

Training for All!

Presented by:

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The Story of how we went from little to no training for content editors to required training in 6 months....

...with no traveling and no extra resources.

The Problem

- # of content editors off campus
- Lack of resources/staffing for one-on-one training for new hires
- # of support calls/emails for beginner level issues
- # of priority level errors
- Staff members came with little to no knowledge
- Varying skill levels

Previous Solutions

- Step-by-Step instructions in User Guides
- Webinars
- Reactive vs Proactive

What we needed

- Measurements
- Reports
- One central location
- Leadership Buy-in
- **REQUIRED** training

Steps

- Buy-in
 - How do we market it without a lot of kickback
- Define a Plan
 - What to do with current editors
- Outline Course
 - How?
- Expectations
 - Survey's

Step 1: Leadership Buy-In

- Several Buy-In's necessary
- Editor Buy-In
- Marketing

YES

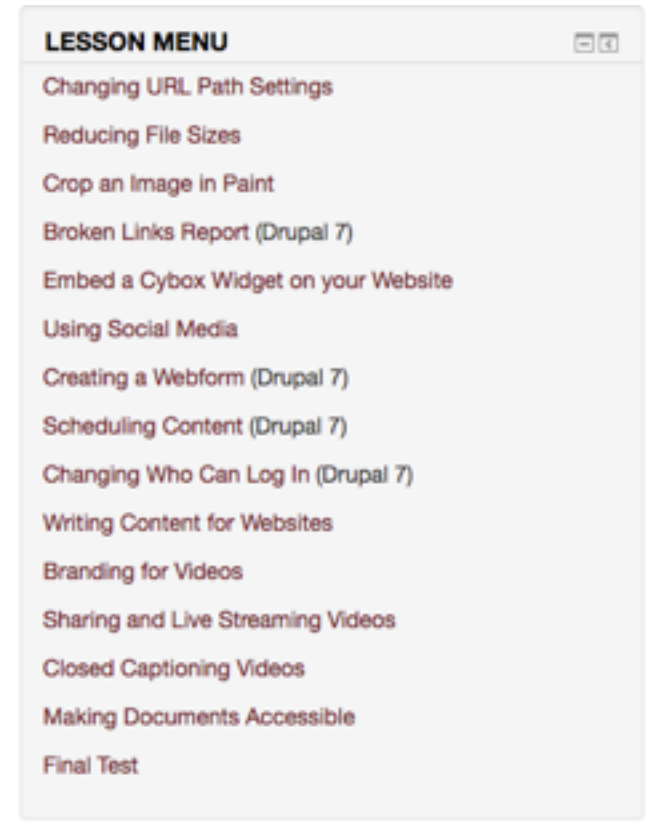
Step 2: Plan
















- New Editors vs Current Editors
- Survey's
- Student/Temp Employees



Step 3: The Course

- Current Training
 - Needed updated
 - Needed video tutorials
- Moodle – 3 courses
 - Drupal 6 Beginner/Intermediate
 - Drupal 7 Beginner/Intermediate
 - Advanced
- Beta Testing
- Sandbox Site

A screenshot of a 'LESSON MENU' interface. The menu is a vertical list of items, each with a small icon to its right. The items are: Changing URL Path Settings, Reducing File Sizes, Crop an Image in Paint, Broken Links Report (Drupal 7), Embed a Cybox Widget on your Website, Using Social Media, Creating a Webform (Drupal 7), Scheduling Content (Drupal 7), Changing Who Can Log In (Drupal 7), Writing Content for Websites, Branding for Videos, Sharing and Live Streaming Videos, Closed Captioning Videos, Making Documents Accessible, and Final Test. The menu is titled 'LESSON MENU' at the top left and has a close button at the top right.

LESSON MENU	
Changing URL Path Settings	
Reducing File Sizes	
Crop an Image in Paint	
Broken Links Report (Drupal 7)	
Embed a Cybox Widget on your Website	
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Final Test	

Step 4: Expectations

- Measurements
- Bonuses



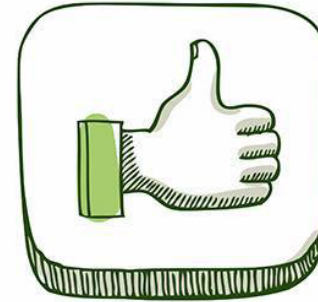
Other

- Face-to-Face Training
- Webinars
- Website Ambassador

Pros vs Cons

- Pros

- Everyone gets training
- Very little upkeep
- Less time fixing rookie mistakes
- Ownership



- Cons

- No Editors
- Time
- Not completely automated



Resources

- [Communication Document](#)
- [Surveys](#)
- [Moodle Course](#)
- [Resources on Moodle Lessons](#)
- [Accessibility on Moodle Lessons](#)

Contact

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View the Course:

<https://moodle.extension.iastate.edu/course/view.php?id=76>