CITI Frequently Asked Questions

1. **How much time will it take to complete the CITI training?**
    Answer: This will depend upon your experience with research issues in your area, how much of the additional information within each module that you read, and your role or Learner Group. Most modules take about 10-20 minutes to complete. This means that the full training programs (IRB/Human subjects research, IACUC/Animal research, IBC/Biohazardous research) may take 3-6 hours to complete. Experienced researchers and others familiar with the topics presented may require less time to complete the required modules. You do not have to complete all modules at once. CITI is designed for you to work at your own pace, and allows you to exit, and return where you left off, at a later date.

2. **What is the passing score on the Quizzes?**
    Answer: You must receive a total average passing score of 80% on the quizzes after completing all the required modules. You can track your progress online by clicking "Grade Book." If you do not obtain a total average passing score of 80%, then you can return to the individual modules and retake any of the quizzes.

3. **How will the IRB, IACUC, or IBC know training is completed?**
    Answer: When you have completed the required modules, have submitted all the quiz scores, and have indicated 'submit' after the final module in your course, your scores and your completion record will be sent to DePaul. The Office of Research Protections (ORP) receives an email from CITI when you submit the completed training. We will then enter the completed training in our database. It is important that you use the same name when completing CITI that will be used to complete the IRB, IACUC or IBC application. If not, we will be unable to match the training to your name on an application. The ORP can also access the certificate of completion in CITI directly.

4. **How do I access the CITI modules?**
    Answer: Go to the CITI website: www.citiprogram.org. If the link does not work, you may copy it and paste it into your browser window.

5. **Why am I having trouble viewing the CITI information or modules?**
    Answer: The CITI course site is best viewed with Microsoft Internet Explorer 5.0 or later.

6. **Is there a fee for CITI training?**
    Answer: DePaul University pays an annual fee for all DePaul users or persons completing the training under DePaul's purview. Individual DePaul users are not assessed a fee for completing the required or optional modules. If you would like to receive continuing medical education (CME) credit or continuing education units (CEU) for completion of the course in order to submit for professional

continuing education standards (i.e. nursing, physician), there is a fee to receive this credit through CITI.

7. **How do I change my Username or Password?**
   Answer: Log onto the CITI training site. Go to the "Learner Main Menu". Follow the link to "Change Your Username and Password."

8. **What if I forgot my username and/or password?**
   Answer: You may utilize the automated username/password retrieval system by clicking on the "Forgot Username and Password" link on the Home Page. If you made an error in providing your email address when you registered, your email address has changed since you registered, or there are firewalls to prevent HTML attachments, your request will not be filled and you will need to contact CITI support at (305) 243-7970. Please **do not register** a new account because it will not show any modules you have already completed previously nor will CITI be able to merge a new and previously existing account.

9. **If I am collaborating with an investigator at another CITI member institution, is there a way for me to meet the requirements for IRB/Human subjects research, IACUC/Animals research, or IBC/Biosafety research training of both institutions without "retaking" modules?**
   Answer: Yes. Use the link on the "Learner Menu" page to "Affiliate with another institution". This utility will permit you to enroll with another member institution. The software will merge the required curriculum from all organizations and present the curriculum in the grade book. When the requirements are met for each institution, both institutions will be able to verify that training is complete. However, the curriculum will only transfer to the newest institution if the lifetime of the module has not expired. The transfer period for DePaul is equal to the continuing education period of 3 years for the IRB/Human subjects research and IACUC/Animal research courses. There currently is no continuing education requirement or a limit on the transfer period for the IBC/Biohazardous research course. Other institutions may have differing transfer periods based upon their requirements for continuing education, which may affect transfer of credits to that other institution.

10. **What if I already completed CITI training (IRB/Human Subjects research, IACUC/Animal research, or IBC/Biohazardous research) at another institution?**
    Answer: If you completed the CITI training (IRB/Human Subjects research, IACUC/Animal research) within the past 3 years, modules that agree with the DePaul list of required modules can be transferred to DePaul to help meet the DePaul education requirement. IBC training does not currently have a continuing education period. If you are already registered in CITI, you do not create a new login, but should log in using your old user name and password. Then you would indicate that you want to "affiliate with another institution." Choose DePaul University from the drop down menu and all modules previously completed at the

other institution will be displayed as completed on your DePaul gradebook. Any additional DePaul required modules would need to be completed before you would receive credit for completion of training. At a minimum the DePaul specific module may need to be completed for some courses. This module has no quiz associated with it, but the information contained in the module must be read and you must hit the submit button in order for the program to designate the module as completed.

11. **What is the CITI "Integrity Assurance Statement"?**
    Answer: The Integrity Assurance Statement is a CITI requirement that all learners must read and complete, indicating that they are the person taking the course. You cannot access any modules until the Integrity Assurance Statement has been completed. If you start the CITI course on one computer and attempt to complete the course on a different computer, you will be asked to complete the Integrity Assurance Statement again. This is a built in security measure to ensure that the person taking the course is the person listed on the account.

12. **When do I have to renew my training?**
    Answer:
    - IRB /Human Subjects research
      All students, faculty, and staff engaged in human subjects research, as well as LRB members, IRB members, and ORP staff supporting the IRB must complete IRB/Human subjects research training every 3 years. At the 3-year time point, the refresher course should be taken. For more information see the training policy on the IRB website.
    - IACUC /Animal research
      All faculty, staff, and students involved in research**,** research training, teaching, experimentation, biological testing, exhibition, and related activities at DePaul with live vertebrate animals, as well as IACUC members and ORP staff supporting the IACUC, are required to take initial-basic training and continuing education every 3 years. At the 3-year time point, additional training or education must be completed. For more information see the training policy on the IACUC website.
    - IBC/Biosafety research
      DePaul faculty, staff, or students engaged in research or teaching activities at DePaul involving rDNA, biohazardous agents, or select agents or toxins, as well as IBC members and ORP staff supporting the IBC, are required to take the IBC/Biosafety training. There currently is no continuing education requirement for the IBC/Biohazardous research course.

13. **I completed the CITI initial training course for IRB/Human Subjects research or IACUC/Animal research, when does it expire?**
    Answer: For the IRB/Human subjects research and IACUC/Animal research training, the training will expire three years from the date you last completed a

module in that course. So, if you completed the CITI initial training on October 30, 2012 the CITI refresher course must be taken **before** October 30, 2015. For IBC/biosafety training, at this time there is no specific continuing education requirement. However, it is possible when new elements are added to a protocol, the IBC may require additional protocol-specific training at a later date.

14. **How do I know if I am due for a Refresher Course (IRB or IACUC)?**
Answer: The CITI program or the Office of Research Protections may send you a reminder email to complete the continuing education. In order to receive an automatic email from CITI, the email address listed in your CITI account must be accurate. Additionally, you may look on your printed and saved copy of the Completion Certificate. If you have lost or misplaced the Completion Certificate, you can log into the CITI website. On the "Learners Menu" page scroll down to "Previous Coursework Completed" and click. Go to "Coursework completed." Check your basic course completion. You should be able to see the dates you completed the training and determine the date by which you need to complete the Refresher Course.

15. **Is the Good Clinical Practice course required for DePaul researchers conducting IRB/human subjects research?**
Answer: No. Good Clinical Practice or GCP is a standard for the conduct of clinical research that more appropriately applies to research under the Food and Drug Administration's (FDA) purview. The GCP module is an optional module that may be taken, but it does not meet the Basic or Refresher Course requirement for IRB/Human subjects research at DePaul.

16. **How do you take the Optional Modules listed under the Learner Groups?**
Answer: The list of optional modules become available after you have completed all the required modules.

17. **How long does the refresher course take?**
Answer: The Refresher Course takes about 1-2 hours to complete.

18. **What happens if my certification expires before I take the refresher course?**
Answer: For studies on which you are the PI, the approval for protocols may be suspended. For studies on which you are listed as research personnel, your approval to conduct the research under that protocol will be suspended. For each protocol, it is the PI's responsibility to ensure that each member of the research team completes the required initial and continuing education, when applicable.

19. **What options are available for meeting the training requirements for personnel that have limited roles in the conduct of the IRB/human subject research protocol?**
Answer: In some instances, the IRB will approve alternative educational training for personnel that have limited involvement in the conduct of the research or that do not have access to the internet and the CITI program due to the location where

the research is conducted. When a protocol is approved initially, the plan for initial education, generally conducted by the PI, would be included in the submission materials and would be approved as part of the initial protocol. If the study is still active in 3 years, the plans for ongoing education at the 3-year time point can be provided as an amendment.

20. **Are there other acceptable education programs besides CITI for either initial or continuing education?**
    Answer: Yes. The Office of Research Protections will accept other programs for collaborators at other institutions, as long as the educational program is equivalent to CITI and the training is current within 3 years.
    For DePaul investigators:
    - IRB /Human Subjects research
      For Initial Basic training, most personnel listed on a protocol will be required to take the CITI course. For continuing education, other seminars, meetings, or conferences with the primary focus on human subject research issues and that offer a certificate of completion or attendance or continuing education hours, as documentation of attendance, or another offering approved by the Office of Research Protections may be acceptable.
    - IACUC/Animals research
      For some types of training for IACUC/Animal research, the CITI program may not have available training for the species-specific training requirement. DePaul has contracted with the AALAS Learning Library to allow DePaul researchers to use this library to meet educational requirements. In some circumstances species-specific, protocol-specific, or training for students for teaching protocols conducted by the protocol PI will be accepted by the IACUC, when the training plan is pre-approved by the IACUC.

    If you are unsure if an educational offering would meet the requirements, contact the Director of Research Protections at 312-362-7593 or sloesspe@depaul.edu. In order to aid in determining the acceptability of an offering, please be prepared to provide an outline of the materials covered.

21. **What if I have questions about the CITI program?**
    Answer: Please contact Susan Loess-Perez, Director, Office of Research Protections in the Office of Research Services at (312) 362-7593 or sloesspe@depaul.edu. You may also contact Diana Alfaro, Research Protections Coordinator, Office of Research protection in the Office of Research Services at (312) 362-7592 or dalfaro@depaul.edu.