

A Pilot Blended Learning Case Study:

People Moving People

Solutions
TRAINING & ADVISORY LTD



Quarriers

Quarriers was founded by William Quarrier over 130 years ago to re-home orphaned and destitute children in Scotland. The charity is one of Scotland's largest social care charities. It provides the most diverse range of services in Scotland through more than 100 projects for adults and children with a disability, families and young people with housing support needs and people with epilepsy.



The Challenge:

Quarriers faced increasing demands for value for money training support services. The Charity, was seeking new innovative ways to find cost savings to their training budgets, without losing learning effectiveness. The delegate e-Learning roll-out needed to be implemented in just 7 days!

The Solution:

In February 2010, Quarriers took the opportunity to introduce their first blended learning course using a 2 hour e-Learning course to provide the theoretical knowledge to a Train the Trainers People Moving People training course at Quarriers Village. Five fully assessed-e-Learning modules that comprised the on-line course element, substituted for a complete day of classroom training.

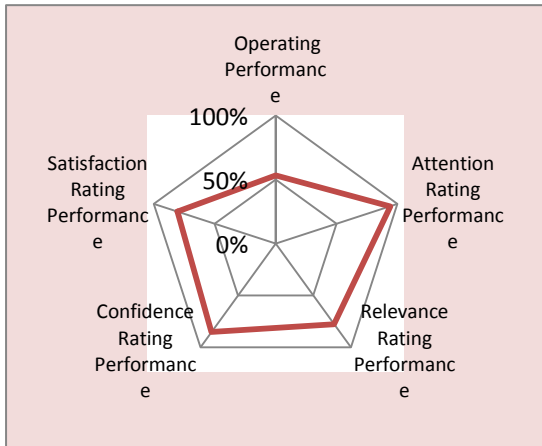
Measuring the Pilot Learning Outcome:

RATINGS		1. Very Poor / Very Difficult	2. Acceptable	3. Good	4. Very Good	5. Excellent		
	Questions	1	2	3	4	5	"Good" or above	
1	O	How well did the starting instruction email help you?	2	2	4	1	56%	
2	O	At the outset, how easy did you find it to start and operate the course?	4	3	1	1	22%	
3	O	Towards the end of the course, how easy did you find it to operate the course?	1	6	2		22%	
4	O	How well do you feel the video, audio, and other media work?		3	3	3	67%	
5	O	How well did the material, games and interactivities engage you?			5	4	100%	
6	A	How well did the course content educationally stimulate you?		1	6	2	89%	
7	A	How well did the course retain your attention throughout?			4	4	100%	
8	R	How relevant was the course content to your needs?			2	6	100%	
9	R	How relevant do you think the E learning content was in preparing you for the		2		7	78%	
10	R	How effective were the assessments?		7		2	22%	
11	R	How engaging was the course in making you think and absorb information?	2	1	2	4	67%	
12	R	How useful was the content to your job role?			6	3	100%	
13	R	How much do you think the E-learning course will contribute to your classroom			4	4	100%	
14	C	Beyond your initial familiarisation, how do you rate your confidence in using	1	1	2	5	78%	
15	C	How useful do you rate the ability to start and leave the course at times	1		4	3	89%	
16	C	Once you got into the course how comfortable and familiar did it become?	1		3	5	89%	
17	S	How well did the course reinforce your existing learning?		1	5	3	89%	
18	S	How much personal satisfaction did you feel after completing the course?	1		4	4	89%	
19	S	How would you rate the course overall?	1	1	3	4	78%	
20	S	How well would you say you enjoyed the course?	1	2	3	3	67%	
TOTALS			15	30	63	68	3	75%
			8%	17%	35%	38%	2%	

Measuring A R C effectiveness							
1	Course Operational performance	7	14	15	9	0	53%
2	Attention Rating Performance	0	1	10	6	0	94%
3	Relevance Rating Performance	2	10	14	26	2	78%
4	Confidence Rating Performance	3	1	9	13	1	85%
5	Satisfaction Rating Performance	3	4	15	14	0	81%

If you can't measure it, you can't manage it!

The John Keeler's ARCS learner motivational e-Learning methodology, measures learning **ATTENTION, RELEVANCE, CONFIDENCE & SATISFACTION**

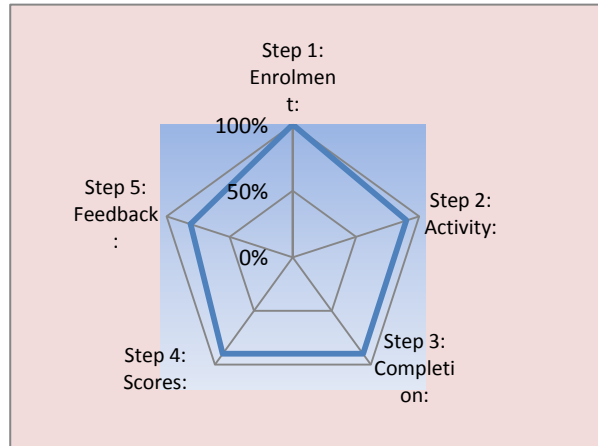


The lower operational performance results above illustrate typical initial experiences faced at the first introduction and installation of new on-line learning access and familiarisation initiations. The subsequent high learning and overall satisfaction ratings of 80%+ illustrate the future potential of this learning strategy.

The "Bersin Five Step Program measures of eLearning effectiveness:

Step 1: Enrolment: "Is the audience showing up?"

Step 2: Activity: "Are they drinking from the well?"



Step 3: Completion: "Did they finish?"

Step 4: Scores: "How well did they score?"

Step 5: Feedback: "How did they like it?"

Delegate Feedback:

1. "The e-Learning course was very helpful and effective"
2. "Effective, in that information and knowledge can be delivered to suit all individuals"
3. "This is a good time saving tool for courses"
4. "Enjoyed the experience - would gladly do it again"
5. "Really felt as if I had achieved something"
6. "Very effective - a good idea and less time consuming"

Delegates recommendations for further e-Learning courses

1. Medication	2. Calms	3. Stress Management
4. Fire safety	5. POVA & SCIP	6. Promoting Positive Behaviours
7. Epilepsy theory	8. Food Hygiene	9. Infection Control
10. First Aid	11. Risk Assessment	12. Induction Training

Overall Pilot Outcome and Impact:

"A highly successful course and pilot introduction to blended learning"

All the delegates successfully completed the full blended course. The blended course saved Quarriers money and enabled staff to gain a full operational day.

The initial installation and familiarisation challenges were seen and accepted as "teething difficulties" by delegates. The IT department is now familiar with the set-up and learner support aids and able to support an organisational roll-out. Significantly, delegates positively recommended 12 other candidate courses suitable for a blended or e-Learning strategy approach.