

Using the CITI Program (vers. 12/14/2021)

The VDSS Institutional Review Board (IRB) uses [CITI](#) (Collaborative Institutional Training Initiative) for its online IRB training. The courses are designed by experts in the field in regards to research, ethics, regulatory oversight, responsible conduct of research, research administration and other topics geared toward researchers and IRB boards. *The VDSS subscription now includes optional audio narration.*

Series and Modules

The VDSS IRB selected required (“R”) and supplemental (“S”) modules (classes) under these course series:

- Basic Human Subjects Research: Social-Behavioral-Educational track (HSR)
- Information Privacy and Security (IPS)¹ – *optional for IRB members*
- Responsible Conduct of Research (RCR)² – *optional for IRB members*
- Revised Common Rule (added in January 2019)³

A learner must complete all of the designated “Required” modules in order to receive a certificate of completion. The user can enroll in “Supplemental” modules at their discretion. See the Appendix for a list of all Required and Supplemental modules available to the learner.

Estimated Completion Time

Each module takes, on average, 30 minutes to complete, depending on the user’s familiarity with the topic. A short quiz follows each module. The user must score at least 80% to pass.

Learner Groups

The VDSS IRB selected modules in each series tailored to several “learner” groups. See table below for the series name and associated learner groups. The number in parentheses indicates the number of Required modules. *The IRB training plan was last updated in May 2020.*

Human Subjects Research (HSR)	<ul style="list-style-type: none">• IRB Members (9)• IRB Administrator (12)
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¹ The IPS series is designed for individuals who work directly with data and are responsible for protecting data that includes personally identifiable information (PII). If you complete an information security training through your host institution, this can be used to fulfill the information security requirement.

² The Responsible Conduct of Research series is designed for university-based researchers (e.g., faculty, post-docs, research lab staff, students). The series provides an in-depth review of the core RCR topics including authorship, collaborative research, conflicts of interest, human subjects, and research misconduct.

³ The VDSS subscription includes the “Revised Common Rule” series, which was added in 2019. The modules in this course give a comprehensive view of the changes to the Common Rule (45 CFR 46) implemented in January 2019. For instructions on how to add this course, refer to the section of this document called “Adding New Courses”.

	<ul style="list-style-type: none"> • Principal Investigators and/or Researchers (8) • Other (7)
Information Privacy and Security (IPS)	<ul style="list-style-type: none"> • Researchers (5) • Students and Instructors (6) • Data Analysts/Data Managers (4) • Information Security (4) • Other (1)
Responsible Conduct of Research (RCR)	<ul style="list-style-type: none"> • Research Administrators (11) • New Investigators & Researchers (11) • Student Researchers (6) • Other (1)

For example, the modules under the HSR series are custom picked for four groups:

- **IRB Administrators:** includes the IRB Chair
- **IRB Members:** includes non-voting and ad hoc members.
- **Principal Investigators and/or Researchers:** includes research staff and anyone who is directly participating in research activities (e.g., subject recruitment, data collection, analysis, data management).
- **Other:** Applies to anyone not in any of the above-mentioned categories. This includes individuals who are indirectly involved with research projects, such as a Division or Agency head who authorizes a research project but does not directly participate in or manage research activities.

The learner group the user selects for each series during the registration process will determine the number and type of modules that are in their learning plan. **Contact the VDSS IRB Chair/Administrator if you have questions about the series and learner groups you should select during registration.**

Pre-selected modules are available for the IRB Chair and for the Institutional/Signatory Official.⁴

Modules in the IPS and RCR series are optional for IRB members, the IRB Chair/Coordinator, and the Institutional/Signatory Official.

⁴ The Institutional/Signatory Official is the administrative head of the institution or agency that is conducting research and has a FWA (federal-wide assurance) listed with the federal Office for Human Research Protections (OHRP). This person is responsible for ensuring that the institution complies with federal and state regulations regarding human research protections. This person does not directly oversee or carry out research activities. Examples: organization’s CEO or president, lead of a federal or state agency.

Training Certificate Expiration

Upon successfully completing a series, the user will be able to download a PDF copy of a certificate of completion. The certificates for passing courses expire after four years (3 years for the IRB Chair/Administrator) from the date of completion. For the HSR and RCR series, learners have the option of taking a refresher course that contains fewer modules and more condensed content.

Continuing Education Units (CEUs)

CITI offers continuing education credits/units (CEUs) for purchase by learners. The learner can opt into whether or not to earn CEUs when signing up for specific modules. **VDSS will not pay for CEUs for VDSS IRB members and IRB administrators.**

If you have questions about registration, login, and site navigation, contact the VDSS IRB (irb@dss.virginia.gov).

Account Registration & Login

To log in to your CITI account or register for a new CITI program user account, go to <https://about.citiprogram.org/en/homepage/>. For instructions on how to register a new user account, I recommend that you read the [Guide to Getting Started](#). This will also instruct you on how to navigate the site.

New Users: (do not have a user account on CITI)

At the top of the CITI home page, click on the white “Register” button. It is a 7-step process. Registration is self-initiated; the VDSS IRB will not set up an account for you.

- **Select Your Organization Affiliation.** Whether you register as a new user or login as an existing user, you will need to affiliate your user account with the Virginia Department of Social Services (VDSS) learning program.⁵ In the field provided, type “Virginia Department of Social Services”. CITI can do a partial search if you type in the first few words, such as “Virginia”. See the illustration below.

⁵ The user can affiliate with multiple organizations that have subscriptions with CITI. The user’s account is email-based and portable, even if they leave their employer or educational institution.



English -

LOG IN

LOG IN THROUGH MY INSTITUTION


REGISTER

CITI - Learner Registration

Steps: **1** 2 3 4 5 6 7

Select Your Organization Affiliation

This option is for persons affiliated with a CITI Program subscriber organization.

To find your organization, enter its name in the box below, then pick from the list of choices provided. 

x

or

Independent Learner Registration

Use this option if you are paying for your courses. This option is for persons not affiliated with a CITI Program subscriber organization, or who require content that their organization does not provide. Fees apply. Credit card payment with American Express, Discover, MasterCard or Visa is required. Checks are not accepted.

I AGREE to the [Terms of Service](#) for accessing CITI Program materials.

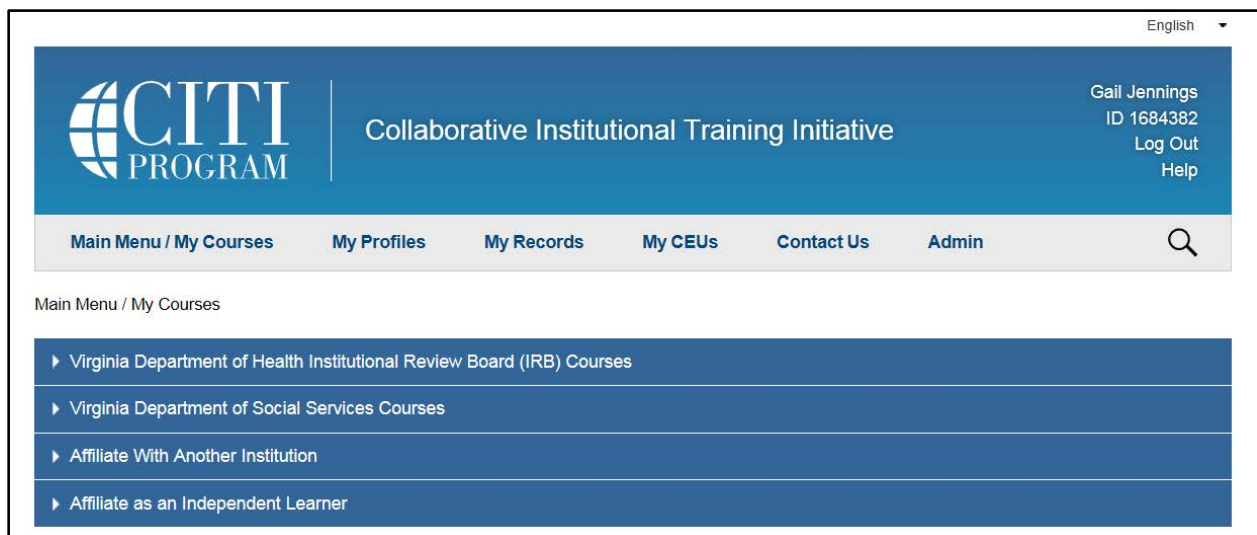
- **Create a username and password.** The VDSS Administrator will not provide a username or default password. **NOTE:** VDSS does not have the Single Sign On (SSO) feature; you must login with the username and password that you created. CITI will send instructions to the email address you choose in the event you need to reset your password.⁶
- **Complete the remaining steps.**
 - *Employer.* Fill in your current Employer or Home Institution. If employed by VDSS, type in “Virginia Department of Social Services” or “VDSS”. If employed by another organization (e.g., college/university, state or local government agency, non-profit), enter the organization’s name and mailing address. **This is a required field.**

⁶ If you are unable to proceed with registering a new account – for example, you have an existing account under the email address you entered -- contact CITI Customer Support (888-529-5929; select option “1”) for assistance. This may happen if you registered with the CITI Program long ago and forgot the original email address under which you registered. CITI will assist you in retrieving your username, updating your email address, and sending you a link to reset your password.

- *Role in Research.* Select a category that best describes your position in your host institution. Otherwise, you can fill in ‘IRB member’. Fill in the remaining fields as instructed.
- *Learning Series and Learner Groups.* Select the learner group(s) that best describes you under each series (e.g., HSR, IPS, RCR). If you do not want to enroll in a specific series (e.g., IPS, RCR), check “Not at this time.” By selecting this option, you will not have access to the modules in that series. Consult with the VDSS IRB Administrator if you have questions.
 - IRB Chair: Check “Chairperson” and “IRB Administrator” in the HSR series.
 - Signatory Official: Select the “Signatory Official” box in the HSR series. Note: If you want access to other series and modules, we recommend that you also check one of the learner groups listed under the series you are interested in.
- *Finalize registration.* Click ‘Finalize Registration’.

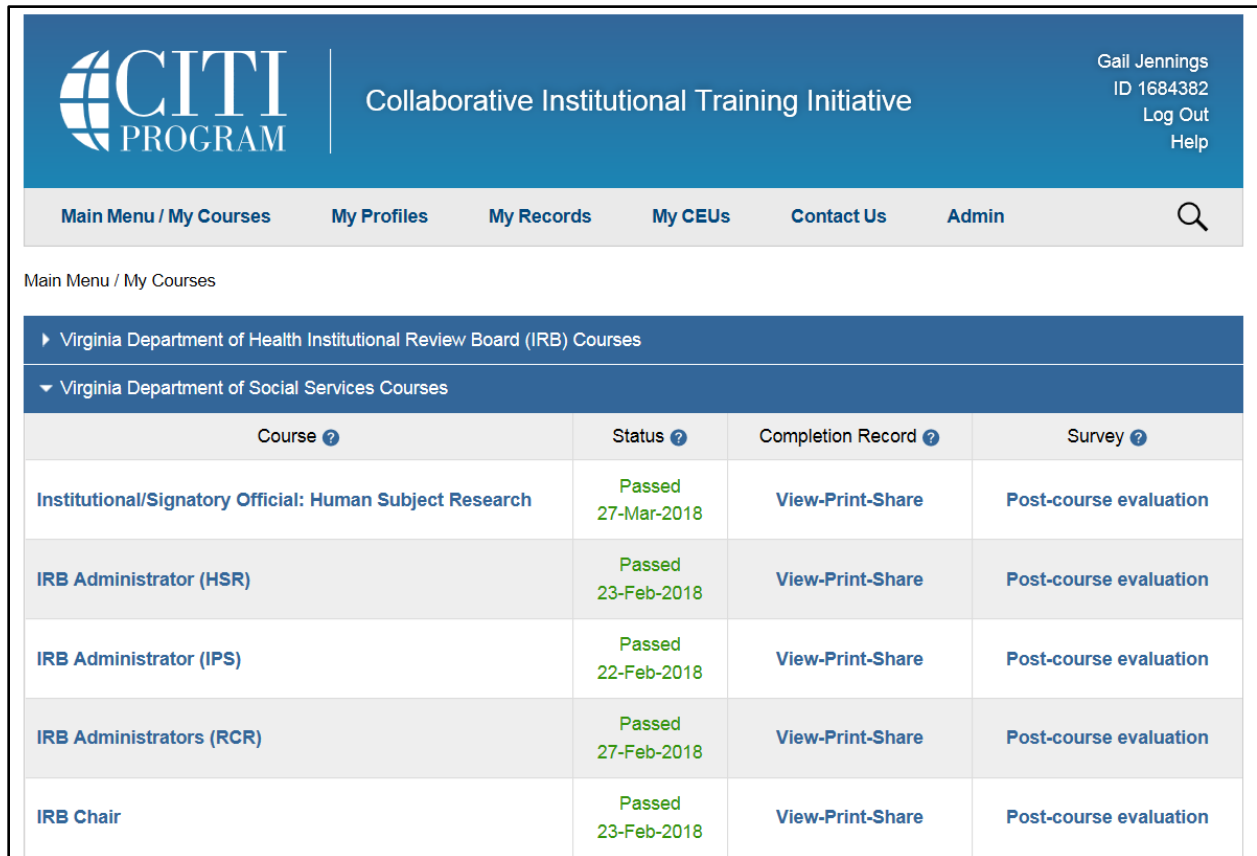
Existing Users: (currently have a user account through a different organization)

1. From the home page, click on the blue “Log In” button. Enter your username and password. (If you forget either one, follow the steps for retrieval.)
2. If you are affiliated with another institution that subscribes to CITI, the name of the institution will appear in the list (see example below). If you do not see “Virginia Department of Social Services Courses”, click on the button “Affiliate With Another Institution” and type in “Virginia Department of Social Services”. Follow the prompts for affiliating with VDSS.
3. You will be prompted to review or edit your background information. Follow the prompts.
4. Eventually you will reach the point where you select the appropriate learner group for the HSR, IPS, and RCR courses. Follow instructions as outlined above in for the IRB Chairperson or a Signatory Official.



Adding New Courses (Including the *Revised Common Rule* module):

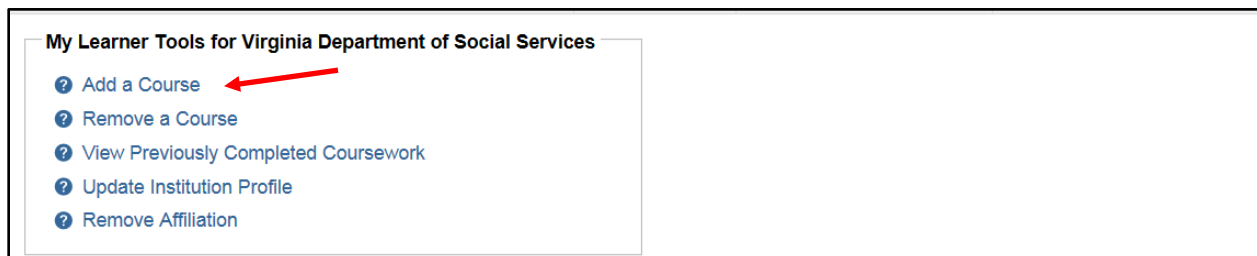
1. Login to your account. Under Main Menu/My Courses, expand the selection for “Virginia Department of Social Services Courses”. You will see links to the courses in your training plan. In the example below, the course title refers to the learner group (“IRB Administrator”) and learning series in which you enrolled. The table shows the course completion status and date, if completed. Options to view, print, or share learning certificates (“completion records”) are available on this page.



The screenshot shows the CITI PROGRAM interface. The header includes the logo and the text "Collaborative Institutional Training Initiative". The user's name "Gail Jennings" and ID "1684382" are displayed in the top right corner, along with "Log Out" and "Help" links. A navigation bar contains "Main Menu / My Courses", "My Profiles", "My Records", "My CEUs", "Contact Us", and "Admin", with a search icon on the right. Below the navigation bar, the "Main Menu / My Courses" section is expanded to show "Virginia Department of Social Services Courses". A table lists five completed courses with their status, completion date, and options to view, print, or share completion records, and to take a post-course evaluation survey.

Course ?	Status ?	Completion Record ?	Survey ?
Institutional/Signatory Official: Human Subject Research	Passed 27-Mar-2018	View-Print-Share	Post-course evaluation
IRB Administrator (HSR)	Passed 23-Feb-2018	View-Print-Share	Post-course evaluation
IRB Administrator (IPS)	Passed 22-Feb-2018	View-Print-Share	Post-course evaluation
IRB Administrators (RCR)	Passed 27-Feb-2018	View-Print-Share	Post-course evaluation
IRB Chair	Passed 23-Feb-2018	View-Print-Share	Post-course evaluation

2. Under “My Learner Tools”, click “Add a Course”.



The screenshot shows a dropdown menu titled "My Learner Tools for Virginia Department of Social Services". The menu items are: "Add a Course", "Remove a Course", "View Previously Completed Coursework", "Update Institution Profile", and "Remove Affiliation". A red arrow points to the "Add a Course" option.


Select Curriculum - Virginia Department of Social Services (ID: 3637)

* indicates a required field.

Question 1

Human Subjects Research (HSR)

Please choose one learner group below based on your role and the type of human subjects activities you will conduct. You will be enrolled in the Basic Course for that group.
Choose one answer

- IRB Members
- IRB Administrator
- Principal Investigators and/or Researchers
- Other
- Revised Common Rule 
- Not at this time.

- Under Question 1, check the radial button “Revised Common Rule”. You can leave all other buttons unchecked in Question 1 as well as under Questions 2 through 4.
- Click “Submit” to add the new course to your learning plan. The Revised Common Rule course will appear under My Courses when you return to that screen.

Accessing Your Completion Record

You can view, print, or share your completion certificates by clicking the appropriate link.

Virginia Department of Social Services Courses			
Course ?	Status ?	Completion Record ?	Survey ?
Institutional/Signatory Official: Human Subject Research	Passed 27-Mar-2018	View-Print-Share	Post-course evaluation
IRB Administrator (HSR)	Passed 23-Feb-2018	View-Print-Share	Post-course evaluation
IRB Administrator (IPS)	Passed 22-Feb-2018	View-Print-Share	Post-course evaluation
IRB Administrators (RCR)	Passed 27-Feb-2018	View-Print-Share	Post-course evaluation
IRB Chair	Passed 23-Feb-2018	View-Print-Share	Post-course evaluation

View-Print-Share Completion Record - 25428169

Name: **Gail Jennings** (ID: 1684382)
Institution: **Virginia Department of Social Services** (ID: 3637)
Course: **IRB Administrator (HSR)**
Stage: **Stage 1 - Basic Course**
Completion Date: **23-Feb-2018**
Expiration Date: **22-Feb-2021**
Record ID: **25428169**

Completion Reports are two-part transcripts of your course work, and include all quiz scores. Part 1 reflects quiz scores at the time you completed and passed the course. Part 2 includes scores for any subsequent quiz attempts.

To view or print the **Completion Report** for this course, click on the link below.

To share the **Completion Report**, copy the link below and paste it into an email or other communication.

www.citiprogram.org/verify/?k06b7be86-3c1f-43f1-99f2-fe2d5f9d139a-25428169

Completion Certificates are "diplomas" that reflect course completion but do not include quiz scores.

To view or print the **Completion Certificate** for this course, click on the link below.

To share the **Completion Certificate**, copy the link below and paste it into an email or other communication.

www.citiprogram.org/verify/?waebf8043-bb9c-4f00-be4d-dab1e86383f8-25428169