



Corrections Technology Association

Learning Management Systems

Overview

May 6, 2008



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Agenda

- ◆ Introduction
- ◆ Meeting Objective
- ◆ What is an LMS?
- ◆ Why LMS?
- ◆ Key Features
- ◆ Approach
- ◆ Defining Requirements
- ◆ Selecting an LMS
- ◆ Benefits
- ◆ Disadvantages
- ◆ Key Considerations
- ◆ Summary
- ◆ Questions



Introductions



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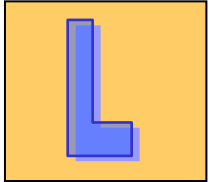
Objectives

❖ To get familiar with Learning Management Systems and its applications in the Corrections Industry.

- LMS Definition
- Standard Functions
- Selecting an LMS
- Key Benefits
- Challenges



What is an LMS?



Learning



Management



System



- *Software*
- *Automation*
- *Education*
- *Tracking*
- *Training History*
- *Skills*
- *Distance Learning*
- *Classroom*
- *Enrollment*
- *Interactive*
- *Evaluation*
- *Planning*

A software solution that automates the management, tracking and reporting of training events.

Why LMS?

- ◆ Organizations Training Information
- ◆ Liability/ Legal Issues
- ◆ Economies of Scale
- ◆ Supports Management Decisions
- ◆ Promotes skill set enhancements



Key Features

The following are some of the key features of LMS:

Administration: Standard LMS systems allows program administrators to manage the software, training lessons, programs, users, roles and content.

Support Multiple Learning Methods: The system should provide the ability to track and manage a combination of online and classroom sessions.

Create Courses: The system should provide the ability to create and manage courses, curriculums and training programs.

Skills Assessment: The system should provide the ability to measure and identify areas requiring improvement.

Compliance with Standards: The system should be compatible with industry standards such as SCORM and AICC.

Key Features

Enrollment: The system should provide the ability to manage the enrollment of students in training sessions.

Scheduling: The system should provide the ability to manage schedule of sessions and staff.

Testing: The system should include features that allow for the assessment and evaluation of students that are part of a class. The system should provide ability to create, edit, track and manage student testing.

History: The system should maintain a training history by staff, instructor, courses offered, etc.

Reporting: The system should provide tools for generating reports that would support management, administrators and staff reporting needs.

Optional Features

Content Management: The system can provide the ability to manage, upload, create and manipulate content within the system regardless of the source (i.e. Word, Power Point, Excel).

Integration: The system can integrate seamlessly to other systems that may need staff training information. (i.e. Human Resources system).

Forums: LMS can provide the capability to create and manage discussion threads that can be accessible by students or staff.

Online Collaboration: These functions include the ability to manage chat rooms, bulletin boards, news groups and other information that can be shared and posted by students and instructors to complement the knowledge base in the system.

Recommended Approach

Process Reviews

- Tasks:**
- Process Review sessions
 - Review Current Training Policies and Procedures
 - Review Current Lesson Plans and Curriculums

- Output:**
- Documented existing process
 - Process flow diagrams

Document Requirements

- Tasks:**
- Review current processes
 - Define functional requirements
 - Prioritize your needs
 - Identify/ Assess Infrastructure needs
 - Review industry standards

- Output:**
- Identified functions, systems requirements
 - Gathered technical, infrastructure requirements

Industry Research

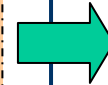
- Tasks:**
- Conduct research
 - Identify vendors
 - Conduct market survey
 - Evaluate products
 - Document key features
 - Perform Industry Survey (What is the industry doing?)

- Output:**
- Product Comparison Matrix
 - Industry standards
 - Lessons learned

Needs Assessment

- Tasks:**
- Prioritize your needs
 - Define your short-term and long-term goals and needs
 - Define Strategic Plan
 - Cultural Impact
 - Assess Skills

- Output:**
- Internal Assessment and Plan of Action



Implement

Defining Requirements

Functional

- ◆ What is the objective of this system?
 - ◆ Training Tracking
 - ◆ Training Delivery
 - ◆ Online Discussions

- ◆ What are the functions/ features that I am looking for?

- ◆ What kinds of reports am I looking to generate out of this system?

- ◆ Do I need to develop content or do I have the training materials already developed?

- ◆ What type of users will be accessing the system?

- ◆ What kind of user security do I need to control access to the system?



Defining Requirements

Technical

- ◆ What is my IT infrastructure and capacity?
 - ◆ Server
 - ◆ Computers
 - ◆ Network
 - ◆ etc.

- ◆ Do I want to host the solution in-house or outside?

- ◆ What kinds of systems do I need to interface with?
 - ◆ HR
 - ◆ Payroll
 - ◆ Time and Attendance

- ◆ What State and Local system security policies do I need to comply with?



Selecting an LMS

There are various software solutions available in the market. Make sure that the products are evaluated based on:

- Your requirements
- Technical Infrastructure
- Budget



Key Benefits

The following are some of the key benefits of LMS tools:

Improved Tracking: The system offers training administrators and staff the ability to maintain and track training records.

Improved Workflow: The system offers tools that allow to manage the workflow from the registration into a course to final completion.

Electronic Information: Training information is maintained electronically allowing training administrators to gather and develop intelligence about training programs and participation.

Skills Management: The system provides tools for evaluating and managing the training needs of an organization.

Manage Scheduling: Training schedules, courses, lessons and programs can be created in the system and made accessible to staff.



Key Benefits

Training Ownership: Staff can access their training record online and be able to track and maintain their own training progress and identify needs.

Extendibility, Accessibility, Suitability: It allows the user to proceed through a training program at their own pace and at their own place. It provides the flexibility to set your own study time. Users can also access the training at any time, receiving only as much as they need.

Alleviate Scheduling Conflicts: Since staff can access training lessons from the facilities, Organizations can avoid some of the scheduling problems that arise due to operational needs.

Reduces costs, traveling: It reduces the total time students must spend in the classroom away from work, and offers cost cutting measures in terms of training facility, travel and accommodation expenses.

Offers flexibility: It enables students to attend trainings or to take courses in different locations and at different times depending on their personal schedule and preferences.

Disadvantages

Initial Level Effort: The initial effort to load and setup the system for the first time can take a significant amount of resources.

Service failure: Hardware, software or internet service failure can impact the training availability for instructors as well as trainees or students.

Bandwidth limitation: When the training content involves videos, audios or graphical content, the users may need to have a higher bandwidth internet connection.

Web server access: Resources are required to host the applications on a web server, control its usage, and monitor the performance and maintenance.

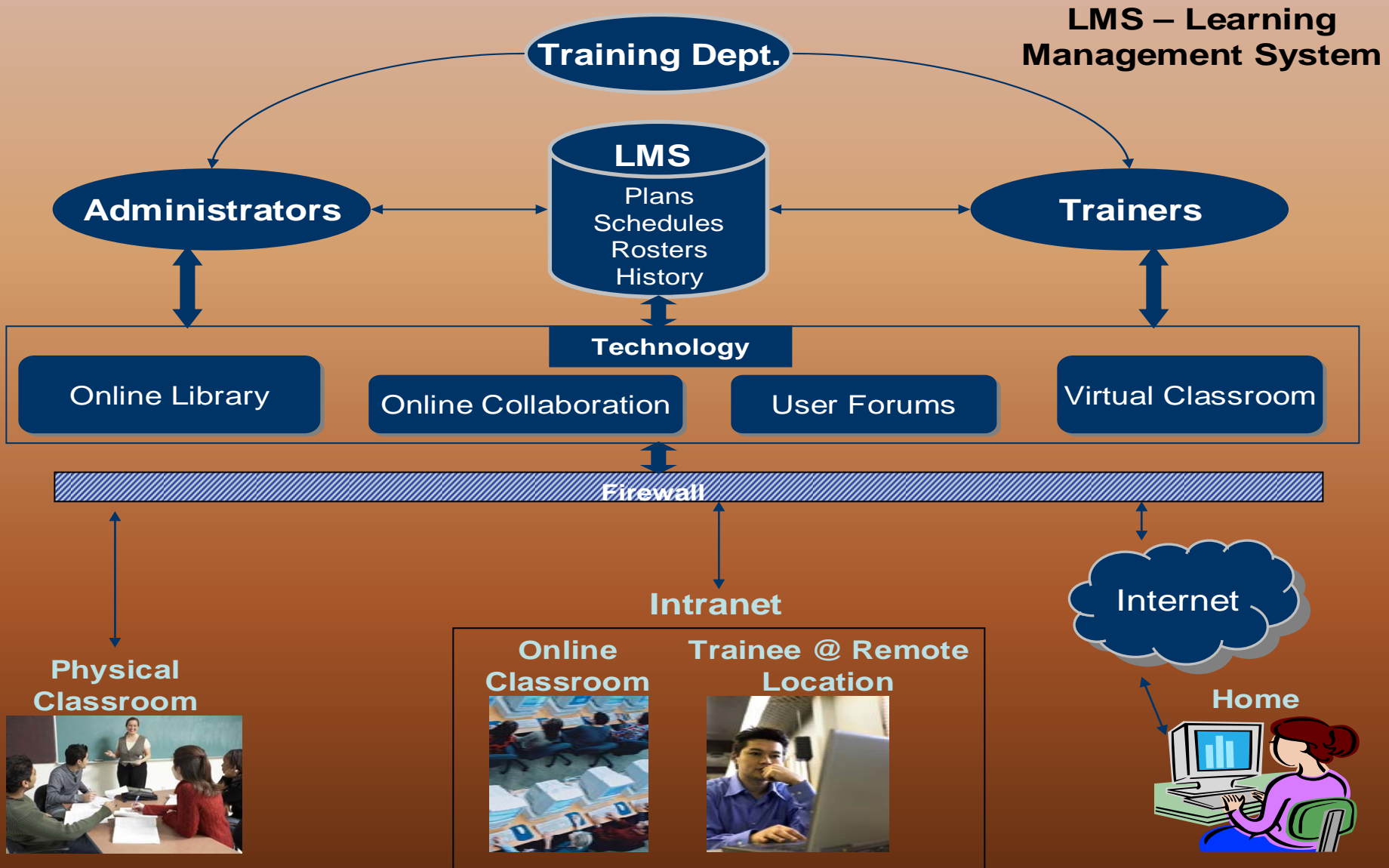
Limited assessment: While the system provides a good method for gathering data, instructors lose the ability to visually assess the performance of the students.

Key Considerations

- ◆ Defining your requirements is the first step in a successful system implementation.
- ◆ Talk to your end-user. Explore the things that may work for them.
- ◆ Change Management. This is a big change for your team. Make sure you take time to educate and transition their mindsets.
- ◆ Evaluate your end-user skill sets (both students and trainers)
- ◆ Talk to your peers. See what they are doing and what has worked for them.



Summary



Questions

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