



“ We love the 12-15 minute learning modules. They allow our learners to begin using the newly acquired skills right away.

Erma Roquemore
BOK Financial

BOK Financial was looking for an online learning solution that would serve as a training tool and reference resource for employees.

ORGANIZATION

BOK Financial Corporation, a \$16 billion financial services company

PROBLEM

Needed Microsoft Office training and reference materials for 250 employees

SOLUTION

150 concurrent seats of CustomGuide Online Learning

REFERENCE

Erma Roquemore,
HR Manager

HR Manager Erma Roquemore said that out of four vendors, CustomGuide stood out. The product's consistent look and feel and the topic-based lessons were the best fit for their needs. "The short learning modules allow our learners to take a quick look at topics of interest and begin using the newly acquired skills right away," Roquemore said.

INTERACTIVITY MAKES IT EASY TO LEARN SKILLS

Employees at all levels—administrative assistants and executives—used the online lessons to acquire Microsoft Office skills. BOK found that the employees could learn the programs at their own pace and the skills and techniques they learned were easily absorbed because of the brief and interactive lessons.

"I [administered] the Outlook online learning lessons to a CIO who came to us after using LotusNotes at a previous job, and he quickly picked up tips and techniques for using Outlook," Roquemore said.

SHORT, TOPICAL LESSONS ARE EASY TO REFERENCE

The topic-based lessons make it easy to quickly look up how to use an advanced feature in an application, and then apply it to the task at hand. Even well-versed Microsoft users go through the lessons to brush up on skills that were previously learned, but aren't frequently used.

Roquemore herself references the lessons on advanced Excel features to perform some tasks. "I even find for myself that I'll take a look at the advanced features of Excel quite often, to help me through some of the sophisticated spreadsheets, graphs, and decision support reports I run monthly," she said.

USERS OFFER POSITIVE FEEDBACK

One sign that the online learning is being used and is effective is the unsolicited feedback Roquemore has received on the product. "Lots of people tell me that the online learning is very useful in their jobs."