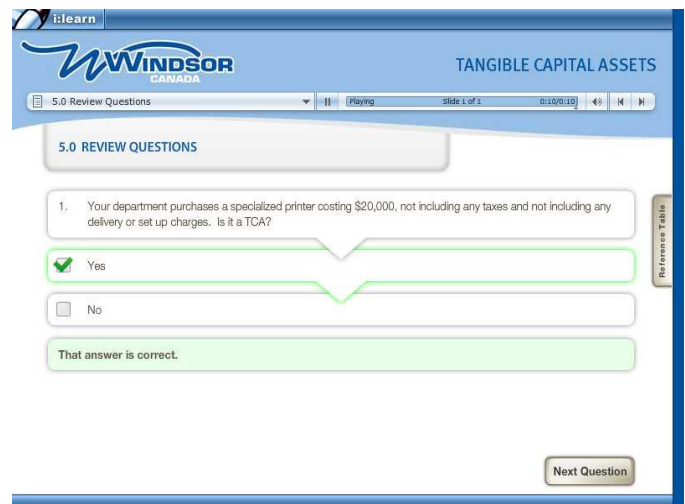


CITY OF WINDSOR: ONLINE COURSES – 2009 CAMA AWARD WINNER

www.citywindsor.ca



PROFILE

The City of Windsor is a major industrial city, strategically located in Southwestern Ontario, adjacent to Detroit, Michigan. Recognizing the importance of developing and maintaining an educated, skilled and knowledgeable workforce, the City of Windsor's commitment to workplace learning continues to be an extremely important aspect of its Community Strategic Plan.

An initial analysis revealed that it could take up to two years to train the entire City staff, due to staff availability, training resources and the multiple locations. To overcome this obstacle and reduce costs, eSolutions developed clear, consistent online courses for the City.

The courses were designed by eSolutions' adult education expert using standard principles of adult learning. The City wanted to ensure the students understood the course content, their responsibilities, proper use of technology, and definitions of terms. Strategies were implemented for effective absorption and retention of information;. Since the speed at which people learn new concepts is dependent upon factors such as attention span, the application allows students to pause or scroll forwards or backwards through the course presentations. Interactive activities were incorporated since adults learn best through practical applications of what they have learned. To facilitate the integration and application of new knowledge and skills, review questions and a quiz follow each module. This also serves as a period of reflection to allow retention. Adult learning depends on achieving satisfaction, especially in the sense of making progress toward learning goals.

The finished course was loaded into i:Learn, our Learning Management System (LMS), which resides on a server within eSolutions' Tier 3 Data Fortress. Employees are now able to take courses at their convenience using their Internet browsers on their computers located internally or externally.

The original course, "Acceptable Use Policy of Corporate Technology", was so successful, that the City retained our team to design two additional courses: "Tangible Capital Assets" and "New Employee Orientation".

SERVICES PROVIDED

- i:Learn – Learning Management System (LMS)
- Development of lesson plans, based on required course content
- Development of course flow, layout and script
- Customized course results reports
- Custom configuration of user management aspects
- Graphic Design – branding and course skins
- Training and support
- Secure Hosting at Tier 3 Data Fortress