Gallaudet University

Business Challenge

When Gallaudet University upgraded from Oracle's client/server-based PeopleSoft Enterprise 7.5 to web-based PeopleSoft Enterprise 8, the change introduced several new processes and capabilities. For end users to digest the changes, the university needed a training tool that would enable its small IT team to produce training and reference materials quickly and cost-effectively.

Applications Technology Solution

The User Productivity Kit for PeopleSoft Enterprise provided an easy-to-implement and easy-to-use training tool. The kit made it possible for a single person at Gallaudet University to create and publish training materials for students and employees.

Business Benefits

With the User Productivity Kit, Gallaudet University was able to:

- Develop its first web-based training lesson less than a week after receiving the User Productivity Kit.
- Cut the time to develop an hour of training from 50 hours to four.
- Cost-effectively train users on the new capabilities of PeopleSoft Enterprise 8.
- Accommodate the graphical learning needs of the university's hearing-impaired community.
- Meet training material and documentation needs with a single staff member.

Gallaudet Gets First-Class Education with the User Productivity Kit

As the nation's premier institution of higher education for nonhearing and hearing-impaired students, Gallaudet University understands the importance of educational tools. The university knew that training its end users was essential for a smooth transition following its upgrade from client/ server-based PeopleSoft Enterprise 7.5 to web-based PeopleSoft Enterprise 8.

To be effective, the training program needed to overcome people's natural resistance to change and provide a thorough understanding of the new capabilities and process changes in the new system. In addition, the training program needed to accommodate a larger body of users and the unique learning demands of the university's hearing-impaired community.

The Customer

- **Industry:** Higher Education
- **Geographics:** Washington, D.C.
- **Employees:** 1,100
- **Students:** 1,900

PeopleSoft Enterprise Products

- Financials
- Human Resources
- Student Administration

Applications Technology

- The User Productivity Kit for PeopleSoft Enterprise, Powered by OnDemand Software*

"The User Productivity Kit has reduced the time required to develop a segment of web-based end user training from 50 hours to four. Plus, the end users are definitely more satisfied. They're more appreciative of the support and training we provide."

Lee Orr
PeopleSoft Analyst, Gallaudet University

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According to Lee Orr, PeopleSoft analyst for Gallaudet University, the User Productivity Kit made the task easy. "Developing training materials in the User Productivity Kit was very easy," explains Orr. "Publishing content was easy. And getting people to use it was easy." In fact, the kit was so easy to use that Orr was able to create his first hour-long tutorial within a week of receiving the product. "Using the developer really doesn't require a great deal of IT expertise."

Fast, Customized Content

The kit's ease of use is at the core of what Orr considers the product's greatest benefit— faster content development. Before he had the User Productivity Kit, Orr had to create web-based training content by coding individual HTML pages. It was a time-consuming task, requiring 50 hours to create a single hour of content. "The UPK allowed us to create similar tutorials in a much more efficient manner," says Orr. "We just go through the application and record the steps. Now, when the processes are finalized, it takes a half day to create an hour lesson."

Much of the training materials were customized to accommodate university-specific processes, departmental differences, and the need for additional annotation. And the User Productivity Kit handled the task without skipping a beat. "At the university, different departments handle admissions in a different way," explains Orr. "With the kit, it was very easy to create materials that had those nuances incorporated. It was very efficient."

The kit was also able to accommodate the unique demands of the university's hearing-impaired students and faculty. According to Orr, deaf and hard-of-hearing students find it easier to learn via graphical learning materials. Using the User Productivity Kit, it was easy for Orr to record screen shots of the various processes and convert that graphical interface into training content. Users could visually see the steps they needed to complete to run the process.

The training materials created through the User Productivity Kit are easily accessible via the web, providing self-guided training for students or staff members who are unable to attend classes. And infrequent users, such as summer programs students, can access the content for refreshers and reference.

User Productivity Kit Gets High Marks

After only a few months in production, the User Productivity Kit quickly proved its worth to a wide range of users. According to Orr, the IT staff appreciates the reduced number of help tickets due to the effective training and reference materials. Administrators like the reduced data errors, which curtail corrections and redundancy. And the kit has been especially well received by end users. "Users have been very receptive of the training we have provided to them," says Orr. "It was a welcome embrace by the end user community. They really enjoy it."

The effective and enjoyable learning made possible through the User Productivity Kit is a natural fit for Gallaudet— a university dedicated to providing that same level of education to its students.

*OnDemand Personal Navigator, a product from OnDemand Software, a division of Global Knowledge, is the technology backbone for the User Productivity Kit.

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