

# Learning Management System (LMS)

**FSA University**

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# Agenda

- Project Overview
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- Expanded Capabilities
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- Usage



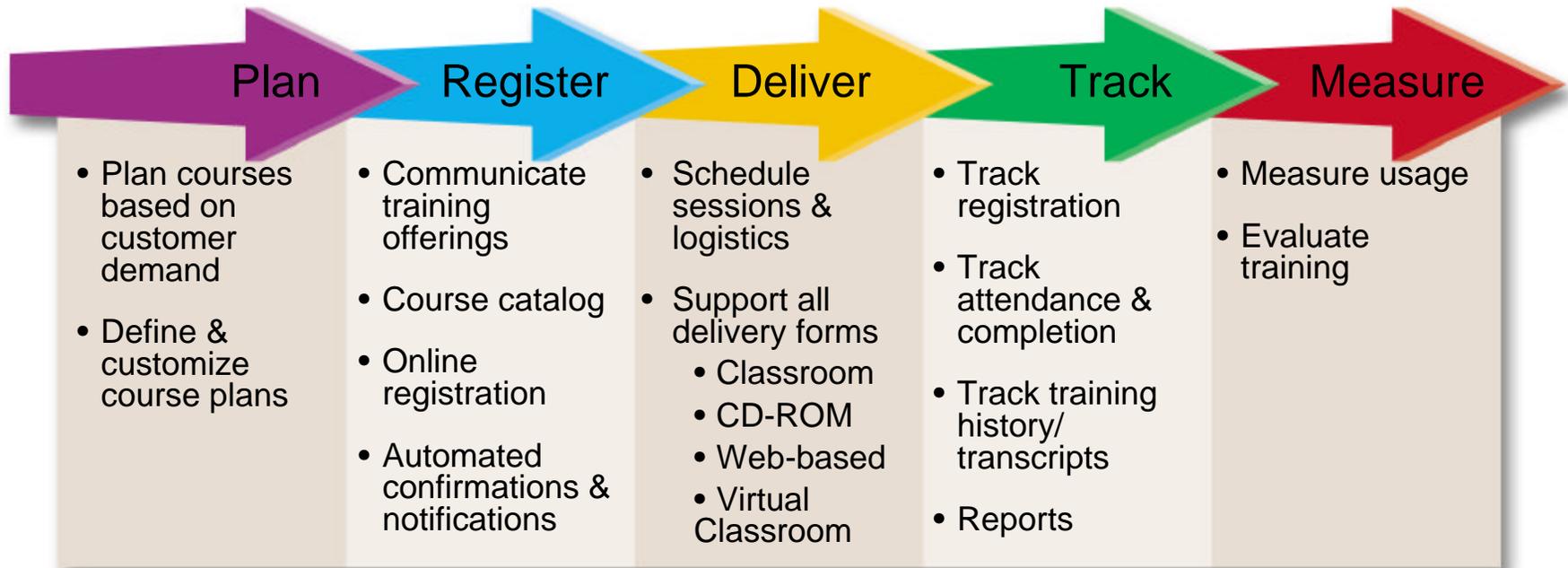
# Project Overview

- The Learning Management System (LMS) provides a web-based training infrastructure to support the administration, management and delivery of training for external customers.
- The LMS improves FSA University's operating efficiency and customer satisfaction, addressing key customer issues such as reliability, consistency, notifications, and communications.
- Saba was selected to provide LMS services on the Jamcracker netsourced platform previously implemented by FSA HR.
- <http://www.ed.gov/offices/OSFAP/sfau/> OR <http://sfa.jamcracker.com>



# LMS Overview

The Learning Management System (LMS) provides the infrastructure to support all phases of training administration throughout the training lifecycle.



# Expanded Capabilities

The LMS allows FSA University to more efficiently manage external training through increased capabilities and automating tasks previously completed manually. The Saba LMS is scalable to meet a growing user base and provides the infrastructure for future functionality such as skill assessments, curriculum management, and course delivery.

LMS Services	Previous System	FSAU External LMS
Course Catalog		.
Registration	.	.
Notifications		.
Training History		.
Electronic Materials Distribution		.
Logistics Support		.
Feedback and Surveys	.	.
Reporting		.
Resource Management		.
Utilization and Forecasting		.



# Business Drivers

The LMS enables FSA to increase customer services while managing administrative time and costs.

## *Business Drivers:*

- Improve operating efficiency with streamlined processes and reliable access
- Increase customer satisfaction through accurate and timely communications
- Manage training offerings based on customer demand
- Provide lowest cost solution with operational costs based on usage (scale as demand increases)

## *The LMS addresses key customer issues, including:*

- Lack of consistent registration processes
- Lack of notification when registering for a training event
- Lack of logistical information such as lodging and maps
- Lack of access due to server downtime
- Lack of communication about training offerings



# Business Impacts

External Customers	<p><i>Improved delivery of training services:</i></p> <ul style="list-style-type: none"><li>• Web-based registration on-demand</li><li>• Provide 24/7 reliable access to FSA courses</li><li>• Training history of what FSA courses the user has taken</li><li>• Confirmations and email notifications of registrations</li><li>• FSA course catalog enabling external customers to plan training in advance</li></ul>
FSA	<p><i>Improved training administration capabilities with reduced effort:</i></p> <ul style="list-style-type: none"><li>• Course demand and utilization tracking</li><li>• Improved access to training data of who has taken what courses</li><li>• Increased automation reduces time to perform manual tasks</li><li>• Proactive course planning based on course and customer evaluations</li><li>• Reduced complaint handling with defined customer service flows and reduced complaint handling</li><li>• Resource Management</li></ul>



# Usage of the LMS

The LMS went live and began registering external customers on April 1, completing a 5 month implementation.

Usage	<p>Since April 1, the LMS has been used by the school community:</p> <ul style="list-style-type: none"> <li>• 2300 user accounts created</li> <li>• 1300 course registrations</li> <li>• &lt;200 customer service inquiries; &lt;50 complaints/issues</li> </ul>
Schedule	<p>Initial usage of the LMS includes:</p> <ul style="list-style-type: none"> <li>• Tools for Ensuring Program Integrity <span style="float: right;">May – July 2002</span></li> <li>• EDEExpress <span style="float: right;">May - July 2002</span></li> <li>• Financial Partners Training <span style="float: right;">Aug – Sept 2002</span></li> <li>• Precertification / New FAA Training <span style="float: right;">through 2002</span></li> <li>• National Default Prevention Day <span style="float: right;">August 2002</span></li> <li>• Videoconferences <span style="float: right;">Fall 2002</span></li> </ul>



