



PROJECT INFORMATION

Project Title: Working with Electricity for North American Automatic Door Field Technicians
Project Description: This course is made for field technicians who only have mobile phones to access e-Learning. The subject of this course covers the safest ways to work with electricity to avoid electrocution and or fires.

PROBLEMS TO BE SOLVED

AUTO DOORS Technicians within North America were not consuming instructions given through eLearning course content because of only having mobile phones as devices to consume the content which made reading small text difficult to read. The Technicians would then ignore the text, and not learn the content made by the subject matter experts and the instructional designer. This particular course is to promote and instruct how to safely work with electricity when working with automatic doors.

SOLUTIONS

I used AI voiceovers to read the text audibly instead of the technician having to read. This allowed the technicians to listen to the information and worked well with their busy schedules. Because one of the principles within adult learning is not teaching something that the adult already knows, this course has a pre-test that if passed, counts the course as complete. All of the questions have to be answered correctly. If a question is missed, the course automatically begins for the user.

I used triggers so that all of the slides have to be completed before the next slide button is made available, since many technicians skipped the courses and tried to take the test without first consuming the information given. To personalize the course for each user, I used JavaScript to pull the user's first name from the Learning Management System (LMS) and added it strategically into the course.

BUSINESS GOALS

Business Goal 1: To promote safety for the technicians while working with electricity.

Business Goal 2: To minimize damage to customer's locations and equipment from electrical fire or damage.

ROLES & RESPONSIBILITIES

eLearning Designer/Development: Carlos Guerra

Project Stakeholder(s): Assa Abloy (name changed to “Auto Doors” for portfolio entry

Subject Matter Expert(s): Scott Kalman, David Timmerman

PROJECT DELIVERABLES

eLearning Target Audience: Field Technicians within North America

Learning Objectives:

- Learn the dangers of working with electricity, including possible causes & effects.
- Learn how to prevent hazards when working with electricity.
- Learn what to do during electrical accidents and incidents while in the field or anytime.

Description of Deliverables: Course uploaded to the company’s LMS

IMPLEMENTATION & MEASUREMENT

Project Risks / Constraints: I could not control if every technician went through the course even though it was assigned to everyone.

Measurement(s) of Success: Fewer electrical accidents

Implementation: Added to each North American technicians’ eLearning on the LMS