



Case Study

University Of Michigan Health System (UMHS)

The University of Michigan is home to one of the largest health care complexes in the world. It has been the site of many groundbreaking accomplishments and technological advancements in the time since the Medical School first opened its doors in 1850. Today, the University of Michigan Health System (UMHS) continues to be on the cutting edge of research and patient care. In 2004, U.S. News & World Report magazine ranked the U-M Hospitals 11th in the nation, and among the top in many specialties.

Project:

To provide a remote, self-directed diversity education platform for 30,000+ Managers, Allied Health Professionals, Physicians, and Direct Service Managers through an interactive web-based e-learning course.

Scope:

- Project Management
- Requirements Analysis and Design
- Application Development – Custom Learning Management System
- Audio & Video Production
- Portal Development
- Implementation & Testing
- Performance Analysis and Reporting

Challenge:

With diversity challenges rising within their organization, UMHS needed the ability to share their knowledge of Diversity across their health system through an engaging and interactive course. Improving

the manner in which UMHS distributed and tracked participant results would inevitably promote ongoing learning and growth.

Solution:

In keeping with current training policies and initiatives, our development team, in conjunction with Tulin Diversiteam, created a high-impact multimedia training course to enable the UMHS staff to successfully deal with the daily challenges and opportunities of leading, managing and working with diverse coworkers and clients. To maintain the viewer's attention, this SCORM compliant course consisted of learning interactives and vignettes, guided by narrators and carried out by acting troops.

nGravis then created a custom Online Learning Management System (LMS) to register participants, provide book-marking functionalities, perform course scoring, and generate progress reports. This LMS, in addition to this course, provided the ability to manage subsequent courses, collecting all participant data in one centralized location.

Process:

The nGravis team collaborated closely with a director-level committee and various IT departments from UMHS to creatively develop, implement, and test the e-learning course and its Learning Management System across multiple operating systems. The result architecture suited multiple operating systems to ensure that the portal met the various needs of UMHS personnel.

Following well-defined technology guidelines and course requirements, nGravis tested the platform extensively to ensure solution integrity at the end of the developmental process. The outcome was a delivery of a PC and Mac based system, with 25% more functionality than originally requested.

Impact:

NGravis successfully distributed the e-learning course while launching the custom online Learning Management System providing key benefits such as:

- Participant Course Registration, Login, Bookmarking, and Scoring
- Centralized repository for course data
- Improved knowledge transfer
- Web-based access to the client and all course participants
- Administrative reporting to compile participant progress and completion

Technologies:

- SCORM Data Modeling
- Microsoft ASP.NET
- VB Script
- JavaScript
- XML
- Macromedia Flash MX
- Windows Media
- Web Services

Testimonial:

"NGravis made web based training easy for our managers and leaders. From helping our organization develop courses for our Diversity Training Initiatives, to creating a custom web-based Learning Management System to capture our results, their teams were insightful and passionate about their work. Thank you, nGravis, so much for your great work and support of this product!"

Cathy Frank
Human Resources