



> ABOUT

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.



“**ELEARNINGFORCE Americas has been one of the best companies I have worked with in my many years of management. They have a hometown feel with a big city application of knowledge.**”

- Rhonda Drexler

AVP Resource Center & Employee Development

>CHALLENGE

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

Personal development and continuous learning is a motto in our department and we needed to find a way to make it easier for employees to gain knowledge of all aspects of their job and have fun doing it. ELEARNINGFORCE gave us a way to make this happen.

We had a learning management system (LMS) in place from an outside organization, however, there was an ongoing struggle to implement our own material within that system. The LMS had its own training modules for credit unions but when we added any of our own material, it took a couple of hours or more to download it

to the system. Furthermore, if we wanted to make any changes to the material - even a slight change like a single number or word - we had to take it out of the LMS, make the change, then re-download and rename it as content with the same name was not accepted. It was also difficult to pull or create reports - it became very inefficient. Additionally, there was minimal tech support from the outside organization available.

>SOLUTION

We learned about LMS365 at a SharePoint Saturday event in Minneapolis, Minnesota and were not even looking for a new system. Once we saw its ease of use and all of the great features we compared it to our current system, did some additional research, and decided a change was necessary.

After implementing LMS365 Cloud, what we call CoVantage Learn, we have seen a tremendous increase in employees seeking higher education

commendable. Staff work on these training modules during slower times of business and personal development is now a key factor in their area. It is very easy to update material and works extremely well with Articulate, the program we use to build our training modules. This gave us more time to create training opportunities for our employees.

We started by creating a Progression Path for

one department, providing them with 18 different training modules. We explained that they were to read and test on these modules within one year. Their managers would put these training modules into their quarterly and annual goals so they knew their staff was taking advantage of every education opportunity. Management has been impressed with the outcome as it has helped them in their coaching. If they see low performance or knowledge in an area they have the resources at hand to assist them at their job.

We created a training curriculum for our Branch

Managers so they have complete presentations to assist them with their coaching. These have consisted of mandatory annual training like security, and policy and procedure training. We created a Manager's Portal just for them - they love this!

With office operating expenses in the forefront of everyone's minds, adding staff to our training department has not been an option. Now, with LMS365 Cloud, we are 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



Our 2016 goal is to enhance the virtual training of our branch staff. This will save mileage expenses and wages spent for travel time. We estimate savings of \$7,000 in our first year and expect to see this number increase once we get our feet on the ground with a new training hub in one of our branch offices. We could not have done this without LMS365 Cloud.

Since the success of our first Progression Path we have created three additional ones for our call center, tellers and one for our staff at the manager level. This was all done in 2015! One

year of working with EARNINGFORCE Americas and LMS365 gave us all of this. We have 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.

EARNINGFORCE 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! EARNINGFORCE 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. We continue to add content to our CoVantage Learn and staff has adapted very well. The visuals provided by LMS365 Cloud create fun learning - simple and sweet! I do not believe anything will ever replace face-to-face training, but EARNINGFORCE 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

CoVantage Credit Union

> FACTS



Financial Services



Based in Wisconsin, USA



320+ employees nationwide



Established in 1953



www.covantagecu.org

> PROJECT DELIVERED BY

EARNINGFORCE Americas

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