



Custom Online Training / Training Support - Online / Online Assessment and More...

The Los Rios Community College District's Training Source and Government Training Academy have years of experience designing, developing, and delivering custom online solutions. Call or contact us for a demonstration or to discuss your needs. **See contact info at bottom of page.**

Some of our successes include:

The Virtual Call Center Simulator:

You have to check out this unique tool created for the Community College / Call Center Consortium and used by many call centers. The Virtual Call Center Simulator (VCCS) simulates good and bad calls and contact center representative responses. It is a great interactive tool that gets results and can be customized for your firm or used as a model to develop an online tool to support your own training. Go to www.myvccs.org and follow the instructions for limited or demonstration access to the course. You'll be able to explore the site with visitor privileges. A combination of Real Audio tracks and JavaScript interactions introduce and reinforce customer service skills for call center representatives. Call and ask for full access to the site.

Online Phlebotomy Course

A 20-Hour Online course for Working Phlebotomists (No! They're not the ones who read the bumps on your head... those are Phrenologists. Really! Look it up...) Phlebotomists are the ones who draw blood in hospitals and clinics throughout California. When the CA Department of Health needed an online course to boost the skill set of working phlebotomists, they asked us what we could do. We showed them by building this course that has been taken by thousands of phlebotomists to meet their regulatory compliance requirements... Try the demo; it's the second course listed in the online catalog: <http://losrios-training.org/courseserver/atutor/browse.php>. Hosted on the ATUTOR Learning Content Management System (LCMS), JavaScript and Flash work together to deliver engaging and relevant content for Phlebotomists working in California,

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The Government Training Academy (GTA) and the Training Source are custom training divisions of the Los Rios Community College District that specialize in partnering with government and business to design, deliver, and measure the impact of performance solutions. Some of our many Performance Solutions Include: Assessment / Customized Training Programs (classroom and online) / Coaching / Measurement of the Value of Performance Solutions / and Other value-added Services to Assure that Training has a Real and Measurable Impact:

Bruce Winner, MBA and ROI Consultant
Custom Training Manager
Los Rios Community College District

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Featured today! At the E-Learning Demofest....

Ask David Hyde or David Wyatt about:

Online Entomology Course (Yes, a bug course!)

When the California Dept of Food and Agriculture (CDFA) needed a course for their border inspectors (Those men and women who quiz you about your car's contents, when you return from Reno) they asked if Los Rios could produce an engaging training series that the inspectors could take anytime. The result: A 20-hour introductory course and a 20-hour advanced course on insect identification and other pertinent and useful information for inspectors.

Hosted on the ATUTOR Learning Content Management System (LCMS), HTML, FLASH, and JavaScript content introduces and reinforces valuable species identification skills required by border station employees throughout California. Ask for a demonstration today or give us a call for more detail.

In Development – Online Botany Program

The CDFA like the Entomology course so much, they asked us to develop an **Online Botany Program** that is now in development. If you are interested, ask David and David about it today.

Online CALTRANS Contract Training Program

Take a look at this sample business skills training course we produced for CALTRANS that provides disadvantaged business enterprises (DBEs) some of the fundamental skills necessary to successfully contract with CALTRANS: <http://docebo.caltranscontracttraining.com/>. *Hosted on the Docebo Learning Content Management System (LCMS), this course uses Xerte components and Audacity to deliver content and assess learners' progress. This is a public access course, so you can register and participate for free. You will need to register at the site to use it, but there is no cost involved.*

Other online tools and how we use them:

We believe that online tools can add REAL VALUE to your training programs!

How?

- By building replicable assessments that prove the value of training
- By providing an easy and low cost means of doing course orientations and post-course application sessions (to boost the transfer of training... i.e. Make the Training Stick)

We use our online site to:

- **Build Pre- and Post-Course Assessments to evaluate learning in our training programs**
We have many examples of evaluations we can demonstrate or share with you. The online assessments provide a great way for students to see the progress they have made and they provide great information for you to show management. *See sample at the booth today.*
- **We've even built an online 360% Evaluation for a Leadership Training Program** for Sacramento County. This 360% evaluation was customized to reflect the competencies for the program, was entirely online, and allowed input from 10 peers, supervisors, reports and clients. The evaluation instrument – A huge hit! *Call to discuss a similar tool for your firm.*

NOTE: This document will be posted on the ASTD site post-conference so you can easily copy and paste the links cited in this document.

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