

Comparing First Steps Training

November 18, 2005

Face-to-Face Training

Site selection:

Limited number of trainings per month in regional locations.

Assessment:

Assessment given at end of training and scored later. Results mailed within one to two weeks of training. If participant fails the assessment must attend the full training again and retake the assessment.

Attendance:

Training offered during the regular work week for one or two days. Participants missed work and had to travel if training not offered in their region or on a date they could attend. Costs included lodging, travel, meals, and loss of wages.

Cost:

Registration fee for all modules was \$30.

Communication:

Registration, confirmation of registration and assessment scores all sent by regular mail.

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Content:

Participants may have received some modification in content due to individual trainer style/differences.

Revisions:

Module revisions were made to hard copy manuals and distributed to trainers. Revisions took 8 to 12 weeks to reach trainers. Outside contractor(s) were involved in revisions. Trainers had to be trained on new content. All materials had to be reprinted.

Web based training

Site selection:

Open to any computer with web access 24/7.

Assessment:

Online assessment opens every Friday at 1 a.m. and closes at 8 a.m. the following Monday. Participant's assessment is score immediately on completion by the software and the results are displayed. Results are emailed to the CFO Monday after the session closes.

Attendance:

Content is open 24/7 any place a web connection is available. Participants can view the content on their own time at home (after work hours daily, weekends) or at their place of employment.

Cost:

Module 1: Orientation is free; a registration fee of \$30 is required for all other modules. Fees are not paid until the participant has passed the assessment and intends to enroll as a provider with the CFO.

Communication:

Registration, confirmation of registration and assessment scores all sent by email. Information delivered in seconds.

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Content:

Participants receive exactly the same content as it is web based.

Revisions:

Module revisions are made to the web site so all participants receive content changes at the same time. Revisions are immediate when posted. Revisions are made within DESE.

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| <p>Record keeping: Participants were referred to an outside contractor that scored the assessments and recorded grades. DESE did not have access to scores.</p> <p>Capacity: Needed to have additional trainers. Could not have supplied weekly trainings for all modules.</p> | <p>Record keeping: Immediate access to all scores which are now housed digitally at DESE.</p> <p>Capacity: Can be scaled. There is no practical limit on how many participants may participate and take the assessment each week.</p> |
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| Training Costs | | | | |
|---|----------------------|----------------|-----------------------|---|
| Face to Face | | | | |
| | # of sessions | cost | DESE cost per session | DESE cost per participant (av. 18 participants per session) |
| FY '02 | 114 | \$787,575.00 | \$6,908.55 | \$383.81 |
| FY '03 | 56 | \$319,517.00 | \$5,705.66 | \$316.98 |
| FY '04 | online piloted 12/03 | | | |
| Online | | | | |
| | | cost | per session | per participant (20 per week) |
| FY '06 online cost (319 participants to date FY '06): | | \$19,880.00 | \$76.46 | \$3.82 |
| Cost Projections | | | | |
| Training projections if still using Face to Face (f2f): | | | | |
| cost for FY '06 if f2f at '02 cost: | | \$1,796,223.68 | | |
| cost for FY '06 if f2f at '03 cost: | | \$1,483,471.79 | | |

- Intro has been online almost 2 years and E&A & IFSP have been online for nearly 1 year.
- As of October 4, 2005:
 - 1092 Orientation assessments taken
 - 214 E&A assessments taken
 - 180 IFSP assessments taken
- We are serving more people in more diverse locations that could ever have been accomplished by f2f training.
 - The last Orientation training had participants from Steelville, Kirksville, St. Louis, and Joplin.
 - This would have required at least 3 f2f trainings.
- Based on previous contracts for f2f, we have saved between \$300,000 and \$550,000.
 - Assuming everyone would go to one centrally located training. If training were to have been delivered as conveniently as to a computer desktop the cost would at least double.
- Questions have dropped from 30 or 40 a week to only 3 or 4 a month.
 - Either the userbase has become more web literate or questions are getting answered at the agency level.
 - The questions remain related to payment, navigation, forgetting passwords, are we the CFO, etc. There still has NOT been a single question on content.
- MOODLE and Typo3 cost less than \$40,000 together yearly to host the training and grade assessments.
 - We are charging \$30 per module for IFSP and E&A for recording the assessment and demographic information. This has generated about \$11,000.
 - Staff time varies but probably averages around 3 or 4 hours a week to manage the sites. Putting online a new module takes 80 to 100 staff hours.