

TO ALL RESIDENTS

Re: AMA Training modules

Here are details on how to access the AMA modules. Below is the IPM Module Library "list". Also below is the information related to logging on. The modules that have been most useful according to past residents are:

- health care quality
- sleep deprivation
- coding and documentation
- confidentiality
- what you should know about gifts
- navigating managed care
- medical records documentation
- do's and don'ts difficult pts
- conflict of interest
- fraud and abuse
- understanding clinical trials
- malpractice
- cultural competency

Please plan to having all the modules done during residency. Please give me some feedback.

Chandru Sundaram



The American Medical Association (AMA) is thrilled the Indiana University School of Medicine is participating in the Introduction to the Practice of Medicine (IPM) program. IPM is an online educational series designed to help your residents develop the competencies required by the ACGME, while helping you track and report their progress.

IPM offers 23 course modules that you and your residents may review on such topics as health care quality, physician employment contracts, sleep deprivation and resident intimidation. To access the IPM Web site go to: <http://iusmgme.knowbase.com/login.asp>

User name: (your email address)

Temporary password: ipm

Please refer to the attached IPM manager training guide as you begin to use the IPM. We certainly hope you and your residents find the IPM program to be an excellent and valuable learning resource. If you have any questions or feedback on the program or courses you would like to see developed, please e-mail ipmhelp@osma.org with your comments. We look forward to hearing what you have to say.

Thank you!

The American Medical Association

Appendix A: Introduction to the Practice of Medicine Module Library

Module Title	Module length	Module Objectives
Choosing the Practice That's Right for You: Some Practical Considerations	0:54:44	<ol style="list-style-type: none"> 1. Offer practical advice to residents or fellows who are completing training and exploring practice opportunities. 2. Focus mostly on patient-care career tracks. 3. Differentiate some advantages and disadvantages of various practice setting. 4. Advocate for the role of professional societies in a career. 5. Prepare you to evaluate contracts. 6. Help you to understand how to get started once you have chosen an opportunity. 7. To offer a scorecard to sharpen the process of choosing.
Coding and Documentation for Resident Physicians	0:44:24	<ol style="list-style-type: none"> 1. Review of teaching rules for residents. 2. Summarize the fundamentals of diagnosis coding. 3. Summarize the fundamentals of CPT codes and coding. 4. Review the basics of E&M Coding. 5. Describe the Prevention codes.
Confidentiality	0:44:40	<ol style="list-style-type: none"> 1. Understand the value of confidentiality 2. Understand the laws and rules regarding confidentiality 3. Obtain techniques on preserving confidentiality
Conflict of Interest Issues	0:26:17	<ol style="list-style-type: none"> 1. Identify types of conflict of interest posed in different situations. 2. Delineate organizational rules pertaining to conflict of interest. 3. Apply information to the professional's own decision-making practices.
Cultural Competency in Healthcare	0:37:23	<ol style="list-style-type: none"> 1. Understand the components of cultural competency 2. Recognize where and how cultural differences come into play 3. Learn how to successfully interact with someone from another culture 4. Learn how to use an interpreter
Do's and Don'ts When Dealing with Difficult Patients	0:53:13	<ol style="list-style-type: none"> 1. Learn how to deal with difficult patients in various situations 2. Understand effective communication and decision making processes 3. Identify how to overcome conflicts that arise in patient care
End of Life Myths	0:33:14	<ol style="list-style-type: none"> 1. Understand different types of Advanced Directives 2. Learn how to communicate a negative prognosis 3. Understand aspects of administering palliative care

Module Title	Module length	Module Objectives
Financing a Practice Start Up	0:10:03	<ol style="list-style-type: none"> 1. Understand the Importance of Using Business Professionals. 2. Identify the Basics of a Business Plan. 3. Learn how to approach a Bank for Financing.
Fraud and Abuse Regulatory Overview	0:34:08	<ol style="list-style-type: none"> 1. Explain basic concepts of the False Claims Act (FCA). 2. Describe issues related to self-referral identified in the Stark Laws. 3. Differentiate between the Stark Laws and Anti-Kickback Act.
Health Care Quality: Measuring Physician Performance	0:19:36	<ol style="list-style-type: none"> 1. Identify gaps in care/areas for improvement that exist in today's US healthcare system. 2. Understand who the national stakeholders are in quality measurement. 3. Define the difference between a guideline and measure. 4. Describe key issues for consideration when developing measures for physicians.
Introduction to Personal Finance	0:23:41	<ol style="list-style-type: none"> 1. Recognize the basic personal financial statements and learn how to use them. 2. Discuss strategies to reduce or eliminate debt. 3. Learn the basics of Investing. 4. Review the importance of Life Insurance and Disability Insurance. 5. Identify types of mortgages and become familiar with the home buying process.
Malpractice 101	1:09:59	<ol style="list-style-type: none"> 1. Define Duty and Breach 2. Understand the process of being sued 3. Identify and describe Informed Consent
Medical Record Documentation: Case Studies	0:43:41	<ol style="list-style-type: none"> 1. To review the purposes of the medical record. 2. To discuss medical record documentation guidelines. 3. To apply medical record documentation guidelines to case studies and identify poor documentation practices.
Medical Record Documentation: It's Impact on Patient Care Communications, Reimbursement and Compliance	47:48	<ol style="list-style-type: none"> 1. List the purposes of Medical Records. 2. Understand medical record documentation principles 3. Become familiar with national patient safety goals and unapproved abbreviations 4. Understand the basics of reimbursement and DRG's 5. Understand the physician's role in HIPAA Privacy Rule compliance
Navigating Through the Managed Care Maze	0:26:59	<ol style="list-style-type: none"> 1. Explain the history and current status of the managed care system 2. Discuss the different reimbursement models and challenges physicians face in obtaining prompt payment for services 3. Provide an overview for the future direction of managed care

Module Title	Module length	Module Objectives
Patient Safety	0:23:54	<ol style="list-style-type: none"> 1. Learn some key tenets of system theory 2. Consider the provision of medical care as a system 3. Learn some system characteristics that can improve system reliability and thereby improve patient safety
Physician at Teaching Hospital (PATH) Guidelines	0:19:20	<ol style="list-style-type: none"> 1. Explain requirements for the participation and documentation of the teaching physician in E&M services. 2. Write examples of acceptable and unacceptable teaching physician documentation. 3. Explain requirements for the participation and documentation of the teaching physician for procedures, including surgery.
Physician Employment Contracts: What You Need to Know	0:38:29	<ol style="list-style-type: none"> 1. Identify key topics in contracts and contract negotiations. 2. Identify key components of the most popular types of corporate structure for medical practices. 3. Explain the different types of compensation packages and benefits.
Resident Intimidation	0:21:46	<ol style="list-style-type: none"> 1. Define intimidation and recognize its prevalence in medicine 2. Understand the causes and consequences of intimidation 3. Recognize solutions to intimidation including: education, identification, and enforcement
Sleep Deprivation: Your Life and Your Work	0:50:56	<ol style="list-style-type: none"> 1. Understand sleep pressure and its physiologic basis 2. Describe the impact of sleep loss 3. Recognize the signs of excessive sleep loss and fatigue 4. Understand successful strategies to combat the effects of sleep loss 5. Learn how to adapt proper sleep hygiene guidelines to your personal practice
Thriving through Residency	1:00:21	<ol style="list-style-type: none"> 1. Discuss at least three ways to shape collaboration and collegiality in the medical workplace 2. List at least two ways that disagreement and conflict differ 3. Discuss at least three strategies for dealing with a disruptive colleague 4. List at least three areas in which workplace collaboration affects patient outcomes
Understanding Clinical Trials	0:24:27	<ol style="list-style-type: none"> 1. Understand Clinical Trial Designs & Phases of Drug Development 2. Identify 4 Ethical Guidelines 3. Understand Major Research Oversight Bodies 4. Identify Key Research Compliance Issues 5. Learn how to Prepare Research Billing Plan

Module Title	Module length	Module Objectives
What You Should Know About Gifts to Physicians from Industry	0:49:59	<ol style="list-style-type: none"> 1. Analyze physician-industry relations and other basic principles of medical ethics 2. Introduce AMA's Council on Ethical Judicial Affairs and its policy-making process 3. Analyze specific ethical options from the AMA Code of Medical Ethics regarding physician-industry relations

Learning Management System (LMS) Training Documentation

For

General Manager



Created by

Knowbase Networks



Revised: 10.01.2008

Technical Support

Welcome to the Introduction to the Practice of Medicine. This series of modules is designed to complement and reinforce what is being taught in the patient setting and didactic curriculums in residency and fellowship training programs.

This online series is a collaboration between AMA, OSMA (Ohio State Medical Association) and the Ohio State University Medical Center. The modules address the ACGME general competencies and topics are identified by competency. Each module has a post assessment and a brief evaluation.

This document is designed to guide you through the deployment and management of learners, managers, learning content, assessments, surveys and more using the Knowbase Learning Management System, and to aide you in providing technical assistance to end users.

Technical Requirements for the Program:

Internet Explorer 6.0 or greater
Adobe Acrobat Reader 6.0 or greater
Flash Player 8.0 or greater
Speakers for audio

For Questions About the Program:

Contact jpmhelp@osma.org.

For Technical Support:

Call us at 800.766.6762 from 8:30 A.M. to 4:30 P.M. EDT, Monday through Friday, and ask for IPM Technical Support. Or you can send us an email at jpmhelp@osma.org.

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Frequently Asked Questions

Below is a list of Frequently Asked Questions as it relates to usage of the Knowbase Learning Management System. Each question/statement will be followed by a brief answer and references to pages within this manual for additional, more detailed instruction.

How do I input new users?

Please contact your system administrator to add new users.

I forgot the web link for the residency training program.

The URL is: [http://ipm.knowbase.com/\[your organization's name or abbreviation\]](http://ipm.knowbase.com/[your organization's name or abbreviation])

1. Login to the LMS – page 6

A user has lost their password. Can you retrieve it for them?

You can't retrieve a user's password. What you can do is contact your system administrator to reset the password to something general the learner can use to login. Upon login, the learner can change the temporary password to something more personal.

1. User changes password – page 9

The user's name and/or email are incorrect on the registration form/user profile.

Please contact your system administrator to update the learner's record

The user logged in, but doesn't see the courses he or she is supposed to take.

Direct the employee to the myCourses section of the LMS. Click on the plus (+) sign next to the content tiers listed to view assigned courses. Note: If the employee does not see any courses posted, they may not have been assigned to the course, or may have logged in with an incorrect username/password. In either of those cases, you should contact your system administrator to ensure the learner is properly assigned to groups and that they are using the correct login.

1. myCourses section – page 10

When the user opens the course, he or she can't see the video.

Instruct the user to download Flash Player

1. Download Flash Player – page 10

The user can't locate the post-assessments.

Post-assessments can be accessed at the end of each module.

1. Access a post-assessment – page 12

The user can't locate the surveys.

Surveys can be loaded via a link upon passing a post-assessment.

1. Access a survey – page 15

How does the user access their lesson completion certificate?

Certificates can be accessed on the myScore Screen, which automatically displays upon completion of the post-assessment.

1. Open or save a certificate – page 18

How does the user access their program completion certificate?

Program certificates can be accessed from the last required lesson on the myScore Screen, which automatically displays after a completed post-assessment, or through the myReports section of the LMS.

1. Open or save a certificate – page 18

How does the user access previous certificates?

Previously created program certificates can be accessed through the myReports section of the LMS. Click "myReports" on the Start Page and then the "View My Certificates" link.

1. Open or save a certificate – page 18

How does the user see their testing results?

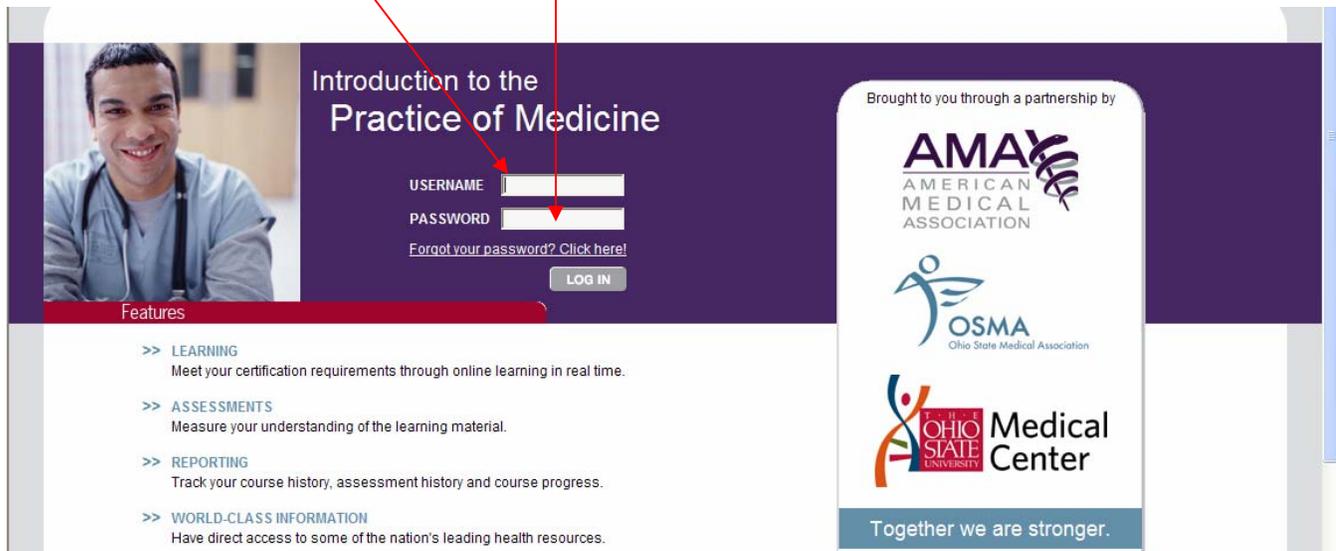
Go to myReports. Click on "Individual Test Reports". He/she will be able to view all of the tests that were completed and the final scores.

1. View test results – pages 20

Logging In to the LMS

To access the Learning Management System (LMS), open your web browser and type the appropriate URL ([http://ipm.knowbase.com/\[your organization's name or abbreviation\]](http://ipm.knowbase.com/[your organization's name or abbreviation])) in the address bar and hit "Enter". You will be directed to the Login Screen pictured below.

To login, enter your "Username" and "Password" and click the *Log In* button.



Your "Username" will be provided by the system administrator and your initial "Password" is "ipm".

Registration form fields:

- First Name :
- Last Name :
- Email Address :
- * I am a :
- * Date of Birth :
- (e.g. mm/dd/yyyy)
- * Resident/Fellow Year :
- * Expected Program Completion Date :
- (e.g. mm/dd/yyyy)
- Institution
- * Institution Name :
- Training Program :
- * Phone Number :
- (e.g. 723-723-723-0)
- * Address Line 1 :
- Address Line 2 :
- * City :
- * State :
- * Zip Code :
- Home
- * Phone Number :

When you login for the first time, you will need to complete the registration form, to which you will be automatically directed.

The "First Name", "Last Name" and "Email Address" fields will be filled in for you, as your system administrator has this information. If this information needs updated, please speak with your system administrator.

You must enter/select data for each required field (marked with a red asterisk) or you will not be able to complete your registration, and, therefore, your learning.

After completing the form, click the "Done" link at the bottom of the screen to save your information.

If you **forget your password**, you can click the "Forgot your password? Click here!" link on the login page. Enter the email address registered in the system in the field on the next screen, and then click the *Submit* button. Your password will be emailed to you.

Forgot My Password

Having trouble signing in?

Not being able to sign in can be discouraging, so we'll try to make this as easy as possible. To get started, enter your email address associated with your account in the form below. Click the "Submit" button to have you password sent to you.

Enter your account email address:

The Start Page

Upon logging into the LMS, you will be directed to the Start Page, pictured below. We'll review some of the navigational features and sections of the LMS that you'll be using. The Introduction to the Practice of Medicine LMS consists of learning modules, lessons and assessments; discussion and solution forums; surveys and an event calendar. Please note that only Administrators and Managers have a "mySurveys" link on the Start Page.

Events Calendar

>> START DATE/EVENT NAME
No Events for this month

Brought to you through a partnership by

AMA
AMERICAN
MEDICAL
ASSOCIATION

OSMA
Ohio State Medical Association

OHIO STATE Medical Center

Welcome to your Introduction to the Practice of Medicine Program!
Welcome to the Introduction to the Practice of Medicine. This series of modules is designed to complement and reinforce what is being taught in the patient setting and didactic curriculums in residency and fellowship training programs.

This on-line series is a partnership between AMA, OSMA (Ohio State Medical Association) and the Ohio State University Graduate Medical Education. The modules address the ACGME core competencies and topics are identified by competency. Each module has a post assessment test and a brief evaluation.

- myCourses**
Meet your certification requirements through online learning in real time.
- myReports**
Track your course history, assessment history and course progress.
- myLearningForum**
Have direct access to some of the nation's leading health resources.
- mySurveys**
Click here to manage and deploy surveys to the user population.
- myProfile**
Manage your user account information.
- Certificates**
Click here to manage certificate assignments.

At the top of the screen, in the uppermost gray bar, you can see two buttons: *Help* and *Logout*. When you are finished working within the LMS, click *Logout* to end your session. *Help* displays contact information for technical support.



You'll also notice other buttons toward the top of the screen: *Home*, *Learning*, *News/Events*, *Discussions* and *Reports*, which will direct you to the various sections of the LMS. Clicking *Home* at any time will return you the Start Page. You can access your assigned learning and assessments through the *Learning* button. To view upcoming events, click the *News/Events* button, and to participate in learning discussions or access stored documents, click the *Discussions* button. To view reports for yourself and learners assigned to you, click the *Reports* button.

The buttons on the LMS header are available from every screen of the LMS.

You can also access these and other sections of the LMS via the links in the center of the Start Page:

- *myCourses* directs you to a catalogue of your assigned learning
- *myReports* directs you to the reporting section of the LMS
- *myLearningForum* directs you to both discussion and solution forums
- *mySurveys* directs you to survey reporting (available to Administrators and Managers)
- *myProfile* allows you to change your password and personal information
- *Certificates* allows you to view certificates earned by learners assigned to you

 **myCourses**
Meet your certification requirements through online learning in real time.

 **myReports**
Track your course history, assessment history and course progress.

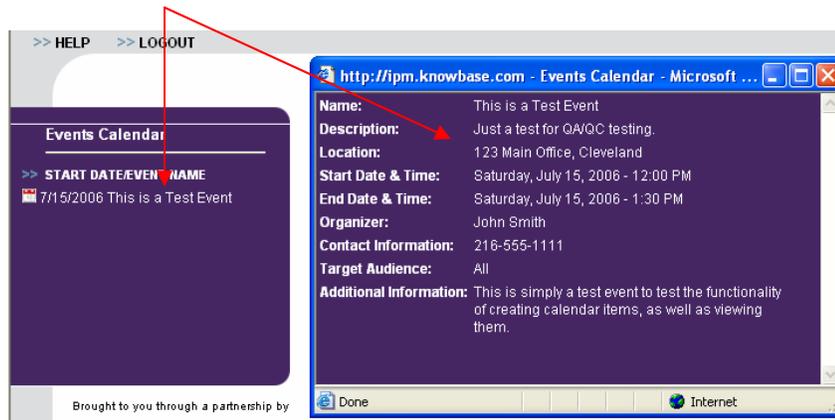
 **myLearningForum**
Have direct access to some of the nation's leading health resources.

 **mySurveys**
Click here to manage and deploy surveys to the user population.

 **myProfile**
Manage your user account information.

 **Certificates**
Click here to manage certificate assignments.

You will also notice the event calendar in the left-hand column, from which you can access offline event information. To access an event, simply click its date or name; a pop-up window will display event details, including location, time, organizer and more.



You can also access the Event Calendar through the *News/Events* button in the page header. This option allows you to scroll through different months and years by clicking the month abbreviation or the "Last Year" and "Next Year" links in the heading row. To access event details, click the "Event Name".

Last Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Next Year
Start Date - Time		End Date - Time		Event Name		Target Audience							
Saturday, July 15, 2006 - 12:00 PM		Saturday, July 15, 2006 - 1:30 PM		This is a Test Event		All							

Manage Your User Profile and Password

You can change your password and update your user information through the myProfile section of the LMS. Begin by clicking the “myProfile” link on the Start Page. Remember, you can return to the Start Page at any time by clicking the *Home* button toward the top of any screen.



CHANGE PASSWORD

To change your password, click the “Change My Password” link on the myProfile Screen. Then, enter your “Current Password” in the appropriate field on the next screen. Create a new password by typing it into both the “New Password” and “Confirm New Password” fields. To save it, click the *OK* button.

A screenshot of the myProfile Change Password form. The form has a red header with the text "myProfile". Below the header, there are three input fields: "Current Password", "New Password", and "Confirm New Password". Each field contains a series of black dots representing masked text. At the bottom of the form, there are two buttons: "OK" and "Cancel".

CHANGE PROFILE INFORMATION

To change your personal profile information, click the “Edit My Personal Information” link on the myProfile Screen. Update your personal information in the fields provided and click the “Done” link at the bottom of the screen to save your changes. To make changes to your name or email address, please contact your system administrator.

A screenshot of the myProfile Edit My Personal Information form. The form contains several fields with labels and values. A red asterisk (*) denotes a required field. The fields are: First Name (Jeffrey), Last Name (Maguire), Email Address (test@knowbase.com), I am a (Resident), Date of Birth (12/9/2006), Resident Fellow Year (4), Expected Program Completion Date (12/12/2007), Institution Name (test), Training Program (empty), Phone Number (123-123-1234), Address Line 1 (12), Address Line 2 (12), City (12), and State (New Hampshire).

Access Your Learning

To access learning content assigned to you, either click the *Learning* button in the page header or the “myCourses” link on the Start Page.



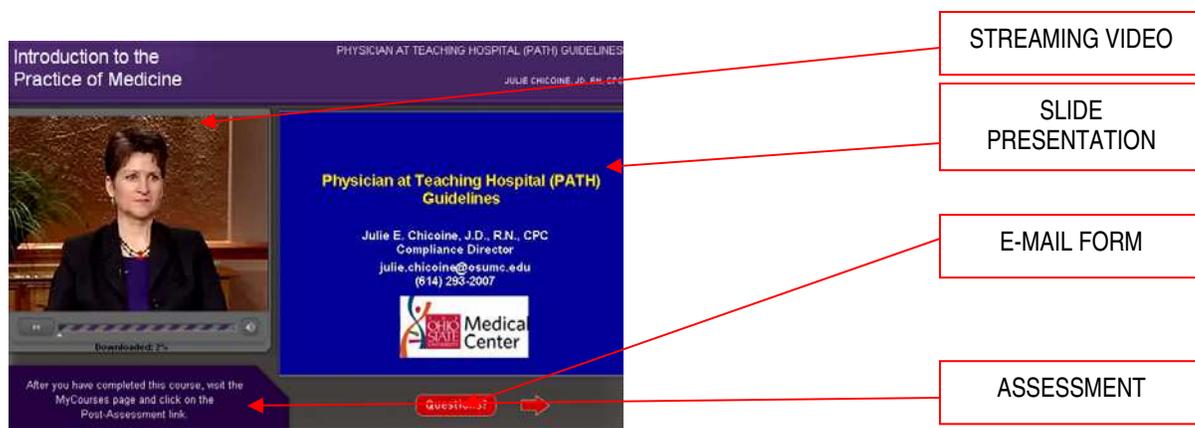
You will need **Flash Player** installed on your system to view the learning modules. If you do not have Flash Player, click http://flashplayer.version-9.com/index.asp?aff=007&camp=msn_flash_us2&se=msn to download and install it.

Content related to the ACGME requirements will be listed in an expandable menu, as pictured below. The top level of this expandable content menu contains Content Tiers, denoted by black books. Click the plus (+) sign to expand the tier and the black book icon will change to an open book.



Under each content tier are modules (denoted by gray books), and under those are lessons (denoted by document icons). You will notice that the first content tier provide you with access to all courses in alphabetical order. The tiers under the first tier segment learning based upon competency. Click the appropriate title to begin the lesson. Learning that has already been accessed is marked with a green checkmark; learning you have not taken is marked with a red “x” in a circle.

Lessons open in a new window, while assessments typically load within the LMS window. Your learning modules include streaming video alongside a slide presentation. If you need to review a section, or advance to another section, you can use the navigational arrows.



Courses currently available in the IPM program are:

- Choosing the Practice That's Right for You: Some Practical Considerations
- Coding and Documentation for Resident Physicians
- Confidentiality
- Conflict of Interest Issues - Compliance
- Cultural Competency in Healthcare
- Do's and Don'ts When Dealing with Difficult Patients
- End of Life Myths
- Financing a Practice Start Up
- Fraud and Abuse Regulatory Overview - Compliance
- Health Care Quality: Measuring Physician Performance
- Introduction to Personal Finance
- Malpractice 101
- Medical Record Documentation: Case Studies
- Medical Record Documentation: It's Impact on Patient Care Communications
- Navigating Through the Managed Care Maze
- Patient Safety
- Physician at Teaching Hospital Guidelines - Compliance
- Physician Employment Contracts: What You Need to Know
- Resident Intimidation
- Sleep Deprivation: Your Life and Your Work
- Thriving Through Residency
- Understanding Clinical Trials - Compliance
- What You Should Know About Gifts to Physicians from Industry

DISCLAIMER: The content of the modules contained in My Courses does not constitute legal advice, or express the opinion(s) of the American Medical Association, The Ohio State University Medical Center, or the Ohio State Medical Association, or their respective counsels or staff. For legal advice, the viewer should consult a legal advisor.

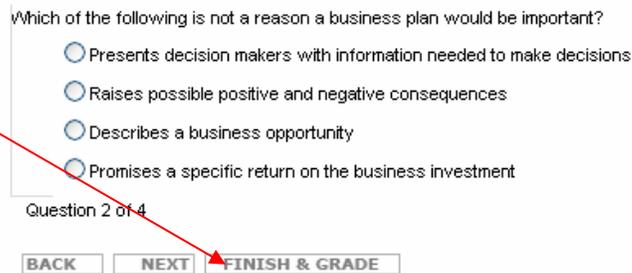
Take an Assessment

After completing the lesson, you will need to take any assessments associated with it, which can be accessed at the end of each lesson. To access an assessment, click on its name. The module window will close and the assessment will load within the LMS. You will be directed to a screen similar to the one pictured below. To take the assessment, click the “Proceed to Test” link.



NAVIGATING THE ASSESSMENT

At the bottom of each assessment screen are the navigational buttons (*Back* and *Next*) and a button to *Finish & Grade* the test. You should not grade the test until you are finished answering every question on every screen. If you do, any unanswered questions will be marked incorrect. After answering all the questions on the screen, click the *Next* button to continue to the next screen. The final screen of the test will not have a *Next* button. After filling in the final answer(s) on the last screen, click the *Finish & Grade* button to receive your score.

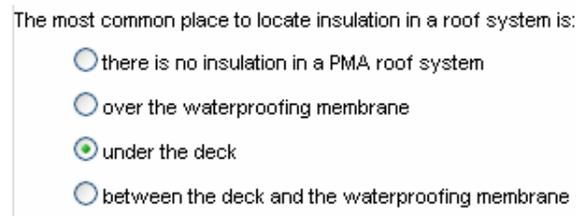


TYPES OF QUESTIONS

You may encounter One Answer, Multiple Choice, Short Answer, Matching and Open Ended questions within each assessment. We'll quickly review these question types for you.

One Answer

Questions with only one correct answer display as radio buttons, which allow you to choose only one from the list of answers. To make a selection, click on the radio button. A dot will appear inside the circle when an answer is selected. To change the answer, click on a different radio button.



Multiple Choice

The correct answer may be two or more of the answers listed, displayed as checkboxes. To select an answer, click the checkbox so that a checkmark appears inside it. To deselect an answer, click the checkbox again and the checkmark will disappear.

QUESTION 1

It is Tuesday morning and you are checking the F.A.S.T. scores for Guest Service. You see that the Speedy Checkout and the Thank You are down. What are potential causes for the decrease in speedy checkout? Please check all that apply.

- Recovery is slow
- Staffing is low
- The STL has called in sick
- Guests aren't scoring correctly
- Cashier Team Member is inexperienced
- All of the above

Short Answer

Short Answer questions require you to match your response letter-for-letter with the correct answer. This means you must pay close attention to spelling and formatting of words. If you misspell a word, it will be marked incorrect by the auto-grading system. To enter your answer, click your mouse pointer inside the textbox and type.

Name the primary reinforcing membrane used when making a repair with a mastic:

Question 3 of 19

Matching

Matching questions require you to pair items from List A (Question) to an item from List B (Answer). To make a match, enter the corresponding row letter from List A in the appropriate textbox in List B.

Match the Restorative Top Pour material to the type of roof it may be applied to:

A	Tar only	<input type="text" value="c"/>	BURmastic
B	Asphalt only	<input type="text" value="a"/>	TRP
C	Tar and Asphalt	<input type="text" value="b"/>	ECOlastic

Question 6 of 19

Open Ended

Open Ended questions are essay questions that will be manually graded by your manager. To enter an answer, click your mouse pointer inside the textbox and type.

What is a primer?

Question 1 of 19

FINALIZING AN ASSESSMENT

The last question of each test will not have a *Next* button. Fill in your answer to the last question, and then click the *Finish & Grade* button. A confirmation box will appear. Click *OK*. You will be redirected to a survey (page 14) and then to the myScore screen, pictured below. The myScore screen displays your name, your score, the amount of time it took you to complete the assessment, the assessment status and all questions that you answered incorrectly (if you received a passing grade). If the administrator has set the option, you will be able to also see what the correct answers to those questions are; if not, you will only see the question.

Sleep Deprivation: Your Life and Your Work- Session Results	
Professionalism	
Your Name :	Maguire, Jeffrey (Administrator)
Your Score :	100% (5 / 5)
Time :	00:00:21 <small>(00:00:55)</small>
Status :	Complete
Result Type :	Passed
Click Here to download your new Certification	

↓
Incorrect Questions

RETAKE AN ASSESSMENT

If you did not meet the accuracy requirements, or are not satisfied with your score, you may be able to retake the assessment.

If you want to change your answer to a question after clicking the *Finish & Grade* button, you will have to retake the entire assessment. Each time you click to start the assessment, your previous answers are archived in an instance, or testing session, within the LMS to make way for a new set of answers. Therefore, you CAN navigate *Back* and *Next* while taking the assessment without losing your answers, but, you CANNOT *Finish & Grade* the test, then go back to change one or two answers without taking the entire assessment again.

You may only take an assessment 3 times. After that point, you will no longer have access to the assessment. If you need to provide a user with access, please contact the system administrator.

Take a Survey

Surveys are optional and can be accessed once a passing grade is attained on the assessment. Answer each screen of questions and click the *Next* button. You may navigate back and change a previous answer using the *Back* button. The last screen of the survey has a *Done* button, which you should click to finalize and submit the survey. Questions marked with a red asterisk require an answer in order to advance through the survey.

1. This is a single answer dropdown question.*

Agree

Page 1 of 1

TYPES OF QUESTIONS

Surveys have several question types, including Single Answer, Multiple Choice, Short Answer, Open Ended and Matrix. We'll quickly review these question types for you.

Single Answer

Single Answer questions allow you to choose one option from a list of predetermined options. Single Answer questions appear as either radio buttons or dropdown boxes. To make a selection from a dropdown box, click the down arrow on the right side of the field, move your mouse over your choice to highlight it and click. The list will roll back up with your selection appearing in the field.

1. This is a single answer dropdown question.*

Agree

Page 1 of 1

To make a radio button selection, click inside the circle next to the choice you want to make. A dot will appear inside the circle when it is selected. To change your selection, simply click inside another radio button.

2. This is a single answer radio button question.*

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Multiple Choice

Multiple Choice questions allow you to make multiple selections from a list of predetermined answers using checkboxes. To make a selection, click inside the checkbox. When an item is selected a checkmark appears within the checkbox. To deselect an answer, click the checkbox again and the checkmark will disappear. It may also include an "Other" option. If you select "Other", you must specify what "Other" is in the textbox.

3. This is a multiple choice question.*

- Choice 1
- Choice 2
- Choice 3
- Other, please specify

My answer

Short Answer

Short Answer questions allow you to enter short, or one-line, answers to a question. To enter your answer, click your mouse inside the textbox and type. Please note that some questions will require you to enter information in a specific format. For example, if a field requires a date, you must enter it in the format mm/dd/yyyy, where "mm" is the two-digit month, "dd" is the two-digit day and "yyyy" is the four-digit year. Such questions will have an example format for you to the right of the field.

4. This is a short answer date question.*

01/03/2006 mm/dd/yyyy

Some fields will require that you enter a number, while others accommodate multiple-line and answer ranking. Multiple-line Short Answer questions allow you to provide an answer for any number of related items.

6. This is a multiple line short answer question.
Enter your answer for each option given.

Option 1	Red
Option 2	Blue
Option 3	Green

Ranking questions allow you to assign a number to the value of listed items as they appeal to you, or to order the answers in chronological sequence.

5. This is a ranking question.
Rank the items below, using numeric values starting with 1.

Option 1	3
Option 2	1
Option 3	2

Open Ended

Open Ended questions are similar to Short Answer questions, except they allow for long, multiple-sentence responses to a question. The field is much larger, making it easy for you to see about five lines of text at one time. To enter your answer, click your mouse inside the comments box and type.

7. This is an open ended question.

Matrix

There are several types of Matrix questions, but they all follow the same basic principle. You will make selections based on items in the heading column (furthest to the left) and heading row (top-most row). In the example below, the question wants to know what feelings the respondent associates with the colors in the heading column (Red, Green and Blue). Respondents can make multiple selections from the list of predetermined answers, listed in the heading row. These Matrix questions can also use radio buttons to allow only one answer per row.

8. This is a matrix question that allows for multiple answers per row.
How does each color make you feel?

	Happy	Sad	Angry	Excited	Free
Red	<input type="checkbox"/>				
Green	<input type="checkbox"/>				
Blue	<input type="checkbox"/>				

Another Matrix question has short textboxes in each column, where you can type in your own responses to the corresponding heading row and column. To enter an answer, click inside the textbox and type.

9. This is a matrix question that allows short answers in each row.
How do these colors make you feel in a given room?

	Kitchen	Bedroom	Bathroom
Red	<input type="text" value="happy"/>	<input type="text" value="overwhelm"/>	<input type="text" value="nothing"/>
Blue	<input type="text" value="happy"/>	<input type="text" value="warm"/>	<input type="text" value="free"/>
Green	<input type="text" value="calm"/>	<input type="text" value="tired"/>	<input type="text" value="nothing"/>

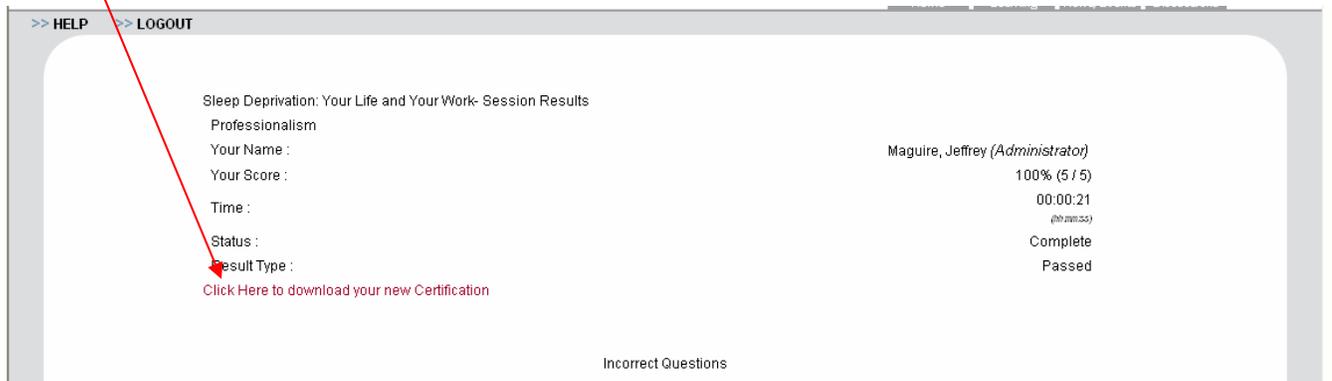
Rating Matrix questions give you a specified scale (heading row) on which you will rate the items in the heading column. You are allowed to make only one selection per row.

11. This is a matrix rating question.
Rate these colors by their appeal in the living room, with 1 being the most appealing.

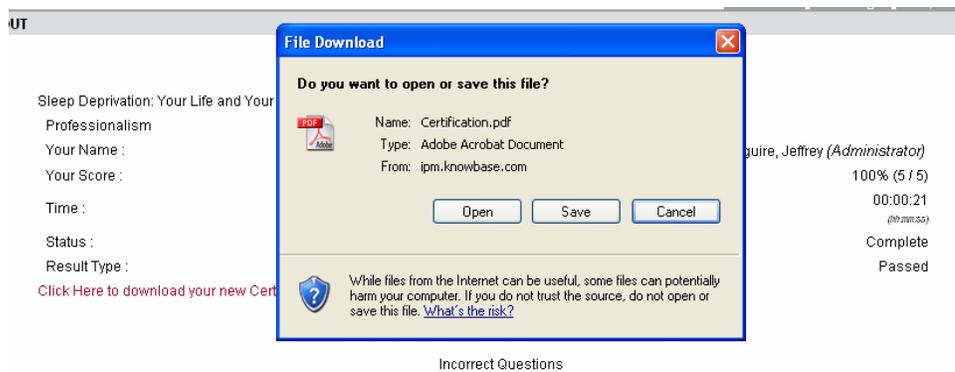
	1	2	3
Red	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Green	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Blue	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Access Your Certificates

Upon successful completion of a course lesson and assessment, you will be given a certificate of completion. For some courses, you are required to print and submit a copy of this certificate in order to receive credit for the course. Ask your system administrator or manager if any of your courses require this. To access your certificate, click the “Click Here to download your new Certificate” link on the myScore Screen.



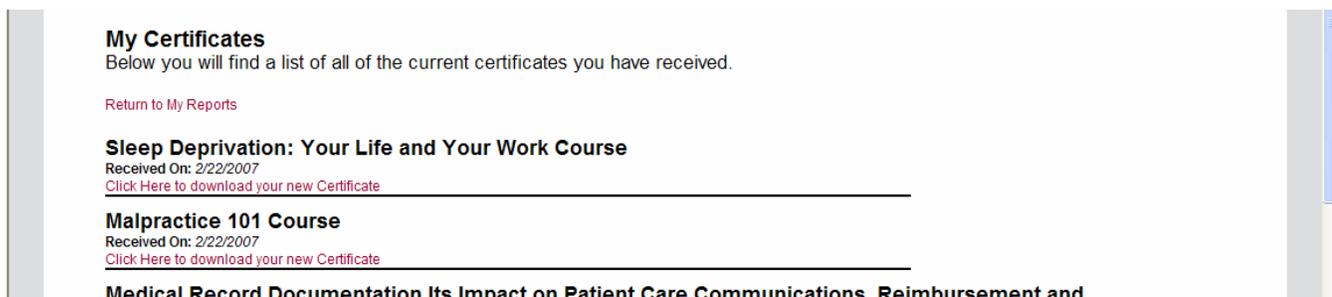
In the pop-up dialogue box, click the *Open* button to view and/or print the certificate, or click *Save* to save the certificate PDF to your hard drive.



If you choose to *Open* the certificate, Adobe Acrobat Reader will launch on your computer, displaying the certificate. You can print or save your certificate from Acrobat Reader.

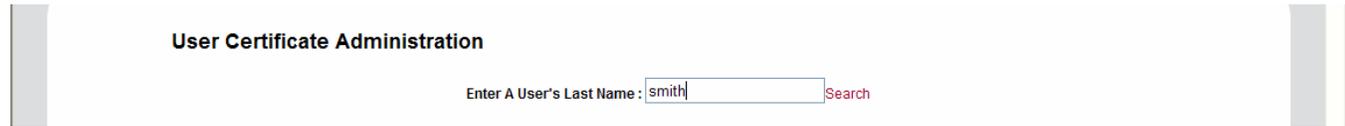
Some IPM programs will require you to complete a specific number of courses. Upon completion of those courses, you will receive a Program Completion Certificate.

You can **access a previously created certificate** through the myProfile section of the LMS. Click the “myProfile” link on the Start Page and then click the “View My Certificates” link. You will see a listing of all completed certificates. To view one, click the appropriate “Click Here to download your new Certificate” link.



Access Your Learners' Certificates

To view certificates for your learners, or modify their assignments to certificates, begin by clicking the "Certificates" link on the Start Page. On the next screen, enter the learner's first or last name in the textbox, and then click the "Search" link.



The page will refresh to show a table of all users with that name. If you don't know how to spell the entire name, enter as many letters as you can and the system will return all users with that letter combination in their name.



Find the learner's name in the table and click the appropriate "Update" link. You are able to see which certificates the learner has earned in the "Currently Assigned Certificates" table, if any. By clicking the appropriate "Remove" link, you can remove the certificate assignment from the user, requiring them to retake the course and pass the assessment again.

User Certificate Administration

Rinesmith, Scott - Gastroenterology

Currently Assigned Certificates :

Remove	Certificate
Remove	After Residency: How to Obtain, Maintain and Avoid Losing Your Ohio Medical License Course
Remove	Confidentiality Course
Remove	Malpractice 101 Course
Remove	Sleep Deprivation: Your Life and Your Work Course
Remove	The Impaired Physician: Relationships, Resources, Referral, Recovery Course

Assign A Certificate :

Business Plan Development: Key Considerations for Physicians Course

[Add](#)

Previous Lectures : [Update Number](#)

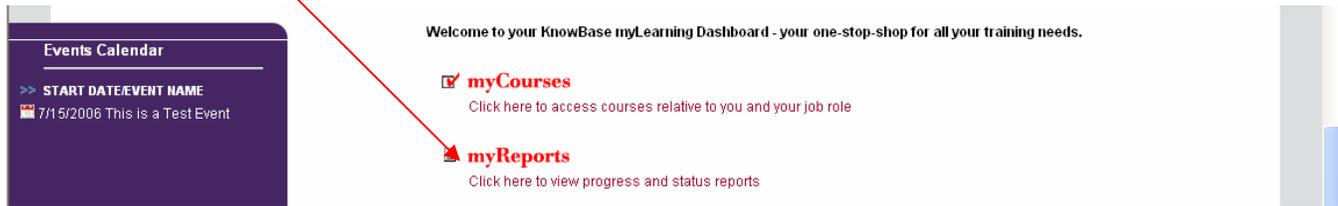
[Done](#)

Likewise, you can assign a certificate to the user by selecting the name of the course for which you want the certificate assigned from the "Assign A Certificate" dropdown box. Then, click the "Add" link below the dropdown to complete the assignment. You can use this if your learner completes equivalent training offline or from another source. You can also track how many offline courses the learner has completed, by updating the number in the "Previous Lectures" textbox, and then clicking the "Update Number" link next to it.

When you're finished viewing and/or updating the learner's certificates, click the "Done" link at the bottom of the screen to save your changes.

Access Your Reports

To review your current testing status or detailed reports on the tests you and your direct reports have taken, click the “myReports” link on the Start Page.



myReports has four sections, as pictured below: “Current Testing Status”, “Individual Test Reports”, “Manager Reports” and “Grade Tests (Managers Only)”. Only managers and administrators have access to “Manager Reports” and “Grade Tests”.

myReports

Review your current testing status or detailed reports of every test you have taken.

Current Testing Status ▾

Click here to obtain a summary report of your current testing status.
(tests you have and have not taken)

Individual Test Reports ▾

Click here if you want to review your total testing history; every instance of all tests you have taken will be displayed.

Manager Reports (Managers Only) ▾

Click here to create available reports for your groups.

Grade Tests (Managers Only) ▾

Click here to grade tests for users of your groups.

CURRENT TESTING STATUS

Clicking “Current Testing Status” will direct you to a summary listing of all the assessments assigned to you and their statuses, including score and time and date taken. To access individual score reports, click the assessment name.

myReports

CURRENT TESTING STATUS

[Return to Reports Main](#)

Click the desired Test Name to obtain detailed information regarding the test and your performance.
(performance criteria required, questions you missed, etc.)

[Download this report as a spreadsheet ready CSV file...](#)

Course Name	Lesson Name	Test Name	Status	Score	Time	Date Taken
Test 1		This is a Test Test	Not Taken	50%	22 sec	7/17/2006 11:18:08 AM
Test Module		MMO Code of Conduct Post Assessment	Not Taken	100%	1 min 24 sec	3/16/2006 9:16:15 AM
Test Module		new test	Not Taken	0%	3 sec	2/8/2006 10:12:11 AM

This will display a simple report, pictured below, that shows the “Minimum Score Required to Pass”, your “Score”, “Time” it took you to complete the assessment, assessment “Status” and “Date Taken”.

myReports

Business Plan Development: Key Considerations for Physicians

[Return To Previous Report](#)

Score:	50%
Time:	5 min 10 sec
Status:	
Date Taken:	7/17/2006 10:51:58 AM

INDIVIDUAL TEST REPORTS

Each time you take an assessment, it creates an instance of your testing results. Through “Individual Test Reports”, you can review your assessment results for each instance of taking an assessment, with the most recent instance at the top. To view instance results, click the appropriate “Test Name”.

myReports

INDIVIDUAL TEST REPORTS
[Return to Reports Main](#)

Click the desired Test Name to obtain detailed information regarding the test and your performance (performance criteria required, questions you missed, etc.)

[Download this report as a spreadsheet ready CSV file...](#)

Course Name	Lesson Name<	Test Name	Status	Score	Time	Date Taken
Test Module	test	Business Plan Development: Key Considerations for Physicians		0%	27 sec	7/17/2006 11:13:11 AM
Test Module	test	Business Plan Development: Key Considerations for Physicians		0%		7/17/2006 11:12:54 AM
Test Module	test	Business Plan Development: Key Considerations for Physicians		0%		7/17/2006 11:12:29 AM
Test Module	test	Business Plan Development: Key Considerations for Physicians		0%	25 sec	7/17/2006 11:08:12 AM
Test Module	test	Business Plan Development: Key Considerations for Physicians		50%	5 min 10 sec	7/17/2006 10:51:58 AM
Test Module		MMO Code of Conduct Post Assessment		100%	1 min 24 sec	3/16/2006 9:16:15 AM

Upon clicking the “Test Name”, you will be directed to a simple report, pictured below, that shows the “Minimum Score Required to Pass”, your “Score”, “Time” it took you to complete the assessment, assessment “Status” and “Date Taken”.

myReports

MMO Code of Conduct Post Assessment
[Return To Previous Report](#)

Minimum Score Required to Pass:	76%
Score:	100%
Time:	1 min 24 sec
Status:	
Date Taken:	3/16/2006 9:16:15 AM

MANAGER REPORTS

Managers and administrators have access to several reports to track and view the progress of their learners. Reports gather information from the various assessments taken by learners and can be customized by date and reporting groups. Managers can access these reports from the myReports Screen by clicking the “Manager Reports (Managers Only)” link.

myReports

Review your current testing status or detailed reports of every test you have taken.

Current Testing Status ▾
Click here to obtain a summary report of your current testing status.
(tests you have and have not taken)

Individual Test Reports ▾
Click here if you want to review your total testing history; every instance of all tests you have taken will be displayed.

Manager Reports (Managers Only) ▾
Click here to create available reports for your groups.

Grade Tests (Managers Only) ▾
Click here to grade tests for users of your groups.

Available reports are listed in the “Select a Report” dropdown box, as pictured below. To select a report, click the arrow on the right-hand side of the dropdown field so that the available reports list appears. Highlight and click the report name you wish to view. The dropdown should roll back up with the selected report name appearing in the field. To customize your report, select a date range in the first row, which will limit your results to assessments completed within that timeframe.

myReports

Welcome to the Manager Reports
How to Create a Report
1. Select a Report from the drop-down list.
2. If, after selecting the desired Report, additional items are requested, complete the item requests based upon your desired outcome.
3. Click the Next button.

from Jul 17 2006 to Jul 18 2006

Select a Date Range

Select a Report: Average Test Scores

Reporting Groups:

Tests:

- Average Test Scores
- Company Log-In Record
- Final Test Scores By Organization
- Summary of Tests Taken Overall
- Summary of Tests Taken By Group
- Users Who Have Not Logged-In
- Single User Reports
- Top X Percent of Questions: Answered Incorrectly
- Top X Percent of Questions: Answered Correctly
- Current Testing Status for Your Groups
- Survey Reports
- Assessments On-Time
- Assessments Past Due

Next →

Then, you may need to select which reporting groups you want to include in your report. To select a reporting group, click the checkbox next to the reporting group name. When a reporting group is selected, a checkmark appears inside the checkbox. To deselect a reporting group, click the checkbox again and the checkmark will disappear.

Select a Report: Average Test Scores

Reporting Groups:

- Others

Tests:

- A Period in the Life of a PIV Bus Evaluation
- Color and Description of Evaluation

Finally, you may need to select which assessments you want to include in your report by checking the appropriate checkboxes. Then click the “Next” button located to the right of the “Select a Report” field.

Tests:

- Test Module
- Business Plan Development: Key Considerations for Physicians
- Effective Communications to Reduce Liability

Upon running a report, you may also have options to sort the results and to export the results as a spreadsheet-ready CSV file, as pictured below.

Company Log-In Record
This report shows the number of authorized users within any organization who have logged onto this system.
Return to the select report

Dates: 1/1/2005 to 7/26/2005
Reporting Groups: Others

Download This Report As A Spreadsheet Ready CSV File...

Group Name	First Name	Last Name	User Name	Last Login
Others	Robert	Horton	Rob Horton	4/19/2005 11:21:46 AM
Others	Jim	Marshall	Jim Marshall	4/25/2005 9:41:46 AM
Others	Joseph	Pangburn	Joe Pangburn	6/3/2005 11:01:41 AM
Others	Gene	Squires	Gene Squires	4/27/2005 7:31:16 AM

Sort by... Select a field to sort by...
Then by... Select a field to sort by...
Sort

To **sort results**, select a sorting option in the first dropdown (first consideration) and subsequent dropdowns as you'd like. Then, click the *Sort* button.

To **export the report** as a spreadsheet-ready CSV file, click the link above the table, and then click either *Open* to open the exported report with your computer's default spreadsheet software, or *Save* to save the exported report to your hard drive or a disk.

Here is a summary of many of the reports available through the LMS:

Average Test Scores

This report will help you keep track of the progress of your direct reports by listing the average test scores for the specified tests. The test score you will see is the average score for all of the times that a particular test was taken by all users under your authority. For instance, if only 5 of the 8 users under your authority have taken a particular test, the average score would only reflect the tests taken by the 5 users, but would provide no indication that 3 users have not taken this test.

Company Log-In Record

This report shows the users of the selected reporting group(s) who have logged in within the specified time span as well as the last date of their log-in.

Final Test Scores by Organization

This report shows a listing of the final test scores for all learners within the selected reporting groups for the selected assessments.

Summary of Tests Taken Overall

This report indicates just how far all of the employees under your authority have progressed through this training system. It lists the total number of authorized users, and, of those, the number of users who have taken each of the tests in the module, along with the number of users who have recorded a final score for each test.

Summary of Tests Taken by Group

This report indicates how far a specific group has progressed through this training system. The numbers reported only reflect information for the group(s) selected on the previous screen. The report lists the total number of authorized users in the selected group, and, of those users, the number who have taken the tests for each module, along with the number of users who have recorded a final score for each test.

Users Who Have Not Logged In

This report lists the number of authorized users within the organization who have not logged into the system.

Single User Reports

This report displays a full list of system users with links to three reports for each user: “Individual Test Results”, “Test Score History” and “User Login History”, as pictured below.

Reporting Group Name	First Name	Last Name	User Name	Reports		
Others	Ettienne	Alicea	Ettienne Alicea	Individual Test Results	Test Score History	User Login History
Others	Terry	Banas	TerryBanas	Individual Test Results	Test Score History	User Login History

Individual Test Results displays a score report for each test the learner has taken.

Test Score History displays a report of scores for all of the instances (attempts) the learner has for each of the assessments.

User Login History displays a report of the dates, times and durations of the learner’s logins.

Top X Percent of Questions Answered Incorrectly

This report contains the top X% of test questions answered incorrectly for the selected assessment, where “X” is the value the Manager selects by entering an integer into the “Percentage” field. This field will appear after this report is selected from the dropdown list.

Percentage:

Top X Percent of Questions Answered Correctly

This report contains the top X% of test questions answered correctly for the selected assessment, where “X” is the value that the Manager selects by entering an integer into the “Percentage” field. This field will appear after this report is selected from the dropdown list.

Resident Data Report

If you need a complete report of residents assigned to you, you can access the Resident Data Report. This report gives you contact information, reporting group, program name and let’s you know the last update to the learner’s profile information.

Certificate Report

For a quick list of certificates earned by your learners, open the Certificate Report. It lists all learners assigned to you and a “Y” for yes or “N” for no in certificate columns to provide an easy-to-read view of courses completed by the user. If you’re looking for a specific learner, enter that learner’s name in the textbox above the table, and then click the “Filter” link.

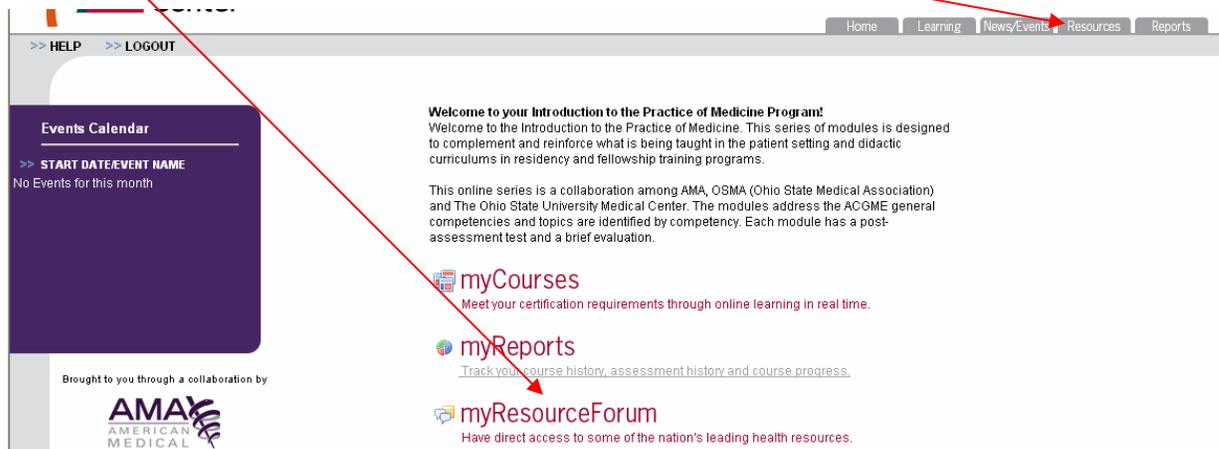
IPM Completion Report

This report lets you know which of your learners has successful completed their IPM requirements, including the date they completed the final course.

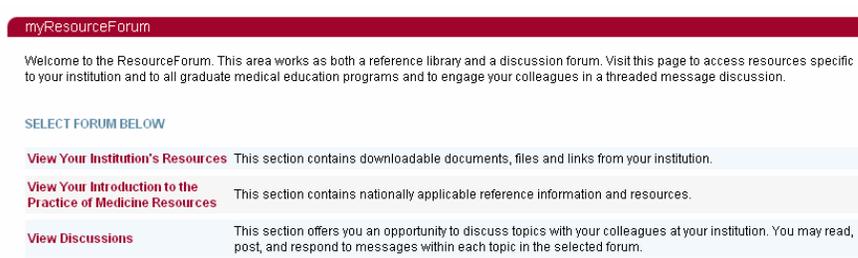
Additional reports may be available. Administrators have the authority to select which reports appear in the dropdown box and manage this feature through the System Administration Website (*page 37*).

Using the Resource Forum

The Resource Forum contains a Resource Center, which stores documents and files, as well as discussion forums for you to communicate with your peers and direct reports. To access a listing of resource and discussion forums, either click the *Resources* button in the page header or the “myResourceForum” link on the Start Page.



The main page of the Resource Forum lists three sections: “View Your Institution’s Resources”, which contains downloadable documents, files and links from your institution, “View Your Introduction to the Practice of Medicine Resources”, which contains nationally applicable reference information and resources, and “View Discussions”, which offers you the ability to discuss topics with colleagues at your institution.

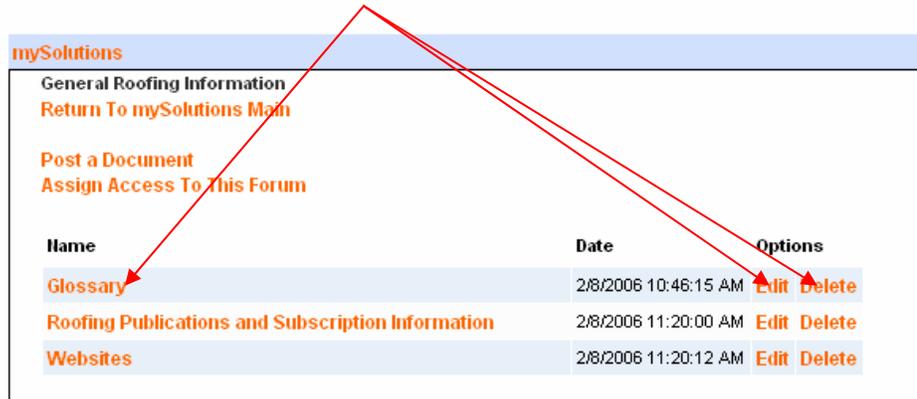


VIEW YOUR INSTITUTION’S RESOURCES

Upon clicking the “View Your Institution’s Resources” link on the myResourceForum page, you’ll see a listing of all Resource forum categories. Remember, resource forums store documents and files, such as hand-outs, slideshows, etc. To access a resource forum, click its name. Administrators add Solution Center categories through the System Administration Website (*page 48*).



Within the category, you will see a listing of available files. In our sample below, there are three documents. Next to the file “Name” are the “Date” the resource was posted to the Solution Center and “Options” to “Edit” or “Delete” the file. Please note that only those assigned the privilege to can “Edit” or “Delete” resources. To access a file, click its name.



When you click to **access a file**, a pop-up will ask you if you want to *Open* or *Save* it. To view it, click *Open*; to save it to your hard drive, click *Save*. Please note that you must have compatible software installed on your computer to view/open a file.

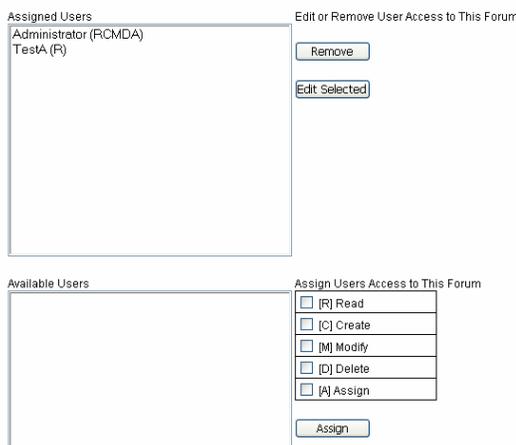
If you have been assigned the privilege, you can **post a new file** to the Solution Center forum by clicking the “Post a Document” link on the category’s main page.



Then enter a file “Name” and click *Browse...* to locate the file on your hard drive. When you have selected your file, click *OK* to post it to the Solution Center.

Files are only available to those who have been assigned access to the category in which the files are stored. Those given the privilege may assign access to users. To assign access, click the “Assign Access To This Forum” link. You will be directed to the screen pictured below, showing which users are already assigned to the category and all other users available for assignment.

To **remove an assigned user**, click the user’s name in the “Assigned Users” box to highlight it and click the *Remove* button. To edit a user’s access privileges for the category, highlight their name and click the *Edit Selected* button.



To **assign a user**, highlight their name in the “Available Users” box. (NOTE: Only users assigned to report to you will appear in the “Available Users” box.) Then, select the access privileges you want to assign to the user by clicking the appropriate checkboxes:

- Read – allows users to access the files
- Create – allows users to post files
- Modify – allows users to modify files
- Delete – allows users to delete files
- Assign – allows users to assign other users to this category

Then click the *Assign* button.

VIEW DISCUSSIONS

Assigned discussion forums can be accessed by clicking the “View Discussions” link on the myLearningForum page.

Listed next to the forum titles are the number of topics and messages in each forum, the subject of the “Most Recent Message”, and the date the forum was created. Click the forum name to begin.

Please select a forum from the list below:

Forums	# Topics	# Messages	Most Recent Message	Created On
Test Discussion Forum	1	2	7/14/2006 3:55:28 PM	7/14/2006 3:45:23 PM

Next, select the topic from the next screen to view all messages within the topic. You can **create a new topic** by clicking the “Add a Topic” link.

myDiscussions

Test Discussion Forum
If a Topic that you wish to discuss is already listed, click on the Topic.

If the Topic you wish to discuss is not already listed, click "Add a Topic" to create a category around which you plan to ask your question or share your information.

[Add a Topic](#)
[Return to the List of Forums](#)

Topics	# Messages	Last Message Posted On	Created On	Options
Test Tech Support	2	7/14/2006 3:55:28 PM	7/14/2006 3:51:23 PM	Edit Delete

Enter a “Topic Name” and “Topic Description” in the fields provided and click the **OK** button to save the new topic.

myDiscussions

Test Discussion Forum
[Return To Topics](#)

Topic Name

Topic Description

To **view or create messages** within a topic, click the topic’s name. You will be directed to that topic’s main page, which lists all messages in the topic. Responses to messages can be identified by the “Re:” before the original message title, as pictured below. The listing of messages includes the “Author”, date the message was “Posted On”, and a link to delete the message (if you have been assigned that privilege).

Test Discussion Forum : Test Tech Support
If you wish to review a message that has already been posted, click the Subject from the list.

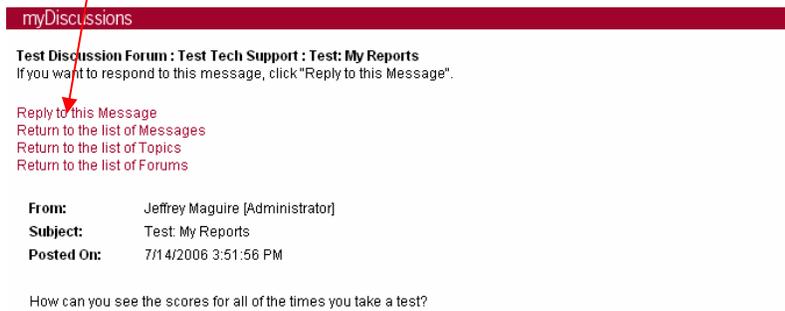
If you have a new message or question to ask about this topic, click "Post a Message" to ask a question or share your information with others.

[Post A Message](#)
[Return to the list of Topics](#)
[Return to the list of Forums](#)

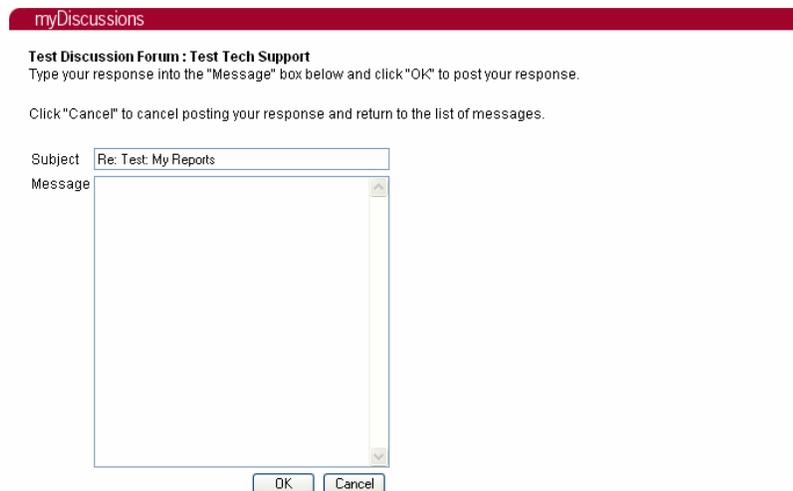
Subject	Author	Posted On	Options
Test: My Reports	Jeffrey Maguire [Administrator]	7/14/2006 3:51:56 PM	Delete
Re: Test: My Reports	Test Manager [TestManager]	7/14/2006 3:55:28 PM	Delete

To **post a new message**, click the “Post A Message” link on the topic’s main page. Title your message in the “Subject” field and type your message in the “Message” field, and then click **OK** to post it to the forum.

To access a message, click the message name on the topic's main page. To **respond to a message**, click the "Reply to this Message" link on the Message Screen, pictured below, and post your response as if you were posting a new message. The only difference is that the "Subject" field is filled in for you, although you may modify it.



The "Subject" field will already be filled in for you with "Re:" before the original message's subject. Type your reply in the "Message" comments box and click the *OK* button to post it.



Throughout the discussion forum screens, you'll also notice several links that will take you back to either the list of messages, list of topics or list of forums, for your convenience.

View and Manage Survey Results

To manage surveys, click the “mySurveys” link on the Start Page. For information about creating new surveys, please see the IPM Central Administration Website section, beginning on page 50.

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MEDICAL
CENTER

- myReports**
Track your course history, assessment history and course progress.
- myLearningForum**
Have direct access to some of the nation's leading health resources.
- mySurveys**
Click here to manage and deploy surveys to the user population.
- myProfile**
Manage your user account information.

You will be directed to the integrated survey management tool, which lists your current surveys within a table, as pictured below.

Manage	Status	Title (click to preview)	Date Created	Design	Options	Deploy	Analyze	Delete	Clear
close	Open	Phase D - Week Three Survey	02/15/2006				0		
close	Open	Phase D - Week Two Survey	02/13/2006				0		
close	Open	Phase D - Week One Survey	02/11/2006				0		

The survey table displays basic information about all of the surveys currently in the LMS, including their “Status”, “Date Created” and buttons to “Manage”, “Design” (if no responses have been recorded), “Deploy”, “Analyze” (if responses have been recorded), “Delete” and “Clear” (also if responses have been recorded). If you want to prevent any more responses from being recorded, click the “Close” button under the “Manage” column. To **preview a survey** already in the list, click its name in the “Title” column.

To **view the results of your surveys**, click the appropriate button in the “Analyze” column. Next to the button is a count of the total responses. In the example below, there are “2” responses.

close	Open	Phase B - Week One Survey	02/08/2006				2		
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View the results of your survey

You will see a graphical summary report for the survey, as pictured below. At the top of the screen, are two buttons to *Export Data* and view *Individual Responses*. Under that, you'll see a summary of general information about the survey, including its title, the number of responses, its status and the date it closed, if applicable. Within this section are also a few options that enable you to customize your report viewing:

Display – Allows you to view all pages and questions, or individual pages and questions.

Manage Filters – Allows you to filter results.

Share Results – Allows you to email a link to survey results to colleagues and direct reports.

Sleep Deprivation: Your Life and Your Work Survey

Respondents: 1 displayed, 1 total **Status:** Open
Launched Date: 07/20/2006 **Closed Date:** N/A

Display: 0 filters
 Disabled

1. Please circle the number that best reflects your opinion, with 1 = Strongly disagree; 3 = Neutral; and 5 = Strongly agree.

	1	2	3	4	5	Response Total	Response Average
The learning objectives of this activity were achieved.	0% (0)	100% (1)	0% (0)	0% (0)	0% (0)	1	2.0
Total Respondents							1

Results are delivered in a table that lists the question in the header row and possible answers and their results in subsequent rows. The table includes the “Response Total”, the total number of responses recorded for the answer, and “Response Average”, which will average the responses for you. In each row or column, representing each response option, are two numbers: the percentage of responses for the option in relation to responses to all options and the number of responses for the option in parentheses. In the example above, there is a total of 1 response to the question. One (1) respondent answered “2”, which represents “100%” of the total responses, displayed as “100%(1)”.

Text field answers will not display in the overall results. The overall results report will still list the question and the total number of responses, but you will have to click the *View* button to review the open-ended responses.

4. Why? Please explain.

View responses to this question

Total Respondents 2

The next screen displays a table that lists all responses to the question and a *View* button in the “Full Response” column. Clicking this button will display the full answer.

	Full Response
1. d	<input type="button" value="view"/>
2. I will need to know as much as I can about roofs in order to specify maintenance programs.	<input type="button" value="view"/>

INDIVIDUAL RESULTS

By default, when you “Analyze” survey results, you will see an overview, which is a collective view of all responses assigned to your login. If you wish to review each respondent’s results individually, click the *Individual Results* button at the top of the Survey Results – Overview Screen.

The Survey Results – Individual Screen is very similar to the overall results screen. You will notice that the survey summary toward the top of the page contains “User Information” about the individual whose response is displayed, including “Name”, “Location”, “IP Address” and others. You’ll also notice that the individual report has buttons at the top of the screen to *Delete* and *Edit Responses*. The arrow buttons will direct you to the survey responses before and after the one displayed on the screen. If you want to jump to a specific response, enter its position number in the textbox and click *Go*.

Survey Results -- Individual Delete Edit Response Results Overview

Phase B - Week One Survey Response 1 of 2

User Information

User Name: Administrator
Name: NA NA
Location:
Position:
Started: 02/15/2006 9:15:15 AM
Time Spent: Incomplete
Custom 2:
Email:
Company:
IP Address: 65.104.128.20
Completed: Incomplete
Custom 1:
Custom 3:

Display: Display all pages and questions Manage Filters 0 filters Share Results Enabled

1. At this time I feel like I could recall ____ percent of the information delivered in this week's training.
21-40%

MANAGE FILTERS

Filters allow you to view results that meet specific criteria. For example, if you want to review the overall results for responses that were recorded between 01/01/2006 and 01/15/2006, you can create a filter that will exclude any results that were recorded before 01/01/2006 and after 01/15/2006.

Begin by clicking the *Manage Filters* button on the Survey Results – Overview Screen. Then, click the *Insert Filter* button on the Report Filters Screen.

Report Filters

Report Filters for 'Phase B - Week One Survey' Survey

Add as many report filters to this survey as desired. The overview and individual reports will then display only those responses that match all of the filters listed below.

#	Active	Delete	Filter Details
There are no report filters for this survey.			

Insert Filter Results Overview

Next, you will select which filter type you want to apply from the appropriate dropdown box. The survey tool allows for three types: “Date”, “Question” and “User Attribute”. Other options will depend on which filter type you select in this field.

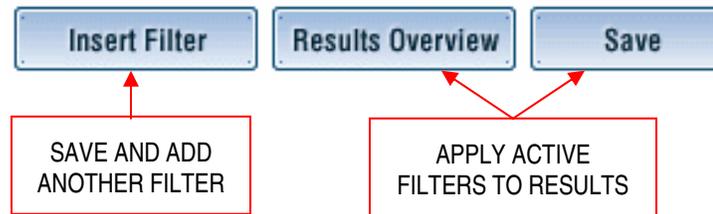
When you select “Date” from the dropdown box, two fields display for you to enter a start and end date. Applying this filter will show results only for responses recorded within the dates you enter.

“Question” limits the results to responses that include specific answers to a specific question. You will select a question and answer from appropriate dropdown boxes.

If you are looking for keywords entered into or excluded from text fields (text or comments boxes), you will make several selections from the “Include Records” row of the form. Decide if you want to include records “that” do or “that do not” “contain” or “match” the word or phrase you will type into the text field at the end of the row.

“User Attribute” allows you to limit your results to users at specific locations, in certain positions or other criteria. Select the attribute from the appropriate dropdown box and enter your criteria in the “Include records” row as we did above.

To **add multiple filters**, create your filter and click the *Insert Filter* button at the bottom of the screen, then repeat the process until all of your filters are listed. To **apply a filter** to survey results, make sure the “Active” checkbox is checked and click either click the *Save* or *Results Overview* buttons at the bottom of the screen. To **remove a filter**, uncheck the “Active” box.



SHARE RESULTS

You can **email report results** to your colleagues and direct reports for their review. To begin, click the *Share Results* button on the Survey Results – Overview Screen.

Survey Results -- Overview Export Data Individual Responses

Phase B - Week One Survey

Respondents: 2 displayed, 2 total **Status:** Open
Launched Date: 02/08/2006 **Closed Date:** N/A

Display: Manage Filters 0 filters
Share Results Disabled

1. At this time I feel like I could recall ____ percent of the information delivered in this week's training.

		Response Total	Response Percent
0-20%		0	0%
21-40%	<div style="width: 50%; background-color: yellow;"></div>	1	50%
41-60%		0	0%
61-80%	<div style="width: 50%; background-color: yellow;"></div>	1	50%
81-100%		0	0%
Total Respondents		2	

On the following screen, you will create Results Share groups. First, click the *Enable* button to enable the Results Sharing feature for the survey.

Results Sharing Results Overview Create Report Share

Disabled enable

Active	Email Addresses	Viewable Reports	Sent Date	Edit	Delete	Send
There are no report shares associated with this survey.						

To **add a new share results group**, click the *Create Report Share* button. You can enter as many recipient emails as you want in the “Email Addresses” field, separated by semicolons. Next, in the “Viewable Reports” dropdown box, you should select whether you want the recipients to view “Overview and Individual” results or “Overview Only”. You can also set whether or not recipients can “Export Data”, apply “Report Filtering” and/or “View Open-Ended” responses. Finally, activate the report share by selecting “Yes” in the “Active” dropdown box.

Insert Report Share for 'Phase B - Week One Survey' Survey

All fields marked with an asterisk (*) are required.

Email Addresses:* Enter the email address(es) to send this report share to. Separate multiple email addresses with a semi-colon.

Viewable Reports:* Select the types of report that recipients of this report share are able to view.

Export Data:* Select whether or not recipients of this report share should be allowed to export data.

Report Filtering:* Select whether or not recipients of this report share should be allowed to user report filtering.

View Open-Ended:* Select whether or not recipients of this report share are allowed to view open-ended responses.

Active:* Select whether or not recipients of this report share is currently active.

When you are finished setting up the report share, click the *Save* button. Your new report share should appear within the table on the Results Sharing Screen. You can “Edit” and/or “Delete” a results share by clicking the corresponding buttons in those columns. To send your results, click the button in the “Send” column.

Results Sharing

Enabled

Active	Email Addresses	Viewable Reports	Sent Date	Edit	Delete	Send
Yes	jcarman@knowbase.com; joeymcarman@yahoo.com	Overview and Individual				

On the next screen, you will enter your email address and compose a message to your recipients. In the "Email Text" comments box, you will see a default message that includes "#SurveyLink#", as pictured below. The survey tool will insert a link to the survey results in place of "#SurveyLink#", so you should be careful not to remove this tag from your message as you edit the "Email Text".

Send Report Share Message ?

Message Details for Survey 'Phase B - Week One Survey'

All fields marked with a red asterisk (*) are required. Make sure to include the token for linking to the survey, as described below.

Email Subject:* View Results for Survey 'Phase B - Week One Survey'

'From' Address:* Enter the email address that the email should appear to come from.
jcarman@knowbase.com

'CC' Address(es): If desired, you may enter any email address(es) that should be CC'ed for each email. Multiple email addresses should be separated by a semi-colon.

'BCC' Address(es): If desired, you may enter any email address(es) that should be BCC'ed for each email. Multiple email addresses should be separated by a semi-colon.

Email Text:* Enter the text of your email below. You must include the following token, which will be replaced, as noted, in the actual email:
#SurveyLink# - The location of the link to the survey (required)

Dear ,

We just finished conducting a survey, the results of which I think you'll find very interesting.

You can access the results at the following URL:

#SurveyLink#

Send email in HTML format

Cancel Send

When you are finished editing your message, click the *Send* button to email it. The survey tool will create a simple report to verify that emails have been sent, as pictured below.

Send Report Share Message ?

Report Share Message Sent for Survey 'Phase B - Week One Survey'

A total of 2 emails were sent to the following email addresses:
jcarman@knowbase.com;

OK

Clicking the *OK* button will return you to the Results Sharing Screen.

EXPORT DATA

You can export your report as a CSV (comma separated value) file by clicking the *Export Data* button on the Survey Results – Overview Screen.

Survey Results -- Overview Export Data Individual Responses

Phase B - Week One Survey

Respondents: 2 displayed, 2 total **Status:** Open

Launched Date: 02/08/2006 **Closed Date:** N/A

Display: Manage Filters 0 filters

Share Results Disabled

You will then select the “Data Format”, “Response Data”, “User Data” and “Hidden Fields” options in the appropriate sections of the Export Survey Data Screen. Selections listed under “Response Data”, “User Data” and “Hidden Fields” dictate what information will be included on your exported report.

Export Survey Data ?

Export Data for Survey 'Phase B - Week One Survey'

This page exports data in CSV (Excel) format for the selected survey. Standard question and answer data is always exported for each report. To export, first select a data format. Then, optionally, select additional fields of response and/or user data.

Data Format

- User Responses** - Export each user's response as a row, with one column per question.
- Individual Responses** - Export each answer as a row, with multiple rows for multiselect questions.
- SPSS Format** - Export each response as a row, with one column per possible answer to each question.

Response Data

- Username IP Address Date Started Time Started
- Date Completed Time Completed

User Data

- First Name Last Name Email Address
- Company Current Position Location

Hidden Fields

- Include all hidden fields in the exported data

Cancel Export

When you are finished making your selections, click the *Export* button at the bottom of the screen. In the pop-up, you will select to either *Open* or *Save* the spreadsheet. Opening the CSV file will use your default spreadsheet application to view the report, while clicking *Save* will prompt you to select a location on your hard drive or disk to which the file will be saved without opening. To open a saved file, locate the file on your drive or disk using the “Open” feature in your default spreadsheet application.