Organized Onboarding: Using the Canvas Learning Management System to Streamline the University of Colorado Cancer Center Onboarding Experience

CU Cancer Center
NCI-DESIGNATED COMPREHENSIVE CANCER CENTER

Overview

The Oncology Clinical Research Support Education and Staff Development Team ensures research staff and investigators are trained on research best practices by providing a seamless onboarding process. The team assists staff and investigators in completing and maintaining required research credentials and trainings.

Background

- Over half of our onboarding survey responses (57%) included criticisms about the length or complexity
- Onboarding directly impacts a new employee's ability to succeed in their job duties by providing organized resource tools
- Effective onboarding engages employees from the beginning and increases productivity (Bell, 2011)

Goals

1. Centralize onboarding in one location to:
   - Provide clear instructions
   - Ease progress tracking
   - Reduce onboarding completion times
2. Improve communication and on-going support with new staff members.

Authors

Katie Hogan, MS
OCRST Education and Staff Development Manager

Victoria Jennrich, MBA
OCRST Education and Staff Development Coordinator

Allison Poore, MBA
OCRST Education and Staff Development Coordinator

Methods

- Converted the onboarding curriculum to the Canvas Learning Management System
- Course walk-throughs with stakeholders prior to pilot
- Piloted the staff course in July 2023
- Followed up with staff members on unsubmitted items
- Launched Canvas course center wide *(July 17, 2023)*
- Compared pre-Canvas data with post-Canvas implementation
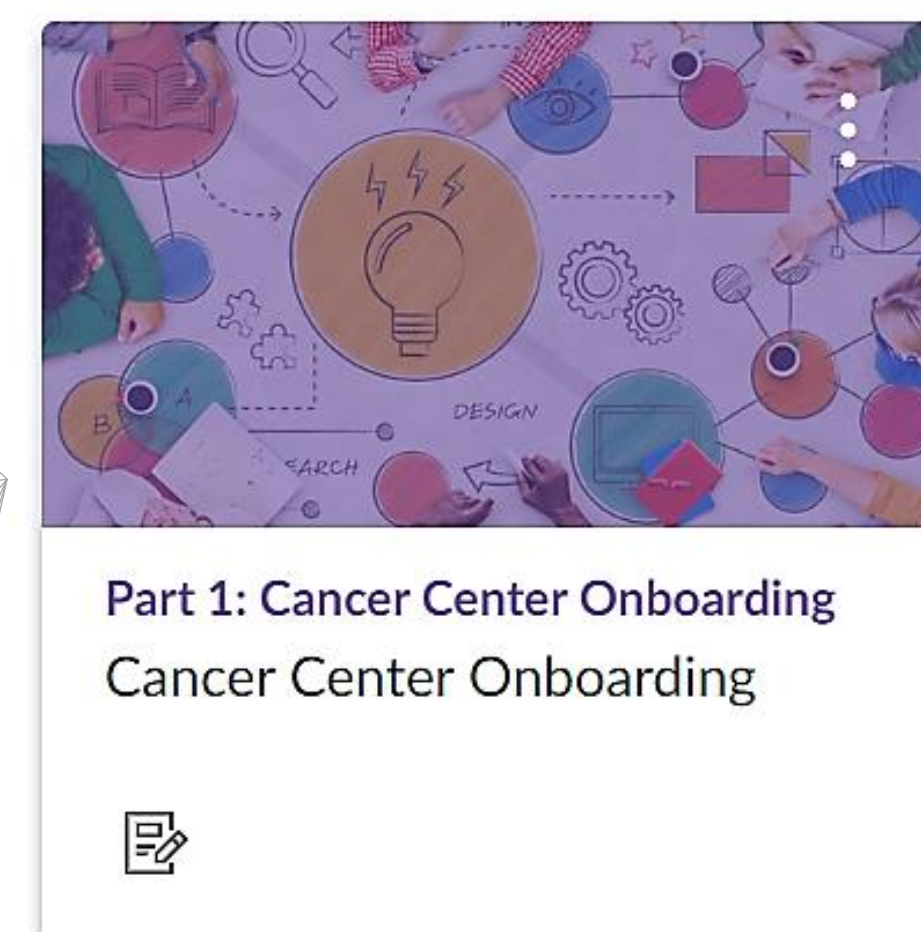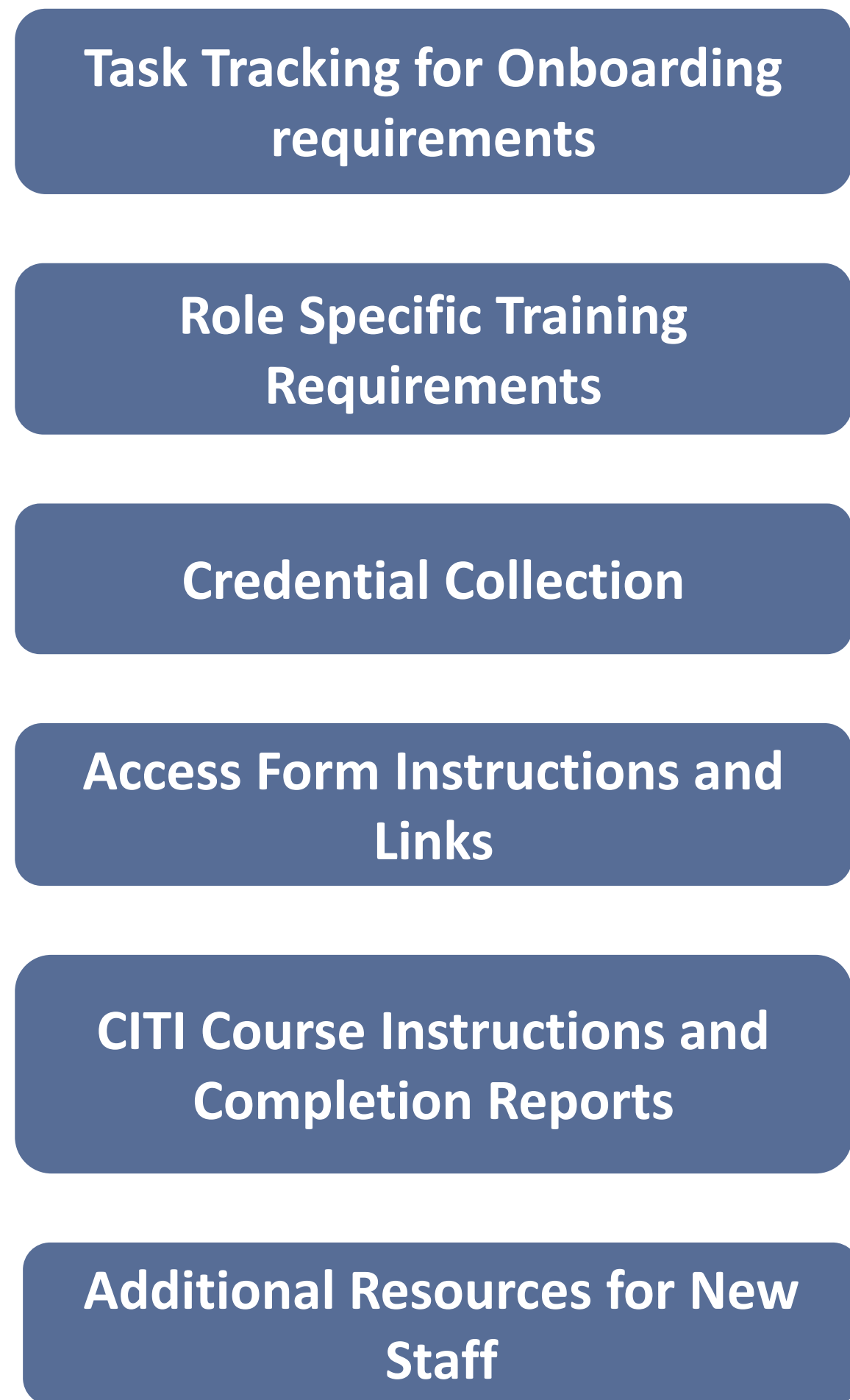- Surveys collected at course completion

- Task Tracking for Onboarding requirements
- Role Specific Training Requirements
- Credential Collection
- Access Form Instructions and Links
- CITI Course Instructions and Completion Reports
- Additional Resources for New Staff

Part 1: Cancer Center Onboarding
Cancer Center Onboarding

Image 1 The canvas tile that staff members interact with to gain access to the Canvas course.

34.5%

Decrease in onboarding completion time (23.8 days)

"It was helpful to have all links to training and onboarding requirements in one place". - *Canvas User*

Results

Onboarding completion times decreased 34.5%, or 23.8 days on average. Post implementation survey results were positive in favor of the new format.

Average Onboarding Completion Times Before vs After Canvas Implementation

	68.6 Days	44.8 Days
	Before Canvas	After Canvas
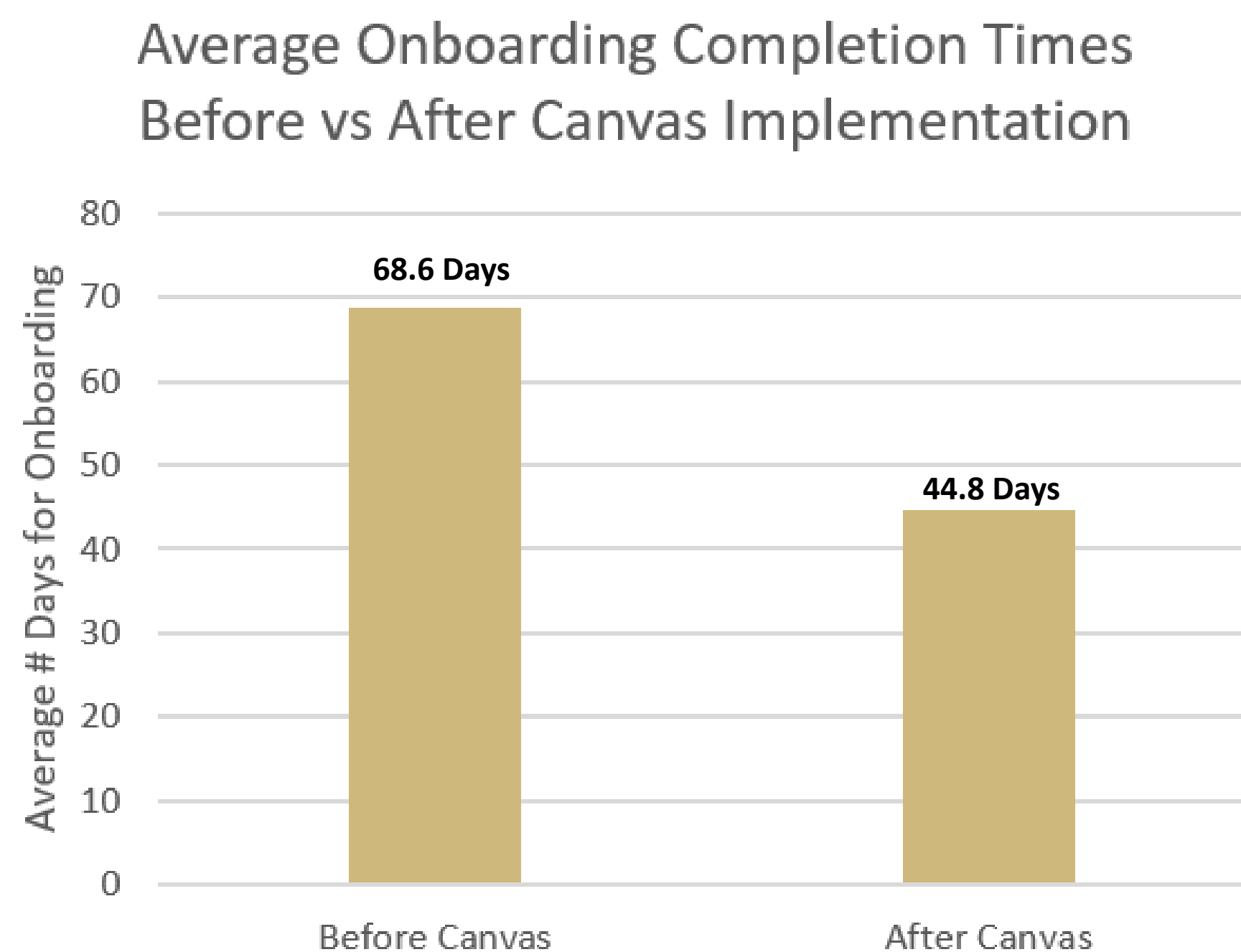
Graph 1 Average onboarding completion times decreased from 68.6 days to 44.8 days, a 34.5% reduction, after the implementation of Canvas (n=32)

Lessons Learned and Future Direction

- Demonstration of Canvas and opportunity for questions was identified as a need. Overview of Canvas and a directional homepage were added to clarify navigation.
- Increased data reporting will be used to identify common delays in completing requirements.
- Progress expanded to Investigator-specific course.
- Efforts leveraged by the Anschutz Research Workforce Development initiative to expand across all university clinical research.

Bell, T. (2021, July 27). Onboarding: Improving Employer and Employee Relations Onboarding: Improving Employer and Employee Relations. *Certified Public Manager® Applied Research, 2(*1), 1-8.