



## WBSCM UPDATE

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### FEATURE

#### WBSCM Blended Learning: a Recipe for Success

This issue of the WBSCM Update builds on the previous issues highlighting the WBSCM lifecycle phases: Design, Build, and Test. After the Test phase and prior to Deployment (Go-Live), the Training phase is executed. The Training phase includes many levels of activities from designing the WBSCM learning approach to the mechanics of developing and taking training courses.

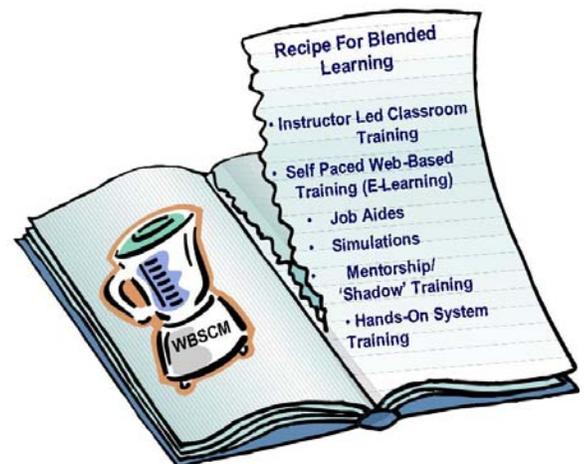
Before WBSCM courses can be scheduled and students (WBSCM users) can receive training, the learning approach is designed to address many program success factors beyond the training 'mechanics'. The topic highlighted in this issue covers how executing a blended learning approach will enable WBSCM users to learn and continuously stay informed of business process changes (impacted changes) to ease the transition to WBSCM.

#### *What is Blended Learning?*

The WBSCM blended learning approach is based on blending 'media' to address WBSCM program success factors of speed, scale, and impact to the users. Blended learning is a role-based approach that includes mixed 'media' such as combining self-paced web based content (E-learning), Instructor Led Training (ILT) in the classroom, along with other learning tactics such as just-in-time(JIT) online help and job aids. A blended learning approach creates a continuous learning environment beyond classroom training by providing accessibility of information online to users anytime and anywhere.

The blended learning approach addresses the following program success factors:

- ❖ **Speed:** Users can be reached simultaneously, quickly, and efficiently through the use of blended learning.
- ❖ **Scale:** Users physically located anywhere and at anytime can access online learning at their convenience.
- ❖ **Impact:** Users are impacted by the *changes in how daily tasks are performed by using WBSCM.* Understanding the changes to these tasks does not stop after a training course; it is *reinforced* through the availability of training information beyond the classroom: online help, job aids, and E-Learning courses.



#### WBSCM Blended Learning Approach

## **Guiding Principles**

Many considerations were taken into account in designing the blended learning approach for WBSCM. These include industry best practices, efficiency, timeliness, consistency, impact to users, reinforcement, and media selection suitability. These considerations are set forth as guiding principles driving the design of the blended learning approach:

- ❖ Using a role-based mixed media approach targeted towards specific user groups
- ❖ Applying mixed media of ILT, E-Learning, job aids and other tools to address WBSCM business processes and impacted changes
- ❖ Applying industry best practices and learning principles including JIT online help and Instructional Systems Design (ISD) methodology
- ❖ Producing reusable Web content modules

## **Learning Goals**

Effective training based on measurable learning goals is essential for WBSCM users to achieve, understand, and adopt the WBSCM business and process improvement benefits.

The WBSCM learning goals set forth to support effective training are as follows:

- ❖ To introduce WBSCM specific Web-based technology to users
- ❖ To build WBSCM users' skills in business functionalities and processes
- ❖ To gain familiarity with WBSCM terminology
- ❖ To gain familiarity with WBSCM navigation
- ❖ To increase adoption among WBSCM users
- ❖ To increase end-to-end process understanding and visibility
- ❖ To leverage end-to-end process visibility and access to data through reporting

## **Blended Learning Approach Benefits**

Many benefits are achieved as a result of designing and executing a blended learning approach. Examples of benefits to WBSCM are as follows:

- ❖ **Accuracy & Timeliness:** Updates can be made and uploaded to an online environment instantaneously; this is beneficial if policies and procedures change and need to be communicated quickly
- ❖ **Continuous Learning:** Accessing information at your own pace beyond the initial training session; extending the learning opportunities beyond the actual training session
- ❖ **Accessibility:** Information available online anytime, anywhere
- ❖ **Cost Effectiveness:** Travel and time spent in classroom training can be mitigated by taking E-learning courses, accessing online job aids and simulations
- ❖ **Reinforcement:** Learning information available online anytime, from any location to reinforce changes in business processes and new functionality; information can also be used as refresher training
- ❖ **Hands-On Learning:** Accessing the 'training version' of WBSCM during ILT classroom courses, E-learning courses, and simulations allows for hands on practice and learning through step-by-step guided procedures

## **Blended Learning: Mixed Media**

The various media formats used to develop the blended learning approach are as follows:

- ❖ **ILT:** Instructor Led classroom training courses will include a combination of classroom and computer instruction, along with the use of simulation and job aids. Examples of ILT courses are Adhoc Reporting, Business Intelligence (BI) Reporting, Domestic Contract Management, Order Management, Complaints Processing, Accounts Payable (A/P), and Accounts Receivable (A/R)
- ❖ **E-Learning:** E-learning or self-paced web based training courses will include the use of simulations and will be supplemented with online help and supplemental information such as job aids. Examples of E-Learning courses are Basic WBSCM Navigation and Master Data Overview
- ❖ **Job Aids:** Job aids will be used to supplement both ILT and E-Learning courses and will help reinforce business processes. A job aid example is a quick reference card containing a condensed explanation of the steps necessary to complete a transaction (in PDF or MS Word format). Examples are Display a Purchase Requisition and Create a Sales Order.
- ❖ **Online Help:** Online help located on the WBSCM Portal will provide in-context help for E-Learning and ILT courses
- ❖ **Simulations:** Simulations are self running computer based, step-by-step guided business procedures designed for stand-alone use, E-learning courses, or part of an ILT course to reinforce learning concepts.

## **What's USDA's Role?**

The USDA & USAID Training Team members have a very critical role in the Training phase:

- ❖ Provide Subject Matter Experts (SME) with business process expertise to enhance training sessions
- ❖ Support SRA instructors during training sessions
- ❖ Review, validate, and approve training documentation including courseware, job aids, simulations, and E-learning courses
- ❖ Provide SME's to their external users
- ❖ Ensure users are scheduled to receive necessary training

## **Who is involved in the Training Team?**

The Training Team is comprised of SRA, USDA, and USAID team members. If you have any questions, please contact one of the following USDA/USAID WBSCM team members by clicking on their name.

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## STATUS CORNER

- ❖ The following Informal Playbacks have occurred to date:
- Complaints & Entitlements
  - Bid Invitation
  - Orders Sourced from Warehouses
  - Swap/Re-donation Orders
  - Warehouses Processing
  - Master Data & Funds Management
  - Inventory Accounting, Funding of Inventory and De-obligation
  - Accounts Payable & Goods Receipt Accounting
  - Funding of Long Term Contracts (LTC) & FAS Processes
  - Contract & Records Management
  - Quality Management
  - BEOS (Bid, Evaluation, and Optimization Solution as it relates to bid invitations)



### DID YOU KNOW?

...USDA is providing 72,000 tons of commodities worth \$100 Million to communities in Africa, Asia, and Latin America under [the Food for Education Program?](#)

...USDA is providing \$212 Million in commodity donations benefiting 7.5 Million people in 13 countries under [the Food for Progress Program?](#)

...USDA's new [Office of Ecosystem Services and Markets](#) will enable agriculture producers to better compete, trade their services around the world, and help improve the environment?



## ED CORNER

### **WBSCM Terms**

*Common Training Terminology*

**Business Process Procedures (BPP)** — BPPs are the step-by-step procedures for specific roles to perform specific business process tasks in WBSCM. Courses will be developed using BPPs.

**Business Process Flows (BPF)**—BPF's are both high-level and detail-oriented business procedures that are strung together to show end-to-end business processes. Courses will be developed using BPFs.

**Simulations**—Simulations are self running computer based, step-by-step guided business procedures designed for stand-alone use, E-learning courses, or part of an ILT course to reinforce learning concepts.



### NEXT MONTH

We will feature the various agencies' activities focused on "Launching WBSCM".

### ASK US



We'd appreciate your thoughts and feedback! Please email any WBSCM questions or suggestions you have to:

[WBSCM@kcc.usda.gov](mailto:WBSCM@kcc.usda.gov)

You can find more WBSCM information on the [WBSCM Program Web site](#).