



# 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