



Live Content Studio - Assessment Project

OBJECTIVE

The Global Training Manager at a large, multi-national law firm was seeking an assessment tool that would support the creation and delivery of comprehensive assessments for the secretarial and Technical Document Services staff. The data would be used to identify training needs and areas for improvement. The tool would be replacing a complex product that few in the Firm understood. Before beginning their search, they identified several key features that the tool should offer:

- The ability to generate assessments over all applications in use at the Firm and not just MS Office content
- The capability of working with customised applications, not just out-of-box programs
- Flexibility in scoring and other customisation
- An easy-to-read and easy-to-generate way to see individual reports
- A simple and intuitive structure to minimise the time needed to train internal content developers

BACKGROUND

The client is a law firm with approximately 1,500 lawyers in locations throughout the U.S. and abroad. The Firm has approximately 13 trainers. At any given time, around four members of the Firm are working with the assessment tool. The Technical Document Specialist Group creates the assessments and the trainers deliver the assessment to the secretaries in their respective offices. Departments using or reviewing the data generated by the assessments include Training, Document Services and Secretarial Services.

SOLUTION: Live Content Studio

The Firm ultimately selected *Live Content Studio* for their assessment project. Not only did *Live Content* support the team's objectives with an easy-to-use manager interface, it offers additional features, such as capturing every step the user makes during the assessment. This feature offers a way for the managers to see exactly how the user completed the required tasks. *Live Content* also allows the inclusion of multi-media tools (audio and video capture), form tools and templates. What's more, *Live Content Studio* isn't limited to assessments; it offers an easy way to create training content that takes the user step-by-step through tasks in the live applications.

Results –The first objective was met with the creation of three secretarial assessments on Word, PowerPoint and Excel 2007. The end users accessed the assessments via a link on training machine desktops. The use of the 'Form Tool' in *Live Content Studio* provided the Trainers with a way to

identify the individual that took the test even though he or she logged in with a standard training ID. The results and scoring were then viewed using the manager module of *Live Content Studio* without the aid of a Learning Management System.

Secretaries who do not pass the benchmark must take a series of training sessions on the areas where improvement is needed. After attending the required training, the secretaries are retested using *Live Content Studio* assessments. To date, *Live Content Studio* has been used to create 10 assessments currently being utilised at the Firm, which have been used for more than 400 secretaries at the firm, in all locations.

Ease of Use – *Live Content Studio* proved to be far easier to use than the assessment tool previously in place. Several members of the team were trained on how to use the manager interface. Ultimately, three individuals created three different assessments for Office applications (Word, Excel and PowerPoint) that comprised the secretarial assessment as a whole. Feedback was very positive regarding the ability to create assessments that were very clear and easy to understand. Favourite features included:

- An option to override the scoring
- The ability to manipulate which action is being scored
- A preview pane that allows quick and easy error correction
- The 'pause capture' tool, which allows the Trainers to move through development quickly

Plans are to have the Trainers develop a pre/post assessment *with Live Content Studio* for each training class they author. The pre/post test data will be used to illustrate knowledge transfer as part of each training event.

On-going Support – When asked whether the Support team responded in a timely fashion, the Global Training Manager responded: “Yes. They [TutorPro] have been wonderful in helping us turn the assessments around during a very tight deadline. TutorPro was very responsive to questions regardless of their nature. They were quick to respond with how-to instructions, incorporating current needs into their product, and they solicited additional input on things we would like to see.”

CONCLUSION

The client's overall experience with TutorPro and *Live Content Studio* was summed up with this closing statement: “We think the product does exactly what it advertises, so we are pleased. TutorPro was very responsive throughout. It was great to be able to capture our customisations and was unobtrusive running in the background.”