

CASE STUDY



Kansas Department of Corrections
reduces costs, improves online training
by integrating the WizIQ Virtual
Classroom with Moodle

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Kansas Department of Corrections

Challenges

The primary challenges facing the KDOC are reducing costs, improving training, and increasing user satisfaction.

The Solution

In August 2011, the KDOC integrated the WizIQ Virtual Classroom with their Moodle installation. The institution now uses this new platform for its training and developmental programs designed for staff and other members.

Kansas Department of Corrections reduces costs, improves online training by integrating the WizIQ Virtual Classroom with Moodle

The **Kansas Department of Corrections (KDOC)** is a law enforcement agency in the US state of Kansas. When the agency integrated WizIQ's Virtual Classroom with its existing, Moodle-based Course Management System, they reduced their spending on training by 50% while improving the training experience.

Introduction

The KDOC operates state prisons in Kansas. The institution provides required training for staff, contractors, mentors, and community partners in and around Kansas, in excess of 5,000 people. KDOC's courses are designed for learners ranging from beginners to experts.

The KDOC offers more than 50 online courses, and several hundred live training classes. Many of these classes are asynchronous and self-paced. Others are offered online, or face-to-face in classrooms. Small class sizes, experienced facilitators, and innovative uses of technology all characterize the KDOC's approach to training, whether dealing with facilities, parole offices, or community partners throughout the state.

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Challenges

The primary challenges facing the KDOC are reducing costs, improving training, and increasing user satisfaction. They've been using the Moodle Course Management System unofficially since 2006, and officially since 2009. For real-time online interaction, they were using Dimdim, but were not happy with its performance.

Ultimately, they were spending too much on training, the system wasn't very user friendly, and it lacked too many features. Dimdim in particular was tying up a lot of bandwidth. They needed a better synchronous teaching tool.

The Solution

In August 2011, the KDOC integrated the WizIQ Virtual Classroom with their Moodle installation. The institution now uses this new platform for its training and developmental programs designed for staff and other members.

The KDOC chose WizIQ's integration for the following reasons:

- A simpler, easier user experience.
- An extensive content library.
- 24/7 support.
- Superior screen sharing speed.
- Live YouTube video sharing.
- No special software installation.
- Lesser band with requirements.
- Special whiteboard features like student controls.
- The ability to minimize the chats and attendee lists.
- The option to poll students for instant feedback.
- And much more ...

For the KDOC, the technology change resulted in reducing the institutional spending on training by 50%. KDOC PRO writes:



WizIQ is much more user friendly than DimDim. It does not require special software to facilitate and seems to use less bandwidth. WizIQ offers good price, good quality and integration with Moodle.



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KDOC training administrators are happier with the switch to WizIQ, due to:

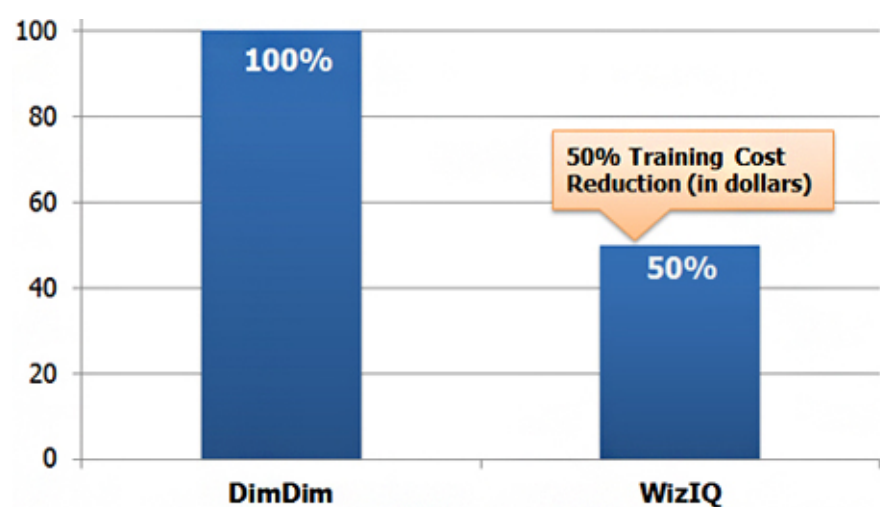
- A 50% reduction in institutional spending on training.
- A 400% increase in online teachers for the training program.
- More than 50 online courses and growing.
- Consumption of lesser bandwidth.
- Expansion of their reach.

The trainers are happier with the change to WizIQ because of:

- The ability to present live online training classes easier.
- Hundreds of signups (and growing) for live training.
- The user experience is far more friendly.
- An extensive content library.
- Advanced whiteboard features.

And let's not forget the students. They're happier because:

- They have more online courses to choose from.
- The user experience is far more friendly.
- It's easy to take online classes
- High speed screen and YouTube video sharing
- Advanced whiteboard tools with transferable writing controls



Showing 50% institutional spending reduction (in dollars)

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Here is what KDOC people has to say about their experience with WizIQ:

“ We had used dimdim and had problems. So far, staff are much happier with WizIQ and feel more comfortable teaching with it. ”

“ WizIQ is more user friendly than other software of similar type. Their staff are knowledgeable, helpful and friendly. ”

“ Instructors love the content library and the ability to limit or allow student modifications for the whiteboard. They love the fact they can minimize the chat and attendees list and that the system tells them if they are looking at something else if there is a change in the chat. ”

“ Students really like the ease of entering classrooms, the ability to add to whiteboards and the speed of screen-sharing. ”