



Iowa Municipalities Workers'  
Compensation Association

# MEMBER SPOTLIGHT

JULY 2023

## THE TIMING WAS RIGHT: TRANSITIONING TO LEARN

Providing relevant and accessible training to our members has always been a major priority for Iowa Municipalities Workers' Compensation Association (IMWCA). Several years ago, IMWCA began its on-line based training journey with First Net Learning. While the service was a good first step in getting our members used to using an online training program, it had several technical quirks that limited its desirability. Lucky for IMWCA and its members, First Net Learning combined with NEOGOV'S LEARN platform. NEOGOV is a public sector-focused human resources management system, with a variety of platforms. The key element in making the move to LEARN from FirstNet was that NEOGOV was able to export our historic transcripts to the new platform.

### Transitioning our Members

On July 1, 2020, we launched the new platform. Before the actual launch, IMWCA staff underwent a significant amount of training on managing the platform, including our role as administrators. Because of the different layers of functions in the LEARN platform, we found it useful to do the staff training in increments to practice and gain confidence. NEOGOV was also instrumental in the successful launch by hosting beginner training webinars monthly. This gave our members real-time access to their accounts and could work along with NEOGOV presenters to familiarize themselves with the system. These live webinars also allowed our members to ask questions while inside the system and work their way through issues with the assistance of the presenter. All of these webinars were recorded and placed on our website as a future reference for members new to the system or as a refresher for existing users.

The IMWCA Safety and Risk Improvement Advisers also spent a lot of time on the phone with our members to give them personal assistance. While the webinars were extremely helpful, there were always questions unique to each member. Zoom meetings were also key in helping members resolve their questions as we were able to see what they were seeing and help them accordingly.

### The Learning Curve

As our members became more capable of using LEARN, the next step was to hold additional monthly webinars for advanced users to go deeper into the system and utilize more of the capabilities. These webinars were also recorded and put on our website for access in the future. After three years, we continue to hold webinars for beginner users, intermediate users, and advanced users.

We also use our in-person site visits as an opportunity to show our members, who are not utilizing LEARN, the capabilities of the platform and the benefits of using an online system.

We are now in a position where when new members come on with multiple employees/departments, we can do in-person training with the administrators and department heads to get them all on the same page to use the system. We have gotten positive feedback on this, as it allows department heads to follow along with the training while using their account and making changes in real time.

## **Power User Groups**

To maximize the potential for all our LEARN users, IMWCA developed a Power User Group. This group consists of members who currently have demonstrated an advanced understanding of how to use LEARN and all of its capabilities. The Power User Group meets quarterly to share system functionality recommendations, including what upgrades they want to see, as well as discuss the upcoming enhancements NEOGOV is adding to the platform. This is a great way for IMWCA to gain feedback from daily users. We share the information from these meetings with all of our users through our newsletter and workshops.

## **Benefits of LEARN**

After using the platform our members have identified several benefits of using LEARN.

- Large selection of courses in different topics that are updated frequently. We currently have 350 titles to choose from.
- Easy for learners with all levels of computer literacy to access the platform.
- The ability for members to develop custom courses and policies. They can also add specific manuals (employee, safety, and equipment manuals) to the platform.
- Ability to easily develop learning plans.
- Easy for Management to track course progress, see which employees have taken specific courses, (times, logins, etc.), and how long was spent.
- Ability to use LEARN as a repository for internal and external training and certifications.
- The ability to easily add or remove employee users.
- NEOGOV updates courses and provides frequent platform enhancements based on member input.

In general, NEOGOV's LEARN platform has been a success for IMWCA. Our members like the content, ease of use, and NEOGOV's support. With several thousand enrolled users, the process to get to this point has been a positive experience for everyone.

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