# Welcome to the College of Direct Support

# E-Learning Training System



# Getting Started Guide

# For

# New Users

The College of Direct Support online curriculum has been built on the idea that everyone deserves the chance to lead a rich, rewarding life. While it's not a traditional, degree-issuing institution, CDS has had a tremendous impact on the DSPs who have taken the coursework — and has enabled them to make a difference in the lives of the people they support.

# Welcome to the College of Direct Support

*REQUIRED EQUIPMENT/SOFTWARE*

Only Internet Explorer version 7, 8, and 9 are fully supported. There is limited support for other browsers.  If you are using a different browser (Google Chrome, Fire Fox, etc.) you may not be able to view all of the elements in the lessons you are assigned and you will not have all the functionality required to complete the lessons.   If the computer you are using does not have Internet Explorer installed, you will need to install it before you begin your e-learning.  You can use your current internet browser to search for "Internet Explorer" and download version 7, 8 or 9.  Or you can download the latest version of Internet Explorer here:

http://internet-explorer.todownload.com/?lp=adwords&gclid=COf3j_f8p7UCFcme4Aod0yYAwA

If the computer you are using does not have Macromedia Flash, Adobe Reader, and Windows Media Player installed, you will also need to download and install those programs.  In order to view all the content of the lessons you are assigned, you will need all three of these.   When you logon to the College of Direct Support, on the logon screen you will see icons in the center of the page that enable you to download and install these three programs on your computer.  If you are unable to download or install these programs, check with your Learning Administrator.

You will also need either a printer, or a notebook to complete the exercises associated with some of the lessons.

*LOGGING ON FOR THE FIRST TIME*

When you are entered as a learner in the College of Direct Support, you will be required to provide an e-mail address.  Your name will be added to the e-learning data base by your E-Learning Administrator.  After your name has been entered, you will receive a "Welcome" e-mail that contains your logon ID and a generic password. *You are required to change the generic password and create your own unique password within 5 days of receiving this email.* You should **never** share your password with anyone.  Once you receive this e-mail, you are ready to logon, create your own unique password and begin your e-learning experience.

The web address to logon to the College of Direct Support is:

 https://login.elsevierperformancemanager.com/systemlogin.aspx?virtualname=DDHSS

Each time you logon to the College of Direct Support, you will see this screen:

Welcome to the DirectCourse login page.

To gain access to the system you will use the Learner ID and Password provided to you by your learning administrator. If you don't know your Learner ID or Password, please click the Forgot Password link below for assistance.

This site requires Macromedia Flash, Adobe Reader, and Windows Media Player. Download the latest versions by clicking the logos below.

Login

Password

Login

Forgot Password?

Enter your Login (user ID) and the generic password provided to you in the "Welcome" e-mail.

The very first time you sign on to the College of Direct Support, and *ONLY* the first time, you will be asked to verify that you have read and understand the "Registered User Agreement". This is what you will see immediately after typing in the password that was in your "Welcome" email:

**MCS Learning Management System (LMS)**

**Registered User Agreement**

This Registered User Agreement ("Agreement") sets forth the terms and conditions governing the use of the Learning Management online service provided by MC Strategies, Inc., a division of Elsevier Inc., Marquis One Tower, Suite 1900, 245 Peachtree Center Avenue NE, Atlanta,

Georgia 30303, USA, ("Elsevier", "we," "us" or "our"). By completing the online registration process, clicking the "I Accept" button, checking the "Submit" box on the registration page and using the Service, you become a registered user of the Site and you agree to be bound by all of the terms and conditions of this Agreement.

This Agreement expressly incorporates by reference and includes the Site's Terms and Conditions, Privacy Policy, and any guidelines, rules or disclaimers that may be posted and updated on specific webpages, or on notices that are sent to you.

Please carefully review this Agreement before ticking the relevant check box on the registration form. If you do not wish to accept this Agreement, do not proceed with the registration.

## Changes to Terms

Elsevier may change the terms of this Agreement from time to time. Any changes to this Agreement will be posted on this webpage. Registered users may view the most current version of the Registered User Agreement at any time.

When the terms are changed, we will provide notice to you by e-mail or by posting a notice on the Site. Your continued use of the Service following such notice constitutes your acceptance of those changes. If you do not agree any longer with the terms of this Agreement or to any changes, please contact our Customer Service Department immediately to cancel your registration.

## Password Use and Security

By entering into this Agreement, you acknowledge that the Service is for your exclusive use only. Use or sharing of your User Name and Password by another user is prohibited. Failure to comply will result in immediate suspension of your account.

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Neither failure or delay on the part of any party to exercise any right, remedy, power or privilege hereunder nor course of dealing between the parties shall operate as a waiver thereof, or of the exercise of any other right, remedy, power or privilege. No term of this Agreement shall be deemed waived, and no breach consented to, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. No waiver of any rights or consent to any breaches shall constitute a waiver of any other rights or consent to any other breach.

**Severability**

If any provision in this Agreement is held invalid or unenforceable under applicable law, the remaining provisions shall continue in full force and effect.

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This Agreement will be governed by and construed in accordance with the laws of the State of New York, without regard to conflicts of law principles. You hereby submit to and agree that the sole jurisdiction and venue for any actions that may arise under or in relation to the subject matter hereof shall be the courts located in the State of New York. This Agreement will not be governed by the United Nations Convention on Contracts for the International Sale of Goods.

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Please indicate your acceptance of these conditions by checking the box below, and clicking **Send My Response** to save your response.

You will see a box at the bottom of the page you must click to indicate you have read and understand the agreement, and then you must click the Send My Response button.

☐ ← You must check the box that looks like this (with the statement besides it) at the bottom of the page, then click the button at the bottom

Send My Response

The next thing you will need to do is create your new password. When you have successfully logged on, you will see your Personal Page. The very top of the page will look something like this:

DirectCourse
ONLINE CURRICULA FOR LIFE IN COMMUNITY

Welcome **(Your Name)**     **Logout**     **My Account**     **Help**

Click on "My Account" – this is where you will change your password from the generic one you were assigned to your own unique password. When you click "My Account" you will see the following information in a box on the page:

**My Profile**

The following personal profile information is stored in the system:

| | |
|---|---|
| Name: | Name, Your |
| Title: | N/A |
| Verification Code: | N/A |
| Email Address: | Your.name@organization.org |
| Birth Date: | N/A |

Change Password

Click on "Change Password" and you will see this screen:

Change Password

To change your password, perform the following steps:

Enter your current password.
Enter the new password you want to use in the "New Password" box
(Passwords must contain at least 8 characters with both letters (a-z, A-Z) and at
LEAST one number.)
Re-type the new password you want to use in the "Confirm Password" box.
Click "Submit" to make the change.

Current Password: [          ]

New Password: [          ]

Confirm Password: [          ]

Submit

You must create a password using the parameters outlined on this screen (Passwords must
contain at least 8 characters with both letters (a-z, A-Z) and at LEAST one number). Once you
have created and confirmed your new password, click "submit" to save your changes.
Remember that passwords are case-sensitive and you will need to enter the exact same
password each time you logon.

*YOUR PERSONAL PAGE*

From your Personal Page, you will be able to view the list of the courses that have been assigned to you by your E-Learning Administrator.  Your Personal Page will look something like this:

**Manage**

My eLearning Lessons | View | *15 Lessons due*

My Classes & Events | View | *0 Scheduled in the next 15 days*

My Announcements | View | *0 New Announcements*
*0 Acknowledgements due*
*0 Acknowledgements overdue*

My Discussions | View | *0 Scheduled in the next 30 days*
*0 New Postings*

My Ontrack Items | View | *0 Items due in the next 30 days*

**Quick Links**

Self-Enroll - Classes & Events | View

Self-Enroll - eLearning | View

References | View

**Reports**

My Transcript - All Training | View

Credits Earned

To begin your e-learning, click on the "view" button next to "My eLearning Lessons" - you will see the course listings that have been selected for you according to your job title and/or duties.  Most courses are divided into several lessons and will be grouped together on the list.  For example, if you have been assigned the course titled "Person Centered Planning", you will see all the lessons associated with that course listed on the screen.  It will look similar to this:

| Assigned Item | Due Date | Priority | Started | Completed |
|---|---|---|---|---|
| Person-Centered Planning: An Overview of Person-Centered Approaches | 05/01/2013 | 4 | | |
| Person-Centered Planning: Bringing Person-Centered Plans to Life | 05/01/2013 | 4 | | |
| Person-Centered Planning: Foundations of Person-Centered Planning | 05/01/2013 | 4 | | |
| Person-Centered Planning: The Person-Centered Planning Process | 05/01/2013 | 4 | | |
| Person-Centered Planning: Introduction | 05/01/2013 | 4 | | |

When you are ready to begin a course, make sure you start with the *"Introduction"* for the course (look carefully in the list of lessons associated with each course as lessons are listed in alphabetical order and the Introduction is not always listed first).  When you open the "Introduction", you will see all the lessons associated with the course listed in numerical order. *Once you view the Introduction for a course, it will be removed from your list, so it's a good idea to make a note of the numerical order in which the lessons should be completed, or print the screen so you can refer to it later.* (If you do not see a "PRINT" icon on your screen, you can print the screen you are viewing by holding down the "Ctrl" key and hitting the "P".)

***PREREQUISITES***

Some of the courses you will be assigned require you to complete other courses first.  In the introduction to each course, you will find a list of the courses that require the completion of other courses before you begin.  Here is an example:

*Functional Assessment:*
*This course is recommended for those direct support professionals (DSPs) with at least 6 months experience, and for DSPs who work with people with challenging behaviors. Learners should complete the course on Positive Behavioral Supports in the College of Direct Support (CDS) prior to taking this course. Two other CDS courses that will be helpful to understanding and applying the material are: You've Got A Friend: A Course on Relationships, and Person-Centered Planning.*

\* Note:  If you are assigned a course that lists prerequisites, but you have not been assigned the prerequisites, you should consult with your E-Learning Administrator.  It may be that an assignment was inadvertently overlooked, or it may be that your administration or the DDDS administration has elected not to assign the prerequisites at this time.

**LESSON NAVIGATION**

When you begin a lesson, you will see icons at the top and the bottom of the page.  These icons are viewable on all the lessons in the College of Direct Support, so it's a good idea to become familiar with these icons and their use.

Across the **TOP** of the screen you will see icons for the following:

**Personal Page** – this will return you to your personal page, where all your assignments are listed.

**My Notes** – this is your electronic "notebook" in which you will jot down things you want to remember about lessons.  Sometimes you will be asked to write something specific in your notes as part of the lesson.  This is also sometimes referred to in the lessons as your "Journal".  If you prefer, you may use your own paper notebook instead of the "My Notes" function.  *Pay careful attention to the instructions as some lessons require you to make a note, while in others, it is optional.*

**Lesson Menu** – this will show you the menu for the lesson you are currently viewing

**Take Test** – clicking this icon will take you to the test for the lesson.  If a pre-test is required for the lesson, you must take the pre-test before you can begin the lesson.  At the conclusion of every lesson, you are required to take a test and receive a passing score before receiving credit for completing the lesson.  The passing score for each test, as well as the number of times a learner may attempt the test and how long the learner must wait before re-trying are parameters set by either DDDS, or your agency E-Learning Administrator.  *DO NOT CLICK "Take Test" until you are ready to take the test and have ample time.  Although you have the ability to "bookmark" lessons so you can pick up where you left off, once you begin a test you must complete it before logging off.  If you do not complete the test, all unanswered questions are considered "incorrect" and will be deducted from your final score.*

Across the **BOTTOM** of the screen you will see these icons:

**Glossary –** the glossary contains an alphabetical list of words and terms that may be unfamiliar.  If a word in the text is highlighted blue, clicking on it will take you directly to that word in the glossary.  If you want to look up a word that is not highlighted blue, clicking on a letter of the alphabet across the top of this window will take you to that letter in the glossary.  :

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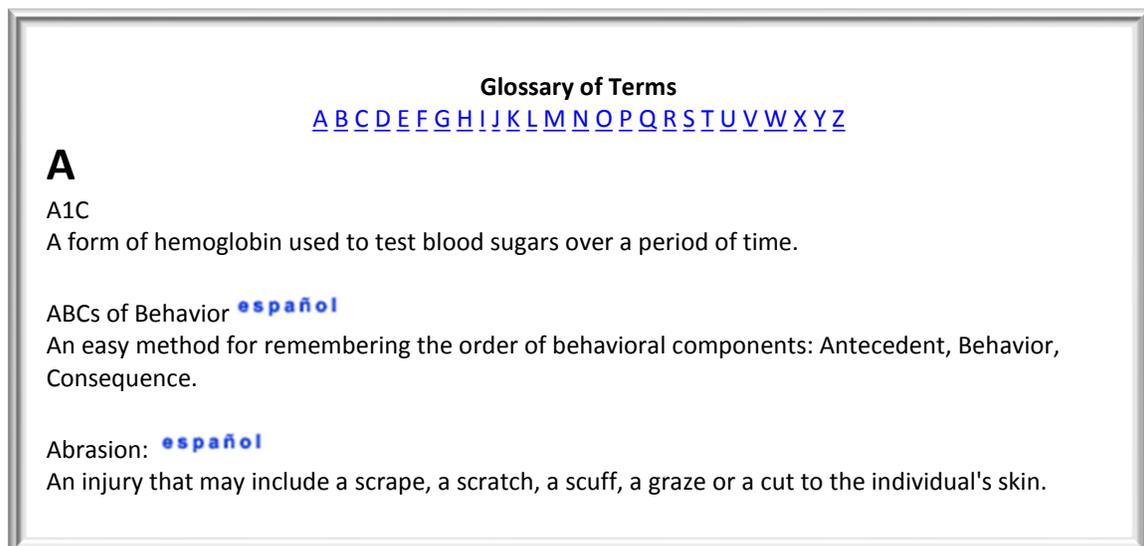
**Glossary of Terms**
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

# A

A1C
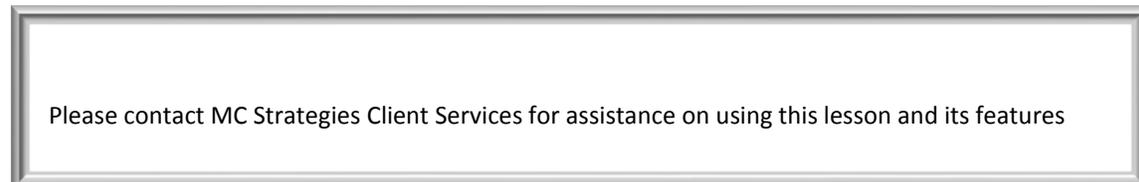A form of hemoglobin used to test blood sugars over a period of time.

ABCs of Behavior **español**
An easy method for remembering the order of behavioral components: Antecedent, Behavior, Consequence.

Abrasion: **español**
An injury that may include a scrape, a scratch, a scuff, a graze or a cut to the individual's skin.

**Resources** – clicking the "Resources" icon will open a small window on your screen and will display resources, if there are any, that have been "attached" to the lesson. The window may look something like this:

> Resource 1: <u>Code of Ethics</u>
>
> Resource 2: <u>Skill Standards</u>

**Lesson Help –** this function is not currently available. Clicking on this icon will open a small window with the following message:

> Please contact MC Strategies Client Services for assistance on using this lesson and its features

*\* You should not attempt to contact the College of Direct Support (CDS) or Elsevier on your own. If you have questions, need help with a lesson or are having difficulty you should contact your agency's E-Learning Administrator.*

**Lesson Info –** if you are currently viewing a slide within a lesson, clicking this icon will return you to the introductory slide of the lesson you are currently viewing. For example, if you are on slide 20 of the course "Person Directed Supports: Lesson 4" and click the "Lesson info" icon, you will be returned to the introductory slide for Lesson 4. Clicking the directional arrows on the bottom right of the page will return you to the previous slide, in this example, slide 20.

**Directional Arrows** – located on the bottom and to the right of each screen are directional arrows to help you move forward and backward through each lesson. Between the arrows you will see a display of the page number you are currently viewing and the total number of pages or slides in the lesson. For example:

This view indicates that you are on page number 6, and that there are 45 total pages in this lesson.  To go back and view page 5, click the arrow on the left, to go forward to page 7, click the arrow on the right.

**Navigating the Lessons**

Throughout the interactive lessons in the College of Direct Support (CDS), you will see various symbols and pictures and be asked to complete tasks associated with the lessons.

You may be asked to click on the speaker icon to hear something important:

Or to use the Windows Media Player to listen to a story or view a film clip:

If you have difficulty navigating the lessons, you should seek assistance from your E-Learning Administrator.