

E-Learning Course for New Software Training – The Dominion of Canada General Insurance Company

Established in 1887, The Dominion of Canada General Insurance Company (Dominion) is one of Canada’s largest property and casualty insurance companies, committed to providing high quality home, automobile, and business insurance products and services.

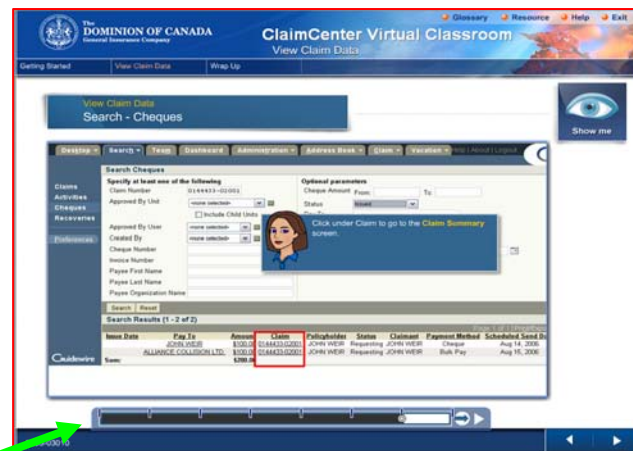
The Challenge

Earlier this year, Dominion began implementing a new claims processing system. This new software centralizes a number of functions in one place, and adds new functionality for managers and non-managers alike. There were two target audiences: those who view data (everyone), and those who also enter data (a sub-set). Everyone needed to see how to view the information that had been re-organized in the new software, while the employees who were required to enter information needed practice with the new software. Dominion selected Prospero Learning Solutions to design an e-learning solution that would train its claims personnel and their managers on how to work within the new system. Dominion asked “How are we to show people how to do their jobs using this new tool, especially since the software isn’t finished being developed yet?”

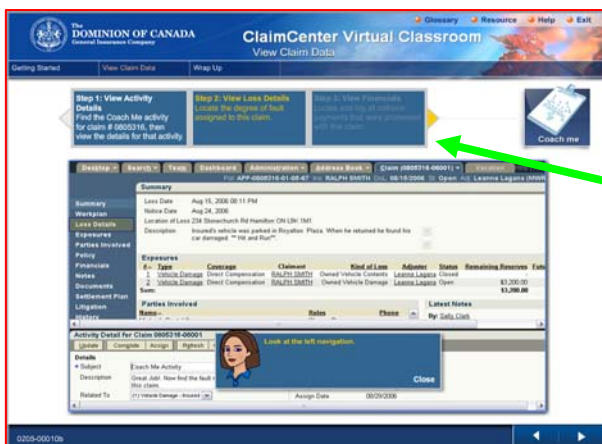
The e-learning course was to serve two purposes. The first was to train current employees on how to use the new software and the second was to train and orient new employees on the system. It was a challenge to take not-yet-gold software and provide instructions for employees, and give them practice in doing their job with the software, all with a restricted budget and a short development cycle.

The Solution

First we documented the 20 or so most common viewing tasks. For these we developed a series of activities called “Show Me’s”. Each Show Me contained the series of steps, screens and fields required for each task. Viewing the sequence was entirely under learner control using a slider at the bottom of the screen (see right) that made it easy to replay the sequence from any point. Pop-over text boxes were used, along with highlights, to clarify field and information locations; these pop-overs were required due to the 1024 X 768 resolution of the application and the client’s decision not to utilize audio in the e-learning course.



For those who needed to enter information, we developed another series of activities called “Coach Me’s”, in which learners were presented with real-life data and walked through the steps, screens, and fields required. The data was visible in a PDF in another window. We kept the steps and the application both in view by developing a scrolling marquee at the top of the screen (see left). The step marquee was entirely learner-controlled; it meant that the learner could keep the current step and several previous and several next steps visible at all times, to keep the context in mind. A PDF of the instructions broken out by step was provided as a printable job aid.



broken out by step was provided as a printable job aid.