

Name, Title: Tia D. Fails

Date: June 6, 2001

Attendees: Len Clark, Laura Maniccia

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 Coordinator – orders supplies, facilitates learning coupon redemption, facilitates employee registration for conferences and courses

Current Training Administrative Needs

1. What registration system does your organization currently use?

Employees register themselves.

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

See report

3. What was the money spent on?

See report.

- Jerome Byron pays all vendors for training.
- Pat Reese is the captain of the learning coupon budget.

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

Students channel just began training, so n/a for questions 4 through 7.

- For registration?
- For logistics?

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

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

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

- How many people were not trained last year, but should have been?
- Why did the latter group not attend training?

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

50% at first, more as time goes on.

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

2 to 3 courses each

- How many of those courses were run by SFA? [See report.](#)
- How many of those courses were run by external vendors? [See report.](#)

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

Practically zero, but 20% in between the channels

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

[See report.](#)

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

Don't know.

- 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?

[See report.](#)

- 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?

[No courses offered.](#)

Requirements

Please see SME Requirements Discussion List v3.doc document.

[Tia confirmed the list of critical requirements as is.](#)