

**Name, Title: Natalie Taylor, CIO Acquisitions & Contracts**

Date: Tuesday, May 29, 2001

Attendees: Courtland Smith, Pam Wadsworth, and Laura Maniccia

**Introductions**

Courtland Smith – SFA University

Pam Wadsworth – CIO E-Cad

Laura E. Maniccia – Accenture

**Purpose of interview**

Today, we will focus on identifying the functionality the LMS should provide and the selection of the LMS software package. Your input is critical to ensure the LMS meets the needs of the entire organization.

**Role Background**

What the relevant roles as pertains to training in your department?

[CO's and COR's require training.](#)

**Current Training Administrative Needs**

1. What aspects of registration are essential for an LMS to work effectively?

[Email notification, registration, training history, especially for training taken outside of the SFA](#)

2. What aspects of the course catalog are essential for an LMS to work effectively?

[Course description](#)

3. What aspects of skills analysis are essential for an LMS to work effectively?

[Job profile from a skills perspective](#)

4. What aspects of student communication/notification are essential for an LMS to work effectively?

Email notification, Ability to check status of a class, IVR notification

5. What aspects of online support/customer care are essential for an LMS to work effectively?

Ability to switch classes – refunds and proper billing is important here

6. What aspects of scheduling are essential for an LMS to work effectively?

N/A

7. What aspects of course delivery is essential for an LMS to work effectively?

Ability to take CBT in the future.

8. What aspects of training materials distribution are essential for an LMS to work effectively?

N/A

9. What aspects of training materials storage, both physical and virtual, are essential for an LMS to work effectively?

10. What aspects of certification tracking are essential for an LMS to work effectively?

Email notification when re-certification is necessary

11. What aspects of logistics support are essential for an LMS to work effectively? N/A

12. What aspects of feedback and surveys are essential for an LMS to work effectively? N/A

13. What aspects of reporting are essential for an LMS to work effectively?

Ad-hoc reporting – by data field

Coupon usage

Supervisor notification of employee certification

How many courses have been taken in a given amount of time per student

Costs associated with external courses

Export report to MS Excel

14. What aspects of resource management are essential for an LMS to work effectively? N/A

15. How many people did your department train last year?

CO's: 11 or 12 people took at least 2 courses each

16. How many people were not trained last year, but should have been?

0

17. Why did the latter group not attend training? N/A

18. What is the expected number of internal users for an LMS in your department?

Up to 15 people; all 15 would use system

19. What was the average number of training courses taken by each internal user last year?

Answered above

20. How many of those courses were run by SFA?

One course, "COR Training" offered twice last year.

21. How many of those courses were run by external vendors?

50%

22. What percent of internal users experienced turnover in the last year?

0%

23. What is the expected number of external users for an LMS in your department?

COR's: 30 to 40 people

24. What was the average number of training courses taken by each external user last year?

2 each every 2 years

25. How many of those courses were run by SFA?

2

26. How many of those courses were run by external vendors?

Too many to count

27. What percent of external users experienced turnover in the last year?

Depends on the contracts in progress

28. How many conferences did employees in your department attend last year?

2 or 3 are encouraged by the organization

29. How many of those conferences were run by SFA?

0

30. How many of those conferences were run by external vendors?

All

31. How many times is each SFA course offered each year?

2