New Technology, New Staff, New Mission: How to Successfully Train New Support Staff During an Learning Management System Migration

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After more than 8 years with one Learning Management System (LMS) vendor and a year-long review conducted by faculty and staff, the University made the decision to change vendors. During this same period the responsibility for Faculty training and support for technologies used in teaching and learning was transitioned to a different department within the University and a largely new staff of 3 full-time and 3 part-time trainers were hired to support the transition. A LMS change is challenging under the best of circumstances without having to also acclimate staff new to the university and the organizational culture. Add to this the fact that the configuration of the LMS was not completely set until the week of the first trainings and you have a potential disaster in the making.

This session will look at the steps taken to quickly bring staff up to speed on the University culture and a new technology while also developing training agendas, tutorials, and documentation. Not only were all of these things accomplished, but the feedback from both staff and faculty proved that disaster was averted resulting in a smooth transition for all.