



CoVantage Credit Union
increases learning efficiency
& effectiveness with LMS365.

LMS365 supports the training needs of CoVantage Credit Union

Challenge

- + 320+ employees supported by a small, 3-person training department
- + Difficult to train employees on all the right subjects when needed
- + Access to resources, including continual education, to maintain & develop skills
- + Extending education beyond the initial new hire training
- + Implementing custom material into existing learning platform

Personal development and continuous learning is a motto of the Employee Development department at CoVantage Credit Union. **The organization needed to find a way to make it easier for employees to gain knowledge of all aspects of their job, while having fun doing it. With LMS365 they found a way to make this happen.** While the credit union had a Learning Management System (LMS) in place, there was an ongoing struggle to implement learning material within that system. The LMS had its own training modules for credit unions, but when trainers added any of their own material, it took a couple of hours or more to download it into the system. Furthermore, if any changes were to be made to the material - even a slight change like a single number or word - it had to be taken out of the LMS, then altered, re-downloaded and renamed since content with the same name was not accepted. Creating and running reports was also a core challenge. These issues resulted in a training system that lacked efficiency and impact. Coupled with minimal tech support from the vendor, CoVantage sought out a new learning platform.

“ I do not believe anything will ever replace face-to-face training, but LMS365 has given us the opportunity to provide the best-of-the-best in training when we can't physically be there.”

Rhonda Drexler, AVP Resource Center & Employee Development Center
CoVantag Credit Uion

Solution

CoVantage discovered LMS365 at a SharePoint Saturday event in Minneapolis, Minnesota. After comparing it to their current system and some additional research, leadership decided a change was necessary. **After implementing LMS365 Cloud, called CoVantage Learn, the organization has seen a tremendous increase in employees seeking higher education in their line of work.** The ease of use is commendable. Staff can work on training modules during slower times of business and personal development has become a key factor in their area. It is very easy to update material and the LMS works extremely well with Articulate, the program used internally

by CoVantage to build training modules. This gave leadership more time to create training opportunities for their employees.

This they started by creating a Progression Path for one department, providing employees with eighteen different training modules that they would be tested on within one year. **Managers would put these training modules into quarterly and annual goals so that they knew their staff was taking advantage of every education opportunity.** Management has been impressed with the outcome as it has supported their coaching: if they see low performance or knowledge in an area they have the resources at hand to assist them. The Development Team also created a training curriculum for Branch Managers to offer complete presentations to support them with their coaching. These have consisted of mandatory annual training like security, and policy and procedure training. A Manager's Portal was created just for them – "they love this!" With office operating expenses in the forefront of everyone's minds, adding staff to the CoVantage training department has not been an option. Now, with LMS365 Cloud, the company is able to train virtually every minute of every day.

Results

- ✓ 3 additional Progression Paths
- ✓ Estimated \$7,000 in savings for 2016
- ✓ 8 Separate Course Flows
- ✓ 100+ training modules, assessments, and checklists
- ✓ Superb technical support
- ✓ Development of a new training hub

CoVantage's goal in the coming years is to enhance the virtual training of the company's branch staff. This will save mileage expenses and wages spent for travel time. **The credit union estimated savings of \$7,000 in their first year and expects to see this number increase once a new training hub has been established in one of the branch offices.** This would not have been possible without LMS365 Cloud. Since the success of the first Progression Path training leaders have created three additional ones for the company call center, tellers and one for staff at the manager level. All of this was completed in 2015, after only one year of working with ELEARNINGFORCE Americas and LMS365.

CoVantage now has eight separate course flows with over 100 training items including training modules, assessments, and checklists. Not only has the Employee Development department impressed the employees in this company, but also the leaders of the credit union.

“ *ELEARNINGFORCE Americas has been fantastic from the beginning, starting with initial meetings with the Project Manager to the training and communications with tech personnel. All meetings were on time, precise, and consisted of accurate information. Every encounter has been superb and customer service has been phenomenal! ELEARNINGFORCE has been one of the best companies I have worked with in my many years of management. The company has a hometown feel with a big city application of knowledge. Extremely professional and fun to work with.* **”**

About

The training team continue to add content to CoVantage Learn and staff has adapted very well. The visuals provided by LMS365 Cloud create the fun learning environment that the company sought out.

CoVantage Credit Union, formerly known as Antigo-Co-op Credit Union, was established in 1953 in the basement of the now non-operational Antigo Co-op Oil Association and Langlade Farmers Co-op to provide financial services to the farmers and other patrons. Today, the company has grown into a community-chartered credit union catering to the broader Wisconsin and Michigan areas.

The mission of CoVantage is to “welcome all regardless of wealth; provide outstanding value and exceptional service; work with members experiencing financial challenge; and remain financially strong.” Over the years, CoVantage Credit Union has grown significantly to its current standings of \$1.1 billion dollars in assets with over 83,000 members as of December 31, 2014.

The company works hard to give back to the communities in which it belongs and has contributed to groups such as Little League, 4-H, Boys & Girls Club, Habitat for Humanity, United Way, and many other civic and community-based organizations.



QUICK FACTS

Industry // Financial Services

HQ // Antigo, WI

Established // 1953

Web // www.covantagecu.org

www.LMS365.com



[@EF_Americas](https://twitter.com/EF_Americas)



844.775.6787



contact@elearningforceamericas.com



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