Showcase a curriculum

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Agenda

Needs Assessment

Curriculum Design

Content Development

Implementation

Evaluation and Iteration

Executive Summary

Business Problem	RWDEx training is required for end users to understand and effectively use the platform apps and tools. RWDEx training consists of 3 courses and 29 videos (recorded webinars or voice over PowerPoint). Most of the user interface and functionality have changed in the three years since inception when videos were created. The videos include non-essential content comingled with critical content users need to understand to use the platform effectively and perform the behaviors to fulfill Merck's governance and regulatory obligations. Current state training does not include knowledge checks or other assessments and learners' express confusion in training process. Lastly, the current training configuration creates an additional step to provision access to the RWDEx platform, which causes confusion and presents a barrier to platform access.
Opportunity/ Benefits	The current training content can be modernized to 1. preserve the necessary critical content, 2. include all new updates and enhancements, 3. remove non-essential content, and 4. improve the learning experience. Additionally, there is an opportunity to reinforce the role of this training in the onboarding process. All knowledge checks will be formative and brief. Streamlining access and provisioning in MyLearning will also be addressed. Lastly, revisions will be made to ensure learners know when all training has been completed.
Target Audience	Primary audiences are business owners, study leads, epidemiologists, biostatisticians, and data scientists from diverse groups within MRL, Human Health, and IT. Secondary audiences include Global Services and others throughout the organization. (Over 100,000 employees).
Program Learning Goals	The program will provide learners with role specific learning and resources to augment in the flow-of-work continuous learning on the effective use of the RWDEx platform application and tools. User goals include behaviors such as: Insight Users can view SS dashboards; CDS Users can query datasets from Cohort Insights and focus on SS Apps, and QDS users can utilize the full extent of the platform for their needs.
Performance Outcomes	RWDEx users will effectively demonstrate an appreciation for the sensitive nature of the data available on the platform, and *perform the behaviors required* for Merck to fulfill its stewardship obligations to vendors and patients the data represents.
Key Performance Indicators	1. Maintain Course Completion: 100% MyL course completion for all user roles on first time through course 2. Decrease Multiple Unnecessary Service Tickets: The number of platform-related ServiceNow tickets 3. Improve Analysis Wizard Record: The number of studies registered per month (including audience metrics) 4. Increase Database Queries: The number of queries run against a dataset (measure and assess with goal to increase numbers) 5. Increase Platform Users: Total Users vs Active Users (Total Users = active and inactive; goal of 3000+ by end of 2023).

Proprietary

Employee Learning Experience

GL&D
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Indicate which blueprints are associated with this experience: Systems
Add a high-level view of the learning experience inclusive of all personas

How will this recommendation Engage, Reflect, Apply, Connect with the learner?

Mindset & Learning Activities (How does this experience align to the ILET playbook?)

Engage	Reflect	Apply	Connect
• Opportunity for a streamlined, easy-to-access interactive eLearning experience • Demonstrations for users to engage with real-world use case exercises and scenarios • A central learning platform via SharePoint with an introduction, overview, access to training, resources, and links to related content • ~~Social Learning – Create user driven learning content (tentative)~~ • Communication drip campaign	• Allow learners to reflect on role-based learning through knowledge-checks within the eLearning • Allow learners to reflect on how to find resources and ask a question through knowledge-checks within the eLearning • ~~Social Learning – User driven content and discussion boards (tentative)~~	• Ability for self-service access to content through SharePoint site • Interactive eLearning experience • Resources, links, and related Job Aids are easy to find and access • ~~Social Learning – User driven content and discussion boards (tentative)~~	• Easy to find and access information when it's needed in the flow of work • Training completion integrated into MyL • ~~Social Learning – Community (tentative)~~ • Drip campaign for communication and awareness

Learner Journey

Persona Type

Insights Consumer, Citizen Data Scientist, Quantitative Data Scientist

Communication

1. Business driven drip-campaign prior to launch new learning solution
2. RWDEx SharePoint Site
   Entry point for the learning experience
3. Role-specific eLearning Platform

Self-Directed Learning

4. Insights Consumers Role-Specific Course
5. Citizen Data Scientist Role-Specific Course
6. Quantitative Data Scientist Role-Specific Course

Social Learning

7. RWDEx SharePoint Resources: Wiki, Job Aides, SOPs, FAQs

Sustainability

8. Connectivity – Teams / Yammer, Wiki, SharePoint

Map each point in the journey to the HLD.

High Level Design Components

High level topic	Description/Learning Goals	Content/Activity Description		Source Content	Notes
Insights Consumer Role	Learners will be able to: • Identify the basic features and functions of the RWDEx platform • Complete role-based tasks in RWDEx • Demonstrate proper usage of RWDEx in real world scenarios	RWDEx System Overview	1. Understand user roles, training requirements and access level	• Existing videos • Existing documentation	• Template will be provided to SMEs to identify content that needs revision, removal, or addition.
		Insights Consumer Role-Specific Course	1. Interactive eLearning with specific video assets and scenario-based activities, knowledge checks, and job aides 2. Guided demonstration of RWDEx platform 3. Social platform for user-driven learning and discussion	• Existing videos • Existing documentation • SME knowledge	• Separate document captures content revisions from existing videos/PPTs from SME Users
	• Recognize how all users of RWDEx request access to datasets	Request access to datasets via Data Catalog		• Existing videos • Existing documentation	

High Level Design Components

High level topic	Description/Learning Goals	Content/Activity Description		Source Content	Notes
Citizen Data Scientist (CDS) Role	Learners will be able to: • Identify the basic features and functions of the RWDEx platform • Complete role-based tasks in RWDEx • Demonstrate proper usage of RWDEx in real world scenarios	RWDEx System Overview	1. Understand user roles, training requirements and access level	• Existing videos • Existing documentation	• Template will be provided to SMEs to identify content that needs revision, removal, or addition.
		Citizen Data Scientist Role-Specific Course	1. Interactive eLearning with specific video assets and scenario-based activities, knowledge checks, and job aides 2. Guided demonstration of RWDEx platform 3. Social platform for user-driven learning and discussion	• Existing videos • Existing documentation • SME knowledge	• Separate document captures content revisions from existing videos/PPTs from SME Users
	• Recognize how all users of RWDEx request access to datasets	Request access to datasets via Data Catalog		• Existing videos • Existing documentation	

High Level Design Components

High level topic	Description/Learning Goals	Content/Activity Description		Source Content	Notes
Quantitative Data Scientist (QDS) Role	Learners will be able to: • Identify the basic features and functions of the RWDEx platform • Complete role-based tasks in RWDEx • Demonstrate proper usage of RWDEx in real world scenarios • Recognize how all users of RWDEx request access to datasets	RWDEx System Overview	1. Understand user roles, training requirements and access level	• Existing videos • Existing documentation	• Template will be provided to SMEs to identify content that needs revision, removal, or addition.
		Quantitate Data Scientist Role-Specific Course	1. Interactive eLearning with specific video assets and scenario-based activities, knowledge checks, and job aides 2. Guided demonstration of RWDEx platform 3. Social platform for user-driven learning and discussion	• Existing videos • Existing documentation • SME knowledge	• Separate document captures content revisions from existing videos/PPTs from SME Users
		Request access to datasets via Data Catalog		• Existing videos • Existing documentation	

Measurement Strategy

Overall Measurement Strategy

- Obtain necessary metrics while avoiding evaluation fatigue
- Take advantage of measurement solutions built into existing learning solutions (if applicable)

EVAL TYPE	WHAT	HOW	WHEN	TARGET
Experience/ Engagement (Required)	Did we enable a positive and consistent learner experience that fosters learner engagement?	Deploying Standard GL&D Experience and Engagement Survey	At completion of learning module	~85% = agree or strongly agree NPS = >60
Learning Knowledge (Required, but doesn't have to be formal exam, can be informal knowledge checks) **Learning Behavior** (only if getting to Apply or higher with Blooms)	Did the employee learn what they needed to learn?	Knowledge checks in module: 1. RWDEx Role Specific Learning	Knowledge checks at the end of each module	80% minimum score to pass
	Did behavior shift as a result of the learning experience?	1. Survey to determine feedback post training (regarding training experience)	1. After completion of training	1. Positive feedback
Performance Impact (Business Metrics) -data provided by business	How did we enable the business to meet its strategic business goals by improving individual and team performance?	1. 100% MyL course completion 2. Decrease in multiple ServiceNow tickets / or direct support emails 3. Improve analysis wizard record 4. Increase database queries 5. Increase in total RWDEx users 6. Increase in active RWDEx users	1. TBD by Business 2. Monthly or Quarterly 3. Monthly or Quarterly 4. Monthly or Quarterly 5. TBD by Business 6. TBD by Business	1. 100% completion 2. TBD by Business 3. TBD by Business 4. TBD by Business 5. TBD by Business 6. TBD by Business

Appendix

This section contains:

1. *Learning Model Promises & Design Principles*
2. *Detailed Research*

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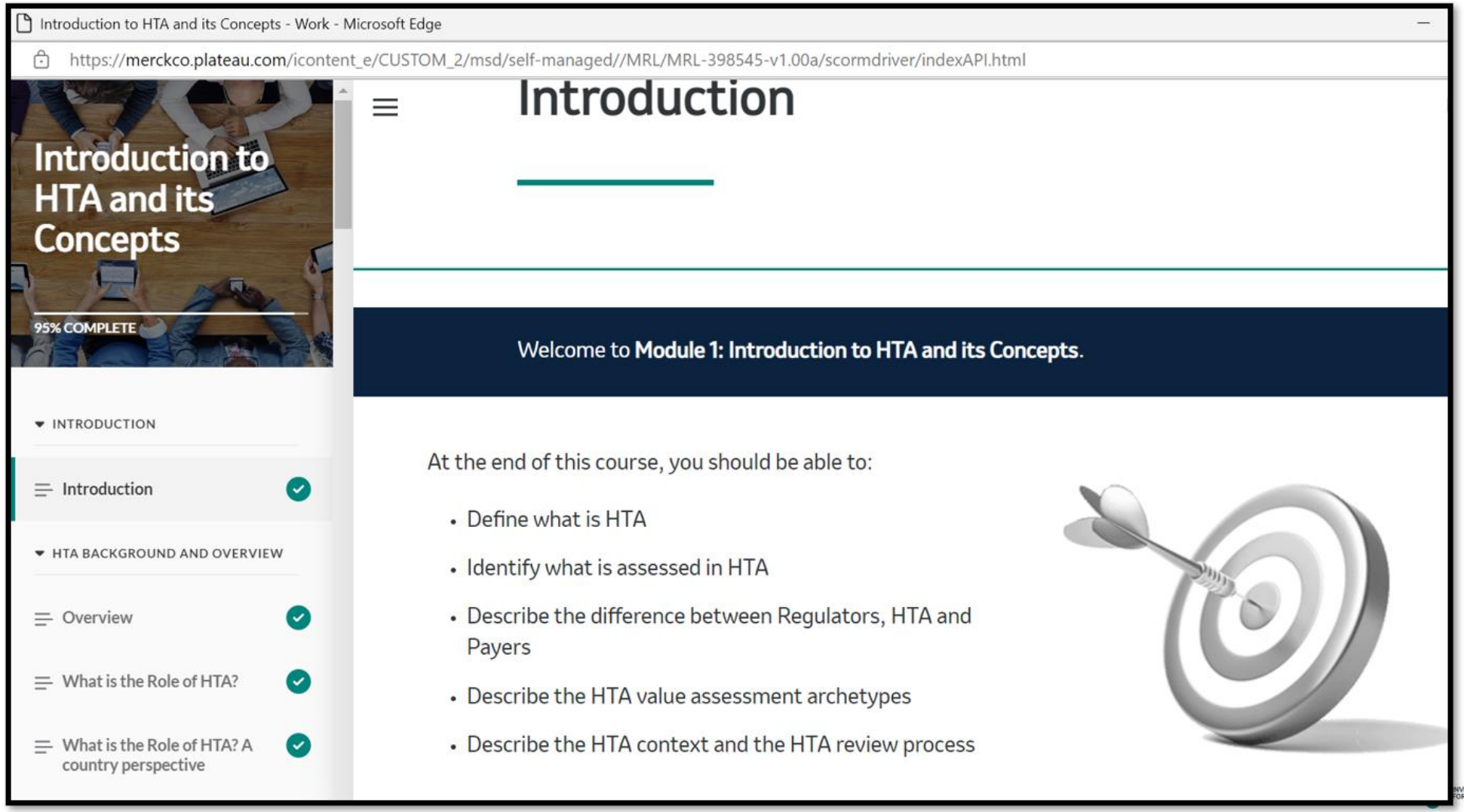
Example of eLearning:
Rise course (with partial voiceovers): click here to review the course



Example of eLearning:
Storyline course with a voiceover: click here to review the course

Thank you

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