

25 Tips on LMS/LCMS Implementation

based on the eBook **339 Tips on
LMS/LCMS Implementation**
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Disclaimer

In the present document, the eBook **339 Tips on LMS/LCMS Implementation**, by The eLearning Guild, was used to produce it. This is only 25 tips taken randomly so that we get the root square of 339 tips (some like 25 tips) that statistically represent the tendency of the authors' approaches.

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339 Tips on LMS/LCMS Implementation

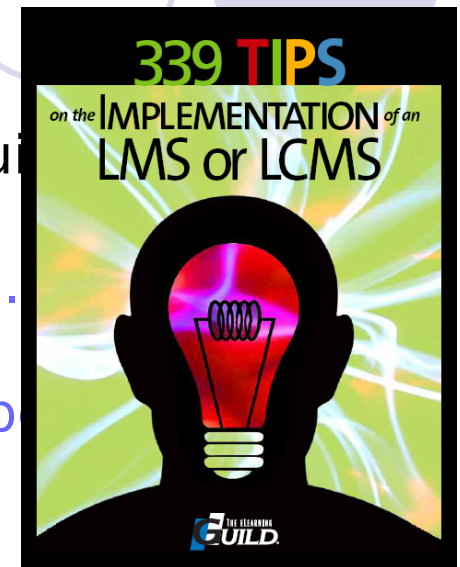
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- Use beta testers from key user groups. Use employee feedback (from pilot group or initial training) to make improvements to software and training procedures — this increases the level of interest in the system and in future training modules. Reduce software constraints on users as much as possible. Request feedback from users early and often. We found some features forced inconvenient steps, which reduced willingness to participate and diminished training effectiveness. We were able to make changes which resolved these issues. Provide simple handouts to enhance learning. We provide a tri-fold on the system, how to use it and training content, and a glossary of terms on our technical training. Simplify content as much as possible, while utilizing the best graphics, animation, and simulation technologies possible. Leave more than 30 days between completion of training and follow-up evaluations because time is needed to observe the desired new behaviors. Train supervisors in advance about the ways employees will apply the learning, and about how they can reinforce the application of a knowledge and/or skill set. — 187

Keywords: feedback, simplicity, best graphics, time laps, training, supervisors in advance

- 1. Stakeholder identification and participation is critical, beginning at the needs assessment phase through to launch.
- 2. Review, validation, acceptance, and tracking of requirements and success measures.
- 3. User testing at all levels (administrator, curriculum developer, student, instructor, e-Learning user, manager, etc.).
- 4. Change control process to manage changes.
- 5. Provide simple tutorials to help new users learn to use the LMS/LCMS using Flash, PowerPoint, etc.
- 6. Promotion, marketing, etc. of the new LMS/LCMS is critical for user acceptance. —
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Keywords: identification, review, tracking,

- Get the money and hardware that is required to support the system BEFORE the implementation. You don't have to hire all of the required staff the moment that you start the project, but you should have the financial resources available to hire more staff as they are required. Make users aware of the new system ahead of time — advertise and try to build up some excitement. Keep the designers and instructors up-to-date on the implementation and any difficulties that may affect them. Be prepared to support users. Let users know that there will be technical support, and where they can get it.— 54
- Start simple — do not plan to use the more advanced features until fully familiar with the system. Don't underestimate the amount of testing required. Ensure you get the vendor to train you well, and then make sure they are available during testing and go-live. — 118

Keywords: hardware, financial resources, up-to-date, support, simplicity, time testing

- Make document and version configuration decisions. Keep the primary decision-making team small — bring in others only when you need their input in specific areas. Plan for unexpected expenses. Monitor progress on a regular basis. Regularly update senior management on progress. Develop step-by-step test scripts and document findings from testing in detail. Retest everything after each build. Prioritize and make go/no-go decisions on fixes — if you wait for the system to be perfect you may never go live. Develop comprehensive training materials for all audiences, especially your administrators. Use multiple methods for delivery — instructor-led, online, resource materials. Train as close to implementation time as possible. If this isn't possible due to the large number of administrators then run refresher training close to and/or immediately after launch. If you use the LMS vendor's instructors for training, have an LMS team member on hand during training to answer organization-specific questions. Set data entry standards and help administrators with the initial setup of learning records. Revisit configuration decisions throughout the process and revise them if needed. You may find that as your understanding of the LMS changes so do your configuration needs. Prioritize entry of data (if you have a lot to convert and create). Not everything needs to be in at go-live. If you have a legacy system you are switching from, draft a cutover guide for administrators explaining how processes have changed, and how to manage training that falls across the cutover date. Lay the foundation for Help Desk support — make sure the Help Desk is prepared with documentation, FAQs, contact information. Launch to administrators before learners. Don't underestimate the importance of branding your LMS — marketing will help drive interest and acceptance. Celebrate a successful implementation and reward the LMS team in a timely manner — this isn't an easy task to pull off. Start planning for your next release — technology changes too fast to be satisfied for long with what you have done. — 133

Keywords: small decision-making team, planning, monitor, tracking, update, training material for all audiences, multiple delivery process, standards data entry, focus on administrators, help desk support, reward the LMS team, next releases

The best tips I can provide for physical:

- • Easy-to-use underlying database system
- • Data needs to be easily corrected
- • Integration needs to be as seamless as possible
- • Know space/physical requirements
- • Understand security requirements and implementation
- • Have a test system


The best tips I can provide for users:

- • Provide good communications
- • Provide reference cards and/or online courses for system usage
- • Provide demonstrations and hand-on training (if possible)
- • Provide a mailbox for questions
- • Provide administration training — 337

Keywords: database, integration, security, test, demonstrations, training

- Realize that you will need technical staff to support your LMS, not just administrators. Information architecture and course structures should be planned for; if they grow up organically it's a mess. Content design and development standards must be clear. Be flexible enough to encompass any blended learning scenarios we can develop. Include mechanisms to collect and report on success metrics. Differentiate between student-relevant data and system usage data; allow selection of what appears in a transcript.
— 291

Keywords: support, planning, clear content design, reports

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- Clear communication to the organization about LMS's purpose and how it will be used — keep explanations to the knowledge level of the end user rather than the IT tech. Provide a clear avenue for getting questions answered. Have a clearly identified point person(s) to answer questions. Demonstrate what it will look like. Clearly acquaint people with any additional responsibilities this will require of them. Train people on its use — maybe provide a Web site of FAQs to help with this. — 242

Keywords: communication, training, help desk

- 1. When they train you, try to make their trainer use your examples and perceived training course structures so you have a good sense of what your learners will actually see when you begin using it.
- 2. Test, test, test. Test within the training organization, then with a sample set of users. Refine your setup processes and document them well.
- 3. Training is important. Since interacting with an LMS is often a small part of the learners' job, having self-paced training and job aids available on the portal home page helps.
- 4. Don't be afraid to push back. If something doesn't seem to work as you understood, complain to the vendor. — 170

Keywords: recycling, test, pilot groups, training, push back

- Needs analysis and technical requirements must be met by vendor's system's features requirements (or the vendor must be willing to customize a solution for you)
- Vendor's system must be scaleable in terms of integration into the company's existing infrastructure
- Vendor controls or guides the company with the overall implementation process
- Training must be available and accessible from the vendor for all appropriate users of the system
- Vendor must provide support documentation from a generic and possibly customized perspective based on your company's architecture — 60

Keywords: analysis, requirements, infrastructure, training, documentation

- For successful implementation of LMS the following should be borne in mind: Teaching faculty need to see the benefits of using LMS. Provide adequate technical and pedagogical training to the faculty. Careful planning to introduce and orient learners to the LMS. Institutional support. LMS needs to be built into the infrastructure of the educational institution. — 325

Keywords: acceptance, curricular design, planning, educational infrastructure

- When implementing an LMS the software development lifecycle must be followed in order to roll out the service with the least stress on the end-users. Not only must it be planned and developed methodically, but it also must be tested and phased-in thoughtfully. With an LMS, there may often be facilitators or instructors who need to be trained, in addition to the students, and this step should not be overlooked. And yes, there should be a facilitator/instructor for every single course, no matter how self-guided it may be. — 70

Keywords: development lifecycle, testing, development, training

- Define and flowchart the business processes that will be impacted and identify who and where the changes will impact. Communicate with these areas, obtain their input, get them onto the team early, and get them involved. Where impact is low as measured by business need, but high in terms of processes impacted, select a pilot test. Determine the gap between the current culture and the culture you want to create and see where the tool's impact is felt. Prior to actual implementation, the system, processes, and policies have been defined and now they are tested to see if they support the new learning environment. — 122

Keywords: impact, structure, communication, gap, definition

- Training, training, training! Train key people in the organization to function as first responders to those using the system. Be sure these individuals are easy to access for users. Help desk! In the early stages of implementation, overstaff the Help desk so adopters know their questions will be answered promptly. TEST! Select a group of savvy technology users to test the LMS/LCMS for four to six weeks before implementation so questions from the broader user population will be anticipated, and the issues can be addressed in training. — 84

Keywords: training, access, help desk, testing

- I work in a University context, and the key to implementation is strong leadership that can generate buy-in from the users, in this case faculty. Users need to feel that they are being supported from all levels of the administration, and that the shift to blended or on-line learning is a top priority for the organization as a whole. — 370

Keywords: support, presence, organization, marketing

- **PLANNING! COMMUNICATION!** When we implemented our new LMS a few years ago, communication was a very important factor. It still is today. The administrators constantly send out messages about when the system is going down for maintenance, for example, as well as any issues with hot fixes and updates. When we were implementing the system the administrators spent a lot of time communicating the process and the time frame, how long people would have to move out of the old system, where their old materials would go, when trainings would start, and so forth. Constant communication and a solid plan that the institution sticks with as much as possible is the key, I think, to any implementation process like this. — 404

Keywords: planning, communication, IT, training, planning

- Implementation (technical) is straightforward, usually. It's the implementation of e-Learning in the organization that is the issue, and leads to only one conclusion: marketing. If your users don't know it's there, they won't use it; if they know it's there but they aren't made to feel like there's an expectation that they'll use it, again usage will be minimal at best. Integrate use of LMS/LCMS-based learning into business process and employee development. — 17

Keywords: marketing, development

- One word: service. As you never really know if an LMS or LCMS will meet your needs until you actually implement it there is no doubt that you will need changes, adjustments, and enhancements to the software. The situation of “We need it to do this, and we can’t seem to do it with your system,” is the biggest challenge in implementation. Make sure your vendor has an excellent reputation for not only being responsive to your requests but will not charge you an arm and a leg for each “enhancement.” — 17

Keywords: priority service, adjustments, enhancements

- Announce in advance that the system is coming. Give periodic updates. Get buy-in from key users and key groups. Have a group of individuals willing to help implement. Plan for training on the new system with key users in HR or education, and, if your company is large enough, with those people imbedded throughout the company (training coordinators or administrative assistants) who will use the system. Schedule the rollout ahead of time using a timeline with milestones / project plan. Stick to the plan as much as possible when rolling out. — 181

Keywords: up-to-date, training, timeline

- For implementation, again the person must have great communication skills and needs to have a close working relationship with the business units and management. IT plays a vital role as well, so having a continuing relationship with that department is an important key to success. — 275

Keywords: communication, relationship, IT

- Keep the key stakeholders informed throughout the entire selection and implementation process. Begin to market and communicate (i.e. sell) the features, advantages, and benefits well ahead of launch. — 26

Keywords: stakeholders,
communication, marketing,
development

- Training for both administrative and faculty is the most important aspect. Training for the student is very important. Getting the faculty and students excited about using the system and showing the benefits of using the system is important. — 253

Keywords: training, students, leaders, benefits

- Hire instructional designers, programmers, Help desk enablers, and any other type of talent for a comprehensive coverage of all specialty IT skills needed. Have the proper monetary support. Allow time.
— 129

Keywords: instructional design, IT, timeline, financial support

- Work very closely with your IT support to ensure a solid technical installation. If your IT support is limited you may have to purchase the vendor's implementation services, but insist on complete documentation of what the vendor did so that your IT people can support it afterward. Don't try to do everything all at once. Pick a group of courses to deliver that is fairly small but provides immediate visibility, such as a portion of your regulatory compliance courses. Roll out additional courses and features of the LMS/LCMS after they are fully tested. You may want to identify a pilot group that covers a broad spectrum of your end-users to help test new courses. — 155

Keywords: IT, step-by-step, testing, pilot programs

- Again, assigning a project manager to this project will be crucial to success. The project manager will insure the required upfront work is completed to minimize the risk of errors during implementation. The project manager should work with the champion and stakeholders to determine and document a project charter, project schedule, budget, project plan, resource assignments, communication plan, control plan, and measurements for success. The upfront work can be time consuming, but it is absolutely necessary. — 309

Keywords: design, project manager, communication, upfront work

- **Tips on Change Management and Stakeholder Buy-in**
- **Tips on Selection and Management of the Implementation Team**
- **Tips on IT Department Involvement**
- **Tips on Project Management**
- **Tips on System Configuration and Management**
- **Tips on Testing and Piloting**
- **Tips on Training Users**
- **Tips on Vendor Support and Vendor Relations**
- **Implementation Tips Not Covered Elsewhere**



Approachs



- feedback, simplicity, best graphics, time laps, training, supervisors in advance, identification, review, tracking, changes, tutorials, promotion, hardware, financial resources, up-to-date, support, simplicity, time testing, small decision-making team, planning, monitor, tracking, update, training, material for all audiences, multiple delivery process, standards data entry, focus on administrators, help desk support, reward the LMS team, next releases, databases, integration, security, test, demonstrations, training, support, planning, clear content design, reports, communication, training, help desk, recycling, test, pilot groups, training, push back, analysis, requirements, infraestructure, training, documentation, aceptation, curricular design, planning, educational infraestructure, development lifecycle, testing, development, training, impact, structure, communication, gap, definition, training, access, help desk, testing, support, presence, organization, marketing, planning, communication, IT, training, planning, marketing, development, priority service, adjustments, enhancements, up-to-date, training, timeline, communication, relationship, IT, stakeholders, communication, marketing, development, training, students, leaders, benefits, instructional design, IT, timeline, financial support, IT, step-by-step, testing, pilot programs, design, project manager, communication, upfront work

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339 TIPS

on the **IMPLEMENTATION** *of an*
LMS or LCMS



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Thanks for your time ...