

The College of Direct Support Learner's Guide



STATE OF NEW JERSEY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF DEVELOPMENTAL DISABILITIES

THE ELIZABETH M. BOGGS CENTER
ON DEVELOPMENTAL DISABILITIES
Department of Pediatrics



ROBERT WOOD JOHNSON
MEDICAL SCHOOL
University of Medicine & Dentistry of New Jersey

Last updated 3/2013

Website: www.collegeofdirectsupport.com/embcenter

For Technical Assistance on using the College of Direct Support please contact your agency CDS Administrator.

The NJ Partnership for Direct Support Professional Workforce Development



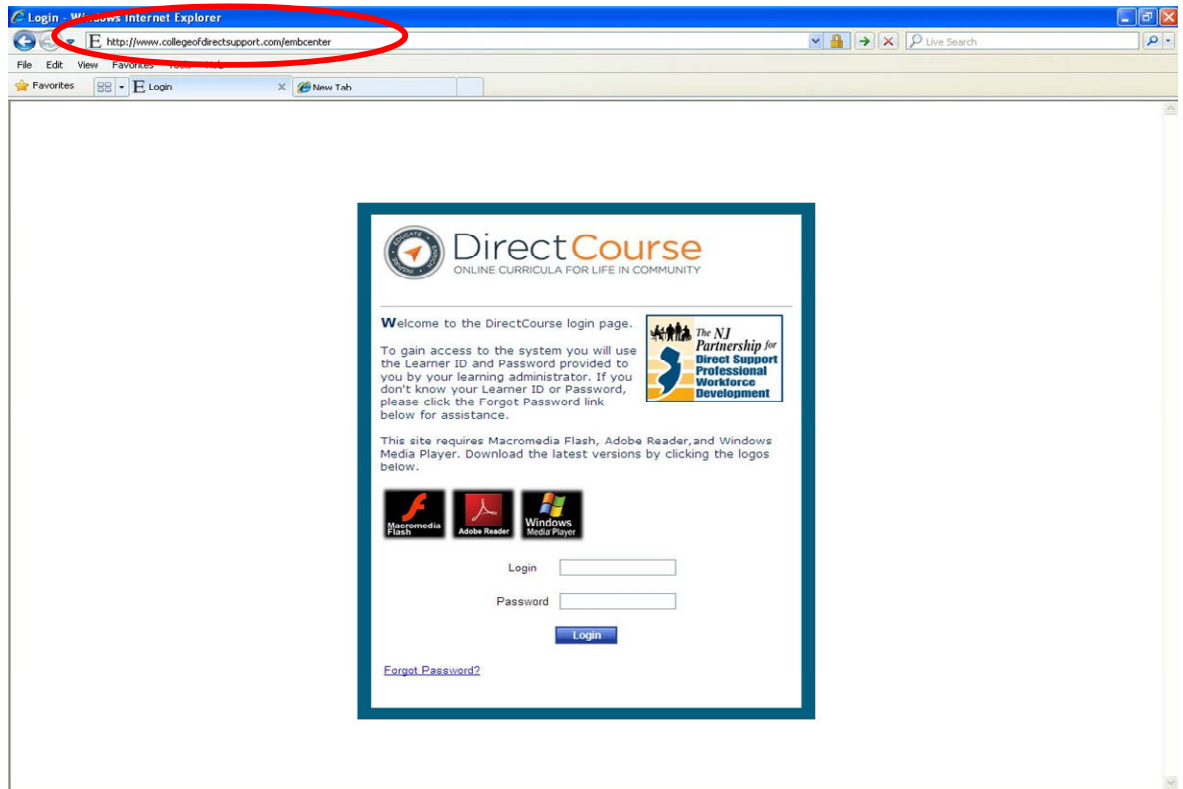
“It’s about the Quality... of supports that a well-trained workforce provides.”

“It’s about the Value... of professionalism gained through the College of Direct Support state-of-the-art training”.

“It’s about the Future... of Direct Support Professionals and the lives of people with developmental disabilities”

The College of Direct Support offers online learning and education to provide the Direct Support Workforce with more opportunities to strengthen the knowledge and skills needed to support people with disabilities. The goal is to provide a variety of opportunities to support the careers of direct support professionals.

NJPDSPWD CDS Login Page



Be sure to have the correct address:

www.collegeofdirectsupport.com/embcenter

(Google may yield another CDS site).

If you do not see the New Jersey Partnership for Direct Support Professional Workforce Development logo (indicated on the right), then you are on the wrong web page.

There is also a link to the New Jersey College of Direct Support Log in page on the DDD website:
<http://www.state.nj.us/humanservices/ddd/home/>

Once on the website scroll down until you see the New Jersey Partnership for Direct Support Professional Workforce Development logo. The link will take you to the NJ Partnership website.

Continued...

User ID: First Initial, Last Name, Last 4 Digits of Person's Social Security number. Do not include spaces, hyphens, commas or any additional characters (ex. Joe Schmoe will be: **jschmoe1234**). ID's are not case sensitive.

Password: default password is hello (you can change your password once you log into the system).

Then click the "**Login**" button.

The first time on you login to the site, you will be taken to the WebInservice Learning system Usage Agreement Page. You must click on the box at the bottom of the page "I agree to the terms and conditions listed above" and then click on "Send My Response" to get into the system.

System Requirements:

The system is most compatible in Internet Explorer browser, however it can also run in Google Chrome, Firefox and Safari sufficiently.

All of these are free and can be downloaded from the login page by clicking on the icons.

The following is what is required in order for audio to run reliably in Windows 7.

- **Flash version 10,0,45,2 or higher** Check the version of Flash by going to the link below:
<http://www.adobe.com/software/flash/about/>
- The most recent version of Internet Explorer: <http://www.microsoft.com/en-us/download/details.aspx?id=43> **IE 8** (security set no higher than medium)
- **Windows Media Player version 12.** Check the Windows Media Player by going to:
<http://windows.microsoft.com/en-US/windows7/products/features/windows-media-player-12>
- K-Lite Codec pack is sometimes required if there are content audio/video issues when using Windows 7: <http://www.codecguide.com/> (it's free; just download the 7.9 version by clicking the 'Download' button)

Continued...

Internet Compatibility Issues

If you are using the College of Direct Support and are unable to get drop down menus when you click on the main menu bar, there may be a compatibility issue with your Internet Explorer, you may have a different version than the one required to use the system.

Try the following steps:

On the top of your web page go to “tools”

then click “compatibility view settings”

a pop-up window will appear

then check the box that says “display all websites in compatibility view”

then click the “close” button.

The page should refresh automatically (if not, then click refresh)

You should now be able to access the drop down menu

CDS Personal Page

DirectCourse
ONLINE CURRICULA FOR LIFE IN COMMUNITY

Welcome Demonstration Example | Logout | My Account | Help

Home | Learners | eLearning | Discussion | Classes & Events | Surveyor | Tools | Admin | Reports

Personal Page for: Demonstration Example

Manage

My eLearning Lessons [View](#) 8 Lessons due

My Classes & Events [View](#) 0 Scheduled in the next 15 days

My Announcements [View](#) 7 New Announcements
4 Acknowledgements due
4 Acknowledgements overdue

My Surveys [View](#)

My Discussions [View](#) 0 Scheduled in the next 30 days
0 New Postings

My Ontrack Items [View](#) 0 Items due in the next 30 days

Click below to access additional information about the CDS Product

Quick Links

Self-Enroll - Classes & Events [View](#)

Self-Enroll - eLearning [View](#)

References [View](#)

Reports

My Transcript - All Training [View](#)

Credits Earned [View](#)

COLLEGE OF DIRECT COURSE

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ELSEVIER

Personal Page

Each time you log in, your Personal Page opens. There is a series of Menu Tabs across the top of the page and a set of Quick Links down the left side of the page. The quick links take you directly to the page they describe while the menu tabs offer you additional options.

You can view and print a copy of your transcript at any time. Click on the “My Transcript – All Training – View” button. Remember to change the “Status” from Current to Current and Archive then click the “Go” button on the right before printing your transcript.

Accessing E-Learning (online training)

Click on “My E-Learning Lessons” view button to move directly to your assigned lesson plan (you can also click on “E-Learning” then “My E-Learning Lessons” to view your lessons).

View of Lessons Assigned

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Welcome Demonstration Example | Logout | My Account | Help

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Assigned Items | eLearning Self Enroll

Currently viewing items assigned from module: **DDD - Cultural Competence** show module name

Available Filters: Assignments by Module Assigned Module: DDD - Cultural Competence (Select to view)

Assigned Item	Due Date	Priority	Started	Completed	Pretest Score Date	Score Date	Module	Program Name	Assign Type	Eval
Cultural Competence: Introduction	04/07/2013	1	01/25/2013	01/25/2013			DDD - Cultural Competence	No Program Assigned	Assigned	Eval
Cultural Competence: What Is Cultural Competence?	04/07/2013	2	01/25/2013		0.00 01/25/2013		DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: Understanding Your Own Culture	04/07/2013	3					DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: The Culture Of Support Services	04/07/2013	4					DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: The Continuum	04/07/2013	5					DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: Communication	04/07/2013	6					DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: Daily Support	04/07/2013	7					DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: DSP Roles In Culturally Competent Organizations	04/07/2013	8					DDD - Cultural Competence	No Program Assigned	Assigned	

Once you click “My ELearning Lessons - View” button, you will be brought to a page that looks similar to this.

If your lessons do not show on the page, select All Assignments from the “Available Filters” drop down menu. The page will refresh and the lessons you were assigned will appear.

You will need to take the pre-test before entering into the lesson.

1. Click on the lesson you want to take.
2. A screen will appear with information on the lesson.
3. Click on the “Take the Pre-Test” button at the bottom of the page.
4. A new page will appear with instructions for taking the test
5. Click on the “Take Test” button in the upper right hand corner

Taking the Test

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Instructions:

1. Select the correct answer(s) for each test question. Scroll to view additional questions.
2. Once you answer all the test questions, Click **Submit Test** to view and transmit your results.

Submit Test

Question 1: Your improved cultural competence will have benefits for both you and the persons you support.
A. True
B. False

Question 2: It is the visible aspects of culture, like food choice, religious practice, and dress, that cause the majority of problems between people of different cultures.
A. True
B. False

Question 3: If you don't affiliate with your religious training you are not influenced by it.
A. True
B. False

Question 4: Which statement is NOT part of one of the five elements of cultural competence?
A. Knowing how to greet people in at least five different languages.
B. Being able to recognize you own culture and that of organizations
C. Being able to adapt your support strategies to different cultural needs.
D. Being able to identify situations where cultural differences are at work.

Question 5: Religious practices and language are often a core part of a person's ethnicity.
A. True
B. False

Question 6: Stereotyping is believing things about a group of people based on how some people in that group look, dress, talk, or act.
A. True
B. False

Question 7: We can expect diversity to decrease in our communities and in the media for many years in the future.
A. True
B. False

Question 8: A benefit to learning how to provide culturally competent supports is:
A. More people will be able to find and use culturally responsive supports.

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This pre-test is simply a way for you to have an understanding of your existing knowledge and know where you need to learn more.

To take the test, select your answers. When you are done answering the questions click “Submit Test”.

The test will be graded immediately and show your score.

You can then click on Personal Page button in the upper right hand corner to get back to the E-Learning information.

Once you are back to the homepage click the lesson associated with the test you completed.

You will also be instructed to complete a test after you have completed the lesson. You must complete the test after completing the lesson in order for the test to be counted. You must receive a score of 80% or higher and you can take the test up to three times.

Entering E-Learning

The screenshot displays an e-learning interface with a blue header and footer. The header contains navigation buttons: "Personal Page", "My Notes", "Lesson Menu", and "Take Test". The main content area shows "Course 12: Cultural Competence" and "Lesson 1: What is Cultural Competence?". Below this, the "Learner Objectives" section lists five tasks. At the bottom of the content area, there are three yellow buttons: "OJT", "Portfolio", and "Journal". The footer contains "Glossary", "Resources", "Lesson Help", and "Lesson Info" buttons, along with a page indicator "Page: 1 of 31" and navigation arrows.

Learner Objectives

After completing this lesson you will be able to:

1. Explain why working towards cultural competence is a critical part of support work.
2. Define the following terms: [Affiliation](#); [Culture](#); [Cultural Competence](#); [Diversity](#); [Ethnicity](#); and [Race](#).
3. Describe the difference between race, ethnicity, and culture.
4. Describe five essential elements and the importance of cultural competence.
5. Describe the [cultural competence continuum](#) and state how it may be useful.

OJT **Portfolio** **Journal**

This is an example of the first slide of a selected lesson. Navigate through the lesson at your own pace by using the page arrow buttons at the bottom of the page.

Lesson Reviews or Objectives will appear in most lessons.

In the bottom right hand side of your screen you will see the number of screens in the lesson, and the screen that you are on. If you need to leave in the middle of a lesson, click on the “Personal Page” button to return back to your personal page. The next time you enter into the training, the lesson will resume from the page you left off.

To return to your home page with or without taking the test, click on the “Personal Page” button.

OJT – On the Job Training

The On-the-Job Training (OJT) statements are observable measures of skill. A learner can demonstrate these items in daily work or when asked. OJT lists can be used to ensure the learner can actually apply skills in the work setting. These OJT statements are included to assist people in making the connection between the content of the CDS courses with use of the skills in daily practice. These activities can be used by the learner, supervisors, employers, trainers, and educators in a variety of ways. Each OJT activity is directly connected to the content of the course or lesson. However, not all statements will apply to every learner's situation. They can be selected and adapted to those activities that most closely relate to the work of the learner.

Portfolio

A sample list of work a person could place in a portfolio. This work demonstrates the knowledge, skills, and attitudes reviewed in this course. These activities show an advanced level of competence. They may take several weeks to complete. They are included as a resource for trainers, educators, and learners. All activities are directly linked to course content. However, not all examples provided will apply to every learner's situation. Learners do not have to complete all of these activities. One of these could be selected as a method of demonstrating competence. They can be adapted as needed.

Activities & Resources OR Journal

Course activities and written exercises to help learners think about the content and ideas presented. They also have forms, documents and/or checklists that can be completed. These opportunities to interact information and get feedback help the learners get more from the content. They can help learners apply the content in actual professional settings. The written exercises can be used as a form of assessment. A supervisor or trainer can review these materials with the learner to see if the learner understands the content. Or the learner may seek feedback based on the written work. He or she may use these exercises as a discussion point with a boss, person's served, or coworker regarding good practice and expectations.

Other Tabs

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Welcome Demonstration Example | Logout | My Account | Help

Home | Learners | eLearning | Discussion | Classes & Events | Surveyor | Tools | Admin | Reports

Assigned Items

Assigned Items | eLearning Self Enroll

Currently viewing items assigned from module: **DDD - Cultural Competence** show module name

Available Filters: Assignments by Module (Selected)

Assigned Modules: DDD - Cultural Competence (Select to view)

Assigned Item	Due Date	Priority	Started	Completed	Pretest Score Date	Score Date	Module	Program Name	Assign Type	Eval
Cultural Competence: Introduction	04/07/2013	1	01/25/2013	01/25/2013			DDD - Cultural Competence	No Program Assigned	Assigned	Eval
Cultural Competence: What Is Cultural Competence?	04/07/2013	2	01/25/2013		0.00 01/25/2013		DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: Understanding Your Own Culture	04/07/2013	3					DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: The Culture Of Support Services	04/07/2013	4					DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: The Continuum	04/07/2013	5					DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: Communication	04/07/2013	6					DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: Daily Support	04/07/2013	7					DDD - Cultural Competence	No Program Assigned	Assigned	
Cultural Competence: DSP Roles In Culturally Competent Organizations	04/07/2013	8					DDD - Cultural Competence	No Program Assigned	Assigned	

Available Filters (other ways to view assigned training). Simply select the filter and the page will reload showing the order in the order you have selected.

- All assignments
- Assignments that are Due/Overdue
- Assignments by Module
- Assignments by Program
- Discussions

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Welcome Demonstration Example [Logout](#) | [My Account](#) | [Help](#)

Home | Learners | eLearning | Discussion | Classes & Events | Surveyor | Tools | Admin | Reports

My Profile

The following personal profile information is stored in the system:

Name:	Example, Demonstration
Title:	N/A
Verification Code:	N/A
Email Address:	Dexample@example.com
Birth Date:	N/A
Email:	<input type="text"/>

[Change Password](#)

Change Your Password

Once you are logged in your Personal Page opens. If this is the first time you have logged in it is a good time to change your password.

Click the **“My Account”** button in the upper right hand corner of your screen. The page will reload and show the screen above.

Click on **“Change Password”**

Change Password

To change your password, perform the following steps:

Enter your current password.

Enter the new password you want to use in the "New Password" box

(Passwords must contain at least 8 characters with both letters (a-z, A-Z) and at LEAST one number.)

Re-type the new password you want to use in the "Confirm Password" box.

Click "Submit" to make the change.

Current Password:

New Password:

Confirm Password:

The page will reload and instruct you on the necessary steps to change your password.

Enter current password

Enter new password

Enter new password again in Confirm Password

Click **Submit** button

Logging out

The screenshot displays the Direct Course user interface. At the top left is the Direct Course logo with the tagline "ONLINE CURRICULA FOR LIFE IN COMMUNITY". To the right of the logo, the user is identified as "Welcome Demonstration Example". Next to this is a "Logout" button, which is circled in red. Further right are "My Account" and "Help" links. Below the header is a navigation menu with items: Home, Learners, eLearning, Discussion, Classes & Events, Surveyor, Tools, Admin, and Reports. The main content area is titled "Personal Page for: Demonstration Example" and contains several sections:

- Manage**
 - My eLearning Lessons: [View](#) 8 Lessons due
 - My Classes & Events: [View](#) 0 Scheduled in the next 15 days
 - My Announcements: [View](#) 7 New Announcements, 4 Acknowledgements due, 4 Acknowledgements overdue
 - My Surveys: [View](#)
 - My Discussions: [View](#) 0 Scheduled in the next 30 days, 0 New Postings
 - My Ontrack Items: [View](#) 0 Items due in the next 30 days
- Quick Links**
 - Self-Enroll - Classes & Events: [View](#)
 - Self-Enroll - eLearning: [View](#)
 - References: [View](#)
- Reports**
 - My Transcript - All Training: [View](#)
 - Credits Earned: [View](#)

Below the Quick Links section, there is a text prompt: "Click below to access additional information about the CDS Product" and a circular logo for the College of Direct Study.

At the bottom left, there are links for "Terms and Conditions", "Privacy Policy", and "NADSP Credentialing", along with the copyright notice "Copyright © 2006 - 2013 Elsevier Inc. All Rights Reserved." At the bottom right is the "ELSEVIER" logo.

Remember to use the “Logout” button on your home page to exit the system.

