RIA MAP Certification: Course Supporter Role

What is a Course Supporter?

This is a dedicated person from the service provider agency who supports the MAP Trainer with running the RIA Certification Course in Moodle. This person will have their own account on mapmass.com with access to the online RIA Certification Course and to the MAP Trainer's groups.

How can this person support the MAP Trainer?
(Suggested Tasks)

- Acting as a 'point person' for the course
- Assembling names for registration and preparing the course registration roster, including verifying email addresses and communicating course information to students
- Assembling resource packets and sending out the 'Welcome Letter'
- Tracking who has never logged into the course and following-up with students as needed to provide support with login/access issues
- Monitor student progress via the Progress Bar and updating the MAP Trainer and/or manager and supervisors; prompting students as needed

- Running completion reports from Moodle to share with managers and supervisors
- Running the dedication tool
- Tracking student archive dates and reminding students to finish before the archive date
- Assisting with post-course tasks such as scheduling skill testing or pre-tests
- Scheduling virtual meetings via Zoom or other platforms
- Assist students with creating YouTube accounts or troubleshooting other methods of sharing the medication demonstration video

✔ What CAN the Course Support do in Moodle?

- View course participants and when they logged in
- View 'Complete Report' from the participant view (comprehensive report of their activity)
- View Progress Bar
- View Activity and Course Completion reports
- View student logs and dedication tool
- View quiz grades under the Unit quizzes
- Can view announcements and discussion posts

*Course supports are not subject to the quiz restrictions. They can jump around the course. *

🚫 What CAN'T the Course Support do in Moodle?

- Course Supporters cannot write announcement or discussion posts
- Cannot grade the medication demonstration assignment or pretest, and cannot view assignment submissions
- Do not receive the notification on Unit 9 quiz completion
- Course Supports cannot answer course content related questions. Those should be directed to the MAP Trainer

Course Supporter Training

Course Supporters have their own page of resources on mapmass.com accessible under the **Student and Trainer Resources bucket** off the home page. This includes links to resources and documents they will use most often. It also includes a Moodle Training for Course Supporters with a demonstration of how to perform Moodle tasks.

The Moodle training covers these topics:

- Overview of the Course Supporter Role
- Registration processes and procedures
- Student archive procedures
- Overview of the mapmass.com home page and Course Supporter Resources
- Overview of the course dashboard, announcements, and discussion forums
- How to view students and see when and if they've logged in
- Monitoring student progress and activity completion, and downloading reports
- Viewing logs and the dedication tool

Getting started

- MAP Trainers should email name and contact information of the Course Support to CDDER@umassmed.edu so CDDER can create an account.

- MAP Trainers should include the name of the Course Supporter in the designated spot on the course registration roster for each class that they want the person to support.

- Independent MAP Trainers who teach classes with students from more than one service provider agency will need to separate students into multiple groups if they wish to use a Course Supporter from a particular service provider agency. That supporter can only view students from their agency.

Frequently Asked Questions

Can a MAP Trainer also be a Course Supporter?
- The Course Supporter has less access in Moodle than a MAP Trainer. These should be two different roles.

Is this a position that a service provider would hire for?
- It could be. Or this role could fit an existing staff person.

How many hours a week does a Course Supporter need to provide support?
- This will depend on what they do for the MAP Trainer! Monitoring student progress and following-up with students to help them log in may take 2 hours the first week a MAP course launches. Running individual student progress reports or downloading progress information and sharing with managers may add another few hours per week. MAP Trainers should estimate how much time they are currently spending on these tasks.