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City of Carlsbad | REc. Admin

Scope Management Plan

Activenet Trainer

# Desired Outcomes/Requirements

* Development of proactive training tool that will assist staff from the Parks and Recreation Department to use the ActiveNet System
* Users will be able to take courses "a little at a time" so the tools are helpful, nonintrusive, and referable at a later date
* Reduction in inefficient and wasteful time with simple errors that could have been easily avoided
* Informing staff of policy and practices with common elements
* Reduction in mixed responses to customers from staff when determining eligibility for enrollment, refunds, and other provided information
* Information and policy changes can be easily passed to staff who otherwise are left with trickled-down information
* Reduction in potential liability to the city
* Staff from other locations will have a better understanding of procedures and communication with errors will be easier to follow
* Adaptive learning to adjust to staff's current skills and learning techniques
* Analytics and Analysis using peer discussion boards, embedded analytics tools, and onboard tracking systems to keep supervisors informed how well their staff know their policies, procedures and practices
* Scalable to be accessible and used for other departments with similar requirements
* Uses additional resources to apply different learning techniques to staff members for immersive content

# Inclusions

* Quality Control on a module-by-module basis
* Documentation including change logs, status reports and lists of completion on a per-update basis
* Overview of content covered at the end of each module in a PDF (or similar format) that can be downloaded and used at a later time by trained staff members
* Peers from other centers and locations that contribute to the overall knowledge of proper procedures and policies

# Exclusions

* Access to corresponding features within the system based on modules completed