

SOLABS QM10 – Questionmark OnDemand Interface

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Introduction

The Questionmark OnDemand Interface was a new feature available (as an added option) starting with SOLABS QM10 Release 10.6 and is now a standard part of the Training Management option starting with Release 10.9. It allows creation and delivery of online Training Assessments through a collaboration between SOLABS and Questionmark. Questionmark’s **Questionmark OnDemand** product is used to author the Training Assessments, which can then be linked to SOLABS QM10 Training Activities.

Client accounts for Training Administrators and client folders for Topics (Questions) and Assessments are created by SOLABS in a **Questionmark OnDemand** instance – either stand-alone or shared (where clients see only their own folders and a Public folder). Assessments created, published and scheduled by the Training Administrator in their Questionmark OnDemand folder are then available to link to Training Activities within their **SOLABS QM10** instance.



The **Training Activity Details** screen includes a **Training Activity Assessment** section to allow SOLABS Training Administrators the option to link a published and scheduled Training Assessment from Questionmark OnDemand, when creating a new Training Activity, or when modifying a Training Activity that is still in a Not Started status.

This User Guide provides information on using the interface between SOLABS QM10 and Questionmark OnDemand. Training on authoring, publishing and scheduling of assessments in Questionmark OnDemand is provided by Questionmark. Creation of Training Curriculums and Training Activities in SOLABS QM10 is covered in separate SOLABS Training Administration User Guides and Knowledge Base articles.

The link between SOLABS QM10 and Questionmark OnDemand

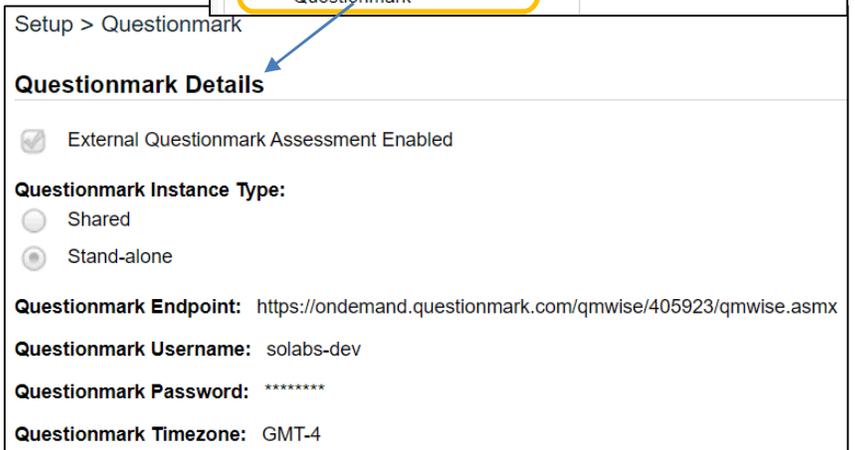
The **SETUP/Administration** menu includes the option for **External Training Provider Configurations**.

Clicking on the **QuestionMark** option in that section will bring up the **QuestionMark Details** screen, where the Questionmark OnDemand URL and administrative credentials will be displayed.

- The **QuestionMark Instance Type** field will indicate whether you have a Shared instance or a Stand-alone instance of Questionmark OnDemand.

In a shared instance, you have access only to your own folders, as well as a Public folder. No other clients can see your folders. The Public folder allows convenient access to some general Training Assessments that may be created by SOLABS and made available to all clients to consider using.

- The **QuestionMark Endpoint** field displays the URL to your Questionmark OnDemand instance, and the folders created for your organization. This should **not** be modified or access to existing Assessments will be lost.
- The **QuestionMark Username** and the **QuestionMark Password** fields are for internal use by SOLABS and Questionmark.



Each Training Administrator (up to 5) will be provided with their own unique Username and Password as described in the next section of this Reference Guide.

The Questionmark Timezone field will be aligned with the SOLABS QM10 Timezone but is in GMT (Greenwich Meantime), where the SOLABS server is in UTC (Universal Time Coordinated). Since GMT does not take daylight savings time into consideration, this should be checked and adjusted by the SOLABS System Administrator twice yearly when changes between standard time and daylight savings time occurs.

Limitations:

- An Assessment in Questionmark OnDemand can be linked to only one Training Activity in SOLABS QM10. A Training Activity in SOLABS QM10 can be linked to only one Training Assessment. If you need to link an assessment to more than one Training Activity, or if a revised Training Activity does not require updates to the previously linked assessment, a copy of that Training Assessment can be created in Questionmark OnDemand under a different name.
- A Training Assessment can only be linked to a Training Activity when that Training Activity is being created or is still in a Not Started status.
 - To relate a Training Assessment to an *Active* Training Activity, it would instead need to be linked to a separate Training Activity within the same Curriculum. At the next revision of the Training Activity, that separate Training Activity could be closed, and a copy of the Training Assessment could be linked directly to the new Training Activity.
- When a Training Activity is set for Recurrence with a Recurrence Type of Document Review, the revised Training Activity will be created in the Not Started status so that the Training Administrator can link a new Assessment or create and link a copy of the previous Assessment. It can then be manually made Active.

Linking a Training Activity Assessment to a Training Activity

NOTE: The Assessment must already be created then published and scheduled in Questionmark OnDemand before it will be available to link to a Training Activity in SOLABS QM10. The Assessment must be of a type that will have a discreet Passing grade associated with the Assessment Outcome. The Training Administrator must know the Questionmark OnDemand Assessment ID or Assessment Name in order to link it.

If it is planned to link an Assessment from Questionmark OnDemand, click the **Yes** option for **Assessment Required?**

In the **Assessment ID** field, start typing the Questionmark OnDemand Assessment Name or Assessment ID for the assessment you would like to link to the Training Activity. Assessments that meet the search criteria will be listed for selection.

Training Activity Assessment

Assessment Required?:

Yes
 No

* Assessment ID:

Training Activity Assessment

Assessment Required?:

Yes
 No

Assessment ID:

01

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Start typing assessment name or ID in the field, matching assessments, not already linked to another training activity, will be loaded.

Completion Requirements

End Users

Completion Requirement:

End user confirmation

End user with pass rate

End user and second confirmation

End user with pass rate and second confirmation

Pass Rate:

%

When **Assessment Required?** = **Yes**, the **Completion Requirements** section of the Training Activity Details screen will automatically default to a **Completion Requirement** of the **End user with pass rate**. The **Pass Rate** field is disabled because when the Training Activity is Submitted and Confirmed, that field will be populated with the Pass Rate from Questionmark OnDemand.

End Users

Completion Requirement: End user with pass rate

Pass Rate: 100.00 %

Completing an Assigned Training Activity Assessment

Assigned Training Activities that include an Assessment, will have an **Open Assessment** menu option in the right-hand **Activity Confirmation** menu of the Training Activity > View screen. Starting with Release 10.9 there will also be an **Open Assessment** button at the top of the screen. A warning is displayed that **In order to confirm your training, you need to complete the related assessment. Access the assessment by using the Open Assessment option.**

Training > Employee Orientation > cGMP Booklet Knowledge Assessment - NEW > View

Status: Active
Completion Percentage: 24.2 %

Open Assessment

In order to confirm your training, you need to complete the related assessment. Access the assessment by using the Open Assessment option.

Activity Actions

- View
- Get Link
- Email Link

Activity Confirmation

Open Assessment

Training Activity Details

If the User has not completed the linked Training Assessment, they will not be able to record completion of their training because the **Record my Training** option will not be available.

Clicking on the **Open Assessment** option brings the trainee directly to the **Assessment page** in Questionmark OnDemand. No login credentials will be required.

Activity Confirmation

Open Assessment

Record my Training

Questionmark

Dec 21 2017 | Logged in as : gld

Introduction to cGMPs

This knowledge assessment will test your understanding of the presentation you just completed on *Introduction to cGMPs*.

Introduction to cGMPs

1 of 3
cGMP Regulations for Finished Pharmaceuticals are established in which parts of the CFR?

- Parts 210 and 211
- Chapter 11
- Parts 600 and 610

2 of 3
Current Good Manufacturing Practices are optional guidelines for the pharmaceutical industry

- True
- False

3 of 3
Which Subpart covers Production and Process Controls

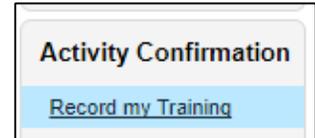
- Subpart F
- Subpart B
- Subpart D

After completing the Assessment, click on the **Submit answers** button on the Questionmark screen. A **Close** button will then appear at the bottom of the screen.

Clicking on the **Close** button will transfer the result back to the SOLABS QM10 Training Activity and will bring the user back to the **Record my Training** screen.

Passing Results on a Training Assessment

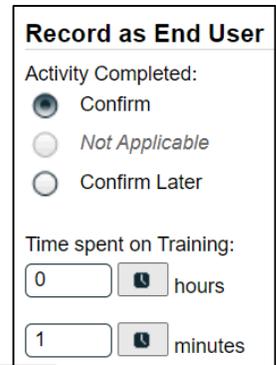
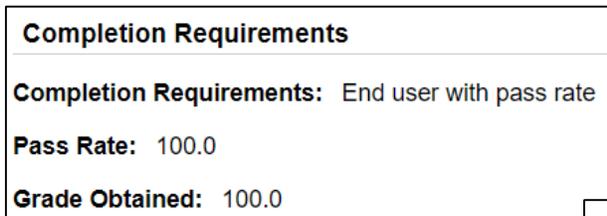
When the assessment in **Questionmark OnDemand** is completed and submitted with a passing result (**Grade** at or above the **Pass Rate**), the trainee will be brought directly back to the **Record my Training** page in SOLABS QM10. The **Open Assessment** menu option is no longer displayed in the right-hand **Activity Confirmation** menu; only the **Record my Training** option.



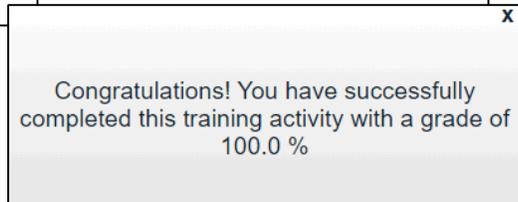
NOTE: If the Training Activity also includes a link to a Curriculum Document, and that document had not been opened prior to completing the Training Assessment, clicking on the **Record my Training** option will bring up a warning that



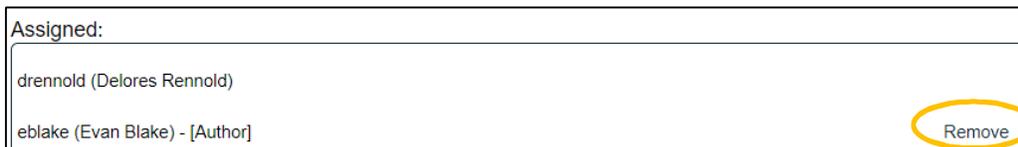
Clicking on the **Record my Training** option will bring up the **Record as End User** fields. After entering the Time spent on Training and clicking the **Submit** button, the grade obtained for the completed assessment is displayed in the **Completion Requirements** section, under the **Pass Rate** as: **Grade Obtained**.



The trainee must then **Confirm** the **Training Activity** in order to be at a status of **Trained**. A **Congratulations!** Message will be displayed upon confirmation with a passing score.



Once an assessment is completed successfully, it is not possible for a Training Administrator to remove the user assignment. The **Remove** option isn't available anymore to the right of that user on the **Assign End Users** page.



Training Administrators and Managers will see the User listed in the **Trained Users** table only after the User has completed the **Record my Training** action. The following information regarding the assessment will be displayed:

End Users				
drennold (Delores Rennold)			Status: Trained	
Sign-off by: DR (Delores Rennold)	Sign-off Date: 14-Oct-2021 16:29:18 UTC-04:00	Record Date:	Record Provided by:	
Second Confirmation by:	Second Confirmation Date:	Grade: 100.00	Grade Provided by: Automatic by System	Date: 14-Oct-2021 16:18:45 UTC-04:00
Attempts: 1	Time Spent (hours): 0h 15min	Sign-off as N/A:	Justification:	

Failing Results on a Training Assessment

When the assessment in Questionmark OnDemand is completed and submitted with a failing result (**Grade** less than the **Pass Rate**), the trainee will be brought directly back to the **SOLABS QM Record my Training** page in SOLABS QM10. The failing **Grade Obtained** will be displayed as part of a message under the Open Assessment button at the top of the page. The Open Assessment menu option is also still available.

The assessment has been completed with a failing result of 96.00 %. You have been reassigned to complete the assessment and confirm your training activity again. Use the Open Assessment option to complete the assessment.

The user is reassigned the Training Activity so that they can try again.

When this happens, the user will not be considered trained and will remain visible to Training Administrators and Managers in the **Untrained Users** table, highlighted in red. Each time the grade is less than the pass rate, the **Attempts** go up by one for the next reassignment.

eblake (Evan Blake) - [Author]			Status: Awaiting End-User and Grade	
Sign-off by:	Sign-off Date:	Record Date:	Record Provided by:	
Second Confirmation by:	Second Confirmation Date:	Grade:	Grade Provided by:	Date:
Attempts: 2	Time Spent (hours):	Sign-off as N/A:	Justification:	