

BACKGROUND

The University of Kansas Cancer Center (KUCC) Clinical Trial Office (CTO) has a robust onboarding and training program for new employees; however, prior to the global pandemic the majority of training was provided in person, with no virtual training options. KUCC was not equipped to conduct training and onboarding in a remote setting. The development of additional training methods utilizing online training platforms, virtual training meetings, and recorded training sessions were required in order for new staff to feel supported while most CTO staff were working remote.

RESULTS & CONCLUSION

In 2020, 35 new employees were hired and onboarded to the KUCC CTO during the global pandemic. Feedback was collected via a REDCap survey on the remote onboarding experience in hopes to improve our methods.

- **94.4% strongly agreed or agreed they felt supported during onboarding, while staff were remote.**
- **72.2% strongly agreed or agreed that reviewing our SOPs and Guidance Documents within SABA and taking a quiz after, helped them retain the content longer.**
- **50% accessed the recorded training sessions often or somewhat often and 94.2% found them very helpful or somewhat helpful.**
- **100% found the CTO intranet site very helpful or somewhat helpful during their onboarding.**
- **94.4% strongly agreed or agreed the training sessions via zoom were beneficial.**

GOALS

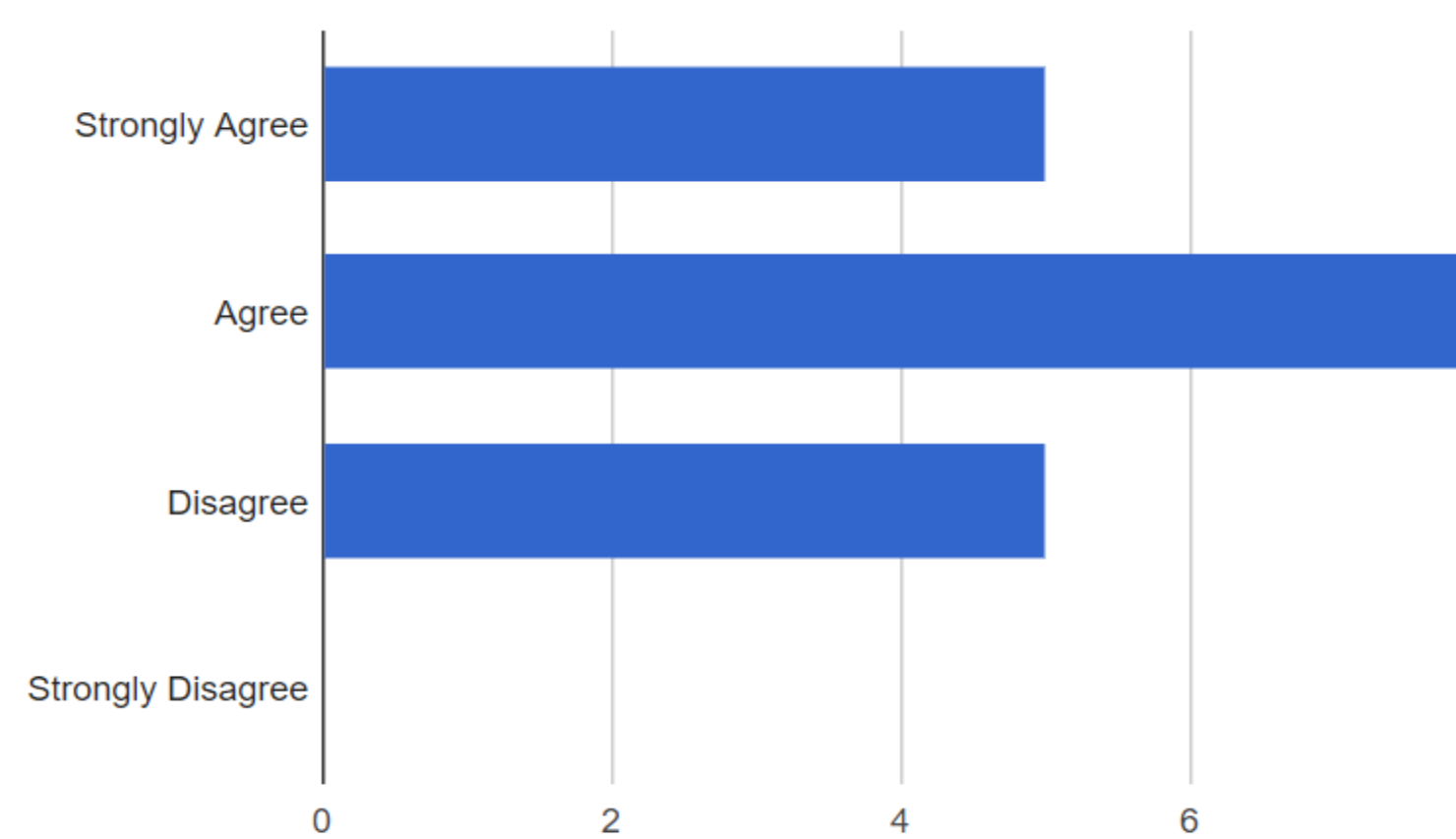
- Transfer our Standard Operating Procedures (SOPs) and Guidance Documents to the smart learning management solution, SABA.
- Record virtual training sessions for new employees and Investigators, in order to generate a recorded training library for new and seasoned employees.
- Upload additional guidance and training to the CTO intranet site to provide a centralized location for staff to access information while working remote.
- Collect user feedback via REDCap survey, 6-8 weeks following employee start date, to continue to improve virtual onboarding and new employee satisfaction.

METHOD

- Accessed virtual training platforms such as Skype, Zoom, and Microsoft Teams; which allowed us to screen share and present training materials, while utilizing the video option to engage new employees.
- Transferred all SOPs into SABA, where staff are required to complete a five-question knowledge check to assess their understanding of the content.
- Hosted CTO new employee orientation via zoom and recorded for future staff hired during the pandemic.
- Supported our Investigators by creating a dedicated page on the CTO intranet site that includes recorded PowerPoint trainings, resources, and a handbook that can be accessed electronically.
- Offered virtual training sessions quarterly, to keep staff engaged and provide support while working remote. Training sessions were saved in an electronic training folder for staff and new hires to access.

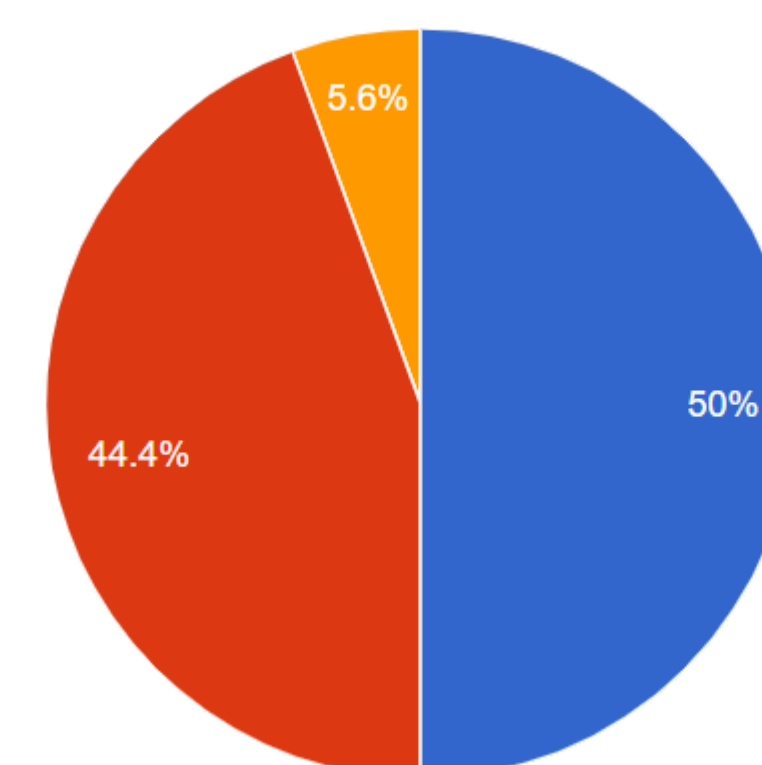
Found SOP Training within SABA Helpful

Counts/frequency: Strongly Agree (5, 27.8%), Agree (8, 44.4%), Disagree (5, 27.8%), Strongly Disagree (0, 0.0%)



Found Training Sessions Via Zoom Helpful

Counts/frequency: Strongly Agree (9, 50.0%), Agree (8, 44.4%), Disagree (1, 5.6%), Strongly Disagree (0, 0.0%)



LESSONS LEARNED & FUTURE PLANS

- Generate additional training options for staff that do not enjoy learning virtually and incorporate methods to effectively train based on all learning styles, including virtual and in-person training utilizing audio, visual, and kinesthetic methods.
- Transferred our core competencies to a virtual training platform utilizing SABA.
- Collaborate with the University of Kansas Medical Center (KUMC) to standardize computer-generated training across the University campuses.
- The following feedback will be used to improve our processes:
 - Frustration with colleagues not using their video during a training sessions
 - Internet connection issues
 - Lack of in person shadowing in clinic