SNOMED CT E-Learning Course Guide

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1 Introduction

This guide sets out general information applicable to all SNOMED CT E-Learning courses. Anyone taking a SNOMED CT E-Learning course should read this guide and refer to it for advice on use of the E-Learning resources within their course.

Course participants must also read the specific guide for the course they are taking and the E-Learning Assessment Guide.

2 Terms and conditions of E-Learning course participation

By applying for and/or taking part in a SNOMED CT E-Learning course you acknowledge and accept the following terms and conditions of participation.

IHTSDO is offering these courses as a free service to its Members, Affiliates and other interested parties. IHTSDO seeks to deliver these courses in a fair, open and effective manner but does not accept any obligation to continue to provide these courses. Similarly, while IHTSDO will seek to deliver this service in a timely manner, it does not accept any liability for delays or disruptions to course delivery.

As a participant in this course, you are responsible for ensuring that you complete all requirements related to progress in and successful completion of the course. This includes, but is not limited to, personally viewing the training presentations and undertaking all course assessment tests personally and without assistance.

As a participant, you accept that IHTSDO has the sole right to determine all matters related to your participation in the course, including but not limited to the following: the requirements for successful course completion, the extent to which you have met the requirements for continuation and completion of the course.

IHTSDO will issue all participants in SNOMED CT E-Learning courses with a personal login and password enabling you to access course materials on the E-Learning Server. As a participant, you must not share your login details with anyone else. Furthermore, you must take all reasonable steps to ensure that others do not access your account. If at any time you become aware that others have or may have accessed your account, you must immediately change your password and report the potential misuse of your account to IHTSDO.

IHTSDO notes that some organizations may impose internet security policies on their staff. IHTSDO regrets that, if these policies prevent you from accessing any aspect of the course, it may not be possible for you to complete the course. Therefore, we advise participants to confirm that there are no security related obstacles to course participation. If obstacles exist for course participation using your employer's systems, we recommend you consider using personal internet access as an alternative approach.

Unless otherwise stated, all course materials are copyright of IHTSDO. Course materials may not be reproduced in any form or media without the prior written permission of IHTSDO. Subject to agreed conditions IHTSDO Members are permitted to reproduce and reuse presentation materials.

3 E-Learning course content and completion requirements

3.1 Learning resources

All courses include the following learning resources:
- E-Learning Presentations
- References to documents and other resources to enable additional independent study
- E-Learning Assessments

Some courses may also include one or more of the following learning resources:
- Interactive webinars
- Activity assignments

3.2 Course modules

Each E-Learning course is divided into modules. Each module consists of a specified set of learning resources and is scheduled for completion within a particular period of time during the course. Some advanced courses may include a choice between modules. In all other cases, all modules are mandatory.

Access to modules may be managed so that a module can only be accessed when previous modules have been successfully completed. Access to the E-Learning Assessments for a module may be dependent on prior completion of other required resources in the module.

Completion of a course module requires the participant to view all the E-Learning Presentations in that module and to pass any E-Learning Assessments that form part of that module. If a course module includes interactive webinars or activity assignments, the participant may also be required to attend webinars and/or to demonstrate successful completion of assignments.

3.3 Course completion

Completion of a course requires completion of all mandatory course modules within the timetable specified for the course. Successful completion also requires the participant to pass a final E-Learning Assessment. For some advanced courses other forms of assessment may also be included.

3.4 Course completion certificates

Course participants who successfully complete a course will receive a completion certificate indicating that they have completed the course. Where appropriate the completion certificate will also indicate the final assessment mark and/or a pass grade. Course completion certificates will include the date the course was taken and may note requirements for refresher courses to update knowledge.

4 How to access course resources

4.1 E-Learning server logins

All those taking E-Learning courses need an account on the E-Learning Server. To login to your account you need to use your email address and a password. If you have not already been allocated a SNOMED CT E-Learning login you will receive notification of your initial login details before the course starts. Once you have received your initial password, you will be able to update your password and also add additional details.

4.2 Requirements for viewing E-Learning resources

There are four ways in which you can view E-Learning Presentations and take E-Learning Assessments.

1. Using a web-browser with Adobe Flash Player installed
2. Using a web-browser that supports HTML5 (in this case Flash Player is not required)

The table on the next page identifies minimum requirements for each of these options and notes some known issues that you may encounter. Please review these so that you are able to use a solution that allows you to view the presentations effectively.

Some parts of SNOMED CT E-Learning courses make use of the IHTSDO SNOMED CT Browser (http://browser.ihtsdotools.org). The system requirements for this are also noted on the following page. This browser works with most modern browsers but is known not to work with earlier versions of some browsers. For example, it does not work with Internet Explorer version 9 or earlier.

Table 1. Requirements for viewing E-Learning presentations

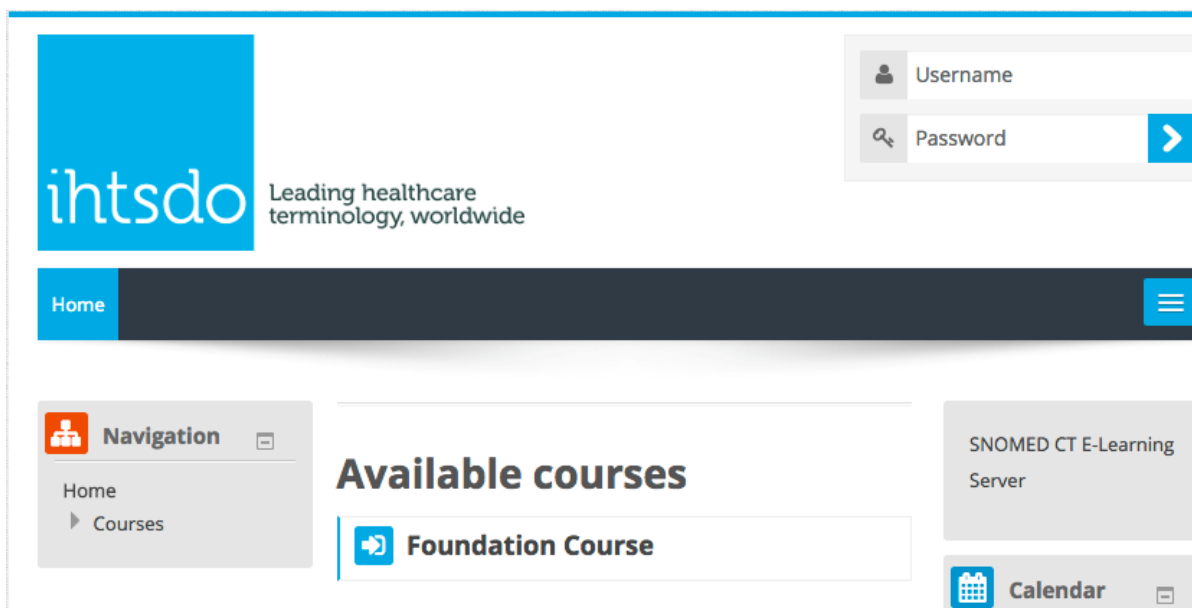| HTML5	One of the following browsers (no requirement for Flash Player) - **Windows**: Google Chrome 14, Safari 5.1 - **Mac**: Google Chrome 14, Safari 5.1 - **iPad** (Apple iOS 5.0+): Mobile Safari, Chrome for Mobile - **Android**: Chrome for Mobile Other browsers supporting HTML5 may work but this is not confirmed by the providers of software that generates the presentation packages.
Flash	One of the following browsers with [Flash Player](#) (version 6.0.79) or later: - **Windows**: Internet Explorer 6, Firefox 1, Google Chrome, Safari 3, Opera 9.5, Netscape 7, AOL 8 or CompuServe 7 - **Mac**: Safari 3 and later, Firefox 1.x and later, Google Chrome - **Linux**: Firefox 1, Opera 9.5, Konqueror 3.3.1 Note if you are using Firefox or other browsers that are not in the HTML5 list you will need Adobe Flash Player installed. Otherwise some parts of presentations (e.g. video clips) will not play. These are known limitations of Firefox and other browsers that lack support for MP4 videos that are widely used in HTML5. This is not a specific limitation of our E-Learning software.

If you have problems viewing content, please refer to Section 9 (Troubleshooting) and if this does not resolve the problem report this as a technical issue using the E-Learning Feedback Form as described in Section 7.

Note: If a presentation is updated you may still find you still see an earlier version you viewed before the update. This is due to an older version of the presentation held in your web-browser cache. This may play rather than correctly downloading the updated version. To resolve this issue, please clear your web-browser cache and restart your browser. For details on how to clear the cache of most web-browsers see http://www.wikihow.com/Clear-Your-Browsers-Cache.

4.3 Finding and using E-Learning resources

Once you have been issued with your SNOMED CT E-Learning server login you can follow the steps below to see the presentations and assessment that are available to you.

1. Using a web-browser go to the E-Learning server (https://elearning.ihtsdotools.org).
2. Login using your email address and password.
   - You should have received your password in an email. If not then see the note below

NOTE
If you have not received a password or have forgotten your password:
Leave the password blank and click the arrow to submit the password.
You will then see the full login page (as on right).
Click on the "Forgotten username or password" option.
On the page that appears enter your email and if you have an account you will receive an email.
If you cannot find the email please check your "Spam" or "Junk" folder.
If you still cannot find the password email please email us at elearning@ihtsdo.org.

3. When you have logged in you should now see the following screen including the courses to which you have access. These may include public access courses well as the course you are enrolled on.
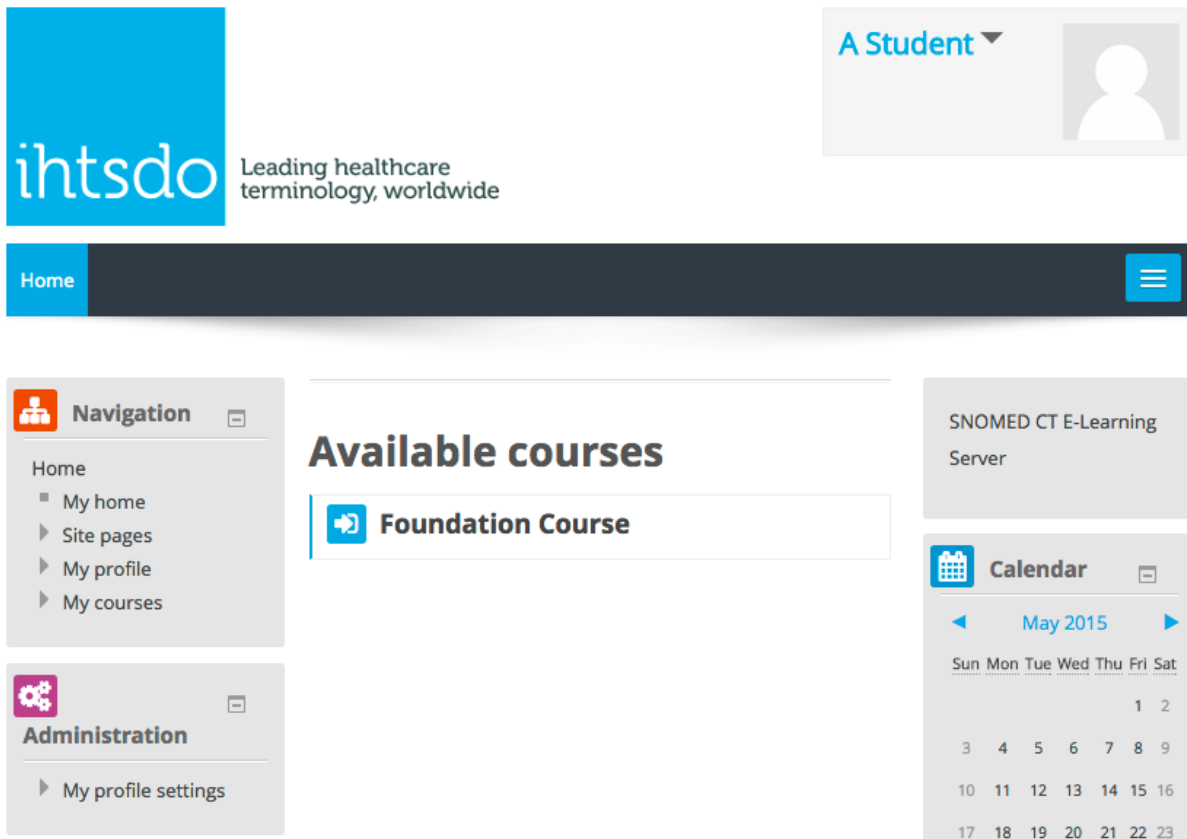
4. The blocks on the left of the screen are used to access courses and other functionality on the E-Learning server.
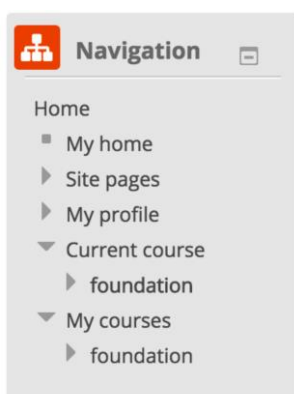
The "Navigation" block provides access to a list of current courses available on the server and to the specific courses you are signed up for.
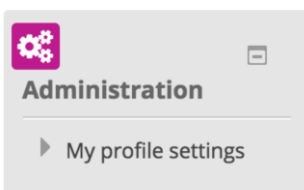
The "Administration" block allows you to update your account profile.

5. Opening up a course in the navigation block shows the components of the course nested under each of the Modules.
    - If you click on items in the navigation menu the course or individual course component will display on the right.
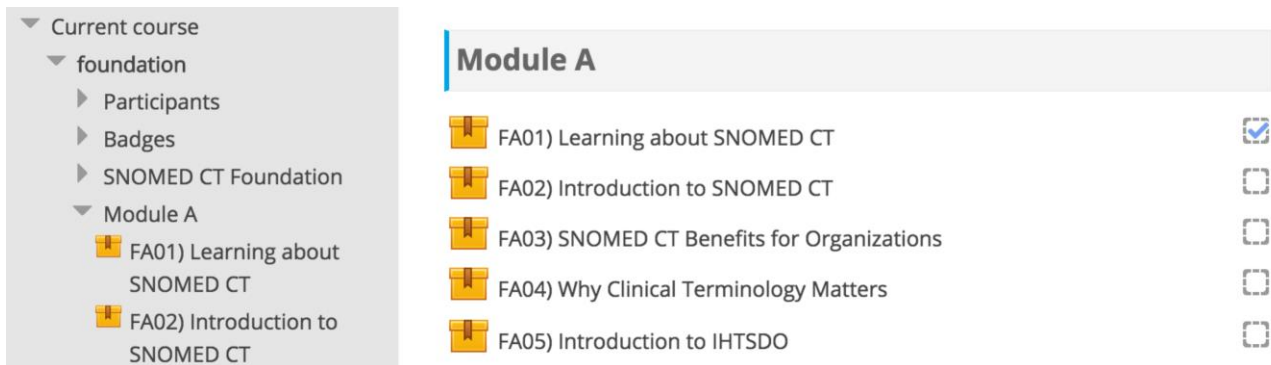   - **Important Note:** When you are first enrolled on a course some of the modules or other features may not be visible or may be visible only as titles without any accessible content. Some of these will be visible from the start date of the course but some modules or assessment will only be accessible once you have completed required steps to progress to that point in the course.

6. The checkboxes to the right of each item indicate if you have completed that item.
    - In the case of a presentation this will only be set after you have viewed every slide and closed the viewing window. This does <u>not</u> mean you have to view all the slides in a single session. You can interrupt and then resume viewing at another time.

5 How to view an E-Learning Presentation

5.1 Starting a presentation

To view a presentation open the course using the navigation block controls as described in the previous section.

1. Click the title of a presentation either in the outline list or in the right hand pane. This will open the presentation summary. Which provides a short note on the content or purpose of the presentation.
2. Click on the Enter button to start viewing the presentation.

FA02) Introduction to SNOMED CT

On completing this presentation students will be aware of the general rationale for SNOMED CT, its global role and background.

Submit a comment about this presentation

Enter

Note

The link labeled 'Submit a comment about this presentation' allows you to provide feedback about the presentation to help us improve future courses. These comments will be reviewed when we next update the course. Therefore, please do <u>not</u> use that link to ask questions about the content or report any issues you are having with the course. Instead please email these to elearning@ihtsdo.org.

5.2 Presentation viewing window

The presentation will open in a new browser window.

If you have already viewed part of the presentation you will be offered the option to resume at the point you reached last time.

Click 'Yes' to resume where you got to last time or 'No' to start from the beginning.

Resume

Would you like to resume where you left off?

Yes   No
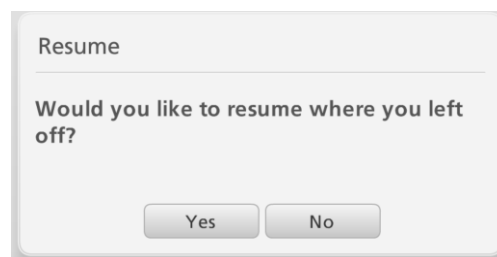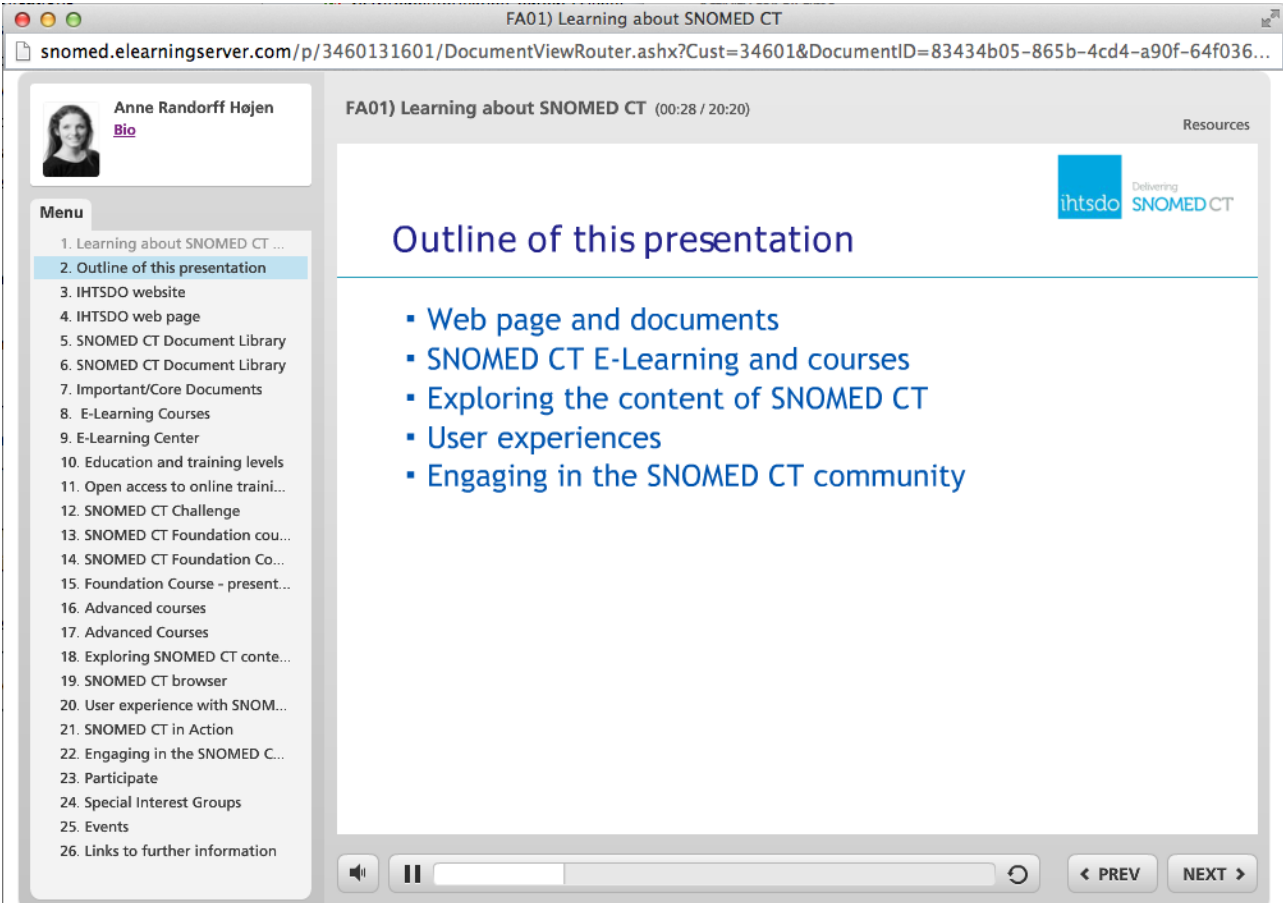
The presentation audio for the first slide (or the slide at which you resume) starts as soon as the initial data has been loaded from the server.

Note: There may be a pause before the presentation audio starts if your Internet connection is slow or if there is heavy demand on the server. This delay may be longer if you are resuming a presentation rather than starting from the beginning because the download needs to reach the point at which you are resuming.

5.3 Presentation view

An example of the normal presenter view is shown below.

- The top left corner shows the presenter and provides an opportunity to see a brief introduction to the speaker (click 'Bio').
- The remainder of the left column provides an outline list of the presentation. You can navigate to particular slides using this list.
- The footer area contains several useful controls
    o Audio volume,
    o Pause/resume button
    o Progress bar for the audio and animations within the slide
    o A refresh button to restart the current slide
    o '< Prev' and 'Next >' buttons to move backwards and forwards through the slides
- At the top right there is 'Resources' link
    o This allows you to access a comment form and in some cases also provides links to other resources.
    o The comment form link opens an online form with the name of the presentation entered for reference.
    o **Note:** Before clicking the resources button click the Pause button to halt the presentation. Otherwise, the presentation will continue even though you are not watching it.

5.4 Moving through a presentation

In most SNOMED CT E-Learning presentations the slides change automatically and the narrative continues without any user intervention. However, some presentations may include links to follow, self-assessment questions to answer or other suggested learning activities. In these cases, the presentation may pause waiting for you to press a button to continue.

5.5 Exiting from a presentation

Whenever you complete a presentation you should exit by closing the browser window in which the presentation is displayed. Closing the window updates your progress report.

Sometimes due to Internet communications issues with the server the progress you have made with a presentation may not be correctly reported to the server. If you notice that this happens please email elearning@ihtsdo.org for advice.

5.6 E-Learning Assessments

5.6.1 Before Starting an E-Learning Assessment

Before starting an E-Learning Assessment, remember you are only permitted to take each Assessment twice (one retake). See details in the guide to the specific course you are taking.

The key message is that before starting an assessment you should be sure you are ready:

- Have you learned how to use SNOMED CT E-Learning assessments?
  - See the E-Learning Assessment Guide
- Have you completed the E-Learning Presentations and any other learning activities in the module?
- Are you confident of your knowledge of the topics taught in the module (or course)?
- Do you have sufficient uninterrupted time to complete the assessment?
- Do you have access to a stable Internet connection?

6 Other learning resources

6.1 Printable copies of presentations

You will be able to download (PDF) copies of most of the presentations in the course. This may not include presentations or parts of presentations where videos or animations would undermine the value of these copies. These presentation handouts will be available from the E-Learning server in the list of resources listed in a section after the last Module.

Note that these handouts are provided to add to the learning experience. Reading the handouts is <u>not</u> a substitute for taking the presentation and will not count towards course completion.

6.2 Documents and other materials for independent study

All courses will include references to materials that you can use for independent study of the topics covered by the course. References to documents relevant to each presentation will usually be found on the final slide of each E-Learning Presentation. The guide to your specific course may also include some of these references.

The following more general points of reference are also recommended:

a) The IHTSDO web-site: www.ihtsdo.org
b) The SNOMED CT Document Library: http://snomed.org/doc
c) The SNOMED CT E-Learning Server: http://elearning.ihtsdotools.org
    a. You have access to other resources on the server outside the managed courses
    b. After completing a course you will continue to have access to the presentations
d) SNOMED CT Browser: http://browser.ihtsdotools.org
    a. Other SNOMED CT browsers http://snomed.org/browsers
e) SNOMED CT In Action: http://snomedinaction.org

6.3 Interactive Webinars

Some of the more advanced E-Learning courses include Interactive Webinars in addition to the online resources. Some Interactive Webinars may be an optional additional service to course participants. However, some more advanced courses may require attendance at some of these Webinars as one of the conditions of successful course completion.

Please refer to the specific guide to the course you are taking to check whether Interactive Webinars are available and whether there are any attendance requirements.

If Webinars are provided, you will usually have the opportunity to select from a range of possible times, which are arranged to be convenient in different time zones. Interactive Webinars will be delivered using GotoMeeting or GotoWebinar and links with relevant details will be provided to those who have signed up to attend.

6.4 Activity Assignments

If your course includes any Activity Assignments, details of these will be provided in the guide to the specific course.

7 How to communicate with the E-Learning team

If you have questions, comments, technical issues or need to communicate with the team about anything to do with an E-Learning course please follow the guidance in this section.

7.1 Issues and questions for the E-Learning team

If you need to communicate with the E-Learning Team please email elearning@ihtsdo.org. This will ensure that these communications are routed, tracked and managed in a way that allows the team to respond effectively.

The E-Learning team will seek to respond to technical issues as soon as possible. Critical problems with use of the E-Learning system will be prioritized. However, as noted in Section 2 (Terms and conditions of E-Learning course participation), the E-Learning team is unlikely to be able to address issues that arise from security, computer system, network or software policies of your organization. If issues of this nature arise, you will need to resolve them either with the help of the technical support team in your organization or by using a device and/or network connection that is outside the scope of these policies.

The E-Learning team will also address questions raised provided that they fall within the scope of the course. Due to the large number of people taking E-Learning courses, the E-Learning team are unlikely to be able to enter into detailed correspondence on specific points raised by an individual participant. Therefore, your questions may be addressed by referring you to an appropriate presentation, FAQ or reference document. Where relevant a new FAQ may be drafted based on your submitted question.

The E-Learning Administrator will deal with enquiries related to the course and will endeavor to send an initial response within three working days.

7.2 E-Learning course emails

7.2.1 Making sure our emails reach you

To receive important email communications related to the E-Learning course, please ensure that your email client is not sending messages from noreply@ihtsdo.org or elearning@ihtsdo.org to a spam or junk folder.

7.2.2 Participating in the course forum

Each course or course intake will have its own online forum accessible as part of the E-Learning Server. This is an opportunity to ask questions and share in a discussion with others taking the same course. Please note that information you provide on this web forum may be shared with others who have taken, are taking or may in future take the same course.

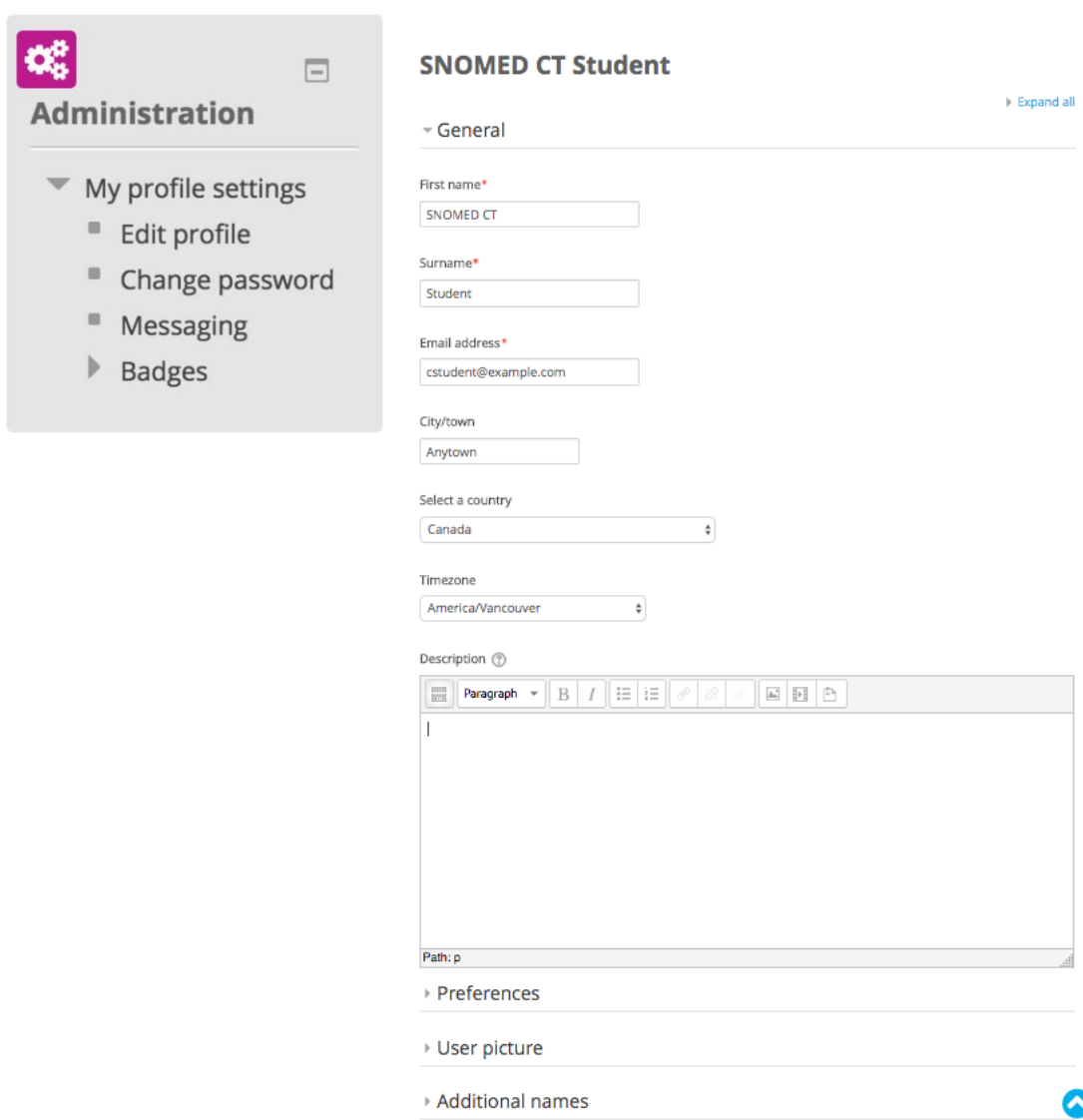### 7.2.3 Sending emails to the E-Learning team

Please communicate with us by email to: elearning@ihtsdo.org. This will usually be more effective than communicating emailing an individual member of staff. It ensures the E-Learning team can see you enquiry and the first person who is able to answer it will respond.

7.3 Changing your email address and other details

To change your email address or other details please use the 'Administration' block in the E-Learning Server to find "Edit profile" under "My Profile Settings".

Note that you can also use this page to set your local time zone and to add other optional details or preferences to your profile.

It is important to set your timezone to a Continent/City (e.g. America/Vancouver, Europe/Madrid, etc.) that follows exactly the same timezone that you are in. Changes for Daylight Saving Time will then be made automatically. Please do NOT use timezone with fixed offsets from UTC (e.g. UTC-8) as these will be incorrect at certain times of the year when DST is in force for your area. Even when not affected by DLS these offset timezone maybe unreliable for some activities on the E-Learning Server so if possible always use a Continent/City setting.

8 Providing feedback on presentations

We welcome feedback on presentations to assist us to improve future courses. On the summary sheet for each presentation on the E-Learning server you will find a link to enable you to comment on that specific presentation. In many cases you will also find a link on the last slide of each presentation.

Please note that these comments will be reviewed when we next update the course. Therefore, please do not use the feedback form to ask questions about course content or report any issues you are having with the course. Instead please email these to elearning@ihtsdo.org.

8.1 Completing the E-Learning Feedback Form

The first page of the feedback form requires three pieces of information

- The presentation session this is related to
    - This is pre-filled if you load the form from the link in a presentation
    - If your communication is not about a particular presentation select the first option 'General (Not specific to one presentation)'
- Your email address so we know who to respond to
    - Please ensure this is the email address you registered with us for the E-Learning course

When you have provided this information click 'Continue'. The page that you see next depends on the nature of the question of comment.

Delivering

ihtsdo SNOMED CT

E-Learning Foundation Course Feedback

Note this form is now only used for comments on E-Learning materials. We have changed our approach for receiving issue reports and questions.

* Required

Please email issue reports to elearning@ihtsdo.org

If you have a technical issue with E-Learning materials, a question about a presentation or any enquiries about E-Learning services please email these to elearning@ihtsdo.org. Thank you.

Presentation Session *
Select the presentation session that your feedback relates to

    FA01) Learning about SNOMED CT

Email *
Please enter your email address so we can respond to your feedback

    example@ihtsdo.org

    Continue »

8.2 Comments about an E-Learning Presentation

Use this page to make comments and/or suggest improvements to an E-Learning resource.

The information requested when you submit a comment is as follows:

- Either, a reference to the slide number or range(s) of slides to which this comment relates OR the title of the slide on which you are commenting
- The text of your comment
- An indication of the significance of your comment, chosen from the following options:
    - Typographic or style issue
    - Suggested improvement or addition
    - Potential for significant misunderstanding
    - Error or serious omission in information provided

At the bottom of each page you will have the opportunity to indicate that you wish to add another comment about the same presentation. This allows up to five comments to be submitted on a presentation at a time.

Comment about E-Learning Presentation
Use this page for comments about the E-Learning Presentation selected on first page.

Slide number(s) or title *
If your question, comment or enquiry relates to a particular slide please enter the slide number or range.

Comment *
Please include in your comment sufficient information for the issue to be located and a suggested change to resolve it. Thank you.

Significance
Please indicate how significant you consider this issue raised. Please take account of the likely impact on the primary objective of the Foundation course - which is to provide an authoritative source of broad, basic knowledge about SNOMED CT.

- ○ Typographic or style issue
- ○ Suggested improvement or addition
- ○ Potential for significant misunderstanding
- ○ Error or serious omission in information provided

I would like to add another comment about this presentation
- ○ Yes
- ○ No

« Back   Continue »

8.3 Submitting the form

When you indicate you have no more comments you will see the submit button. After you click the submit button your comment will be added to the E-Learning comment tracker. In addition, you will also receive an email acknowledgement containing the information you have submitted.

Comments on course materials will generally be processed as part of routine maintenance and development rather than as an immediate change.

9 Troubleshooting

If you are having difficulty viewing content on the SNOMED CT E-Learning Server please try each of the following to see if it resolves the issue.

After each step close all browser windows, restart your browser and attempt to access the presentation. If the problem persists or if you are unable[1] to complete the recommended action then try the next step.

1. Upgrade your version of the Flash Player to the latest version
   - Click here to find the latest version of Flash Player
   - Restart your browser and retest
   - If you still have a problem try the next step
2. Clear your web browser cache.
   - The way you do this varies according to which browser you use (see http://www.wikihow.com/Clear-Your-Browsers-Cache)
   - After clearing the cache restart your browser and retest
   - If you still have a problem try the next step
3. Ensure that your browser is using default **Security**, **Privacy** and **Advanced** settings
   - More restrictive settings may cause issues
   - If you make changes restart your browser and retest
   - If you still have a problem try the next step
4. If you are using a Windows computer
   - Open Windows Explorer
   - Go to **Tools** -> **Folder Options** -> **View**.
   - Click **Show hidden files and folders**.
   - Locate the following folder:
     C:\Documents and Settings\your_name\Application Data\Macromedia\Flash Player\#SharedObjects
   - Delete the contents of this folder.
5. If none of these steps work
   - Please report the issue to elearning@ihtsdo.org [1]. See Section 7 (How to communicate with the E-Learning team).

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[1] Some steps may not be accessible if your system is locked in accord with an organizational security policy. In this case when reporting an issue, please indicate the steps you have been unable to do.