VisionAIR Customer Solution
Case Study

VisionLMS – The VisionAIR
Learning Management System

“Learning for the Future”
Customer Profile

Rusk County, WI

Population Served: 15,274
Square Miles: 931

"VisionLMS: Learning for the Future"

Summary

Learning is the hardest aspect of a new system, and an ongoing problem with older ones. Concepts learned in a classroom are forgotten by the time implementation occurs. People retire or switch positions and have to learn new software and procedures. Classroom courses take time away from the job and are expensive.

The solution lies in blended learning approaches, where facilitator-led training is combined with an on-going ability to refresh and learn new areas. VisionLMS, the VisionAIR Learning Management System, offers a complete training tool to solve departmental needs across the board.

Situation

People forget things. They forget where they left their glasses, a book, or their car keys. On the job, they forget what they learned weeks ago if they haven’t had to use the knowledge. It’s a fact of life.

Everyone learns in different ways as well. Some can read and retain information from manuals, others need a more step-oriented or hands-on oriented approach.

There are three basic types of learning styles: visual, kinesthetic, and auditory.

- Visual learners learn best by reading information, taking notes, and seeing demonstrations.
- Kinesthetic learners learn by touching and doing. They need to be able to engage in simulations.
- Auditory learners learn by hearing and listening.

Classroom training is ideal, but is often expensive, sometimes prohibitively so. Across the country, the price of education is rising, even for day-long or week-long seminars; these courses are often conducted in faraway places, adding to the price of training.

VisionAIR’s Director of Operations, Mark Andrews, says, “VisionAIR is seeing a change in the public safety market. Agencies used to consider training as a nice to have; now it’s becoming a necessity. Tight state and federal funding is leading agencies to make their staff as efficient and productive as possible, meaning continuous training is a must.”

So how do you resolve this dilemma? The Rusk County Sheriff’s Department in Wisconsin found their solution in VisionLMS.
Solution

VisionLMS provides a solution not only for different learning types, but one that is cost-effective as well. This online learning system effectively and efficiently integrates multiple types of training: from instructor-led training to web-based training.

VisionAIR’s Learning Management System, VisionLMS, is a secure online web service designed to manage, track, and quantify all training, continuing education, product certification, and other learning activities within an agency.

VisionLMS enables users to have 24/7 access to a variety of online course materials. In addition to web-based training for VisionAIR’s Public Safety Suite®, VisionLMS also offers a wide variety of third-party content, including extensive Microsoft® Office training. If desired, agencies may also post internal documentation (SOPs, handbooks, manuals, etc.) to VisionLMS for easy access. VisionLMS powers a new certification process for web-based-training on VisionAIR’s Public Safety Suite. Through the use of these competency management tools, clients can now accurately measure employee proficiency levels. This capability allows organizations to provide a consistent method for delivering training as well as measuring the actual return on their training investment.

Since VisionLMS is a web-based service, organizations are not required to invest in servers or software. Traditional training costs decrease as instructor time is reduced. Additionally, since training materials are accessible at any time, organizations see savings in travel expenses and time.

Courses are software driven, so each user receives consistent, high quality content and instruction. User responses to quizzes, simulations, and exams can be tracked and used in customizable reports that lead to a higher level of accountability. VisionLMS supports blended learning events combining web-based training, instructor-led training, virtual classroom events, videos, and more. Finally, students train at a pace with which they are comfortable, when and where it is convenient for them: at work, at home, or anywhere they have an Internet connection.

"VisionAIR manages and facilitates the delivery of a full training package to our clients," says Randy Crews, Learning Management System Administrator at VisionAIR. "The training curriculum is all laid out for them to provide a complete training tool." Over 150 courses are available, including VisionAIR web-based-training (WBT), Microsoft Office application training, Microsoft Operating System training, and computer and internet fundamentals.

The entire staff of the Rusk County Sheriff’s Department, thirty-five in total, participated in the VisionLMS experience. As Dean Hon, Rusk County IT Coordinator says, "At first there was some grumbling, but once they did the lessons on how to use the system, they got to work. Soon, it became a competition among the staff to see who would finish the courses first."

"The system is there to help us," says Dean Hon. "It’s an extra service." Because the curriculum is organized into a progressive system, students flow easily from one knowledge concept to another, forming a solid foundation as they learn.

For supervisors such as Dean Hon, the ability to check up on how each student’s training is progressing is crucial. With both visual and audio components, and step-by-step objective based training, all three learning styles are covered. Assessment tests allow Dean to make sure that the lesson goals were learned. Best of all, he says, "No one can cheat."

Cross-training has also allowed his department to be more flexible. Prior to going live, the staff trained in multiple areas, not just their own field of expertise. This leads to a greater understanding of each other’s needs and allows staff to shift as schedules change and emergencies arise.

The Sheriff’s Department didn’t occur any over-time to fill shifts, or have to cover meals or hotels with the VisionLMS system. The officers and staff were able to take their courses at their own pace, whether in the office as time permitted, or at home.
"Everything was setup in advance," says Dean Hon. "How much easier can you get than that?" He offers this advice to other agencies: "Training is always the issue, whether learning Word or police procedures. Without continuous training you'll fail." He goes on to say, "This is the future. VisionLMS is a great way to go!"

Benefits

The VisionLMS system provided the perfect solution to Rusk County's training needs by:

- Accommodating different learning styles
- Eliminating scheduling conflicts - staff can take classes when their time permits
- Allowing cross-training in different product lines

By using the VisionLMS program the Rusk County Sheriff’s Department was able to save money and move ahead with going live. Dean Hon says they’ll continue to use the system in the future, especially for the non-VisionAIR based classes available, such as Microsoft Office training.

Conclusion

VisionLMS is an online web service designed to manage, track, and quantify training related events such as web-based training (WBT), instructor led training, continuing education, and certifications. VisionLMS offers a secure environment to access the VisionAIR Public Safety Suite WBT and third-party courses, such as the Microsoft Office Suite, in addition to agency-specific documentation through user-friendly web interfaces. Benefits include: reduced costs, consistent instruction, higher retention levels, training delivered just-in-time, greater levels of assessment, and blended learning.

For more information on VisionLMS, please contact sales@visionair.com.