

Learning Management System Transition FAQ

Why is the Center making this change?

- On the recent training clients needs assessment, “staffing/administration of online training” and “training access” were ranked as top barriers for organizations providing training to their constituents.

What are the benefits of Absorb, the new LMS?

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 and track completions
- 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 constituents?

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

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 own constituent 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 training clients to fully transition to the Absorb platform by early Spring 2021. The 77media platform will remain online until all constituents and organizations have transitioned successfully to Absorb.

Will the Center provide template communications and timelines I can forward to our constituents?

- 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 constituents as you see fit. Contact safesportLMS@SafeSport.org if we can answer any questions for your communications.

Will current coupon codes remain valid throughout the transition?

- Yes. Additionally, unused coupon codes will be usable on the Absorb platform once the transition is complete.

What if we want to purchase additional trainings?

- You can purchase additional trainings at any time. Credited purchases will be transitioned along with other data from the 77media platform to the Absorb platform.

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

- If you have a technical issue, please call 1-720-676-6417 or email safesportLMS@safesport.org or go to or visit our [FAQs](#).

Will this change impact the training requirements for the MAAPP or the Games delegation?

- No it will not! There are not changes to the annual training requirements as a result of this LMS transition. Users will still need to complete the SafeSport Trained core course in year 1, Refresher 1 the next year, Refresher 2 the year after that, etc.

What does this mean for my upcoming sporting events?

- There should be no impact to your sporting events and your members' participation. We are working in a tailored fashion with each organization to ensure that training is available (even if it is shortly before an event) and that reporting is accessible during this transition.
- Until our NGB Services team has contacted you and met with you to plan your transition, you can continue to train and pull reports as you normally would.