**MEMIC** *Safety Academy* *Online*

# Learning Management System (LMS) Overview 2020

**An Introduction to MEMIC's Safety Academy Online.**

Your powerful, and completely customizable,
Learning Management System (LMS)

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## HEALTHCARE

These courses cover topics specific to the healthcare industry such as sharps, ergonomics, patient handling, and chemical and biological safety.

## HOSPITALITY

These courses cover risks specific to workers in the hospitality industry, such as slips and falls, burn prevention, housekeeping, kitchen safety, fall protection, and outdoor worker safety.

## GENERAL SAFETY

These courses apply to a broad range of industry risks and cover topics such as chemical safety, driving, equipment safety, lockout-tagout, ergonomics, fall protection, job hazard analysis, electrical safety, and general safety orientations.

## AN INTRODUCTION TO MEMIC'S SAFETY ACADEMY ONLINE
*Your powerful, and completely customizable, Learning Management System (LMS)*

**Safety Academy Online** is a powerful Learning Management System (LMS) that allows you to select from an extensive catalog of content and deliver computer-based safety training with curriculum customized to the specific needs of your workplace. The system easily tracks participants' progress and success, as well as offers tools to help you identify topics that need to be reinforced.

Here are some examples of how our policyholders are currently using the system:

- Supplementing new hire training
- Retraining staff when performance indicates
- Refreshing managers on key safety topics
- Providing consistent safety training across departments
- Using the tracking system for safety based incentives

### KEY FEATURES

- Over 1,000 courses available
- Customized company course assignments
- Completion Certificates are recorded and always available
- Courses are accessible from any computer (with internet access)
- Monitoring of course assignments and participants' progress
- Powerful reporting tool to help you analyze your data
- Employers have basic administrative functionality
- Personalized on-boarding and system setup process

**Safety Academy Online** is powerful, customizable, easy to use, and available exclusively to MEMIC policyholders.

To explore, set up or attend a system overview, please follow the instructions under **Getting Registered** on the next page.

# MEMIC Online Safety Academy  QUICKSTART GUIDE

## GETTING REGISTERED

*Getting set up in the MEMIC Online Safety Academy in 4 easy steps!*

**1. Send an email to safetydirector@memic.com**

- Put the following in the body of the email:

  a) Your name and title
  b) Your phone number
  c) Your company name
  d) MEMIC policy number
  e) Be sure to let us know if you want some additional information
  or you are ready to get registered.

  - Next you will receive an email from MEMIC acknowledging
    your request.
  - This will provide you with instructions on the next steps, and put
    you in contact with our administrative partners at Aurora Pictures.

**2. Set a date for a systems overview with Aurora Pictures**

- During the systems overview, our partners at Aurora Pictures will
  walk you through the functions of the system, provide examples
  of the powerful features, and answer your questions.
- Once you determine the system is right you, you will receive the
  onboarding questionnaire, and information on completing the
  onboarding process.

**3. Complete the onboarding call and get your login information**

- After returning the onboarding questionnaire, you will schedule
  an onboarding call with our partners at Aurora Pictures and they will walk you through the setup
  process, selecting courses, creating groups, and determining user registration information.

**4. Receive login information and your custom URL for the Safety Academy Online**

- Once your company is set up in the system and your staff are uploaded, you will receive an email
  from our team with your login information.

**EMAIL**

**OVERVIEW**

**ONBOARDING**

**LOGIN**

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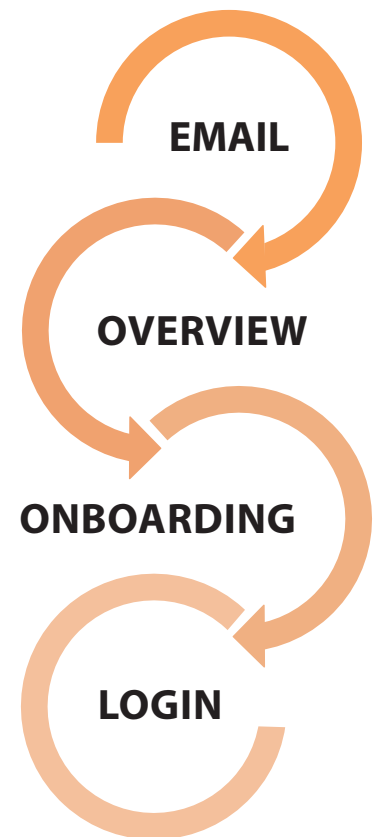
**Now you're good to go!**  Taking courses in the system couldn't be easier.  However, we recognize any
new system can take time to get used to.  So, we've put together some personalized training if you want
to streamline your and your training supervisors' learning curve.  Contact the onboarding team at Aurora
for expert instruction on the ins and outs of the system.

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## HELPFUL HINTS FOR THE ONBOARDING PROCESS

During the onboarding call you will determine how your company is structured in the LMS. You will learn; different parameters around taking courses, how new learners will register in the system, and what information the system can provide learners when taking a class or interacting with the LMS.  Here are some areas for you to consider before the onboarding call.

**Company structure or groups**
- Courses are assigned to groups within the system.  Training supervisors can be assigned administrative responsibility over different groups and data can be filtered by group in the system.
-  Grouping learners allows for automatic assignment of selected courses to a specific set of learners
  - For example, a company may have different facilities in different states.  Each facility houses different operations, and different jobs are done in each facility.  For example, you might have a worker who is the manager of housekeeping at the LTC facility in New Hampshire.
    - You could set up your groups:
      - State – New Hampshire, New York, Virginia
      - Facility – LTC, UCF, STC
      - Departments – Nursing, Maintenance, Housekeeping, Admin
      - Job Title – Manager, Maintenance Tech, Housekeeper, Nurse
    - Based on the example, the system would place the learner in New Hampshire, at LTC, in the management group.
      - If courses we set up for those specific areas, the learner would see courses assigned to all employees as well as those associated with housekeeping, management, and any courses specific to New Hampshire.
  - If this worker moved to UCF in Virginia, and took a job as the head of maintenance, changing their registration information would automatically move them to a different group in the LMS, and they would have the appropriate courses assigned based on the new groups they are in.


**Consider the following:**
- Do you have multiple locations?
  - Locations in different states, multiple locations in the same state, separate facilities on the same campus – How should the LMS manage these?
- Do you have different job tasks or exposures at your company locations that may require specific training?
  - Maintenance, transportation/trucking, customer service, or administrative roles?
  - For example, maintenance in Maine, customer service in Connecticut, or warehouse locations in multiple states?
- Do you want to have different course assignments for different job tasks?
  For example, lock out/tag out for maintenance staff or office ergonomics for administrative staff
  - Are there specific training requirements for all staff or for the staff at different locations?
  - Such as, new hire training requirements, state specific requirements, hazard communication, and ergonomics.
  - Do you require specific training for specialty jobs?
  - LOTO for maintenance staff
  - Computer ergonomics for office staff
  - Driving safety for valet staff

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**Course/Learning Parameters**
- Test scores
  - What is the minimum passing score for a course or set of courses?
  - Recommendation is 75% or 80%
  - Do you want a separate test and score for managers vs line staff for specific training?
  - Are there subjects you want managers to be held to a higher standard than your line staff?
  - For example:  All staff should have a general understanding of how to set up their work station.  Managers should have a different test score.
- View limits
  - This is the number of times a learner can watch the program and then have the limit reset. This means that after a specified number of attempts to watch the program and fail the quiz, the learner must advise their supervisor to have the limit reset.
  - Recommendation is a minimum of 6
- Quizzing options
  - Do you want to have a quiz or a test at the end of a course?
  - Do you want the test answers shuffled?
  - Should the learner watch the entire video before going to the quiz?

**3.) Registration Options:**
- Pre-Registration
- Self-Registration
- Uploaded registration
- Type of password – **Using a password to access the LMS is required for all users.**
- Other registration fields that will help automatically place a learner in a group
  - State, region, department, job function, contractor, seasonal, etc.

**4.) System Information or Pop-in Notes**
- There are several places we can have pop-in notes for the learner. Consider what information you may want to convey to your learners at the following points within the LMS.
  - Log In Page
  - Registration Page
  - Training Menu
  - Course Page
  - Test Page

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**What is the Safety Academy Online?**
The Safety Academy Online is a learning/content management system that helps MEMIC's customers provide consistent quality safety training across all levels, departments, and locations through an online platform allowing access to hundreds of top quality updated safety related courses.

**Is there a cost to the MEMIC LMS?**
No, there is no additional cost. The Safety Academy Online is a service included in the cost of your Worker's Compensation Insurance with MEMIC.  However, there are additional features that are not accessible under our system license and must be purchased separately.

**What are the features of the system that are offered at no additional cost?**
- Access to hundreds of MEMIC provided safety and human resource related courses
- Assigning these courses to groups within your company's section  of the LMS
- Using the LMS across multiple policy locations
- Ability to assign training supervisors to specific groups within the LMS
- Tracking course completion, pass/fail status, and learner specific data
- Issuing/tracking certificates of completion
- Adding company specific documents to existing assigned training for a learner to review as a part of the course

**What are the features of the system that are not included in the current license and cost extra?**
- Tracking classroom-based training
(courses delivered to multiple learners at one time in a classroom instead of at individual terminals)
- Adding, serving, or tracking custom content (content created or purchased by your company) to the LMS
- Adding content served through the MEMIC Safety Academy Online to your company's existing LMS

**What are the additional costs and how are they assessed to my company?**
Access to features not included in the current license (listed above) are billed directly to your company through our LMS provider, StreamLMS.  All payment arrangements and specific costs are managed through StreamLMS.  Please contact Peter Koch at pkoch@memic.com for more information.

**Is there a minimum or maximum size company that can use the LMS?**
No, companies of any size can use the LMS. As with anything, the larger the company the more complex and time consuming the administration of the LMS is. Companies with more than 200 employees may want to set aside extra time for initial set up of the LMS and their administrator/training supervisors to learn the system.

**Can I upload my own content to the LMS?**
No, all content is uploaded to the LMS through the MEMIC LMS Admin Team.  Any content created or purchased by your company that will be served through the MEMIC LMS is subject to additional fees.  See "What are the additional costs and how are they assessed to my company?" answered above.

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**Can content specific to my company be created for the MEMIC LMS?**
Yes, it is sometimes possible for MEMIC to work with you to develop custom content specific to your company and serve it through the LMS. This can be a resource intensive process and is subject to evaluation and approval by MEMIC before any project is started. *For content created or purchased by your company that will be served through the MEMIC LMS see;* "What are the additional costs and how are they assessed to my company?" answered above.

**We already have an LMS, can we use content already in the Safety Academy Online in our LMS?**
For content that was not provided, developed, or created by MEMIC, you can contact our content partners at Aurora Pictures through the www.MEMIC.com or www.aurorapictures.com and work with them to license content on your LMS.

- For content that was created by MEMIC, such as the Dementia Series, you can contact Peter Koch at pkoch@memic.com for more information.

**Can I track training that is done in the classroom or in the field through the LMS?**
You can use the LMS to show courses already in the system to groups in a classroom setting. If you have needs beyond this, feel free to discuss this during your systems overview or onboarding call.

**Do all users need an email to use the system?**
No. Having an email address is not necessary to use the LMS. **All users must have a unique logon and password.** The logon parameters can be set up by your LMS administrator at the time of onboarding.

**Can there be more administrators for our company in the LMS?**
Yes. We call them training supervisors. These staff members can be assigned specific administrative privileges for one or multiple groups within the LMS.

**What happens to the data in the system when an employee leaves or is terminated?**
The data for each employee entered into the system stays in the system until they are deleted by the administrator or training supervisor. Once that occurs, the data can no longer be recovered. Employees that leave or are terminated can be suspended in the system instead of deleted. This way the data stays in the system but won't show up on the active rolls.

**How many courses are in the LMS currently?**
As of January, there are more than 1,000 courses in the LMS. There will be different courses added annually and we will have scheduled content changes to refresh or add to the catalog when the need arises. If there are topics you are interested in having added, contact Peter Koch at MEMIC.

**Who adds all the employees to our company at the initial set up?**
There are multiple ways to do this. Two of the most popular are adding learners via upload through our administrative partners or having learners self-register. These options will be discussed during the systems overview and onboarding calls.

**STILL LOOKING FOR MORE INFORMATION:**
Send an email to Christine Tucker at **ctucker@memic.com**

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Sample of the Usage Report which gives the administrator or training supervisor access to powerful analysis:

- Click on most column headers (course, last test date, etc.) to **sort** on that column. Clicking again will reverse the sort order.

- Some columns can be **filtered**, either by typing in some information normally found in that column (e.g. last name, department, etc.) or by picking from a list.

- To display or update a *trainee's registration information*, click on the sequence number ap appearing in the far-left column. This utility will also help you recover passwords that trainees may misplace or forget.

- Click on the trainee's primary identifier (second column) to see a list of **all dates and times** associated with this trainee and course, as well as a course description.

- If **test responses** are shown for a trainee, *incorrect* answers will appear in red type. Click on the test responses to display the test taken by that trainee in a new window, with both the correct answers and the submitted answers highlighted.

- If a **certificate issued date** appears, you can click on the icon next to the date to reprint the Certificate of Completion.

- If the trainee's score is presented as a link this means that **more than one score** has been recorded. Click the score to bring up a list of historic scores and test results.

- The **Completion Date** depends on how the course was assigned. If there was a minimum passing score, then the Completion Date is the date on which that score was achieved. Otherwise, it is based on the date when the trainee watched the entire course.

- If you are **downloading a spreadsheet**, you will receive a tab-delimited text file that can be imported into a variety of spreadsheet programs and databases. The file will have an Excel ".xls" suffix, so double-clicking it will automatically launch Excel or another spreadsheet program on your computer. Please disregard any error warnings you may see about the file not being a true Excel spreadsheet file.



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11 Courses viewed by 6 Trainees plus 8 training records reserved for required assignments.
19 total training records; 9 Trainees registered

| Sequence | Login | Course | First Name | Last Name | Email | Group/Department | First View | Last View | Total Plays | Current Plays | Watched Through | Due Date | Test Responses | Test Score | Last Test Date | Completion Date | Certificate Date |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 209241 | GUARDY | aurora E 3084 Workplace Violence | RON | GUARDY | RON@BALLGAME.COM | DRIVERS | Not Viewed | | 0 | 0 | | 03/01/2018 | | 0 | | | |
| 209241 | GUARDY | aurora E 4765 Safe Work Practices (Hospitality) | RON | GUARDY | RON@BALLGAME.COM | DRIVERS | 01/09/2018 | 01/09/2018 | 2 | 2 | 01/09/2018 | | aaababaacaaa | 91.67 | 01/09/2018 | 01/09/2018 | 01/09/2018 |
| 219173 | JOEHEALTHCARE | DEMENTIA 1 Dementia Care Part 1 of 8: ABC's of Dementia | JOE | HEALTHCARE | JOEHEALTHCARE@ACME.COM | DRIVERS | 03/29/2018 | 03/29/2018 | 1 | 1 | 03/29/2018 | 06/01/2018 | | 0 | | | |
| 209240 | JONES | aurora E 3084 Workplace Violence | STEVE | JONES | SJ@AUTO.COM | MECHANICS | Not Viewed | | 0 | 0 | | 03/01/2018 | | 0 | | | |
| 209240 | JONES | aurora E 4769 Garage Repair Shop Safety | STEVE | JONES | SJ@AUTO.COM | MECHANICS | 01/09/2018 | 01/09/2018 | 1 | 1 | 01/09/2018 | | aabaabcaaa | 100 | 01/09/2018 | 01/09/2018 | 01/09/2018 |
| 218779 | KIRSTEN@AURORAPICTURES.COM | None taken | KIRSTEN | OLSON | KIRSTEN@AURORAPICTURES.COM | MECHANICS | | | | | | | | | | | |
| 209231 | KIRSTENO | aurora E 4206 Forklift Operator Training | KIRSTEN | OLSON | KIRSTEN@AURORAPICTURES.COM | WAREHOUSE | 02/20/2018 | 03/06/2018 | 5 | 5 | 0.567372201 | | | 0 | | | |
| 209231 | KIRSTENO | aurora E 3084 Workplace Violence | KIRSTEN | OLSON | KIRSTEN@AURORAPICTURES.COM | WAREHOUSE | 01/11/2018 | 03/01/2018 | 5 | 5 | 01/11/2018 | 03/01/2018 | | 0 | | | |
| 209231 | KIRSTENO | aurora E 3238 Distracted Driving: At What Cost? | KIRSTEN | OLSON | KIRSTEN@AURORAPICTURES.COM | WAREHOUSE | 01/09/2018 | 02/20/2018 | 4 | 4 | 01/09/2018 | | caabbbaacc | 100 | 01/09/2018 | 01/09/2018 | 1/09/2018 |
| 209231 | KIRSTENO | aurora E 3410 Bloodborne Pathogens Training | KIRSTEN | OLSON | KIRSTEN@AURORAPICTURES.COM | WAREHOUSE | 01/09/2018 | 02/28/2018 | 11 | 6 | 01/10/2018 | | dbadcccbaa | 50 | 01/09/2018 | | |
| 209238 | MARK | aurora E 3084 Workplace Violence | BILL | MARK | WILL@MAKER.COM | DRIVERS | Not Viewed | | 0 | 0 | | 03/01/2018 | | 0 | | | |
| 209239 | PAUL | aurora E 3084 Workplace Violence | MIKE | PAUL | PAUL@CARE.COM | NURSING ASSISTANTS | Not Viewed | | 0 | 0 | | 03/01/2018 | | 0 | | | |
| 209239 | PAUL | aurora E 3616 Back Safety for Health Care Providers | MIKE | PAUL | PAUL@CARE.COM | NURSING ASSISTANTS | 01/09/2018 | 01/09/2018 | 1 | 1 | 01/09/2018 | | babdbaaccdbabb | 92.86 | 01/09/2018 | 01/09/2018 | 01/09/2018 |
| 209239 | PAUL | DEMENTIA 1 Dementia Care Part 1 of 8: ABC's of Dementia | MIKE | PAUL | PAUL@CARE.COM | NURSING ASSISTANTS | Not Viewed | | 0 | 0 | | 06/01/2018 | | 0 | | | |
| 209225 | PKOCH | aurora E 3084 Workplace Violence | PETER | KOCH | PKOCH@MEMIC.COM | NURSING ASSISTANTS | Not Viewed | | 0 | 0 | | 03/01/2018 | | 0 | | | |
| 209225 | PKOCH | aurora E 3178 ABC's of your Personal Fall Arrest System | PETER | KOCH | PKOCH@MEMIC.COM | NURSING ASSISTANTS | 01/09/2018 | 03/30/2018 | 2 | 2 | 01/09/2018 | | bcaacacb | 87.5 | 01/09/2018 | 01/09/2018 | 03/30/2018 |
| 209225 | PKOCH | aurora E 3238 Distracted Driving: At What Cost? | PETER | KOCH | PKOCH@MEMIC.COM | NURSING ASSISTANTS | 01/09/2018 | 02/28/2018 | 2 | 2 | 39.2485 | | bbbbcbbbba | 20 | 02/28/2018 | | |
| 209225 | PKOCH | aurora E 3410 Bloodborne Pathogens Training | PETER | KOCH | PKOCH@MEMIC.COM | NURSING ASSISTANTS | 02/28/2018 | 02/28/2018 | 2 | 2 | 17.094137 | | | 0 | | | |
| 209225 | PKOCH | DEMENTIA 1 Dementia Care Part 1 of 8: ABC's of Dementia | PETER | KOCH | PKOCH@MEMIC.COM | NURSING ASSISTANTS | Not Viewed | | 0 | 0 | | 06/01/2018 | | 0 | | | |
| 209244 | SMITH | aurora E 3084 Workplace Violence | CAROL | SMITH | CS@DELIVERY.COM | OFFICE | Not Viewed | | 0 | 0 | | 03/01/2018 | | 0 | | | |

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