



LearningSpace



# Facilitating the Customer Voice in LMS Implementation

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# What I'll Cover Today

- How does learning and a Learning Management System (LMS) fit into the Peace Corps?
- Who is the customer, and why facilitate the customer voice?
- Where and when was change managed and communicated?
- What worked, and what's next?



# Peace Corps and Learning



# About

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[Leadership](#)

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[Global Initiatives](#)

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[History](#)

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[Our Strategic Partners](#)

## Changing lives the world over

The Peace Corps is a service opportunity for motivated changemakers to immerse themselves in a community abroad, working side by side with local leaders to tackle the most pressing challenges of our generation.



# The Peace Corps Mission

To promote world peace and friendship by fulfilling three goals:

- 1 To help the people of interested countries in meeting their need for trained men and women.
- 2 To help promote a better understanding of Americans on the part of the peoples served.
- 3 To help promote a better understanding of other peoples on the part of Americans.



**My experience as a Peace Corps Volunteer was the most important transformational moment in my life, particularly because it provided me with a foundation for my career. Peace Corps service transforms both the Volunteer and the community members they serve.**

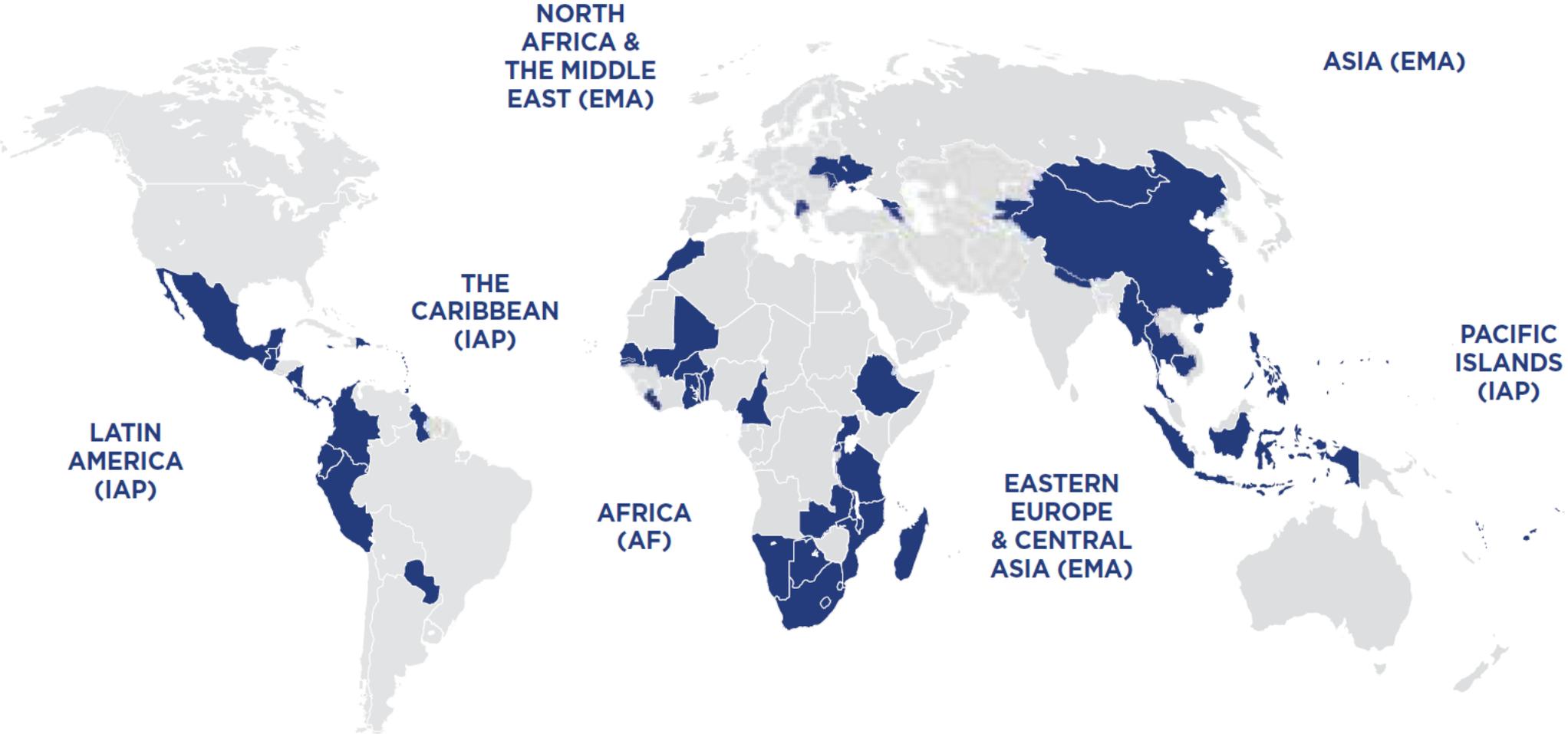
RETURNED PEACE CORPS VOLUNTEER DR. RUSSELL E. MORGAN JR., KENYA



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# WHERE PEACE CORPS VOLUNTEERS SERVED IN FY 2017



# CORE VALUES

The following core values shape and guide decisions at all levels in the agency:

**Volunteer Well-Being:** The Peace Corps works to provide a safe, healthy, and productive service for every Volunteer. The safety, security, and physical and emotional health of Volunteers are the agency's top priorities.

**Quality and Impact:** The Peace Corps pursues quality improvements to strengthen its programs while maintaining a global presence.

**Commitment to National Service:** The Peace Corps seeks to expand opportunities for Americans to serve their country by volunteering their time in the service of others.

**Diversity and Inclusion:** The Peace Corps actively supports a culture of inclusion that builds on the strengths of the diversity of the American public and of the countries where we serve.

**Evidence-Based Decisions:** The Peace Corps uses high-quality data and evidence to focus resources on agency priorities, inform performance improvements both in the field and at headquarters, and promote institutional learning

**Innovation:** The Peace Corps utilizes innovative approaches and technology to solve both persistent and emerging operational challenges and to advance local development.



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## U.S. government

The President of the United States appoints the Peace Corps Director and deputy director, and the appointments must be confirmed by the U.S. Senate. [Read more about the past directors of the Peace Corps.](#)

Initially established by President John F. Kennedy by Executive Order on March 1, 1961, the Peace Corps was formally authorized by the Congress on September 22, 1961, with passage of the Peace Corps Act.

The Peace Corps enjoys bipartisan support in Congress. Senators and representatives from both parties have served as Volunteers.

The Senate Committee on Foreign Relations and House Committee on Foreign Affairs are charged with general oversight of the activities and programs of the Peace Corps. The Peace Corps' annual budget is determined each year by the congressional budget and appropriations process. Funding for the Peace Corps is included in the State, Foreign Operations, and Related Programs Appropriations bill. Generally, the Peace Corps budget is about 1 percent of the foreign operations budget. The Peace Corps is continuously working to provide the highest quality support to Volunteers, particularly in the areas of [health, safety, and security.](#)

PCLive to locate country- and sector-specific resources, identify Peace Corps best practices, and participate in communities of practice. The PCLive platform is expected to be re-launched in August 2014 and will then be open to all Volunteers and staff.

## LearningSpace

LearningSpace ([learning.peacecorps.gov](http://learning.peacecorps.gov)) is a learning management system that offers online learning courses to Peace Corps Volunteers worldwide. Mandatory courses are currently available; new courses will be added as they are developed.

Requests for materials and information can be sent to [kluorders@peacecorps.gov](mailto:kluorders@peacecorps.gov) or to

Peace Corps

This Manual Section sets out the policies for staff training and development. It also establishes the process by which training requirements for staff are identified, communicated, and documented when accomplished, as well as the advising of the relevance and importance of training to the achievement of the Peace Corps mission. Peace Corps staff are required to complete task-specific training, Agency Required Training, and Federally Mandated Training requirements necessary to perform their jobs.

### **3.0 Policy**

- (a) Peace Corps promotes a strategically trained and professionally developed workforce that will further the agency's capabilities towards becoming a high performing learning organization.



Username



Password



For Volunteers and Invitees: You can also log in using one of your accounts below:

Home

Dashboard

Course catalog

FAQ

Search courses



### Invitee/Volunteer/University Recruiter Log in

Username

Password

Remember username

Invitee/Volunteer/University Recruiter Log in

[Forgot your username or password?](#)

Cookies must be enabled in your browser ⓘ

### Is this your first time here?

#### Welcome to LearningSpace

LearningSpace is the online learning platform for all Peace Corps Trainees, Volunteers, and Staff

#### Staff

**Peace Corps Staff Log In** No username or password required

#### Invitees and Volunteers

Invitees and Volunteers must use the username and password provided by the Peace Corps to login on the left. You have the option to link your login to your Google, Facebook, LinkedIn, Instagram, or Microsoft accounts by clicking on one of the buttons below.

Invitees should have received an email from the Peace Corps regarding the creation of your account; if not, please first check your spam folder, and if you still can't find a login message please email [PCLearnSupport@peacecorps.gov](mailto:PCLearnSupport@peacecorps.gov).

#### Forgot Your Password?

Click the "[Forgot your username or password](#)" link to the left and follow the instructions.

#### Support

If you have any difficulties or questions, please email: [PCLearnSupport@peacecorps.gov](mailto:PCLearnSupport@peacecorps.gov), including your full name.

#### VOLUNTEERS/INVITEES LOG IN USING YOUR ACCOUNT ON:



Support

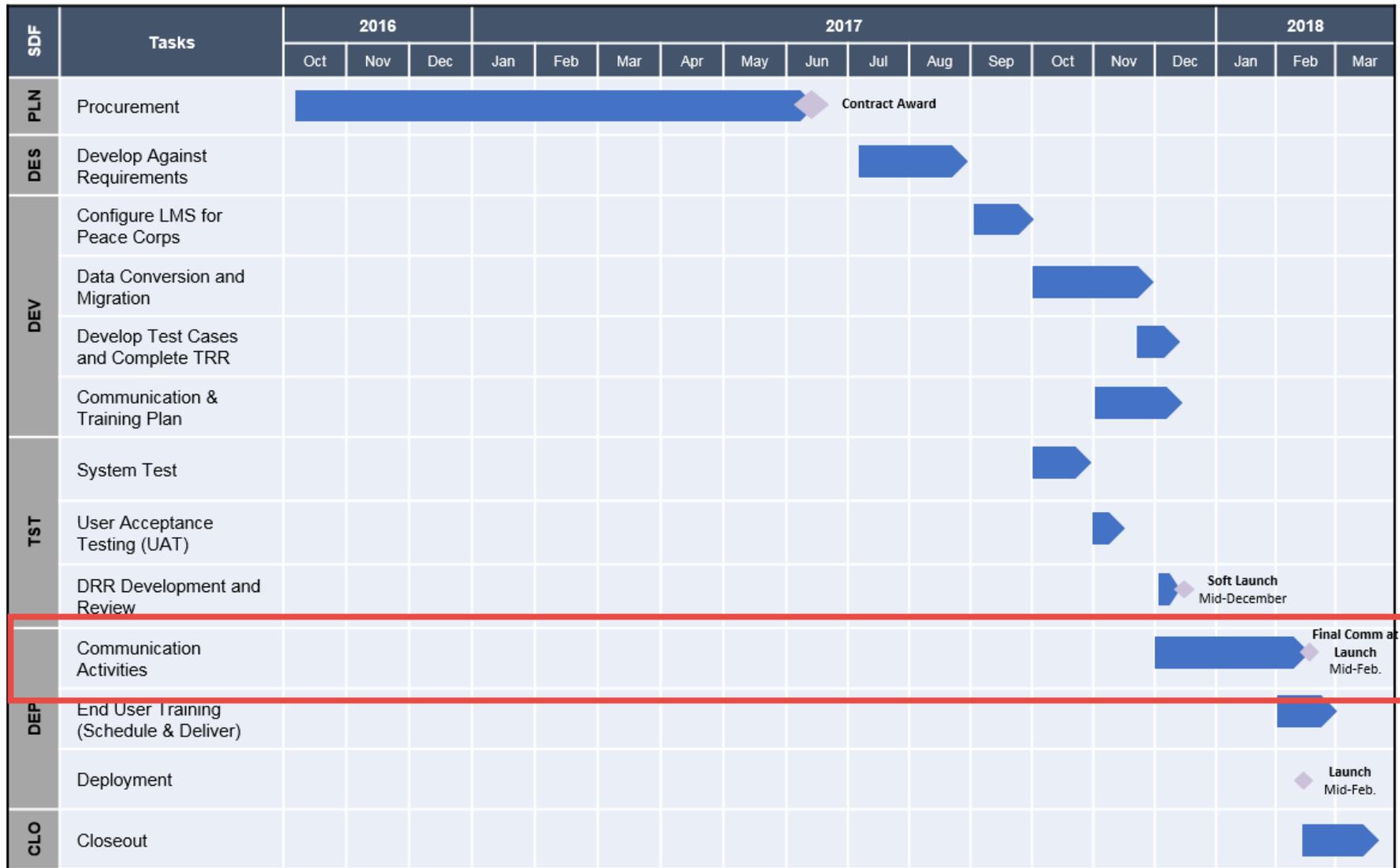
[✉ pclearnsupport@peacecorps.gov](mailto:pclearnsupport@peacecorps.gov)



# Change Strategy

# LMS Upgraded Accompanied An Updated Mindset

OLD 	NEW
Compliance tracking	Learning across service
Manual account management	Automated account management
Individual courses	Learning paths/Competency frameworks
Computer Only	Untethered mobile version
Two systems	One unified environment
Underutilized	Learning hub



**Schedule Legend:**

SDF Phases							
Request (REQ)	Initiation (INI)	Planning & Requirements (PLN)	Design (DES)	Development (DEV)	Integration & Testing (TST)	Deployment (DEP)	Closing (CLO)

 Duration
  Milestone



# Transition to a New LMS



# Voice of the Customer



# Human-Centered Design



# The Team



# The Customer



# Described Audience

## Student (staff)

Joe Staff has to take mandatory training by certain deadlines, and wants to increase his skills to better support volunteer effectiveness. He has pretty good access to internet and his boss allows him time to do the trainings at work, but he's so busy juggling three positions that he barely has time to get through one module. He has a long commute home on a train with Wi-Fi.

## Student (Volunteer)

Suzie Volunteer wants to access some of the courses her training space manager has posted. She just graduated from university and is accustomed to having a lot of resources at her disposal in one place, just like in university. She is eager to learn and can navigate the resource, but her internet is limited and it's best if she can use her mobile device to access the learning. She becomes quickly frustrated if it takes her longer than a few minutes to find something since her time on the internet is limited.



# Created Messages



# Rollout Communications



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**A LearningSpace for Everyone**

[learning.peacecorps.gov](https://learning.peacecorps.gov)



How has e-learning helped you In Peru? (00:50)





Why should posts use e-learning? (00:23)



ONCE YOU GET FAMILIAR AND  
COMFORTABLE WITH  
LEARNING SPACE,  
THE POSSIBILITIES ARE



I N F I N I T E



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What worked for you as Georgia started using LearningSpace? (00:56)



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# Outcomes

# Successful Teamwork



# Customer Focus

CELEBRATE  
EDUCATE  
CHOOSE

yourself  
yourself  
yourself

Say NO to AIDS

Say YES to LIFE

Together

will make a difference



# Ongoing Re-engagement



# Facilitate the Customer Voice

