Background

The University of California (UC) Training & Education Center of Excellence (CoE) develops systemwide training content, distributes courses, maintains a central repository, evaluates impacts, and represents the UC in education initiatives for risk services. The Center of Excellence produces training in a variety of blended formats; including online (eLearning), instructor-led, tutorials (video), and webinars. The initiative was conceived of in 2010, with its most recent team iteration formulated in April 2015. For more information, visit http://uctraining.education.

Overview

This Annual Report summarizes the campus services provided, accomplishment of goals, and impacts measured for the year 2015. Efforts through this Center of Excellence serviced each of the 10 campuses and five medical centers. Four out of the five goals were met with 75% or higher progress.

*NOTE: Training completions are slightly inflated because they contain “fulfillment” numbers (whereas, campuses may have used their specific courses to credit the equivalent eCourse).

Overall, the largest number of online training, videos, and/or webinars were produced this year (more than all previous years combined). Each campus is using some form of training produced from this initiative.
Service was provided to each campus in the form of collaboration and support. Constituents included Environmental Health & Safety (EH&S), Risk Management, Medical Center, and associated Centers of Excellence (CoE).

**UC Berkeley**
Discussed, and requested involvement with, the “Safety Needs Assessment Program” (SNAP/STARS) spearheaded by Roy Berke. Collaborated on development of Laser Safety training. Partnered with Alisha Klatt in recording of Lockout/Tagout video, and development of Fire Safety training for residents. Assisted in distribution of Laboratory Safety Refresher by resolving issues identified by the LMS CoE. Created draft version of Heat Illness training. Developed “ABCDs of Fall Protection” script for future coordination with Gary Bayne. Obtained feedback and direction from Mark Frieberg. COE assistance: Created websites for Shop Safety Manual and SHARK, coordinated recording of Lockout/Tagout video, recorded audio for Electrical Safety training, and hosted instructor-led Electrical Safety & Lockout/Tagout training at UCR (with Jim Gilson). Discussed possibility of HazMat Grants (with Charles Borromeo).

**UC Davis**
Developed Food Safety and Supervisor Safety training, specific to campus. Provided guidance on customization of Bloodborne Pathogens training. Coordinated upload of Fluoroscopy training to CME California. Obtained feedback and direction from Jill Parker. COE assistance: Mentored Risk & Safety Solutions (Jason Bowman and Christine Flanders) in systemwide training development and adult learning topics. Collaborated on development of Early Mobility training (with Jason Barry).

**UC Irvine**
Coordinated development and editing of Disaster Preparedness & Zone Crew training. Provided course access and/or source files for Electrical Safety. Discussed lecture-capture projects (e.g., Lockout/Tagout). Collaborated on development of Motorized Cart Safety training. COE assistance: Partnered with Mindfulness COE on systemwide training development (with Jessica Drew de Paz). Consulted on request to join COE (with Manjeet Randhawa).

**UC Los Angeles**
Provided 14 customized training courses for upload to their campus LMS. Assisted with converting videos in Laboratory Safety Fundamentals. Completed development of Shop Safety training (previously assigned to STEW member). COE assistance: Partnered with UC Center for Laboratory Safety (with Imke Schroeder, Craig Merlic, and Nancy Wayne).

**UC Merced**
Assisted with request for Controlled Substances training.

**UC Riverside**

**UC San Diego**
Collaborated with CSPA on systemwide Controlled Substances training. Provided course access and/or source files for Radiation Safety. Obtained feedback and direction from Garry MacPherson (STEW EH&S Director Liaison). COE assistance: Coordinated development of Implementation Report, and linked LMS Request form to course webpages (with Nancy Terry).

**UC Santa Barbara**

**UC Santa Cruz**
Discussed “EAP training” with Director of Emergency Management / Business Continuity. Collaborated on development of Back Safety training. Discussed training program with Safety & IH Programs Manager. Obtained feedback and direction from Patt Goff (e.g., Peer Review project). COE assistance: Created Fall Protection website and hosted training at UCR, provided feedback to campus-developed studio safe work practices video, and collaborated on development of Shop Safety training (with Brent Cooley).

**UC San Francisco**
Updated “Safe Patient Handling Awareness” training. Provided review and content for in-person Annual Safety Training (AST) for facilities. Collaborated on development of Early Mobility training.

**UC Agricultural & Natural Resources**
Distributed Plant Biosafety. Posted “Quarantined and Regulated Pests” training. Provided licensing for Articulate Storyline 2.

**UC Office of the President**
Developed “Safety Orientation (UCOP)” and “UC Ready” videos. Guided EORM on stakeholders, online requirements, and expectations for Workplace Violence Prevention training. Resolved Vivid Learning Systems remaining hours on contract. Discussed transfer of Organizational Change Management training from IBM.
Develop training

Goal: Produce courses in online training (eLearning), instructor-led training, tutorials (videos), and webinars. Create resources such as instructional job aids, forms, and website (repository).

Created course catalog (library). Coordinated development of training and videos ["Roadmap"]. Outreached to EH&S Workgroups and Centers of Excellence, Risk Management Leadership Council, Medical Centers, and UCOP to collect training requests and develop Subject Matter Expert (SME) list. Initiated planning for revival of EH&S Academy (introductory and advanced track preparation for professional certification). Recorded video for Back Safety training (at UCSC) and Motorized Cart (at UCSB). Initiated discussions on Laser Safety training with UCB. Identified priorities with Biosafety Officers, Laboratory Safety Workgroups, Occupational Safety, and Radiation Safety Officers workgroups. Finalized development of “Safety Orientation (UCOP)” 11/02/15.

Evaluate impacts

Goal: Collect data, analyze results, and report on training course evaluations (participant reactions, learning, and behavior).

Developed monthly report, including a systemwide training Implementation Report. Tracked completed courses on Timeline. Developed training evaluations forms and presented to STEW. Monitored Course Evaluation Report for risks and impacts. Tracked quality (reactions, learning, and behavioral impacts) and quantity (systemwide training completions).

Distribute courses

Goal: Distribute through the UC Learning Center (“LMS”) or video content management system. Provide final training materials to Systemwide Training & Education Workgroup (STEW).

Distributed AIR Smoke & Tobacco Free to UC Tobacco Cessation Network, Bloodborne Pathogens 2015 to BSOs, Controlled Substances to CSPAs, Fluoroscopy to RSOs and CME California, Laboratory Safety Refresher to LSWG, Plant Biosafety to BSO, Radiation Safety to RSO, Safe Patient Handling Awareness to UCSF, Shop Safety to OS & LSWG, Training (ADDIE and SAM model) to STEW, UC Travel Abroad to RMLC, and UC Ready to BCP Executive Committee. Created Fall Protection (Competent Person) website. Coordinated SkillSoft course library contract and distributed 156+ courses to EH&S Workgroups and Risk Management. Distributed Shop Safety to California State University Dominguez Hills.

Represent the UC in education initiatives

Goal: Serve as liaison to STEW, UC Center for Laboratory Safety, and other workgroups. Manage contracts related to systemwide training. Lead development of training system.

EH&S Workgroups

Presented to the Laboratory Safety (LSWG) 11/05/15 [in-person], Centers of Excellence 10/26/15 [in-person], Occupational Safety (OS) 11/17/15 [in-person], Business Continuity Executives, Biosafety Officers (BSO) 07/30/15 [in-person], Controlled Substances (CSPA), Driver Safety, EH&S Leadership Council (EHSLC), Environmental Health (REHS), Ergonomics (ERGO), Fire Marshals, Industrial Hygiene (UCIH), Medical Centers, and Training (STEW).

Human Resources (UCOP)

Developed partnership with Talent Management & Staff Development on systemwide training initiatives (Donna Salvo, Steve Heindl).

Risk Services (UCOP)

Presented during Staff Meeting 07/30/15. Guided EORM on stakeholders, online requirements, and expectations for “Workplace Violence Prevention” training. Discussed prioritization of requests. Provided Risk Services specifications for UC Path space.

Maintain a central repository

Goal: Create online library. Maintain collection of training materials.

Created website http://uctraining.education housing courses, resources, and COE team information. In coordination with STEW and the Learning Management System (LMS) CoE, created landing pages for sample viewing, downloading, and requesting. Created Shop Safety Manual website. Coordinated with STEW on centralization of shared assets (stew.assets@gmail.com). Consolidated “Radiation Safety Training” for custodians and trades onto website, in coordination with RSOs.

Significant progress was made in accomplishing the five major goals: 1) Develop systemwide training content, 2) Distribute courses, 3) Maintain a central repository, 4) Evaluate impacts, and 5) Represent the UC in education initiatives.
STEW
Participated in planning for in-person meetings for STEW and Center of Excellence. Obtained release (for photo/video) and distribute to STEW 06/12/15. Coordinated training development projects (to avoid duplication). Discussed the sunset of Systemwide Training Development project. Authored articles displayed in “Safety Spotlight” 06/01/15. Encouraged them to draft whitepapers and position statements in support of their decisions.

Training Commercialization
Coordinated discussions with General Counsel, intellectual property and copyright, and technology commercialization. Discussed import of courses into Captive for potential training commercialization (e.g., Briotix).

UC Center for Laboratory Safety

Vivid Learning Systems
Submitted request to develop (3) courses. Presented loss of library to STEW and coordinated with LMS COE. Pursued SkillSoft contract to replace some courses. Remaining 120 hours of work was delayed (on their part) and of poor quality.

Impacts
Key metrics are summarized for training completions, production timeline, course evaluations, and implementation of courses across the campuses.

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<thead>
<tr>
<th>Course</th>
<th>Completions</th>
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<tr>
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<td>Safe Patient Handling</td>
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<td>Controlled Substances</td>
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<td>Hazard Communication</td>
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<td>Bloodborne Pathogens</td>
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<td>Radiation Safety</td>
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<tr>
<td>Chemical Hygiene Officer</td>
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2016 Goals
New goals for the year 2016 will be to: 1) Develop training, 2) Improve course participation, 3) Maintain a central repository, 4) Evaluate impacts, and 5) Standardize training programs and practices.
Timeline
Available online at https://www.timetoast.com/timelines/1117684.
Janette de la Rosa Ducut, Ed.D. began leading the current Center of Excellence in April 2015.

Course Evaluations
Available online at https://uctraining.wufoo.com/reports/course-evaluation.

To review specific learning outcomes, refer to the table provided in the online Course Evaluation Report.
### Implementation

Available online at [https://uctraining.weebly.com](https://uctraining.weebly.com) (under “Implementation”).

Data is current as of 11/30/15.

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<th>Course</th>
<th>Campuses</th>
<th>Medical Centers</th>
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<td>UCD</td>
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<td>AIR training</td>
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<td>UC Travel Abroad²</td>
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¹ Includes “fulfillment” numbers, where campuses may have used their specific courses to credit the ecourse equivalent
² Course not available in the UC Learning Center
³ Campus not using the UC Learning Center
⁴ Campus already has a location-developed course
⁵ Course is required for the campus

### Conclusion

Much energy was spent this year on establishing an entity that could be dedicated to the training initiative. This was accomplished through the creation of identity assets, innovative use of webconferences, networking and team building, and the development and prioritization of requests. This year’s revitalized Center of Excellence achieved creation of its identity, meeting structure, and workload.

This year we benchmarked service capacity, goal progress, and key indicators. We navigated successfully through several workgroups and stakeholders to identify priorities, while expanding our assistance across all campuses. The creation of shared assets continues to transform the risk and safety world. We will continue to strive for a successful 2016.