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THE BOGGS CENTER ON DEVELOPMENTAL DISABILITIES
New Jersey's University Center for Excellence in Developmental Disabilities Education, Research, and Service
New Jersey's Leadership Education in Neurodevelopmental and Related Disabilities Program

The College of Direct Support

Administrator Manual

For technical assistance, please email:
CDSTA@rutgers.edu

(please note: this email address is only for New Jersey agency designated CDS Administrators)

Rutgers, The State University of New Jersey

Updated August 2023

For Technical Assistance on using the College of Direct Support send an email to:
CDSTA@rutgers.edu

Purpose of the manual: to ensure that you have a full understanding of the basic requirements so that no mistakes/errors are made within the system.

The intention is to ensure that you are adhering to the integrity of the CDS system and the requirements of use by DDD service providers. Following the guidelines in this manual will reduce the likelihood of errors that could impact not only your agency and your DSPs but all other agencies and their shared DSPs within the system.

For technical assistance, contact the CDS Central Administrator:

CDSTA@rutgers.edu

Any activities that you conduct within the CDS must follow the rules, guidelines, and instructions provided in the CDS Administrator Manual.

Where to find the CDS Admin Manual:
- In the signature of emails received from **CDSTA@rutgers.edu**
  - This signature also includes links to many other helpful resources that you will find useful as a CDS Admin.
- On the Boggs Center Website: CDS Admin Manual (rutgers.edu)

CDSTA@rutgers.edu is the email address for the CDS Central Administrator Team. This email address will be the ONLY route towards receiving technical assistance or access to a staff that works for more than one agency. We only provide assistance directly to CDS agency administrators, any other staff should NOT use this email for assistance. They should seek assistance from their agency administrators.

The email address is available for response 5 days a week (Monday-Friday) during business hours and expect to hear back from us regarding your inquiry in 24-48 business hours.

What is the CDS?

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- State-of-the-art curriculum developed in partnership with an editorial board of national experts.

- NJ DDD developed training content

- Learning Management System (LMS) – Assigns training, runs reports, and tracks learner transcripts

The College of Direct Support has been in existence for 20 years across the country. It is a state-of-the-art curriculum that was developed by the University of Minnesota in collaboration with a national board of editors.

The content is updated on a regular basis. Typically, you will not see these updates as they tend to be minor in relation to basic screens, images, minor content changes, text, etc. However, a large update revolving around revisions of an entire course, or the addition of a new course will occasionally occur. Currently, the CDS contains more than 30 different modules in the curriculum.

The CDS is also a learning management system, which will allow you to assign training to your staff, run reports, check staff transcripts, and other tasks that will help you examine the status of your staff's training.

In terms of CDS utilization for your specific agency and per DDD requirements, the assignment and tracking of mandatory training is the minimum requirement for this system. The CDS Core Curriculum has 30 different training modules that can be assigned to your staff for them to meet the professional development requirements and competency needs of your agency.

DDD Mandatory Training Requirements:
- Completion of basic training
- Orientation level training
- Annual professional development hours (12 hours for full-time employees/6 hours for part-time)
  - More information can be found in Appendix E of the DDD Program Policies and Procedures manuals

The National Alliance for Direct Support Professionals (NADSP) Credentialling for Career Development: Certification - NADSP.
- Through their E-badge Academy system, DSPs can enroll in the program to submit their education and portfolio samples, this will give them badges representing their accomplishment of specific competencies, which can prove to be beneficial to career development.
- Please watch the NADSP E-Badge Academy introductory webinar for more details: https://www.youtube.com/watch?v=-AEaksVxIlM.

You are a CDS Agency Administrator…

Skills & Attributes Required:

- Basic to moderate computer skills
- Attention to detail
- Good communicator

As a CDS Admin, you must possess these three skills in order to be successful:

- Basic to moderate computer skills, *meaning you will be required to navigate the online system and the internet in general.*
- Attention to detail, *meaning you must have the capability to enter information into the system in the correct format without error.*
- Being a good communicator, *meaning that you will need to communicate with your staff to alert them of assigned training and expectations of your agency regarding the time frame of completion.*

If you cannot demonstrate these abilities, then it is recommended that another staff within your agency should be assigned to this position. In addition, your agency should have multiple CDS administrators available at a time. Your agency should NOT have only one CDS admin.

Regarding multiple CDS administrators, the minimum recommendation is to have at least 2 within your agency in the event of an emergency (4 should be the maximum).

Details related to the responsibilities of this position are found further along in the manual.

CDS Admin Responsibilities

Follow	Follow all guidelines and requirements outlined in this manual	**Review**	Review staff transcript to ensure completion of training
Enter	Enter new staff using the required New Jersey naming mechanism	**Log**	Log into the CDS to pull up learner transcripts for reviewers during audits
Request	Request manager zone/secondary access as necessary	**Retain**	Retain completed competency assessments in personnel files
Assign	Assign CDS training to staff as required		
Provide	Provide TA to agency staff on use of the CDS	**Update**	Update status of **learners you have primary access to** who are no longer active with your agency (within 10 business days)

You must use the NJ DDD required naming mechanism when creating learner IDs: **first letter of their first name, full last name, and last four digits of the social security number**. This naming mechanism ensures that each staff has their own unique ID, provides portability of transcripts, and allows for the comparison of personnel files to verify that learner ID belongs to a specific staff. The possibility of duplicate learner IDs is a rare occurrence, but should this happen, please contact us at **CDSTA@rutgers.edu**.

You must ensure that you are entering staff correctly in the system. If this state-mandated requirement is not adhered to and a learner ID for staff is entered incorrectly into the CDS system, your CDS administrator privileges will be revoked.

Agency CDS Administrators are responsible for:
- Assigning CDS training to staff
- Accessing and reviewing all staff's transcripts
- Updating the account status of staff (active or inactive)
- Providing staff with technical assistance as needed

Shared access is another responsibility that holds great importance within this position. Staff may move from one agency to another or work for multiple agencies at a time. This is where the concept of Manager Zone comes in: shared access requires that all the specified organizations are linked to that staff person.

Administrator Guidelines

Administrators must adhere to the guidelines set forth by the CDS Central Administrator <u>and</u> in the CDS Administrator Manual.

Failure to follow said guidelines will result in loss of your CDS Administrator privileges.

You are responsible for self-reporting errors in the system.

If you make an error within the CDS and do not self-report it to us, your first offense will be met with a warning that outlines the mistake you specifically did wrong and a close observation of CDS admin activities.

The second offense, regardless of the length of time that has elapsed, you will have your CDS administrator privileges revoked. This is to ensure accuracy and the integrity of the system is maintained. Failure to follow said guidelines will result in loss of your CDS Administrator privileges.

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Appendix E in the Policies & Procedures Manuals

Supports Program:
https://nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf

Community Care Program:
https://nj.gov/humanservices/ddd/assets/documents/community-care-program-policy-manual.pdf

As a CDS administrator, you must have familiarity with the policies and procedures manuals within the DDD website. DDD operates two programs under the Comprehensive Medicaid Waiver which funds your organizations and requires specific training to be completed: the Supports program and the Community Care program. Appendix E provides an overview of the training requirements for staff that support individuals within either program.

The information can be found on the DDD website at:

Supports Program manual:
https://nj.gov/humanservices/ddd/assets/documents/supports-program-policy-manual.pdf
Community Care Program manual:
https://nj.gov/humanservices/ddd/assets/documents/community-care-program-policy-manual.pdf

The DDD website has an abundance of useful information and resources at your disposal, however, as agency CDS administrators, the information that you may need the most is in the "Providers" tab.

To get to the Supports Program and the Community Care Program Policies and Procedures Manuals: Providers → State Requirements → Policies and Procedures

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DDD System Mandatory Training Bundle

Part 1: Online Lessons:
- DDD Life Threatening Emergencies (Danielle's Law)
- DDD Stephen Komninos Law Training
- Prevention of Abuse, Neglect & Exploitation: Lessons 1, 3, 4, 5 and 7
- DDD Shifting Expectations: Change in Perception, Life Experience & Services

Part 2: On-site Competency Assessment
- To be completed after completing Prevention of Abuse, Neglect & Exploitation lessons listed above (see DDD website for more information)

The DDD System Mandatory Training Bundle includes the lessons listed above and can be assigned at once in the system. Instructions on how to do so are found further along in the manual.

The Prevention of Abuse, Neglect, and Exploitation (PANE) module consists of two parts:
- the five online lessons (1, 3, 4, 5, & 7)
- the on-site competency assessment, which is to be delivered by someone who is in a higher-level leadership role and trained, skilled, and experienced in medication administration (e.g., supervisor, agency trainer, nurse, director, etc.)

Prevention of Abuse, Neglect & Exploitation (PANE) competency assessment Q&A guide:
https://www.nj.gov/humanservices/ddd/documents/PANE_question_and_answer_guide.pdf
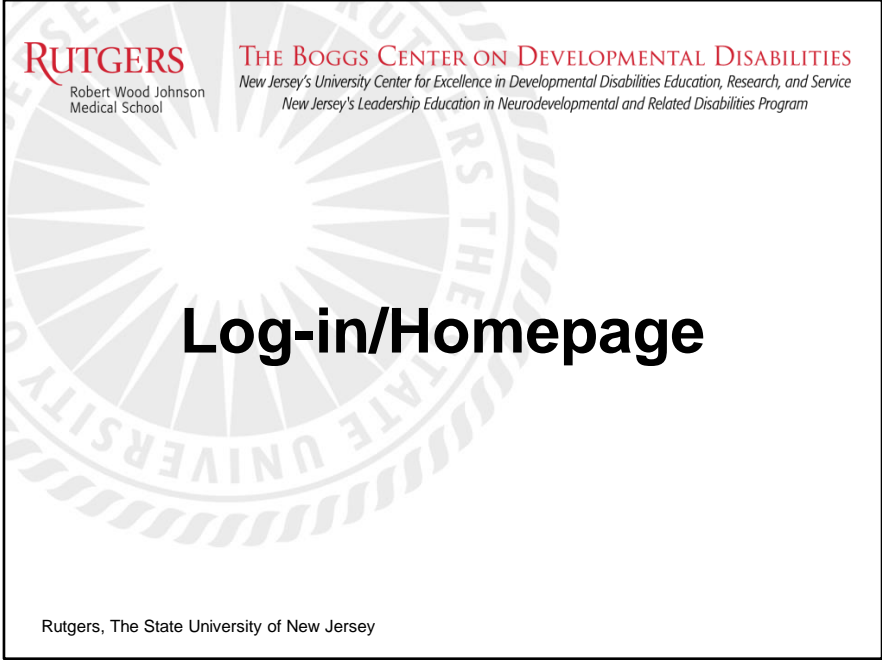
Prevention of Abuse, Neglect & Exploitation (PANE) competency assessment Completion Verification Form:
https://www.nj.gov/humanservices/ddd/documents/PANE_competency_assessment_form.pdf

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Medication

Part 1: Online Lessons:

- ~~Introduction~~
- Overview of Direct Support Roles
- Medication Basics
- Working with medications
- Administrator of Medications & Treatment
- Follow-up, Communication, and Documentation of Medications

Part 2: On-site Competency Assessment

- To be completed after completing medication training listed above (see DDD website for more information)

Staff that is administering medications or assisting with the process of helping a person to take medications must complete the Medication course on the CDS.

This course consists of two parts:
- the five online lessons
- the on-site competency assessment, which is to be delivered by someone who is in a higher-level leadership role and trained, skilled, and experienced in medication administration (e.g., supervisor, agency trainer, nurse, director, etc.)

*Please note that all introductory lessons within the system are no longer available for assignment. However, when viewing this course on the CDS and in the policies and procedures manual, the Introduction lesson will still appear under the bundle. The Introduction lesson will also appear on a staff's transcript if they have completed this lesson before its removal. Although the Introduction lesson no longer exists, the other five lessons within the medication bundle are still required to be completed.

Medications competency assessment form:
https://www.nj.gov/humanservices/ddd/documents/PANE_competency_assessment_form.pdf

DDD Mandated Training and Competency Assessments:

Preventing Abuse & Neglect Agency Competency Assessment Supervisor Question & Answer Guide
    PANE_question_and_answer_guide.pdf (nj.gov)

Preventing Abuse, Neglect, & Exploitation Agency Competency Assessment Completion Verification Form
    PANE_competency_assessment_form.pdf (nj.gov)

On-Site Review & Testing Components of Medication Module
    interim_preservice_training_on-site_competency_assessment_forms .docx (live.com)

On the DDD website Division of Developmental Disabilities | Home (nj.gov): Providers → Provider Information→ Provider Toolkit (first green drop-down menu option), then scroll down to the Training and Competency Assessments.

Prevention of Abuse, Neglect & Exploitation (PANE) competency assessment Q&A guide:
https://www.nj.gov/humanservices/ddd/documents/PANE_question_and_answer_guide.pdf

Prevention of Abuse, Neglect & Exploitation (PANE) competency assessment Completion Verification Form:
https://www.nj.gov/humanservices/ddd/documents/PANE_competency_assessment_form.pdf

Medications competency assessment form:
https://www.nj.gov/humanservices/ddd/documents/PANE_competency_assessment_form.pdf

In addition to staff being required to verify their understanding by correctly responding to the questions and activities on these assessments, they need to fully understand the organization's policies and procedures.

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Log-in/Homepage

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This is the DirectCourse login page for the CDS.

Website: www.collegeofdirectsupport.com/embcenter. Be sure to use the correct web address. Searching through Google may yield another CDS site.

Learner ID: **first letter of your first name, full last name(s), last four of your social security number**

Generic Password: **hello**
(The generic password is automatically created by the system at the time of account creation)

Your learner ID and password combination are unique to you.

For technical assistance, email: **CDSTA@rutgers.edu**
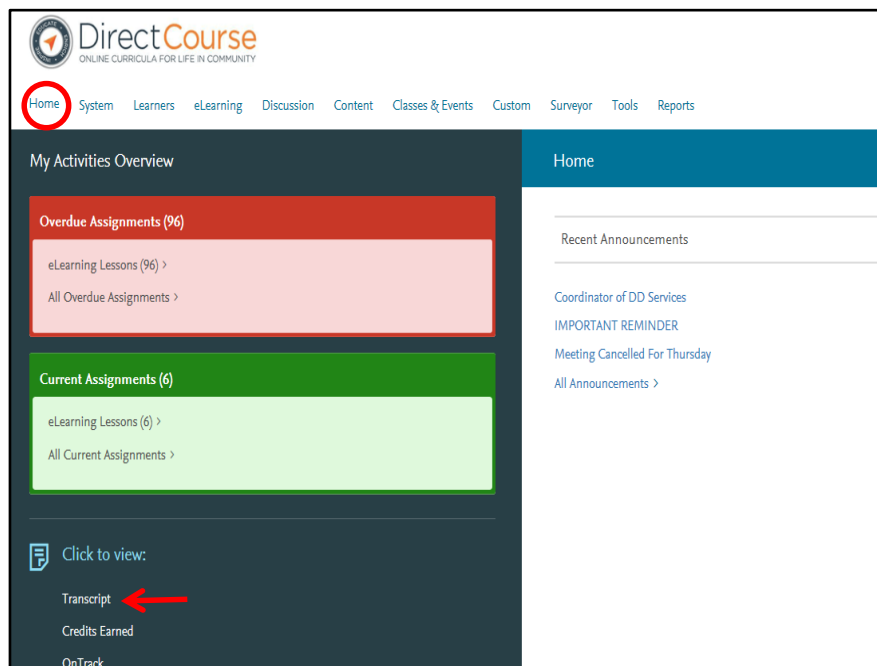
From your Home screen, you can:
- View your overdue and current assignments
- View and print your transcript at any time by clicking on the transcript link towards the bottom of your screen.
- Change your password (please refer to the Passwords section of the manual)

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Passwords

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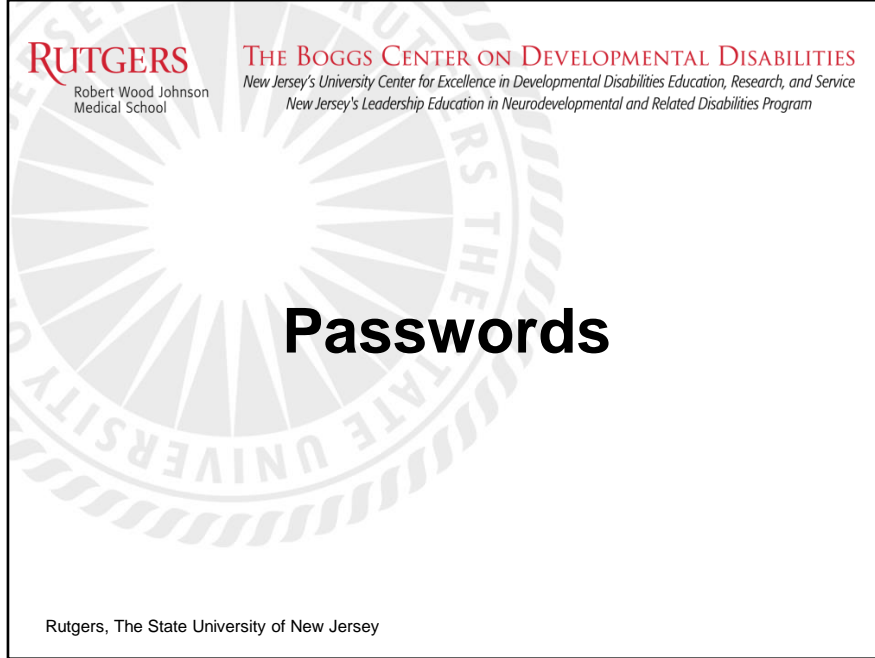
Password changes are OPTIONAL. You are not required to change your password in the system.
The system will not prompt you to change your password.

Generic Password: **hello**
(The generic password is automatically created by the system at the time of account creation)

It is your responsibility as the designated CDS Administrator to assist your agency staff if they forget their password.

Please refer to the "Password Assistance" section of the manual for further instructions.
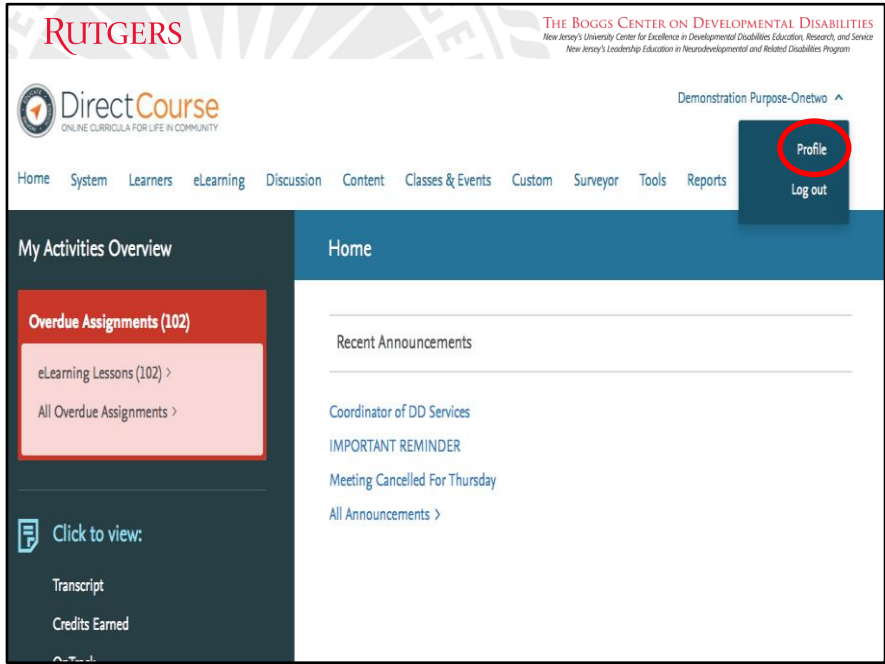
How to change your password: Click on your name in the upper right-hand corner of your screen, then click the "Profile" tab in the drop-down menu.
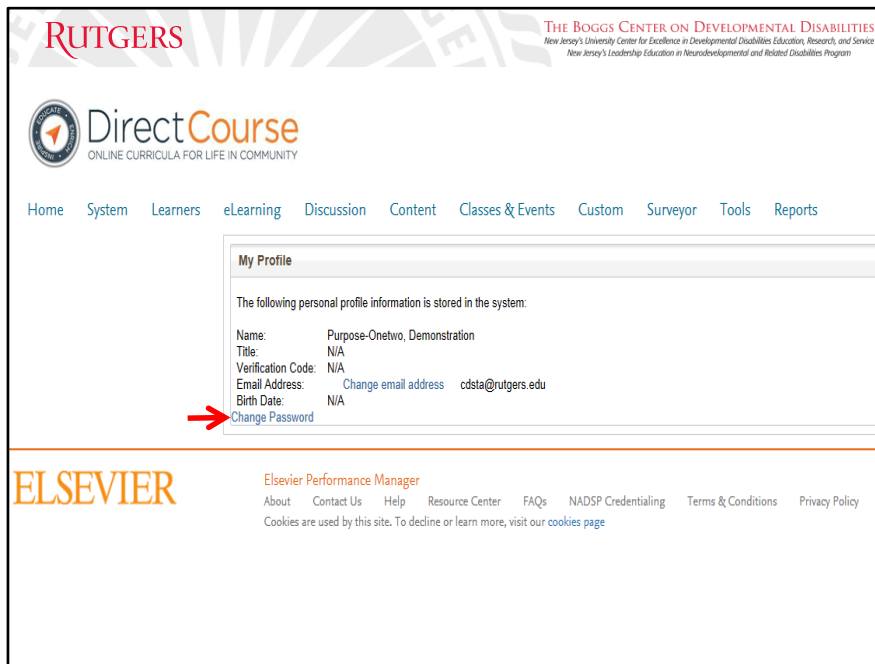
This is your user profile information page, which is a simplified version of your demographics page.

If you need to update your email address, changing it from the My Profile page is the most convenient option.

Click on the "change password" link.

The new password should be something memorable that only you would know.

Enter the required information then click "Submit".

Remember, you should not share your password with anyone. **DO NOT** allow any other employee to use your account, as that is a violation of your administrative privileges, and you will be immediately revoked of your access.

If you change your password and it is forgotten, an email and verification code must be included on any staff's demographics page (The verification code will always be the last 4 of the learner's social security number).

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Password Assistance

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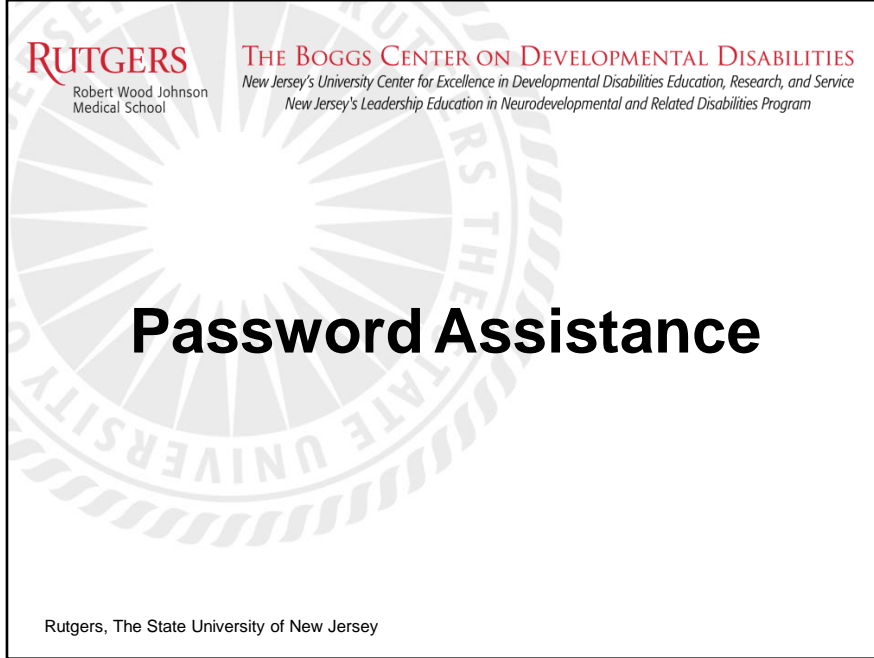
The generic password for learners in the CDS (if it has not been changed by the user) will be "hello" and cannot be changed or reset by anyone except for the user of that learner ID.

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Password Assistance

If a learner you have access to does not remember their password, there are two ways to assist them:

1. Enter the last four of their social security number as their verification code on their demographics page (this will allow them to reset themselves from the log-in page)

2. Look the staff up and click on the email icon (white envelope) associated with their learner ID. A pre-filled email will appear. Click "Send". This will send the staff an email that includes their log-in information.

Learners will not be able to reset their password or obtain it in any form other than those listed in this section. Passwords cannot be changed or reset by anyone except for the user of that learner ID.

It is up to YOU as the agency-designated CDS Administrator to assist agency staff in retrieving or resetting their password.

Two ways to retrieve a forgotten password:
- Staff can reset their password using the Forgot Password form on the login page.
    - As the CDS Admin, you need to go into the staff's demographic page to ensure that the email address and verification code fields are filled in.

- Send out the auto-generated email from the CDS.
    - Click on the "Email" button, which is identified as a white envelope icon.
        - An email icon will only appear if the learner has an email address attached to them in the system.
    - If you do → Change "Elsevier Clinical Online Learning" to "College of Direct Support" in the subject line so learners have more understanding about where it's coming from.
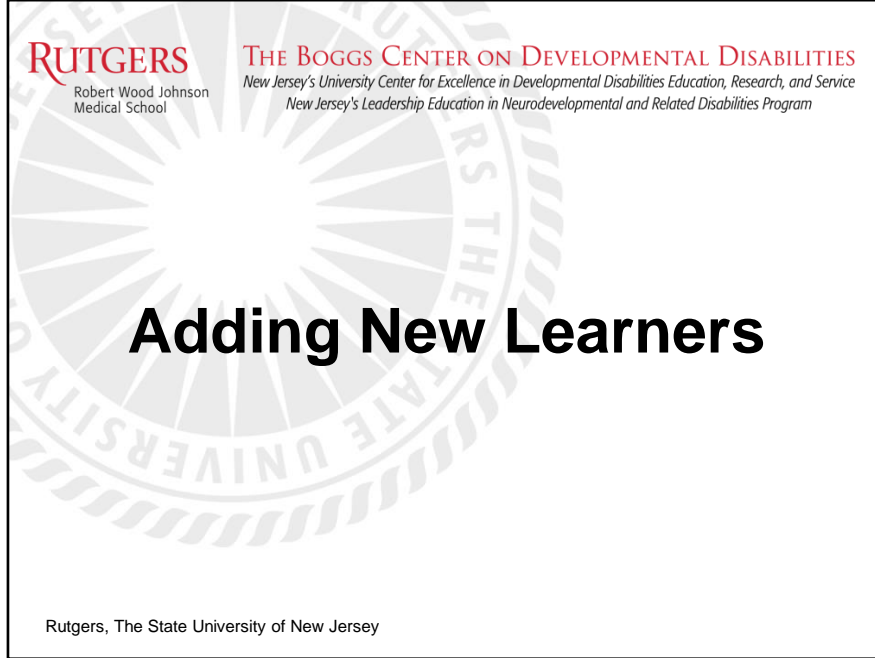
Adding new learners is one of the first things you will do in the CDS once you become an administrator.

When a new employee is hired by your organization, you should complete the process to enter them into the CDS system as soon as possible. This can prevent any potential delays in completing the required training.

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New Jersey DDD Learner ID naming mechanism:

- **first letter of their first name**
- **full last name(s)**
- **last four digits of the social security number**

(do not include spaces, commas, hyphens, or any special characters in learner IDs)

If you make an error when creating learner IDs, please email the staff's full name, the last four of their social security number, and the incorrect learner ID to the Central Administrator:
CDSTA@rutgers.edu.

Learner ID: **first letter of your first name, full last name(s), last four of your social security number**
Ex: John Doe, with social security #: 5397
Learner ID example: JDoe5397 (CANNOT BE CHANGED AFTER CREATION)

The verification code and email are STRONGLY encouraged for password retrieval purposes.

It is important to remember that learner IDs cannot be edited. If there is an error in the learner ID, please contact the CDS Central Administrator: **CDSTA@rutgers.edu.**

Creating Learner IDs

- First letter of their first name
- Full last name
- Last four digits of their social security number
- Name should match agency HR records, no nicknames
- Hyphenated names should be merged
- Ex: John Doe, with social security #: 5397

John Doe:

👍 **JDoe5397**

John Doe-Brown:

👍 **JDoeBrown5397**

👎 **JDoe1234**

👎 **JohnDoe**

👎 **JDBrown5397**

👎 **JD5397**

👎 **JohnDoe5397**

👎 **JohnDoeBrown**

👎 **JDB5397**

👎 **5397**

👎 **JDoe-Brown**

When creating learner IDs, you must adhere to the New Jersey DDD Naming Mechanism: **first letter of their first name, full last name, and last four digits of the social security number**.

If you create an incorrect learner ID, please email **CDSTA@rutgers.edu** with:
- The staff's full name
- The last four of their social security number
- The incorrect learner ID you created

If you get an error message informing you that the learner already exists in the system, please request Manager Zone access to the account through **CDSTA@rutgers.edu**.

Incorrect Learner IDs

All incorrect learner IDs will be removed from the system by the CDS Central Administrator

- All training completed under an incorrect learner ID will be **Null and Void** (staff will not receive credit for completing training under an incorrect learner ID)

- If you have questions or need assistance with learner IDs, please email: **CDSTA@rutgers.edu**

All incorrect learner IDs will be removed from the system by the CDS Central Administrator. No exceptions.

Remember, learner IDs CANNOT be changed once they are saved.

Do not assign training to individuals with incorrect learner IDs. Any training completed under the wrong learner ID will be **NULL AND VOID** for the staff and no credit will be given.

Incorrect learner IDs will be deleted from the system regardless of the number of training completed.
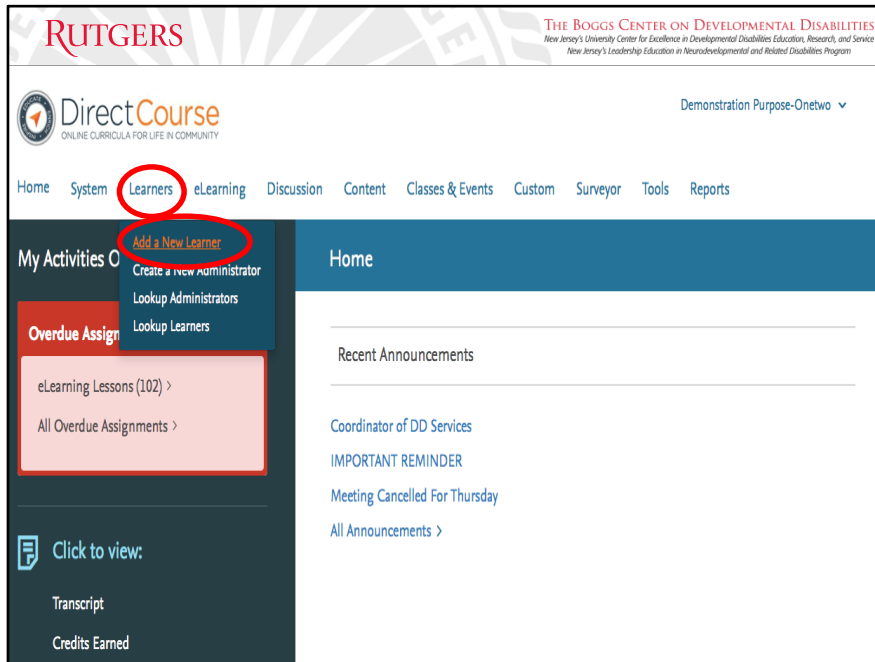
Once a learner is entered into the system, you can assign them lessons and track their training progress by viewing their transcript.

At the top of the homepage, click on "Learners" then "Add a New Learner".

Required Fields according to the New Jersey Division of Developmental Disabilities:
- Learner ID
  - **first letter of your first name, full last name(s), last four of your SSN**
- First Name and Last Name(s)
- Facility
  - Typically falls under NJ DHS/DDD, however, may fall under Support Coordination depending on the services provided by your organization
  - Auto populates – Do not change
- Department
  - The department will always be your agency name.
    - Auto populates – only change if you have admin access to multiple agencies
      - Please ensure when entering new staff that you're adding them under the correct department
- Hire Date

You are STRONGLY encouraged to also include the verification code (last four of SSN) and email address (organizational emails are preferred) needed for password retrieval. Sub Department, Job Code, and Badge are optional staff information that can be added to the demographics page.

Once you have entered all information in the required fields, double-check the information against personnel files, then click "Save".

Confirmation Message
Once clicking the "Save" button, You will receive a green confirmation: "Your request has been processed successfully". This message is to verify that the new staff has been entered into the system.

Error Messages
If you get the first red error message: " A user with this Learner ID already exists", this indicates that the staff person is already in the system under another agency. Staff that are already in the system may have previously completed training. Please, email **CDSTA@rutgers.edu** to receive manager zone/secondary access to the specified staff.

If you get the second error message, this may also indicate that the learner ID already exists, and the staff person is currently in the system under another agency. More typically, this error message indicates a connection timeout, which means that the server took too long to respond and failed to deliver the proper response to your request in a timely manner. If you receive this message, **DO NOT CREATE A NEW LEARNER ID,** and do NOT contact Elsevier. Please email **CDSTA@rutgers.edu** to receive manager zone/secondary access for specified staff.

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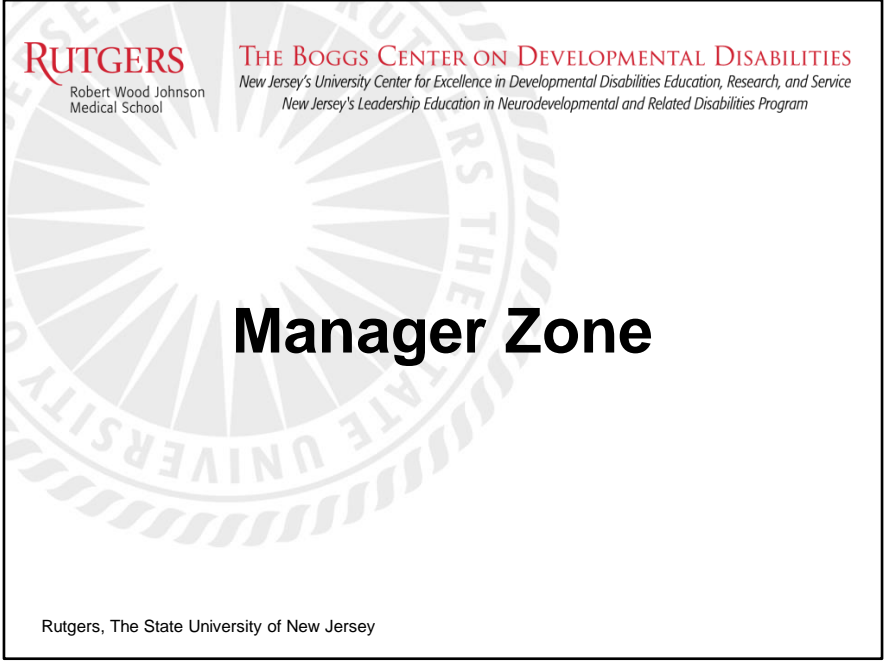
For technical assistance, contact the CDS
Central Administrator:

CDSTA@rutgers.edu

NOTE: Learner IDs CANNOT be changed once they are saved. It is YOUR responsibility to notify us of an error in the system.

If you made a mistake with the learner ID, please email the staff's full name, the last four of their social security number, and the incorrect learner ID you created to the CDS Central Administrator at **CDSTA@rutgers.edu** IMMEDIATELY.

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Manager Zone

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Manager Zone

- Also known as "secondary access", "shared access", "dual access"
- Allows CDS administrators to:
  - View staff transcripts
  - Assign online training

- Send manager zone requests to CDSTA@rutgers.edu **by Monday, Wednesday, & Friday at 12 p.m. noon**
  - MUST include the full name, learner ID, and last four of the SSN
- Access is granted approximately 48 business hours after submission.

The subject line must contain "Request for Manager Zone access" or "Request for Secondary access" and include the following information in the body of your email:
- **The full name of the staff**
- **The last four of their SSN**
- **Their learner ID in the CDS**

Manager zone requests are processed three times a week (Monday, Wednesday, and Friday) at approximately 12 p.m.

You must submit manager zone requests before 12 p.m. on these processing days. If requests are not received before 12 p.m., they will be submitted the following processing day.

Please refrain from sending multiple emails for secondary access to different staff. It is recommended to send multiple requests in a single email as opposed to individual emails for each request for faster access.

<table>
<tr><td>

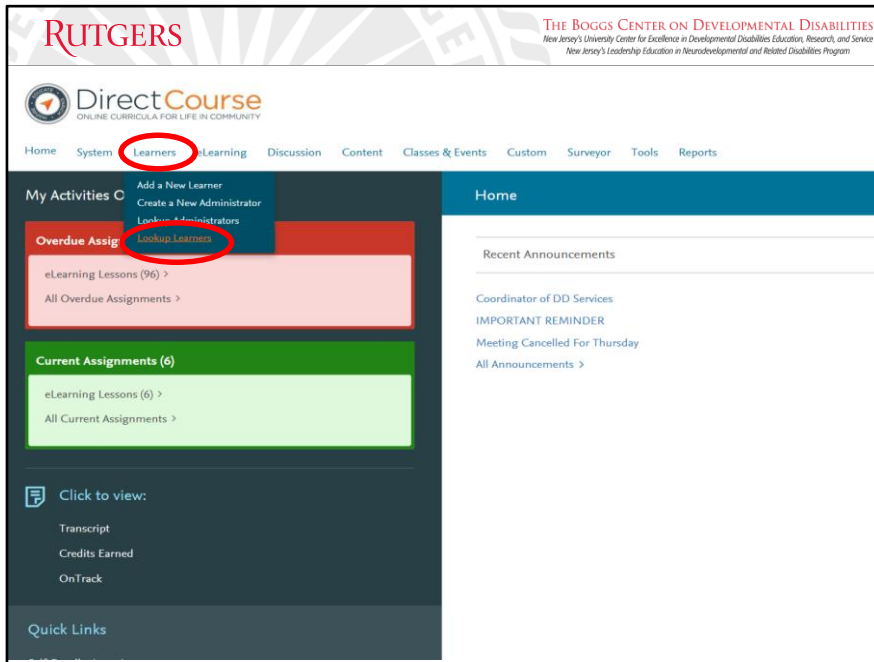**RUTGERS**

</td><td>

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</td></tr>
</table>

Manager Zone Request - Example

<u>In your request(s) include:</u>

- **The full name of the staff you are requesting access to, the last four of their SSN, and their learner ID**

<u>Example Email:</u>

Subject line: Request for Manager Zone access

Body:
I would like to request manager zone access to John Doe, 5937 (JDoe5937)

Your name,
Agency name

The subject line must contain "Request for Manager Zone access" or "Request for Secondary access" and include the following information in the body of your email:

- **The full name of the staff**
- **The last four of their SSN**
- **Their learner ID in the CDS**

This ensures that access is granted from the correct person in the system. Please be sure to put your name and your agency in the body of your request as well. If the required information is not provided, your request will not be processed.

RECOMMENDATION: Attempt to input the learner into CDS as soon as possible to verify if the staff is already in the system. If the staff already has an account listed, this will indicate that you need to submit a manager zone request to **CDSTA@rutgers.edu** for faster access after the request is submitted.

Automatic Reply

Automatic reply: FW: Remove Manager Zone Access Inbox ×

cdsta
to me ▾

Mon, Nov 22, 10:31 AM (7 days ago)

Hello Agency Administrator,

Thank you for your inquiry. This is an automated acknowledgement that we have received your email. Email requests are responded to in the order they are received. Please do not submit multiple emails for the same inquiry. We will aim to respond within 48 hours (excluding weekends).We will respond back to you shortly

Thank you for your patience,

CDS Central Administrator

↩ Reply   → Forward

When sending an email to **CDSTA@rutgers.edu**, you will be met with an immediate automatic response. This automatic response is to verify that your inquiry has been received and will be responded to within 24-48 business hours. Sending multiple emails regarding the same inquiry will NOT expedite a response from us, we will respond to emails in the order they are received.

It is strongly recommended that you follow the Manager Zone and Remove Manager Zone request format for seamless activation/deactivation. Should you not provide us with the required information needed to grant or remove CDS administrator access from staff, resolutions to your inquiry will be delayed.

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New Jersey's Leadership Education in Neurodevelopmental and Related Disabilities Program

Primary and Manager Zone/Secondary Access: What's the Difference?

Primary Access		Manager Zone/Secondary Access
Can enter brand new learner into system with no error alert	**VS**	Learner is already in the system; access needs to be requested
Your agency's name is listed as learner's department		Another agency's name listed as learner's department
Can make a learner inactive		Do NOT make learner inactive; email to request removal

How Do You Know If You Have Primary Access vs. Manager Zone?

Lookup Learner

- **Primary access** – your agency name is listed next to the staff
- **Manager Zone access** – another agency's name is listed next to the staff (you can still view the staff transcript and assign training as needed)

| Last Name: | example | Learner Id: | | Verification Code: | | Show Results | Add New Learner |
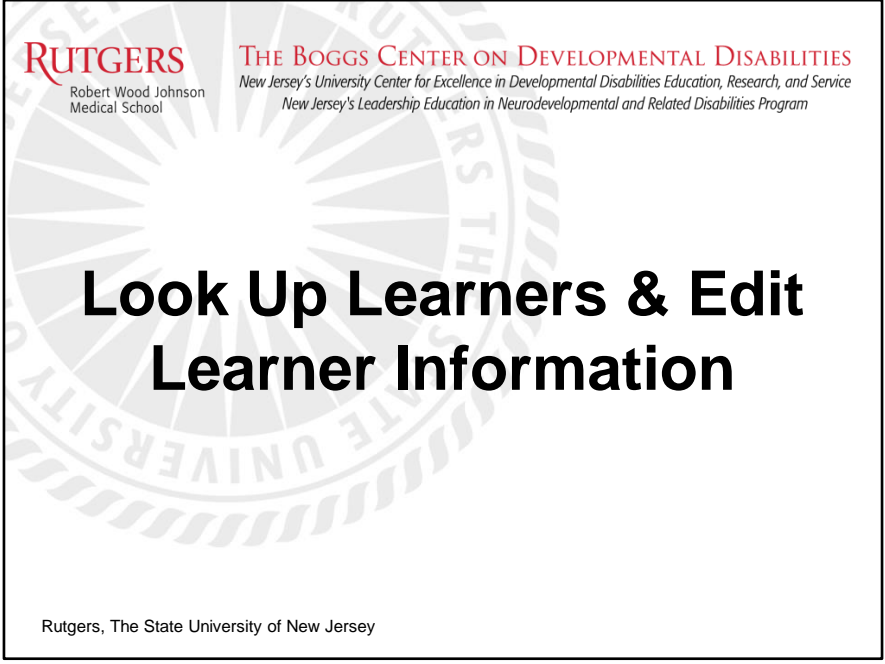
Last Name	First Name	Learner Id (Login Name)**	Facility Name	Dept. Name	Dept. Code	Status	Admin	Job Code	HireDate	Email	Edit	Lesson	Event	Transcript
Example	Demonstration	DExample1234	New Jersey DHS/DDD	Admin Demo	CDSDEMO	Active	Yes		12/03/2012	✉	Edit	🔳	🔳	🔳
					(PRIMARY ACCESS: YOUR AGENCY IS LISTED)									
Example-Eight	Demo	DExample8888	New Jersey DHS/DDD	Boggs Center Others	BCOTHER	Active	No		-	✉	Edit	🔳	🔳	🔳
					(MANAGER ZONE: ANOTHER AGENCY LISTED)									
Example-eighteen	Demo	dexample1818	New Jersey DHS/DDD	Admin Demo	CDSDEMO	Active	No		-	✉	Edit	🔳	🔳	🔳
					(PRIMARY ACCESS: YOUR AGENCY IS LISTED)									
example-eleven	demo	dexample0011	New Jersey DHS/DDD	Southern Regional Office (DDD)	...O	Active	No		07/10/2017	✉	Edit	🔳	🔳	🔳
					(MANAGER ZONE: ANOTHER AGENCY LISTED)									
Example-fifteen	Demo	dexample1515	New Jersey DHS/DDD	Admin Demo	CDSDEMO	Active	No	12	-	✉	Edit	🔳	🔳	🔳

The department name and department code reference the organization that has primary access to a specific learner.

If you see your agency's name listed next to the staff, then you have **primary access**. If you see another agency's name listed next to the staff, then you have **manager zone/secondary access**.

DO NOT MAKE STAFF INACTIVE THAT YOU HAVE SECONDARY ACCESS TO! YOU CAN ONLY MAKE STAFF INACTIVE IF YOU HAVE PRIMARY ACCESS (YOUR AGENCY IS LISTED AS THEIR DEPARTMENT).

Failure to adhere to this rule will result in email notification of warning, close observation of CDS activities going forward, and revoking of your CDS administrative privileges.

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Look Up Learners & Edit Learner Information

Rutgers, The State University of New Jersey

Looking Up Learners/Revising Learner Information:

From the menu bar on the homepage, click "Learners" then "Lookup Learners" within the drop-down menu

The Manage Learner's page will open.

You can search for learners by last name, learner ID, or verification code (only if one has been assigned to their learner ID).

Enter all or part of the Learner's last name or you can search by Learner ID. Then click "Show Results".

TIP: You can also use the "%" (percent sign) and click "Show Results". This will yield all learners you have access to, regardless of demographic information.

Find the specific Learner you wish to access from the list. From this page, you can access all of the Learner's information by clicking the Edit button that corresponds to the learner information to view their demographics page.

From the demographics page, you can edit the learner information: first and last name, sub-department, job code, birth date, hire date, email address, and verification code.

NOTE: Learner ID cannot be changed once created in the system. If there is an error in the learner ID, please email the staff's full name, the last four of their social security number, and the incorrect learner ID you created to the CDS Central Administrator at **CDSTA@rutgers.edu**

If the last name of the learner changes after creation, the last name field can be edited to reflect the new last name. Learner ID will still contain the previous last name and does NOT need to reflect the change in last name following initial creation.

Once you have made the required changes, click "Save". Once successfully saved, you will receive a confirmation message in green at the top of the page indicating that your request has been processed successfully.

Accessing Transcripts

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Rutgers, The State University of New Jersey

Reviewing Transcripts:
From the learner lookup page, you can also view the learner's transcript.

From the menu bar on the homepage, click on "Learner", then click "Lookup Learner"
Enter the last name of the staff then click "Show Results"
Click on the "Transcript" icon to the far right of the page that corresponds to the learner information to view their transcript.

The employee's transcript will show a red X for lessons that were not completed successfully and a green ✓ for lessons that were completed successfully.
The employee must complete each lesson and demonstrate understanding by passing each lesson's test with at least 80%.

You can print or export specific information from the Learner's transcript.

If a staff states that they completed a specific lesson, but it is not showing up on their transcript, this means that the training may have been archived. Completed training is NEVER deleted from CDS.

To view all past and current training, you will need to change the status on the transcript. From the status bar select "All Current and Archived" from the selection then click "Go". The page will refresh and all training both past and present will appear on the staff transcript.

Example of staff transcript with the status bar changed to "All Current and Archived".

Current and archived will show all training assigned to a specific learner. Lessons may be archived if an organization reassigns training to staff and requires them to complete the lesson again as a refresher. You have the ability to reassign training that a staff person has already completed. The link to the instructions is on the Boggs Website and in the signature line of **CDSTA@rutgers.edu**.

Instructions for Reassigning Training:
https://boggscenter.rwjms.rutgers.edu/documents/BOGGS/TrainingandConsultation/CDS/CDSAdminReassignTraining.pdf

You can also filter assigned training by module name.
Click on the box next to "Show Module".

A filter option will appear to the right, select which module you would like to view then click "Filter by Module".

The page will reload, and you will only see lessons associated with that course/module.
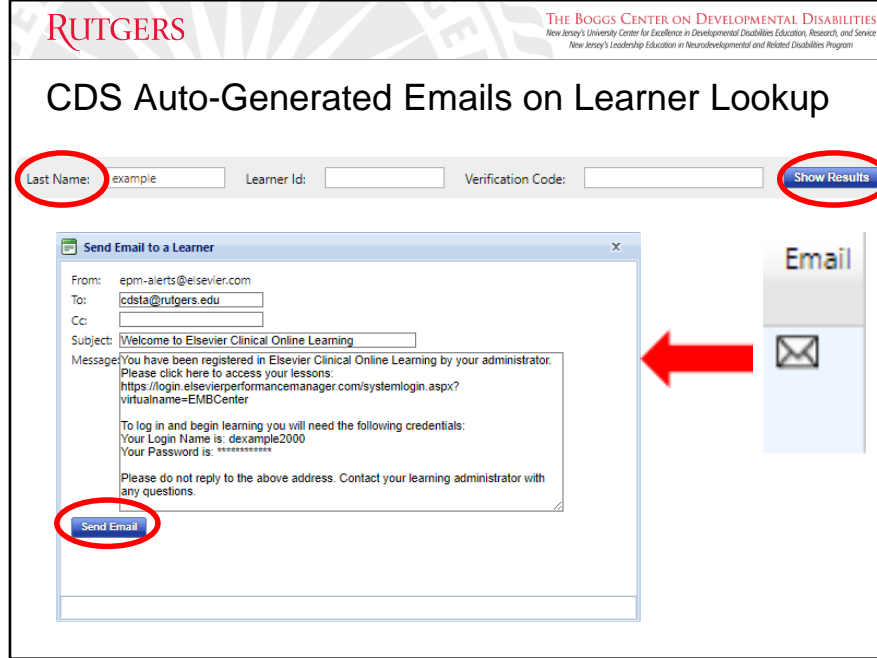
Sending out the auto-generated email from the CDS:

You can also send an email to the learner from the learner lookup page. Email feature will come from a system-generated email address to learners and are non-response emails. Learners will not be able to respond to the emails, but you can send them a notification regarding password information or the creation of their account in the CDS.

- Click on the "Email" button, which is identified as a white envelope icon.
  - An email icon will only appear if the learner has an email address attached to them in the system.
- If you do → Change "Elsevier Clinical Online Learning" to "College of Direct Support" in the subject line so learners have more understanding about where it's coming from.

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Changing Learner Status When Staff Leaves Organization

Rutgers, The State University of New Jersey
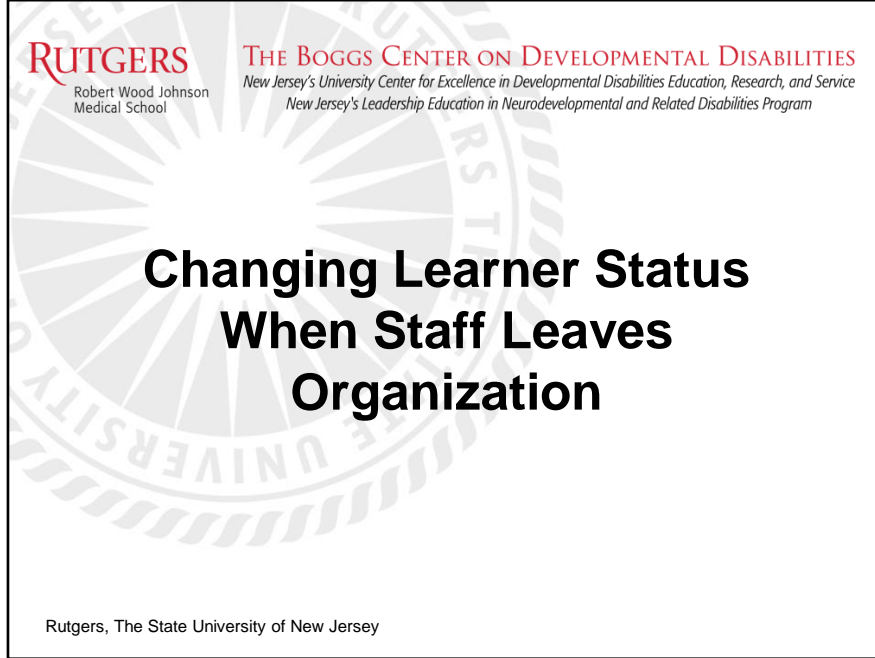
NOTE: changing staff status also applies to agency-designated CDS admins.

If your organization experienced a turnover in CDS administrator employment, please send an email to CDSTA@rutgers.edu to verify who should remain active and who should be removed as an administrator for your agency.

Please coordinate with your fellow agency administrators and organizational leadership regularly to ensure the list of your agency-designated CDS administrators is up-to-date. Upon notice, we will revise our records accordingly regarding any changes.

Reminder: Changing Staff Status

Remember only the primary agency will be listed when you look staff up in the CDS. If you can see the staff, but your agency is not listed next to their name, then that means you have manager zone/secondary access to the staff.

DO NOT MAKE STAFF INACTIVE THAT ARE NOT LISTED UNDER YOUR AGENCY FOR PRIMARY ACCESS.

Once an employee/Learner leaves your agency, their Learner Status must be changed within 10 days of their termination date.
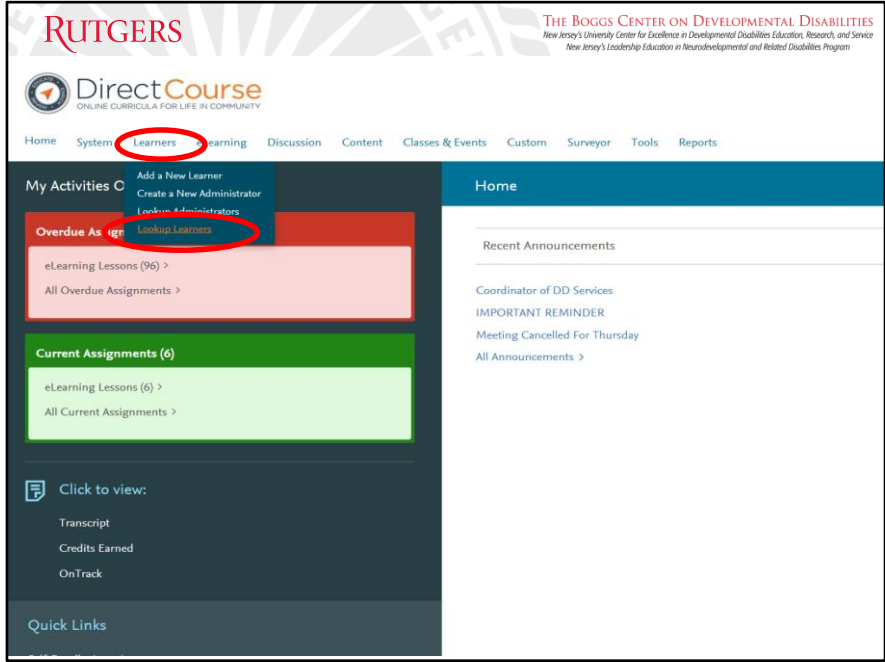
If you are the learner's PRIMARY AGENCY, you should make the staff person INACTIVE when they leave your organization.
YOU MUST NEVER MAKE A LEARNER INACTIVE IF YOU ARE NOT THEIR PRIMARY AGENCY.

DO NOT MAKE STAFF INACTIVE THAT YOU HAVE SECONDARY ACCESS TO. YOU CAN ONLY MAKE STAFF INACTIVE IF YOU HAVE PRIMARY ACCESS (E.G. YOUR AGENCY IS LISTED AS THEIR DEPARTMENT).

If you have manager zone access to the staff and no longer need it, send an email to **CDSTA@rutgers.edu** to remove access.

See the Manager Zone section of the CDS Administrator Manual for more information.

From the menu bar on the homepage, click "Learners" then "Look Up Learners"

You will be redirected to the "Manage Learners" page.

On the Manage Learners page, enter all or part of the learner's last name in the Last Name search bar, then click "Show Results". A list of one or more learners will be displayed.

If you see your agency's name listed next to the staff, then you have **primary access**. If you see another agency's name listed next to the staff, then you have **manager zone/secondary access.**

If you have primary access to the learner, Select the Learner whose status you wish to change then click the "Edit" button. If you do not have primary access, contact **CDSTA@rutgers.edu** for access removal.

DO NOT MAKE STAFF INACTIVE THAT YOU HAVE MANAGER ZONE ACCESS TO. YOU CAN ONLY MAKE STAFF INACTIVE IF YOU HAVE PRIMARY ACCESS (E.G. YOUR AGENCY IS LISTED AS THEIR DEPARTMENT).

To make a specific learner ID inactive, click the "Make Inactive" button.

A message box will appear to confirm if you if you would like to change the status of this learner, click "OK".

DO NOT MAKE STAFF INACTIVE THAT YOU HAVE MANAGER ZONE ACCESS TO. YOU CAN ONLY MAKE STAFF INACTIVE IF YOU HAVE PRIMARY ACCESS (E.G. YOUR AGENCY IS LISTED AS THEIR DEPARTMENT).
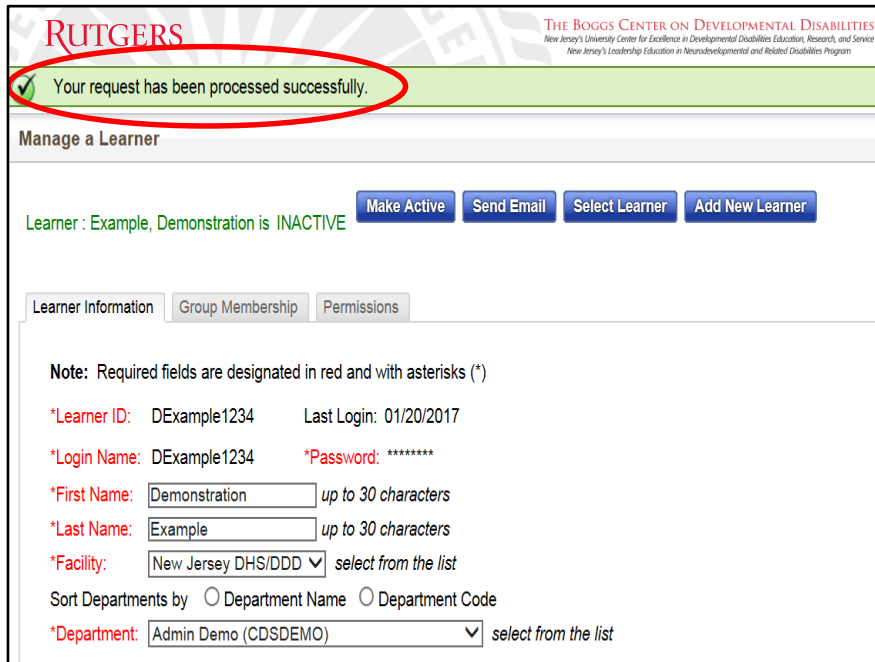
You will receive a confirmation message in green at the top of the page indicating that your request has been processed successfully.

It is recommended that you look up the inactive learner ID on the Learner Lookup page to ensure that the changes were made.

Please refer to Look Up Learners & Edit Learner Information within the CDS admin manual regarding how to lookup learners.

Removing Manager Zone Access

- **If you have manager zone access to a learner and no longer need it (the learner no longer works for your agency), send the full name, learner ID, and last four of SSN to CDSTA@rutgers.edu to remove manager zone access**

- Failure to follow the guidelines set by the CDS Central Administrator will result in loss of CDS Admin privileges. Your agency will have to designate someone else as the CDS Administrator for your agency.

Manager Zone Removal list is done every 1st of the month.

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Remove Manager Zone Request - Example

Subject line: Request for Manager Zone/Secondary access REMOVAL

Example 1:

I no longer need manager zone access to John Doe, 5397 (JDoe5397)

Example 2:

Please remove manager zone access to the following staff:

First name: John

Last name: Doe

Last four of SSN: 5397

Learner ID: JDoe5397
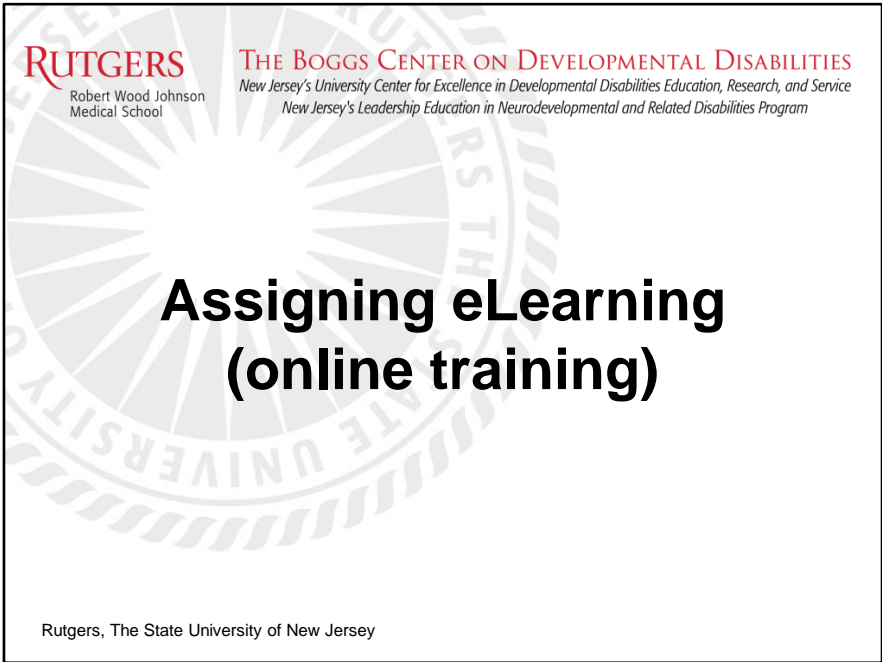
Your name and agency name

The subject line must contain "Removal Request for Manager Zone access" or "Request for Secondary access REMOVAL" and include the following information in the body of your email:

- **The full name of the staff**
- **The last four of their SSN**
- **Their learner ID in the CDS**

This ensures that access is removed from the correct person in the system. Please be sure to put your name and your agency in the body of your request as well. If the required information is not provided, your request will not be processed.

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Failure to follow the guidelines set by the CDS Central Administrator will result in the loss of your CDS Admin privileges.

Assigning eLearning (online training)

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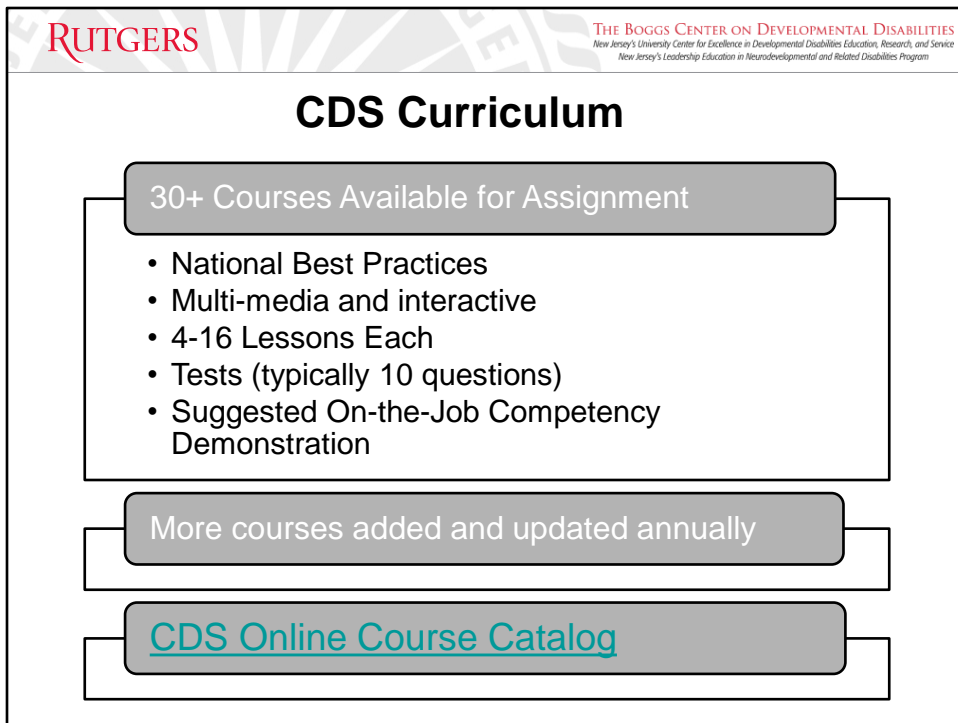
All 30 courses are driven by National Best Practices, grounded in nationally validated and research-based core competencies. The courses are multi-media and interactive, meaning that written word, spoken word, videos, audio stories, and interactive games are incorporated into lessons. Lessons outside the Core Curriculum specifically created by DDD are archived pre-recorded webinars.

Every module has typically between 4 to 16 lessons. The modules with fewer lessons tend to take between 30-40 minutes to complete for each, while the modules with more lessons take between 15-20 each.

Each lesson within a module has a post-test that must be completed after finishing a lesson. The learner must complete each lesson and demonstrate understanding by passing each lesson's test with at least 80% or above.
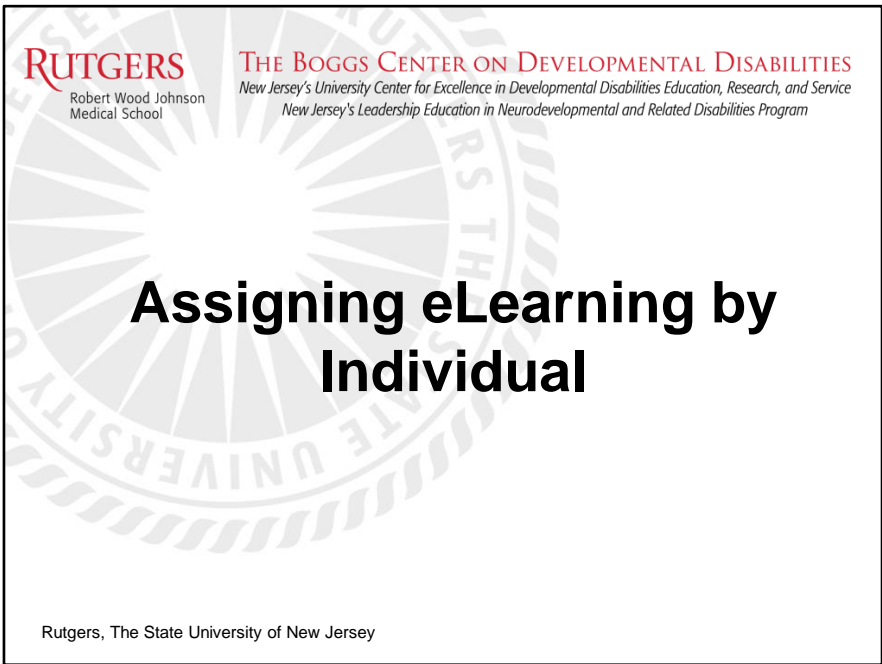
CDS administrators should check out the catalog to identify what types of lessons/additional professional development courses exist within the CDS and to get an idea of what specific lessons they can assign to staff.

Clicking on a module title will show the full course description, the number of lessons, as well as the number of contact hours earned for this role. Details including Module and Lesson Descriptions and Timeframes can be found at Elsevier | DirectCourse Catalog 2019. The CDS Course Catalog is also listed in our signature line under Helpful Links.

All the training in the CDS should NOT be assigned at the same time, only what's necessary. As a CDS administrator, it is recommended that you take the same assigned courses to reinforce the information that your staff is learning as well as to answer any possible questions they may have regarding the content.

NOTE: If you see a module listed on the website that you are not able to find in the CDS, please let us know so that we can provide assistance.

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Assigning eLearning by Individual

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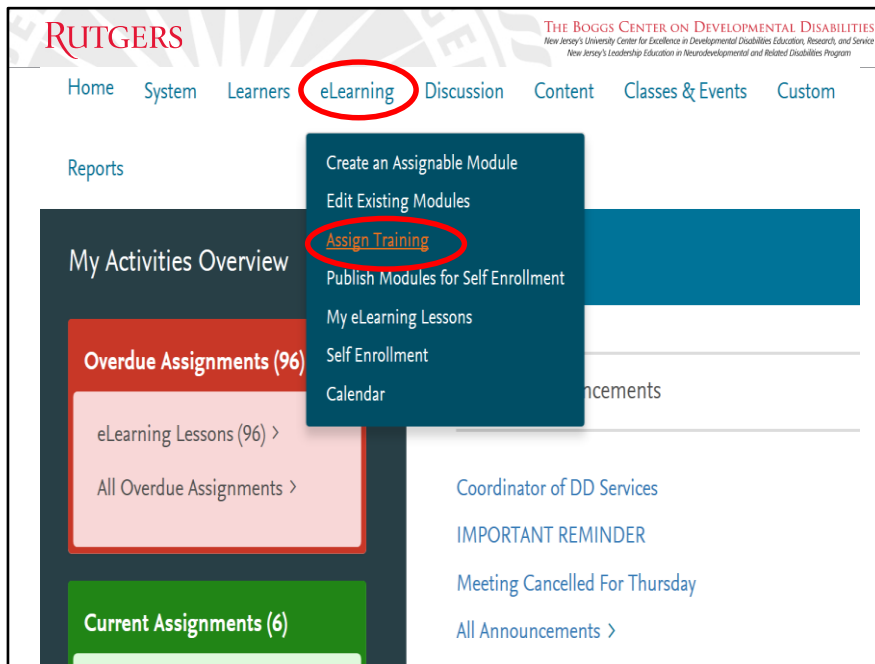
To assign modules and/or individual lessons to learners:
click the "eLearning" link on the homepage,
then click "Assign Training" from the drop-down menu, which will redirect you to the Manage eLearning page.
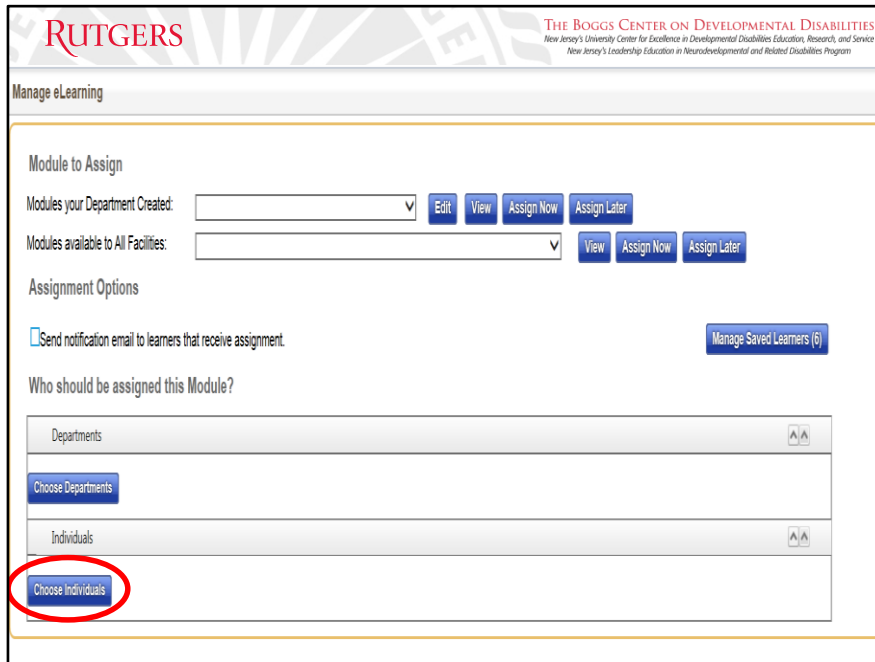
It is recommended to choose individuals first before assigning modules.

Click on the "Choose Individuals" button at the bottom of the page under the Individuals section.

A pop-up box labeled "Select the Users you would like to have added" will appear.

Under the Search Criteria, Individuals will already be selected, and this does not need to be changed.

Entering % in the search will yield all the learners you have access to.

Enter the last name of the specific learner in the Last Name search bar, then click "Search"

After clicking the "Search" button, a list of learners with the specified last name will appear.

This list can be sorted by Last Name, First Name, Department Code, or Learner ID

Multiple learners can be selected at one time from the list. Select the specific learners by clicking the check box on the left of the learner's last name, a checkmark will appear to confirm that the specific learner has been selected and the learner's information will be bolded.

Do not click the "Close Window" button after making your selections as it will reset the form. Click "OK" at the bottom of the page to confirm selections.
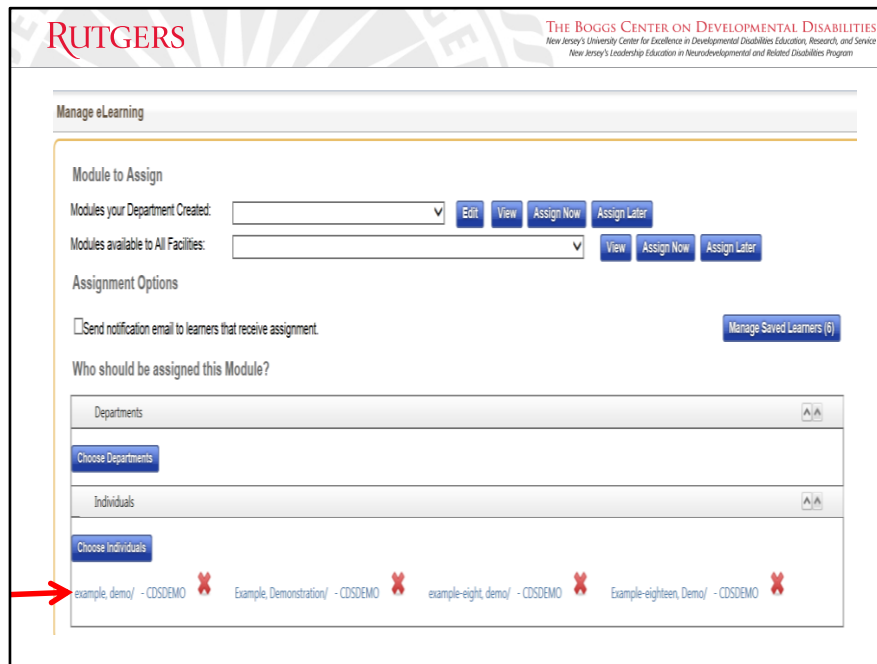
At the bottom of the Manage eLearning page under the Individuals section, the list of learners that you have selected from the previous page will appear.

The red X next to each learner's name allows you to remove a specific learner from the selected list.
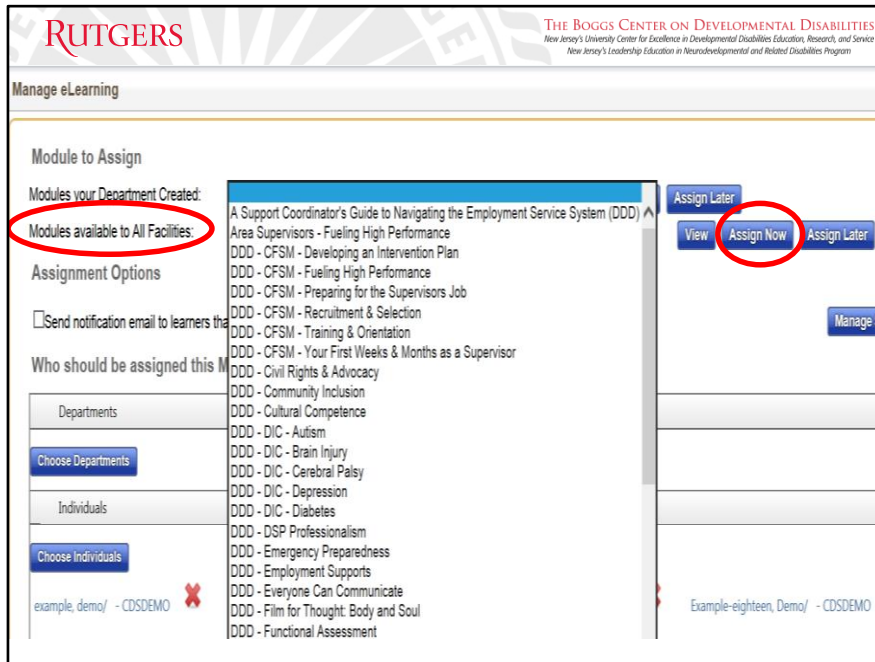
After learners have been selected, click on the drop-down menu for Modules available to All Facilities.

Certain lessons come in bundles, such as the DDD System Mandatory Training Bundle for example. Assigning a bundled module will assign all necessary lessons within that selected module title at the same time.

Once you have made a selection under the drop-down menu, click "Assign Now" to assign these pieces of training to your selected learners.
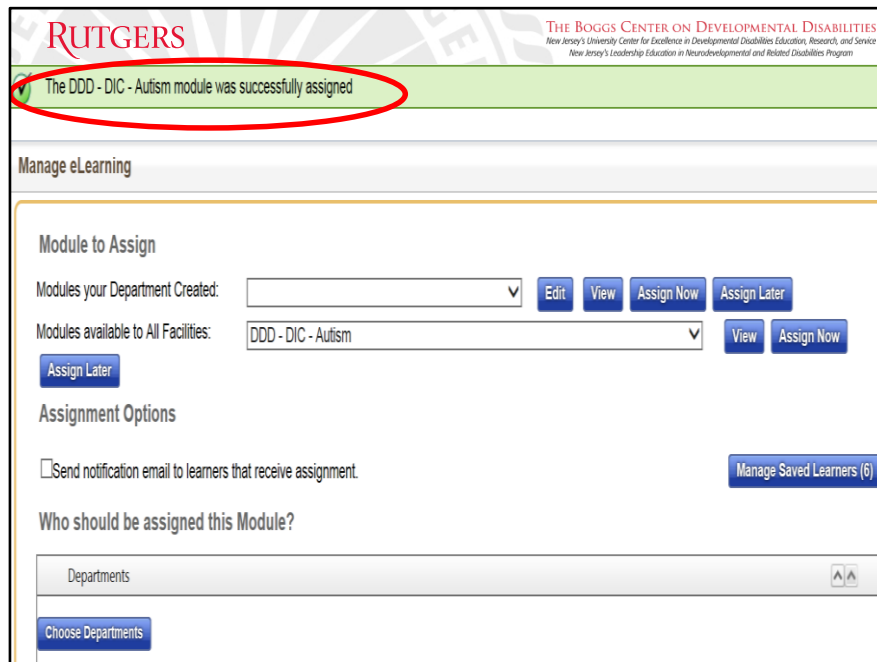
You will receive a confirmation message in green at the top of the page indicating that your request has been processed successfully and the training has been assigned.

CDS Administrators will not receive alerts for due dates, you are responsible for alerting staff to modules that have been assigned, the time frame they have for completion, and when the modules are due.
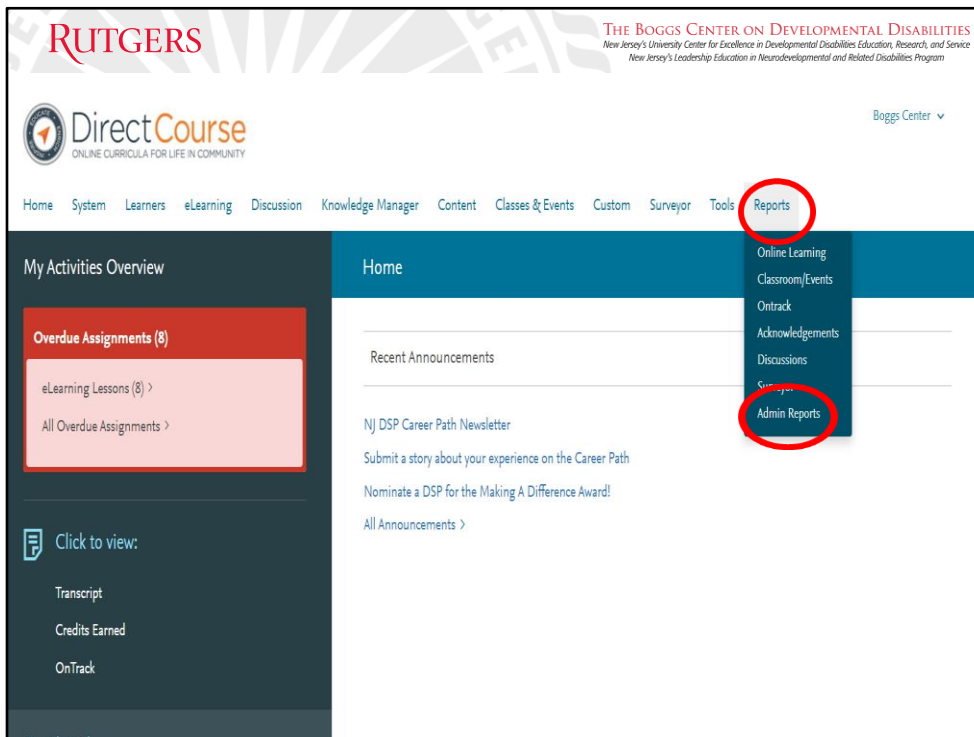
This manual does not go into detail about the Reports function, as there is a designated webinar that provides a full overview. The full overview of the Reports function can be found on the Boggs Center website. Click on Training and Consultation then DSP Direct Support Professional Workforce Development, the Reports webinar is listed under Related Resources.

The Reports tab is the furthest on the right on the homepage. When clicking the tab, you will notice in the drop-down that there are several types of reports that can be generated.

Note: It doesn't matter which option you click in the drop-down menus because you will be brought to the same page, however remembering a certain link makes it easier to remember where this option is located. A typical way to remember would be to click the bottom link labeled "Admin Reports", but again all the options will lead you to the Reports Analytics Manager.

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Hide

Reports Analytics Menu   Collapse all   **Report Analytics Manager**

Online Learning
- Summary Reports
- Department Reports
- Learner Reports
- Lesson Reports
- Module Reports
- Program Reports

Classroom & Events
- Courses
- Events
- Learner

Ontrack
- Item Reports
- Learner Reports

Announcements
- Acknowledgements Summary Report

Discussions
- Discussions Summary

Exception Reports
- Learners Not Assigned Module
- Learners with Module OR Event Completions
- Learners with Module AND Event Completions
- Learners Not Assigned Lesson
- Learners with Lesson OR Event Completions
- Learners with Lesson AND Event Completions
- Learners Not Enrolled in Event

Preceptor Assignments
- Preceptor Assignments

Instructions: The Report Analytics Manager displays a list of available reports titles and their descriptions for each reporting area. Several reports feature alternate views and/or drill downs to view further report information.

To run a report, open up any reporting area to browse the available reports, then click on its title. The report filters, if there are any, displays on the right, and you can proceed to make your entries and selections and then run your report. Some reports include a lookup function to locate one or more items to include (e.g. learners and lessons). A percent sign '%' may be used as a wildcard in lookup functions to quickly locate any item. The output management tool bar is available on all reports and allows use to page through your results, adjust your view size, find items within the report, export to Excel, CSV or save as a PDF, perform a refresh, and print.

You may optionally save custom report filter selections in the 'My Reports' area to use at any time rather than having to re-enter your selections.

#	Report Title	Description
	Summary Reports	
1	Facility Summary	Displays summary information at the facility level regarding number of active learners, lessons assigned and completed and credits earned, based on current assignments only (for desired date range, if specified).
2	Group Summary	Displays summary information for groups, including lessons assigned, completed and past-due, with additional drill-downs for member-specific information.
	Department Reports	
3	Department Summary	Displays department level information regarding lessons assigned, completed and due.
4	Department Learner Credit Summary	Displays learner lesson progress and credit summary information.
5	All Assignment Listing	Displays transcript details, including credits earned, for learners by department.
6	Learner Detail by Department	Displays learner details by department.
7	Ontrack Learner Item Detail	Displays item details, including credits, for learners by department.
	Learner Reports	
8	Completion Summary	Displays learner lesson plan summary and activity detail, including credit information.
9	Learning Summary	Displays all activity for selected learners.
10	Testing Summary	Displays each test a learner has taken, including each question, answer(s) selected and correct answer(s).
11	Completion History	Displays test scores for all tests taken by a learner for completed lessons, including date and time of each test.
12	Learning Due	Displays all lessons that need to be completed, by learner.
13	Lesson Progress	Displays activity details and progress towards completion for each lesson in a learner's lesson plan.
14	Lessons Due	Displays lessons that are past the assigned completion date.
15	Transcript - All Training	Displays all training for learners, including eLearning (active/archived), classroom training and Ontrack items. Data may be requested for individual learner, or all learners in facility/department.
16	Group Membership	Displays learner details by groups.
	Lesson Reports	
17	Lesson-Learner	Displays summary progress regarding completion of selected lesson(s) followed by each Learner Detailed information.
18	Course Lesson Listing	Report displays a list of all courses and lessons licensed or created by your organization.
19	Lesson Summary	Displays summary of learners who have completed or not completed the lesson(s), the percentage complete or incomplete and average score. Features drill-down to a list of learners by facility.
20	Instructor's Guide	Displays each test question, answer choices and correct answer(s) for the selected lessons. Illustrations are included if applicable.
21	Test Analysis	Displays the number of learner responses for each answer choice in the test(s) selected.
22	Test Score History	Displays learner scores for each learner who has taken a test for the lesson(s) selected. Average test score is calculated for all learners in the selected facility.
	Module Reports	
23	Module Assignment Date	Displays a list of department with total assigned learners for a specified template; drill-down option will list first name, last name, item description, assigned date and completion date for each learner.
24	Module Awaiting Assignment	Displays learner/department modules not yet assigned.
25	Module Completed by Learner	Displays learner progress detail regarding completion of the selected modules.
26	Module Department Report	Displays department progress towards module completion. Features drill-downs to module lessons and other learner/lesson details.
27	Module Due by Learner	Displays learner progress detail regarding modules not yet completed.

After making a selection under the Reports tab, a pop-up page will appear. This page is the CDS's Report Analytics Manager, which can generate different reports based on specific metrics inputted into the system. On the left-hand side, you will notice that the different types of reports are listed and bolded in black, which corresponds to the list on the home page.

There are also subcategories listed under each report type, which will highlight with a hyperlink when you hover over them. For example, when clicking on Online Learning, it will provide you with instructions as well as descriptions of reports that can be run under that specific category.

Also, clicking the plus sign next to Department Reports will provide you with even more information on the types of reports that can be generated to give you the information that you seek under that sub report.

Link for Running Reports webinar:
https://boggscenter.rwjms.rutgers.edu/resources/video-library

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"Helpful Links" – CDSTA@rutgers.edu signature line

CDS Central Administrator
CDSTA@rutgers.edu

Helpful Links
New Jersey CDS Log-in page
CDS Admin Manual
CDS Learner's Guide
CDS Administrator's Webinars
Reassign Training
Supports Program Policies and Procedures Manual
Community Care Program Policies and Procedures Manual
DDD Pre-Service Competency Assessment Forms
CDS Course Catalog
Boggs Center Training Registration System

When you receive emails from us, you will notice in our signature that we provide you with links for resources you may find helpful as a CDS administrator.

These links are discussed throughout this manual and will be continuously updated as necessary to ensure you are receiving the correct links towards the most up-to-date information.

Additional Information

For an electronic copy of the CDS Admin Manual, Reassigning Training, the Learner's Guide, webinars, and more information about the College of Direct Support, please visit:

https://boggscenter.rwjms.rutgers.edu/training-and-consultation/dsp-workforce-development

Link for Boggs Center website:
https://boggscenter.rwjms.rutgers.edu/training-and-consultation/dsp-workforce-development

The Learner's Guide is a user manual that provides a comprehensive overview of the functionality of the CDS, including login information and accessing training and transcripts. When a staff is hired within your organization, it is important to make sure that they have access to the learner's guide for future reference.

Link for Learner's Guide:
https://boggscenter.rwjms.rutgers.edu/documents/BOGGS/TrainingandConsultation/CDS/CDSLearnersGuide.pdf
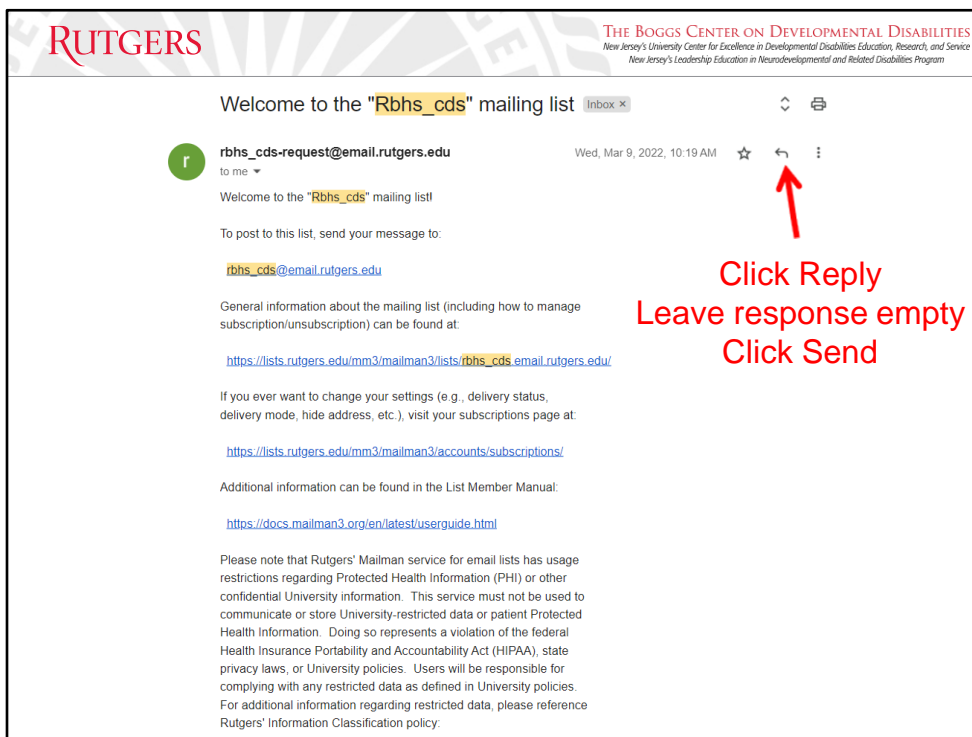
The email you have received after completing the CDS Admin Training from rbhs_cds-request@email.rutgers.edu is from the **College of Direct Support Administrator Listserv**, which is a distribution-only list that all agency-designated CDS admins who have been added to receive important updates and information about the CDS.

As a current CDS administrator for your agency, please ensure all of the existing CDS admins for your agency are receiving correspondence from the Listserv as these updates include important information that CDS admins must be aware of.

The Listserv email will contain the subject line – "Your confirmation is needed to join the rbhs_cds@email.rutgers.edu", Follow the instructions and 'reply' to the message. You do not need to type anything in the email, simply reply and send. This will activate your membership to ensure your registration to the Listserv.

Please be sure to always check your spam/junk folder if you are not receiving emails from the Listserv.

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THE BOGGS CENTER ON DEVELOPMENTAL DISABILITIES
New Jersey's University Center for Excellence in Developmental Disabilities Education, Research, and Service
New Jersey's Leadership Education in Neurodevelopmental and Related Disabilities Program

For technical
assistance, contact the
CDS
Central Administrator:

CDSTA@rutgers.edu