**Commencement Skillset Training**

**1. Analyze Learner Needs and Audience**

* **Identify Learners**: Higher education student advocates that will need to take before taking calls relating to the subject matter. This training is developed with onboarding in mind but will be delivered to the entire service line.
* **Assess Learning Needs**: We will not have peer mentors for this subject matter so we will need another kinesthetic learning activity.
* **Define Learning Environment**: The course will be delivered online with a live-session review to be done upon completion. There will also be time given to specialists to work live cases in a low-stakes environment.

**2. Define Course Goals and Objectives**

* **Set Clear Goals**: Learners should be able to answer all applicable questions relating to Commencement, including the top 10 call drivers for the Commencement queue.
* **Create Measurable Learning Objectives**: We will begin taking calls for Commencement on 9/1/24. We will improve one-touch resolution, call answer times, and student satisfaction by 10%, 2 minutes average, and 4%, respectively by the end of FY25.
* **Align with Organizational Goals**: This training directly aligns with the university goal of housing all student-facing processes within a limited number of teams by end of FY25.

**3. Conduct a Needs Assessment**

* **Content Needs**: Regalia, Week of Commencement Issues, Case Management, Escalating Process, Photographer, Diploma Covers, Guest Visa Requests, Commencement App, What is Commencement?, Virtual vs. in-person ceremonies, eligibility, and how to register.
* **Performance Gaps**: There was found to be no coverage on the current Commencement Team on the weekends. The team is dropping and/or hanging up on average 103 calls per month.
* **Stakeholder Input**: SME - Christie Ward. Departmental Manager – Christa Prindle. Leadership advises that the service line will be taking over Commencement calls starting on 9/1/24. The training must be developed and delivered by that date.

**4. Analyze Constraints**

* **Timeline**: Course development deadline: 7/15/24. Release to service line by 8/1/24. Training to be completed by 8/30/24.
* **Technological Constraints**: Articulate 360, Vyond, PowerPoint, Salesforce

**5. Establish Evaluation Metrics**

* **Formative Evaluation**: Yearly review of content to be completed in Q3 FY25. We will be surveying participants that have taken the training in the last 6 months to evaluate effectiveness and learner impact. Monitoring queue response rates and transactional survey results.
* **Summative Evaluation**: Learners will obtain 79% or better in order to pass each section’s quiz. Course completion rate needs to be 100%. We will be sending out feedback surveys during the yearly review listed above after the specialists have time to use the information they have learned.