



# OPPLearn

Lessons Learned and Future Direction



## E-learning Program in the OPP

- The OPP LMS was introduced in 2007-2008 for the purposes of tracking OPP training records.
- Following the introduction of the OPP LMS, the OPP E-learning Program was launched in March, 2010 with the introduction of *OPPLearn*, the OPP E-learning platform.
- The OPP E-learning Unit consists of instructional design and multimedia programming specialists who report to the Manager & Chief Instructor, Leadership and Design Unit, PPA.



## E-learning Organizational Structure



## Performance Measures

- Since its introduction in March, 2010 the OPP E-learning program has recorded over 82,000 online course completions through *OPPLearn*.
- Course completions have been progressively increasing since 2010, with over 30,000 online courses completed through *OPPLearn* in the last 12 months.
- On average 3,000 unique users access *OPPLearn* on monthly basis contributing to approximately 5,000 total monthly visits.
- 140 training videos (OPP, OPVTA and others) are available via the *OPPLearn* portal to users across the Province.



## E-learning and LMS Challenges

- Organizational acceptance
  - Is your organization ready for the shift? Is E-learning still seen as 2<sup>nd</sup> grade training in your institution? Do you get knowledge transfer?
  - Is there benefits to online delivery over conventional styles? Distance/travel savings, locations, deployment model.
  - Can you fit online learning into the shift/deployment schedule?
- Do you have the infrastructure in place to deliver training?
  - i.e. sufficient computer resources, quiet office space and network capabilities.



## E-learning and LMS Challenges

- LMS implementation costs
  - Can you sustain the costs and will they lead to returns on investment? Can you afford the costs of customization to match your processes?
- LMS Servers and administration
  - Do you have the IT supports needed to maintain your database, webservers, development servers, including regular back-ups, recovery, troubleshooting
- Ongoing program support and maintenance
  - Do you have the staff to provide user support including course registrations, login issues etc.



## E-learning and LMS Benefits

### ACCESS TO E-LEARNING CONTENT

- E-learning course content available to all OPP personnel on demand
- Ability to view training video collections
- Course registration process with self enrolment options
- Ability and capacity for custom and rapid course development based on organizational needs
- Region/Bureau specific content delivery available based on built in detachment locations



## E-learning and LMS Benefits

### REAL TIME ACCESS TO TRAINING RECORDS

- Access to database with employee training records real-time
- Validated records dating back to approximately 1997
- Easy access to confirm employee training status, dates, etc.
- Option to allow designated Regional/Bureau personnel with ability to access data
- Training records consolidated for all Academy, OPC, CPC, and CFLL courses



## E-learning and LMS Benefits

### COMPLIANCE REPORTING AND AUDITS

- Annual PSA compliance reporting for IST
- Bi-weekly/Monthly reporting to Regions/Bureaus regarding current course completion progress
- Ability to design custom compliance reports as required, currently provided on quarterly basis
- Ability to provide access to data for other areas of the organization, i.e. CEW training/qualification status reports for weapon carry.



## E-learning and LMS Benefits

### INSTRUCTOR CAPABILITIES

- Instructor specific roles are available for both online and conventional courses
- Ability to access courses and update completion status
- Options to add/remove/edit student lists
- Access to CTS and supporting documentation
- Options to include forums and other teaching tools



## E-learning and LMS Benefits

### PERFORMANCE AND LEARNING PLANS

- Ability to move PDPs/PDLPs to an online format
- Flexible structure of steps/adaptable to current process
- Access to police course catalogues for training requests and learning plans
- E-mail reminders to complete/approve plans
- Reporting features re: completion rates, timeliness etc.



## What's in the Future?

- Continued blending of conventional in-class courses, providing online pre-study modules where applicable.
- Design of E-learning modules that are engaging and interactive, focusing on developing effective judgment and decision-making skills through the use of branching scenarios.
- Addition of Performance Plans to OPPLearn.
- Provide students with online access to course requests and registrations.
- Addition of automated e-mail notifications re: course registrations, performance plan updates, etc.
- Enhancement of training and resource content on OPPLearn to provide a one-stop access to training resources.



## What's in the Future?

- Addition of mobile (m) learning and mobile course apps to allow users to access learning content for mobile devices.
- Add a feedback loop to provide students with opportunities to provide course feedback and correct discrepancies in employee data.
- Increased use of webinars such as recent Native Awareness Seminar Series.
- Addition of forums for pre and post-course discussions and course resource distribution.
- Enhanced reporting capabilities for Region/Bureau administrators including real-time access to learning records and reports.