

Name, Title: Barbara Morgan and Marie Carroll, Schools Channel

Date: June 6, 2001, 10 am

Attendees: Laura Maniccia, Connie Raley, Eliza McCoy

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 is your role in your department?

Training Coordinators – gather training materials, facilitate scheduling of training, and help other trainers to prepare

Current Training Administrative Needs

1. What registration system does your organization currently use?

Use the web for externally (non-SFA) sponsored events—most training events are of this type. Web registration has only recently been available; was a manual process in the past. Ten regions and all 50 states sponsor this type of training.

2. How much money did your organization spend on training last year?

Eric Zeck of Account Management would have this information. Other contacts: Bruce Clayborn, Pat Peska

3. What was the money spent on?

Eric Zeck of Account Management would have this information.

4. How much of the money was spent on contractors?

- For registration? Eric Zeck of Account Management would have this information.
- For logistics? Eric Zeck of Account Management would have this information.

5. How much of the money was spent on training SFA personnel?

Eric Zeck of Account Management would have this information.

6. How much of the money was spent on training non-SFA personnel?

Eric Zeck of Account Management would have this information.

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

78 people, average of 2 courses each

536 people in schools channel total

- How many people were not trained last year, but should have been? N/A

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

8. What is the expected number of SFA users for an LMS in your department?

All 78

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

all 78 took 3 courses plus 1 course for direct loan training

- How many of those courses were run by SFA?

No answer to this question.

- How many of those courses were run by external vendors?

$2 * 78 = 156$ (see answer for #7)

10. What percent of SFA users experienced turnover in the last year?

1 out of 78 on average

11. What is the expected number of non-SFA users for an LMS in your department?

Personnel at 7000 schools nation-wide

12. What was the average number of training courses taken by each non-SFA user last year?

- How many of those courses were run by SFA?
- How many of those courses were run by other vendors?

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

- How many of those conferences were run by SFA?
- How many of those conferences were run by external vendors?

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

Requirements

All critical requirements presented were confirmed with no additions.

Other Notes

Marie will follow up on accounting numbers with Eric Zeck. The information above pertains to the Direct Loans group, not the Schools channel unless noted as such.