1. ***What is the Online Orientation program?*** The Online Orientation is part of the Centralized Clinical Placement Management System. It is a computer-based, clinical onboarding program for students and faculty. The program provides common, standardized clinical orientation/onboarding material, and allows healthcare organizations (HCO) to post facility-specific material for participating students and clinical faculty. The Online Orientation program directs you to the appropriate page and/or provides links to the appropriate forms. The program is completed in 3 steps:

* **Step 1.** You review the centralized modules; submit a post-test for each module, submit the Electronic Acknowledgement Statements and complete the Demographic Survey.
* **Step 2.** You enter a clinical assignment by submitting your contact information to your clinical assignment facility.
* **Step 3.** You complete all facility-specific instructions.

1. ***We’ve always had the students do the modules in early fall. Do the modules have to be done in July?*** No, students/faculty may complete the program whenever it is convenient and appropriate for their clinical assignment schedule.
2. ***Who should complete the CCP Online Orientation program?*** We recommend that **all** *students and all clinical faculty* complete the program.
3. ***Is the online orientation program different for students and faculty?*** No, students and clinical faculty follow the same process to complete the online orientation. They review the same modules, post-tests, and facility-specific material. Clinical faculty serves as a resource to students. And, FYI, health care organizations (HCOs) can post documents *specifically for faculty* so you may see additional documents as compared to your students.
4. ***How do I create a user account?*** A user account, comprised of a username and password, is created by self-registering in the Online Orientation site. Your education program administrator(s) have instructions for students and faculty. Please contact them if they have not shared copies of the instructions.
5. ***How do students/faculty self-register?*** Students and faculty follow the same registration process. Go to the orientation web site: [www.mcnplacement.org/orientation](http://www.mcnplacement.org/orientation) click on the ***Login*** link in the upper right corner. Use the “***click here to register****”* link to create a user account the first time you use the online orientation site.
6. ***Do I, or my students, need to set up a user account each year?*** No, the system remembers your user account information from year to year.
7. ***I don’t remember if I set up a user account. Can I check?*** Yes, go to: <https://www.mass.edu/mcncps/orientation/login.asp>

This opens the [Login Help](https://www.mass.edu/mcncps/orientation/loginhelp.asp) page. This page will open in a new window. On the Login Help page, enter your email address, or cell phone number to see if you already have an account. If the system cannot find an account for you, you didn’t already set up an account. You will need to register and create a user account.



1. ***Is it really a problem if I (or one of my students) set up more than one user account for the same school? Yes, it is really a problem!***  If you register again, the system will treat you as a new user and you will not have access to work you did under the previous account. Your name will display twice on your education program’s student/faculty list, which can be confusing. The system tries to prevent accidental duplicate registrations by not allowing two registrations to have the same email address. If you do this, an error message will display letting you know that you already registered.
2. ***If I forget my username/password, can it be sent to me?*** Yes, follow the instructions on the Login Help page. The system will send instructions to access your account.



1. ***I’m an auditory learner, can the material be read aloud?*** Text-to-speech (TTS) is a type of assistive technology that reads digital text aloud. Many devices: desktop and laptop computers, smartphones, and tablets have built-in TTS capability. Popular browsers such as Chrome, Firefox, Safari, and Edge all have ‘read aloud’ extensions that you can download onto your device that will let you play/listen to the text that displays on your screen - including the online orientation material. Review your device to confirm that TTS assistive technology is available. If yes, investigate ‘read aloud’ extensions on the various browsers and download the one that is best for you. Then follow any instructions that the browser provides regarding selection of a voice to read the text, highlighting of the text that is being read, the speed at which the text is read aloud and shortcut keys to pause/play/stop/go forward or rewind.
2. ***The text on the screen is smaller than I would like. How do I make it bigger?*** Review your browser’s settings and/or shortcut keys to customize the display on your device.
3. ***What is a Clinical Assignment Ticket?*** The Clinical Assignment Ticket is a record of completion of the centralized modules. The Clinical Assignment Ticket includes your name, the name of your education program, the name of your clinical assignment HCO, the course name, your instructor’s name, and the term of the clinical assignment. The Ticket also displays a date/time stamp of when you acknowledged the HIPAA, Confidentiality and Online Orientation Module statements and e-signed all required documents. Lastly, it includes your facility-specific acknowledgement statement and your agreement to comply with the facility-specific material and instructions that were presented to you.
4. ***So, is it 1 Ticket per semester?* No**, a Ticket is needed for **each** clinical assignment added. If a student/faculty goes to 3 clinical assignments in a semester, they will need 3 Clinical Assignment Tickets.
5. ***That sounds complicated. As a clinical instructor, what happens if I take students to more than one health care organization?*** The site is designed to accommodate students and/or faculty going to more than one clinical facility or completing more than one clinical assignment in a semester. Once you complete the modules and post-tests follow Steps 2 and 3 to add additional clinical assignments.
6. ***If I (or my students) complete the Online Orientation modules in the fall, do I need to do them again in spring of that academic year?*** No, the centralized modules are completed *once* per academic year. Completion of the online orientation for the current academic year is recorded by the CCP system. Program and HCO administrators have access to this information.
7. ***How do I know that my students have completed the Online Orientation?*** Completion of the online orientation is recorded and archived by the CCP web site. Program administrators (both the education programs and HCO administrators) have access to this information.
8. ***How do I get a copy of a student’s Ticket?*** For each clinical assignment to which they are assigned in a semester, students are instructed to print a copy of their Clinical Assignment Ticket and to be prepared to give the copy to their clinical instructor. Tickets may be discarded/recycled if the HCO does not use/collect. Education programs are also able to print a Clinical Assignment Ticket.
9. ***How do I know which health care organizations have a facility-specific orientation?*** HCOs that have posted facility-specific orientation information in the CCP will be listed on the Education Program Admin page under *List of HCOs with Facility-Specific Information.* Ask your education program administrator about this information.
10. ***How does the healthcare organization know that I (or my students) have completed the Online Orientation?*** Each HCO has an Online Orientation Administration page. Students/faculty who have completed the Online Orientation are listed on the HCO’s Administration page. Additionally, many HCOs post facility-specific instructions and forms that need reviewed, downloaded, completed, signed, e-signed and/or returned – sometimes well in advance of the start date of your clinical assignment.
11. ***How many documents will an HCO post?*** There is no limit on the number of documents that the HCO may post. The best approach is to review all the posted material and follow all instructions.
12. ***What if I (or a student) forget to turn something into the HCO?*** The HCOs want your clinical experience to be a positive learning experience! Failing to complete all the facility-specific material/instructions may result in you not being allowed into the healthcare facility.
13. ***Is it a requirement for faculty to complete the Online Orientation?*** **Most** HCOs ***require*** faculty to complete the program so that they can be a resource to the students. Check with your education program administrator or your partner HCOs if you have questions.
14. ***I understand that I need to complete the modules and the HCO’s facility-specific material annually but why do I need to complete the other surveys annually***? *Completion of the Evaluation Survey is optional.* The CCP team welcomes your feedback. The team reviews the feedback from the Evaluation Survey several times during the year. Among the things that we look for are reports of broken links, missing or confusing text, and suggestions. The participating HCOs and education programs very much appreciate the information that you provide in the Demographic Survey. This information helps their diversity and inclusion efforts. While completion of the Demographic Survey is required, each question has a ‘Decline to Answer’ response option.
15. ***Should a student who has not progressed or left the program be deleted?*** No. For purposes of historical reference, the student’s name will be, and should remain, listed on the Education Program’s Admin page under the Student/Assignment list for the semester the student attended the program and completed the Online Orientation. The student’s name will not be listed in the Education Program’s Student/Assignment list for future semesters.
16. ***My students are going to an HCO that is not participating in the CCP. Can they still do the modules and print a Ticket?*** Yes, the process is the same as for a participating HCO. In the HCO drop down menus in Step 2, education programs **can and should** list all the health care organizations to which their students will be assigned. If a clinical facility is not listed, please contact your nursing program administrator to have it added.