



Alternative Training Methods to the On Site Classroom

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Learning Objectives for this Presentation: By the end of the presentation participants will be able to:

1. Identify available options to on site software application training.
2. Understand the advantages and disadvantages of each option.

Background:

Proper and effective training of users is an essential element to the success of a software application installation or update. Most organizations suffer with the same common obstacles when it comes to training users. Training staff is often limited in size and availability. Expenses continue to increase while funding diminishes. Travel to sites is often problematic for various reasons. Scheduling users for training can be a nightmare. The solution to this dilemma can be found in the exploration of alternatives to conventional user application training.

Objectives:

To provide alternative methods of training users that will be cost effective, efficient and high quality.

Methods:

There are several options to pursue for effective, economically sound training. Customer Telephone Support can effectively resolve some training related needs by initially triaging the inquiry and deciding who can address it. How-to articles were written for monthly newsletters. User meetings provided an opportunity for presentations and demonstrations. Short documents or 'cheat sheets' were developed to describe steps to perform a specific function in the application. Video training clips were created that visually presented what the 'cheat sheets' did on paper.

Results:

Customer telephone support has always been appreciated by users. It can be enhanced with the use of remote access. Newsletters and user meetings offer an opportunity to inform the users of information that will both make the application better to use and improve the quality of the data entered. Video training clips are new and the initial response has been extremely favorable. Information offered via the alternative methods is more readily available, concise and direct. The value to the registry is the savings experienced in fuel and travel costs.

Conclusions:

Alternative training methods have proven to be a cost effective and successful way to supplying education materials to users.