Innovation Grant
On-line Training for New Team Members

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Thank You Iowa SHIP!

In the collaborative spirit of the SHIPs...........

Kris Gross shared Iowa content which Michigan used for the foundation of our on-line training modules
Changing MMAP’s New Team Member Training Environment

• Moving the classroom focus from a presentation format to one of *active* learning

• Blending eLearning instruction
Where we were:

Classroom Learning

- Six days of classroom instruction (36 hours) after a 4 hour Orientation
- Presentation/lecture format followed by some practice lessons & tasks
- Focus on information transfer without context, limited focus on counselor tasks
Where we wanted to go:

• Provide Medicare subject matter information through eLearning lessons, with coach’s tips and knowledge checks preparing learner for classroom lessons and real-world scenarios

• Classroom lessons of real-life counseling examples (step by step demonstration of how to solve a problem or accomplish a task)

• Practice counseling situations or tasks
How we got there:

• Created eight course segments using Adobe Captivate to teach basic Medicare topics

• Used SHIPTools to house content, manage learner interactions and track learner progress

• Used SHIPTools Online Review System (ORS) to create knowledge checks and tests, and provide reports on the success/status of each learner
Early Results

• Reduced classroom hours: aided recruitment opportunities (especially with paid-in-kind team members)

• Increased “tech savvy” volunteer base

• Created a “buzz” so current counselors wanted to use new training system as a refresher
Quality Assurance

• Maintained certification process for SHIP & SMP

• All knowledge checks and online reviews must be passed at 80%

• Plan to allow a test-out option, must score 90%
Where we are today:

• New Team Members are given access to online materials as soon as they pass all background checks, usually 3-4 weeks prior to class

• Time for self-study varies by team member’s computer skills and subject matter knowledge (usually 5-8 hours)

• Three days of classroom training which is really hands-on application of subject matter learned prior to class
Demonstration & Questions