

Use Case 2: Clinical Research Center Trainings



Carmen
Center Administrator



Clinical Research Center Administrator Carmen is working on the Center's trainings schedule for 2020. Clinical Research Coordinators and Research Administrators have been her primary audience, but she would like the trainings to serve more stakeholders at her CTSA.

★ *Learning about the time constraints on most of these Personas from their profiles leads Carmen to branch into new class offerings, such as asynchronous and web-based learning.*

Consulting the Persona profiles helps Carmen consider the following audiences and their needs:

- **Irene** (Research Administrator): needs classes in latest updates to pre-award rules and regulations, compliance, and mathematical and statistical courses
- **Lucy** (Clinical Research Coordinator): needs classes in Good Clinical Practices, stress management, Python and R for data management
- **Melody** (Researcher): needs classes in Good Clinical Practices and study design
- **Lindsay** (Biostatistician): understands statistical aspects of study design, but wants to take a clinical study design class to see how her work can meld with it more smoothly. A Good Clinical Practices class would also help her in that regard.
- **Simran and Greta** (Clinical Researchers): Given their time commitments and constraints, the researchers would like quick refreshers on study design. They also want trainings for themselves and their teams on all the resources that the Center offers for clinical research, so team members know where to turn for help with specific problems.
- **Rachael** (Librarian) and **Jim** (Data Analyst): want classes in Good Clinical Practices to help them better serve their clients, the majority of whom are clinical researchers.

Trainings Audiences



Lucy
Clinical Research
Coordinator



Irene
Research
Administrator



Lindsay
Biostatistician



Melody
Researcher



Simran
Physician Scientist



Greta
Community-Engaged
Researcher



Rachael
Librarian



Jim
Data Analyst