



New Horizons Mentored Learning Success Case Study

A Revolutionary Learning Method Solves Training Challenges Commonly Faced by Information Technology Managers

Situation

James Miller, IT Director for Kendle, one of the world's leading global clinical research organizations, has been challenged with the same training issues faced by most organizations: how to measure a return on their training investment, how to get employees the specific skills needed - quickly, and how to maintain productivity during training.

Challenge #1: How to measure the effectiveness of training

"From a manager's standpoint, one issue I have always faced is how to find out what my employees actually learned through training," explained Miller. "Most training vendors do not offer a pre-assessment prior to the start of training and then a post-assessment after training. So, I never knew for sure what new skills the employee brought back after training. Without that, we cannot measure a return on our training investment."

Challenge #2: How to get employees the specific training they need, when the need it

Mr. Miller works in an environment that is staffed reactively, so many times, he needs to get employees skilled very quickly to meet the specific requirements of a particular project or department need. When Mr. Miller goes to outside training vendors to fill that skill requirement he often runs into a problem with course availability - either the course isn't offered on the date(s) or times needed or it has been cancelled due to low enrollment.

Challenge #3: How to maintain productivity in the workplace when training

Information Technology departments, such as Mr. Miller's, are especially vulnerable to issues that require immediate attention. "In the past, we have had to pull an engineer from training to deal with urgent issues - sometimes only for an hour or two but at other times, full days," said Mr. Miller.

The Mentored Learning Solution

The Mentored Learning Classroom is a unique approach to learning that unites the strengths of traditional classroom learning and modern e-learning. The environment provides the learner with one-on-one mentor guidance and support, access to multi-sensory learning tools, the ability to practice with live hardware and software, customized learning paths and the flexibility to determine when and for how long they attend training.

Upon hearing about New Horizons Mentored Learning Classroom, Mr. Miller was interested in finding out if Mentored Learning could overcome some of his training challenges. To evaluate the training, Mr. Miller took the Network+ course and found that Mentored Learning did indeed provide a solution to his training challenges.

Solution #1: Pre- and Post-class Assessments

Each Mentored Learning student is given an assessment to identify their skills gap on the subject matter. The student's customized lesson plan is then developed by comparing their learning objectives to their pre-assessment results. Each student is also given a post-assessment immediately following training to identify the skills gained as a direct result of the training.

Solution #2: On-Demand Delivery

Cancelled classes isn't an issue with Mentored Learning as there is no minimum enrollment and there is no need to wait for the course to be offered on a public schedule. Students even have the opportunity to move on to the next course on the same day.

Solution #3: Flexible Scheduling

Mentored Learning's flexible course schedule allows students to get that added skill set while maintaining their daily schedule. For instance, the training schedule can be built around the student's busy schedule so workplace productivity is maintained. If a student needs to leave the classroom to take care of an issue at work - no problem - they can just pick up where they left off when they return to the classroom.

"The Mentor also greatly contributed to my learning experience - I could spend as much time as I needed with the mentor to fully understand a topic. The Mentor even followed up with me a couple of times after the course to find out if I had any other questions or needed further resources." - James Miller

Since attending training, at least one of Mr. Miller's employees has also taken advantage of Mentored Learning. "He [the employee] liked that he could go through the content at his own pace," explained Mr. Miller. "He was able to speed through areas where he already had knowledge and he spent more time on those that he didn't. He also benefited from having a subject matter expert [the mentor] available at all times, in case he needed help."

New Horizons Mentored Learning Classroom Benefits:

- Customized learning path
- Flexible scheduling
- Hands-on practice
- One-on-One Instruction & Support
- Multi-sensory learning tools
- Measurable progress & results
- On-demand delivery