

New Mode Flexibility in Field Training: Talent LMS

IFD&TC

Tuesday, May 19th, 2015



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- Study Background
- Training Challenges
- Learning Management System (LMS) Options
 - What we looked at
 - What we chose
- Remote Training Overview
- Desired Outcome with Implemented Changes
- Results
 - Retention
 - Field staff reactions
 - Other uses

National Longitudinal Survey of Youth 1979 (NLSY79)

- Nationally representative sample of ~12,000 Youths ages between 14 and 22 in 1979 (now 50 to 58 years old).
 - Interviewed annually since 1979, now biennial
 - 27th round of data collection starts Fall 2016
- The National Longitudinal Survey of Youth 1979 is made of up several components:
 - The **Main Youth (YTH)**
 - The **Young Adult Grant (YAG)**
 - The **Young Adult (YAC)**
 - The **Young Adult (YACP)**
 - The **Child Study**

National Longitudinal Survey of Youth 1979 (NLSY79)

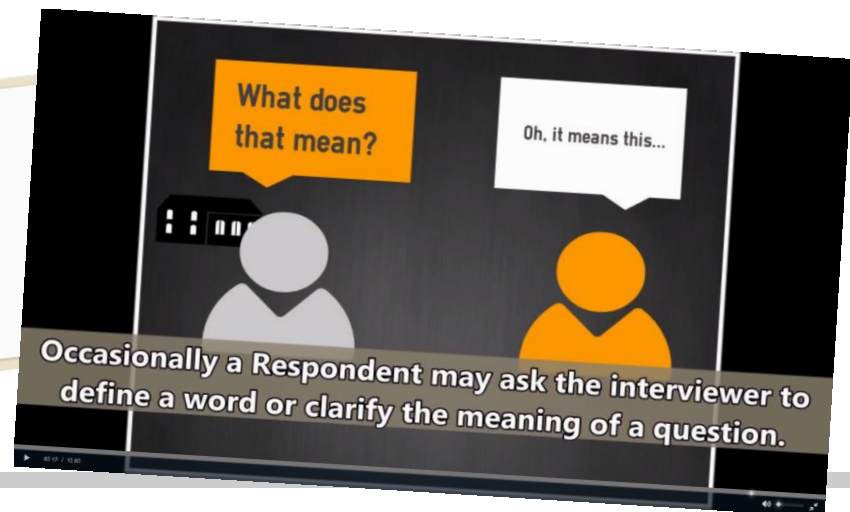
- Purpose
 - Expand on our understanding of the labor market experience of individuals over time.
- Areas of Focus
 - Many “life events” influence jobs, careers, wages and earnings. These include schooling and training, living arrangements (marriage) and fertility, health, savings and level of wealth, & civic behaviors. All are documented in the NLSY data sets.
- All NLS data files – all seven cohort studies – available on-line, for free: www.bls.gov/nls/

- Hallmarks:
 - Representative sample of key segments of the U.S. Population (birth cohorts).
 - Longitudinal data with precise event histories of life events.
 - Outstandingly low attrition over 25 years: +80% response every Round.
- Survey is conducted for the Bureau of Labor Statistics in partnership with Center for Human Resource Research (CHRR) at Ohio State.
- Collection Mode:
 - Mostly by Phone, CATI interviews.
 - Under 15% of completed interviews completed in person (Child sample: majority in-person due to assessment administration).

Training Challenges

- Finding methods of remote training for different learning styles
- Exposure and administration of 3 different hour long questionnaires (including child assessment administration)
- Experienced staff habits
- Dealing with interviewer project exposure gap
- Cost effectiveness
- Reliance on self-study
- Monitoring performance before and after training

- Research was done on how to successfully design a remote training for adult learners:
 - Track user progress
 - Test retention of knowledge
 - Website security
 - Help desk support
 - Ability to upload videos
 - Video and web conferencing
 - Assignment and quiz creation
 - Reports
 - Nonprofit discounts
 - Monthly price



Our Investigation

- Learning Management Sites we considered:
 - Docebo
 - TalentLMS
 - Mindflash
 - Moodle
 - LitmosLMS



- We switched to TalentLMS for the Field Interviewer remote training for the current round of the National Longitudinal Survey of Youth 1979.



Home

Search my courses

- 1 - Getting Started
 - 1.1 - Introduction to Talent
 - 1.2 - Welcome to the NLSY79 R26!
 - 1.3 - BLS Confidentiality Training
- 1a - FI Scheduling
 - FI Child Training Group Poll
 - FI Dialing Shift Scheduling 01/26/15 - 02/01/15
 - FI Dialing Shift Scheduling 02/02/15 - 02/08/15
 - FI Extra Shift Wishlist 01/26/15 - 02/01/15
 - FI Extra Shift Wishlist 02/02/15 - 02/08/15
- 1a - FM-Specific Training
 - 1a.1 - FM-Specific Talent Training
 - 1a.2 - Call Completion FM Talent Training
 - 1a.3 - Assignment FM Talent Training
 - 1a.4 - FM-Specific CATI Training
 - 1a.5 - FM-Specific Lync Training
 - 1a.6 - FM-Specific Conference Training
- 1b - Booster Training
 - 1b.1 - Case Walkthroughs in CM-CATI
 - 1b.2 - The Tree Grid
 - 1b.3 - CM-CATI Test Environment
- 2 - Introduction to the NLSY79 R26
 - 2.1 - Messages from the Principal Investigators
 - 2.2 - Introduction to the Survey
 - 2.3 - Respondent Website

- More robust, interactive, multi-media online self-study coordinated with printed manual
 - Policy and procedures review
 - Comprehension quizzes
 - Case Scenarios – what would you do?
 - Online survey instrument walk-through with training points
 - Video and Audio examples of good and bad questionnaire administration
 - Video walk-through of case management system
- Conference call with trainer
 - Screen share one-on-one mock interview with Manager
- Motivational video from client & principal investigators
- Certification

Comprehension Quizzes



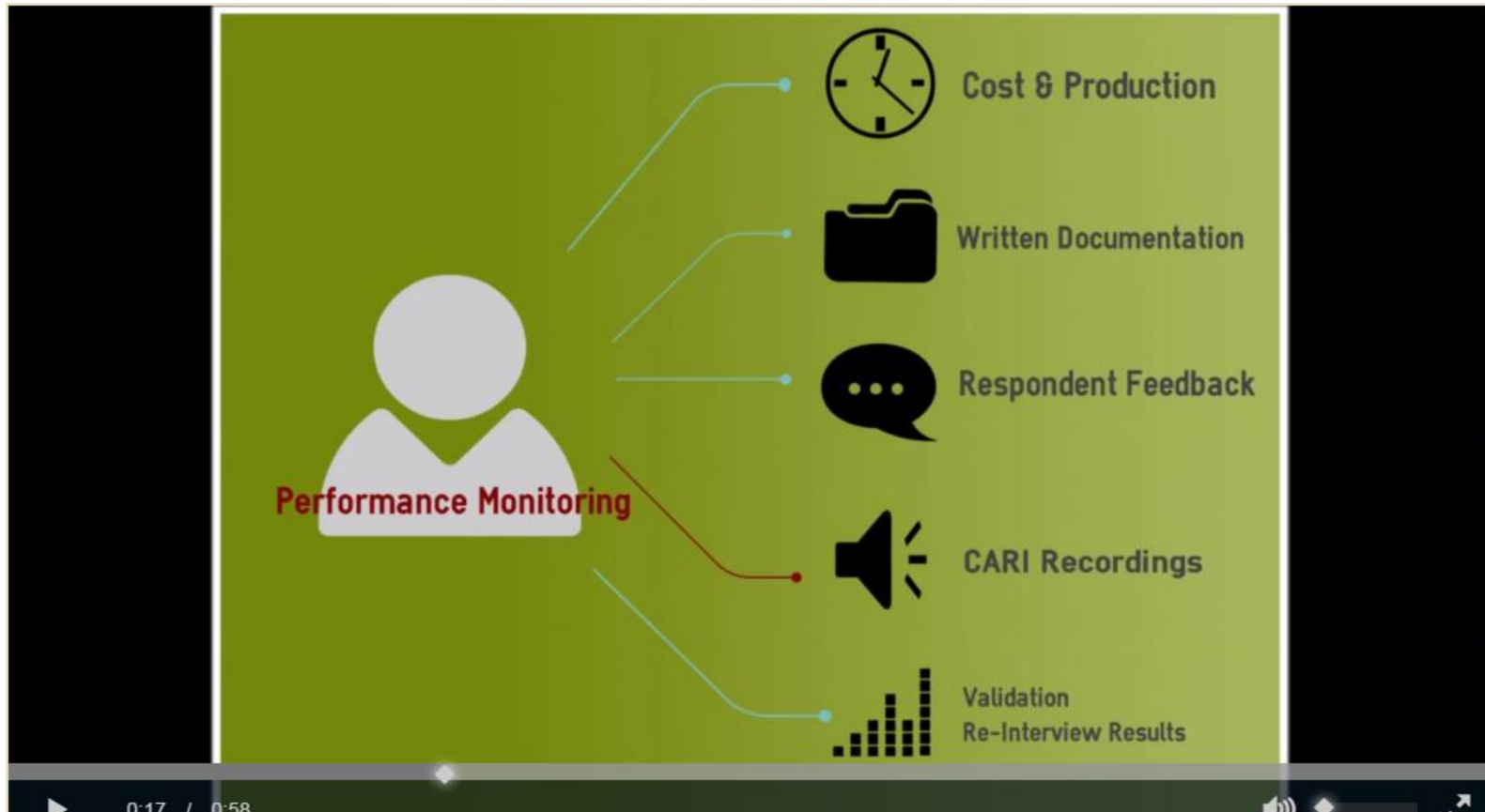
PLEASE LISTEN TO THE AUDIO ABOVE BY CLICKING THE PLAY BUTTON ON THE LEFT.

The Respondent's street name is spelled HARRENHALL.

Please type in the text box what you would type for STREET ADDRESS 1.

Example: 123 Main Street. Please do not use abbreviations.

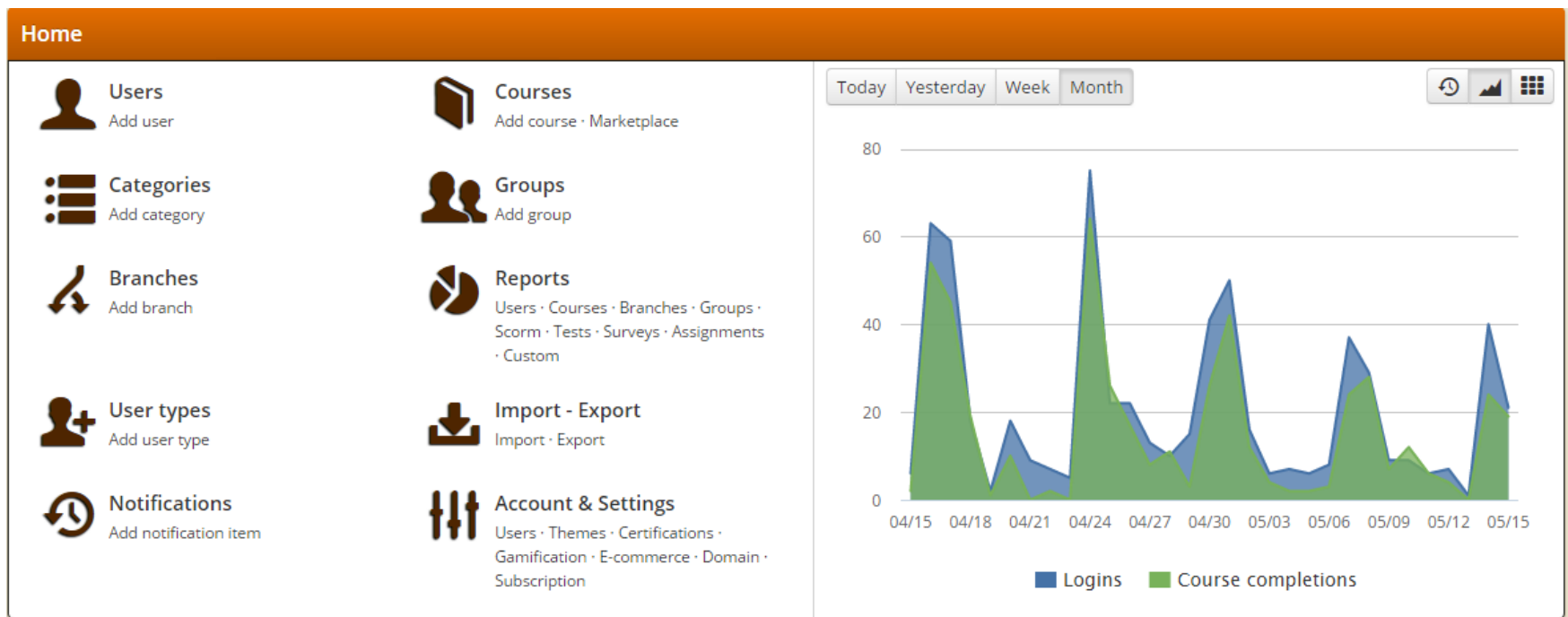
Video Example



- Checklist and grading of training quizzes and performance
- FI weekly memos (written and video)
- Training Maintenance program
 - Online pop quizzes throughout data collection on procedure and policies
 - Regular CARI (Computer Assisted Recorded Interview) Performance Feedback
 - One-on-one meetings with managers
 - Twice-monthly group calls (multiple topics)

- Full control of course creation, order, rules
- User account creation and management
- Groups (e.g., Field Manager, Field Interviewers, etc.)
- Branches (e.g., Round 26, Round 27, etc.)
- User types (disallowing FIs from creating courses, etc.)

- Administrator Mode:



- Instructor Mode:

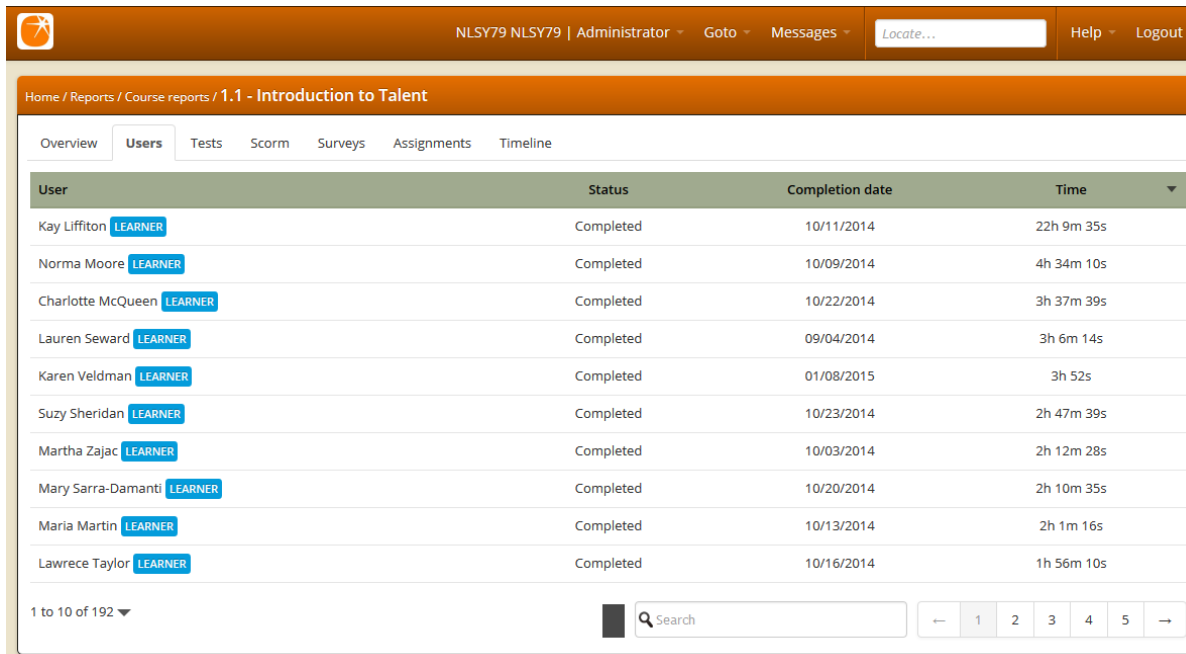
The screenshot displays the TalentLMS Instructor Mode interface. At the top, a navigation bar includes the logo, the user name 'NLSY79 NLSY79', and dropdown menus for 'Instructor', 'Messages', 'Help', and 'Logout'. Below this is a 'Home' section with a search bar labeled 'Search my courses'. The main content area is organized into three primary course categories, each with a dark header bar and a list of sub-items, each accompanied by an 'INFO' button:

- 1 - Getting Started**
 - 1.1 - Introduction to Talent
 - 1.2 - Welcome to the NLSY79 R26!
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- 1a - FI Scheduling**
 - FI Child Training Group Poll
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- 1a - FM-Specific Training**
 - 1a.1 - FM-Specific Talent Training
 - 1a.2 - Call Completion FM Talent Training

On the right side, a sidebar provides quick access to various features: 'Courses' (Add course), 'Groups' (Add group), 'Conferences' (Add conference), 'Discussions' (Add discussion), and 'Assignments' (18 items).

Reporting

- Track each group progress separately as well as a whole
- Interviewer tracking of individual course progress and completion



The screenshot displays the TalentLMS reporting interface. The top navigation bar includes the logo, user information (NLSY79 NLSY79 | Administrator), and options for Goto, Messages, a search field (Locate...), Help, and Logout. The breadcrumb trail shows the path: Home / Reports / Course reports / 1.1 - Introduction to Talent. Below this, there are tabs for Overview, Users (selected), Tests, Scorm, Surveys, Assignments, and Timeline. The main content area features a table with the following columns: User, Status, Completion date, and Time. The table lists ten learners, all with a status of 'Completed'. At the bottom of the table, there is a pagination control showing '1 to 10 of 192' and a search box.

User	Status	Completion date	Time
Kay Liffiton LEARNER	Completed	10/11/2014	22h 9m 35s
Norma Moore LEARNER	Completed	10/09/2014	4h 34m 10s
Charlotte McQueen LEARNER	Completed	10/22/2014	3h 37m 39s
Lauren Seward LEARNER	Completed	09/04/2014	3h 6m 14s
Karen Veldman LEARNER	Completed	01/08/2015	3h 52s
Suzu Sheridan LEARNER	Completed	10/23/2014	2h 47m 39s
Martha Zajac LEARNER	Completed	10/03/2014	2h 12m 28s
Mary Sarra-Damanti LEARNER	Completed	10/20/2014	2h 10m 35s
Maria Martin LEARNER	Completed	10/13/2014	2h 1m 16s
Lawrece Taylor LEARNER	Completed	10/16/2014	1h 56m 10s

Desired Outcomes

- Train overall project information and expectations completely remotely
- Refresher of knowledge for experienced staff
 - Break bad habits, encourage good habits
- Maintain knowledge of study protocols/highlight changes
- Maintain high data quality standards within administration of the questionnaire
- Increased feedback about performance throughout data collection period

Desired Outcomes, cont.

- **COST SAVINGS*!!!!**
- Potential to erase need for in-person training for Child interviewing staff for this study
 - Erasing costs of travel, hotel and training facility of interviewers coming in for in-person training
- *Some costs for increased time to complete and monitor remote training



Things to Consider

- Help Desk/Technology Point Person
 - Internal or external help
- Internet connectivity
- Browser incompatibility
 - Need to test on laptops first!

- Field interviewer reaction to TalentLMS was almost universally positive
 - Easy usability and functionality
 - Interaction available through quizzes and assignments
- The varied experience maintained their interest and created an improved learning experience

Questions?

Contact:

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Thank You!



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