



# Faculty of Public Health

of the Royal Colleges of Physicians of the United Kingdom

Working to improve the public's health

## 24 March 2015 - e-Portfolio update for dissemination

This communication provides an update on e-Portfolio issues that have been identified through user feedback, and on our resolutions to them. It also includes guidance on conducting ARCPs in relation to the e-Portfolio system as well as an advisory section relating to some of the more straightforward issues we've encountered.

In our previous communication (27 February), we stated that, due to the volume of user feedback received, we would be recruiting an additional temporary staff member to assist us in responding. Subsequently, we were joined by Dom who, along with Alex, have been focusing exclusively on resolving e-Portfolio queries and issues.

### Identified Issues and Resolutions

Having reviewed all of the feedback received from e-Portfolio Champions, Registrars and Supervisors, we have identified 6 recurring issues that users have been experiencing and prioritised the resolution of them. These include the following:

#### For Supervisors

- Browser compatibility issues with Internet Explorer versions 8 and 9 which result in limited scrolling functionality in the 'Results' and 'Personal Reflection' dialogue boxes located in the activity summary section
- Entering text in LOSOS approval/rejection comment fields, only for the approval/rejection process to fail and the comments to be lost
- Problems using 'System SU' when ES or TPDs are required to specify an ES and TPD on their own profiles

#### For Registrars

- Activities changing status unexpectedly
- Learning Outcomes changing status unexpectedly
- Comments disappearing from Learning Outcome text fields

Having discussed these in depth with our IT developers we believe every issue (with the exception of one) to be resolved. Fixes have been implemented and were released on Friday evening (March 20<sup>th</sup>) and yesterday afternoon (Monday 23<sup>rd</sup>). A further release to improve the functionality of the Activity Relations page is scheduled for release this Friday (27<sup>th</sup>).

The one issue among these which remains under investigation is that of comments disappearing from Learning Outcome text fields. We believe that in some cases this may be related to users not saving their comments before navigating away from the Activity Relations page. This Friday's release makes it harder for a user to do this. However, we have identified that sometimes, successfully saved comments are invisible to Supervisors. This is in spite of the content being visible to the developers. We hope for a fix for this in time for Friday.

## Conducting ARCPs

In a previous communication (11 December 2014) we stated that following a meeting with Training Programme Directors, it was agreed that while the e-portfolio system was in development, registrars should maintain paper copies of learning outcomes achieved and ARCPs would need to be a combination of e-portfolio evidence – prior migration and a paper based system going forward.

Should you need to maintain a complete e-portfolio record of the learning outcomes you have achieved, then Learning outcomes achieved via the paper based system will still need to be signed off on the new e-portfolio. To do this, Registrars are advised to scan in the paper copy, upload it as evidence, link it to an activity and learning outcome and submit it. These will then need to be signed off again by the Education Supervisor. This was also discussed with TPDs and we would advise you to discuss this with your Educational Supervisor as to whether you need to do this.

### ARCP Panel and Deanery Administrator Access

There is currently a functionality issue related to the Deanery Administrator role in e-Portfolio. Historically, this role was set up on the system to provide Deanery Administrators and the ARCP panel read access to a Registrars e-Portfolio account. However, in the new system, the functionality which should be associated with this role is still a work-in-progress.

Therefore, after exploring different options, a temporary process for dealing with this challenge was agreed at a Training Programme Directors meeting, which took place on the 5<sup>th</sup> of March 2015.

This process will involve the registrar, who is scheduled to go through an ARCP, passing on their log in details to the relevant panel administrator a few days before the meeting so that any required admin in relation to the ARCP can be undertaken. The log in would also be used during the ARCP to view the LOSOS and activities associated with the ARCP.

TPDs agreed to communicate this temporary solution to the Registrars undertaking ARCPs and deanery administrators.

We recognise that this is not an ideal solution, but it is temporary as we work to complete this feature in e-Portfolio.

## Advisory Section

### For Registrars:

- Activity, Academic and Educational Supervisor roles are distinct in e-Portfolio and to grant any access privileges to these we require confirmation of each status from the relevant Deanery or TPD. An email to [educ@fph.org.uk](mailto:educ@fph.org.uk) will suffice; **please ensure that this arrives before, or with, your request.**
- Using the e-Portfolio system, a Supervisor will not receive automatic notification by email when a Registrar submits content, nor is there an option for it. It was decided at the development stage not to include this function because it wasn't proving its worth in the previous system. We hope it won't inconvenience any user to send their Supervisor an email whenever they've made a submission.
- In order for an Activity Supervisor to view a Registrar's name in their account, the registrar must have submitted an activity to them.

- When Learning Outcomes are linked to an activity, each learning outcome must have a comment entered into the adjacent text box and it must be saved, otherwise the comments may be lost. We're including improvements to this page in a release on Friday 27 March which will make it clearer when this procedure has to be completed.
- Sometimes, it may seem that evidence is taking a long time to upload. In this case, please click the refresh button on your browser. It is likely that the evidence uploading has already completed. It should be noted however that significant speed improvements have been seen in the system since the 23<sup>rd</sup> March deployment where some modifications to the indexing system of the site were also made.

## **For Supervisors**

In the 'My Profile' section you are required to input details of your Educational Supervisor and Training Programme Director. In the 'region' field of both ES and TPD, please select 'No Region' and in the search field please select or type into the field 'System SU'.

Kind regards,  
FPH Education & Training Team