (CDDER) has completed 'Unit 9 Quiz' (https://shriveronline.org/mod/quiz/view.php?id=3045) in course 'Responsibilities In Action Massachusetts MAP Certification Training '.

You can review this attempt at https://shriveronline.org/mod/quiz/review.php?attempt=33204.

Once a student passes the Unit 9 quiz, a section titled "Almost Done! Next Steps" will appear on the dashboard, under Unit 9.

Students are then eligible to take the Pretest Components. They should read through the "Mandatory Pretest Instructions" and follow the links on that page.

Finally, students should read through "Final Steps" and then complete the course evaluation.

THE END