

Improving Learning Technology Use

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Overview

1. Research Methodology
2. Findings
3. Analysis
4. Recommendations
5. Q&A
6. Feedback survey

Research Methodology

- UW-Stout: Technology Adoption & Implications course for MS ICT program
- Objective: Propose actionable recommendation(s) to a business unit regarding the roles and use of technological systems, or processes related to these systems
- Qualitative study requirements: 4-6 interviews, white paper
 - This study – 8 interviews
 - Respondent anonymity preserved

Interview Findings

- Communication - “We continue to struggle with finding ways that we can communicate to our employees and drive them to the content that we have developed that we have curated. And I think that’s our biggest issue: not the development of content, I think that we have a good understanding of that, but **getting folks to engage with what we've done continues to be our biggest issue.**”
- Engagement - “The problem that we have encountered, is that **people don't regularly engage with the system enough for optional training** for just, ‘Hey, I want to improve my skills,’ as opposed to ‘I've been required to take this security awareness for the algorithm to pump out any results that are meaningful.”
- Integration - “We struggle today, keeping Cornerstone synched up with our core HR system. And we're using a talent acquisition, applicant tracking system. Instead of having **Frankenstein's monster of the core HR technologies**, it would be nice to have that single platform.
- Getting buy-in - “Everyone's busy, everyone in our sales organization. So, a lot of the focus is on getting the customer what they want, when they when they need it at a high quality. So **just getting that leadership buy-in to training and employee development.**”
- Keeping up with change - “There's a change to end-user devices and configuration. So that's where we're trying to adapt. **The rate of change for the learning and development in our particular industry is tough.**”

Analysis



Strengths

- Alignment within the department
- Skill and experience of L&D personnel
- Instructional design and authoring tools
- One dedicated primary LMS
- LinkedIn Learning's content library

Weaknesses

- Lack of employee engagement
- Communication about training
- Lack of wider support from management
- Lack of internal systems integration
- Cornerstone's outdated UI
- Cornerstone's reporting and data visualization tools
- Learning evaluation and analytics
- Outdated course publishing specification for e-learning.

Analysis 2



Opportunities

- Cornerstone already supports newer specifications SCORM 2004 and xAPI
- Under-utilized design and authoring tools
- Existing analytics tools (Google Analytics, Power BI)
- Future integration between Viva and CSOD.
- LinkedIn Learning Hub and LinkedIn's relationship to Microsoft
- SHI's partnerships with Microsoft and LinkedIn

Threats

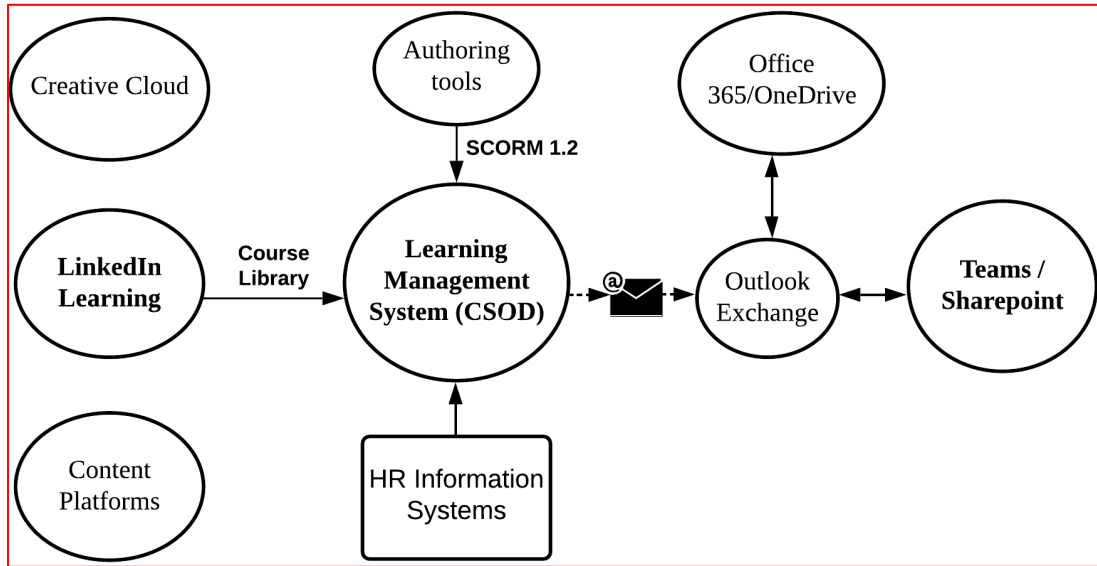
- Internal unknowns with return to office, Enterprise reorganization, and HRIS implementation
- Continued change resistance and lack of buy-in
- Need for technical L&D staff
- Information security risks
- Technology unknowns and unforeseen disruptors
- Poor implementation
- Lack of support from vendors
- Expense of purchasing new platforms
- Personnel changes
- Black swan events

Recommendations

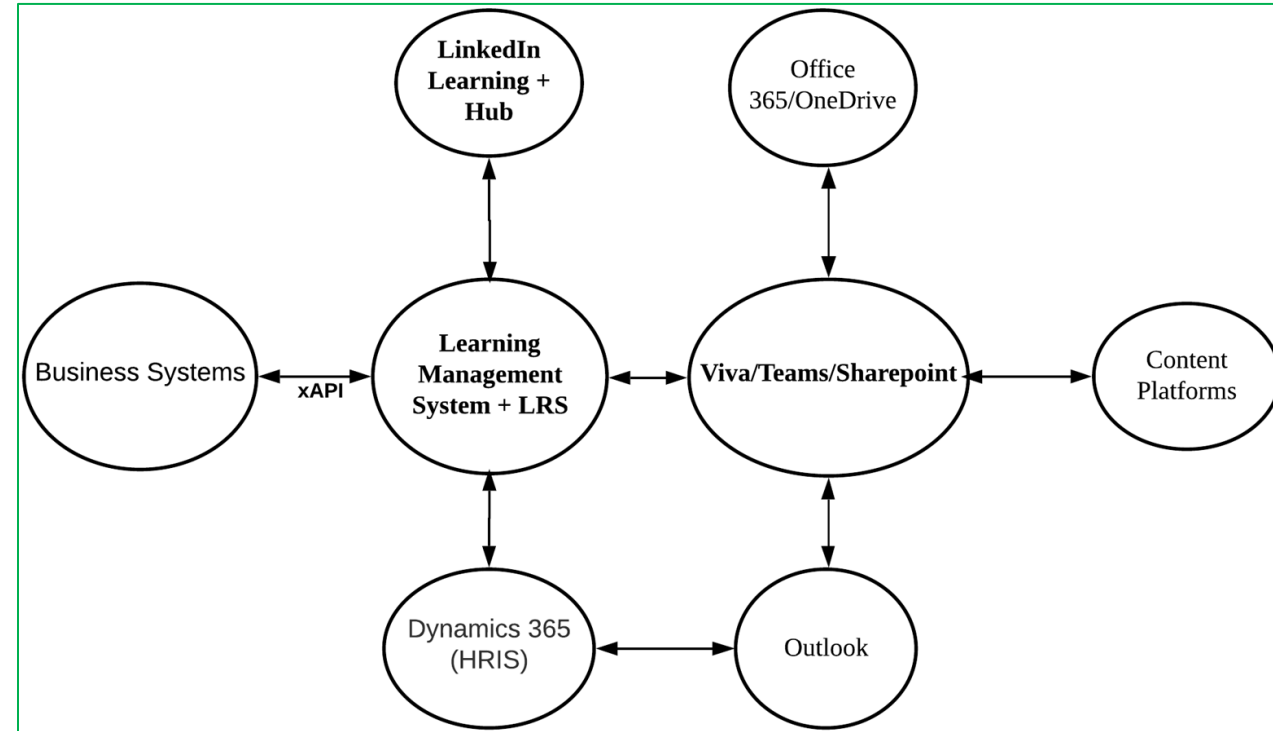
- Leverage our instructional design tools more
 - (ID's) Adobe Creative Cloud – Audition, Premiere Pro, XD, Illustrator
 - (Trainers) Articulate 360 – Peek, Replay, Studio
- Adopt newer publishing specifications for e-learning
 - SCORM 2004
 - xAPI/cmi5
- Measure learning and success using analytics
 - People centered-learning
 - Measuring learning impact
- Adopt a Learning Experience Platform (LXP)
 - LinkedIn Learning Hub, Viva
 - Something else?
- Additional studies
 - Engage with our learners
 - Be people focused in our approach

Integration – Now and Then

Current State



“The Microsoft Future”



Thank you!

Questions?