SHAREPOINT LMS
making learning accessible in SharePoint

ABOUT CNIB
CNIB is a registered charity, passionately providing community-based support, knowledge and a national voice to ensure Canadians who are blind or partially sighted have the confidence, skills and opportunities to fully participate in life.

Dedicated specialists work with people of all ages in their own homes, communities or local CNIB offices.

CANADIAN INSTITUTE FOR THE BLIND

Industry: Non-profit

Location: Toronto, Canada

Users: 1,000

Products: SharePoint LMS & REM

Purchase year: 2012

Website: www.cnib.ca

CHALLENGE
CNIB needed an online learning management system (LMS) to train their staff across the country in 53 offices to have the same knowledge about CNIB's history, values, terminology and services, regardless of the area of the organization where they work. Furthermore, CNIB needed a system to streamline the orientation of new employees.

Vicki Mains, who is the director of e-learning at CNIB, has been a key player in the learning management project team. She says, "Our offices are spread out across a very large country. Keeping everyone on the same page as well as training new staff – sometimes in remote offices – all in a timely fashion is a challenge. And of course, all of this must be done in English and French."

After acknowledging the challenges she and her project team were facing, Vicki and the team identified the most important requirements:
- Accessibility
- Preferred integration with Active Directory for ease of deployment
- Flexible, customizable course and module design
- Quizzes and tracking of success/completion
- Ability to incorporate graphics, audio clips and video
- Reduced learning curve for IT staff - preferred to use a familiar platform

In addition to the standard challenges that organizations face when it comes to training and knowledge transfer, CNIB also has the need to ensure that the systems they deploy are fully accessible to people who are blind, partially sighted or deafblind. Vicki explains, "We must be able to use various types of adaptive technologies such as screen readers, screen magnifiers and braille displays."

SOLUTION
After searching the market, CNIB decided on SharePoint LMS. "The solution ticked all the boxes for our requirements, and we were able to test it and then develop our own look and feel," Vicki says.

The solution was deployed by IT in a QA environment. Course content for

ACCESSIBLE, LEARNING READY

"Finding an accessible, customizable, bilingual learning management system was a challenge. To find one that built upon our existing SharePoint framework was an added bonus in terms of development speed. It has allowed us to share common baseline knowledge across all staff and to on-board new staff much more effectively and quickly."

Vicki Mains
Director, e-Learning
CNIB

some modules was already written, so the e-learning group worked with the Communications Department and graphic designer to develop an accessible and attractive standard layout that all courses would follow.

Once everyone had signed off on accessibility testing and design, business stakeholders were involved to develop content for additional modules. To entice CNIB employees to adopt the new system, the graphic designer developed an e-learning mascot who introduced e-learning at the LMS launch, and who appears throughout the modules as a "cheerleader". Two staff from the e-learning team took responsibility for entering all data, graphics, audio and video into the LMS, as well as for developing the quizzes – in both English and French - for each module.

The time from the date of purchase of the LMS to the launch of the system to all CNIB staff across Canada with five complete courses and eighteen individual modules was seven months.

RESULTS

The response from users has been very positive. All existing staff were given five months to complete the courses and new staff are given three months to complete the courses.

"The LMS met all of our requirements, something that is rare to find in an off-the-shelf piece of software. It is accessible, easy to learn and to customize, based on SharePoint and meets all of our learning and reporting needs." Vicki states.

CNIB staff are enthusiastic and are asking for more modules and courses, the development of this additional content is underway. Although staff all had knowledge in their own areas of expertise, now everyone has the same common knowledge and it is so much easier to bring new staff on board and up to speed quickly.

The advantages of using the SharePoint LMS for CNIB are:
- Consistent and correct information accessible to all staff
- The ability to track the progress and success of staff
- A cohesive feeling among staff that knowledge sharing is equitable no matter where in the country they are located
- Ease of orienting new staff – a huge time savings with more information delivered in more digestible pieces
- The ability to add new courses and modules
- Ability to use the system to target training for users of specific internal applications

By September, 2013, CNIB plans to add all board volunteer and committee members to the e-learning training, which will also significantly reduce orientation process time requirements.

ABOUT SHAREPOINT LMS

SharePoint LMS is a full blown learning management system that incorporates all the best features available to e-learning today with a pedagogic user interface supported by the scalability of the Microsoft® SharePoint®. With SharePoint LMS you get new possibilities to structure your courses and deliver learning materials to your learners and at the same time you have access to tracking and reporting tools for effordless evaulation of the individual learner.