

Creating a Learning Management System

BUSINESS CHALLENGE

Decisions needed a learning management system (LMS) to assist with learner management, class management, and assessment in grading. Decisions' primary goals were managing classes and conducting assessments. The need grew with the COVID-19 pandemic and the switch to remote training and certification for customers. There was a push to have an LMS up and running for these remote training events. The list of requirements was extensive and included things like registering and tracking learners, managing enrollment for training, designing and delivering classes (moderated and fully online), creating different types of dynamic assessments, and assigning and grading projects effectively.

The biggest challenge was the need to conduct project evaluations. The certification that Decisions offers includes having learners build a project and record themselves presenting it. Decisions needed the ability to review and grade these video projects and provide feedback quickly.

APPROACH AND DISCOVERY

The team was tasked to "buy" not "build" because there are so many LMS systems out there and they didn't want to reinvent the wheel. After reviewing about 10 different platforms, one was chosen for the first remote training that most closely (but not entirely) met the list of requirements. This LMS was intended for K-12 and college education where there are semester-long classes. The corporate training that Decisions conducts has different requirements. Some customers experienced access issues, including permissions and security on their laptops, which became bigger issues when Decisions switched to remote training. In addition, for grading assessments, trainers would need at least three different screens open with the video on one, the assessment on another, and grading on a third screen in order to grade the projects in real time. The only other option was for trainers to take notes on a piece of paper and then go back to the video.

After one remote training session, it was clear that the chosen LMS would not work. Some vendors said they could build the needed features within six months to a year. Other vendors compared and contrasted the buy versus build approach and said it would take years to build. The vetting process took about four months. Decisions decided that it needed more control than what any LMS vendor could offer and the decision was made to build the LMS utilizing Decisions.

“At that point, I thought, challenge accepted. I realized we could do this. We could build the learning management system utilizing Decisions much, much quicker and we’d be able to build something that we actually WANT to use, not something that we HAVE to use. If we purchased a Learning Management System that didn’t meet our requirements, we would be stuck with their features, good AND bad. Decisions gives us the control to make something we are excited to use without compromising on the feature set.”

-Nico Janssen, Professional Services Manager, Decisions

RESULTS & IMPACT

It took 20 days to build the learning management system, and it is being used for remote fundamentals certification. Within the first month of launch there were 130 certifications, 238 registered learners, and zero failed customer authentications. Decisions addressed the biggest challenge of conducting project evaluations by building a grading feature with pop-up video and the ability to pause and play with the evaluation right beside it.

Another great feature that was built into the LMS is the ability to create dynamic questionnaires with the mix type repeater so that you can have two different data types and repeat those as a list. The assessment was built with this feature so there could be multiple choice, true/false, short answer, and multi-select options.

“I will be using the LMS all the time. Coming into this role as the Training Coordinator, I’ve found out there are a ton of activities you have to manage. Not only are we putting on an event for customers, but we also need to build a team of helpful Decisioneers for every single event! I will be using the LMS to communicate with future trainers, automatically notify them of events and classes, deliver materials, all of those administrative tasks that just need to be done. We’ll also be using the LMS for new hire training. The LMS is going to be an extremely valuable resource for our company.”

-Leigh Lancaon, Training Coordinator, Decisions

FUTURE EFFORTS

Decisions is currently using the LMS for moderated training with a human trainer. The next step will be to offer fully online training with customers working through the course content and taking quizzes without human involvement. The ability to have control over the LMS and configure exactly how it will be used is huge. Each department from Support to Training to Customer Success can manage all the training from this one tool. A major benefit of the LMS is that anyone in the company who wants to design a class can do so easily.

ABOUT DECISIONS

Decisions is a leading provider of no-code, business process automation software, headquartered in Chesapeake, VA. Decisions technology is deployed as the basis of multiple commercial applications in healthcare, life sciences, finance, logistics, and operations software. It is used directly by companies on almost every continent, ranging from mid-size companies to many Fortune 500 corporations.

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