

Sonnenschein Maximizes Training Effectiveness with Automated Pre- and Post-Test Assessment

During a recent Microsoft Word upgrade, Sonnenschein Nath and Rosenthal LLP discovered an increase in the number of Word documents being sent to the Help Desk. Further examination uncovered that many of the Firm's secretaries were under-utilizing the document assessment and clean-up capabilities of Microsystems' DocXtools. With assistance from Microsystems, Sonnenschein developed its document clean-up and reformatting training program, building a tailor-made series that features the Firm's custom DocXtools product in every module. The program includes a pre-test that determines which classes each user takes, and a post-test to quantify comprehension of the course material from the training program. DocXamine provides automated assessment and reporting of both tests. With the new program, Sonnenschein has seen a significant increase in documents repaired at their source.

Firm Overview

With 700 lawyers and other professionals in nine U.S. offices and a global reach around the world, Sonnenschein serves many of the world's largest and best-known businesses, nonprofits and individuals.

Situation

When Sonnenschein upgraded to Word 2002, the training staff talked to secretaries about their usage of Microsystems' DocXtools for document productivity and quality control. They discovered that, despite having previously received training, many of the secretaries were not using the software to its full capacity. In response, Kristine Kukich, a Sonnenschein training specialist, along with Rob Humphreys, Florence Yun, and Pat Adams, developed the Document Triage series. The four-module program targeting secretaries includes instructor-led and self-paced curriculum, and features a pre-test that mimics everyday document scenarios, such as document comparison problems. Once completed, the pre-test establishes a personalized training curriculum for each individual, ensuring that training time is focused on building the skills that most require improvement.

Solution Overview

Company

Sonnenschein, Nath and Rosenthal LLP

Company Profile

Sonnenschein, Nath and Rosenthal LLP is a Chicago-based Firm with 700 lawyers in nine U.S. offices.

Business Situation

Sonnenschein wanted to develop a new training program for its secretaries to improve their document production and analysis using DocXtools.

Solution Description

With the guidance of Microsystems Consulting, Sonnenschein developed a training program that uses DocXamine to evaluate existing aptitude with DocXtools so that pertinent portions of the four-module training program are assigned to the secretary. DocXamine also measures post-training retention and provides reporting throughout. DocXamine and DocXtools are part of Microsystems' Knowledge Partnership.

Benefits

- 57% increase in productivity and efficiency of secretaries allows for more effective resource utilization.
- Decrease in documents sent to Help Desk Level 3 resources frees up technicians to address higher-level issues.
- Customized training that directs users toward only the modules on which they require training renders a more efficient training process.

Software

- DocXamine to assess and score in the pre- and post-test modules.
- DocXtools (the subject of the training series) to clean-up and reformat documents.

Services

- Microsystems Consulting to provide initial guidance on developing the training program and, specifically, assisting with the creation of the DocXamine custom rules and reports.

Solution

Ms. Kukich discussed her training goals with a Microsystems consultant who helped validate the best direction to take. “We needed to first find out where people were in order to know where they needed to be,” says Ms. Kukich. The goal was to change the way secretaries think and work, getting them to analyze the document holistically using the tools available and to determine a course of action based on the document and their deadline. This would empower the secretaries, shorten document turn-around time and lessen support demands. The team developed both pre- and post-tests, and built workshop modules that are customized based on the results of the user’s initial pre-test, called “What Would You Do?” “Microsystems’ assistance at the front end of the process was critical to the program’s development,” says Ms. Kukich. “Based on my objectives, the consultant guided me on how to efficiently build our reports.”

Ms. Kukich used DocXamine to build an automated assessment and reporting solution for her tests. She chose the DocXamine rules associated with the document best practices the secretaries needed to master. The reports detail which classes each person needs to take based on the pre-test score.

The series’ four modules tie to the components of the Firm’s customized DocXtools product: Document Assessment, Paragraph Formatting, Hidden Objects, and Document Components. A post-test called “What Would You Do Now?” measures improvement. DocXamine provides the automated grading for both the pre- and post-test. Ms. Kukich says the flexibility of DocXtools and DocXamine facilitated the creation of a customized secretarial training program. “The compartmentalization of the tools means we could take each of the components down to its smallest piece, then build it back up into a manageable 50-minute session in our own training format.”

Business Benefits

Dramatic Increase in Secretarial Productivity and Efficiency: The average secretarial improvement from pre-test to post-test has been 57%, with no office less than 45% and no individual less than 25%. Secretaries are more often able to fix troubled documents on their own, and they do it faster. As one secretary noted, “I was able to reformat a document and insert the correct numbering schemes with little or no problem. More importantly, we met the client’s deadline, and my lawyer is happy.”

More Efficient and Productive Help Desk: A condensed version of the training program, Triage Express, targets new Help Desk hires, allowing them to handle many document issues. The number of problem documents escalated to the Level 3 technicians has decreased. “With the percentage of calls going down, our Level 3 resources are now able to address other projects,” says Ms. Kukich. “These benefits accrue to our clients, contributing to improved quality and efficiency.”

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Kristine Kukich, Training Specialist

Customized and Highly Efficient Training: The pre-test assessment allows Sonnenschein to accurately assess a user’s ability to address common document scenarios, and requires them to take only the classes where their scores are below a minimum level. Ms. Kukich notes, “Some secretaries choose to take every session even though they tested out of some—a testament to the training’s value and effectiveness.”

About Microsystems

Microsystems is the leader in providing complete, “first draft to final delivery” document lifecycle solutions to the legal and life sciences markets and other document-intensive businesses. The company provides more than 500 clients with an innovative combination of software products, consulting services, and training designed to improve the total document creation, quality control, and delivery processes.

For a demonstration of how Microsystems can provide automated assessment and reporting of your trainees’ curriculum retention, call Microsystems Sales at 630-598-1100.