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Brian Thompson  
Minnesota Department of Revenue

The Minnesota Department of Revenue was looking for a training solution that would bring over 1,200 employees—from beginning to advanced skill levels—up to speed with the software programs the department used most.

**ORGANIZATION**

Minnesota Department of Revenue

**PROBLEM**

Needed computer training for over 1,200 employees at varying skill levels

**SOLUTION**

CustomGuide Customizable Courseware and Online Learning

**REFERENCE**

Brian Thompson, Employee Development Specialist and Training Coordinator

For years the Minnesota Department of Revenue designed their own computer training materials. According to Brian Thompson, Employee Development Specialist and Training Coordinator, this was not a productive use of their time.

“We would spend months creating our own training materials, all the while knowing that the software programs would change,” Thompson said. “We needed to find a company who specialized in software training so that our instructors could spend more time teaching.”

**TRAINING EASY TO IMPLEMENT AND CUSTOMIZE**

Thompson said that customizing the materials to fit their needs was easy. “Certain divisions needed more basic training, while others wanted advanced,” Thompson said. “We were able to accommodate everyone’s needs by making adjustments to the course material provided by CustomGuide.”

CustomGuide’s online learning was easy to administer as well, and it provided the organization’s out-of-state employees with an opportunity to catch up and learn.

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**CURRICULUM ENCOURAGES IMMEDIATE RESULTS**

Course evaluations from employees have rated CustomGuide training quite high. “Employees have found the courses easy to follow and, most importantly, they were able to use what they learned immediately,” Thompson said.

And although there were a few challenges at first, the results have been positive and immediate. “One of our challenges was getting supervisors to allow their employees to take these courses during the work week,” said Thompson. “But after a few courses and the impact they made on their employees, our supervisors absolutely believed in the value of CustomGuide’s services.”