

NVTI Focus Group Findings

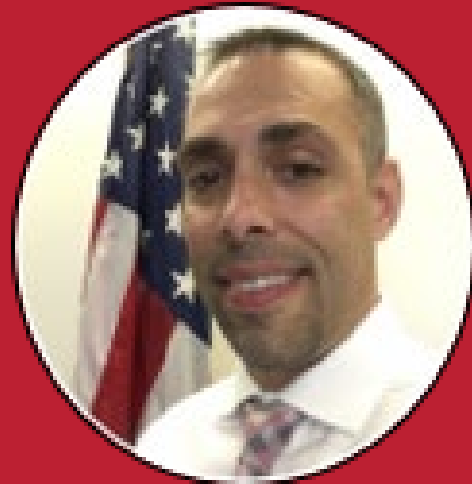
2024



Hannah Toney

NVTI Co-Program Manager & Curriculum Director

- Background in instructional systems design and consulting services, theatrical arts and education, writing state-wide standards, and presenting research nationally
- Taught asynchronous and traditional college courses focused on curriculum design, educational philosophy, and theatre
- Hannah holds a Doctorate in Curriculum and Instruction, a Masters of the Art of Teaching, and a BFA in design and technical theatre

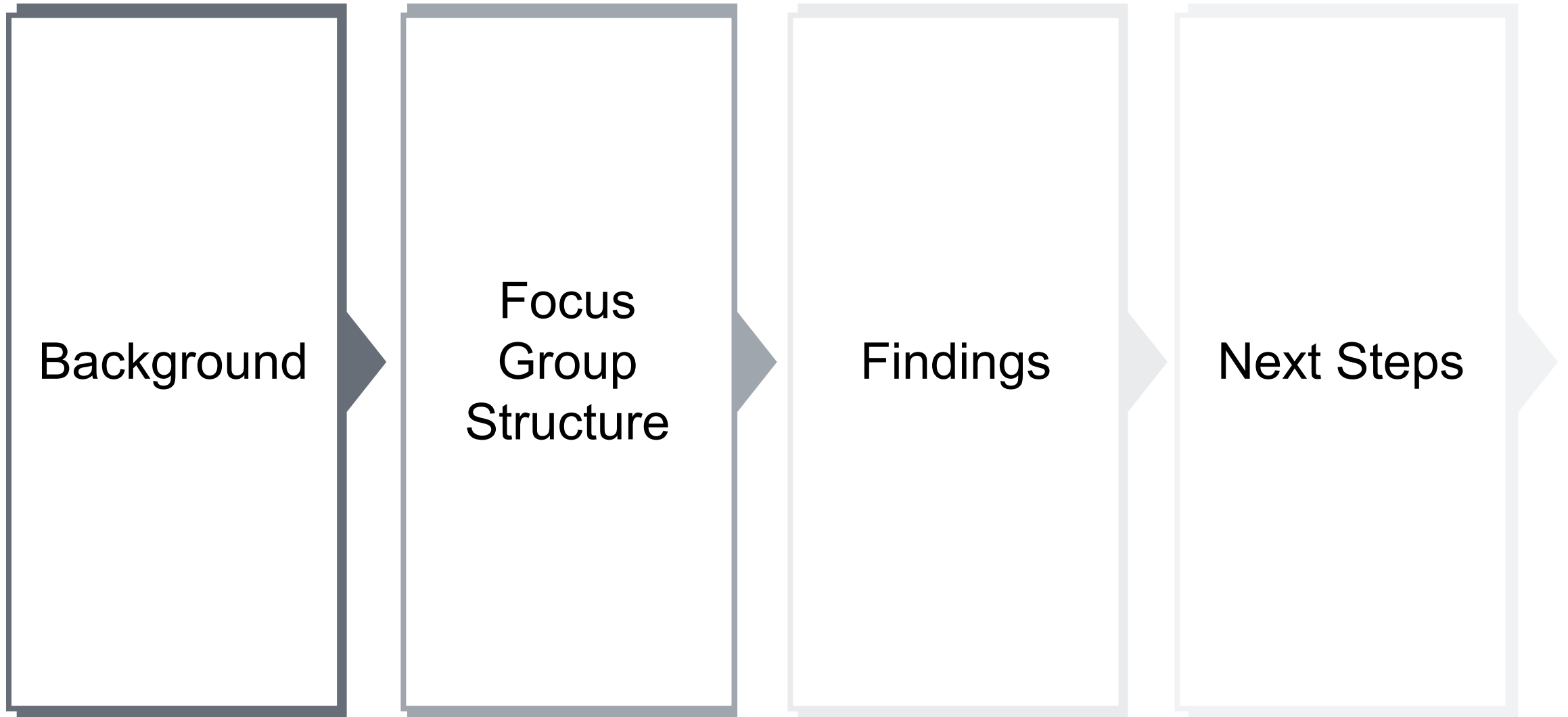


Brandon Webb

NVTI Lead at DOL VETS

- Background in training, education, and program management
- Experience with the JVSG, HVRP, and TAP programs as well as USERRA and Veterans Preference investigations
- Served as Commandant for the Air Force's largest Airman Leadership School overseas
- Brandon holds a Masters in Business Administration a Bachelors in Information Technology and three Associates degrees

Overview



Background





Poll: Focus Groups

Did you know NVTI hosts
focus groups?

- A. Yes
- B. No
- C. What is a focus group?

What is a Focus Group?

What?

- Judgment-free and positive environment that encourages sharing of perceptions and feedback

Who?

- People who share similar characteristics or common interests

How?

- Guided by a facilitator
- Topics/Questions are predetermined
- The facilitator interacts with participants and can ask follow-up questions

Why?

- Helps identify gaps in training and processes, and needs

NVTI Focus Groups

Purpose

- Determine the efficacy of the program's existing products and structure
- Gather ideas about future program directions
- Learn more about how NVTI training has helped veteran service provider staff perform their jobs
- Guide improvements to NVTI training and identify what changes would be most impactful



Two Years Ago...

2022 Focus Groups

- **Audience:** JVSG Staff, JVSG Supervisors, DVETs, ADVETs, and Regional Staff, and Federal Staff
- **Topics:** User Experience (Application, Registration, and Reporting) and NVTI's Future

Recommendations



Improve the application process; an online application is preferred



Supervisors would like a method to track their staff's course completions via NVTI



NVTI Student Central can be cumbersome to navigate and can require too many clicks



Add more modular, on-demand learning and improve 9608

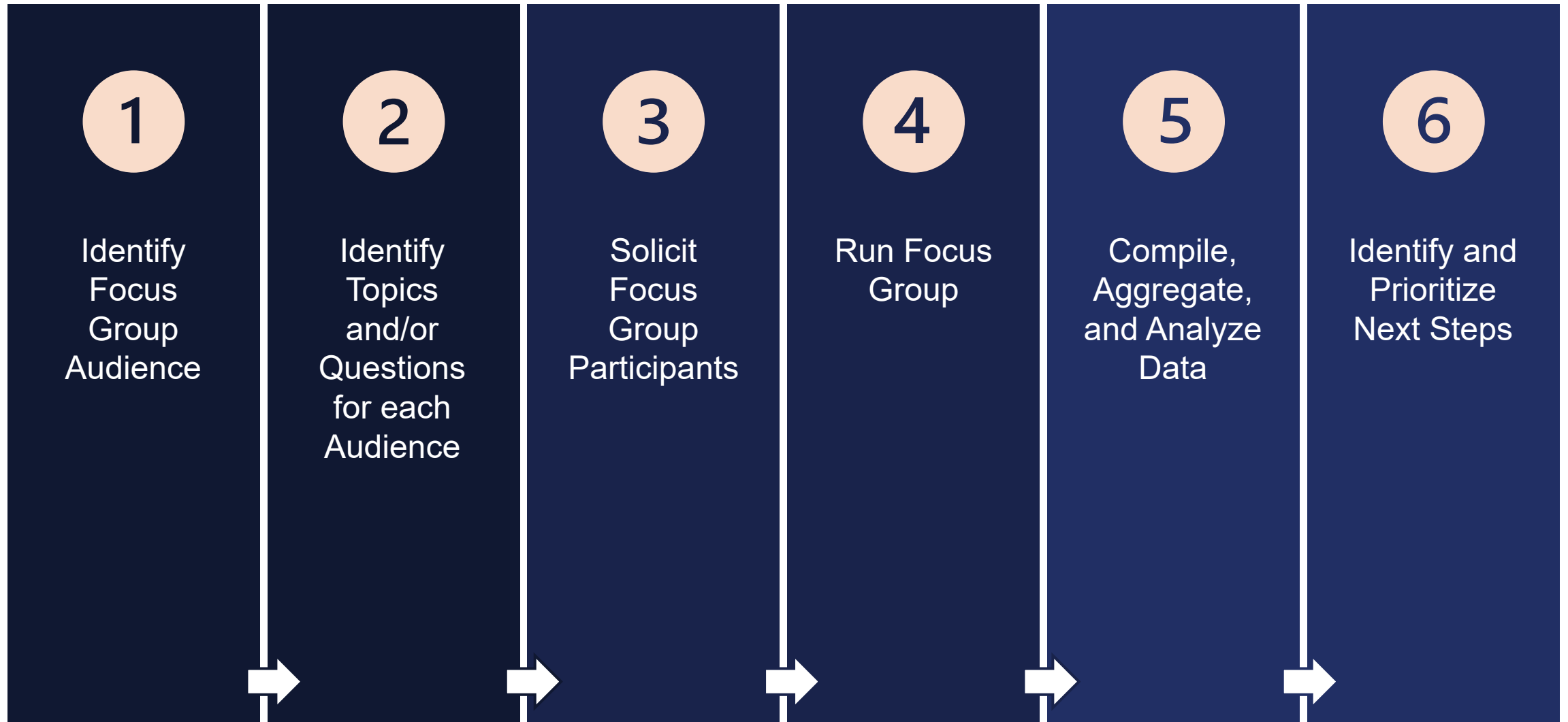
2022 Focus Group Outcomes

- **9608: DVOP Specialist Core Competency Development**
 - Improve graphics and made the course more relevant to the day-to-day tasks of DVOP specialists
- **9610: Career Coaching for Special Populations**
 - Restructured course, and developed a foundational course to precede courses specific to special populations
- Supervisors are now notified when participants complete a certificate program
- Online application was developed and implemented

Focus Group Structure



Process



Focus Group Audience and Structure

Goal:

- Create opportunity for open and honest feedback without judgment and retribution
- Ensure a diverse group to capture all voices and perspectives



JVSG Staff



HVRP Staff



Supervisory Staff



Federal Staff

Agenda



Working Together – Setting Expectations



Participant Introductions and Instructions – Get to Know Each Other



Questions/Prompts



Wrap-Up

Past Topics and Sample Questions

NVTI Application Process

- What experience do you have applying for NVTI training?
- What recommendations do you have to improve the overall application process?

NVTI Customer Experience

- What recommendations do you have regarding accessing course materials?
- What was your experience with accessing asynchronous training and course materials in the learning portal, NVTI Student Central?

NVTI Classes

- What was the most recent NVTI class you completed?
- Which training do you feel would have been most beneficial to you when you were first hired to your current position?

NVTI Future Focus

- What new training formats and/or new technologies should NVTI consider?
- What areas should NVTI focus on in the future?

Findings



Areas for Improvement Overview



**Application
Process**

Training Delivery

Communications

**New Classes
and Content**

Application Process

Areas for Improvement

- Frustration with elements that do not auto-fill as expected
- Supervisors are concerned that the right people aren't required on the application

Recommendations



Explore auto-fill options based on roles



Refine the required elements in the application



Conduct user experience review to reveal remaining issues



Poll: Training Delivery

I prefer to participate in training:

- A. Live virtually
- B. Live in-person
- C. Asynchronously as eLearning

Training Delivery

Areas for Improvement

- More class offerings with a mix of in-person and virtual
- Request that classes have various start times to accommodate different time zones
- Notebooks for in-person training are useful; wish virtual participants receive an option of the same
- Some difficulties using NVTI Student Central

Recommendations



Provide more offerings of existing NVTI classes; more in-person classes; maintain virtual options; and offer different start times



Strategize ways to provide networking opportunities for virtual participants



Consider offering both printed and digital books based on user preference



User evaluation of NVTI Student Central to identify improvements



Poll: Communication

Rate NVTI's communication.

- A. Just the right amount of information and frequency
- B. Would like more frequent communication
- C. Would like to see more customized communication

Communications

Areas for Improvement

- Need for clear guidance on:
 - Available classes and content
 - Availability of resources
 - Steps to fulfill training and development requirements

Recommendations



Assess if additional push notifications are useful



Consider multiple communication methods



Personalized messaging



Consider annual live events hosted by NVTI for updates and questions from the field



Poll: NVTI Mailing List

Are you subscribed to the
NVTI mailing list?

A. Yes

B. No

New Classes and Content

Areas for Improvement

- More targeted leadership/supervisory training
- More practice and training on case notes
- Enhancements to USERRA training

Recommendations



Include suggested leadership/supervisory topics in next FY's work plan



Enhance training on case notes through course updates and possible microlearning or webinar



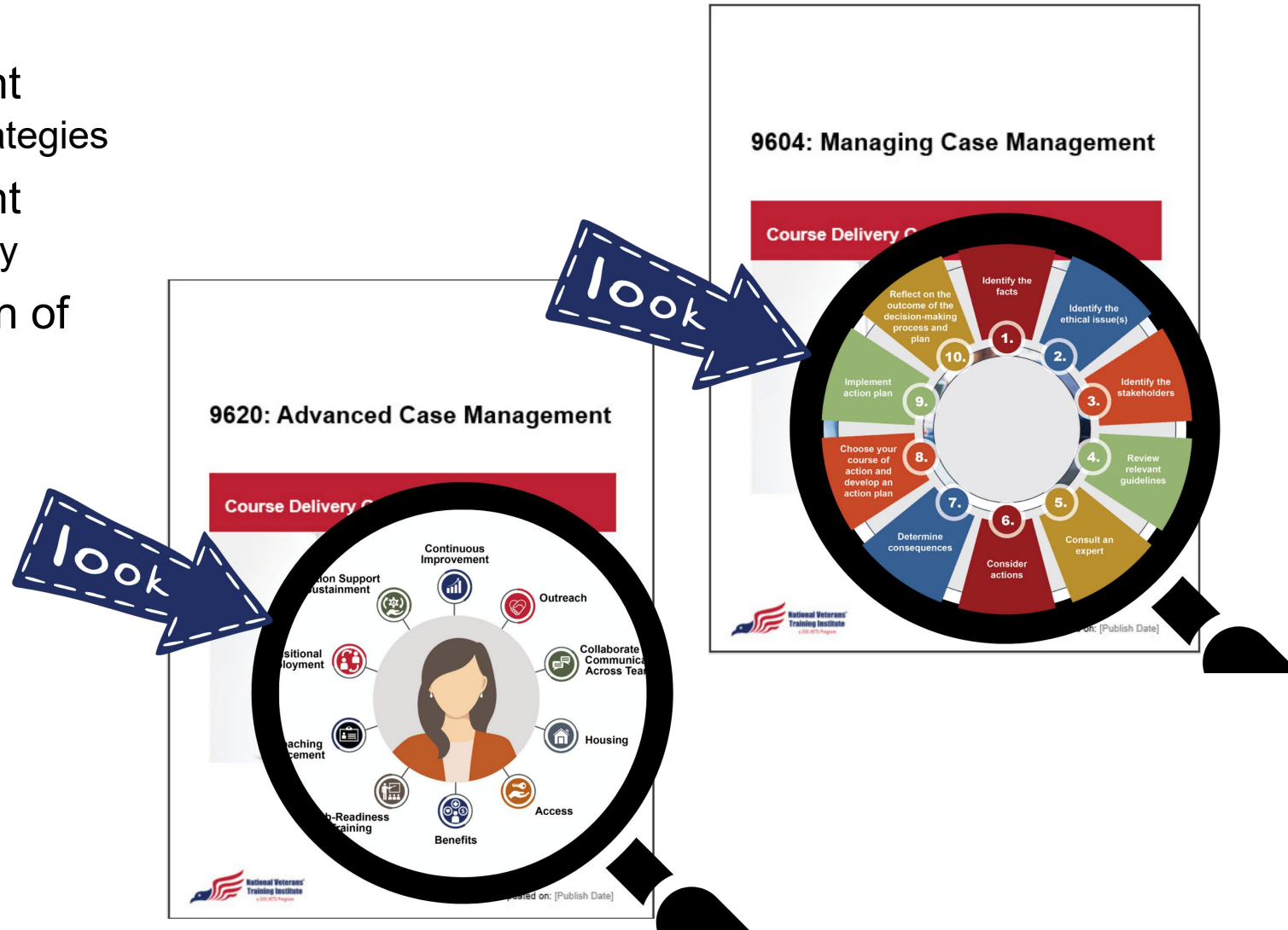
Modify and create USERRA investigator training with more in-depth practice, advanced-level instruction, and just-in-time learning resources



Consider technology to develop effective virtual practice opportunities

Recommendations in Action

- **9620: Advanced Case Management**
 - Increased case notes practice and strategies
- **9604: Managing Case Management**
 - Revised content for audience relevancy
- **9603: Leadership for the Integration of Veterans' Services**
 - Planned update for next FY





Share in the Chat...

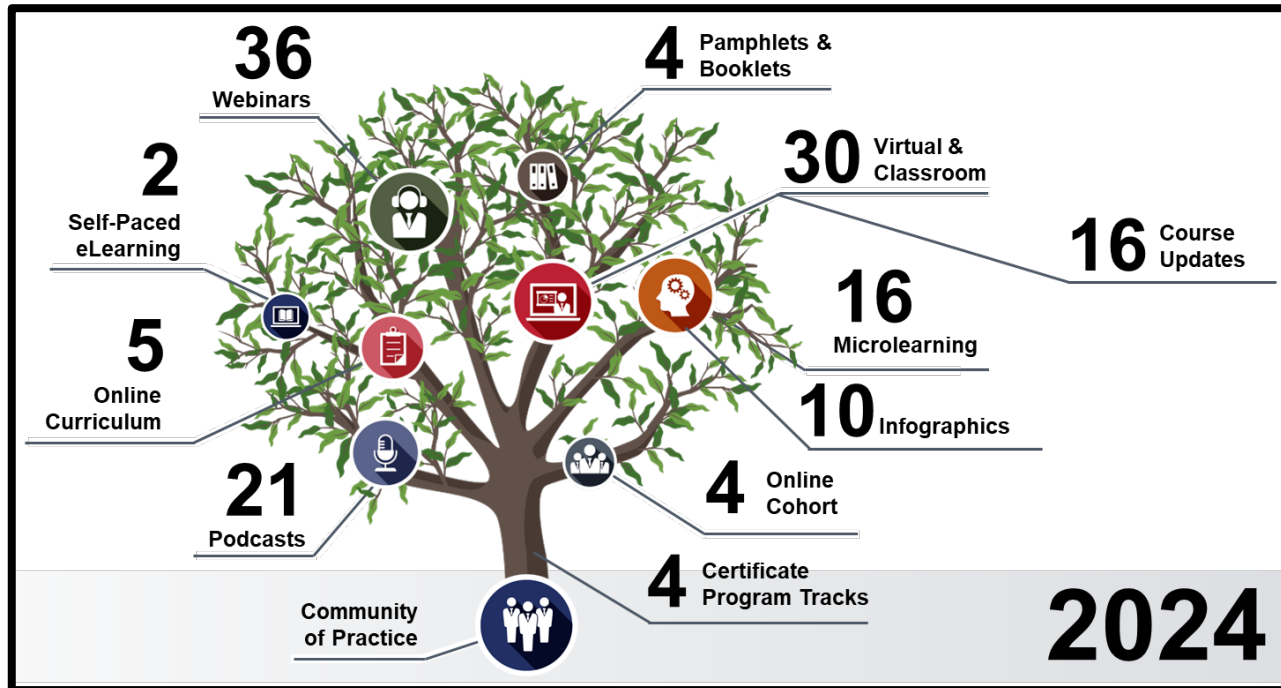
What (training or other supports) would help improve your daily job functions?

How do we track recommendations?



- All recommendations are logged and tracked
- Each FY the recommendations are reviewed and prioritized on current needs and budget
- Recommendations remain on the list until they are addressed or the need changes

What do we do with the recommendations?



- Update courses, webinars, and microlearning
- Develop new courses, webinars, microlearning, and podcasts
- Look for opportunities to connect all learning products
 - Do we need to add a microlearning or podcast to support this course topic?
 - Do we need an infographic to support this webinar?

Next Steps



How Can I Provide Feedback?

- Complete course evaluations
- Email studentservices@nvti.org or complete the [NVTI Feedback Form](#)
- Participate in an NVTI focus group



Be on the Lookout!

9/12

What's New and What's Coming at NVTI Webinar

9/27

Annual AJC Highlight 2024 Podcast

9/27

Updated JVSG Primer

9/27

Updated Journey Maps



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Questions

Thank You!

