

Collaborative Institutional Training Initiative CITI Newsletter



WINTER 2011: VOLUME IV, ISSUE 1

PUBLISHED BY CITI—UNIVERSITY OF MIAMI

Inside This Issue:

(click a title to view)

- (1) [CITI 10th Anniversary](#)
- (2) [CITI Program Content](#)
- (3) [New Subscription Fees.](#)
- (4) [CITI Help Desk Up-date.](#)
- (5) [Dr. Arango Joins CITI](#)
- (6) [New EAC Members.](#)
- (7) [New CITI Services-single user sign on](#)
- (8) [New CITI Course in Biosafety and US Export Controls Regulations.](#)
- (9) [The Responsible Conduct of Research](#)
- (10) [Animal Care and Use Up-date.](#)

Happy New Year!

This winter/spring edition of the CITI Newsletter will bring you up to date on all that's new with the CITI programs.

As of January 2011, the CITI Program is used by over 1500 participating institutions and facilities from around the world. Over 1,700,000 people have registered and completed a CITI course since September 2000 and now more than 40,000 new learners complete a CITI Program course every month.

Happy 10th Anniversary to The CITI Program. [\(Top\)](#)

In October 2010, the CITI Program celebrated its 10th anniversary of providing quality research ethics educational materials to the research community. The Developers Group celebrated this milestone at their semi-annual Meeting at the

Paradise Point Hotel in San Diego California. The Program is indebted to the Developer Group, to the Executive Advisory Committee and to our many collaborators and consultants for their time, their energy and their talents. The CITI Program is making plans to insure that the Program will flourish and continue to serve the research community well into the future. We all look forward to the 20th anniversary in 2020.





Attendees at a CITI Developers Meeting discuss improvements to CITI program.

CITI Program Content [\(Top\)](#)

The CITI Program, co-founded by Karen Hansen and Paul Braunschweiger PhD, is now on its 10th iteration and includes the following course offerings:

- Basic Courses in the Protection of Human Research Subjects.
 - Biomedical Focus
 - Social and Behavioral Focus.
 - Refresher Courses
- Good Clinical Practice Course.
- Health Information Privacy and Security Course (HIPS) including HITECH
- Laboratory Animal Research Courses For Investigators and IACUC Members
- Animal Model Specific Courses.
- Responsible Conduct of Research (RCR) Courses.
 - Biomedical Research Focus
 - Social, Education, Behavioral Research Focus
 - Physical Sciences Research Focus
 - Scholarly Activities in The Humanities Focus
 - RCR for Engineers
 - RCR for Science Administrators
- Bio-Safety and Bio-Security *(new)*
- Export controls *(new)*

A multi-language course site, with materials in Spanish, Portuguese, French, Chinese, Thai, Japanese and Russian languages is now available for our international participants. Additional Non-English content is being added every year. If you are interested in reviewing more about each program that is offered, check out this page with links to each of the topic areas:

<https://www.citiprogram.org/aboutus.asp?language=english>

CITI Announces an Increase in Subscription Fees for FY 2012.

The Executive Advisory Committee (EAC) of the CITI Program has approved an increase in the base subscription fee for organizations subscribing to the CITI Program. The new fee revenues are needed by the CITI Program to offset rising costs for personnel, administration and course site maintenance. Currently, the CITI Program usage is at more than 40,000 people per month and increasing. In order to keep page call responses very fast and to provide an increasing portfolio of utilities to the coordinators, the CITI Program has funded a total rewrite of the course site software. The new platform will feature a modern web presentation paradigm, more resources for the learners and more resources for our members.

Thus, renewal subscription fees will increase from \$1,750 to \$2,250 per performance site as of June 1, 2011. This will affect approximately 90% of our subscribing institutions. The less than 10% of subscribing institutions that have between 1500 and 10,000 CITI learners/year will be asked to pay an increased fee based on the institutional usage. All new subscriptions in FY 2012 will be \$2,500 per performance site. The EAC is currently evaluating other pricing models with the expectation that a more detailed

usage (learners/organization) based pricing structure will be rolled out in FY 2013. This will enable us to keep fees low for organizations with just a few learners per year.

The CITI Program continues to be a real bargain for academia research organizations as a cost effective, one stop shop for all compliance training needs including Human Subjects Protection,

Important Notice about Subscription Fee Payments.

The CITI Administration is having problems with collecting the annual institutional subscription fees from a few of our member institutions. Currently, the CITI Finance group sends invoices up to three months in advance and still some institutions are now up to six months or more in arrears with their payments. So far, the CITI Program has been reluctant to suspend service to participating organizations and have continued to seek payments by e-mail or by phone. However, at the direction of the CITI Executive Advisory Committee, beginning **March 1, 2011** a new policy will be instituted to reduce overdue subscription fees.

Subscribers who are **60 days delinquent** in their payment will be notified that they **have 15 days to submit payment**. If payment is not received within the next 15 days, the institution's **access to the CITI Program will be suspended** until the account has been made current. If you anticipate that your institution will have a problem in making the 60 day requirement, please call **Maria or Ady, at 305-243-7970**, to work out a payment plan.

The CITI Help Desk Update [\(Top\)](#)

The CITI Support Desk staff (8FTEs) offer technical support and customer service to administrators and learners utilizing the CITI Program. Support is offered via email, phone, and live chat with technicians available to assist in English, Spanish, French, Portuguese, and Creole. In 2010 we added 3 new help desk positions to meet the needs present by the more than 200 new organizations that have joined the CITI program in the past 12 months.

New hours

As of December 2010 the CITI Support Desk phones and email support are now available 8:00am to 5:30pm EST and live chat is available 8:30am to 5:00pm EST Monday through Friday. Steps are being taken to increase the Office hours until 5PM Pacific Coast time.

Phone system

A new phone system was implemented in August of 2010. This replaced our voicemail system and now the average wait time to speak to a technician during office hours is less than 30 seconds. This provides a measurable improvement of both quality and quantity of our telephone support. Support line: 305-243-7970.

Knowledge base

The knowledge base site is available 24/7/365 and offers quick responses to many of the queries presented to CITI Support. With a dedicated section just for CITI Administrators, the knowledge base is an invaluable tool at

<http://citiprogram.supportcenterpro.com/knowledgebase>

Webinars

Webinars are offered to Institutional CITI Administrators on a monthly basis, free of charge. Topics include the admin menu, running reports, customizing the curriculum and institutional information. Space is limited for these popular training events. Please visit the knowledge base



link below to RSVP for the next webinar.

<http://citiprogram.supportcenterpro.com/knowledgebase/citi-administrators/citi-administrator-webinars.html> or contact Kim Foley (kfoley@med.miami.edu) for more information.

Live Chat

Live Chat is now available to CITI administrators and learner. Technicians are available 8:30am to 5:00pm Monday through Friday to answer you technical questions regarding the CITI Program website.

CITI Welcomes Dr. Jaime Arango [\(Top\)](#)

We are pleased to announce that Jaime Arango, EdD, CIP, CIM will be joining the CITI Program as Assistant Director of Education for Human Subjects Protection. Dr. Arango comes to us after 6 years at Nova Southeastern University in Davie, Florida where he has been an IRB administrator. The past 5 years, Dr. Arango has also served as the Director of the Human Subjects Protection Program. Dr. Arango will be responsible for working with course leaders, overseeing and updating the Biomedical, Social Behavioral and GCP Courses.

CITI Executive Advisory Committee (EAC) – New Members

CITI is pleased to announce the appointment of **Randy Nelson Ph.D.**, University of Tennessee Health Science Center; **Helen McGough, MS**, University of Washington, retired; **Susan Miller MD**, Methodist Hospital, Houston TX; and **Karen Arts MS**, N2, Toronto to the CITI EAC.

They join current members **Jason Borenstein, Ph.D.**, Georgia Institute of Technology, **Jerry Castellano, PharmD**, Christiana Care, **David Forster, JD**, Western IRB; **Ken Goodman, Ph.D.** University of Miami; **Lorna Hicks**, Duke University; **Michael Mann, Ph.D.** University of Nebraska, retired; and **Dan Vaszgird, Ph.D.**, West Virginia University. The EAC is chaired by **Ernest Prentice PhD**, Associate Vice Chancellor at the University Of Nebraska Medical Center. The CITI Program is very grateful to these people for their time and energy on behalf of the Program.

New CITI Services – Single User Sign On [\(Top\)](#)

The CITI Program can now be place behind your institutional firewall or portal system on your institutional intranet. This offers several advantages:

1. Institutions can better control how learners access the CITI Program.
2. Learners use the same authentication to login to your organization's intranet and to the CITI Program. This means that the learner has one less username / password combination to remember and
3. Your organization has a user authentication process that adds considerable integrity to the web based training experience.
4. Data can be automatically delivered to your institutional training database or protocol management software.

Ask your IT professional to contact the CITI Program help desk for more details. Call 305 243-7970.

New CITI Courses are now available. Biosafety and Biosecurity.

The new peer reviewed biosafety and Biosecurity course offered by the CITI Program is now available for all participating institutions and organizations. The Biosafety Library contains modules on:

- Overview
- Lab Associated Infections
- Risk Assessment
- Medical Surveillance
- Risk Management – Work Practices
- Risk Management – Personal Protective Equipment
- Risk Management – Engineering Controls
- Risk Management – Lab Design
- Risk Management - Emergency Procedures
- OSHA Blood-borne Pathogens
- NIH Recombinant DNA Guidelines
- Human Gene Transfer
- Select Agents, Biological Security, and Bioterrorism
- Shipping and Transport of Regulated Biological Materials
- Animal Biosafety.



Customized courses containing a few or all of the modules can be developed and presented to specific target audiences at your institution. **Call 305 243-7970 for more details on how to add access to this course to your CITI Program subscription.**

Export Controls. [\(Top\)](#)

A new peer reviewed 4 module course in the **US Export Controls Regulations**, is now available from the CITI Program. This course contains modules written by experts in the field on the following topics:

- **Export Control General Overview Module**
- **Export Control EAR Module**
- **Export Control ITAR Overview**
- **Export Control OFAC Overview**



The Export Controls development team led by **Stephen W Mackey**, Director of Research Policy at the University of Miami, was:

- **Peter Dunn**, Ph.D. Professor, Purdue University
- **Daniel Vick**, Export Control Specialist, University of North Carolina at Chapel Hill
- **Sean Rubino**, MPA, Research Compliance Officer Texas A & M University
- **Kelly Hochstetler**, Ph.D., Director, Office of Export Controls, University of Virginia
- **Deborah Howard**, Biological Safety Officer, University of North Carolina at Chapel Hill

- **Sara Conrad**, Research Compliance Services Manager , University of Nebraska – Lincoln
- **Mark Bohnhorst**, J.D., Associate General Counsel, University of Minnesota.

Call 305 243-7970 for more details on how to add access to this course to your CITI Program subscription.

CITI Courses in the Responsible Conduct of Research. [\(Top\)](#)

The **RCR for Engineers** and the **RCR in Social, Educational and Behavioral Research** Courses have been reviewed and significantly modified. In addition, several new 2-3 minute video case studies have been developed specifically for the Social, Educational and Behavioral Research Course. These video cases are positioned at the beginning of the module to provide additional context for the textual materials.

The CITI RCR courses have been used by more than 450 CITI subscriber institutions to meet the NSF and NIH mandates for research ethics education of students and fellows supported by these federal sponsors. The CITI Program recommends that the discipline specific CITI RCR modules NOT be used as the only mode to provide research ethics education.



Most organizations use a blended approach that includes the CITI modules and additional classroom instruction. There is significant concurrence in the literature that a blended approach, with both online and classroom instruction is more effective than either mode alone. For example, at the University of Miami, graduate students, research fellows and some undergraduate students conducting research are required to complete the CITI modules before attending face to face classroom sessions. In this way, students will have the foundation knowledge so that class room time can be devoted to the discussion of case studies and other activities.

CITI Courses in Animal Care and Use (ACU) – Update [\(Top\)](#)

Two new Developer Group members have been added to the ACU working. Susan Miller, M.D. of the Methodist Academic Medicine Associates of Houston Texas brings experience in both human and animal subject's research regulation to the group. She is also involved in the international activities of CITI. Andrew Perkins of the Office of Animal and Research Oversight at UCLA brings expertise in animal regulations and keen insight in editing manuscripts. We are pleased to have them join us.

New in Training Opportunities

1. The Developers' Group has now completed the review/correction/editing of all of the courses in the ACU library. This includes improving the text and quiz questions as well as adding course objectives to every course.
2. In response to comments by users we have greatly shortened the discussion of antibody production in all of the existing courses. This is appropriate because, although antibodies are still widely used, most investigators are contracting with companies outside the institution for their production. To preserve a treatment of this topic we have added a stand-alone course in antibody production, which we recommend to anyone planning to produce his own antibodies in house.

3. A new wildlife/field study course is in the final stages of development. This course is intended as a replacement for the "Working with the IACUC" course for those investigators who are doing only field studies with wildlife. We recommend that both courses be taken by anyone doing both field and laboratory work. It is anticipated that the course will be up and running soon following the roll-out of the new CITI software.
4. A new animal-specific course is also in the final stages of development, this one dealing with fishes. It treats the use of these animals in a fashion parallel to the other animal-specific courses, such as those dealing with cats, rats, rabbits and primates. It is anticipated that this course will be up and running soon following the roll-out of the new CITI software.
5. We are working on a new approach to course presentation, this one involving a problem-based learning. Users will be presented with real-life situations (problems) involving animal welfare issues in research, testing or teaching. They will be asked to make ethical decisions about the situation, then additional information will be presented and additional decisions required. This iteration may be repeated several times in a single problem. Users will complete the course by completing a number of such problems. We think that this will prove to be both informative and stimulating. Our first such course will be a refresher for the "IACUC Members" course, and it should be up and running shortly after the roll-out of the new CITI software.
6. Another new approach involves giving the user a pretest, scoring the pretest and then only requiring the user to go through those sections of the course that he failed to demonstrate mastery over in the pretest. This should greatly shorten the time commitment for those users who already have considerable knowledge of the subject of the course. The end-quiz will consist only of questions from those areas missed in the pretest. We plan to begin a test of this method with a replacement for the "Working with the IACUC" course. As with the other developments, this should appear after the roll-out of the new CITI software. [\(Top\)](#)

Newsletter Editors:

Deborah Barnard, MS, CIP
Sally Mann, MS, CIP

How to subscribe/unsubscribe to the CITI Newsletter

To subscribe or unsubscribe to the Newsletter contact the CITI Program at:
citisupport@med.miami.edu

[\(Back to the Top\)](#)