CADER Online Training Program

User Guide

BOSTON UNIVERSITY

Center for Aging and Disability Education and Research
Boston University School of Social Work

Center for Aging and Disability Education and Research

Boston University School of Social Work

264 Bay State Road Boston, MA 02215
617-358-2626
cader@bu.edu

Contents

GETTING STARTED

Timeframe

The Connecticut Transition Coordinator online training program is expected to take 24 hours to complete. The suggested timeframe for existing staff and new hires are listed below.

Be sure to check-in with your agency training liaison for more information about other requirements for the certification program.

Connecticut's Community Aging and Disability Specialist Training Program

New Hire Training Program Timeline
New hires will be expected to complete all 6 online courses within three months of their hire date. Many will be expected to complete the online courses listed below by September 30, 2013. Please check-in with your agency training liaison to verify your deadline date.
- Core Issues in Aging and Disabilities
- Assessment with Older Adults and Persons with Disabilities
- Consumer Control, Consumer Choice, and Consumer Direction
- Working with Informal Caregivers
- Aging in Place
- A Guide to the Aging and Disabilities Network

### Existing Staff Training Program Timeline
Existing staff will be expected to complete all 6 online courses listed below by December 30, 2013.

- Core Issues in Aging and Disabilities
- Assessment with Older Adults and Persons with Disabilities
- Consumer Control, Consumer Choice, and Consumer Direction
- Working with Informal Caregivers
- Aging in Place
- A Guide to the Aging and Disabilities Network

Technology Requirements
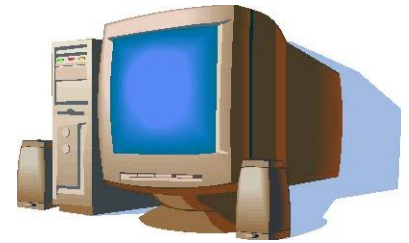
All participants must have access to a computer with internet access, as well as sound and video-playing capabilities. No special software or hardware is required to take the online training. If necessary, work with a member of your IT staff in order to ensure that you can see the multimedia components of the course such as video and moving graphics.

Setting up a BU Web Account and Enrolling in the Program

In order to access the online training program, participants must create a BU Web Account and enroll in the program. This process takes about 20 minutes. The screen shots below take you through the process step by step. If you have any questions as you go through this process, please contact us at (617) 358-2626 or cader@bu.edu.

Section 1: Set-up a BU Web Account

Step 1 – Go to http://sites.bu.edu/conntraining/

(you should see the webpage below)

Step 2 – Click on Request a New Account

(you should see the webpage below)

BU Center for Aging & Disability Education & Research   State of Connecticut – Department of Social Services

Boston University Center for Aging & Disability Education & Research
CONN Training

In Partnership With:

University of Connecticut
Health Center

Training Program Links

Step 1: Request a New Account

Step 2: Enroll in Program

Step 3: Access Online Courses

Techincal Assistance

About CADER

MFP Resources

Links/Resources

State of Connecticut – Department of Social Services

Training Blog

Training Blog

Money Follows the Person Training Program

Gain the knowledge and skills essentials for effectively working with elders and persons with disabilities as they explore and access community options.

Step 3 – Enter your email address in the *Email* and *Verify Email* boxes and your legal first and last name. All fields are required.

(you should see the webpage below)

-account-preregister/index.php?module_name=web_account_preregister_ssw_igsw_program.pl

Boston University School of Social Work
Center for Aging & Disability Education & Research

FAQs   Contact   Login

Request a Web Account

CADER participants please enter your name exactly as it should appear on your certificate.

To ensure receipt of our email, please make sure that your settings allow e-mail from @bu.edu If you do not receive this email within 30 minutes, please check your spam/junk folder. Contact cader@bu.edu if you do not receive this e-mail in your inbox or spam/junk folder by the end of the business day.

If you already created a BU Web Account, but can't recall your password, follow the "forgot password" instructions. Please **DO NOT** set up another account.
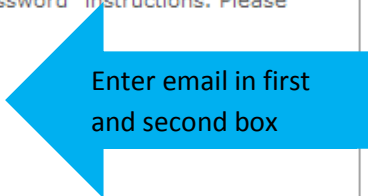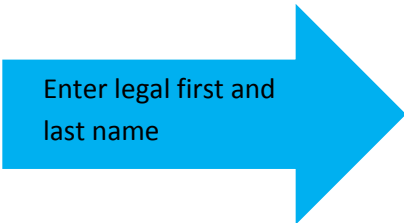
E-MAIL*

VERIFY E-MAIL*

FIRST NAME*

LAST NAME*

PROCEED

Enter email in first and second box

Enter legal first and last name

BOSTON UNIVERSITY

⦿ BU   ◯ Directory   SEARCH

February 4, 2013

Step 4 – After you enter your information, you will need to click on *Proceed* to continue with Account Set-up.

(you should see the webpage below)

Boston University School of Social Work
Center for Aging & Disability Education & Research

FAQs   Contact   Login

Request a Web Account

CADER participants please enter your name exactly as it should appear on your certificate.

To ensure receipt of our email, please make sure that your settings allow e-mail from @bu.edu If you do not receive this email within 30 minutes, please check your spam/junk folder. Contact cader@bu.edu if you do not receive this e-mail in your inbox or spam/junk folder by the end of the business day.

If you already created a BU Web Account, but can't recall your password, follow the "forgot password" instructions. Please **DO NOT** set up another account.

E-MAIL*   caderdemo264@gmail.c
VERIFY E-MAIL*   caderdemo264@gmail.c
FIRST NAME*   Cader
LAST NAME*   DemoAccount

[PROCEED]

BOSTON UNIVERSITY

◉ BU   ◯ Directory   [   ]   SEARCH

February 4, 2013

Step 5 – You should now see a Confirmation page and will need to access your email inbox to continue with Account Set-up. If you do not receive an email from cader@bu.edu within 30 minutes, please check your spam/junk folders.

(you should see the webpage below)

Boston University School of Social Work
Center for Aging & Disability Education & Research

FAQs   Contact   Login

Confirmation

You have completed the first step in registering for a CADER Online Training Program!

The next step is to watch your email. You will receive an email with the information necessary to setup your Boston University Web Account for the CADER Online Training Program. If you do not receive an email from Boston University within 30 minutes, please check your spam/junk folder. Please contact cader@bu.edu if you do not receive the email by the end of the business day.

To ensure receipt of our email, please make sure that your settings allow email from @bu.edu

BOSTON UNIVERSITY

◉ BU   ○ Directory   [   ]   SEARCH

February 4, 2013

Step 6 – Click on the link found in the email you received from cader@bu.edu to create a password and finish account set-up. This is a personalized link; please do not share with coworkers.

(you should see the email message below)

Dear Cader

You have been pre-registered for a Boston University Web Account for your CADER Online Training Program. Your Web Account login name will be the email address you provided: caderdemo264@gmail.com.

Please click on the link below to create your password and finalize your account setup:
https://weblogin.bu.edu/buweb/register?p=ewi49459482

PLEASE REMEMBER TO DOCUMENT AND SAVE A COPY OF YOUR PASSWORD FOR FUTURE REFERENCE.

If you need help completing your Boston University account, please contact us at web-account-manager@bu.edu.

REMEMBER: Boston University will not ask you for sensitive personal information (such as your password, credit card and bank account numbers, social security, etc.) in an email.

Step 7a – You will be asked to confirm your identity by entering your last name in the empty box before continuing on to Step 7b.

(you should see the webpage below)

Step 7b – You will create a password in the first box and confirm it by retyping it in the second box. Then proceed to the password reset section. You are only required to create one security question, but have the option to create a second. You will need to accept the conditions at the bottom of the page to finish account set-up.

(you should see the webpage below)

Passwords:

- Must be at least 6 characters long but no more than 15
- Cannot be (but may contain) a single English or foreign word or name found in our word list
- Cannot be a part of your name or e-mail address

Passwords are case sensitive, e.g., "P" and "p" are not the same.

Password: _____

Retype Password: _____

CADER recommends your password is at least 6 characters long and contains at least one number and one capital letter. **Passwords are case sensitive.**

Specify questions and answers for resetting a forgotten password

This is probably one of many accounts and passwords you have to remember, and passwords are frequently forgotten. Select at least one question below and **provide an answer you are sure you will remember exactly as you entered it** (preferably one word), so that you can easily reset your password yourself if you forget it. If you forget both your password and the answer(s) to your question(s), you will need to seek help to recreate your account.

The first question and answer are required. If you specify a second question and answer, both questions must be answered to reset your password.

Question 1: [Choose ▼]

Answer 1: _____

Create a password reset security question and answer

Question 2: [Optional ▼]

Answer 2: _____

Use of this account is governed by the
BU Conditions of Use and Policy on Computing Ethics

BOSTON UNIVERSITY CONDITIONS OF USE
AND POLICY ON COMPUTING ETHICS

Conditions of Use

Click here to accept the conditions and create an account.

[Accept these conditions and create account] [Cancel account request]

Step 8 – You will now see a confirmation page and click *Continue*

(you should see the webpage below)

BU Web Accounts

Request, modify, and manage your BU Web account

BU Web account registration is complete

First name: **Cader**

Last name: **DemoAccount**
(surname or family name)

BU Web account name: **caderdemo264@gmail.com**

[Continue]

Need assistance? Contact BU Web account support.

Step 9a – You must complete the entire profile to activate your account. **All fields except License Number are required.** You must click *Save* at the bottom of page (see Step 9b) to complete the profile.
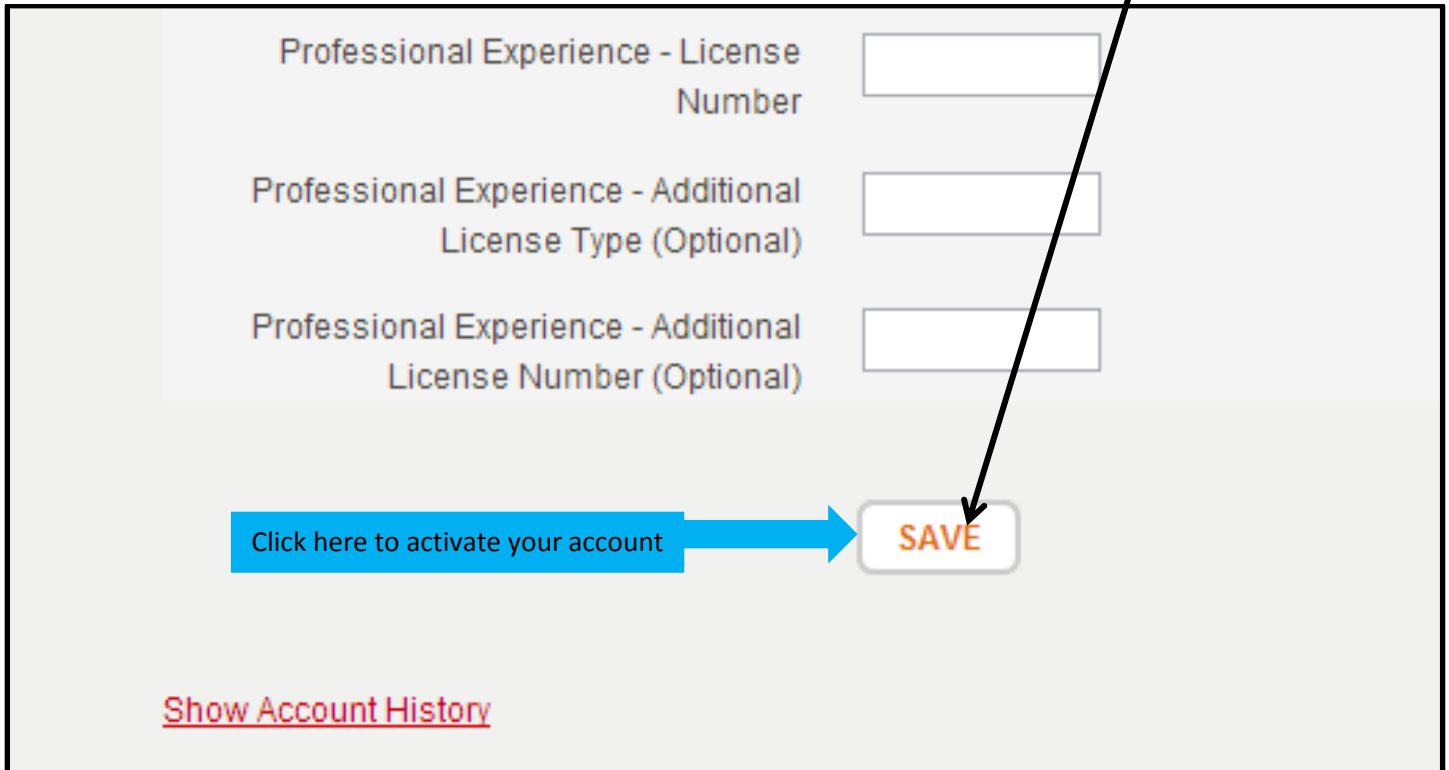
(you should see the webpage below)

Step 9b – This is a continuation of screen of Step 9a. You must click *Save* at the bottom of page to complete the profile.
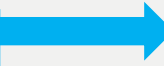
(you should see the webpage below)

Professional Experience - License Number

Professional Experience - Additional License Type (Optional)

Professional Experience - Additional License Number (Optional)

Click here to activate your account

SAVE

Show Account History

Section 2: Enrolling in the Online Program

Step 10 – Close your current browser and go to http://sites.bu.edu/conntraining/

(you should see the webpage below)

Step 11 – Click on *Enroll in a Program*

(you should see the webpage below)

Step 12 – You will now enroll in the online training program by clicking on the program title.

(you should see the webpage below)

Boston University School of Social Work
Center for Aging & Disability Education & Research

BROWSE CATALOG

BROWSE COURSE CATALOG

The date indicates when enrollment for the course opened.

Course Name	Start Date ▲	Location	Price
Connecticut's Community Aging and Disability Specialist Training	Jun 1, 2013 - 12:00 pm to 12:00 pm	Online	$0.00

CATALOG
SHOPPING CART
LOGIN

BOSTON UNIVERSITY | SEARCH | DIRECTORY | CONTACT | BU TODAY

Step 13 – Click *Add to Cart*

(you should see the webpage

Boston University School of Social Work
Center for Aging & Disability Education & Research

| This Site | ▼ | | SEARCH |

BROWSE CATALOG

CONNECTICUT'S COMMUNITY AGING AND DISABILITY SPECIALIST TRAINING PROGRAM

CATALOG
SHOPPING CART
LOGIN

Description

About CT Money Follows the Person

Money Follows the Person (MFP) is a Federal demonstration program that helps Medicaid eligible individuals currently living in long-term care facilities – such as nursing homes, hospitals and other qualified institutions – successfully transition back to the community.

Based on the individual's needs, MFP provides the funds, services and supports for a successful transition into the community. In addition to returning to their own home, housing options include individual apartments, assisted living, and group homes. Transition coordinators play a key role, advocating for the individual in the transition process, working directly with them and the care team, to develop a person centered plan that is right for the individual.

As part of a certification program, Connecticut Transition Coordinators are enrolling in a 6 online course program. These online courses will enhance the skills of Transition Coordinators and prepare them for the certification exam.

Cost

General Public: $0.00

Enroll

ADD TO CART

Step 14 – Click *Continue*

(you should see the webpage below)

Boston University School of Social Work
Center for Aging & Disability Education & Research

This Site | SEARCH

BROWSE CATALOG

Continue browsing the catalog

SHOPPING CART

CATALOG
SHOPPING CART
LOGIN

Course	Remove	Price per Seat	Total Seats	Price
Connecticut's Community Aging and Disability Specialist Training Program		$0.00	1	$0.00
Start Date: Jun 1, 2013 - 12:00 pm				
Location: Online				
Instructors:				

If you have a discount code, please enter it here:

UPDATE

Total $0.00

CONTINUE

Step 15 – Click *Continue.* There is no cost associated with this program.
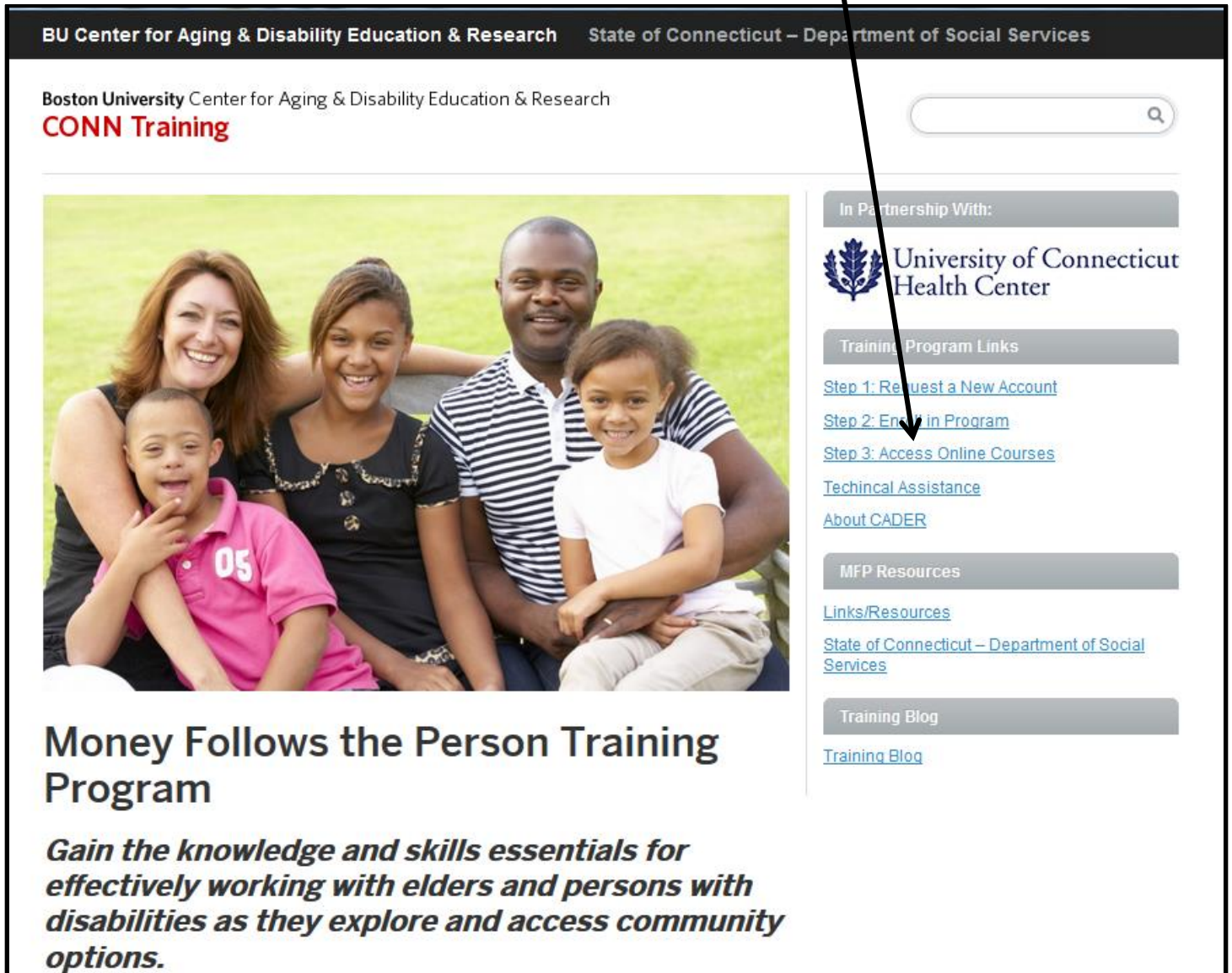
(you should see the webpage below)

Step 16 – Congratulations you are now enrolled! Close your internet browser and allow 10 minutes for the system to update your enrollment before accessing the online course.

Boston University School of Social Work
Center for Aging & Disability Education & Research

This Site ▾ [   ] (SEARCH)

BROWSE CATALOG

MY COURSES

You've successfully enrolled!

You are not currently enrolled in any courses that start after today.

CATALOG
MY COURSES
MY PROFILE
SHOPPING CART
LOGOUT

BOSTON UNIVERSITY | SEARCH | DIRECTORY | CONTACT | BU TODAY

Section 3: Access Online Courses

Step 17 – When you are ready to begin your online coursework, click on *Access Online Courses.*

(you should see the webpage below)

BU Center for Aging & Disability Education & Research   State of Connecticut – Department of Social Services

Boston University Center for Aging & Disability Education & Research
CONN Training

Money Follows the Person Training Program

Gain the knowledge and skills essentials for effectively working with elders and persons with disabilities as they explore and access community options.

In Partnership With:

University of Connecticut Health Center

Training Program Links

Step 1: Request a New Account
Step 2: Enroll in Program
Step 3: Access Online Courses
Techincal Assistance
About CADER

MFP Resources

Links/Resources
State of Connecticut – Department of Social Services

Training Blog

Training Blog

Step 18 – Enter your BU Login Name (your email address) and your Password to begin the online course.

(you should see the webpage below)

Blackboard Learn

The online program is hosted on the learning management software called "Blackboard Learn". Upon logging in, you will see a home page like the one below with links to the online training program.

Note: once you are logged in, we recommend that you use the navigation buttons within the online course, and not the "Forward" or "Back" buttons on your browser.

Student Orientation

We strongly recommend that you take the "Student Orientation" module before beginning the course. The orientation will provide an overview of the course structure, system requirements, and course navigation.

Getting Started

Student Orientation

This orientation can be completed in just a few minutes, and is highly recommended for all participants.

Within the Student Orientation is a "Setting Up Your Computer" link that will guide you through a quick technology check to ensure you have the proper settings to access all features for the online training.

COURSE FEATURES

Competency Assessments

All training participants will complete both a pre-and post-course self-assessment of their competencies in the skills and knowledge covered by the training. It is important to be as honest as possible with self-assessments; your responses are not shared with supervisors or other staff.

Opening the Assessment and Answering Questions

Use the table of contents to find the Pre-Course Assessment or navigate using the next arrow. Once on the Assessment page, use your mouse to "Click to Launch."

The assessment consists of multiple-choice and true/false questions. Questions are shown one at a time. All questions are randomized.

1. To answer a question, select your answer and click on the button next to your answer choice.
2. You can change your answers as many times as you want before submitting the assessment to be scored.
3. When you have completed the entire assessment and are satisfied with *all* of your answers click **Save and Submit**. A confirmation page will appear. Click OK in the lower right-hand corner to review your grade.
4. You will have **60 minutes** to complete and submit the assessment. At the 60 minute mark, your assessment will automatically be submitted.

> ⚠ You will be asked to complete a similar assessment at the end of this course. If you have any questions about the assessment, please contact our office at cader@bu.edu or 617-358-2634.
>
> Please take the time to complete this scale before beginning the online training program. You will be asked to complete a similar scale at the end of the training. Ratings collected at pre and post will be compared to determine if the training was effective.
>
> **Thank you for taking the time to complete this survey.**
>
> You may begin by clicking the following link: https://www.surveymonkey.com/s/SPS2DYM

"Callout" Boxes

Throughout the course are "callout" boxes which direct you to specialized information: definitions of terms, links to additional resources, and case examples, among others.

David Smith is a 17-year-old with Down's Syndrome who will be graduating from high school and turning 18 in 4 months. David lives with his parents and younger brother. Both of his parents work full-time. The family is covered by private health insurance through Mr. Smith's employer.

At school, in addition to his regular classes, David has had the opportunity to participate in an afterschool supported work program. David has stated to his teachers and classmates that he is going to get a job and his own apartment after he graduates.

At home, David is never left alone. If his parents or brother are not going to be around, an elderly neighbor comes over to stay with him until they return. David's parents cue him daily regarding appropriate dress, grooming, and hygiene. He is able to dress himself, wash his face, and brush his teeth. He needs some assistance with bathing and fixing his hair. His parents prepare his meals and watch his food intake so he doesn't overeat, or overload on junk food. They help him manage his money. David's parents or brother usually work together with him on a variety of household chores such as making beds, folding laundry, setting the table, and picking up the house.

Case Examples/Studies

Case examples enable participants to take course concepts and apply them to a practice scenario. As you read through the examples in the course, please consider how you would handle the situations in real life.

Example #1: Mr. Castro	Mr. Castro is 73-years-old and lives alone. He had hip replacement surgery a year ago and suffers pain from chronic arthritis of the spine and hands. Since his hip replacement, he has been taking Vicodan, a prescription pain medication. Mr. Castro has always taken his medication as prescribed and has not experienced any impairment related to its use; however, when he forgot to call the pharmacy for a refill on time and was without medication for a day, he began to experience nausea, vomiting, and cramping.
Example #2: Ms. Davis	Ms. Davis is a 66-year-old widow who was prescribed Marinol for nausea and vomiting while undergoing chemotherapy for breast cancer. Since her cancer is in remission, Marinol is no longer prescribed. A year ago, Ms. Davis began to smoke marijuana after learning that Marinol and marijuana share an ingredient that affects emotions and the sense of well-being. She is supplied on a regular basis by a neighbor, but the expense of daily use is beginning to hurt her financially. Ms. Davis is concerned and has tried to cut back, but has not been successful. Her long-time friends have noticed that she does not accept invitations as often as in the past, stating that she is just "too tired" or "not interested" in going out. What Ms. Davis has not told her friends is that in addition to being tired and not interested in social activities, she can no longer afford to go out due to the cost of purchasing marijuana.

Course Features

Video clips

Another essential component of the training is videos that introduce learners to real-life situations and reinforce course concepts.

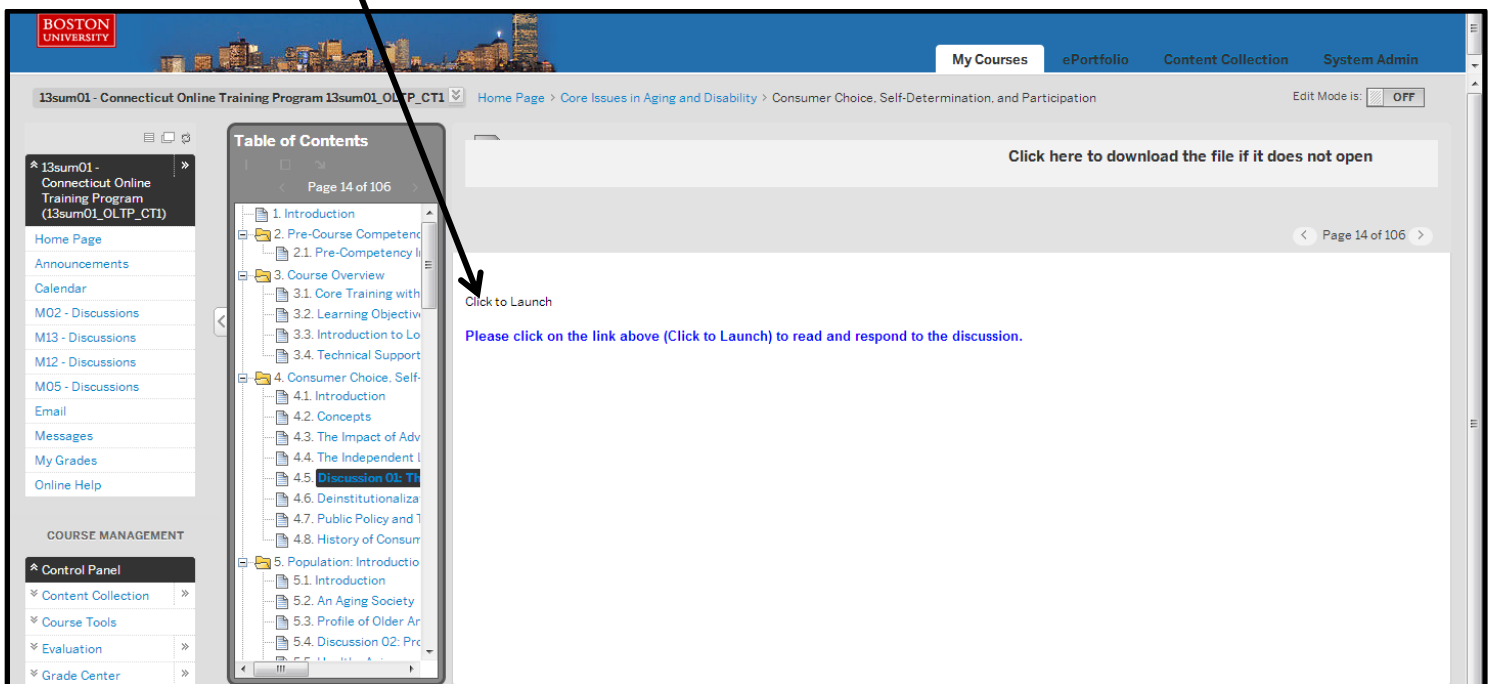Closed captioning is available for each video. Learners may expand the video to full screen mode as well.

Course Features

Discussion Threads

Participants will have the opportunity to share thoughts/comments on a case study and interact with participants enrolled in the same online training program. Participants can post on the discussion board by clicking on *Click to Launch*.

Course Features

Post-Assessment

A post-assessment is required at the end of each online course. Participants must score 70% or higher to receive credit for the online course and print a certificate of completion. Participants will have 3 attempts to pass each course. To access a post assessment, participants much click on the link *Click to Launch*.

Course Evaluation

At the conclusion of the course, there will be a link to a short course evaluation. All participants are asked to complete this evaluation.

(example of a course evaluation)

FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions

Technology

I've never taken a course online. What are the technical requirements?

The minimum system requirements needed to take this course are summarized in the table below. The preferred internet browser for viewing this course is Mozilla Firefox to ensure an optimal learning experience.

Minimum System Requirements		Minimum System Requirements	
Operating System:	Windows XP SP 3 (Home or Pro)	Operating System:	OS X 10.5 (Leopard)
Processor:	1.7 GHz	Processor:	1.83 GHz
RAM:	1 GB	Memory:	1 GB
Browser:	Firefox 3.6 Internet Explorer 8	Browser:	Firefox 3.6 Safari 4.0

http://www.bu.edu/tech/teaching/lms/blackboard/system-requirements/

Please disable your pop-up blocker when taking this course. The course utilizes pop-ups to pose questions to participants and to provide links to resources and articles.

Frequently Asked Questions

Technology

Do I have to install any additional software?

To view certain media elements in this course you will need to have several browser plug-in applications installed on your computer. Most computers already have Adobe Acrobat Reader and Flash Player installed. However, if your computer is several years old, you may need to download these software programs. With a 56K modem, each download will take approximately 1 minute.

- Adobe Acrobat Reader: This software is required to read selected PDF articles and resources included in the courses. To download, please click here: Adobe Reader.
- Adobe Flash Player: This multimedia viewer is required to watch video commentary clips included in the courses. To download, please click here: Adobe Flash Player.
- Check your computer's compatibility by reviewing the latest requirements and recommendations: http://www.bu.edu/tech/web/course-sites/blackboard-learn/system-requirements/.

Frequently Asked Questions

Technology

Do I need audio speakers?

You will need speakers to listen to the video clips included in this course. However, there are transcripts of all audio clips available within the course.

How do I print a single page?

To print a single page, simply right click on the page you want to print and choose the "This Frame" option. Then click on "Print Frame."

How do I print the entire course?

Unfortunately, the online course system does not currently allow for easy printing of the entire course. We are expecting this feature to be enabled in the near future.

Resetting a Password

How do I reset a password?

To reset a password, please click on the following link and follow the instructions on the screen.

https://weblogin.bu.edu/buweb/resetpw

Frequently Asked Questions

Request Technical Assistance

How do I request technical Assistance?

Learners have a number of options for requesting assistance.

Option 1a – Within Blackboard Learn click on Help and fill out the tech support form

Option 1b– Complete this form

Blackboard Learn

* required

Phone *
[   ]

You are *
- ○ Student
- ○ Instructor
- ○ Facilitator
- ○ Other

Course name *
[   ]

Internet service *
- ○ Dialup (56Kbps)
- ○ ISDN (128Kbps)
- ○ DSL (384Kbps)
- ○ DSL (768Kbps)
- ○ Broadband (more than 768Kbps)

Connection *
- ○ Wire (network cable, phone cable)
- ○ Wireless (Wi-Fi, Satellite)

Topic of question *
[-- Select a topic -- ▼]

Tell us how we can help *
[   ]

[Send]

Option 2 – Go to: http://www.bu.edu/help/tech/learn/ **to complete the technical assistance request form.**

Option 3 – Please give us a call at 617-358-2626 and someone will respond as soon as possible.