

EXECUTIVE SUMMARY

Many states struggle with providing accurate, timely information, often caused by a lack of knowledge and training for individuals supplying the data. This puts states at a disadvantage nationally. To combat this problem, QuantumMark provides various system trainings. There can be up to five different role types that require varying instructions for using the state system effectively. All projects differ, but they share a common goal: providing precise, accurate data and information the first time, every time.



CHALLENGES

Challenges include: lack of understanding of the system and/or how to use it; lack of ownership/responsibility for efficient reporting; accommodating busy schedules for the trainings; adapting training for various role types and group sizes; and meeting strict deadlines. Additionally, our sessions frequently provided brand new concepts with regard to electronic systems.

SOLUTIONS

Real success involves delivering training with minimal work interruptions to ensure maximum participation. Tailoring curriculum for specific role types is crucial since end-users work in different parts of the system. Continually modifying trainings based on feedback and structuring trainings for small group settings, help yield better user comprehension.

RESULTS

Our clients consistently see results that exceed expectations with regard to system trainings. The collaborative process we use with them helps define exactly who should be trained and the most efficient way to do that. Focusing on empowering users to effectively work with their systems, yields strong sustainable outcomes. Well-trained end-users are able to then train others. Training this way helps states launch new systems, increase use and effectiveness of existing systems, and provide better data and information at both state and federal levels. Our interactive training methodology allows for questions to be answered in real time, and materials to be sent home with trainees for continued reference.