



TRAINING PLAN

INTRODUCTION	2
Levels: Technical, System, End-User	2
SYSTEM TRAINING	3
END-USER TRAINING	5
Goal:.....	5
Objectives:	5
Assumptions:.....	5
Approach:.....	5
Audience Analysis:	6
Deliverables:	7
End-User Training Milestones (to be developed...):.....	7

INTRODUCTION

Comprehensive education and training is a critical requirement for everyone involved with the planning and implementation of SunGard Higher Education's Banner software. As a result, Framingham State College is committed to making a substantial investment of time, money and personnel in Banner training and education. Training will be intense at different stages, and careful planning and scheduling is necessary in order to get the maximum yield from the College's investment. As a result, this technical, system and end-user education and training plan has been developed in order to codify a structured process that will deliver what is needed within the context of the overall implementation plan.

All users, trainers, and support personnel will need training and/or related support at different levels. Several levels and types of training are required and will be scheduled at the appropriate times during the planning and implementation phases.

Levels: Technical, System, End-User

Technical Training is required for the applications and system support team within the department of Information Technology Services (only). Technical training includes managing the new hardware, Oracle database and issues specific to the technical requirements of Banner. Training will be provided by SunGard Higher Education and Strata Information Group consultants.

System Training is required for the people who are leading the implementation and configuration of the various components of Banner for use within and across departments. This will consist of extensive training on Banner functionality and business process redesign as needed. Training and documentation will be provided to Team Leaders in order to prepare them to deliver system training to those functional areas that require more training on how to configure and use Banner (a.k.a. train-the-trainer approach). SunGard Higher Education consultants will provide this training. Strata Information Group will develop the plan and advise.

End-User Training for Framingham State College personnel will be provided on how to use Banner software to complete the tasks necessary in their areas of responsibility. The intent is to make the transition to Banner as easy and effective as possible. Training will be provided by Framingham State College personnel Team Leaders. Strata Information Group will help plan this training and SunGard Higher Education will provide limited assistance with producing training materials.

SYSTEM TRAINING

System training is not synonymous with end-user training. The objective of system training is to provide Framingham State College personnel an understanding of Banner features, functions, business rules, and processes that are required to setup and use the system. The knowledge gained from the system education and training will also prepare Framingham State College trainers to educate end-users.

Framingham State College, Strata Information Group, and SunGard Higher Education will collaborate on the planning and delivery of system training. Each organization will have primary responsibility for certain aspects of planning, coordinating, and delivering the training.

Strata Information Group is responsible for:

- Identifying the various groups that need to be trained
- Developing training curriculum for each group
- Identifying the mode of training for each piece of the curriculum
- Establishing timeframes for each training session based on the implementation plan
- Preparing assignments (or to-do checklists) that follow each system training session

SunGard Higher Education is responsible for:

- Scheduling the training based on Strata Information Group timeframes
- Providing a trainer
- Communicating suitability (target audience) for each training session
- Communicating expected duration of each training session in advance
- Providing a course description (course format, prerequisites, course content, course objectives/desired outcomes)
- Delivering training materials
- Providing trainer evaluation/feedback mechanism
- Preparing trip reports within one week of onsite training

Framingham State College is responsible for:

- Location and facilities for the onsite training sessions
- Duplicating and distributing training materials
- Identifying individual participants and confirming their attendance
- Attending training sessions
- Providing feedback on trainers
- Learning how to operate Banner
- Completing assignments

The schedule for *system training* is posted on the Unified Digital Campus project website.

Strata Information Group Consultants will be onsite during each week of the SunGard Higher Education system education training, and will actively participate in assigning tables and rules for creation to Framingham State College staff. They will also provide support as needed to the SunGard Higher Education trainers with regard to configuration decisions to help training run smoothly. Finally, they will leverage the classroom dialogue to provide further input and refinement into the project plans and work assignments.

Strata Information Group Consultants will also be onsite following each week of the system training. During the subsequent consulting visit the SIG consultant will work with the Team Lead and team members of the appropriate work teams to make sure the necessary configuration activities are being address by FSC personnel. They will also field questions from any and all work team members and team leads as the work for the project will be cumulative and many questions will arise from work teams across modules and systems. The SIG consultants will also help facilitate the identification of many ad-hoc meetings required so that the team leads can present information and make timely and informed decisions. Further, the SIG consultants will work directly with the Team Leads to prepare the monthly module status report. As time allows, the SIG constant will also assist the FSC teams with hands-on configuration activities.

END-USER TRAINING

The Framingham State College *end user training coordinator* will be responsible for developing a plan to provide end-user training for College personnel who will use Banner to complete the tasks necessary within their areas of responsibility. This plan will be developed in partnership with Strata Information Group and Framingham State College Team Leads. Training will be a comprehensive, ongoing process which will involve education, skills development, and evaluation.

Goal:

The goal of the end-user training is to ensure that Framingham State College personnel are provided with the technical skills and procedural knowledge necessary in order to successfully conduct College business in an efficient manner utilizing Banner software.

Objectives:

- ☐ Identify and deliver organizational change, navigation, concept and application training to end-users;
- ☐ Identify end-users to be trained to meet respective go-live dates;
- ☐ Deliver training in various formats to best address the learning styles of College employees;
- ☐ Develop a schedule that staggers training in such a way as to ensure that the core business functions of the College continue;
- ☐ Prepare end-user training materials that will serve as a desk reference;
- ☐ Evaluate the effectiveness of the training experience and provide a feedback mechanism to improve the process;
- ☐ Ensure that a mechanism is in place to foster open communication;
- ☐ Keep the morale of the end-users a high priority.

Assumptions:

This plan assumes that training will be considered a priority and individual work areas will develop a plan to accommodate faculty and staff who are being trained and will need to be out of the work area.

Approach:

Using a train-the-trainer approach, end-user training will be delivered using a variety of methods including instructor-led workshops, user guides and online resources. A general orientation will be provided when training faculty and students. Initial orientation training will be conducted in a variety of formats to meet the time needs of each end-user. Compact disk training tutorials and instructor-lead classroom sessions will both be available to provide maximum flexibility to those to be trained. The schedule of classroom training will be published in advance and several sessions of the same orientation training will be offered to provide ample opportunity for this training modality.

Initial go-live end-user training will be offered just prior to the deployment of each Banner software module. Individuals working in back office administrative operations, academic support office operations, deans, faculty, advisors will not be able to access the new system without prior training.

The scope of the go-live end-user training will consist of the following:

- **Preparatory Training** (process change and navigation)
- **Application Training**
- **Accessing Standard Reports and Population Selections**

End-user training will be customized for the characteristics and duties of specific audiences. Training will be closely tied to the work tasks and duties of those receiving training and as the Banner modules are deployed.

Framingham State College has primary responsibility for end-user training, with support from Strata Information Group and SunGard Higher Education. Each organization will have primary responsibility for certain aspects of planning, coordinating, and delivering the training.

Strata Information Group is responsible for:

- Identifying the various groups that need to be trained
- Training curriculum for each group
- Mode of training for each piece of the curriculum
- Timeframe for each training session based on the implementation plan

Framingham State College is responsible for:

- Scheduling the training based on Strata Information Group timeframes
- Providing a trainer
- Confirming participants
- Developing training and reference materials
- Location and facilities for the onsite training sessions
- Duplicating and distributing training and reference materials
- Identifying individual participants and confirming their attendance

SunGard Higher Education is responsible for:

- Providing templates for training materials and desk references
- Computer based training content (e.g. Banner general navigation training)

Audience Analysis:

Determining who needs training is a key element for the project to be successful. All members of the campus community needing access to Banner at any level must receive appropriate training and/or access to resources. These include (but are not limited to) people working in back office administrative operations, academic support office

