**BACKGROUND**

The Cancer Center uses the CTMS more robustly than the other University research groups, thus a need for role-specific training was recognized. The lack of structured, role-specific training created frustration and confusion in users, along with inconsistent &/or erroneous data entry. Additional training was desired as a solution to produce better data quality results.

**GOALS**

- Collect user feedback to determine training needs.
- Define and clarify tasks within the CTMS appropriate to specific user roles, and provide role-specific CTMS Work Instructions for data entry guidance.
- Initiate monthly, hands-on CTMS training sessions led by the CTMS Administrator.
- Evaluate users’ confidence levels prior to and post CTMS training.

**METHOD**

- An initial survey was provided to gauge CTMS end user perceptions, and evaluate the potential impact of role-specific system training for data entry tasks.
- Focus groups were formed based on end user role to gather feedback on training topics.
- CTMS Work Instructions and monthly, hands-on CTMS training sessions were developed.
- The training initiative was realigned with existing onboarding processes to ensure all new employees would be included in the monthly CTMS training session.

**RESULTS & CONCLUSION**

- Trained employees show increased utilization of tools and resources for system navigation.
- Although confidence levels decreased slightly, we believe this is due to exposure of the CTMS on a global level during the hands-on training, leading to a more realistic understanding of the system capabilities.
- Implementation of monthly, in-person CTMS training program has increased new employee, role-specific training rate from less than 10% to 100%.
- Continuing education is provided regularly; for example, break out sessions offered during monthly staff meetings where new topics and refresher trainings are offered.

**LESSONS LEARNED & FUTURE PLANS**

In the future, we intend to continue to improve the training program by utilizing Skype and Web-ex options to increase end user attendance, developing Work Instructions for all new training topics, and restructuring the monthly in-person trainings to incorporate these new topics.

**Initial Survey Quotes:**

“All Velos [CTMS] training was lacking. It was just a basic intro of how to log-in.”

“For a new hire the initial training does not have a lot of impact other than gaining access. More hands-on opportunities should be incorporated, maybe through the test environment.”

**Follow-up Training Quotes:**

“I liked that the training was presented through slides, handouts and hands-on within the test system. The handouts will be very helpful going forward.”

“The training was easy to follow, and I really appreciated the handouts provided.”