#### Online Training: The Human Factor

Richard Rhéaume<sup>(1)</sup>, Neil Harrap<sup>(2)</sup>

(1) Phasex Inc., Québec, Québec, G1S 2J5, Canada, +1 581 999-2885, <u>richard@phasexnde.com</u>
(2) TWI Ltd, Great Abington, Cambridge CB21 6AL, UK, Tel: +44 1223 940277, neil.harrap@twi.co.uk



# Introduction STUDENTS, TEACHERS, ONLINE TRAINING

#### Why use online training

- Consistent high quality training
- Improved productivity
- Lower global training cost

#### **Challenges**

- 1. From the students' point of view
  - 1. The learning experience
  - 2. Work vs. training
  - 3. Getting answers
- 2. From the teachers' point of view
  - 1. Evaluating students
  - 2. Effects of online training on practical training
  - 3. Adapting to online training

#### Blended learning ONLINE + IN-CLASS

#### **Online training**

- For the theory
- To familiarize with the concepts of calibration, scanning and data analysis
- To familiarize with real data

#### **In-class training**

- To setup an instrument, calibrate a setup, scan and analyse data
- To acquire the manual skills needed for scanning

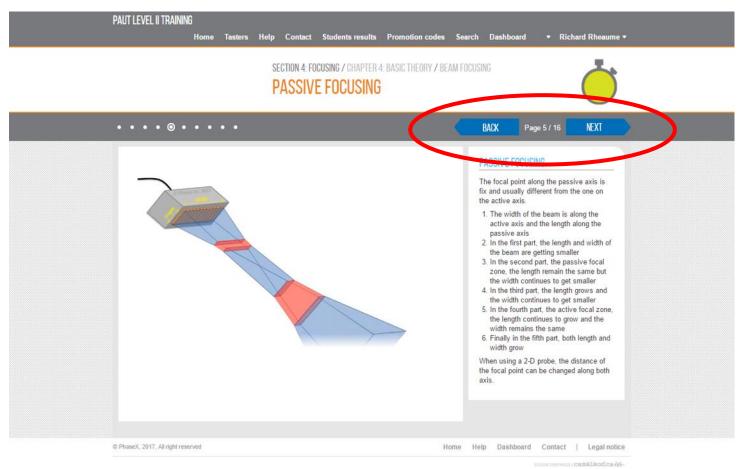
#### For a good blending

- The online theory should be instrument neutral
- The instrument specialization should occur during the in-class training
- The online theory must be harmonized with the in-class theory

### Students' point of view THE LEARNING EXPERIENCE

Challenge: Providing an online experience that necessitate no explanation as to its functioning

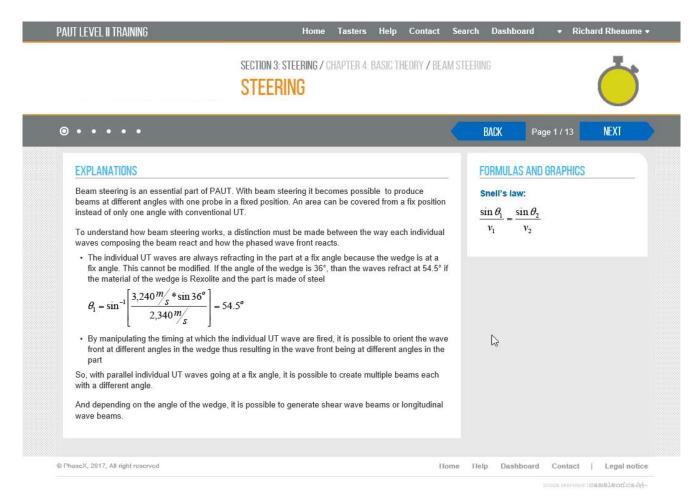
**Solution:** A clean user interface presenting only the necessary information combined with a step-by-step learning process



#### Students' point of view THE LEARNING EXPERIENCE

Challenge: Going trough a 600+ page training can be daunting

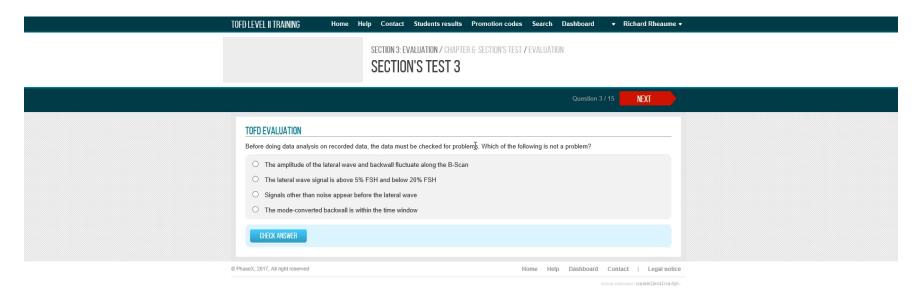
**Solution:** Provide an easily accessible dashboard and an internal search engine



### Students' point of view THE LEARNING EXPERIENCE

Challenge: Evaluating the level of understanding

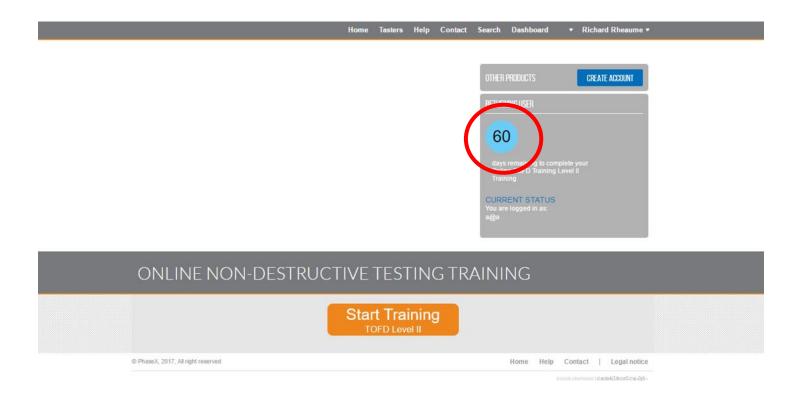
**Solution:** Provide self-evaluation tests with in-question link to the page presenting the underlying theory



### Students' point of view WORK VS TRAINING

Challenge: Juggling work and training

**Solution:** Give a 60-day period to complete the training. Train for an hour each day.



#### Students' point of view WORK VS TRAINING

**Challenge:** Switching from work to study

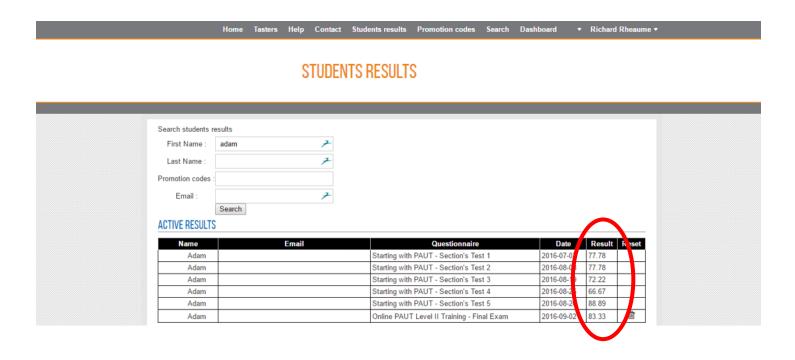
**Solution:** Use the flexibility of online trainings to study when and where it is most efficient

Open 24/7

### Students' point of view WORK VS TRAINING

Challenge: Commit to a 1-hour-a-day schedule and take time to revise

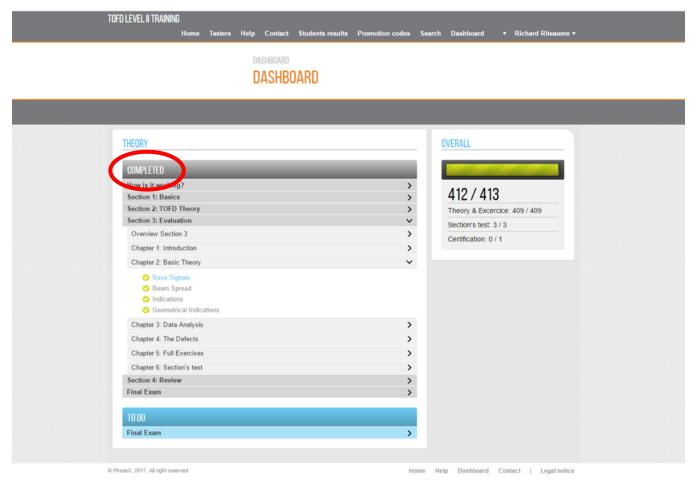
**Solution:** Have a teacher monitoring the student's progress



## Students' point of view GETTING ANSWERS

Challenge: Insuring that the theory is well understood

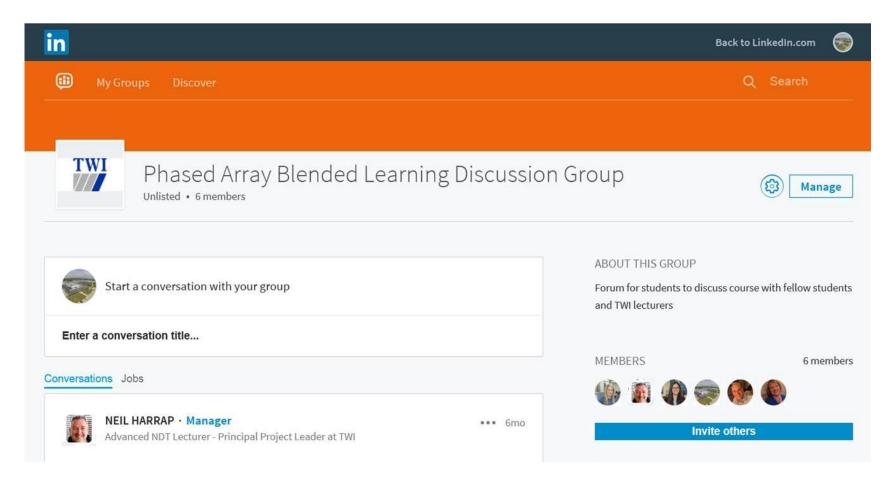
Solution: Videos and animations remain available for the duration of the training



#### Students' point of view GETTING ANSWERS

Challenge: Answering the students' questions within a reasonable time frame

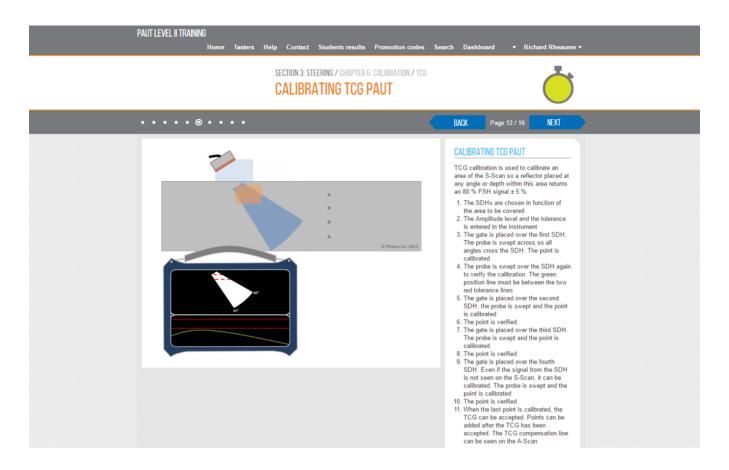
**Solution:** Having a forum monitored by the assigned teacher



#### Teachers' point of view EVALUATING KNOWLEDGE

Challenge: Insuring that the online training covers all required theory

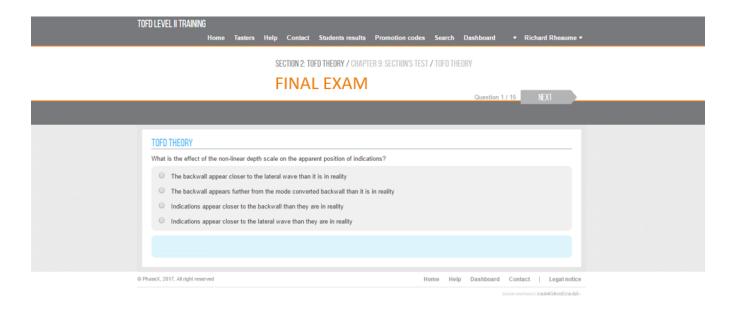
**Solution:** The online training should be vetted by the teachers giving the in-class training



### Teachers' point of view EVALUATING KNOWLEDGE

**Challenge:** Insuring the students' level of knowledge is sufficient to perform the practical training

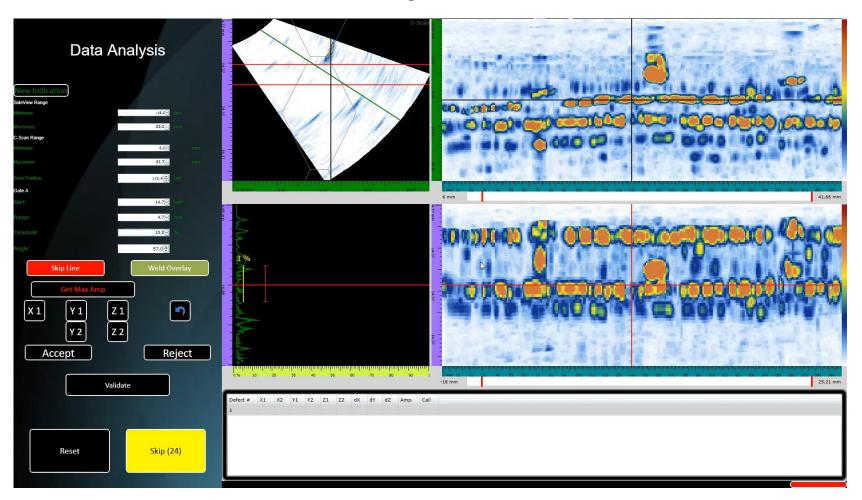
Solution: Administrate a final theoretical exam online and a theoretical exam in-class on the first day



## Teachers' point of view ONLINE TRAINING VS PRACTICAL TRAINING

Challenge: How to learn to calibrate, scan and analyse data without an instrument

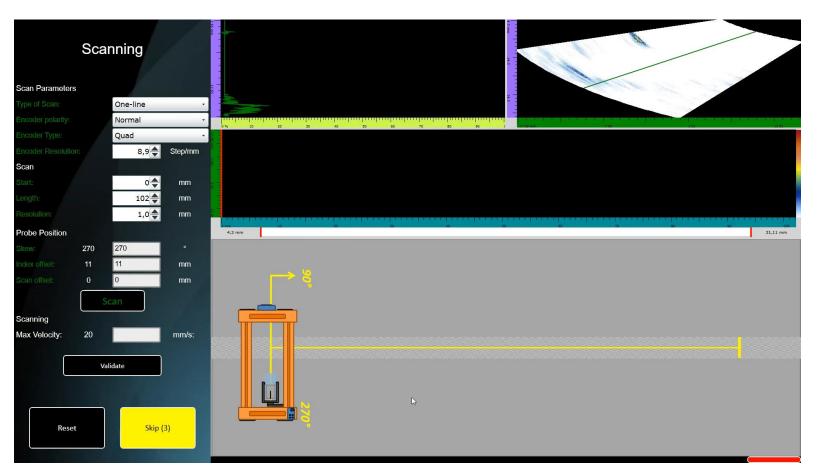
**Solution:** The use of online interactive training exercises



### Teachers' point of view ONLINE TRAINING VS PRACTICAL TRAINING

Challenge: Getting familiar with real data

**Solution:** Design the online interactive exercises to use real, scanned data from calibration blocks, tank walls and welds



#### Teachers' point of view ADAPTING TO ONLINE TRAINING

**Challenge:** Teaching a class of knowledgeable students

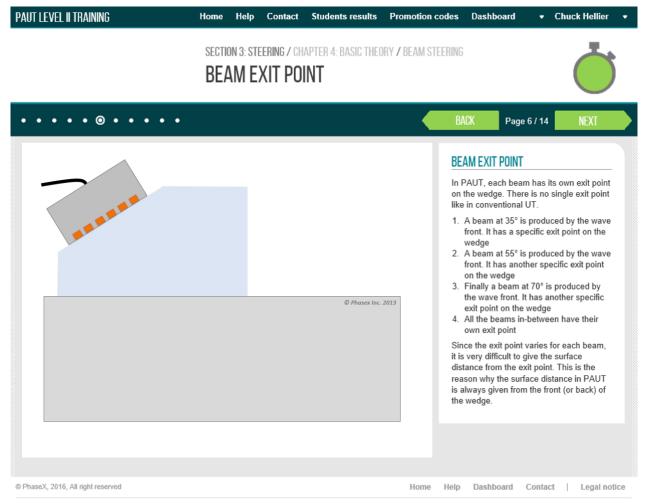
**Solution:** Use discussions between students rather than lectures



#### Teachers' point of view ADAPTING TO ONLINE TRAINING

**Challenge:** Settling arguments

Solution: Use the same online material the students used to settle arguments



# Conclusion ONLINE TRAINING: THE HUMANFACTOR

- Students appreciate the flexibility offered by online trainings
- Teachers appreciate having better prepared students
- Companies appreciate having their employees close-by while they study

# Conclusion ONLINE TRAINING: THE HUMANFACTOR

#### Thank you!