

## Strengthening the education system.



### Client/Location

University of Illinois/  
Urbana-Champaign, Chicago, &  
Springfield, IL

### Project

Training university staff on how  
to best use the new,  
fully-integrated ERP system

### Highlights

- Designed and developed the training program to be distributed across all university campuses
- Catered to various divisions of the university's operations
- Ensured maximum impact from training and learning material through a focused and coordinated approach for ongoing new-hire training



Mastech Digital is a certified minority supplier with the National Minority Supplier Development Council.

## Major accredited state-level university required immediate assistance for ERP training and support

### Client Challenge

The University of Illinois needed to consolidate and migrate numerous student and financial systems into a single ERP. The university selected a third-party software vendor to implement the application that would unify processing among its multiple campuses. Mastech Digital worked closely with the university as well, as the software integrator, to determine training and documentation requirements for the end-users of the new system.

The results of the analysis indicated that training and performance support would need to be developed and delivered to all end-users to address at least 49 different content modules.

Training and support materials would also need to serve as reference material after the initial training program was completed. The training would need to include a variety of delivery methods.

### Mastech Digital Solution

Mastech Digital assembled a 28-member team for the project, including instructional designers, course developers, quality assurance professionals, and a project manager to address the university's needs.

Delivery methods included a blended approach: instructor-led training, web-based training (WBT), and end-user job aids/quick references. Training involved fully engaged hands-on use of the system by all participants. Team members also coordinated the development and maintenance of a training database for use with all the training modules.

Courses included the following topics: Finance, Accounts Payable, Registration, Academic Records, Recruiting, and Payroll.

### Outcomes

Both hard copy and electronic versions of all the training materials (instructor guides, participant guides, job aids, and web-based training) were delivered to the client.

Mastech Digital worked closely with the client to constantly monitor effectiveness and adjust the approach to ensure a quality learning experience and maximum knowledge retention for each of the client end-user groups.

#### CORPORATE HEADQUARTERS

1305 Cherrington Parkway  
Building 210, Suite 400  
Moon Township, PA 15108

#### LET'S GET IN TOUCH

Toll-free: +1.800.627.8323  
Phone: +1 412.787.2100  
Fax: +1 412.494.9272

#### EMAIL

experience@mastechdigital.com