

MUSIC:

(music)

Speaker 1:

Welcome to improvingmypractices.org, often called IMP or IMP. This website is designed to equip Michigan's behavioral health professionals with promising best and evidence-based practices. While IMP contains a variety of public pages, in order to experience all the courses and tools, you'll first need to create an account. You can do this by clicking on the "Create an account" button on the homepage or in the menu bar, and you'll be taken to site registration. Just scroll down and fill in the required information. Please note that your password must be secure meeting HIPAA level requirements. Once you've registered with your correct information, you'll be sent a confirmation email to the address you entered in the email field. If you're unable to find this email, make sure to check your spam folder. If you're still unable to find this confirmation email after five minutes, please contact our support team.

Once you've logged into your account, you can access your dashboard by clicking the "Dashboard" button at the top right of the menu, or by clicking on your profile image. Your dashboard is where you'll find your profile settings, active courses, transcripts, and completed courses, as well as your agency affiliation. Starting with your profile, you can change your password, add licenses, and even merge your account with an older account. By clicking the pencil icon in the top right of your profile box, you'll have access to change your name, profile image, phone number, address, employer, and your email address.

On "Active courses," you'll see all the courses that you're currently enrolled in. Click the down arrow below a course to see more information on your enrollment status, or click the three circles icon in the top right corner to find more course settings such as unenrolling from the course or sharing your progress with your agency. To get into one of your currently enrolled courses, click the blue course title button for that course. In "Transcripts," you'll find all your previously completed courses. Click on "Online" to view your certificates for courses that you completed on IMP. Click on the three circles icon in the top right to download or archive a certificate. Click on the blue course title to visit that course's overview page. The transcripts page also allows you to self-report courses you took outside of IMP, which helps you create your own complete course record to use throughout your career.

Finally, in the "Agencies" tab, you'll find pending agency invitations, access to agency management, buttons to leave your current agency, or the option to search for an agency you're connected with.

IMP's menu system gives users easy access to the most important pages on the site. First, the house icon brings you back to the homepage. "Why IMP?" contains information about the site's founding and mission, who IMP is for, and agency accounts. Next, "Courses and resources" contains a list of all our course categories. If you know the category of the course you're looking for, select it from the menu, or better yet, click the blue "Browse courses and resources" button to explore all available courses and resources. This interactive page lets you search by keyword and sort by credit type and focus area. Hover over the boxes to read a short overview of each selection. Click "More information" to learn more or "Enroll" if you know you found what you're looking for.

The "Tools" menu contains IMP's knowledge base containing hundreds of glossary terms and short articles, many of which link out to additional information sources. You'll also find supplementary videos, advisory groups, and other specialty tools under this menu, such as the Cognitive Abilities and Intervention Strategies Guide. The "Support" link brings you to frequently asked questions. If you can't find an answer to your specific question, scroll to the bottom to navigate to the support form. Simply fill in the required information in the form, access our live chat support, or call us using the number listed. If it's not within our normal operating hours, leave us an email and we'll get back to you as soon as we can.

The master search button on our menu searches the entire website. Simply type a keyword you're interested in and then refine those results by adding additional words or clicking a category button. Besides the "Dashboard" button, you'll also find a "Resume course" button in the top right corner of our

site. This will take you to the course you've made progress on most recently, if applicable. Once you're logged into your account and have found a course you want to enroll in, click "More info" or "Enroll." You'll then be taken to that course's overview page. Here, you can read more on this particular course, unenroll from the course, see your course progress, and begin taking the course. Many of our courses are approved for CEUs, which you can check by visiting the course's overview page on the left-hand side, which also includes estimated times it will take you to complete the course.

Each course on IMP varies in terms of content covered and how the content is presented, but for most courses, you'll find course materials, modules, a quiz, and a course evaluation.

Some courses contain downloadable training documents which contain more information on a course. These are not always required, but are recommended to view if a course contains them. Modules are the main component of most courses. Here you'll find content delivered in either an interactive lesson or a video. Complete or watch the module all the way through to the end for the system to mark it as complete. Quizzes are a required interactive test based on the content you just learned. Question types vary depending on the quiz, but you can expect to find multiple choice questions on most quizzes. You are only allowed a certain number of attempts to take a quiz, which can vary depending on the course. After a quiz failure, you may encounter a waiting time before your next attempt. Use this time to review the course contents and prepare for your next attempt. Note that each quiz attempt will have a randomized order of answers and possibly different questions altogether.

If you do fail all of your attempts for a quiz, you can contact IMP through our support page and request more quiz attempts. Make sure to provide the course's title, your email address, and any other information you think we need to know. After you've passed the quiz, the required course evaluation is an ungraded survey for you to leave your comments, questions and concerns about a course you just took. Be as honest as you'd like in your responses as we strive to make sure IMP is accommodating to all of our users. Once you've successfully completed a course, you'll receive the option to download a certificate either from the course's overview page or from your dashboard under the "Transcripts" section.

Improvingmypractices.org is continuously enhanced and upgraded to be the best and most accessible training platform for behavioral health professionals. If you have any other questions or concerns, make sure to check out the FAQ page under the support button or contact us for technical assistance.

Thank you for your time and enjoy Improving My Practices.

MUSIC:

(music)