

Third Thursday with the ICTR



- Research Coordinator Support Service (RCSS)
- Research Personnel Onboarding Program (RPOP)
- Advanced Topics of Clinical Research (ATCR)

June 18, 2026

Research Coordinator Support Service



Anthony Keyes, MBA, PMP

Assistant Director, Research Workforce Operations

Mais Hamdawi, MD

Senior Research Program Manager

What is the ICTR?

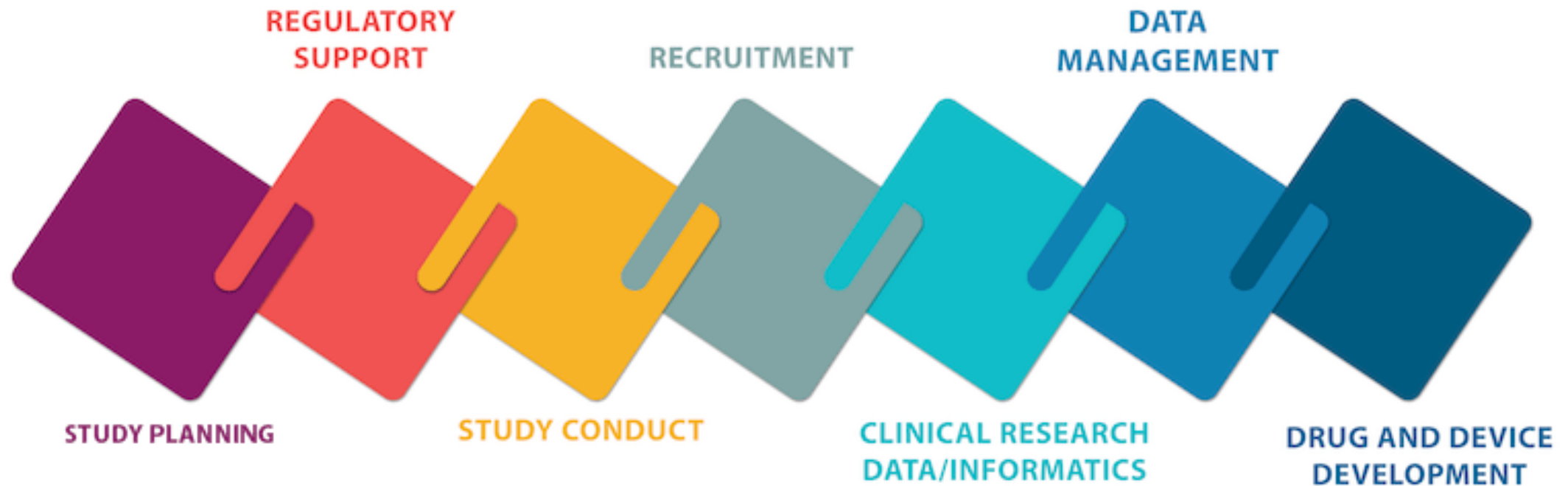


Mission:

To accelerate improvement in the health of Maryland by utilizing team-driven science to translate basic discoveries into new interventions that optimize health promotion and the prevention, diagnosis, and treatment of disease. These interventions must be responsive to the needs of our community and consistent with their values.

The Johns Hopkins [ICTR](#), established in 2007, is one of more than 60 medical research institutions funded by the NIH Clinical and Translational Sciences Award (CTSA) program. We work together as a national consortium to improve the way biomedical research is conducted across the country.

ICTR Research Services



- ICTR has 29 different services to support clinical research
- RCSS can help with 6/7 categories



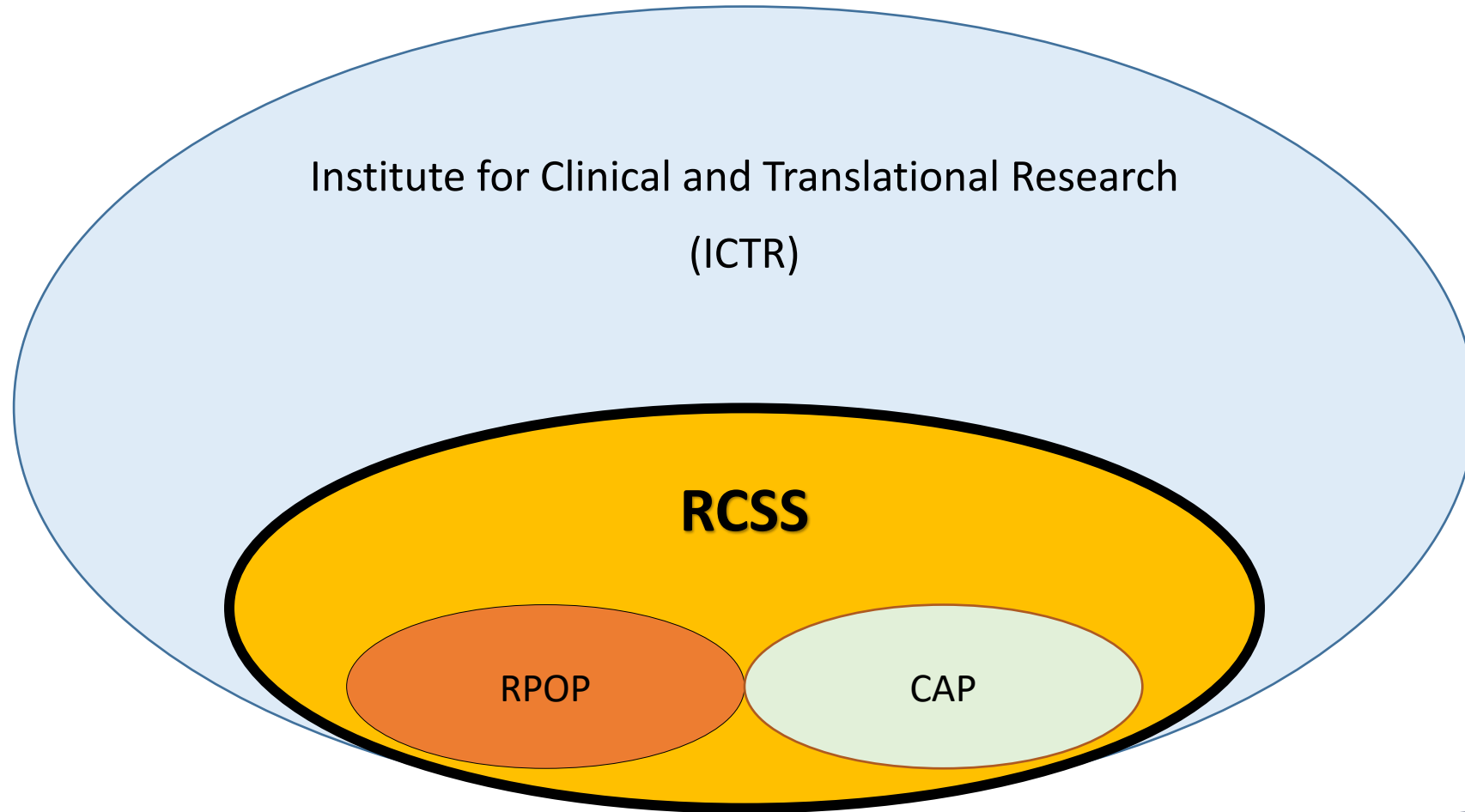
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TRANSLATIONAL RESEARCH

Research Coordinator Support Service

(RCSS)

Research Coordinator Support Service



RCSS: Research Coordinator Support Service

RPOP: Research Personnel Onboarding Program

CAP: Coordinator Apprentice Program

Research Coordinator Support Service



- A pool of research coordinators that are available for hire on a part-time basis by Johns Hopkins researchers.
- Since 2020
 - 358 requests, >30 different departments
 - >220 projects assigned to CRCs
- Current
 - 10 staff
 - 65 active studies

Overview of Program/Core

- SCAMP was established in 2012
 - Provide coordinator training to trainees with no clinical research training
- RCSS was established in 2014
 - Provide services to investigators who needed part-time research support
- SCAMP was re-branded as CAP in November 2020

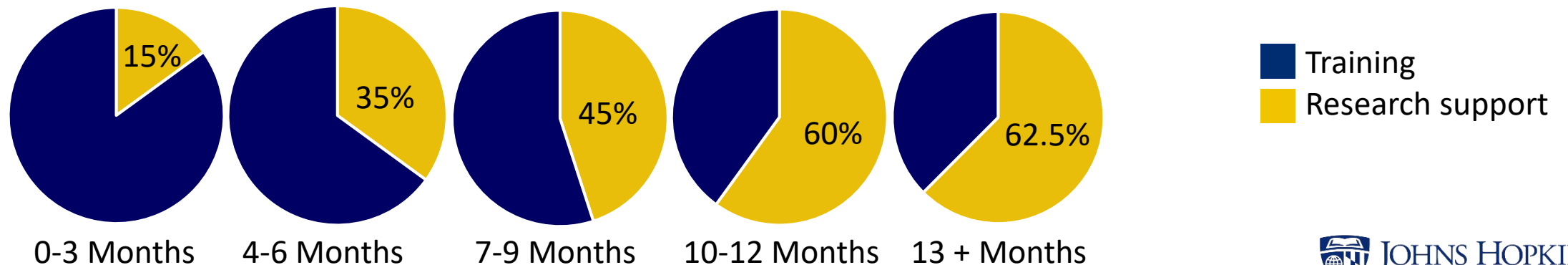
SCAMP: Study Coordinator Apprenticeship and Mentoring Program

RCSS: Research Coordinator Support Service

CAP: Coordinator Apprentice Program

Rapid Onboarding → Early Assignments

- Tracking tool for completion of required courses and the time/course
 - Over 150 hours of onboarding
- Multiple short-term work assignments of escalating responsibilities
 - Drugs, devices, behavioral
 - Sponsored, federally-funded, investigator-initiated
 - Study status (beginning, middle, end)
 - Diverse participant populations



(e.g., at 4-6 months, the apprentice will aim for 35%, 14 billable hours per 40 hour work week)

What's in it for them?

- Opportunity
- Shadowing experienced Coordinators
- 1:1 Mentoring
- Expansive access to training
- Scrubs and a personalized lab coat
- SoCRA membership and test fee, after year 1
- Free parking



See, Do, Teach

- See
 - Shadow experienced coordinators
- Do
 - Become an active coordinator
- Teach
 - Train a less experienced coordinator

“If you can’t explain it simply, you don’t understand it well enough”
Einstein

Impacts

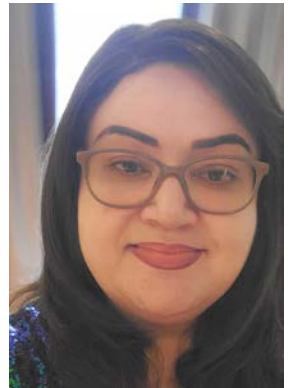
- The program has trained 61* coordinators since 2012
 - 92%** (56/61) are still in research or healthcare
 - 43%** (28/61) are still at JHU (including an Asst. Professor, Clinical RNs, Sr. Managers)
- Investigators have turned to RCSS
 - To take on projects they would normally have to turn down
 - To support research teams that have lost staff members
 - To supplement their own staffing/knowledge gaps
 - To grow research portfolios

Who Can RCSS help?

- Johns Hopkins School of Medicine (JHSOM)
- Johns Hopkins School of Nursing (JHSON)
- Johns Hopkins School of Public Health (JHSPH)
- Sidney Kimmel Comprehensive Cancer Center (SKCCC)

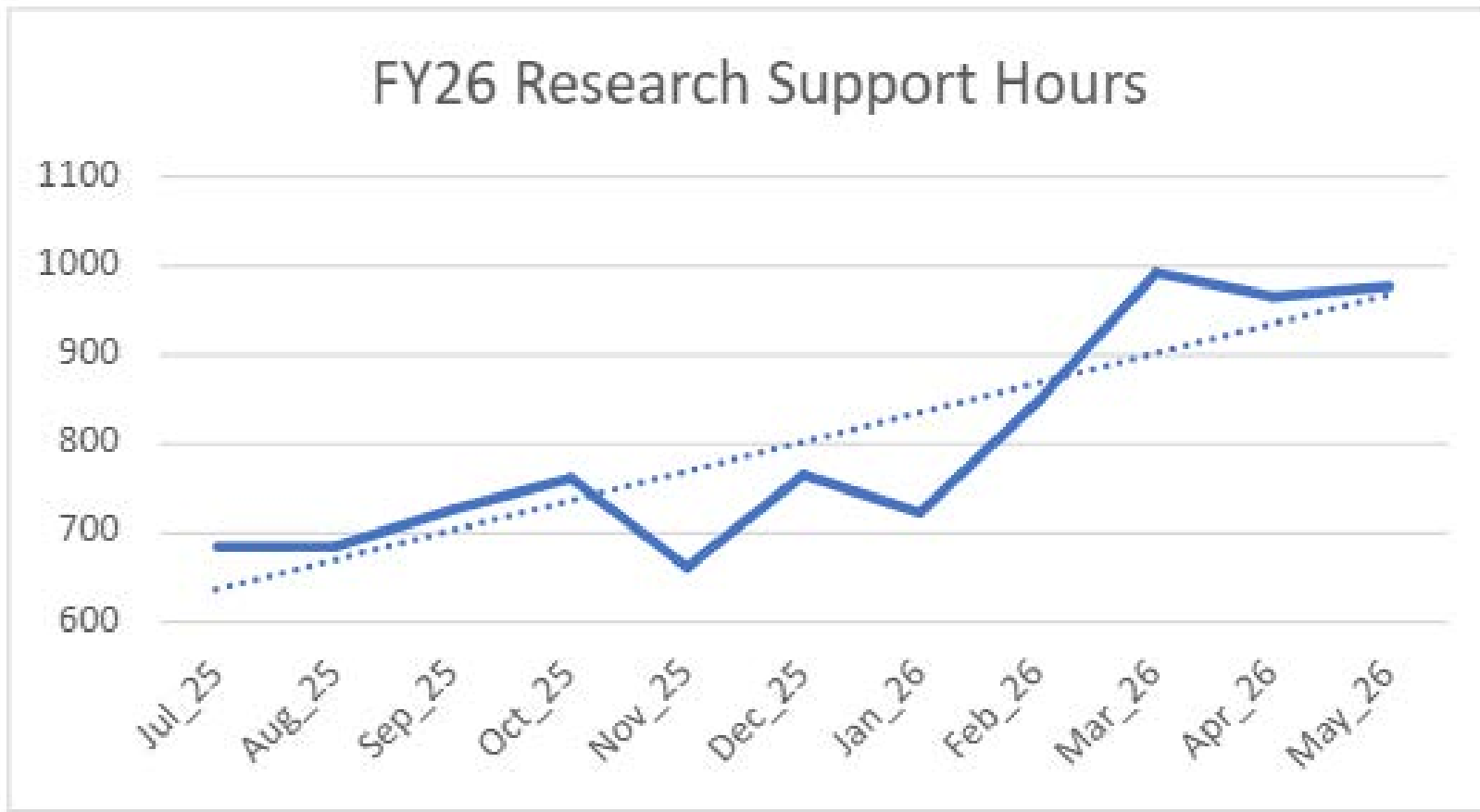
RCSS Team 2026

- RCSS Coordinators
 - 10 Research Coordinators
 - Different backgrounds
 - Different experience levels



Total Research Support Hours/Month (FY26)

- Average 800 hours/month



Priorities

- I. Growing research professionals
 - Hire the right candidates
 - Rapid onboarding
 - Early, study-specific assignments
 - Ecosystem where Apprentices become mentors
- II. Supporting researchers at JHU ...and beyond
 - Assist onboarding their staff
 - Expand our coordinator onboarding pilot program
 - Contribute to the national discussion with other CTSA's
 - Other Universities considering similar programs
 - Panels and Posters presented, manuscript pending
- III. Fiscal responsibilities



How to Connect with us

- <https://ictr.johnshopkins.edu/service/study-conduct/rcss/>



HOME > SERVICES AND RESOURCES > STUDY CONDUCT > RESEARCH COORDINATOR SUPPORT SERVICE (RCSS)

“*The ICTR Research Coordinator Support Service (RCSS) is a pool of research coordinators that are available for hire on a part-time basis by Johns Hopkins researchers.*”

About Us

Make a Request

Contact

Tony Keyes
Program Administrator
akeyes1@jhmi.edu

SCOPE of Work

What coordinator responsibilities do you need support with? (Check all that apply)

- ☐ Feasibility
- ☐ Regulatory support (e.g., IRB applications, binders)
- ☐ Pre-Screening/Screening
- ☐ CRMS/Epic
- ☐ Scheduling/Consenting participants
- ☐ Conducting study visits
- ☐ REDCap
- ☐ Data entry and mangement
- ☐ Study close out
- ☐ Other, please specify

- Connection request
 - REDCap survey
 - 1:1 meeting
- Assign Coordinator(s)
 - Skillset required
 - Team's availability
 - Hours, location and timeline

SCOPE of Work

What is the weekly work schedule needed? (Check all that apply)

- ☐ Flexible
- ☐ Mondays
- ☐ Tuesdays
- ☐ Wednesdays
- ☐ Thursdays
- ☐ Fridays
- ☐ Weekends (typically not available)
- ☐ Unsure

Study location?

- ☐ East Baltimore, Please specify location(s)
- ☐ Bayview, Please specify location(s)
- ☐ Greenspring, Please specify location(s)
- ☐ Home visits
- ☐ Remote (no study locations)
- ☐ Other, please specify

- Scheduling
 - Prefer fixed times
 - Can be flexible
- Location
 - Multiple available
 - Usually, the study covers parking with vouchers or reimbursement

RCSS Rates:

- Research Coordinator support is **\$65/hour**
- Senior Coordinator support is **\$70/hour**
- Rate is inclusive of fringe and fees
- PI will only be billed for the actual hours worked
- Receive a detailed monthly Invoice to the Internal Order number (IO#)

Program Efficiency

- Requests and Work Agreements
 - REDCap survey interface
 - Access database that automatically generates Work Agreements
- Monthly Invoicing
 - Wed-based hours tracking Tool (Clockify)
 - Detailed description of tasks done
 - 2 weeks period before billing the study IO#

Invoicing-Clockify

PI Name Sep_2025			
Issue date: 10/16/2025			
Due date: 10/31/2025			
Bill from		Bill to	
Johns Hopkins University - RCSS		PI Information	
301 Mason Lord Drive			
Suite 2200			
Baltimore, MD 21224			
Internal Order (IO) Number			
DESCI	QUANTITY	UNIT PRICE	AMOUNT
AZALEA - CRU Visit +Packing + Shipping Samples - 09/17/2025 - Zoey Onambele	1.50	65.00 USD	97.50 USD
AZALEA - Comm. with Nurse Mngr about Pt's Appt - 09/30/2025 - Zoey Onambele	0.25	65.00 USD	16.25 USD
AZALEA - Packing and Shipping of Samples - 09/02/2025 - Zoey Onambele	1.50	65.00 USD	97.50 USD
SUBTOTAL			211.25 USD
TOTAL AMOUNT DUE			211.25 USD



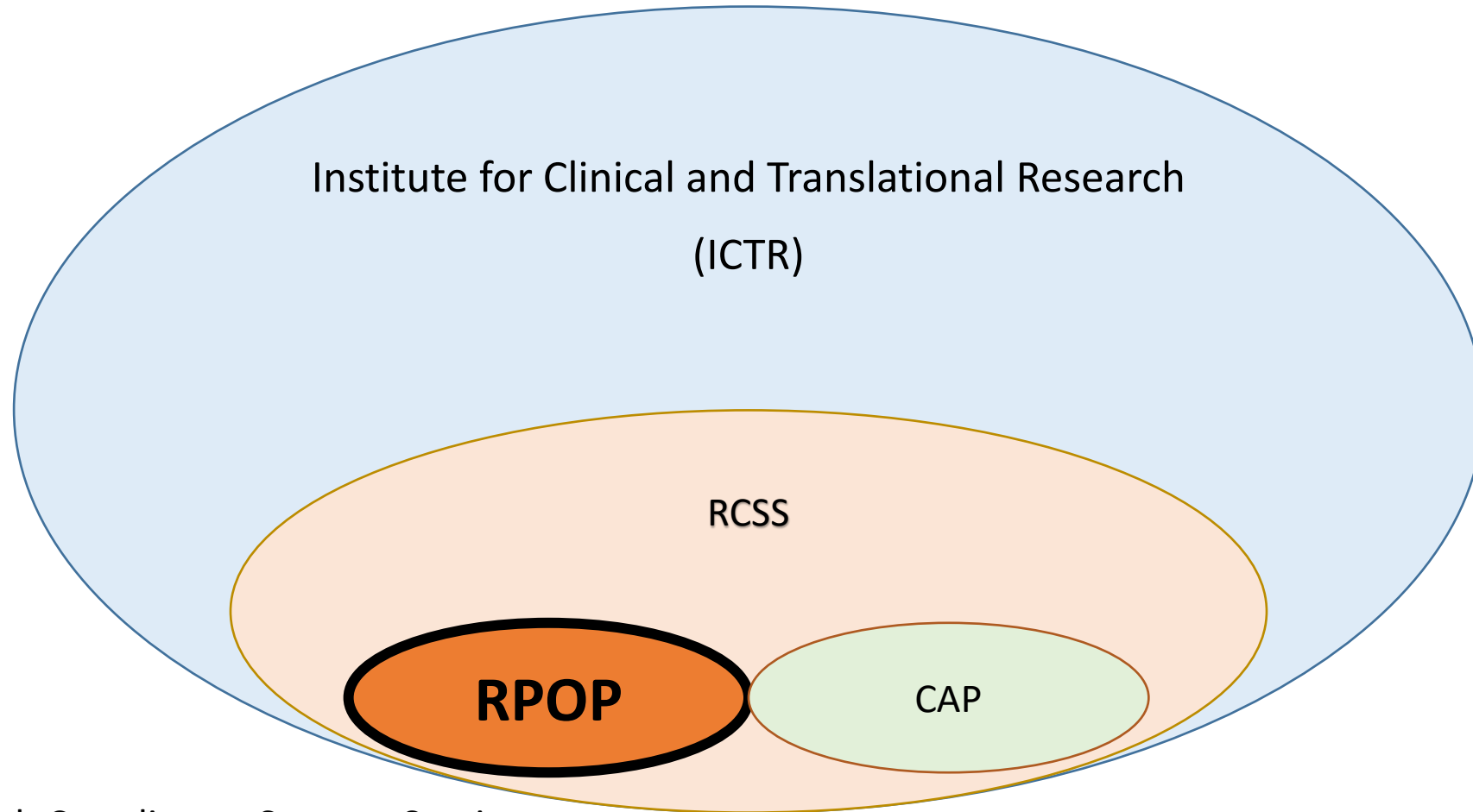
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Research Personnel Onboarding Program

(RPOP)

Research Personnel Onboarding Program



RCSS: Research Coordinator Support Service
RPOP: Research Personnel Onboarding Program
CAP: Coordinator Apprentice Program

Research Personnel Onboarding Program

- Support Principal Investigators, Managers
 - Rapidly and efficiently onboard their inexperienced or new clinical research personnel with an Ongoing support
- Quality of work → Multiple Requests to train CRCs
- Launched in September 2022
- More requests to onboard Sr. CRCs, Research Managers and Fellows
 - No prior research experience
 - New to JHU or new position at JHU (promotion)

Research Personnel Onboarding Program

- **72** requests since September 2022
- + “**Many**” interested but waiting on funds to hire

Completed	Active	Projected*	Cancelled**
56	1	0	15

*Future start date

**HR, lack of funds, or hired a trained staff

Research Personnel Onboarding Program

- When?
 - As early as Day 1
- Where?
 - Online courses, “Why”, unscheduled
 - Instructor-Led trainings, scheduled
 - 1:1 mentoring sessions “How”, scheduled
- Why?
 - RCSS has trained 61 coordinators since 2012
 - Strong feedback
 - Rapid, efficient, personalised

How to Connect with us

- <https://ictr.johnshopkins.edu/service/study-conduct/rcss/onboarding-program/>

RESEARCH PERSONNEL ONBOARDING PROGRAM

HOME > SERVICES AND RESOURCES > STUDY CONDUCT > RESEARCH COORDINATOR SUPPORT SERVICE (RCSS) >
RESEARCH PERSONNEL ONBOARDING PROGRAM

“

*For **newly hired** or **less experienced** Research Coordinators and other clinical research personnel.*

”

About Us

The **Research Coordinator Support Service (RCSS)** can rapidly and efficiently onboard your newly hired, less experienced clinical research personnel. This additional service helps new research personnel get up and running more quickly by guiding them through the onboarding process and removing some of this burden from the PI.

How Will I Know Which Trainings My Research Staff Need?

Contact

Anthony Keyes, MBA
Program Administrator
akeyes1@jhmi.edu

Mais Hamdawi, MD
Senior Research Program
Supervisor
malhamd2@jh.edu

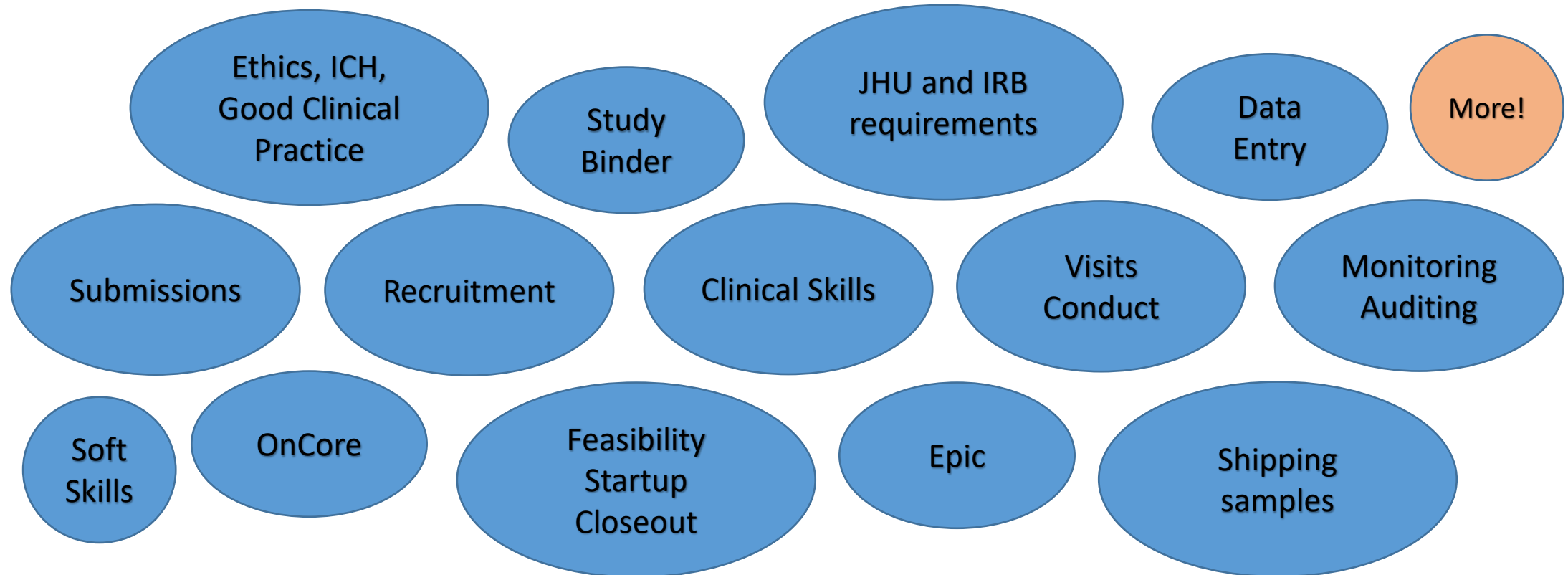
Quick Links

[Submit a Request](#)

How to Work with us

- Service request
 - PI's need
 - Study's need
 - Trainees' need and future goals
- Plan
 - Personalize a training plan
 - Menu (0 - >200) training hours, online, and instructor-led
 - ~ **(6-8) weeks**
 - Weekly updates

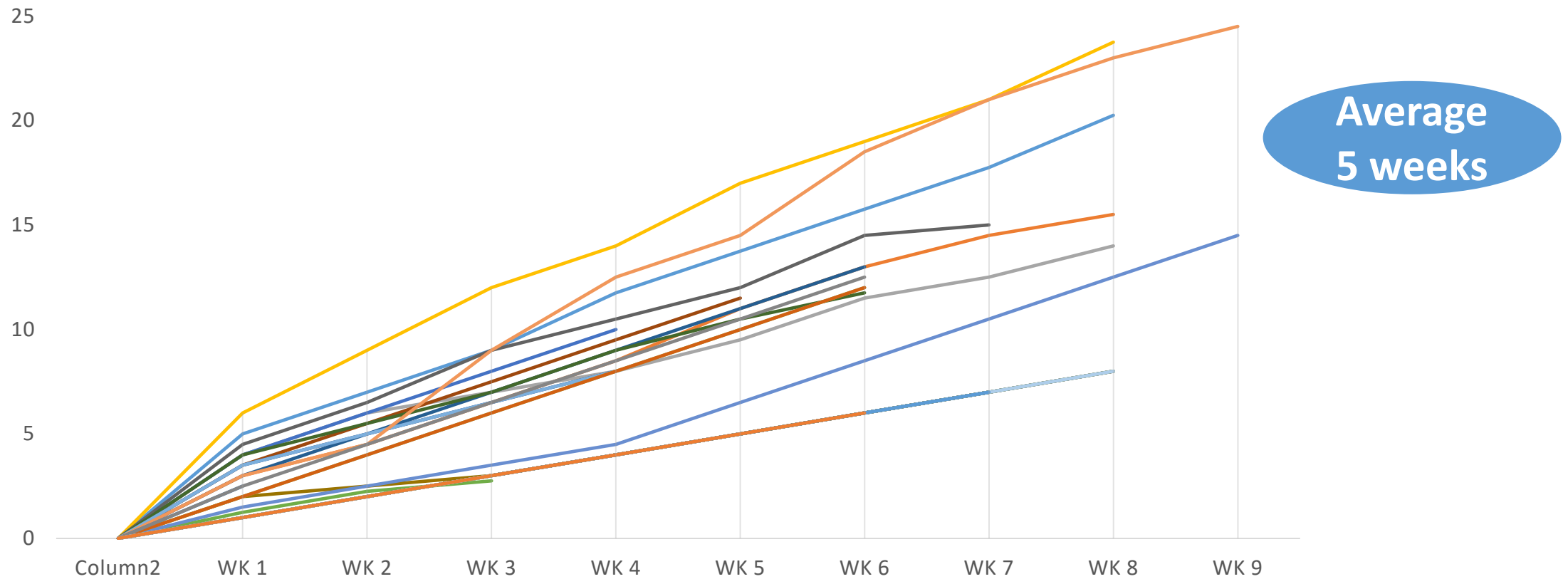
Trainings (200+ hrs.)



Ongoing Support (Keep the Door open)

- Optional
- Sr. staff will be available for guidance
- Bridge the gap between initial training and ongoing challenges
- Averaged 1 hr./month for the first 3-6 months
- ~78% (56/72) opted in
- **Cost of the Onboarding Program**
 - \$70/hour
 - Monthly Invoices billed to the Internal Order number (IO#)
 - Average billed: 9.85 hours (\$640.25) Range (3 to 24.5)

Cumulative 1:1 Onboarding Hrs./Trainee



Program Efficiency

- Online request form
 - REDCap Survey, meeting
 - Build-in equations (estimate training time)
- Invoicing
 - Wed-based hours tracking Tool (Clockify)
- Outreach
 - Daily listing of newly approved research positions
 - E-mail Hiring Manager details about RPOP at
 - Time of posting
 - Time JHED is issued

Impacts

- **Study/Study Team**
 - Faster hiring process
 - Less compliance issues
 - Smoother collaboration
 - Enhance research productivity
- **New Hire**
 - Know they are being invested in
 - Positive work environment
 - Higher employee satisfaction and retention
- **Research**
 - Improve research outcomes
 - Contribute to the national discussion with other CTSA's (Posters at ACTS 2023, 2024, CTSA 2025)

8,130

**Total hours of Training
completed**

Mean: 151.04, Range: 37.5-270.7
(>400 1:1 onboarding hrs.)

Survey Says!

- Trainees

Trainee Survey Responses	Results
My questions were answered in a timely manner	11/11 (100%)
I am confident in my role	11/11 (100%)
RPOP helped me acclimate to the JHU work environment	10/11 (91%)
RPOP was an efficient way to help me learn about my role	9/11 (82%)

Question	Results
My questions were answered in a timely manner	8/8 (100%)
Overall satisfied with the service	8/8 (100%)
RPOP training improved the quality of research	8/8 (100%)
RPOP was an efficient way to onboard new personnel	8/8 (100%)
The value was worth the cost	8/8 (100%)
Would be likely to use the service again	8/8 (100%)
Had more time to devote clinical, research and teaching responsibilities	8/8 (100%)
Had prior experience training research personnel	7/8 (88%)

- Managers



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Advanced Topics of Clinical Research

(ATCR)

Fundamentals of Research Coordination

- Held by the JHU School of Nursing
- Zoom
- This course teaches the skills to be successful in research coordination and gives an overview of topics
- \$2,500
- What's Next...?

<https://nursing.jhu.edu/learn/face-to-face/research-coordinator/>

Advanced Topics of Clinical Research (ATCR)



Advanced Topics in Clinical Research (ATCR)

- Minimum 2-years experience and/or supervisory role
- Subject matter expert speakers, interactive case studies
- Tuition remission
- \$2,250
- Satisfaction surveys were very favorable
- 37 Total attendees to date



September 23-24, 2025

Registration is OPEN!

- **Fall 2026 (Zoom)**
September 22 and 24, 2026
9:00 am- 4:00 pm
- **Spring 2027 (Zoom)**
TBD
9:00 am- 4:00 pm

Questions?

THANK YOU!



RCSS



RPOP



ATCR