

Computer Based Training

Training Need
for Data
Processing
Personnel at
NATIONAL



Needs Analysis

- ◆ 150% increase in Data Processing (DTP) Personnel
- ◆ LotusNotes recently installed in DTP Area
- ◆ Decreased Productivity since installation because –
 - Insufficient Lotus program knowledge
 - Training Time not built into IT personnel schedules
 - No budget for outside software training by consultants
- ◆ LotusNotes software investment not being fully utilized
- ◆ Need low-cost, time-efficient training solution

Multimedia CBT Training

- ◆ Realistic application duplication (i.e. Lotus)
- ◆ Long-Lasting CD-ROM media
- ◆ CBT training allows interaction with the student
- ◆ Immediate feedback
- ◆ Online Help for answers to questions and subject searches
- ◆ CBT use does not require keyboarding skills
- ◆ CBT training can be used at the employee's desk
- ◆ Low trainee anxiety level
- ◆ No employee or consultant travel time or fees

CBTs Hold User Interest

◆ Sight

- Graphics, Program Simulations, Full Script

◆ Sound

- Introduction, Script Vocalization, Music, Beeps

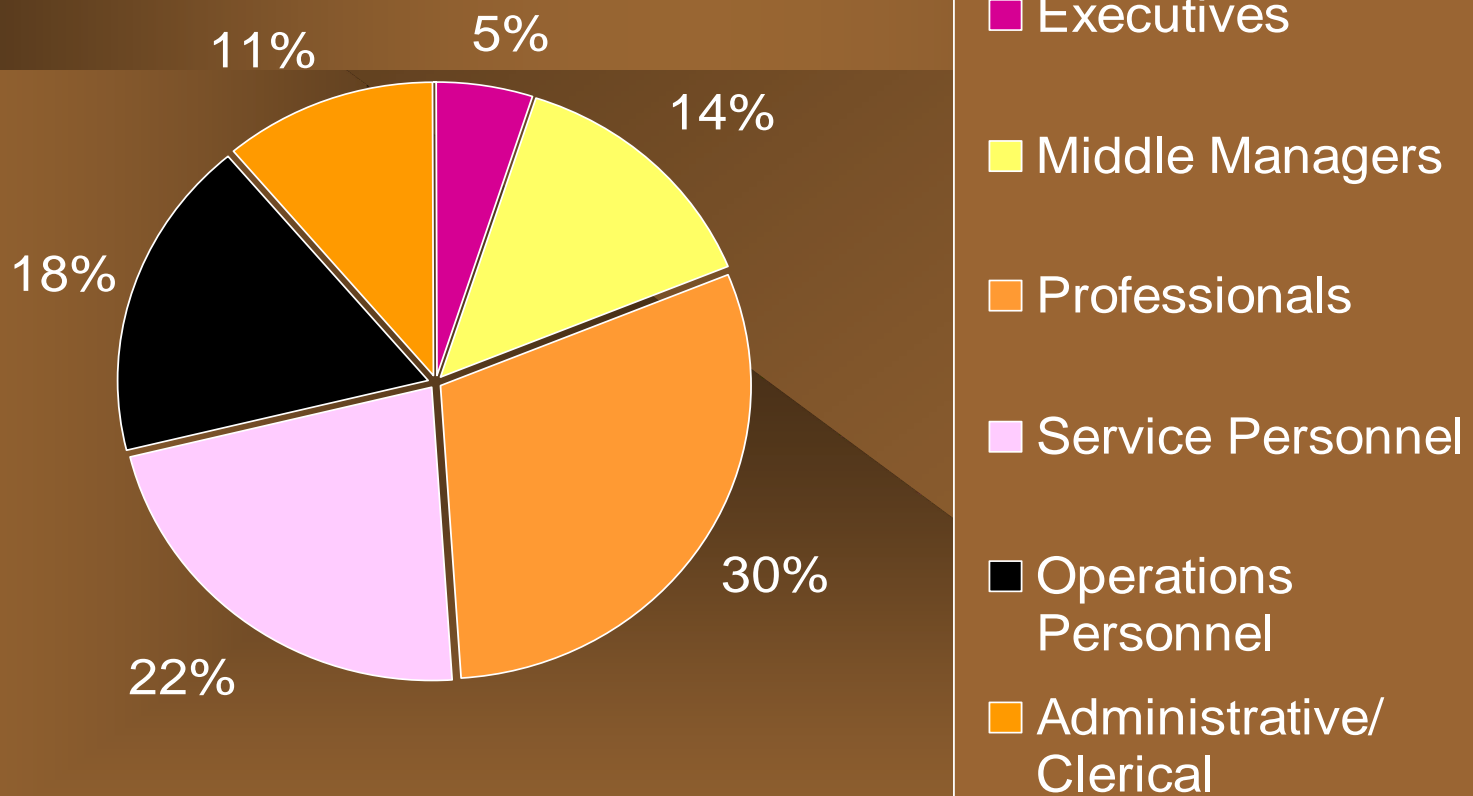
◆ Interactive

- Student reacts to application requests and hints
- Typing and mouse input – including single and double clicks
- Immediate feedback
- Privacy - Only the user sees the error message feedback

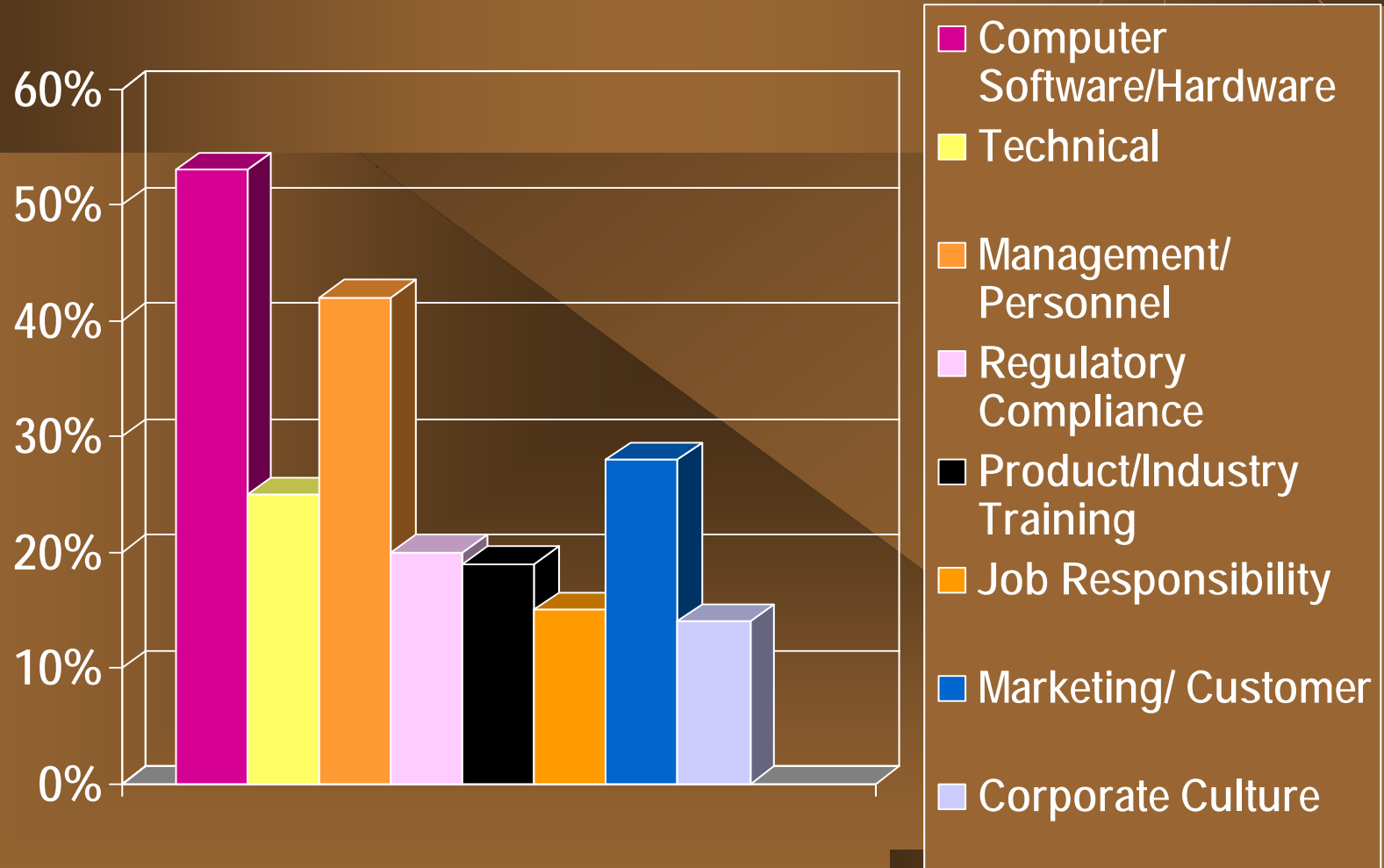
◆ Retest

- Retest contains alternate questions and answers

CBT Industry Use in 2000



Most Common CBT Subjects



Largest CBT Markets

- ◆ School Districts and Community Colleges
- ◆ Computer Component Manufacturers
- ◆ Law Enforcement Agencies
- ◆ Insurance Companies
- ◆ Supermarket Chains
- ◆ Military
- ◆ Aviation
- ◆ Regulatory and Safety Commissions



CBT Courses from National

- ◆ Good customer support record
- ◆ Options provided for user benefit
 - Printable learning objectives
 - Printable reference document
 - Printable glossary pages
- ◆ Individual user Login ID
 - Maintains integrity of student's input and scores
 - User reenters course where he/she left off
- ◆ Thorough testing modules
- ◆ Students can print out any Unit/Lesson/Topic that they need to restudy

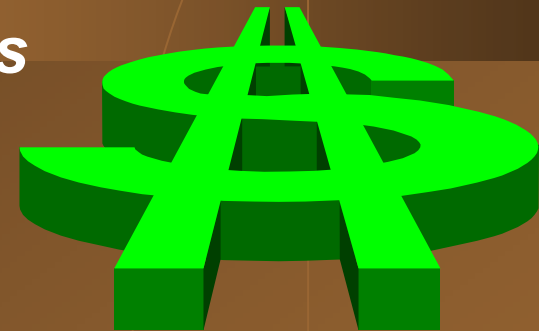


National's Training Approach

- ◆ Tell, Train, Tell Again, Review, Test
- ◆ Introduction and Overview for each Unit
- ◆ Four or five Units in each CBT Course
- ◆ Four to eight Lessons in each Unit
- ◆ Up to nine Topics in each Lesson
- ◆ Clear, concise Unit Summaries
- ◆ Unit Mastery Tests
 - Multiple Choice, Matching and Simulation
 - Individual Scoring

Pricing for National CBTs

- ◆ One Price per CD-ROM Course disk
- ◆ Use each Course disk *many times*
- ◆ LotusNotes training
 - Six Courses available now
 - More Courses planned
- ◆ Reduced Price on Version upgrades, i.e. LotusNotes 5.0 to LotusNotes 6.0
- ◆ Copyright allows us to create one backup CD to use in case original fails



Recommendations

1. Purchase two LotusNotes CBT CDs
2. Set schedule for use by DTP personnel
3. Limit one employee per day on CBTs
4. Track DTP productivity increase

In Addition ...

Identify additional application training needs within the company



Questions and Answers ...

