

How AXIOM Transformed Training for a Mobile Workforce

Background & History

Our client, the nation's leading healthcare organization dedicated to improving the skills, health, and sustainability of the home care workforce, recognized the need to provide training to their healthcare workers in the field when and where they need it. That meant having a mobile-first learning strategy.

This organization had an active catalog of dozens of online courses which were live in production and accessed through their existing Learning Management System (LMS). While in the process of migrating to a new LMS, they were seeking an eLearning development partner who could take the existing courses that were developed in Articulate Storyline and redesign and develop them in Articulate Rise. The new courses needed to be responsive to align with their mobile-first development strategy, function properly within the new LMS, and ultimately be localized into six languages.

So they turned to AXIOM Learning Solutions.



Challenge

Create a mobile-first learning strategy



Partnership

Transform dozens of courses in multiple languages from Storyline to Rise



Success

Provide learning to their mobile healthcare workers when and where they need it

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Results that Speak Volumes

AXIOM got to work by first compiling a cohesive project team that included a project manager, multiple dual shore instructional designers and developers, and a lead learning architect. Systematically, AXIOM used their course conversion methodology to first analyze the existing courses to determine what changes needed to be made to develop them into Rise. We documented all elements of the courses, including what was to remain and what was to change, onto change logs. At the same time, we used our graphic designers and eLearning developers to design a new user interface (UI) and ultimately create building blocks and Rise templates. Once change logs and the new UI were reviewed and approved by the client, we rolled up our sleeves and began development of the newly designed courses.

The courses included elements of interactivity, voiceover, images, hyperlinked reference material, and embedded video, and it was critical that we preserved these elements while developing an equivalent learner experience in the mobile-first environment.

It was also necessary that AXIOM adhere to the original learning objectives and purpose of each course. Any changes to design were made in coordination with and approval from the client. All changes to the original courses were also tracked for state agency-approval and for localization purposes.

Since these courses were available in six languages, including English, AXIOM collaborated with the client's translation vendor to determine best practices for converting courses from Storyline to Rise in multiple languages.

Another large AXIOM responsibility was that of quality testing. Quality testing included copyedit and style reviews in adherence to the client's learning experience style guide. Quality testing also included testing for functionality to ensure all redeveloped courses functioned on a variety of devices, including mobile phones, tablets, and desktops in different resolutions and layouts. It was critical that all existing content be preserved, therefore nothing could be removed or reduced to accommodate smaller devices. AXIOM partnered with the client's user experience (UX) team to create and test interface designs to provide an experience that users could successfully navigate.

Finally, for each course, AXIOM created a job aid inclusive of written instructions and screen captures. This document enabled the client's staff members to provide hands-on support for learners taking the courses in the field.

In the end, the client, together with AXIOM, was able to convert 96 courses in 6 languages and offer this training to their healthcare workers in the field using a mobile-ready strategy.