

MRC Course Provider FAQ

- **How do I become a Course Provider?**

Anyone wishing to post courses to the MRC-TRAIN website must be approved by the appropriate MRC TRAIN Administrator. To request the ability to post courses, log into TRAIN and navigate to "My Account". Scroll to the bottom of the Details tab and click the link: "Request Course Provider Role". Fill out the form and click "Save and Back". The MRC TRAIN Administrator will review your request and notify you of their approval decision via email.

- **How do I join both the MRC-TRAIN site and my state's TRAIN site?**

Anyone can easily belong to both the MRC-TRAIN site and, where available, the state affiliate TRAIN site. Once logged into TRAIN go to "My Account" and click the "Groups" tab. Click the "Edit" button and TRAIN will guide you through selecting both State and MRC Groups. Please be advised that if an MRC TRAIN user belongs to a state affiliate TRAIN site the Administrator from the given TRAIN State/Affiliate will have access to user's TRAIN learner record and personal profile.

- **How do I add my course to TRAIN?**

Once you have been approved as a Course Provider, log into TRAIN and click "Administration" in the top navigation. Click "Courses" and then click the "Add" button on the following screen. The Course Wizard will open up and guide you through posting your course on TRAIN. You must submit your course for approval, just as you submitted your request to post courses. Each course submission is approved by an MRC Administrator. You will again be notified via Email when the status of your course has been changed by an Administrator.

- **How do I add sessions to courses?**

The Course Wizard will prompt you to add your sessions while building your course. However, you can add and edit sessions at any time outside of the Course Wizard as well. To do so, while logged onto your TRAIN site, click the "Administration" tab. Click the "Courses" link on the left side of the screen. Locate the course that you wish to set up sessions for. Click on the clock icon to the left of the course title. Click the "Add" button to the right of the title bar. Select the session type from the list.

Note: *Where's the clock? Be aware that sessions can only be created for "Live Event" Course Types, where the format is a Conference, or Webcast, etc. You may not create sessions for courses where Type is of "Physical Carrier", such as Audio Tape or CD-Rom.*

- **What types of session can I add to TRAIN?**

There are five session types in TRAIN:

- Single session / Single Location (i.e. one time lectures and webcasts)
- Single Event / Multiple Locations (i.e. satellite downlinks)
- Course-Based Learning (i.e. one course with multiple meeting times and dates)

- Master Broadcast Session
- Broadcast Session
- **How do I access my Course Roster?**
From the Course List, click the Roster Icon. The Course Roster will show you all registered users along with their progress and Pre/Post Assessment Scores. From the roster you can verify attendance, withdraw registrants, email registrants, and more. TRAIN does support Waitlists for Live Event sessions. To activate the Waitlist look for the Waitlist options while editing a session.
- **How do I add credit types while posting a course?**
If any type of Credit is applicable for this course, click the New Credit button within the Course Wizard; if not, click the “Next” or “Save & Finish Later” button. To create a course Credit, select a Credit Type and enter a Credit Amount. Then, click the “Add” button. If the course has multiple Credits available, repeat the steps above. If not, click the “Next” or “Save & Finish Later” button. To return to the wizard without adding a Credit, click the “Cancel” button.
- **Why should I assign Core Competencies to courses?**
The competency sets used in TRAIN have been shortened or condensed to make it quick and easy for course providers to assign them when listing courses. With just a few extra clicks to assign relevant competencies to your courses, everyone benefits—course providers, learners, and public health and volunteer organizations at all levels.

Competency-based training is in high demand. Most leading public health and volunteer organizations recommend (or even require) competency-based training for their workforce, volunteers or grantees. Many public health and volunteer professionals are assessed according to the competencies used in TRAIN and are looking for courses by competency to help them achieve their learning goals. As the field of public health and volunteer management becomes more competency-driven, courses readily identified with specific competencies will have an edge.

Learners count on TRAIN to find and track courses by competency. Learners can search TRAIN by competency domains and view the individual competencies (if assigned to the course) before selecting a course. After learners complete courses, TRAIN can track course-related competencies in learners’ personal transcripts.

TRAIN’s competency-based course database supports the public health field. Federal, state, local, academic, volunteer and other organizations will rely on the competency data in TRAIN to analyze course availability gaps and course development needs by competency. An accurate assignment of relevant competencies helps public health leaders and funders avoid duplication and know which courses are most important to develop in the future. TRAIN provides a consistent competency framework to which other competency efforts and learning management systems can “map back” their course or learning data, representing the consensus of many academic and practice organizations.

- **What is the list of course types that may be posted on TRAIN?**

There are nineteen course types that are available to be listed in TRAIN:

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| 1. Audio Tape (Physical Carrier) | 11. Text-based (includes print and electronic texts) (Physical Carrier) |
| 2. Audioconference (Live Event) | 12. Videoconference (Live Event) |
| 3. CD-ROM (Physical Carrier) | 13. Videotape (Physical Carrier) |
| 4. Computer-based Training (Physical Carrier) | 14. Web-based Training – Facilitated (Live Event) |
| 5. Diskette (Physical Carrier) | 15. Web-based Training – Self Study (Online) |
| 6. DVD (Physical Carrier) | 16. Webcast (live event) (Live Event) |
| 7. On-site – Classroom course or Workshop (Live Event) | 17. Webcast (on demand) (Online) |
| 8. On-site – Conference (Live Event) | 18. Webstream/Archived Webcast (Online) |
| 9. Satellite Broadcast (Live Event) | 19. Other (Physical Carrier) |
| 10. Tabletop Exercise or Drill (Live Event) | |

- **Can I modify existing assessment questions?**

Click the “Administration” tab. Click “Courses” and then click “Evaluation Question Bank”. Click the Name of a Question Category to bring up the current list of questions. Once you find the question you wish to edit, click on the Pencil icon next to its name. Make any changes necessary and then click “Save” to finalize your edits.

Note: *You will be warned if the question is assigned to an evaluation(s). If you continue to edit a question that is “in use” it will change the evaluation that it is assigned to.*