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Brad Grabham
St. Cloud State University

St. Cloud State University, the largest campus in the Minnesota State Colleges and Universities system, was looking for a training tool that would provide timely Microsoft Office training for more than 16,000 students and faculty.

ORGANIZATION

St. Cloud State University, the largest campus in the Minnesota State Colleges and Universities System (MnSCU)

PROBLEM

Needed Microsoft Office training for faculty, staff and students

SOLUTION

CustomGuide Customizable Courseware and Quick References

REFERENCE

Brad Grabham, Technical Training Coordinator

Technical Training Coordinator Brad Grabham chose CustomGuide’s customizable courseware and quick references as St. Cloud State University’s training solution. “CustomGuide’s easily adaptable courseware met my needs and the needs of many higher education institutions in Minnesota,” Grabham said.

CUSTOMIZABLE COURSEWARE IS FLEXIBLE AND EASY TO USE

Supplied as editable Microsoft Word documents, Grabham found CustomGuide’s courseware easy to compile, customize, and distribute, even when pressed for time.

“It’s super easy and adaptable on the fly,” he said. “I can create documentation, bring the documents to a workshop, and have participants use the practice files to learn the software.”

Grabham requires that every user fill out an assessment after each workshop, and he has received many positive comments. “Participants like the depth of scope and easily understood language, not to mention the quick references and summaries,” Grabham said.

TRAINING IS ALSO USEFUL OUTSIDE THE CLASSROOM

Grabham is a strong advocate of using the materials as a reference tool after training is complete. “I keep hearing participants—be it faculty, staff, or students—talk to each other on campus about how nice the quick references are for easy answers and procedural steps,” he said.

Grabham even notices the quick references being used on a daily basis. “I see office managers and assistants taping the CustomGuide tables to their monitors for easy access to shortcut keys, quick procedural steps, and as visual references,” he said.