



Examining the Benefits and Applications of the Summit Trainingweb® Online Training System

INTRODUCTION

It is important to find the most cost-effective and efficient training in the market in today's economy. Constant innovative technology advances are occurring everyday in the market to maintain a competitive edge and increase profitability for companies to succeed. Reducing training costs and using advancements in technology to stay ahead of the learning curve is what places Summit ahead of the competition.

Summit has equally embraced the use of the internet to deliver training to employees. Summit's online training platform, Summit Trainingweb® is one of the most user friendly and engaging training systems available. Currently, over 200,000 workers access Summit Trainingweb® to receive their safety and compliance training. Summit successfully launched the third upgrade of the online Summit Trainingweb® system in 2008 to rave reviews within the marketplace.

This white paper discusses some of the features and benefits of Summit Trainingweb® and provides fundamental information to answer basic and important questions concerning online training. If after reading it you still have questions or concerns, feel free to call our office at 800-842-0466 and ask to speak to one of our staff.

SUMMIT TRAININGWEB®

Summit Trainingweb® is Summit Training Source Inc.'s most advanced, user friendly and comprehensive online training platform available. Summit Trainingweb® provides an engaging interactive web-based format to deliver the accurate, proven content of Summit Training Source Inc.'s environmental, health and safety programs. Summit Trainingweb® utilizes new technology and quality content to increase the safety performance of employees.

Summit Trainingweb® fuses video, state of the art graphics, and interaction to achieve total learning potential. The My Training Plan for students, new in 2009, is exclusive to Summit Trainingweb® and includes many features and benefits that offer an engaging student experience. Summit's online programs provide the student with a combination of text, audio, animation, video and graphics to present the training material in an engaging fashion. Each lesson contains a safety quiz, and workers may communicate with system managers concerning questions or other information. Each program also operates with the Summit Trainingweb® learning management system (LMS) that allows systems operators or safety managers to keep records of each employee's training history, test scores, and progress.

Summit's powerful and easy-to-use customizing tool, the e-Maximizer, allows you to take your online training to the next level. Our programs are fully customizable, allowing customers to edit the text, audio, graphics and video to make the training program more relevant to their company. Customers may edit any online training program to include site-specific footage, training content, terminology, as well as company logos, standard operating procedures, and best safety practices.

Summit Trainingweb® can be delivered in two ways: Internet and Intranet. With the Internet form, a company purchases access rights and the course is housed on Summit's or a third party's server. For those who purchase the Intranet form, the company installs the necessary software on their Intranet server or purchases a fully loaded server from Summit. Regardless of how the program is hosted, Summit provides 24/7 technical support for all its online programs.

Summit Trainingweb® is also available in a content-only format. The content-only version offers all of the interactivity and technically accurate training material, minus the LMS database and tracking. This option is attractive for those customers who already have an LMS in place. In these cases, Summit works with the customer to create a bridge program to allow Summit Trainingweb® to interface successfully and seamlessly with the customer's existing LMS program. Summit's LMS supports non-Summit Trainingweb® AICC and SCORM courses and student data.

All Summit Trainingweb® courses are built using a SQL database and a template system. Individual pages of each course pull materials from one centralized database. This makes customization quite simple. Templates and control pages are developed in heavy VBScript for server side and JavaScript for client side communication.

BENEFITS OF ONLINE TRAINING

Summit Trainingweb® offers instantaneous delivery of training to all of your employees online in a browser-based platform that combines the technology of today with proven results-oriented content of Summit Training Source programs.

Online training is proven to be one of the most fast and cost-effective means of learning. Primary among these benefits is the potential for return on investment. Delivering safety training via a browser based, interactive program is a cost-effective addition to any training program. The original investment pays for itself through more efficient and flexible training, greater comprehension, and less time away from the shop floor for training. Business results are where you get your true return on investment. Effective safety training delivered online leads to higher productivity and improved time to market.

- **COST EFFECTIVE:** Reduces training time, eliminates travel expenses, shortens replication and deployment time and expenses, meets compliance requirements, and increases scheduling flexibility by going on-line.
- **24/7 ACCESS:** Training content is available anytime, anywhere.
- **GLOBALIZED DELIVERY:** Workers can access the same training program from any computer with Internet access.
- **INTERACTIVE TRAINING:** Interactions and questions throughout the program are engaging, using state-of-the-art graphics, animation, and audio and narration to keep worker's attention.
- **CUSTOMIZATION:** Programs can be customized, using the customization tool, to reflect specific company information.
- **SELF-PACED:** Each worker is capable of training according to his or her own schedule and comprehension level. The program tracks workers progress and bookmarks where the student stopped for easy reentry to training sessions.
- **SCALABILITY:** The Summit Trainingweb® components can be configured to meet nearly any system specifications or IT requirements.
- **LEARNING MANAGEMENT SYSTEM:** Each program comes with a learning management system (LMS) to record training performance as well as an administrator program.

- **USER-FRIENDLY NAVIGATION:** Summit Trainingweb® programs are easy to use, designed specifically for those with minimal computer usage skills. We incorporate universal icons and directions, along with full narration and help functions for comprehensive user support.
- **HIGH RETENTION:** Due to the engaging interactivity of each Summit Trainingweb® program, dropout rates are reduced. Workers interact in the learning environment increasing comprehension and retention of critical training materials.
- **CONSISTENT CONTENT DELIVERY:** Centralized administrative and customization functions mean consistent delivery of training material and content company wide.

The biggest benefit of online training, however, is that it eliminates the expense and inconvenience of getting the instructor and students in the same place. According to Training Magazine, corporations save between 50-70% when replacing instructor-led training with electronic content delivery. Opting for online training also means that courses can be pared into shorter sessions and spread out over several days or weeks so that the business would not lose an employee for entire days at a time.¹ Soft skills, industrial skills and safety, health and environmental compliance training are being conducted online and organizations are beginning to reap the monetary and qualitative benefits of implementing online training solutions for their employees.

FEATURES OF SUMMIT TRAININGWEB®

Expert Content	Video	Audio	Interactivity	Tech Support
All courses are thoroughly researched & reviewed by content experts, including Summit's certified OSHA trainer	Summit's online training courses include embedded video segments throughout the courses	All courses are fully narrated to engage students in the learning	Summit uses multiple real life interactions to achieve a total learning potential	US based, 24/7 tech support team. Students have access to email direct to Summit's tech support

¹ <http://www.thetrainingworld.com/articles/elearningadvantages.htm>

ENVIRONMENT OVERVIEW OF ONLINE TRAINING

Technology has changed the way we live, work, think, and learn. Today's workforce has to process more information in a shorter amount of time. New products and services are emerging with accelerating speed. Online training enables businesses to distribute training and critical information to multiple locations easily and conveniently. Employees can then access training when it is convenient for them, at home or in the office.

IDC, an IT market intelligence and advisory firm, estimates the global outsourced e-Learning market now exceeds \$5 billion and expects it to grow to \$14 billion by 2010. Experts find it difficult to calculate the precise size of the EH&S online training market, but they almost all agree on this: Online training will continue to grow at a much faster rate than videos, instructor-led, or other traditional training formats.²

In February 2009, ASTD's source for e-Learning, Learning Circuits, asked readers whether their organizations were considering e-learning as a way to extend the learning function during the economic downturn, 71 percent of respondents said yes.³ It is important to understand the different facets that are occurring in today's work environments. It has been proven that Summit Trainingweb® is a cost-effective way of implementing safety training to workers, while eliminating downtime and overtime and avoiding the hassle of scheduling.

SUMMIT TRAININGWEB® ENGAGES THE LEARNER

Market research indicates that boredom is a serious obstacle to safety training. Many of our competitor's programs do not contain high-end, engaging graphics, animation, and video. These programs are merely online "page-turners" that present EH&S content in text format only; these programs come across as boring, dull and unsuccessful. This is not the case with Summit Trainingweb® programs.

² <http://ohsonline.com/articles/2005/11/beware-the-dark-side-of-online-ehs-training.aspx>

³ <http://www.astd.org/LC/news.htm#041>

Summit's online courses fuse today's adult learning theories with accurate content, engaging flash animation and 3-D graphics. Providing accurate instruction with clear communication on best safety practices in a context that engages the student ensures retention of materials. Each course uses stimulating visuals, increasing student attention and comprehension of materials presented.

Effective online training programs contain high-end, engaging graphics, animation, narration and video. Additionally, online training programs should contain real-world interactions in which the student is required to apply learned information. Strategically placed throughout the course, interactions provide improved comprehension and retention of critical materials and content as well as a greatly reduced dropout rate.

The primary goal of online training courses is to engage and involve the user. By using a blend of workplace simulations, interactive activities, audio, images and text, Summit Trainingweb® engages and maintains the user's involvement throughout, ensuring that they regularly interact with and apply the materials being learnt. Online training has the flexibility to adapt to different skill levels. It can be set up to pre-assess the learner's skills and knowledge so that he or she does not have to take repetitive training. Summit Trainingweb® stimulates the mind of the students to fully achieve a total learning potential.

Summit's technically accurate content has been documented time and again to increase awareness and respect for workplace hazards and reduce accidents and incidents. Customers have reported significant reductions in incidents and cost savings by using Summit's training programs. After using Summit's *Driven Driver* safety program one company noted a 41% reduction in driver related accidents. Their insurance provider gave them a rebate of nearly \$800,000 dollars at the end of the year. The following 10 points are essential for any successful strategy for implementing online safety training:

Ten Points for Successful Implementation

1) Establish Objectives

It is vital that any organization understand exactly why they are implementing an online learning program. What benefits are you seeking? What do you hope to accomplish? By establishing specific objectives, you will have a blueprint available for step-by-step implementation of the system.

2) Promote/Sale Up, Down and Sideways

Implementation of any online learning system requires company-wide promotion and participation. Every level of the organization needs to be communicated with concerning the benefits of the program. Convince your workers and management of the positive features of this new learning tool.

3) Make the Technology Invisible

Workers should experience a seamless interface with Summit Trainingweb®. Programs should be easily accessed without any downloads or IT hurdles to overcome.

4) Know Your Audience

A company must gauge its workers' computer skills and learning abilities. Many industrial workers do not have advanced computer skills. A brief overview of mouse, keyboard, and basic computer skills could prove to be a wise investment in overall training.

5) Make Sure the Training Has Value

Workers should understand the positive value of the training they receive. Can your organization provide incentives and positive reinforcement for the training?

6) Have Someone Accessible

An administrator or supervisor should be within reach to answer questions concerning the program or training materials. Knowing that someone else is standing by to assist alleviates some of the anxiety for many workers.

7) Provide a Learning Environment

In addition to having someone available to assist workers taking the training, it is also important to have the training take place in an environment that facilitates learning. The training area should be free of unnecessary distractions and provide a comfortable setting for learning.

8) Facilitate Time for Training

Most Summit Trainingweb® programs take just under an hour to complete. The program does bookmark a student's progress, so it is not necessary for the student to finish any program in one sitting. In order to maximize the training experience, adequate time should be set-aside for the worker to complete all of the training necessary.

9) Promote Feedback

In order to fine-tune the implementation of any online learning program; solicit feedback from all of those involved in the training process. Encouraging positive feedback will enable you to increase the effectiveness of the training itself.

10) Establish Criteria to Measure Success

What benchmarks do you have for your training program? How do you know if you have been successful? By establishing a set of training goals early on in the implementation process, it is then possible to measure and document success along the way.

Successful online training programs keep workers' attention with interactive, state-of-the-art graphics, animation, and real video. Interactive online training should be more than a PowerPoint™ presentation offered over the web; it should engage the learner and reinforces learning through creative questions and exercises.

SUMMARY

Summit has developed Summit Trainingweb® online, interactive safety training to reduce the costs of training and delivery of programs, and to increase retention and learning comprehension. Summit Trainingweb® programs take advantage of advancements in technology to deliver the best safety training programs available.

The benefits of working with Summit online programs are numerous. Our engaging programs are specifically designed to improve comprehension of mission critical material. Each program is carefully designed according to the latest adult learning methodologies and practices. The result of interactive, online training is that your workers are engaged from the start with attention grabbing creative treatments and educational interactions and exercises that aid retention and learning.

For over 29 years, Summit Training Source has been a safety training innovator producing high-quality training programs in multiple formats. With over 300 environmental, health, and safety titles, Summit programs are the best in the industry. Summit provides training products to over 45,000 customers worldwide, keeping workers safe all over the world.

Summit's continuous growth and success has been based on delivering results to its customers. We do not make false promises based on "best-case what-if" scenarios. Our reputation is based on providing the products and results we say we will. We are confident that we will successfully serve your training needs by providing superior safety training programs.

Here at Summit Training Source, we are ready to assist you as you investigate and implement quality computer based safety-training programs. We will partner with your organization to develop highly engaging training programs that meet your specific needs in a cost-effective manner.

Customer Comments:

“Summit’s online courses cover all of the necessary information. Online training allows us to get people through training with the scheduling classroom time. Summit’s system is easy to use.”

Jim Sheeley, Safety Manager - Boston Generating Group

“Summit Trainingweb® offers a great selection of courses, and it is easy to sign our students into the system. I’m very pleased with Summit’s customer service.”

Ron Graves - Assistant Vice President of LC

“Summit Trainingweb® has given us the ability to have all of our employees train at different times without removing them from their day-to-day job. Summit’s layout and content set Summit Trainingweb® apart from other online training vendors.”

Nick Thackeray, Training Director - Staker and Parson Co

“Summit Trainingweb® has made a positive impact on our EH&S training goals. It is easy to use and our employees enjoy it.”

Safety & Quality Manager - Highway Transport Logistics

"Summit’s on-line training gives me a perfect combination of distance learning and class discussion. My students are able to review various Summit safety topics on their own time online, allowing me to use class time for case studies and interactive student discussion."

David Cox, GVSU OSH Management Degree Program Adjunct Faculty