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University of Utah
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NTC Quarterly Report
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Executive Summary

STAFF CHANGES

Rebecca Brown, formerly Technology/Kansas Outreach Coordinator for the NN/LM MidContinental Region, was appointed as NTC Trainer / Content and Curriculum Specialist. Ms. Brown began work on August 8, 2011.

CLASS OFFERINGS AND DEVELOPMENT

NTC staff taught five one-day PubMed® classes and two TOXNET® and Beyond classes during the quarter. The PubMed class offered in Indianapolis, IN, on August 9, 2011 had a large attendance of 63 participants.

The NTC trainers met regularly with the MEDLARS trainers at the National Library of Medicine® (NLM®) to plan the curriculum for the new PubMed hybrid class called PubMed for Trainers. NLM staff taught a beta PubMed for Trainers class in August; the audience included RML coordinators and library faculty from the Spencer S. Eccles Health Sciences Library at the University of Utah. Feedback from the beta class was incorporated into the class curriculum. In October, NLM trainers taught the first session of PubMed for Trainers.

The NTC trainers incorporated the use of an online polling program called "Poll Everywhere" during in-person classes. The polls allow the trainers to gauge understanding of the concepts presented in class.

Training Events

Session Content	Start Date	End Date	City/State	Trainers	Activity Conducted In-person	Activity Conducted Remotely	# Participants
PubMed®	9/15/2011 12:00:00 AM		Seattle, WA	Sharon Brown, Sharon Dennis, Rebecca Brown		N	16
PubMed®	9/20/2011 12:00:00 AM		St. Louis, MO	Sharon Brown, Sharon Dennis, Rebecca Brown		N	16
TOXNET® and Beyond	9/16/2011 12:00:00 AM		Seattle, WA	Sharon Brown, Sharon Dennis, Rebecca Brown		N	7

TOXNET® and Beyond	10/21/2011 12:00:00 AM		Bethesda, MD	NLM Trainers		N	6
TOXNET® and Beyond	10/28/2011 12:00:00 AM		New York, NY	Sharon Brown, Rebecca Brown		N	11
PubMed®	8/9/2011 12:00:00 AM		Indianapolis, IN	Sharon Brown, Joey Nicholson, Sharon Dennis, Rebecca Brown		N	63
PubMed®	8/15/2011 12:00:00 AM		Bethesda, MD	NLM Trainers		N	11
PubMed®	10/27/2011 12:00:00 AM		New York, NY	Sharon Brown, Rebecca Brown		N	24
PubMed®	10/6/2011 12:00:00 AM		Worcester, MA	Sharon Brown, Rebecca Brown		N	16
PubMed® for Trainers	10/19/2011 12:00:00 AM		Bethesda, MD	NLM Trainers		Y	17

Cancellations

No events were canceled in this quarter.

Self-paced e-learning Products

Sharon Dennis developed a draft of a self-paced tutorial needs assessment questionnaire to be released in the third quarter. The results of the needs assessment will inform topics, format and length for self-paced tutorial development.

A 40 question pre- and post-test was administered to participants in the NLM October PubMed for Trainers class. 14 students completed both the pre- and post-test. Student scores improved from 69% on the pre-test to 81% on the post-test. The results for individual questions will be used to improve the instruction and the wording of the questions for future classes.

NTC PUBMED CLASSES

NTC taught five PubMed classes with a total of 135 participants; 129 participants filled out

the evaluation questionnaire. The evaluation results for the second quarter are as follows:

Instructor knowledge, preparation, presentation skills and responsiveness to questions: High (89%); Good (11%)

Participants rating of whether they acquired knowledge and skills they can use: Agreed (93%); Somewhat Agreed (7%)

Most helpful parts of the course:

- *Hands-on instructions and examples
- *Gaining a better understanding of the MeSH database

Least helpful parts of the course:

- *Length of time spent in the classroom (they would have liked more than a one day training)
- *Outdated MeSH video

Additional comments:

- *"I really liked the real-time poll tool as an assessment mechanism, I intend to steal that idea for my own teaching!"
- *"I now have the feeling that there isn't anything I cannot do successfully in PubMed."

Overall rating: "A" (83%); "B" (15%); "C" (2%)

NLM PUBMED CLASSES

NLM taught one PubMed class with a total of 11 participants; 9 participants filled out the evaluation questionnaire. The evaluation results for the second quarter are as follows:

Instructor knowledge, preparation, presentation skills and responsiveness to questions: High (86%); Good (11%); Fair (3%)

Participants rating of whether they acquired knowledge and skills they can use: Agreed (89%); Somewhat Agreed (11%)

Most helpful parts of the course:

- *Hands-on instructions/demos
- *Manual was helpful

Least helpful parts of the course:

- *Too much material to absorb
- *My NCBI collection part of the class
- *Manual wasn't visually appealing

Overall rating: "A" (89%); "B" (0%); "C" (11%)

NLM PUBMED FOR TRAINERS CLASS

In October 2011, the NLM trainers taught the first session of the new hybrid PubMed for Trainers class. Seventeen participants attended; 13 participants filled out the evaluation questionnaire. The evaluation results for the second quarter are as follows:

Instructor knowledge, preparation, presentation skills and responsiveness to questions: High (83%); Good (17%)

Participants rating of whether they acquired knowledge and skills they can use: Agreed (100%)

Use of technology:

Problems with technology: No problems (85%); Trouble getting connected (15%); Trouble seeing the screen (8%)

Length of Adobe Connect sessions: Somewhat too short (8%); About the right length (85%); Somewhat too long (7%)

Felt encouraged to participate in remote sessions: True (85%); False (15%)

Most helpful parts of the course:

- *The in-depth practice/discussions on different types of headings
- *Learning about clinical queries, entry terms, and automatic term mapping
- *The interactive parts of the class
- *The homework assignments which they felt reinforced the concepts learned

Least helpful parts of the course:

- *Lengthy introductions in Session 1
- *Group sessions where students were left on their own without an instructor
- *Long 40-question pre/post test

Additional comments:

- *Go over homework questions/answers after sessions
- *Participants would like to know how much material will be tested on after each session

Overall Rating: "A" (77%); "B" (23%)

NTC TOXNET and Beyond CLASSES

NTC taught two TOXNET and Beyond classes with a total of 18 participants; all participants filled out the evaluation questionnaire. The evaluation results for the second quarter are as follows:

Instructor knowledge, preparation, presentation skills and responsiveness to questions: High (88%); Good (12%)

Participants rating of whether they acquired knowledge and skills they can use: Agreed (67%); Somewhat Agreed (33%)

Most helpful parts of the course:

- *Instruction related to how and when to use various databases
- *Real life scenarios
- *Instruction related to HSDB risk assessment databases

Least helpful parts of the course:

- *Manual wasn't helpful
- *Too much material to comprehend
- *Hard to navigate through all the databases

Additional comments:

- *Class was rushed; it was too much material to cover and not enough time

Overall Rating: "A" (61%); "B" (39%)

NLM TOXNET and Beyond CLASSES

NLM taught one TOXNET and Beyond class in at NLM in Bethesda, MD with a total of 6 participants; all participants filled out the evaluation questionnaire. The evaluation results for the second quarter are as follows:

Instructor knowledge, preparation, presentation skills and responsiveness to questions: High (96%); Good (4%)

Participants rating of whether they acquired knowledge and skills they can use: Agreed (100%)

Most helpful parts of the course:

- *Hands-on instruction and demos

Least helpful parts of the course:

- *Jumping to different databases; hard to keep track of which database you were in

Overall Rating: "A" (83%); "B" (17%)

NTC Web site

Sharon Dennis completed the NTC social media plan, which was approved by NLM. The purpose of the NTC social networking activities is:

- 1) To offer timely short communications to our constituents related to NTC activities;
- 2) To offer links to useful resources related to PubMed®, TOXNET®, NCBI, adult education principles and distance learning best practices;
- 3) To receive feedback and offer an interactive mechanism for communicating with our constituents.

The audiences for the NTC social networking activities are:

- 1) RML and Center staff;
- 2) NN/LM members;
- 3) MLA members;
- 4) Members of other groups, including public librarians, health educators, the public health workforce, and health science professionals.

Implementation of the plan began in September 2011.

In September 2011, the NTC Web site was changed to a WordPress powered blog style to improve the user experience, as well as to enable easier maintenance of the site and content management.

Blog posts include announcements of NTC classes as well as links to information about NLM databases, tools for online teaching, and adult education principles. NTC staff also created a Twitter page and Facebook page.

MLA Educational Clearinghouse Activities

No activities related to the MLA Educational Clearinghouse were conducted in the second quarter.

Collaboration with NN/LM staff

The National Training Registration Page (NTRP) class management system is used by all regions except for the Middle Atlantic Region (MAR) and New England Region (NER). Matthew Steadman worked on improving the NTRP system, including the following updates:

- * Regional settings section was added, allowing regions to better control their classes.
- * Class Confirmation tools which were previously only used by NTC are now available to all regions.
- * A new messaging system was added to facilitate better communication with class participants.
- * Multiple bugs on regional registration pages, and national schedule listings were corrected.
- * Better error detection and resolution within the system.
- * Long term classes can now be configured to allow participant registration after the first day of class.
- * Participant information is now fully searchable and editable by regional administrators.

- * Reports in HTML have been cleaned up, and sorting tools have been added to better navigate through the information.
- * Downloadable reports are now available as a direct download rather than through the previous confusing multi-step process.
- * Class reports and tools are easier to find and navigate between.
- * Regional settings have been introduced to allow users to control what parts of the system their region does and does not use. Links that are irrelevant to particular regions no longer appear on the NTRP administration page.

On September 26, 2011, Sharon Dennis and Matthew Steadman met with representatives of the six regions using the NTRP system. The participants were pleased with the improvements to the system and reported good results using the system.

Marketing and Promotional Activities

Sharon Dennis met with Cyndy Salzmann, an experienced marketing and promotion consultant, to discuss NTC marketing and promotional activities. Ms. Salzmann presented the NTC with a marketing strategy proposal.

The marketing strategy and materials Ms. Salzmann will develop for NTC are designed to:

- Target key audiences using unique communication strategies and materials;
- Enhance the planned utilization of Web 2.0 technologies with creative scripting, images and video;
- Provide NTC and sponsoring organizations with materials and guidance to promote scheduled training both internally and externally; and
- Ensure cost-effectiveness by producing materials that are easily adaptable to future needs.

Work on this project will begin in the third quarter and be completed by the end of Year 1.

Other

August/September 2011: Jean Shipman, Claire Hamasu and Sharon Dennis presented an overview of the NN/LM and the NTC to the staff of Utah congressmen and senators.

September 21-23, 2011: Sharon Dennis, Sharon Brown, and Rebecca Brown attended the annual meeting of the Midcontinental Chapter of the Medical Library Association (MCMLA) in St. Louis, MO. All three participated in the RML Update held during the meeting.

September 23, 2011: Rebecca Brown and Sharon Dennis presented a paper entitled, "Exploring Hospital Librarians Use of Social Media" at the annual meeting of the Midcontinental Chapter of the Medical Library Association (MCMLA) in St. Louis, MO.