

LMS e-Learning Implementation Podcast Transcript #7 *Interview with Karen Lepley*

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Mary Kay Lofurno: Welcome to the next edition of the "[SyberWorks LMS e-Learning Implementation Podcast Series](#)." Where we look at actual [learning management systems](#), implementations, and e-learning program roll outs.

My name is, "Mary Kay Lofurno," the Marketing Director here at [SyberWorks](#), and your host today.

In this edition we are [talking with, Karen Lepley of Student Financial Aid, at Texas A&M University](#) about their use of the [SyberWorks Hosted e-Learning Solution](#) to create and deliver employee training.

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Mary Kay: And now let's talk with, Karen Lepley of Texas A&M University -Good afternoon Karen. Thanks for coming to talk with us today.

Karen Lepley: Thanks so much for having me.

Mary Kay: Karen, tell me about yourself and what you do for Student Financial Aid at Texas A&M University..

Karen: I am the senior training specialist for our department. I'm responsible for [scheduling](#) and facilitating learning opportunities for over 94 full-time employees, and approximately 35 student workers. And we have many state and federal financial aid regulations that we need to stay in compliance with. So, I feel like I have great job security.

Mary Kay: I'll bet you do!

Karen: [laughs]

Mary Kay: What were some of the business factors that led you and your group to evaluate [Web-based Learning Management Systems?](#)

Karen: There were several business factors. The first one when I started working here I inherited a paper sign in sheet system.

Mary Kay: Wow!

Karen: And - yeah, who uses paper and pencil anymore?

Mary Kay: Yeah, I know.

Karen: I wanted to keep current with technology and get the information on-line, and so it was easily accessible to anyone in the department. Second, our assistant provost told me from day one when I was hired, that he wanted all of the training stored in one place for historical reference, if you will. So, that a person's development record could be accessed and considered for raises or promotions.

Mary Kay: That makes sense.

Karen: And personally I wanted to have detailed information to protect us. I mean - what if an employee is fired and claims they weren't properly trained? With my [SyberWorks System](#) I'm going to be setting it up to show exactly what training was taken and when and also how an employer retained the information through pre- and post-tests.

Mary Kay: Well, that sounds good. Your organization eventually selected the [SyberWorks Hosted e-Learning Solution](#). Who's using the system now?

Karen: Well, first of all, let me say that I literally have year's worth of those paper sign-in sheets from [training](#). So, I'm currently inputting all of it in a format that Mary Polley-Berte at [SyberWorks](#) created for me, and I'm about halfway through that right now. We are still several months out from being able to have it accessed by employees. And the time frame is because I can't work on the system full time, it's not because it's a [SyberWorks](#) issue at all.

Mary Kay: Okay, and what are some of your organization's future training plans?

Karen: We have lots of them. Phase I - is getting the system full of our information, our historical information, and I hope to be done with that like I said, in a few months. And Phase II - is to use this system for our classroom trainings that we do weekly. Phase III - is for us to develop pre- and post-tests to measure a return on our investment. And Phase IV - is to develop our own training modules.

Mary Kay: OK, well that sounds good. What types of [online courses](#) are you planning to develop for your employees?

Karen: This is the part that I'm most excited about. I keep talking to others and dreaming up what we're going to do, but I will develop learning plans for specific groups. For example, you know financial aid counselors need to know something different than IT professionals or the accounting staff.

Mary Kay: Well sure, that makes sense.

Karen: Yeah, every group has different needs. And the modules are going to be very interactive and fun. And when a new employee starts I can easily assign a [training](#) plan to the corresponding employee. And I confess that we are currently wasting people's time by requiring them all to attend our weekly training. But, with my [SyberWorks System](#) I plan on having plans set up that are specific to each employee's needs, and hopefully everybody will become more productive.

Mary Kay: Well, that sounds good. Why did your organization select the [SyberWorks Hosted e-Learning Solution](#) to manage your department's employee training? What factors led you to choosing the SyberWorks Hosted e-Learning Solutions?

Karen: We're having a lot of IT situations, and I'm not smart enough to be able to explain it to you. But, apparently we don't have enough server space to host it for ourselves right now, so we wanted [SyberWorks](#) to host it. But, we evaluated [Learning Management Systems](#) for about six months, and I honestly didn't know anything about them. So, it was an educational process to say the least, and SyberWorks stood out for several reasons. First - the investment was reasonable. And second - our sales rep John Donahue - John Donahue, was friendly, helpful, and totally patient in dealing with the University red tape and hiccups. He was just priceless in our pursuit for a system - and he mailed me chocolate! And how can you not love that? [laughs]

Mary Kay: No, every woman loves chocolate! I haven't met one yet that doesn't like chocolate. Can you tell us about your [experience as a SyberWorks customer](#)?

Karen: So far the service is as it was when I was a potential customer - dependable, and it's literally like you guys are physically here. You are many, many states away from Texas, but the phone call assistance makes it like you're next door. I can't say enough great things about Mary Polley-Berte, and the help she's provided. She's so patient with any situation I throw at her.

Mary Kay: Well, thank you very much. This sounds great. Karen, I know you have to go so thanks for joining us today.

Karen: Thanks so much for having me.

Mary Kay: Thank you. This is, Mary Kay Lofurno, Marketing Director at [SyberWorks](#). I wish to thank you for listening to our [interview with Karen Lepley of Student Financial Aid at Texas A&M University](#), on our [SyberWorks LMS e-Learning Implementation Podcast Series](#). Talk with you next month!

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