UNLV

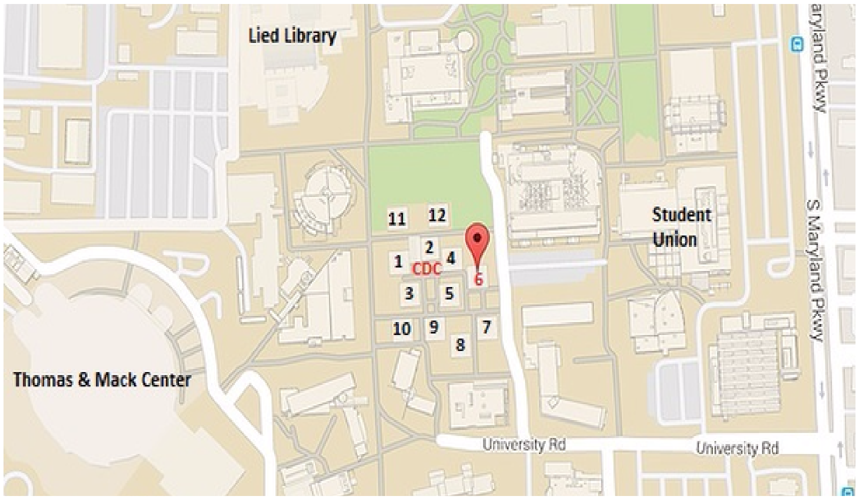
Department of Psychology

The Optimum Performance Program

Organizational Handbook

Optimize it!

TOPP is an internationally recognized applied training and evaluation center assisting undergraduate and graduate students in learning to train, implement, disseminate, and evaluate performance optimization programs. In the process of student education and scientific advancement, members from the community are able to optimize their goals.



The Optimum Performance Program

Located in the Central Desert Complex 610 on UNLV main campus

Website: http://web.unlv.edu/labs/frs/

E-mails: TOPP@unlv.edu

fbt@unlv.edu (listserv membership required)

Main Line Phone: (702) 895-2468

Fax: (702) 895-2432

Lab Hours: Monday - Friday

8:00AM – 5:00 PM

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BASIC STRUCTURE

ADMINISTRATIVE HIERARCHY

Please refer to this hierarchy to determine the appropriate person to address any concerns or comments you may have.
Hierarchy

PROGRAM MISSION AND PRINCIPLES

TOPP is an internationally recognized applied training and evaluation center assisting undergraduate and graduate students in learning to train, implement, disseminate, and evaluate performance optimization programs. In the process of student education and scientific advancement, members from the community are able to optimize their goals.

Overarching Principles

All service & research initiatives:

- Have direct benefits to clients and participants served
- Incorporate the support of significant-others
- Focus on strengths
- Embrace culture

POSITIONS & RESPONSIBILITIES

Program Director

Responsible for oversight of all members and activities

Program Coordinator

Responsible for the oversight of program policies, procedures, and quality assurance, including human resources, training, research, and practice initiatives.

Clinic Coordinator

Responsible for the overall management of clinic responsibilities, ensuring participant records are legally and ethically maintained, clinic protocols are properly developed and implemented, supplies and resources are maintained, clean and aesthetically-pleasing facilities, filing systems are organized and functioning properly. Manages budget(s) with the Program Director and assures client/participant confidentiality. Responsible for submitting and maintaining IRB protocols and all day-to-day activities, supervising TOPP implementations. Oversees all data systems, including security, development and initiation of spreadsheets, adherence, outcome assessment, personnel training specific to collection, data henry and management, establishes and maintains quality assurance checks of data records and databases. Conducts participant engagements and consents and provides support to the Program Coordinator.

Data Management & Quality Assurance Coordinator

Provides assistance to the Clinic Coordinator. Distributes folders and "Catch your Coworker Being Good" worksheet before lab meetings. Brainstorm ideas to improve protocols and update protocols and forms in the lab accordingly.

Quality Assurance Specialist(s)

Responsible for providing quality assurance in records and databases; aids in data entry and documentation, including weekly meeting minute notes and staff files.

Data & Quality Assurance Team Member

Responsible for entering and recording data in databases quickly and accurately. Oversees all data systems, assures the quality of research, coordinates development and initiation of spreadsheets and coordinates data closures.

Performance Coach

Implements all performance interventions, including training workshops.

Training Coordinator

Creation and implementation of recruitment and engagement activities of participants and TOPP members, social media, and public relations. Coordination of all training activities, including continuing education workshops and community outreach initiatives. Establishes relations with national and international agencies and professionals while developing and maintaining the reputation of TOPP. Manages and facilitates the production of TOPP films, and maintains the website, TOPP Twitter and Facebook accounts, emails, and listserv(s) to assist dissemination efforts.

Membership and Activities Coordinator

Orientation of new members, including preparation and distribution of orientation materials, ensuring members demonstrate standards of excellence in conduct. Oversees day-to-day functions of members, records attendance, promotes membership advancement and, raises, manages complaints, assures dress code, networking, conducts exit interviews with members, and assures consumer satisfaction surveys are completed. Participates in recruitment activities. Assures effective communication with representatives of the community and does fundraising for members to attend professional conventions to disseminate TOPP research. Creates and implements promotional materials (i.e., pamphlets, flyers). Facilitates attendance of TOPP members at UNLV athletic events and participation in exercise and athletic programs, including maintenance of UNLV Athletic Calendar.

Research Assistants All tasks and responsibilities are assigned based on the respective Coordinator for which the research assistant is assigned. Assignments are based on available opportunities and interests and qualifications of TOPP members.

LAB MEMBER DIRECTORY

- The lab member directory provides contact information. Members should keep the lab member directory available with them at all times. The directory is also located in each office close to phones.
- Lab Member Directory

REQUIRED INSTITUTIONAL REVIEW BOARD TRAINING

- The Office of Research Integrity – Human Subjects seeks to safeguard the rights and welfare of human subjects involved in research conducted by UNLV faculty, staff, and students.

- New members can participate in the lab and complete their lab hours prior to IRB approval. **Only individuals who are approved by the IRB are permitted access to participant information, including de-identified data.**

CITI PROGRAM

<u>CITI Training</u>

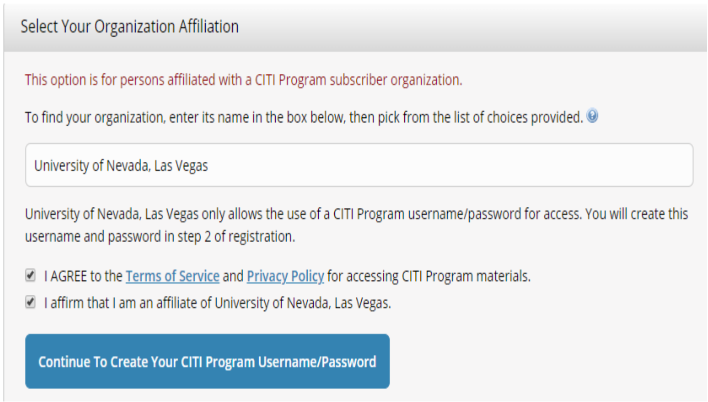
- New members are expected to complete IRB training within 48 hours of acceptance into TOPP.

- The TOPP lab utilizes the Collaborative Institutional Training Initiative (CITI) Program to educate new members on proper ethics with clients' or participants' personal information in our lab.

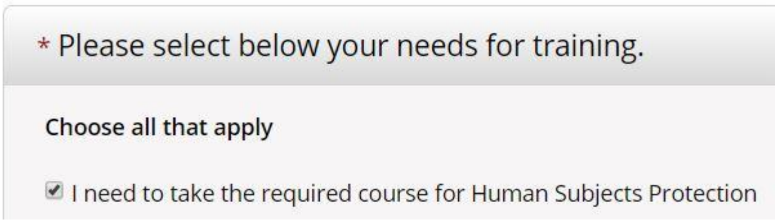
- To Complete CITI training:
  1. Go to the CITI website: http://www.citiprogram.org
  2. If a new user, click the link that reads 'Register Here'

3. Fill out the following information

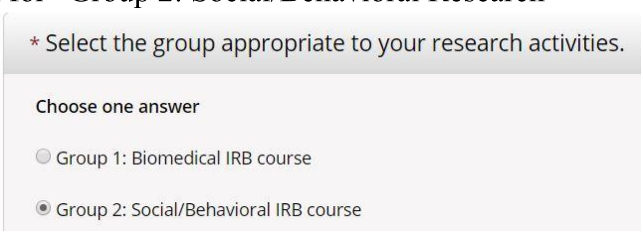
   a. Participating Institution: University of Nevada, Las Vegas



   b. Create user-name and password
   c. Enter name and email address
   d. Hit “submit” button
   e. Enter information that has an asterisk (*) beside it (your role as a research assistant: Student Researcher – Undergraduate)
   f. Check the box for “I need to take the required course for Human Subjects Protection”

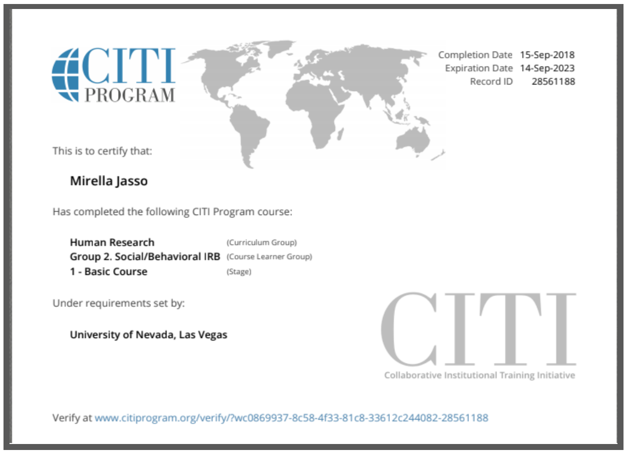


   g. Check the box for “Group 2: Social/Behavioral Research”



   h. You do NOT need to register with another institution
   i. Begin completing coursework--Complete **all** modules

4. Once coursework is completed, email CITI certificate to the Membership and Orientation Manager.



CITI PROGRAM

Completion Date 15-Sep-2018
Expiration Date 14-Sep-2023
Record ID 28561188

This is to certify that:

Mirella Jasso

Has completed the following CITI Program course:

Human Research (Curriculum Group)
Group 2. Social/Behavioral IRB (Course Learner Group)
1 - Basic Course (Stage)

Under requirements set by:

University of Nevada, Las Vegas

CITI
Collaborative Institutional Training Initiative

Verify at www.citiprogram.org/verify/?wc0869937-8c58-4f33-81c8-33612c244082-28561188

Confidentiality

- To avoid any confidentiality breaches, **members are not allowed to go into the confidential file storage room** until they have been approved by the IRB.

- If a new member is at the lab prior to established approval**,** they are not permitted to review any study participation information (e.g., participant files).

- Breaches of confidentiality are a **VERY SERIOUS MATTER**. Name and identifying information obtained from studies should not be discussed openly outside of the context of clinical services and studies.

- Any attitude not reflecting the serious nature of participant confidentiality **WILL NOT** be tolerated, and must immediately be reported to the IRB at UNLV by Dr. Donohue upon review.

- In some cases, when Student Research Assistants (RA's) are athletes, it may present a conflict of interest. Thus, student athlete RA's may need to be restricted from some aspects of the project (e.g., access to clinic records, personnel-specific meetings).

<u>**Note:**</u> Such conflicts may exist for non-student athletes as well. When such personal relationships are present, these relationships need to be disclosed to administrative personnel.

When referencing a research participant via email, phone, or fax, etc.:

- The participant INITIALS or ATHLETE ID # <u>**must**</u> be utilized instead of first and/or last name. This ensures participant confidentiality and minimizes TOPP liability.

The following protocol must be utilized when a participant ID number is not used or if it is unknown whether the information relates to a research participant:

- Only administrators are permitted to remove and appropriately distribute correspondence through the lab fax. Administrators will be responsible for ensuring the information is placed in the appropriate location.

- If an administrator is not available to perform the aforementioned task, a lab member is to contact an administrator via phone, email, etc. to obtain instructions on where to properly deposit the fax.

- Any written or oral materials (e.g., faxes, phone messages, pre-screen interviews, referral forms, audio-tapes) containing participant information should always be placed in a secure location (e.g., a sealed envelope marked "confidential," appropriate person's mailbox, locked file cabinet). **All confidential information should be stored in the locked file room in a file cabinet that is locked at all times.**

Note: If a message or form **DOES NOT** include a lab member's name, but includes participant information or if it is unknown whether the information refers to a participant or not, the person receiving the message should place the form/message in a sealed envelope marked **CONFIDENTIAL** and then place it in the Program Coordinator's mailbox. The person receiving this message should then inform the TOPP listserv that a form/message has been placed in this location. It will be the responsibility of all lab members with participant contact to check this location within 24 hours.

STANDARDS OF CONDUCT

GENERAL EXPECTATIONS OF MEMBER CONDUCT

- **Taking initiative is highly regarded.**
  - To get the most out of your time at the lab, **you are encouraged to be self-motivated and share your ideas**.
  - If at any time you do not understand what opportunities are available to you, please refer to this manual, and discuss your concerns with others in the lab.
  - Utilize "Book.Buddy.Boss." to make the most of your time in the lab.
  - Your strengths and interests will be weighed against the current needs of the TOPP lab as tasks are assigned. Volunteer for tasks, and make yourself available to performance coaches when they need your assistance.
- **Professional conduct and ambition will be rewarded** with advancement, positive letters of recommendation, and potential employment.
- **Read** empirical articles that are relevant to your assignments (ResearchGate/Google Scholar).
- Maintain the **highest standard** of ethical conduct at all times by following APA guidelines in work and in practice, demonstrating honesty, following protocol, reliability, kindness, and maintaining confidentiality.

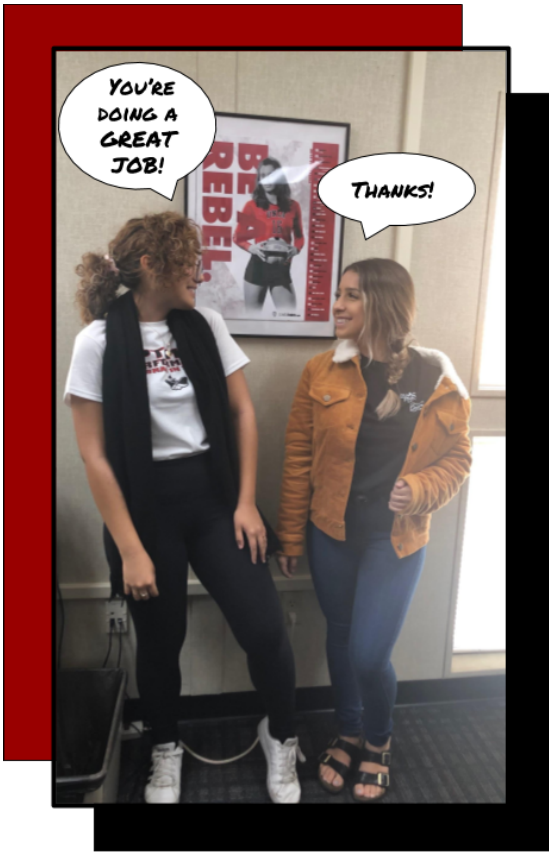
<u>**Communication Hierarchy Guide**</u>

Upon having any questions or confusion about a task or location of items, here is the order you attain the information by:

- First Contact: Any available Research Assistant (RA's)
- Second Contact: Immediate Supervisor (Team Coordinator)
- *Last in contact* if you have not found your answer, Dr. Donohue (Lab Director)

Due to the high volume of work being performed at TOPP, administrators may be otherwise engaged and therefore unavailable. Do not be discouraged if it seems your work is not receiving attention. Opportunities change continuously, and administrators will decide who is most suited to a specific project by soliciting everyone's individual strengths.

Critique of Lab Members



- **We foster teamwork through cooperation** between the members of our lab.

- In all cases, **critique should not be taken personally** but rather at face value.

- When a critique is necessary, blame the situation, solicit solutions from the person to solve the problem, and provide solutions that weren't solicited (if necessary).

- **Speak** as if the person being discussed was sitting next to you.

Note: It is appropriate etiquette to speak only positively about the lab and its members within the lab and to others outside the lab. Indeed, organizations, like TOPP, are only as strong as their weakest link, and people are judged by the quality of the organizations to which they belong. If everyone speaks highly of the lab and its members, excellence proliferates to others. The organization establishes a positive reputation, and its members are associated with this reputation.

GENERAL OPERATION POLICIES

Dress Code

- Members are required to wear business-casual attire (e.g., slacks, blouse, button-down shirt, polo shirts), TOPP T-shirts, or UNLV shirts when in the lab.
- Performance Coaches must wear TOPP polo shirts when meeting with participants.
- Members will be provided a TOPP T-shirt during the onboarding process.

Access into TOPP Building

- Only administrators and select research assistants are permitted a Marlock card, which allows access to the lab.
  - Members without a Marlock card can knock on the door to gain entry.

    - If the lab door is locked, contact an administrator with a Marlock card that is scheduled during your shift to open the door. You should have several administrators' phone numbers accessible at all times by referencing the member directory.

- Upon entry, lab members should record time entering the lab and time left to keep a record of hours logged for each week.

How to Close Down for the Night

- The last member to leave must follow the procedure for closing down the lab:
    - Close all blinds in an upward fashion (so that anyone viewing the lab from the outside will have their gaze directed upward).
    - Leave doors to offices 617 and 619 **OPEN.**
    - Close the doors, rooms 609, 611, and 613.
    - Ensure that the fax machine is left **ON.**
    - Ensure that the key to the Storage Room is secured in the key box.
    - Ensure that the Storage Room is locked.
    - Turn off all the lights.
    - Shut down computers if leaving for the weekend.
    - Lock the front door (double check to ensure this door is locked when exiting).

The Optimum Performance Program Team Drive

Team Drive for All Members

- New members will receive an invitation to the lab's team drive on Google during the onboarding process.
- The team drive gives lab members access to all relevant lab documents, forms, and protocols.
- The drive is split into separate folders based on each team within the lab. Documents relevant to each team will be found in their respective folders.
- Lab members may also be added to a separate team drive for their team, where they will have access to documents relevant to their team projects.

Share Drive for Graduate Students

- All forms for treatment and assessment are contained on the S: Drive. Only administrators and senior members have access to the S: Drive. Anyone else requesting access should discuss it with the Program Coordinator.

- To assure that administrators' work is safely stored, it's optimum to keep it on the shared drive. To access your personal staff folder go to S:\R01 Sport Grant\Staff Files\YOUR NAME

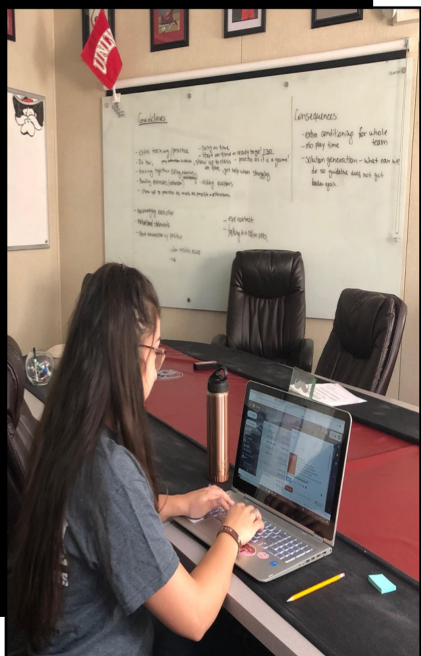
Google Calendar

- Schedules are maintained on “Google Calendars.” Members are given access to the Google Calendar during the onboarding process.

- To access the Google Calendar;
    - You will need to log in to your Google account and go to Google calendar.
    - Once there, you will need to schedule your lab hours for the semester by clicking on the red plus button located in the bottom right corner. This will open up a page to create a new event, where you should have your name in the title.
    - Make sure you choose the correct day and time for your lab hours. Lab members without key access must schedule their hours around the time other lab members will be in the lab to allow them entry into the lab.
    - There is also an option located in a drop-down menu that allows you to repeat the day and time weekly, up until a certain date, so that you do not have to enter in your schedule for each day manually.

- If your lab hours need to be adjusted.
    - Change your schedule on the Google Calendar by going to the date you are looking to change, click on your name, and then click on the pencil icon to edit the date, the time, or both.
        - Assure if you are changing the date for one day, it does not change your scheduled time for the rest of the semester.
        - Assure to save any changes made when done!

Protocol for Creating or Making Changes to TOPP Documents



- When assigned a task involving the creation of a document, check with the Team Coordinator if similar documents or templates already exist.

- When a document is created, the title must be given a functional name (e.g., Canon D1120 double-sided printing instructions.doc).

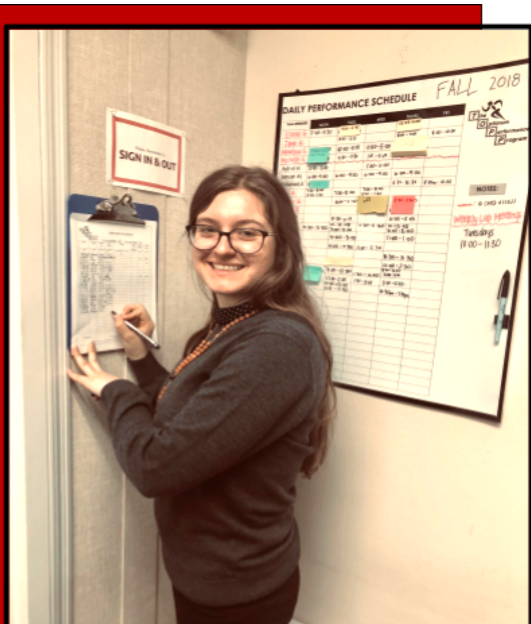
- Whenever revisions are made, ensure to write your initials and the date on the title of the document to track edits and ensure our documents are up to date.

- Pay careful attention to formatting. Sometimes documents are reformatted depending on which programs are used. Make sure your formatting (e.g., bullets, numbering) is uniform.

- Always save your work in at least two of the following places: the hard drive, share drive, flash drive, or email for easy access.

- Changes or new
- documents must be submitted to the Team Coordinator via email with the modified form attached. In this email please make sure to have approval of the document before it is sent out to the listserv or the Program Director.
- When the document is completed, assure all lab members are alerted of this update or new document via listserv. Include the final copy and where to find it in the TOPP Team Drive when it is completed.

Lab Attendance



- **Volunteers are required to work a minimum of 7 hours each week** during lab business hours (Monday-Friday 8:00 a.m. to 5:00 p.m.).
  - Lab members are expected to write down the time they arrived or left at the beginning or end of their shift on the Sign In/Out Sheet located next to the front door.
  - Lunch does not count as employment or volunteer hours. However, working lunches (i.e., eating during program meetings, eating while working) are permitted.
  - Although not encouraged, you are permitted to take 15 minutes to retrieve lunch from outside the lab. When

retrieving lunch for groups, it is best to designate one person to retrieve food.
  - If your work schedule needs to be adjusted, notify your immediate supervisor, update the Daily Performance Schedule board, and update the Google Calendar.

- **TOPP will be closed during all national holidays**.
  - It should be noted that winter break only includes the week of Christmas; all other desired time off must be requested.
  - Vacation schedules will be approved during the holiday season by the Team Coordinator. Priority will be given to members that provide advance notice.

- **Please do not leave the lab earlier than the end of your scheduled shift**.
  - If there is a legitimate reason for leaving early, please inform your immediate supervisor and make a note of your absence on the Daily Performance Schedule board.
  - If a member leaves without following these procedures, an unexcused absence will be recorded for the missed shift.
  - Members may leave early if they have completed their hours previously in the week; however, notify their supervisor stating what task was done during the completion of their hours.

- **Members are expected to maintain a consistent weekly schedule.**
  - Schedules should only be temporarily changed due to unforeseen circumstances; therefore, schedules should not be revised more than once a month, except in extenuating circumstances.
  - Within one week of known changes, members should speak to their supervisor, permanently update their hours on the Daily Performance Schedule located near the front door, and update their hours on the Google Calendar (e.g., weekly dissemination meetings, class schedule, etc.).

- **If you will be absent for any reason**, you must inform your immediate **supervisor**. If it is necessary that a shift be missed, the absent member should ensure another RA will be able to cover their shift.
  - Fill out the time off request form found in the TOPP Team Drive in the Program Activities and Membership folder.

- **Members are responsible for contacting their immediate supervisor to arrange make-up hours** if they are unable to come in during their scheduled hours. Make-up hours should be limited to circumstances that prohibit the member from being present at the lab.

- If a member has **excessive absences or is frequently tardy,** an administrator meeting will be requested and membership status may be up for review. If research assistants (RAs) cannot make their scheduled lab hours consistently, they will be asked to discontinue participating in TOPP.

- The Membership and Orientation Manager is responsible for tracking and recording members' missed, late, and make-up hours. Team Coordinators should inform the Membership and Orientation Manager Manager if a member of their team will be absent or has missed a shift.

General Meetings

- **General program meetings are held weekly and are mandatory. The meeting schedule is determined at the beginning of each semester.**

- Everyone should be prepared with a short update of tasks or projects they have been working on, a summary of the tasks that they will complete in the following week, and their availability for tasks or assignments that may arise.

- Everyone attending the meeting should have their Performance Organizational Binders available.

- The program Coordinator will print and provide meeting agendas for every meeting.

- For all meetings, one member attending the meeting must record **meeting minutes** and provide a copy via email to the listserv within 48 hours of the meeting's adjournment.

- If you cannot attend a scheduled meeting, attendance via conference call is highly encouraged.
    - If you cannot attend the meeting, you should ensure another lab member presents your task to enhance meeting efficiency.

<u>Reminder:</u> Be aware of your own IRB status, and excuse yourself from meeting if sensitive information arises.

Ask the Membership and Orientation Manager for the semester meeting schedule.

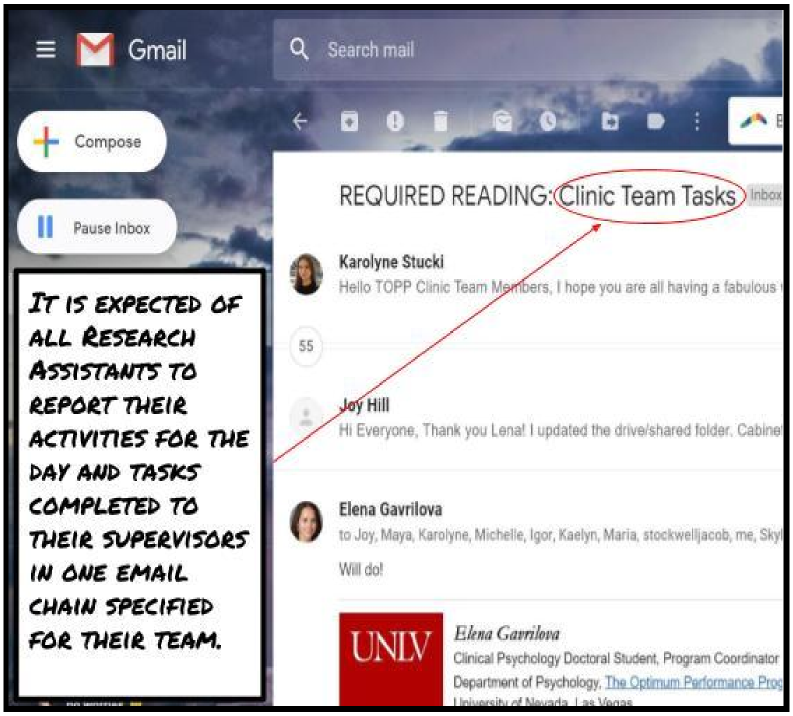
Performance Organizational Binder

- Members must have their assignments and organizational binder with them **at all times** while in the lab and updated regularly.
    - Contents include: directory, an assignment sheet for assignments given, an assignment sheet for assignments received, task competency review form, and an organizational playbook.

- Binders can be **<u>customized</u>** to fit your assignments and include your specific projects, forms on the TOPP Team Drive that seem useful to keep handy, and personal organizational tools.
    - This binder will serve as a resource to help build your CV.

- Your assignments and organizational binder will be provided during the onboarding process and must be returned when service with TOPP concludes.

Tasks



- **Members are expected to complete any and all assigned tasks.**
    - Members who complete their assignments early are expected to ask an administrator if any additional tasks need to be completed.
- For any project, email all collaborators and administrators with status updates, completion of documents, etc., and obtain confirmation that your forwarded materials or status information has been received.
- If at any point the task becomes unclear, request clarification from an administrator and other collaborators **prior** to making further progress on the task.
    - When a task has multiple sections, verify that the task was completed correctly with the administrator or collaborator before proceeding to the next section.
    - Attempt to contact in person/via phone/email/text if the individual is not in the lab.
    - If unable to contact the task administrator or collaborator, go to the next person in the hierarchy.
        - Keep in mind that this individual may not be closely familiar with ongoing projects. If that is the case, wait for direction from the initial administrator.
- All members of each team should report to their Team Coordinator on their status on projects or tasks.
- The Team Coordinator should report weekly to the Program Coordinator to give a brief report on the status of lab operations, teams, and the administration.

Cleanliness

- Cleaning supplies can be found in the restroom. You may need to use them for cleaning duties. These supplies are provided by UNLV for TOPP, and they are not for personal use.
- **Everyone is expected to maintain lab cleanliness**. Be proactive. Recycle, throw away any trash, push in chairs, and put personal belongings away.
- All members will be assigned a week to conduct cleaning duties. Weekly cleaning duties are listed in the Cleaning Duties Checklist.

UNLV Athletic Events

- All members are encouraged to attend one UNLV Athletic event per month, totaling four events in a semester.
- Members are encouraged to attend non-venue, under-represented sports.
- Members should wear their TOPP apparel at these events.
- Following attendance of an event, complete the "UNLV Athletic Event Report" Worksheet and present the information at the weekly lab meeting.

Methods of Managing Non-Compliance

- The following steps will be used to manage non-compliance to TOPP policies:

  First Incident: Describe an incident that needs to be resolved. Solicit information about why the problem occurred. Brainstorm solutions and determine if help can be provided with the Team Coordinator.

  Second Incident: Describe the incident, solicit information, and provide a warning (i.e., indicate that separation from the program may be warranted if the issue continues) with the Team Coordinator.

  Third Incident: Describe the incident and that the need to separate from the TOPP needs to be discussed with the Program Director and Team Coordinator.

SOCIAL SKILLS SPECIFIC TO INTRODUCTIONS

Skills Related to Introductions

- Mention positive things about the other person or other person's agency.

"Oh, you work for the Department of Family Services? I know our Director always talks about how hardworking the referral agents are at your agency."

- When a TOPP colleague introduces a non-TOPP individual or new TOPP member to you, mention a positive attribute about the person who provided the introductions.

"It's a pleasure meeting you. I really enjoy working with __(Non-TOPP Individuals)__. She always looks out for the people who work with her."

- When someone you don't know is standing next to a lab member, it is possible that the lab member forgot or did not know the stranger's name. Assertively introduce yourself.

"Hi, I think __(TOPP Member)__ thought we knew each other. I'm __(Your Name)__ and I'm a research assistant at The Optimum Performance Program. What's your name?"

- Initiate introductions of associates and new lab members to the person, including something either professional or personal that the introduced parties have in common.

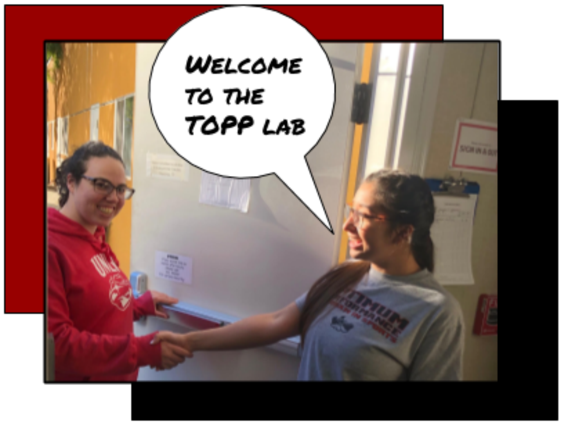
"__(Non-TOPP Individual)__, this is __(TOPP Member)__. __(Non-TOPP Individual)__ is a fantastic researcher, and I know you've been looking for more Research Assistants ."

- When answering the phone, attempt to mention positive things about individuals who are being solicited to the phone.

"I'm sorry, he's in the middle of a meeting, but he wanted me to make sure it was okay if he could call you back. Otherwise, he'll interrupt the meeting. You know, he's very considerate of others."

Note: Don't assume lab meetings cannot be interrupted. Write the details of the phone inquiry (e.g., the name of the caller, what the call was about) and politely stand next to the person for whom the message was intended until you have a chance to discuss the message with them.

Introducing Visitors



- Use Ms., Mrs., Mr., and Dr. when referring to non-lab members. This maintains a positive, professional atmosphere.
- When non-lab members are present in the lab, introduce yourself and politely inquire if the visitor has been helped.
- If the visitor is an expected guest, introduce the visitor to the appropriate lab member(s).
- If introduced to a visitor, provide your name, title, and let the visitor know something you like about the lab.

- When introducing a guest or new member, it is the responsibility of the highest administrator to introduce this individual.
    - Introduce that person, state why the person is at the lab, mention something positive about the guest, and introduce all lab members present (i.e., name, title, and one positive quality about the lab member).

- If the new individual is an entering RA, introductions are the responsibility of the person who interviewed or trained that individual (e.g., Membership and Orientation Manager).

- If a non-member who is lost knocks on the door;
    - While in the lab and a non-member knocks on the door, we must greet the individual appropriately.

    - This is especially important to ensure that everyone who stops by our lab has a positive experience, specifically when we are running studies to ensure our participants enjoy the TOPP treatment from our lab.

- If a non-member knocks on the door, the member closest to the door should open the door.
    - When opening the door, step out, keep the door open, and greet the non-member.

      "Hi, welcome to The Optimum Performance Program, my name is __(Your Name)__ .How can I help you?"

- If the non-member answers that they are here for a study, and you know we are currently not running any studies. You can let the non-member know we are not running any studies and ask if they know which study it is, the building, or the psychology lab running the study.
    - This way, you are able to help the individual better by explaining the direction or walking them to the correct location if it is not too far.

- If a non-member knocks on a door for a TOPP study or for an appointment with a performance coach.
    - Step outside, keep the door open and greet them with the same greeting

      "Hi, welcome to The Optimum Performance Program, my name is __(Your Name)__ how can I help you?"

      Non lab member: *"Hi, I am here to meet with __(Lab Member's Name)__. "*

    - Allow the non lab member in and escort them to the waiting room to wait as you go retrieve the lab member they were looking for

    - If the lab member they are asking for is not in the lab, let them know that member is not in right now, but if they want to leave their name and number, we can leave a message for them.

      "__(Lab Member)__ is not in the lab right now, but if you give me your name and contact info. I can let her/him know you stopped by."

- If the non-member who knocks on the door is a participant or looking for a performance coach, or for a study we are running, you can invite them in to wait in our waiting room (room 609).
    - If any lab member is working in the lab when a participant enters, they can be introduced.

    - Offer water, and ask which lab member they were scheduled to meet with when their meeting was scheduled.

        - If they want water, grab a TOPP water bottle and fill that up with water from the water dispenser.

- ○ Then alert the appropriate lab member of the participant who is ready for the study.

<u>Introducing Yourself to Someone</u>

- State your full name and title while extending your hand for a handshake.

- Solicit or repeat the name of the new member.

"Hi, I'm __(Your Name)__. I'm a Research Assistant at TOPP (extend your hand for a handshake). What's your name?"

- Solicit what brings the person to TOPP or how the person learned about the lab.

"What brings you to TOPP?"

- State something you like or think is good about TOPP.

"I think you'll love it here. It's a great way to practice skills in managing lots of projects and meet several good people who have similar professional interests."

- State how you enjoyed meeting the new person and hope to see them again later.

"Well, it was a pleasure meeting you, and I hope our schedules work out so we can talk about your experiences later. Feel free to let me know if you need anything."

<u>Introducing Guest Presenters</u>

- Get familiar with the presenter's CV and recent accomplishments prior to the day of their presentation. Practice your introduction several times.

- Provide your name, your position title, and express positivity about introducing the presenter.

"*My name is __(Your Name)____ and I am the Program Coordinator at TOPP. It is my pleasure to introduce Dr. __(Presenter's Name)__ to you today."*

- Highlight the presenter's position title, their area of work, and accomplishments.

"Dr. __(Presenter's Name)__ is the director of __(Association)__, a research lab focusing on alcohol behavior among college athletes. Dr. __(Presenter's Name)__ has been awarded multiple grants by NIDA and NIMH, published three books on alcohol use, presents and hosts workshops at conferences, and was recently invited to speak to Congress regarding policies to help NCAA athletes thrive."

- Close the introduction.

  "Let's give Dr. __(Presenter's Name)__ a warm welcome to TOPP!" [Applause]

COMMUNICATION PROTOCOLS

Telephone Use Policy

- Prior to making a phone call, display the “Do Not Disturb” sign located on all the office doors.
- Due to the confidential nature of some telephone calls, **members are not allowed to answer the telephone until they have been approved by the IRB**.
- There is a central line for all TOPP offices. Members should check to see if the line is in use before dialing. The phone number for this line is **702-895-2468.**
- Certain phones in the lab have a second-line capability. The phone number for this line is **702-895-7248.** Members should check to see if the line is in use before dialing.

Protocol for Incoming Calls

- When the lab receives incoming calls and multiple TOPP members are present in the lab, the newest research assistants should volunteer to answer the phone first. Please answer on the 1st or 2nd ring.
- Taped on each phone is the greeting we use for our lab:

“The Optimum Performance Program, this is (name).”

- Obtain the caller’s name, their purpose for calling, and who the caller is trying to reach.

“Can I get your name and your reason for calling?”

- Once the information is obtained, request that the caller be placed on hold and state that the TOPP member will be sought for availability.

“Would it be alright if I put you on hold while I let (TOPP member name) know you are calling for them?”

- Once the caller is placed on hold, find the TOPP member requested by the caller. If the TOPP member is available, inform them of the phone call accordingly.

“Hi, (TOPP member name), (caller name) is on the phone for you about (reason).”

- If the TOPP member is not available, make sure to take note of the caller's name, phone number/email, and the best time to contact them. Whenever possible, provide a positive statement about the person the caller is trying to reach and/or about TOPP.

  "Dr. Donohue is not in the lab right now, but he is usually very involved. Could I get your name, number, and the best time to contact you?"

- Once this information is obtained, ensure the caller that you will relay the message and that they will be contacted promptly.

  "Thank you so much, I will let _(TOPP member name)_ know that you called and they will call you back as soon as possible."

- Inform the appropriate TOPP member of the message via phone or email as soon as possible. When leaving a desk note, please do not put client information, as it is confidential.

If a research participant calls to contact performance coach:

- Inform the caller that the performance coach will be notified of the message and ensure prompt contact.

- Record message in the Log of Contacts of participant case folder obtained in the file room.
  - If outstanding information is provided, record and complete an "Outside Correspondence Progress Note" in the participant case files.

If referral agents call with referrals:

- Direct the phone call to an available administrator. If an administrator is not present, ask for:
  - Referral agent's name
  - Referral agent's telephone number
  - Best time to be contacted

- Inform the referral agent that a performance coach will be notified of the message and assure prompt contact.

- Record message in the Log of Contacts of the participant case folder obtained from the file room.

- If outstanding information is provided, record and complete an "Outside Correspondence Progress Note" in the participant case files.

- Inform appropriate performance coach(s) of the referral via phone, email, or mailbox.
  - The performance coach is to obtain identifying participant information in the participant case folder located in the file room.

Note: Unless you have been specifically trained to manage the subject matter (e.g., treatment), do not volunteer information other than what was previously stated.

If anyone calls regarding a research participant: DO NOT GIVE INFORMATION. Instead, paraphrase the following to the extent appropriate:

"If this person is a participant within our program, I'd need to have a release of information signed by this person to allow me or anyone here to talk about this case. Could you please send us a release of information so we could talk openly about this case if he or she is one of our participants? Please send us this release at fax number (702) 895-5884. Please be sure to include a cover sheet stating that this is confidential participant information."

Protocol for Making Calls to Others

When contacting participants, utilize the following protocol:

- Provide an introduction:

"Hello, this is ___(Your Name)___ from TOPP."

- Explain the reason for your call.

If the participant is unavailable:

- Leave a message and include the following:
  - Name
  - Phone number
  - TOPP or TOPP affiliation
  - Reference to participant's referral agent

Note: Do not provide additional information to ensure participant confidentiality.

Additional Phone Information

Making On-Campus Calls

- Dial **"5"** plus the last four digits of the phone number. A Campus Directory is located in each office.
- Dial **"00"** to reach the operator, campus police, or maintenance.
- Dial **"3668"** for public safety. It is recommended that members call public safety to arrange escorts to cars after sunset.

Off-Campus Calls

- Dial **"8"** to access an outside line; then dial the number.

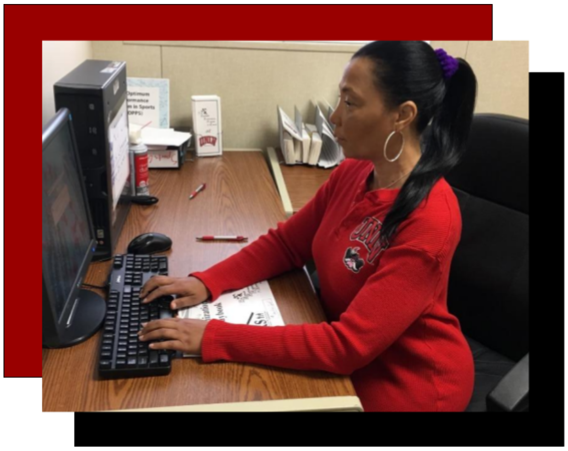
Voicemail

- All members must check the phone receiver and listen to the dial tone at the start of a lab shift.

- If the dial tone "pulses," there are messages to be retrieved (voicemail code and instructions on how to retrieve messages are posted on the handle of each office phone).

- If you retrieve voicemail messages, write down the message and promptly email or call the person for whom the message was intended.

Sending Emails to Others (Within Lab)



- Sending emails to all of the lab members should be conducted through fbt@unlv.edu
  - Checking emails regularly is essential to keeping abreast of changes in procedures, protocols, questions, feedback, etc.
  - Content sent out over listserv can include; lab policy updates, member notifications/reminders, minute notes, lab meeting agenda items, and useful resources.

  - Any project specific email updates should be sent to all lab members involved, and not over the listserv.

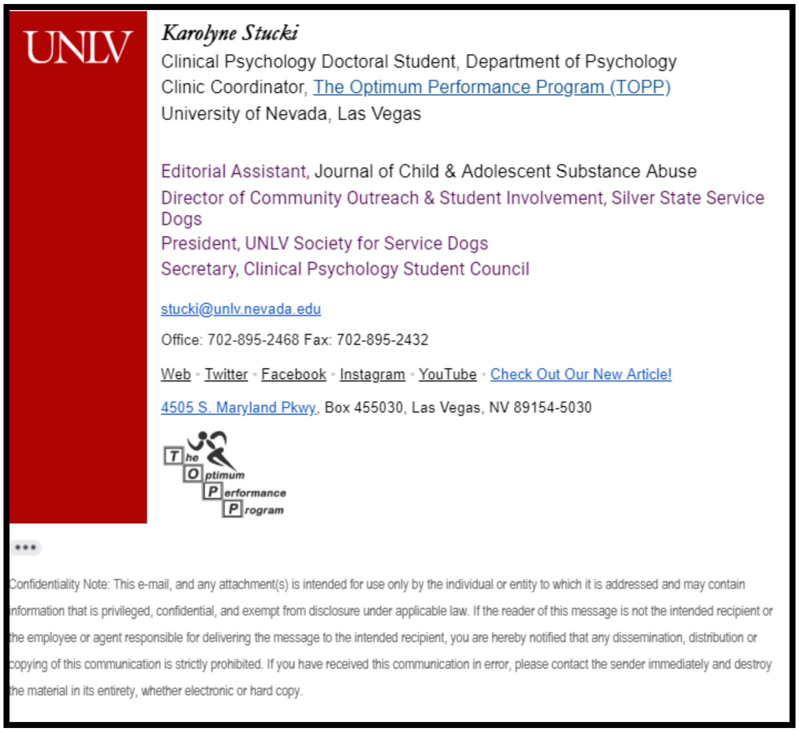
- All members are required to **respond to relevant emails within 24 hours.**
  - If you do not have the necessary information to return an email, you are still required to reply.

  - Email responses are tracked by the Team Coordinators. You must respond when expected.

- Emails should include the subject of the email and the date and time in which members are obliged to confirm that they have reviewed and understood the conveyed material. (e.g., "Attn: Publications and Grants Team: "Minutes" Please respond by 3.5.12 at 5pm".)

- Email requests must also be **copied to your immediate supervisor** to ensure that all lab members are aware of and responsible for adhering to the new policy, administration, modifications, updates, notifications, etc.

<u>Protocol for Sending Emails to Others (Outside Lab)</u>



- Review a draft of the correspondence with your appropriate administrator(s); e.g., those on administrative hierarchy, administrator overseeing project) in person.
- **Prepare a professional email**. Using your UNLV gmail account. The signature should consist of your name, position, organization, work phone, TOPP logo, a link to the latest TOPP article and a confidentiality clause.
- Send the draft to the appropriate administrator(s) for review and approval via email.
    - If any issues arise after receiving approval and prior to sending the email to a third party that necessitates change(s) in the email's content, you must notify the appropriate administrator(s) of change(s) and get approval for the new draft.
    - Once the final draft is approved by the appropriate administrator(s) it can be sent to the outside source, and CC: the appropriate administrator(s), the Team Coordinator, and the Program Director.

Note: Do not provide identifying information about study participants in email.

RESOURCES & TECHNOLOGY

- **Lab resources and technology may only be used for TOPP business.**
- If you experience technical difficulties in the lab, call tech support at 702-895-0777.

<u>Computers</u>

- The TOPP computers are equipped with the following programs: Microsoft Office Word, Excel, Powerpoint, Access, SPSS, and internet browsers.
- Notify the Team Coordinator if paper supplies are low.
- All research assistants should use the conference room to conduct research.

- When necessary, administrators' offices (i.e., 617 and 619) may be used. However, confidential materials may be present near the desk area or file cabinets, and authorization should be granted prior to room use.

Note: Members are not allowed to use wireless routers in the lab due to potential interference with the TOPP network.

Fax Machine

To send a fax using CANON MP530:

1. The TOPP fax number is: **702-895-5884**
2. Place the document in the tray face-up.
3. Dial **"8"**, then the number of the fax recipient and press "black start fax."
4. Outgoing faxes produce a confirmation page, which is generated after a fax is sent.

The confirmation page contains confidential information and therefore, must be kept with lab participant case files or thrown away.

Note: Do not leave the recycled paper in the fax machine. Referrals and other documents from outside agencies are printed here and it is important that they look professional.

Copy Machine

To make a copy using Color LaserJet Pro MFP M477fdn

- Make sure the COPY button is illuminated
- Place papers FACE UP on top tray
- Input amount of copies to be printed
- Double-sided: press 2-sided button until 2-sided light is illuminated

If the document that you are trying to copy is more than 10 pages, please take it to the Psychology Department to make copies.

- The copy machine code for the Psychology Department copy machine can be obtained from either the Program Coordinator or Team Coordinator.

Projector Protocol

- The projector cart is located in the storage room in our lab.
- To use the projector, follow this protocol.

Mailing Documents

- To mail out envelopes through the Psychology Department, the requirements on "**How to Mail Out Envelopes**" are posted on the bulletin board on the 4th floor of the CBC, B building.

Printers

- The lab has several printers:
  - **Color LaserJet Pro MFP M477fdn**– preferred for general lab use. Can print double-sided, B&W. Located outside of room 613.
  - **Canon ImageClass D1350**

Press the ENERGY SAVER button to turn on

- To print 2-sided paper:
  - The default setting should be 2-sided, but always check settings
  - On COMPUTER: make sure "both sides" is selected in printer preferences.
  - Press 2-sided button until 2-sided light is illuminated
  - PRINT
- To create and print labels:
  - Follow the Avery Protocol to create labels in our lab

Printing in Color

- Printing in color may only be done under the approval of the Program Coordinator.

Supply Cabinet

- There are two supply cabinets. Supplies for filing and other administrative tasks are located within these cabinets.
- If specific products are needed but not available, please contact the **Clinic Team Coordinator** and fill out the Supplies Order List form, located in Room 613.

Protocol for Checking Out Items

All items being checked out must be approved by Clinic Team Coordinator.
It is important to keep track of our inventory to understand the pace at which we give out shirts.

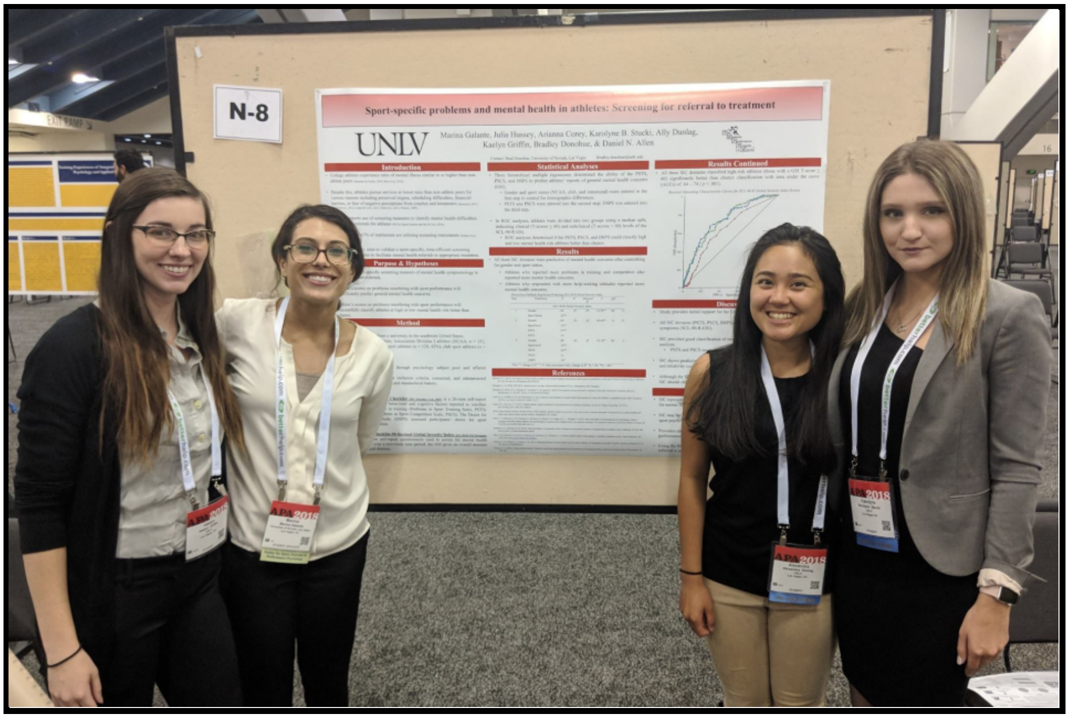
[Item Checkout Protocol]

Refrigerator and Snacks

- A refrigerator is provided in room 613, along with a coffee maker, and microwave.
- Ensure to maintain cleanliness by wiping down anything used after use.

ADDITIONAL INFORMATION

TOPP MEMBER OPPORTUNITIES



Members of TOPP are given the opportunity to perform the following activities:

- Attending professional workshops:
    - TOPP members may attend occasional workshops that are sponsored by the lab. Members are encouraged to express their level of interest in a number of potential workshop topics, which are often organized based on student interests. Past workshops have included guest speakers from various community sites as well as nationally-recognized organizations.
    - Various topics have included: how to write scientifically, strategies for gaining entry in graduate school, treatment of various disorders, and GRE preparation. Workshops vary in time from 90 minutes to a full day. Contact the Team Coordinator or your mentor to discuss possible workshops.
- Learning administrative skills.
- Training in statistical analyses and data management**,** including SPSS.
- Conducting exemplary scientific literature reviews and reviewing journal articles.
- Writing grants and/or manuscripts for publications (senior members only).
- Presenting at state and national conferences, universities, state agencies, elementary schools, etc.
- Networking with professionals in the field

- Receiving assistance with applications for psychology positions and/or post-secondary educational opportunities (e.g., employment, internship, acceptance in doctoral programs).

- Attaining Independent Study credit:
  - This student will participate at TOPP as a research assistant. This student will be involved in attending a weekly research meeting. Additionally, he or she may be involved in data management, quality assurance, conference presentations, and community networking.

  - Independent Study applies to both undergraduate and graduate students.

  - UNLV Psychology Department Independent Study Requirements

  - Undergraduate students typically volunteer during their first semester for a minimum of 7 hours.
    - However, students may elect to earn up to 3 study credits at the University during their first semester by working 10 hours at the lab.

    - After one semester in the lab, students may continue to obtain up to 3 study credits, though only 7 hours of work is required.

    - If approved, a student taking more than 3 study credits after their first semester may receive one credit for each additional hour added per week, not to exceed 10 hours.

- TOPP members also have the opportunity to apply for an internship through the Nevada Service Program with The Optimum Performance Program:
  - Eligibility for internship through the Nevada Service Program with The Optimum Performance Program

  - For more information, contact the lab Program Coordinator.

TOPP STUDIES

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EDUCATION, RESEARCH, SERVICE, AND TRAINING OPPORTUNITIES

Data Management: The data management team enters assessment data into the main assessment database in groups of two. Afterward, this data goes through the quality assurance process. Once entered into the main database, data gets transferred to the Intent to Treat Database. The Intent to Treat Database does not have missing data and pulls forward data from the last assessment when the post or follow-up assessments are missed.

Quality Assurance: The quality assurance team ensures all data and protocols are up to date and in the best condition possible. This team also oversees the proper execution of all day-to-day procedures and regulations (e.g., training, dress code, paperwork, files). Quality assurance is also responsible for weekly meeting minutes.

Recruitment and Engagement: This team monitors and facilitates weekly and monthly engagement participant calls and incentive programs. They may also conduct sports practice visits and/or contact participants' significant others for "hard to reach" research participants.

Membership and Orientation: This team conducts new member orientations and exit interviews. The Membership and Orientation team also tracks member certifications, training, maintain employee files, and updates orientation materials.

Technology and Dissemination: This team is in charge of facilitating video, film, and audio productions. They create and maintain a state-of-the-art website to be used for traditional university applications as well as for outside services. Members of the team participate in brainstorming new additions to and maintaining the website. Members are also responsible for updating the TOPP listserv.

Publications and Grants: This team assists in writing and submitting manuscripts to peer-reviewed journals, books, and grant applications. Members conduct article reviews and searches.

Public Relations: Public relation team members are responsible for all outside relationships maintained by TOPP. These include but are not limited to: professional organizations, local agencies, national agencies, and international agencies. Team members are responsible for brainstorming beneficial and professional ways of developing relationships for the benefit of all parties while maintaining the lab's positive reputation.

Presentation and Organization: Team members are responsible for all internal aesthetics of TOPP, including the organization of files, supplies, and assuring the best functionality of all tools and resources in the lab. Members are responsible for updating lab member databases and creating promotional materials for TOPP (e.g., flyers, pamphlets).

Intervention Integrity: Intervention integrity team members assist in the production, administration, evaluation, and analysis of all intervention integrity methods.

Participant Records: Responsible for immediate oversight of participant records, including the preparation and maintenance of files.

TERMS & MEASURES FREQUENTLY USED AT TOPP

Terms

- **Chaining**: A teaching procedure wherein one attempts to link various simple individual responses together to make one longer, complex behavior. Forward Chaining: the first step is taught first. Backward Chaining: teaching the last step first.

- **Comorbidity**: The presence of coexisting or additional disorders with reference to an initial diagnosis or with reference to the index condition that is the subject of study.

- **Grant**: Giving of funds for a specific purpose (e.g., *federal grants for medical research).*

- **<u>Evidence-Based Treatments</u>**: Treatments that have been found to be effective in randomized controlled trials.

- **<u>Intervention-Based Studies</u>**: A study based on using treatment as a form of intervening and preventing individuals from participating in undesirable behaviors in the future.

- **<u>In-Vivo</u>**: The practice of implementing a treatment when the problem is actually occurring (e.g., in the home).

- **<u>Listserv</u>**: An email address containing a list of the email addresses designed so that emails sent through it are received by everyone on the list.

- **<u>Minutes</u>**: A general account of the events which transpired and topics covered at TOPP meetings. They are taken weekly and distributed to all members within 72 business hours.

- **<u>Outcome Studies</u>**: A study in which a specific treatment is implemented that includes: a generalized pretreatment evaluation, random division of the sample into control and treatment groups, implementation of the treatment, a post-treatment evaluation and a follow-up evaluation.

- **<u>Prevention-Based Studies</u>**: A study based on the use of education and motivation as tools in the prevention of undesirable behaviors from occurring.

- **<u>Protocol Adherence</u>**: To hold closely or firmly to a plan (e.g., TOPP treatment) for carrying out a scientific study or a participant's treatment regimen.

- **<u>Role-Playing</u>**: Rehearsing the treatment modules with someone by engaging in a dialogue such that the protocol is learned and that there is maximal adherence to the modules. The exercise is an attempt to simulate in-vivo administration of the intervention protocol with the participant.

- **<u>Shaping</u>**: A process used to create new behavior by differentially reinforcing successive approximations to the desired behavior.

- **<u>Systematic Desensitization</u>**: A technique often associated with introducing phobic or uncomfortable stimuli.

- **<u>Tape Supervision</u>**: Condition in which all therapy sessions are to be taped to ensure the safety of both the participants and the therapists. A taped copy of a session can be referenced for review to ensure protocol adherence and to offer advice and constructive criticisms.

- **<u>Task Analysis</u>**: A written list of all steps that must be accomplished to perform a particular behavior.

- **<u>Treatment Modules</u>**: An individual component of the overall treatment program which has demonstrated effectiveness in reducing adult and adolescent drug use in controlled trials.

- **<u>Treatment Program</u>**: The overall therapy. These goals are attained by fostering communication between family members and by increasing self-control and awareness of undesirable behaviors.

<u>Acronyms:</u>

- **RCT**: Randomized Control Trial
- **TAU**: Treatment As Usual
- **NIH**: Acronym for the National Institute of Health.
- **NIDA**: Acronym for the National Institute on Drug Abuse.

Measures

These are the measures and assessments commonly used in the lab. These will be accessible through the Team Drive once you become a member and are given access to the drive. Please become acquainted with these measures as they are commonly discussed throughout the lab:

- **Symptoms Checklist-90-Revised (SCL-90-R):** A measurement tool that assesses nine symptoms of psychopathology and provides 3 global distress indices.
- **Sport Interference Checklist (SIC) :** A questionnaire used to measure how much each item may interfere with athletes' training, competition, and life outside of sports.
- **Timeline Follow Back Calendar (TLFB):** Is used to keep track of client follow back, hours of work, and risky behavior.
- **Student Athlete Relationship Instrument (SARI):** Is used to measure potential problems athletes may experience with coaches, teammates, family members, and peers (non-athlete friends), as well as overall satisfaction with each relationship type.
- **Beck Depression Inventory (BDI):** A questionnaire that measures characteristic attitudes and symptoms of depression.
- **Sport Culture Questionnaire (SCQ):** Measures the importance of sport culture in the participant's life.
- **Client Satisfaction Questionnaire (CSQ-8):** CSQ-8 measures client's satisfaction with their treatment and The Optimum Performance Program.
- **Significant Other (SO) Relationship Status Form:** This is used by the researcher to document whether the client's significant other was present and all forms filled out during the time of the session.
- **Alcohol Questionnaire:** Is a short self-report measure used to measure alcohol use of the client.
- **AUDIT Screening Test and Scoring:** Is a self-report that is also used to measure alcohol used in our lab.
- **Demographic Data Form:** This form is used to keep a record of demographic information for studies in our lab.