Title of Proposal: Learning Management System Marketing and Training for Online Continuing Education

Your Name: Elizabeth DeGeorge   Project Date: 2014-2015

Additional project support received from other university or external sources:
Source   Amount   Title

E01-9976 SWORPS Service Center $3,500 IT Hosting and Maintenance
E01-4018-008 SWORPS RIF Account $2,500 Design
_____ _____ _____

Please use this sheet to answer each of the following questions about your project (1-2 pp total)

1. **ASSESSMENT:** How did this project document or assess its engagement with the community?

   This project provided support for new users of a simple Learning Management System used to deliver continuing education for social workers as well as other professionals in the field who need specialized training in social service related areas, such as educators who need training in Child Abuse Reporting. The proposed User Demonstration/Training Module was created and posted. It facilitates the use of the overall system by the general public.

   Within the College of Social Work Learning Management System (CSW LMS) an integrated reporting system allows administrators to track activity in the system on an individual basis, a course basis, and an overall basis. Since this learning management system was released, almost 900 users have registered for the system. Since release, 722 courses have been accessed by individuals in each of the different available course type categories.

   With so many users accessing this system from across the state and nation, it was necessary to have a well-developed user help system to assist in answering questions about registering for the learning management system as well as using the course material and assessments. The Outreach grant has enabled us to invest in the development of a complete *Help* training unit.

2. **PARTNERSHIP/RECIPROCITY:** How did the university and community work together?

   In the past year the UT College of Social Work worked with several community groups to bring continuing education to discrete user groups.
   - The Department of Children's Services of the State of Tennessee encouraged a number of identified mandatory reporting groups to access a Child Abuse Mandatory Reporting Training. 465 users accessed this training.
   - The Memorial Foundation partnered with the college in the development of 8 separate Military Social Work trainings that were presented in a face-to-face setting for students and service providers in Tennessee's Cheatham, Davidson, Robertson, and Sumner Counties, and then were made widely available through this LMS. 214 users accessed these courses.
   - Two certificate programs at the College of Social Work are developing "for pay" continuing education that will be offered through this CSW LMS. Six individuals have already paid for and engaged in training in the Veterinary Social Work continuing education program. Beginning in 2016, offerings from the College of Social Work's Trauma Certificate program will be made available in the system.
   - The College has made available a Civil Rights training that meets federal guidelines for training agencies that receive federal funding. 37 individuals have completed this training.

3. **BENEFITS:** What were the benefits (University/community) of this partnership?

   The CSW LMS system is available at:
   http://utk-csw-lms-prod.sworps.tennessee.edu

   The Demo that provides training for the use of the system is found at:

   https://www.sworps.tennessee.edu/CSWLMS/CSW_LMS/story.html

   and is accessible from a button on the main page of the system.

   People benefitting from this training are the users of the system. A number of the trainings enable social workers and educators in the field to meet requirements for continuing education from their employers.

   In addition, some of these courses have been approved for continuing education contact hours from the National Association of Social Workers (NASW).

   In the future this system may be used in the process of completing several of the requirements for UT's online certification programs.

   Printable materials are now available for some courses (eg. http://www.csw.utk.edu/militaryworkshops/militarySWworkshops_final.pdf and http://vetsocialwork.utk.edu/docs/Human%20Animal%20Violence%20Online.pdf). As the full range of course module selections become available, other printed materials will be published.

4. **SHARED DECISION-MAKING:** Did the community have a "voice" or role for input into this project?

   At the completion of a number of the more extensive online trainings, we have included an evaluation component that allows users to provide feedback on the courses, the content, and the presentation style through Likert-style questions. Users were also given the opportunity make non-directed comments on the course and system.

   One user made a suggestion about the course that may be used in the design of future courses.

   Course developers and subject matter experts have a significant voice in the decision-making that goes into design of new courses. In addition, the administrators of the college and information technology support professionals provide valuable expertise.

5. **SCHOLARSHIP:** Are there any examples of faculty scholarship that will be informed by this project?

   Because of the nature of this project, faculty scholarship will not so much be informed by this project, but rather, faculty scholarship is being made available to the general public and, particularly, social workers who are currently practicing in the field through this project.

6. **CONCLUSIONS:** What conclusions and best practices can be drawn from the partnership?

   The CSW LMS makes continuing education available to social workers and others who are serving our state and nation. It seeks to support the efforts of those who are working to improve the quality of life and subjective well-being of individuals, families, couples, groups, and communities through research, policy, community organizing, direct practice, crisis intervention, and teaching. Social workers primarily seek to improve lives affected by social disadvantages such as poverty, mental and physical illness or disability, and social injustice, including violations of their civil liberties and human rights.

   The particular project funded by the Outreach Incentive Grant was designed to improve access to the courses in the CSW LMS. It is developed in such a way that it updatable and scalable as needed.

7. **FUTURE PLANS:** What are the future plans for this partnership?

    Future plans include development of several course types.

    The Post MSSW Veterinary Social Work Certificate is designed as continuing education for social workers who have graduated from accredited schools or colleges of social work. Participants can earn NASW contact hours for completion of content. The VSW Certificate program can be completed in part or in its entirety. It is not a graduate school certificate, so graduate school admission fees and completion of GRE test scores are not required. It is designed for the social worker who wants to expand her/his practice by integrating animals in a systematic and evidence based way. Education in veterinary social work allows for the creation of a cutting edge practice.

    Progress is being made toward the inclusion of a Post MSSW Trauma Certificate. It is projected that this set of courses will be continuing education for social workers who have graduated from accredited schools or colleges of social work. Participants can earn NASW contact hours for completion of content. The content of this certificate program will include studies in neuroscience as well as trauma and trauma treatment. It is projected that this set of courses will be available in 2016.

    During the summer of 2015 the system will be incorporating an automatic credit card payment system called Touchnet that is available through the auspices of the University of Tennessee.

    Additional *Help* training elements will be developed to inform users of changes within the CSW LMS system.