



**Center for Clinical Standards and Quality/Survey & Certification Group**

**Admin Info: 15-39-ALL**

**DATE:** June 26, 2015

**TO:** State Survey Agency Directors

**FROM:** Director  
Survey and Certification Group

**SUBJECT:** Training Course Student Evaluations - Change in Delivery Method

**Memorandum Summary**

**Change in Practice:** The Centers for Medicare & Medicaid Services (CMS) is changing the delivery method for CMS training course student evaluations. Previously, evaluations were delivered via the employed training method – classroom, Blackboard, webinar, etc. All training evaluations will now be completed in TotalLMS upon class completion.

**Effective Date:** September 1, 2015

**Overview**

Training evaluations were previously administered using different delivery methods/learning platforms, such as paper, Blackboard, Survey Monkey, TotalLMS, and the Surveyor Training website. As a result, training evaluation reports containing feedback were not readily available following training, and students were required to access different learning platforms to complete training evaluations, which often led to confusion.

Students will now complete training evaluations in TotalLMS upon class completion. Course evaluations in TotalLMS are secure and offer anonymity. Course evaluations in TotalLMS are beneficial because evaluation results can be reported on immediately and course feedback can be made available to instructors quickly. Course feedback is necessary to improve future course offerings.

TotalLMS is a university-style training administration data management system designed to capture and manage user and course information. Students can login to TotalLMS to access training transcripts, print certificates of completion, register for state and federal trainings, and in some circumstances, launch and complete training. TotalLMS is the system of record.

### **Training Evaluations: Past Practice**

Mode: Face-to-face (classroom) trainings:

- Were completed by paper;
- Expected students to complete the evaluations in a short period of time, after the training ended;
- Required physical transfer of the forms to the reporting team, by hand delivery or shipping from the site or electronic transfer, incurring labor and postage and delivery expenses;
- Created risk factors, for example, evaluations could get lost in transfer; and,
- Delayed the time that course feedback is made available to instructors on account of the packaging and delivery window.

Mode: Blackboard trainings:

- Were completed by using the ‘Course Evaluation’ feature in Blackboard; and,
- Historically did not make evaluation data and course feedback available until the assessment time frame was completed.

Mode: Webinar trainings:

- Have been listed in TotalLMS; and,
- Have been executed through Survey Monkey, a Web-based application used for multi-day webinars.

### **Training Evaluations: Future Practice**

Mode: Face-to-face (classroom) trainings:

- Face-to-face trainings will now deploy course evaluations in TotalLMS;
- Students will have seven (7) days after the course ends to complete the course evaluation in TotalLMS. Students will be able to login to TotalLMS and access the course evaluation through their ‘To Do’ list;
- Course evaluations in TotalLMS are secure and offer anonymity;
- Course evaluations in TotalLMS are beneficial because evaluation results can be reported on immediately and course feedback can be made available to instructors quickly; and, course feedback is necessary to improve future course offerings.

Mode: Blackboard trainings:

- Blackboard trainings will now deploy course evaluations in TotalLMS; and,
- Evaluation data and course feedback for Blackboard trainings can be reported on immediately and course feedback can be made available to instructors quickly.

Mode: Webinar trainings:

- Live and archived webinars will continue to deploy course evaluations in TotalLMS; and,
- Multi-day webinars (courses converted from classroom training) will deploy course evaluations in TotalLMS.

**Please note:** This new process will not affect access to course completion certificates.

### **Course Evaluation Availability**

**Face-to-face (classroom trainings):** Students will have **seven (7) calendar days after the course ends** to complete the course evaluation, after which the evaluation will no longer be available.

**Blackboard trainings:** Students will have the **entire month that the training is available** to them to complete the course evaluation, after which the evaluation will no longer be available. A link in the Blackboard course will take students to the TotalLMS login page, where they will login to complete the evaluation.

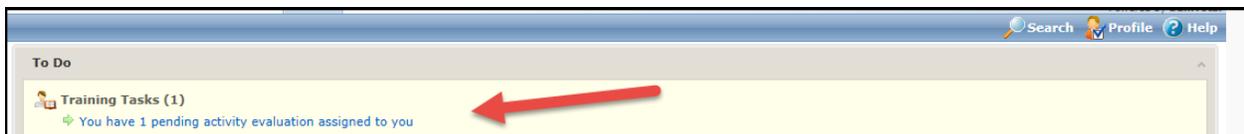
**Webinars:** Students will have **seven (7) days after the webinar ends** to complete the course evaluation, after which the evaluation will no longer be available.

### **Instructions to access course evaluations in TotalLMS**

At the conclusion of training, students will receive an email notification stating that they have an evaluation to complete and that they can access the evaluation from their 'To Do' list in TotalLMS. Students will need to login to [TotalLMS](#) by providing their username and password. Their username is their federal surveyor ID number. If they do not remember their password, they can request a temporary password by clicking the 'Forgot your password?' link on the TotalLMS login page.

Students should contact the TotalLMS help desk at: [help@qtso.com](mailto:help@qtso.com) if they are unable to access their course evaluation(s).

Below is an image of the 'To Do' list that students will see once they login to TotalLMS to complete their course evaluation(s):



**Effective Date:** September 1, 2015. This new process should be communicated with all survey and certification staff, their managers, State/Regional Office training coordinators, and all LMS users within 30 days of this memorandum.

**Contact:** For questions regarding this memorandum, please contact Anita Segar at [anita.segar@cms.hhs.gov](mailto:anita.segar@cms.hhs.gov).

/s/  
Thomas E. Hamilton

cc: Survey and Certification Regional Office Management  
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