



SavvyAcademy LMS Brings Aid to Lone Trainer at Mitchell, Williams, Selig, Gates & Woodyard, P.L.L.C.

Client

Mitchell, Williams, Selig, Gates & Woodyard, P.L.L.C.

- Linda Jones, Trainer

Challenge

- This busy firm has one trainer who is tasked with training current staff and new hires simultaneously. They sought a learning management system that would enable employees to take classes at their desk, attain certifications in various skills, and also allow the trainer to monitor progress on a staff-by-staff basis and award prizes as incentives for course completion.

Solution

- SavvyAcademy LMS

Results

- The firm has been able to address all of its challenges and reports: "Staff have been very complimentary about the courses. Comments have ranged from, 'I've learned so much' to 'This was fun!' to 'I know the programs very well, but I even learned something new.'"

"Their willingness to update and improve the LMS is a daily task they provide and there is continuous communication between Savvy and LMS administrators."

Linda Jones, Trainer



Challenge:

The firm sought an LMS that would help them with the following concerns:

- Current staff needed to improve their skill sets
- Some new hires had limited or no experience with the Microsoft Office 2010 Suite
- The firm has only one trainer with limited assistance from the IT Department
- Often, the trainer faced different positions (assistants, attorneys, law clerks) starting simultaneously or on subsequent days before she was through training others, so she was not able to work with each person at the same time
- The firm also wanted to convey billing procedure information so everyone would receive the exact same information

Solution:

Mitchell, Williams, Selig, Gates & Woodyard purchased the SavvyAcademy LMS and renamed it Mitchell Williams University (MWU).

Results:

Linda reports that firm uses the SavvyAcademy LMS to achieve the following:

- We use the LMS modules with current assistants, paralegals, floating assistants and paralegal support professionals to improve their skills. They like that they can work at their own pace within their available timeframe.
- For new hire orientation, we start new people on the courses prior to their beginning actual work for the firm to improve their skills for their positions and to familiarize them with procedures and specific programs we use. Having the LMS available allows part of the new staff to work with the LMS while I train other new people.
- When a person first enrolls in Mitchell Williams University, I give them an MWU-branded pencil caddy. They can use it on their desk as a visual reminder to visit MWU to complete courses or to use MWU to search for instructions on how to perform a specific task.



- Our staff confirms completion of courses by sending me copies of their certificates. I verify completion by matching the certificates to my records created from the LMS daily report and then process incentives for completed courses.
- We provide incentives of money and items once a course has been completed or passed. Incentives range from \$5 for courses without quizzes/exams to MWU-branded blankets, water jugs, water bottles with cooling sticks, power banks, credit card holders for cell phones, insulated grocery tote bags, auto safety tools, and \$100 for completion of a specific group of courses.
- I created Billing Procedures modules and published them to the LMS with Savvy's help and guidance. Now everyone receives the same procedural information to help our billing process work smoothly.
- If a person is having trouble with specific modules, I can help them individually by reviewing the modules with them and relating the curriculum provided by Savvy to our actual use of it. The way the courses are designed provides an easy way to work one on one with people.

- Utilizing the LMS Daily Report helps me keep track of progress and to remain aware of when a program is completed or if someone is having trouble completing a module.
- I am currently working on more courses with plans to eventually add all the specific programs our firm uses.

Linda reports that firm uses the SavvyAcademy LMS to achieve the following:

- Staff have been very complimentary about the courses. Comments have ranged from "I've learned so much" to "This was fun!" to "I know the programs very well, but I even learned something new."
- Users are excited about having modules for PowerPoint since that program is starting to be used by more attorneys as they become more technologically inclined with their presentations.
- It is easy to edit or add modules to the LMS. Savvy provides thorough instructions and offers personal help to administrators. Savvy is also available to answer users' questions or to help administrators with any issues they may encounter.

