A Few Housekeeping Notes

• Q&A time will follow presentation

• During the presentation, use the chat box in WebEx to ask questions

• Please remain muted unless you need to speak. This minimizes background noise.

• When you speak, please identify yourself by name and work area to help others recognize you.

• This WebEx is being recorded and will be posted on the CTSI website
Welcome to Duke CTSI Grand Rounds

April 27, 2018

Hosted by Ebony Boulware, MD, MPH
Director, Duke Clinical and Translational Science Institute
Vice Dean for Translational Science
Associate Vice Chancellor for Clinical and Translational Research

Please note that you have been muted upon entry to this WebEx. Click the microphone by your name in the participant list to unmute as needed.

This presentation is being recorded.
What's new in myRESEARCHhome and myRESEARCHHnavigators?

Derek Jones
Product Manager, Office of Research Informatics

Rebecca Brouwer
Director, Office of Research Initiatives
Sister Services

my RESEARCH navigators
Full-service team

my RESEARCH home
Self-service portal
myRESEARCHnavigators: the mission

- Make research easier by connecting researchers to resources, opportunities, programs, colleagues

- myRESEARCHnavigators help investigators:
  - identify relevant resources,
  - connect with experts, and
  - understand research processes and best practices
myRESEARCHnavigators: the services

- Hotline/quick consults
- Researcher onboarding/consultation

All services are supported by the CTSA, and carried out by research staff in the Duke Office of Research Initiatives

researchinitiatives.duke.edu
myRESEARCHnavigators: the team

Rebecca Brouwer, MS, Director
• Social sciences, public health, global, clinical research

Kristine Glauber, PhD, Program Coordinator
• Team science, biochemistry

Emily Miller, PhD, Clinical Trials Program Leader
• Genetics/cell biology, basic sciences

Sunita Patil, PhD, Research Program Leader
• Clinical research, translational research

Total of ~ 1.0 FTE
Hotline

- Available to faculty, staff, trainees
- Quick answers to questions related to research
  - How to do something
  - Where to find a resource/policy/person
- Avoid spinning wheels, chasing answers – that’s our job!
Hotline

Types of Questions for Navigation Service

- Biospecimens and assays
- Commercialization of a product
- Contracts and agreements
- Data and statistics
- Duke systems
- Education and training
- Equipment and facilities
- Finance and budget

Utilizers of Service

Satisfaction with Navigation Service

Staff | Faculty | Resident | Trainee | External | PostDoc
---|---|---|---|---|---
0 | 200 | 0 | 0 | 0 | 0

Duke Clinical & Translational Science Institute
Consultations and Onboarding

• 1:1 consultation, tailored to researcher – 60-90 min
• Focuses on plans for the coming months; keep it relevant
• Intended for new researchers, those evolving into researchers or any research faculty wishing to learn about resources for self or mentees
• Identified by:
  • New faculty hire list
  • Include welcome letter in hiring packets
  • Referrals
Consultations and Onboarding

- Overview of **electronic resources**
- **People** who help support you
- **Offices, processes, and resources** you will need or encounter
- **Training**: what’s required, other relevant opportunities
- **Funding** sources
  - Publications and your **faculty profile**
- **Writing** resources
- **Data** storage, management, and computing
- Finding **collaborators**
- **Staying informed**: newsletters, seminars, events
Consultations and Onboarding

Onboarding sessions complete

Satisfaction with Service

Sessions complete (month completed)

5-star
4-star
3-star

Duke Clinical & Translational Science Institute
Accessing the services

Via the Need Help widget in myRESEARCHhome

OR

Email: myresearchnavigators@duke.edu
my RESEARCH home
Your personalized connection to all things research at Duke

mrh.duke.edu
my RESEARCH home

The personalized portal for Duke faculty, scientific staff, research administrators, and trainees

Consolidated
access to Duke systems, resources, and project information utilizing SSO

Transparency
into key information such as account balances, agreement statuses, award information, and required training

Customizable
dashboard with role-based content and a user-friendly mobile interface

Duke Clinical & Translational Science Institute
Background

- Funded by the CTSA, developed in ORI
- Piloted in July 2016, full launch August 2016
- Rely heavily on user engagement, iterative design, and ongoing feedback

Current User Metrics

- 5,000+ users ever in the portal
- 60% have used the portal more than once, averaging 23 visits per user
- 3,500 visits per week
- Outreach with more than 1,500 individuals
User Breakdown

Users by School/Entity:
- SOM: 63%
- DUHS: 12%
- A&S: 13%
- SON: 2%
- Pratt: 3%
- Other: 7%

User Type:
- Staff: 57%
- Faculty: 41%
- Student: 2%
Cumulative use of myRESEARCHhome

Institutional rollout

- Blue line: Cumulative new users
- Orange line: Cumulative sessions all users

MRH 2.0 Release
MRH Adoption

User Totals

All Users
Faculty
Staff

Average Visits per User

All Users

2016 2017 2018

MRH Adoption

Duke Clinical & Translational Science Institute
Recent Developments

**MRH 2.0 – February 2018**
A portal-wide update that provided user requested improvements and laid the groundwork for enhanced future functionality.

- User roles for targeted content
- Style guide implementation with UI/UX improvements
- Greatly enhanced mobile interface

**MRH Needs Assessment Survey – February-March 2018**
A Redcap survey open to all current users. Last survey conducted in 2015.

- 332 respondents
- 118 Investigators (36%), 159 Scientific Staff (48%), and 55 Administrators (16%)
- 88% affiliated with the SoM
Researcher Needs & Future MRH Solutions

1. **See Statuses**
   related to my projects from various systems
   - Rated critical by 65% of faculty respondents

2. **Research Administrators Implementation**
   *Spring 2018*
   Launch an updated version of the Projects Widget tailored specifically for research administrators with investigator interface.
   - Proposals tab
   - Task visualization
   - Consolidated project summary
   - Connection to newly operational systems like Innovate
Manage Approvals
related to my projects all in one place
- Rated critical by 63% of faculty respondents

myApprovals Widget
Summer 2018
A new widget that will consolidate your approvals, with counts and direct links to source systems. The first version will contain UWL items from SAP, including:
- Travel
- Timecards
- PI Attestations
3 Relevant Funding Opportunities tailored to my research interests

- Rated critical by 50% of faculty respondents

myFunding Opportunities Widget
Summer 2018

A new widget that will recommend relevant internal and external funding opportunities based on a user’s profiles and interaction with the recommended content.
Final Thoughts

- Adoption and usage both continue to increase
- Expansion of targeted user groups and new functionality
- Positioned as platforms to drive research initiatives
- Services responsive to investigator and institutional needs
We want to hear from you!

Contact us if you:
• have a resource that should be better known to the research community
• want us to present to your research group
• know researchers who can benefit from onboarding/consultation
• have ideas on how to make the services work better for our research community
Thank you!

Rebecca Brouwer (Rebecca.Brouwer@duke.edu)
Derek Jones (Derek.M.Jones@duke.edu)
Thank you for participating!

A recording of this presentation will be posted at ctsi.duke.edu/grandrounds

Next Grand Rounds: July 20, 2018
*Featuring CTSI Accelerator*

Sign up to receive newsletters and reminders for the July CTSI Grand Rounds at bit.ly/CTSI-news
Join us next time!

Grand Rounds: July 20, 2018
Featuring CTSI Accelerator

Interested in career development opportunities? Attend the 2018 KL2 & TL1 Career Development Symposium on May 1, 2018

Learn more: ctsi.duke.edu/news/events