

Big Brothers Big Sisters Enlists ExpertusONE LMS to Ready Training for 630,000



Leading non-profit now delivers a more consistent, comprehensive and immersive training experience due to ExpertusONE's unified formal and informal learning environment and next-gen, cloud-based architecture.

Challenge

With 360 agencies and hundreds of thousands of children (“Littles”), volunteer mentors (“Bigs”), families and employees across the United States, Big Brothers Big Sisters (BBBS) was looking for a highly efficient and effective learning delivery system. While the organization already had an internal legacy LMS, online training programs and travelling training seminars, it needed a more advanced, easier to use/access platform for delivering consistent, day-to-day training messages, practices and processes to internal and external learning audiences nationwide.

“The ultimate goal for Big Brothers Big Sisters is helping our Littles find their spark (talent) and developing it into a rewarding career,” Charles Pierson, Big Brothers Big Sisters of America’s President and CEO, said. “Providing dynamic, best-in-class training is the number one way we can continue to accomplish this critical business objective.”

In addition to establishing a more prolific learning program with uniform messaging and 24/7 online access, BBBS was also hoping to:

- **Broaden LMS reach to external learners** – In addition to bettering the features and functionality of its legacy LMS (which only served internal employees), the organization wanted to extend its LMS’ reach to external learning audiences.
- **Grow the learning platform exponentially** – Initially starting with a test program of 1,000 users, BBBS needed a learning system that could dynamically scale to serve its goal of 630,000 learners... and beyond.
- **Improve learning access and adoption/usability** – Since agencies are located across the country, the network sought to centralize all training courses and content and make them easier for learners to access and use.

- **Capture best training practices** – While many agencies had superb training policies, BBBS wanted to enhance how they capture and replicate them, and improve agency-wide consistency... which would greatly benefit the entire network.
- **Standardize certification programs delivery** – With multiple programs and both online and in-person delivery, the non-profit desired an easy, productive way to standardize its application certification training.
- **Track performance and outcomes** – To ensure ongoing success, BBBS needed a way to automate tracking of all “match” (Little and Big pairings) training-related performance and effectiveness.
- **Provide multiple, customized learning portals** – Since BBBS serves multiple learning audiences, it required the flexibility to furnish custom, meaningful portals for volunteers and employees (and, in the near future, youth, families and board members)... all pulling from one, centralized learning database/platform.



About Big Brothers Big Sisters

As the nation's largest donor and volunteer supported mentoring network, **Big Brothers Big Sisters'** mission is to provide children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever.

Partnering with parents/guardians, schools, corporations and others in the community, BBBS carefully pairs children ("Littles") with screened volunteer mentors ("Bigs") and monitors and supports them in one-to-one mentoring matches throughout their course.

The organization holds itself accountable for children in the program to achieve measurable outcomes, such as higher aspirations; greater confidence and better relationships; educational success; and avoidance of delinquency and other risky behaviors.



Solution

After an extensive search of top LMS providers, Big Brothers Big Sisters signed a three-year contract to use Expertus' new-gen LMS, ExpertusONE, to take its nationwide mentor matching, training and support services to the next level.

About ExpertusONE

ExpertusONE is an entirely new breed of LMS – one that's based on cloud and Web 2.0 technologies and built with learners and performance in mind.

By employing the principles of heuristic design, ExpertusONE surpasses the limitations of traditional LMSs and provides a far more intuitive, engaging and responsive learning experience. An experience that:

- **Leverages** the collaborative nature of the cloud
- **Embraces today's** social and mobile technologies
- **Connects and engages** all internal and external learning audiences

[> View on-demand demo](#)



“At Expertus, we apply the ‘power of simplicity’ across our leading-edge technologies, services and solutions,” Kathleen Waid, Expertus’ Sr. Director of Client Services, explained.

“This is why ExpertusONE transcends legacy LMS complexities and delivers a next-gen, user-focused learning environment that’s as engaging as Facebook, as immediate as Twitter and as relevant as Google.”

ONE Solution, Big Benefits

Big Brothers Big Sisters chose ExpertusONE (rebranded internally as “Impact U”) because of its innovative unified learning environment that integrates formal, informal and social learning for a more comprehensive and immersive experience.

Specific ways ExpertusONE has helped the mentoring organization hurdle its former training challenges are:

- **Cloud-based Design, Access & Scalability** – Learners gain instant access to 300+ online courses, webinars, in-person training materials and other learning docs from anywhere in the world; this new-gen cloud architecture will also dynamically grow and evolve with BBBS’ expanding internal and external user base.
- **Enhanced Usability** – Simple, intuitive navigation enables users to quickly search, review and launch courses/ documents and gain instant access to transcripts and course statuses... all from one location.
- **Social Learning & Collaboration Tools** – Online collaboration with network members is now offered via integrated social networking and informal learning tools.
- **Best Practice Forums** – Designated areas for sharing, tracking and developing proven best training practices are also available.

- **Standardized Certification Programs** – Training offerings can now be grouped together with options for blended delivery methods; learners receive automated reminders about upcoming training and certification expirations.
- **Advanced Analytics & Reporting** – Curriculums, such as Program Manager Certification and CEO Orientation, are displayed in an easily recognizable layout where users can view progress, track completion and measure performance.
- **Flexible UI Design** – Thanks to ExpertusONE’s exceptionally adaptive architecture, Expertus has completed two branded user interfaces for volunteers and employees, with a third scheduled for families; all pull from the same centralized learning platform.

“We are very pleased to bring a comprehensive, robust, cutting-edge learning platform to the Big Brothers Big Sisters network,”

John Kulikowski, Big Brothers Big Sisters’ Director of Learning and Development, said.

“Strong mentoring matches are long matches that are more likely to lead to the proven outcomes that are unique to Big Brothers Big Sisters and those for which we hold ourselves accountable – educational, behavioral and socio-emotional improvements. This training also supplements regular match support, which is the foundation for safety and helps differentiate us from other mentoring organizations.”

“Exemplary, professional training of our staff and participants,” he continued, “is critical to enabling our mentoring matches to be safe, strong and enduring. And ExpertusONE makes this possible.”

ExpertusONE At-a-Glance



Home Page



My Learning



Collaboration



Training Catalog



Implementation Made Easy

Expertus and BBBS' implementation teams worked in tandem to quickly build a reliable technology foundation that seamlessly integrated existing training programs into the new learning system.

"It was also critical," Waid clarified, "that the old LMS data being migrated into the new ExpertusONE platform was cleaned up so Big Brothers Big Sisters could start fresh with error/glitch free content... and then stick to our LMS' proven data entry procedures which ensure clean and accurate data going forward."

Additionally, Big Brothers Big Sisters recruited the help of prominent off-the-shelf eLearning vendors to enhance the value of their training programs. And to enlist full adoption of Impact U, they instituted a comprehensive communications program with multiple training sessions, a promotional video, email messaging and personal demonstrations at BBBS' annual leadership conference.

Impact U for Volunteers Promotional Video



"Expertus is known for delivering a high level of service and support to its clients. In addition to launching ExpertusONE, we'll continue to work closely with Big Brothers Big Sisters beyond implementation – leveraging our years of experience, and applying best practices and lessons learned, to help them fully optimize their platform's configuration and use," Waid said.

Results

Big Brothers Big Sisters' ExpertusONE platform went live in March. Beginning as a pilot program, more than 7,000 volunteers and employees from 90 agencies have taken or will take Impact U training by year's end. And BBBS predicts their inaugural participants' learning will impact more than 250,000 affiliates in 2012 alone.

The new system provides BBBS' learners with a simple, dynamic learning platform for real-time, safe, online training – and enables them to:

- 1 Save time and resources
- 2 Easily track and measure learning progress and certifications
- 3 Gain access across hundreds of training courses, webinars and documents

All told, Impact U efficiently equips volunteers and employees with the skills they need to provide top-of-the-line service to the children Big Brothers Big Sisters serves.

84% Learners
reported an
average of 84%
Improvement
in their training
readiness

“Although it’s early in our platform’s rollout, the advanced training features and functionality provided by ExpertusONE seem to be a big Improvement.”

“We look forward to compiling and analyzing the system’s results, and extending Impact U organization-wide,” Pierson concluded.

Success Statistics

Big Brothers Big Sisters has already completed an Impact U “Readiness Survey” – a tool the mentoring agency uses to quantify training value and effectiveness – with exceptional results. Covering 10 key performance areas, respondents reported an average of 84% improvement in their training readiness.

Survey Results: Impact U Training Readiness

As compared to before this training, how would you describe your readiness?	Much More/ Somewhat More
Impact on a Little	89%
Having realistic expectations about matches	83%
Having realistic expectations about Little	81%
Defining boundaries with Little	89%
Defining boundaries with parent/guardian	87%
Selecting age-appropriate match activities	76%
Following agency policies and procedures	82%
Knowing your role in mandatory reporting	83%
Knowing when/who to contact at the agency	85%
Getting further involved with the agency	84%

As for general pre-match training that all Bigs must take before matching with Littles, over 80% of Impact U users feel more ready to build a positive, impactful relationship with their Littles. Additionally, 80% of the people who have taken Impact U learning feel they know how to work with their BBBS agency better.

Specific remarks as to what pilot participants liked best about Impact U include...

“I like that it used videos with real people sharing real experiences.”

“I couldn’t make the in-person training, so this was a great substitute. For a busy professional, this was just the ticket.”

“I am really excited! The training actually has me thinking about my goals and expectations.”

“VERY WELL DONE!!! I very much appreciated the interactive nature.”

Kulikowski summarized, **“Together with staff support, Impact U enables Big Brothers Big Sisters mentors to strengthen their relationships with their mentees and increase the impact that leads to the mentees’ future achievement. This is precisely why Impact U has been an incredible success.”**

Next Steps

Based on the exceptional results they've experience thus far, Big Brothers Big Sisters will continue to rollout ExpertusONE to their entire network of 630,000 employees, mentors, mentees and families. This includes:

- 1 Expanding the platform's social learning components to include discussion boards and interactive special interest groups – Fall 2012
- 2 Piloting Impact U for youth, families and board members in addition to their existing orientation – 2013

“Overall, we’re thrilled with our partnership with Big Brothers Big Sisters,” Waid concluded. “We’re fully committed to delivering their next-gen training platform on time, on budget and with the state-of-the-art features and usability they need to amplify their matching goals.”

What Analysts Are Saying About ExpertusONE

"...represents a new breed of corporate training platform." – Bersin & Associates

"...achieved our #1 LMS ranking. Success lies not just in features, but in the way a product's built... which in this case, is for learners." – e-Learning 24/7

"...is a state-of-the-art LMS, without the legacy issues faced by Saba, Plateau (SuccessFactors), SumTotal and others."

– Wainhouse Research

"...propels the learning profession forward by letting customers make learning faster, better and easier."

– Brandon Hall Group

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