



LEARNING CENTER

GET TO KNOW THE LEARNING CENTER

The Benco Dental Learning Center was redesigned in October 2019 and migrated to a **new, faster server**. It contains **154 active courses**, with **27 new courses** added this year. A total of **1545** active associates use the platform. Two in-house instructional designers create content. A new course can take **9 weeks to create** in a full 10-18 week process, depending on scope and feedback. There are **7 stages** of course development.

FORMS OF TRAINING

You may request Instructor Led Training (ILT), eLearning, or training media such as interactive games, quizzes, and videos. The learning center focuses on the 6 tenets of adult learning in any interaction while aiming to solve everyday problems, just in time, for effective retention.

In addition to the transfer of learning platforms (from Power Point to Articulate) the Learning Center can help revise old courses, create new courses, and help learning leaders navigate and manage content and reports.

GET A PROJECT STARTED

Request course content to be hosted on the Benco Learning Center or consult with an Instructional Designer about a training element via email:

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See the infographic on the next page to learn more about the process of creating training.

TOTAL COURSES

154

ASSOCIATES

1545

DESIGNERS

2

COURSES

27

TIME TO CREATE A NEW COURSE

9 WEEKS

STAGES OF DEVELOPMENT

7

01

Project Intake

1-2 Days

Project requester offers access to resources
L&D team meets with requester
Requester completes the Learning Center Intake form
Department learning leader and SMEs are identified

02

Plan Strategy

3-6 Weeks

Needs Analysis: Defines direction and format
Learner Analysis: Defines attitudes, perceptions, and learner knowledge
Set objectives, time lines, and plan evaluation strategy

03

Storyboard

1-2 Weeks

Gather media
Draft a storyboard
Present storyboard to project lead

04

Design & Develop

3-4 Weeks

Determine appropriate software
Develop content using templates, guidelines, and checklist

05

Pilot

1-2 Weeks

Set access for all pilot testing
UAT (User Acceptance Testing) different devices, browsers, permissions
*Full format practice presentation for instructor led training
Revise based on feedback

06

Publish

1-3 Days

Upload final learning content to Learning Center or other platform
Approval and Sign-off

07

Wrap Up

1-4 Weeks

Evaluate process
Package and archive all source files
Assist managers as they oversee reports and encourage completion
Send learning boosters until skills have been integrated into daily tasks
Plan the review/revision cycle

LEARNING CENTER

PROJECT TIMELINE