

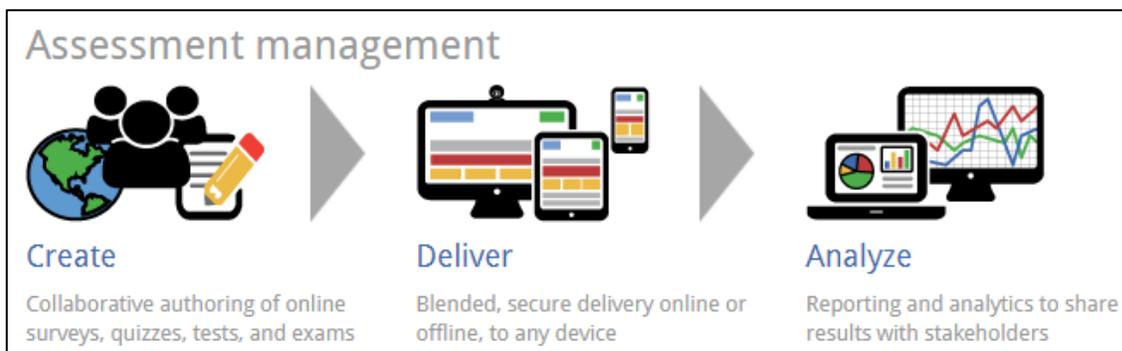
# SOLABS QM10 – Questionmark OnDemand Interface

- Introduction ..... 1
- The link between SOLABS QM10 and Questionmark OnDemand ..... 2
- Limitations: ..... 2
- Linking a Training Activity Assessment to a Training Activity ..... 3
- Completing an Assigned Training Activity Assessment..... 4
  - Passing Results ..... 5
  - Failing Results ..... 6

## Introduction

The Questionmark OnDemand Interface was a new feature available (as an added option) starting with SOLABS QM version 10.6 and will be a standard part of the Training Management option starting in late 2021. 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 for scheduling and delivery.

When enabled, a **Questionmark OnDemand** instance is created for the client and then linked within their **SOLABS QM** instance. Assessments can then be authored within **Questionmark OnDemand** and are available to link to a **Training Activity** in **SOLABS QM10**.



The **Training Activity Details** screen includes a **Training Activity Assessment** section to allow SOLABS Training Administrators the option to link a published 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.

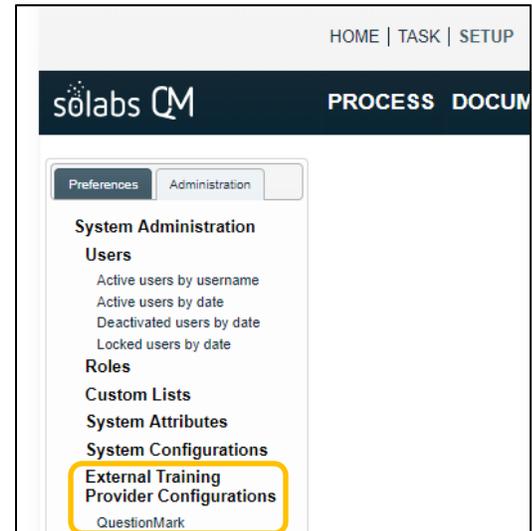
This User Guide provides information on using the interface between SOLABS QM10 and Questionmark OnDemand. Training on authoring assessments in Questionmark OnDemand is provided by Questionmark. Creation of Training Curriculums and Training Activities in SOLABS QM10 is covered in separate SOLABS User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

## The link between SOLABS QM10 and Questionmark OnDemand

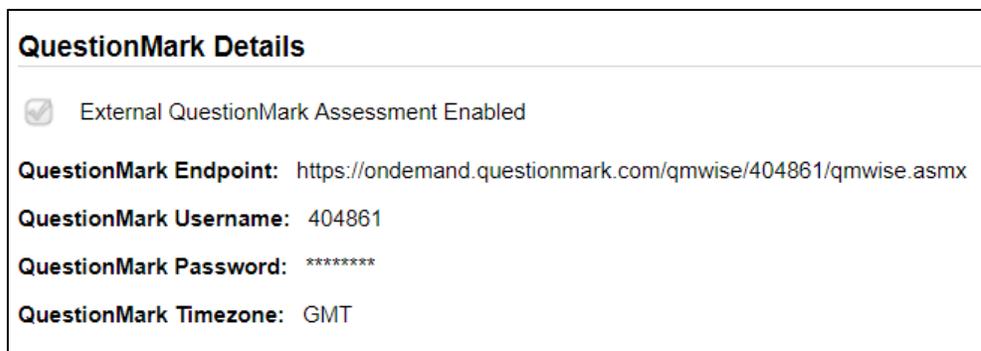
Starting with SOLABS QM version 10.6, the **SETUP/ System Administration** menu includes the option for **External Training Provider Configurations**.

For clients who have requested that this feature be enabled, or for clients who choose to implement the Training Management option along with SOLABS QM Essentials starting in 2021, **QuestionMark** will be listed in that section.

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 Endpoint** field displays the URL to the Questionmark OnDemand instance created for your organization. This should **not** be modified or access to existing Assessments will be lost.
  - A separate but similar URL will be provided to Training Administrators for the authoring of Assessments.
  - The one for the example below would be <https://ondemand.questionmark/404861/home>
- The **QuestionMark Username** field displays the Username for your organization’s Questionmark OnDemand instance.
- The **QuestionMark Password** field includes the unique Questionmark OnDemand Password for the above QuestionMark Username. It will be provided to you by SOLABS.



### Limitations:

- An Assessment in Questionmark OnDemand can be linked to only one Training Activity in SOLABS QM10. A Training Activity in SOLABS QM10 can only include one Training Assessment.
- 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 new Training Assessment to an *Active* Training Activity, it would instead need to be created as a separate Training Activity within the same Curriculum. That separate Training Activity can then be

assigned to new or untrained users and set with no Recurrence settings so that it can be linked directly within the Training Activity at the next revision.

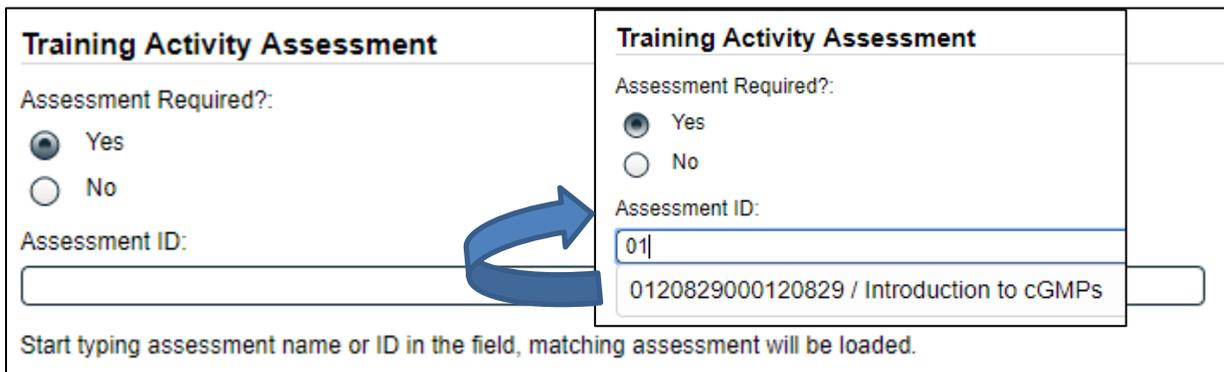
- When a Training Activity is set for Recurrence with a Recurrence Type of Document Review, the revised Training Activity will be created in the Not Started status so that the Training Administrator can link a new Assessment or create and link a copy of the previous Assessment.

## Linking a Training Activity Assessment to a Training Activity

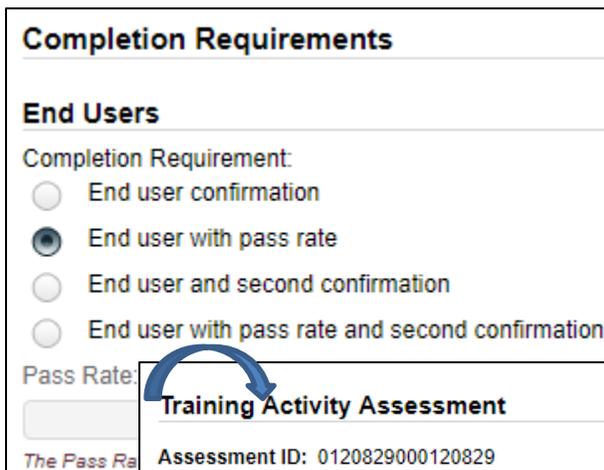
**NOTE:** The Assessment must already be created and published in Questionmark OnDemand before it will be available to link to a Training Activity in SOLABS QM10. The Assessment must have a Pass grade associated with the Assessment Outcome. The Training Administrator must know the Questionmark OnDemand 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.



The screenshot shows two side-by-side views of the 'Training Activity Assessment' form. The left view shows the 'Assessment Required?' section with 'Yes' selected and an empty 'Assessment ID' field. A blue arrow points from the 'Assessment ID' field to the right view. The right view shows the 'Assessment ID' field with '01' entered, and a dropdown menu displaying '0120829000120829 / Introduction to cGMPs'. Below the forms, a text box reads: 'Start typing assessment name or ID in the field, matching assessment will be loaded.'



The screenshot shows the 'Completion Requirements' form. Under the 'End Users' section, 'End user with pass rate' is selected. Below this, the 'Pass Rate' field is visible with a dropdown menu open. The dropdown menu shows a preview of the 'Training Activity Assessment' form with the 'Assessment ID' field populated with '0120829000120829'.

When an **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 not enabled because the **Pass Rate value will be taken from the assessment** built in Questionmark OnDemand. When the Training Activity is Submitted and Confirmed, that field will be populated with the Pass Rate from Questionmark OnDemand.

Once the Training Activity is made Active, the right-hand Grade End Users menu is not present since the grade will be transferred from the External Provider system – in this case Questionmark OnDemand.

**NOTE:** 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.

## 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. There is also a warning that **In order to confirm your training, you need to complete the related assessment. Access the assessment by using the Open Assessment option.**

Training > Introduction to cGMPs > Introduction to cGMPs > View

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

**Curriculum Details**

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**Name:** Introduction to cGMPs

**Description:** Self-paced introduction to working in an FDA-regulated environment and the cGMPs

**Start Date:** 2017-12-18                      **End Date:**

**Status:** Active

**Activity Actions**

- View
- Get Link
- Email Link

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**Activity Confirmation**

- Open Assessment
- Record my Training

If the User chooses the **Confirm** option from their Home Page, or clicks on the **Record my Training** option from the View screen, and have not accessed the Assessment, they will not be able to record their training because the **Time spent on Training** fields and the **Submit** button are not enabled.

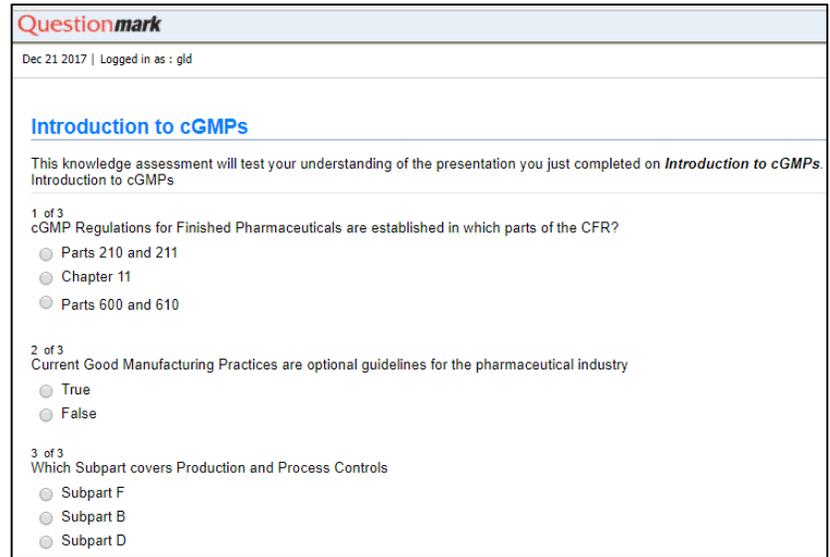
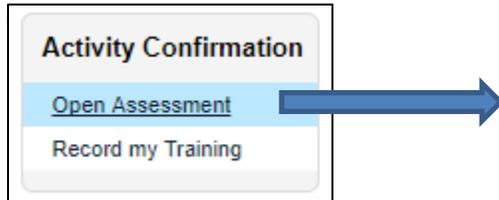
*Time spent on Training:*

hours

minutes

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

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



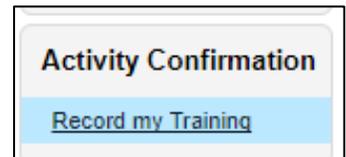
After completing the Assessment, click on the **Submit** button on the Questionmark screen. A **Link...** button will then appear.



Clicking on the **Link...** button will transfer the result back to the SOLABS QM Training Activity.

### Passing Results

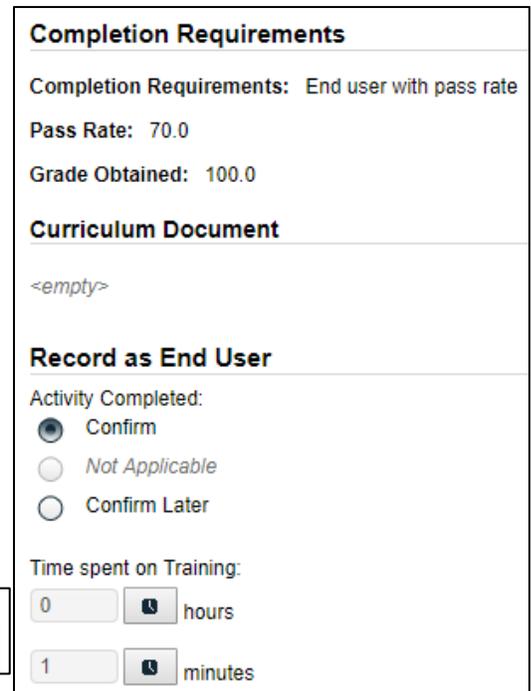
When the assessment in **Questionmark OnDemand** is completed and submitted with a passing result (**Grade** above the **Pass Rate**), the trainee will be brought directly back to the **Record my Training** page in SOLABS QM10. The **Open Assessment** menu option is no longer displayed in the right-hand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



- The grade obtained for the completed assessment is displayed in the **Completion Requirements** section, under the **Pass Rate** as: **Grade Obtained**.
- The **Time spent on Training** field is disabled and is automatically populated with the time that was spent completing the assessment in **Questionmark OnDemand**.

The trainee must then **Confirm** the **Training Activity** in order to be at a status of **Trained**.

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.



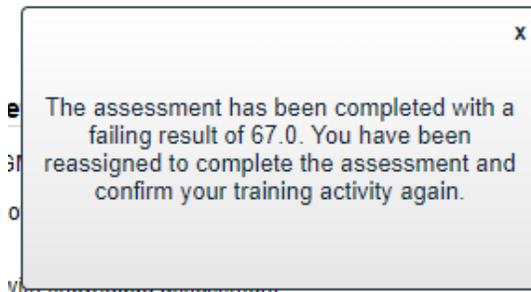
Training Administrators and Managers will see the User listed in the **Trained Users** table only after the User has completed the **Record my Training** action. After choosing the **Details** option to the right of the listed User, the following information will be displayed:

- The **Grade** obtained from **Questionmark OnDemand** will be listed.
- The number of Attempts will be listed.
- The **Grade Provided by** will be set to **Automatic by System**.
- The **Date** will be set to the date/time of the assessment confirmation in Questionmark OnDemand.

End Users					
End User Name	Sign-off Date	Time Spent (hours)	Second Confirmation by	Sign-off Date	Details
gld (gld)	2017-12-21 12:44:45	0h01 min			<a href="#">Details</a>
<b>Grade</b>	<b>Attempts</b>	<b>Grade Provided by</b>		<b>Date</b>	
100.00	4	Automatic by System		2017-12-21 12:44:45	
<b>Sign-off as N/A</b>	<b>Justification</b>				

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.

The user must **Confirm** the Training Activity. Once confirmed, the Training Activity is considered as **Failed** and the following message will be displayed:



**Completion Requirements**

Completion Requirements: End user with pass rate

Pass Rate: 70.0

Grade Obtained: 67.0

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**Curriculum Document**

<empty>

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**Record as End User**

Activity Completed:

Confirm

Not Applicable

Confirm Later

Time spent on Training:

0 hours

4 minutes

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

End Users				
<i>Users displayed in yellow are awaiting Grades.</i>				
<i>Users displayed in red have been graded with a failing grade and are assigned to another attempt.</i>				
<i>Users displayed in blue have recorded their Training Activity as Not Applicable.</i>				
End User Name	Sign-off Date	Time Spent (hours)	Second Confirmation by	Sign-off Date
gld (gld)				