ITPB meeting

Tuesday, June 10, 2014
Lynda.com

License model: Campus-wide (offers equal access to high-quality online training & deep discount @2.50 per person per year)

Commitment: 3-year funding commitment with review at end of period

Funding Model/Source: Common Good; TIF

Amount requesting: $495,000 ($165,600 average per year)

Major Features:
- Seamless, high-quality training videos
- Accessibility: +/- 90% closed captioning + transcripts
- Over 800 technical, design, and business courses
- In-house course design and editorial process; Screen test for all instructors
- Consistent course structure and design
- Consistent production quality (audio/video)
Current usage - 12 months

- 3,414 Users: 66% Employee usage; 34% Student usage based on hours of training
- 1,720 unique courses viewed *(for at least 10 minutes per course)*
- 2051 completion certificates earned *(completed courses)* across 831 individual courses
- Top 100 courses = 10,074 hours total
- Total hours of training = 19,520 hours total
Current usage -12 months

Top 100 courses categorized
April 11, 2013 - April 11, 2014

<table>
<thead>
<tr>
<th>Category</th>
<th>Total Hours</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programming/web development</td>
<td>3,854</td>
<td>38.3%</td>
</tr>
<tr>
<td>Microsoft productivity</td>
<td>2,547</td>
<td>25.3%</td>
</tr>
<tr>
<td>Graphics/video editing</td>
<td>1,875</td>
<td>18.6%</td>
</tr>
<tr>
<td>Statistics</td>
<td>498</td>
<td>4.9%</td>
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<tr>
<td>DIY Website creation</td>
<td>475</td>
<td>4.7%</td>
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<tr>
<td>3d animation/modeling</td>
<td>226</td>
<td>3%</td>
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<tr>
<td>Photography</td>
<td>303</td>
<td>2.2%</td>
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<tr>
<td>Professional development</td>
<td>60</td>
<td>0.7%</td>
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<tr>
<td>Audio production</td>
<td>40</td>
<td>0.6%</td>
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<tr>
<td>Presentations</td>
<td>40</td>
<td>0.4%</td>
</tr>
<tr>
<td>Crystal reporting</td>
<td>44</td>
<td>0.4%</td>
</tr>
<tr>
<td>Google analytics</td>
<td>40</td>
<td>0.4%</td>
</tr>
<tr>
<td>Data Visualization</td>
<td>72</td>
<td>0.4%</td>
</tr>
<tr>
<td></td>
<td>10,074</td>
<td>100%</td>
</tr>
</tbody>
</table>
UC Learning center offerings - classroom training

Software and Technology

- Access (Level 1) - $90.00/person; 3 hours
- Access (Level 2) - $69.00/person; 3 hours
- Excel 2007 (Level 1, 2, 3) - $90/person; 3 hours per class; 9 hours total
- Powerpoint - $90/person (lynda.com offers 24 PPT classes)
- Managing Your social media presence - cost unknown

Supervision, Management, & Leadership (examples of courses)

- Adaptive Leadership - $96.00/person; 3.5 hours (targeting managers in high-level PSS, MSP classifications)
- Supervisory Principles workshop - $159.00 per person; 3 days; 21 hours

Career & Professional Development

- Understanding and developing emotional intelligence - $66.00/person; 2 days; 9 hours
- SEP, PDP - Free with acceptance into program; limited spaces and based on application
UC Learning center offerings - eCourses

**Software and Technology**
- BI Cognos certification - free; 7 classes
- Information Security Awareness - free; 1 class

**Supervision, Management, & Leadership (examples)**
- Creating interview questions and Rating guides
- Job Descriptions in PeopleAdmin
- Sexual Harassment: Prevention & Correction

**Career & Professional Development**
- no *eCourses* offered
Cost of training - Campus vs individual licenses

lynda.com

Campus license - Approx. $165,200 total per year for unlimited courses, unlimited people (Apprx. $2.50/person/year based on 66,000 FTE)

Individual Licenses - $1,024,200 per year (based on $300/user/year) - based on 3,414 users
Cost of training
- in house vs. lynda.com

UCLA CHR in-house training

Average cost of training - $85 per person/class

Average class length - 3 hours (Excel, Access)

Average cost of training = $28.33/hour

Total cost of lynda.com training (using CHR average rate)

@19,520 hours = $553,000 ($28.33*19,520)

@10,000 hours = $283,333 ($28.33*10,000)
Cost of training - *external vs. lynda.com*

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**CHR training portal refers people to lynda.com**
In summary:

- Most courses taken are related to software training
- lynda.com is more cost effective as campus-wide license @
- Metrics show continued use of system over 3 years
- Demonstrates value and flexibility of online training
- CHR classes mostly geared mostly towards compliance, hiring, and managing UCLA specific processes or systems
Overall benefits

- Supports Digital Citizenship
- Equal access to high-quality training across variety of subjects
- Available courses that are up-to-date with industry software versions
- Equips IT staff to support faculty and students
- IT Accessible - provides closed captioning with ability to search text of videos
- Supports teaching faculty as tool to help students learn
- Provides multi-platform training (MAC, PC)
- Cost-effective, flexible alternative to instructor-led training
- Helps maintain technical proficiency and certifications
- Allows for flexible training schedule
- Certificate tracking for planned training
Community feedback

- **IT Services** - expanded technical knowledge (*Java, jQuery, CSS, Excel*)
- **MITS** - developed project management skills (*MS Project*)
- **School of Law** - increased skills to support high demand from students and staff
- **CDH** - trains the trainer (IT staff) to support faculty and students
- **TFT** - used to train all new employees (*Word, Excel, Powerpoint, Access, and web design software*)
Potential uses

- New skills can provide employees with more career expansion opportunities
- Units can organize group training “meet-ups” across IT and non-IT faculty and staff, providing opportunities to increase learning
- Well-rounded training in other subjects, such as project management, time management, communications and presentation skills
- Target undergrad, grad, and post-docs students for professional development
- Potential for campus wide use and commitment to continuous learning
Subcommittee members

- Sue Phares, IT Services
- Sim Grewall, Finance
- Michael Samojlik, CDH
- Geetha Sendhil, Finance
- Davida Johnson, OIT