# Short Primer on Online eTraining

Interfacet
communicate to connect

# A Choice of Ways to Learn

## live online/webinars

Live and interactive sessions. Ideal if you like structured, trainer-led classes but with the flexibility of learning from wherever you are.

## train the trainers

We can save you money by training YOUR trainers how to train on sexual harassment and other issues. We provide both materials and guidance on how to teach difficult and sensitive information.

## distance learning

Self-study online modules for learners to work through at their own pace. A cost-effective way of ensuring organization-wide training when schedules don't allow out-of-office time.

## in-house

A cost-effective way of training a small or large group at a location of your choice.

# Distance Learning (eLearning)

Distance learning is a particularly good choice for companies which are:
- very large
- multi-location
- multi-function
- shift-based
- provide new employee orientation and training
- governed by specific training policies, laws, rules or regulations

Why? It allows:
- flexibility in time for shift workers
- orientation trainings nearly immediately upon hire
- surface-level to in-depth monitoring of users and results
- availability to employees around the world or simply down the street
- access on any device (smartphone, tablet, laptop, desktop)
- easy documentation of completion (for compliance or disciplinary purposes)
- easy tailoring for different locations or employee segment

# We provide distance learning with an LMS (learning management system). What's that?

An LMS is a internet or intranet software which handles the management and delivery of eLearning courses. That is, it lets an organization:

- Create eLearning content (slidedecks, text, video, audio, engagement exercises, assessments, surveys)
- Organize that content into courses such as
  - Employee orientation
  - Employee training
  - Knowledge upgrade and retention
  - Technical
  - Soft skills
- Deliver the content to clients' employees ("users")
- Enroll "users" into course/s
- Monitor and assess their performance
- Document and report compliance

# Who creates the courses?

At Interfacet, we create the courses, using our various subject matter experts. We also obtain client input and review, to ensure that our modules are adapted to the client's organizational culture and requirements. We create the courses several ways, using Articulate tools as well as content creation tools provided by LearnUpon. We vet all images with our clients, as well as hypothetical fact situations, documents used, Q&As, videos and audio.

# What LMS does Interfacet use – and why?

We use LearnUpon ([check it out!](check it out!))

After using several others, we found LearnUpon shortly after it started up in 2012. Based in Dublin, Ireland, whenever the time, whatever the issue, they were the most proactive, customer-friendly and responsive tech service we'd ever encountered. They still are. Their goal is to help *their* clients succeed to help *their* clients succeed. They have only improved in the last 6 years. They are exceptionally learner-friendly, always seeking to improve the user and client experience. This is a happy marriage.

- Simple, clean modern design
- Easy to use for Interfacet, our clients, and your users (employees, students, etc.)
- Scalable
- Secure (compliant with evolving privacy laws)
- Reliable

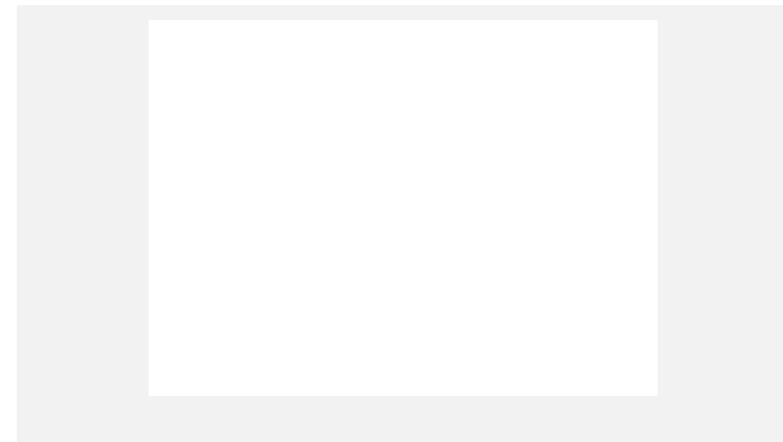# Visuals: depends on training, utility, and client preference.



| Amanda | Maya | Marco | George |
|---|---|---|---|
| Direct communicator; always on time; task oriented | Indirect communicator; often late; relationship oriented | Indirect communicator; always on time; relationship oriented | Very direct communicator; prefers working alone; task-oriented |
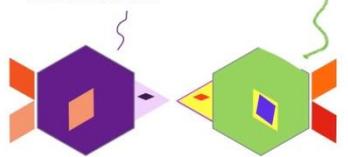
**We use what works to help users learn best.**

# Whatever suits your needs

- Copy of your policy

- A list of resources

- A chart

- A complaint form

- A useful article

- Whatever you like

# We can create documents for you
# or use what you have

Our goal is to help you help your employees. People learn in different ways; some by reading, some by listening, some by watching, and some experientially.

We provide all of those opportunities. We know that what also helps people learn is to be engaged – that is, to believe that this information is useful to them. Our job is to engage your employees.

# Other questions

Who enrolls the users?

Depending on our clients' needs, we can enroll individual users, upfront and as they are hired. The client themselves also can enter the users.

How long does a user have to complete the course?

We consult with the client. Some prefer shorter turn-around times, perhaps even just a few days, but others prefer several weeks, even a month. It may depend on what is driving the training.

Who tracks user completion of course?

Clients have an option. We can designate one or more individuals as administrators with different levels of access, who can check completion as often as necessary. We can also direct completion emails to the client.

Can we obtain reports?

Of course. Either you or we can generate periodic or single reports, which may be simple or may provide much richer information.

# The administrator's tools

## Create

- 👤 New User
- 👥 New Group
- 📕 New Course
- ⇄ New Enrollment

## Manage

- 👤 Users
- 👥 Groups
- 📕 Courses
- ✉ Email Settings

## Import

- 👤 Users
- 👥 Groups
- ⚙ Certificates
- 📕 Content

## Report

- 🕐 Course Status
- 🕐 Course History
- 🕐 Export Users Report

# Reports

**Filters**

**Report Type**

Course Status ▾

| |
|---|
| Course Status |
| Course Modules |
| Course History |
| Learning Paths |
| Certifications and Credits |
| Exams |
| ILT Report |
| Surveys |
| SCORM Exams/Interactions |

**User Status**

| |
|---|
| Login enabled |
| Login disabled |

User Type

**Date From**

Set Date ⇕ 📅

**Date To**

Set Date ⇕ 📅

**Groups**

| |
|---|
| Company ABC |
| Company DEFG |
| Company LMN |
| Company 123 |
| Company 8787 |

**Statuses**

| |
|---|
| Not Started |
| In Progress |
| Pending Review |
| Completed |
| Passed |
| Failed |

# Report types

### Course Status
An overview of enrollment statuses within specified courses

### Course Modules
Shows learner status for each course module

### Course History
Overview of enrollment statuses for a specified user

### Learning Paths
Shows learner status for each learning path

### Certifications and Credits
Overview of certifications and credits awarded

### Exams
Breakdown of exam answers with overall trends

### Survey
Breakdown of survey answers with overall trends

### SCORM Exams/Interactions
Breakdown of SCORM exams with overall SCORM exam trends

### Tin Can Exams/Interactions
Breakdown of TinCan exams with overall TinCan exam trends

# Sample report

## User Type

| User Type |
|-----------|
| Learner |
| Admin |
| Instructor |
| Manager |

| **35** Not Started | **2** In Progress | **34** Completed | **0** Passed | **0** Failed | **0** Pending Review | **0** Past Due |
|---|---|---|---|---|---|---|

**Bereavement Leave Policy v.1**

| ☐ | Name | Email | Enrolled | Started | Completed | Score | Status |
|---|------|-------|----------|---------|-----------|-------|--------|
| ☐ | Skalicky, Chris | cskalicky@gmail.com | 08/25/2018 | 08/25/2018 | 08/25/2018 | - | Completed |
| ☐ | Teller, Nina | Nina.teller@companyABC.com | 08/25/2018 | 08/25/2018 | 08/25/2018 | - | Completed |

# Courses/Users

**Create New Enrollments**

**Select Courses**

Search for courses

**ADP Registration - New Hires**
*Version 1*

**Employee Ref Bonus Program**
*Version 1*

**Mass Texting System**
*Version 1*

**Bereavement Leave Policy**
*Version 1*

**Jury Duty**
*Version 1*

← remove item   ▲ go up   ▼ go down   ↵ add item

**Select Users**     Switch to Groups

Search for users

LeBrun, Frederic

Watson, Thomasina

Shirazi, Fameena

Skalicky, Chris

Teller, Nina