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## Customer: U.S. Department of Veterans Affairs, Milwaukee, WI



Veterans Affairs VISN Education and Training Program. In support of the VA VISN 12 Education Program DOMA Technologies provides an Online Supervisory Training Course of instruction including Blackboard Learning Management System hosting and support and provides managed Distance Learning systems and curriculum life-cycle support services. DOMA was responsible for the initial curriculum development, coordination and pilot testing of the entire On-Line Supervisory Training Course of Instruction. DOMA instructional developers are responsible for the curriculum administration including maintaining module currency, maintaining viability of content, module management, and individual lesson customization as required. As part of the overall course management process DOMA personnel oversee the facilitation and support of both online and off-line instructional events for both participants and instructors. We provide them with orientation to the technology; course procedures and responsibilities; provide continuous coordination with instructors/subject matter experts; assist participants as they progress through the course; track student progress through the completion of course modules; and the collection, aggregation and analysis of course completion data. VISN 12 instruction utilizes a “blended” instructional strategy (audio, video and web conferences as supplements to the on-line self directed study components. DOMA Systems Support Technicians are responsible for managing and facilitating these instructional events in conjunction with the online training offering; maintaining all systems and software; and ensuring communications connectivity. DOMA prepares and submits monthly status reports and end of course reports regarding VA participant status of training and conducts debriefing sessions with the VISN 12 Education Committee. Evaluation of Content is accomplished using the Kirkpatrick Levels of Evaluation and focuses on the 4 levels of learning. Summative data is collected from competency testing and cross referenced with the evaluation questions to determine the value and impact of the VA training within the workplace. DOMA personnel work closely with the VISN 12 Management Staff in establishing communications requirements, establishing schedules, scheduling VA resources such as the VA National Teleconferencing System and resolving courseware, system and telecommunications issues as required.