

US COURTS REDUCES TRAINING COSTS WITH ADVISOR ENTERPRISE

“ADVISOR enabled them to see that with minor adjustments to delivery methods and without sacrificing effectiveness, savings could be realized even in courses with limited shelf-life.”

Terri Surabian
Office of Human Resources
US Courts

CLIENT

The Court Personnel System (CPS) course provides Court Unit Executives, HR Specialists, HR Assistants as well as others with the knowledge and skills needed to use the CPS system to support their business goals. It is a 3-days course with approximately 16 hours of theory and 8 hours of application/problem solving. It is delivered in an instructor-led format to 80 employees per year by the Office of Human Resources (OHR) within the Administrative Office (AO).

CHALLENGE

Although OHR recognized the potential benefits of a blended approach, the economical benefits were not evident since the syllabi is available in an instructor-led format and the course is expected to wind down in 3 years. Moreover, there is a desire to maintain live interaction among participants. As a result, travel costs will be incurred within the blended solution as well.

SOLUTION

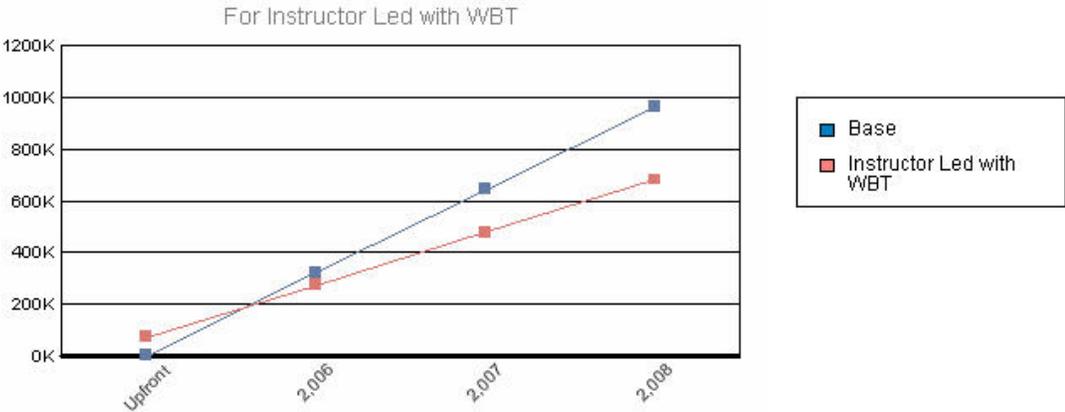
The CPS course was analyzed with ADVISOR Enterprise to determine plausible delivery options for the knowledge as well as the application segments of the course. Based on course content, instructional design strategies, trainees’ needs and constraints, it was determined that both synchronous as well as asynchronous delivery options are effective in the delivery of the knowledge segment of the course. However, since team based exercises are needed to simulate the working environment, only synchronous delivery options are viable for the application sections of the course.

Next, using the US Courts development, administrative, management, instructor, facility, support and travel baseline cost factors, ADVISOR computed the costs of plausible delivery options – including instructor-led, print, tapes, computer and web based training, electronic performance support systems, conferencing and internet virtual classroom – over the 3-year life cycle.

RESULTS

With costs of plausible delivery options in hand, it was easy to compare the costs of various blends of delivery options. While a web based training course with Internet virtual classroom (Webex) offered the most cost effective option (\$415,000+ in savings); significant savings (between \$210,000 and \$282,000) could also be realized by converting the course from a 3-day instructor-led to a blended one day instructor-led with two day Internet virtual classroom or web based training. Moreover, the breakeven point – number of months needed to recover the initial investment and commence savings varied between 4 and 11 months, well within the anticipated 3-year life cycle.

Instructor Led with WBT	\$93,572	\$188,319	\$281,891	\$193,944	7
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FINAL REMARKS

Using ADVISOR Enterprise to take a fresh look at various blends of delivery options yielded over \$100,000 in budget related savings and \$188,000 in productivity related gains (time away from the job) while accommodating the clients wishes of maintaining live interaction amongst participants.

CONTACT INFORMATION

For more information on this project or how ADVISOR can assist you identify ways to run your training programs more effectively and economically, please contact:

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