10/13/2020

Good Afternoon,

We are excited to inform you that the U.S. Center for SafeSport is transitioning its trainings to a new Learning Management System (LMS) platform, Absorb, to better serve training clients like you. We hope and expect this transition will improve your user experience and ease your administration of and member access to SafeSport trainings.

The Center team will partner with you to make this transition as easy and successful as possible. As we know this change may prompt questions, the **FAQ** on subsequent pages addresses topics such as:

- Implementation approach and timeline
- Continuation of SafeSport trainings throughout the transition
- Impact for members, access to data on the sunsetting 77media LMS, and administrative access to the new platform

In the coming months, we will set up time with each organization to begin implementation and onboarding. We will create a plan tailored uniquely to your specific membership cycle and to how you operate. Meanwhile, please consider your requirements and document how we can help your members during this transition, to discuss during our planning throughout the transition phases. At **2 pm Tuesday, October 27**, the Center will host a webinar for all NGBs, PSOs, and the USOPC (register here) to share information and answer questions on the LMS transition.

Our team is here to help you serve your athlete communities and all your stakeholders. Feel free to reach out to us at safesportLMS@safesport.org to let us know how we can make this transition as seamless as possible for you.

Best,
The SafeSport Support Team

Frequently Asked Questions: SafeSport LMS Transition

Why is the Center making this change?

On the recent training client needs assessment, "staffing/administration of online training" and "training access" were ranked as top barriers for organizations providing training to their membership.

What are the benefits of Absorb, the new Learning Management System?

They include:

- Ease of use and access for users and administrators

- Flexible and powerful reporting, with improved ability for you to pull reports on training, track completions and print/send certificates

- Automation in reporting and messaging

- More intuitive administrative workflow

- More targetable communication capabilities (via landing page and bulk-email) to help organizations better reach constituents about trainings

What does this mean for my members or constituents?

- Anyone who needs to be trained can take all required trainings in the sunsetting 77media platform until Absorb is fully implemented.

- Current members or constituents can continue their trainings—including the SafeSport Trained Core course and all Refresher courses—in the 77media platform until implementation.

- After we have scheduled a transition date for your organization and you have received login credentials, you can transition to the Absorb platform for training.

Is training fully available during this time?

- Yes: You will be able to access training now as normal. We will not decommission the 77media platform until all members or constituents can successfully access the Absorb platform.

Will this affect any trainings required for ongoing or upcoming athletic activities?

- No: there should be no impact on any required training and reporting you or your members require (even on short notice) during the transition. Please continue to train and pull reports as normal, until we have scheduled a transition date for your organization, and you have received login credentials.

How will organizations get their historical data?
- The Center will migrate all user data from 77media into Absorb, which will have an improved user interface, feature set, and data-reporting capabilities.

- You can request that we build custom reporting for you in the new system.

How will individuals at my organization who need Absorb administrative access, get that access?
- Please send to safesportLMS@safesport.org a list of each of your staff members who will need access to training and reporting, and at what administrative level. Fill out an **Administrator Access Request Form** (linked here) for each administrator. This should be a small number of people at your organization who have responsibility to verify training access and to pull reports.

How will Absorb integrate with our organization's own membership management system or LMS?
- You will meet with our SafeSport Support Team to discuss IT parameters and the best method for connecting your own system with Absorb for reporting (RESTful API, direct access, or LMS Reporting Portal).

- After the best method has been determined:
  - Sign-on/Portal Reporting Users will be given admin credentials to verify that they have the access needed to add members and to pull reports.
  - RESTful API connections can access documentation (at this link) and will partner with the Center's team to ensure connectivity and functionality.

What is the implementation timeline?
- We will transition your organization on a timeline that best serves your needs and schedule.
- Our goal is for all organizations to fully transition to the Absorb platform by early Spring 2021. The 77media platform will remain online until all members and organizations have transitioned successfully to Absorb.

Will the Center provide template communications and timelines I can forward to our membership?
- In future communications, we will provide specific information on upcoming activities and relevant timeframes, which you can share in part or in whole with your members or constituents as you see fit. Contact safesportLMS@SafeSport.org if we can answer any questions for your communications.

Will this change affect SafeSport training requirements for upcoming competitions including the Olympic Games?

- No. Olympic movement participants as designated in the Center's SafeSport Code and the MAAPP policy still must complete the SafeSport Trained Core Course, and each of three Refresher courses at three subsequent-year intervals.

How can I reach you if I have an after-hours issue with the LMS?

- If you have a technical issue with the current 77Media site, please call 1-720-676-6417 or email safesportLMS@safesport.org or go to or visit our FAQs