



***TRANSIT
WORKFORCE
CENTER***



Federal Transit
Administration

Transit Workforce Center

National Technical Assistance Center
for Transit Workforce Development



INTERNATIONAL
TRANSPORTATION
LEARNING CENTER

Online Training and Learning Technologies Webinar

October 25, 2022



TWC • TRANSIT WORKFORCE CENTER



Transit Workforce Center – Mission

Operated by the **ITLC**, the **Transit Workforce Center (TWC)** is **FTA**'s first ever national technical assistance center for transit workforce development.

www.transitworkforce.org



mission

The **TRANSIT WORKFORCE CENTER** is the Federal Transit Administration's first ever national technical assistance center for transit workforce development. Its mission is to help urban, suburban, tribal, and rural public transportation entities recruit, hire, train, and retain the diverse workforce needed now and in the future.

TWC Webinar Series

The Transportation Workforce Center (TWC) is hosting three webinars to:

- Support transit industry train-the-trainer and training programs,
- Explore ways to innovate training processes, and
- Share knowledge of training best practices and trends with you.



Today's Webinar

- Welcome and Opening Remarks
- Online Training and Building Training Programs
- Online Training Best Practices
- Future and Trends of Online Training
- Q&A



Todd Marks

Mindgrub

Founder, CEO, and President

Mindgrub accelerates the growth of human potential through creativity, technology, and innovation.

A background image of a modern office with large windows, featuring several people working at desks with computers. The image is overlaid with a dark blue gradient.

eLearning for Transportation

Todd Marks
President & CEO
Mindgrub Technologies

Todd Marks

Founder, CEO, & President of Mindgrub Technologies



Todd Marks, Daily Record's 2021 Most Admired CEO, 2-time EY Entrepreneur of the Year Finalist, member of Baltimore Magazine's 40 under 40, Maryland Tech Council's 2022 CEO of the Year, and The Daily Record's Innovator of the Year, is the founder and CEO of Mindgrub Technologies.

Mindgrub, a member of the Inc. 5000 for ten years running and the Maryland Tech Council's Tech Company of the Year, is an agency at the intersection of technology and business, designing and engineering solutions that define a company's digital presence

We Make and Market Your Software.

CLIENTS

MARYLAND BRANDS

Mindgrub has worked with a variety of brands across industries. Mindgrub tackled each project with teams that understood the need to innovate, iterate, and create the ultimate experience for consumers through the language of the brand.



What is Online Training?

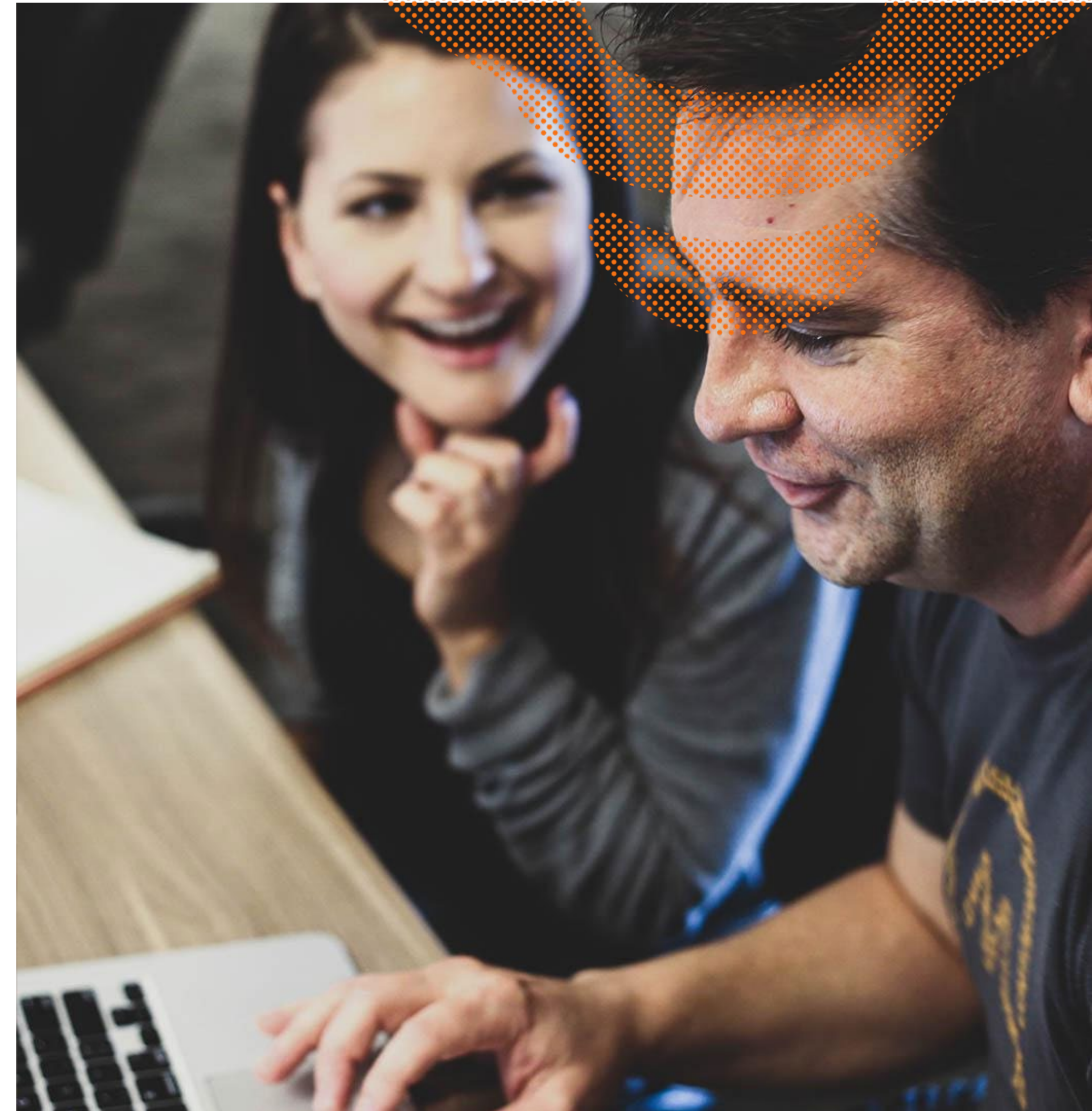


What is Online Training?

Online training lets organizations and managers teach people skills over the internet via computers, mobile devices or virtual reality

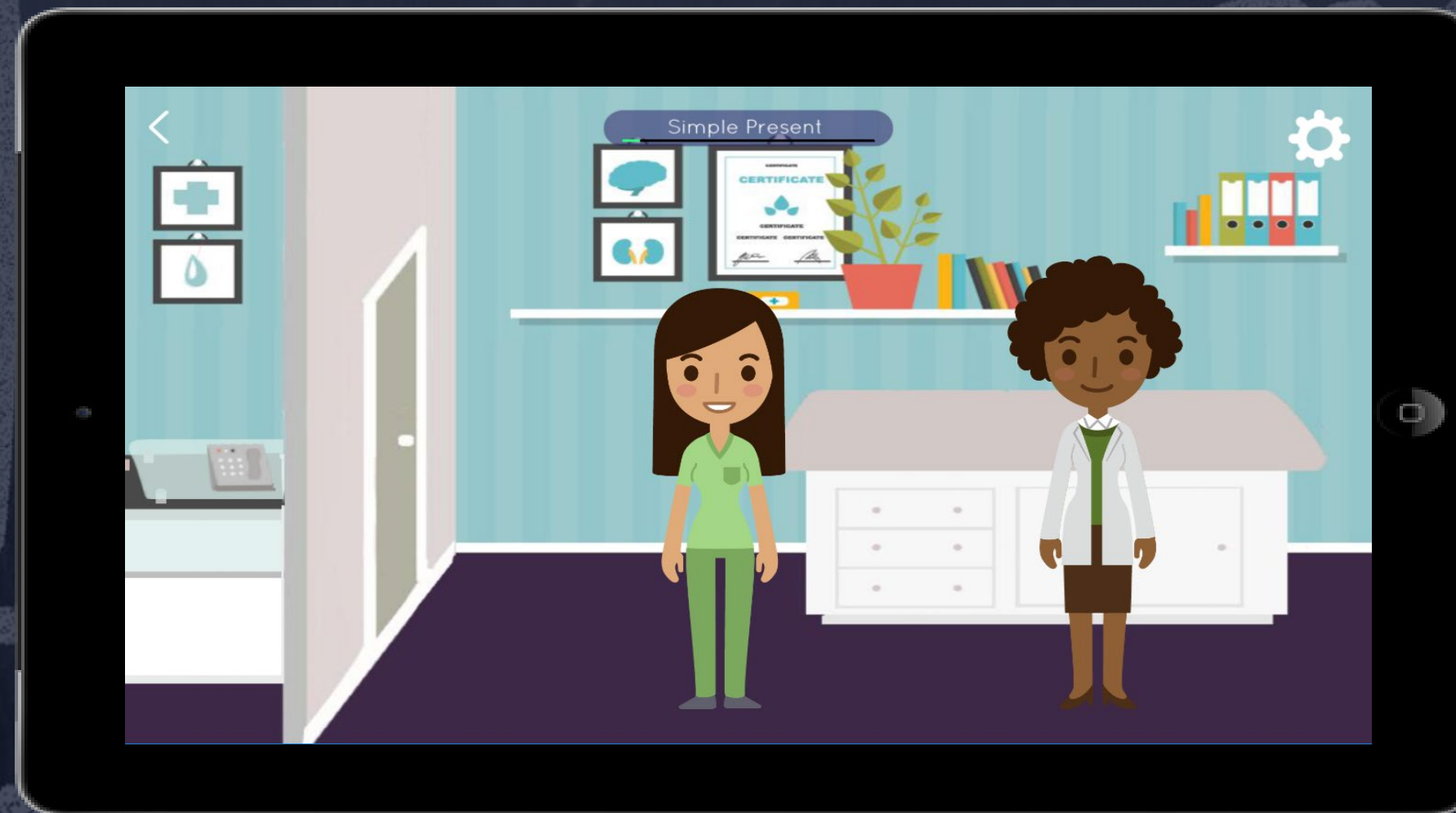
Key benefits of online training:

- Flexibility
- Cost Savings
- Just-In-Time
- Career Advancement
- Resource Libraries
- Virtual Collaboration Possibilities



ESOL SENTENCE WHEEL

LEARNING SENTENCE STRUCTURE



CLIENT SOLUTION

Mindgrub worked with ESOL to develop a sentence selection mobile application which would provide students an engaging way to practice sentence structure. The development incorporated a wheel-like scrolling feature which promotes students to swipe and select the proper words to answer the proposed questions. This application provides a fun and friendly environment for students to enhance what they have learned in the classroom through engaging stories which provoke critical thinking. Mindgrub's design team also worked diligently to create pleasing aesthetics which would cater to the appropriate audience, young children.

Creating an Online Training Program



Creating an Online Training Program

The key things are to identify when and where a person will complete the training. One what device will they use - desktop, mobile, VR? Will it be asynchronous or synchronous? Can you buy the training or will you need to develop it? Will there be a knowledge check? Will you use a Learning Management System?



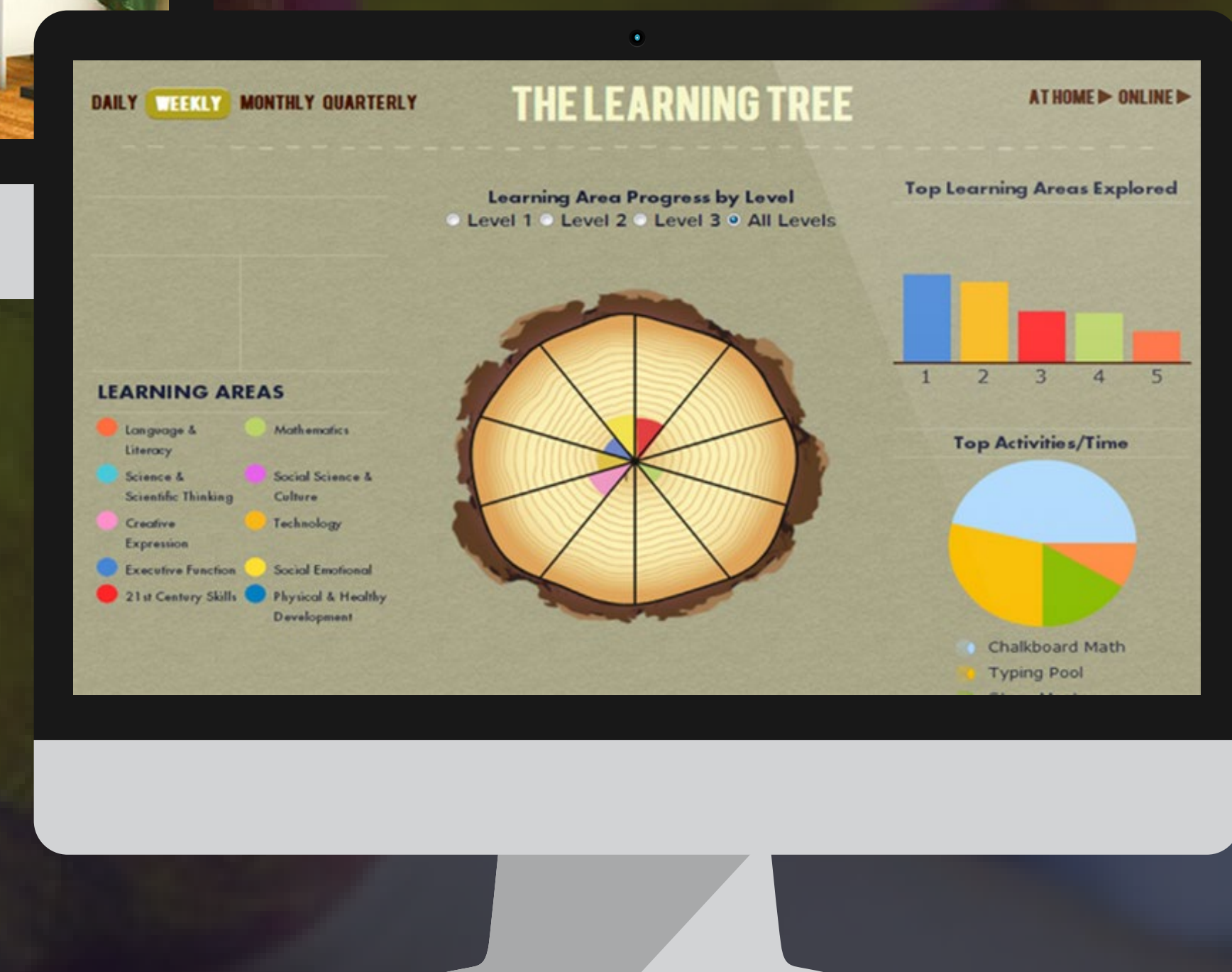
CURIOSITYVILLE

TEACHING YOUNG CHILDREN WITH GAMES

CLIENT SOLUTION

Working closely with the Curiosityville team, Mindgrub developed and designed web games to teach art, math, science, and reading. Each game would feature Curiosityville's fun and lovable cast of characters.

Mindgrub utilized advanced data modeling and a custom learning management system to track a child's engagement. Above all, we achieved our goal of making the game fun and education for children.



Best Practices in Online Training



Best Practices in Online Training

Remote learning is up 173% since 2005. It's key to the industries of the future.

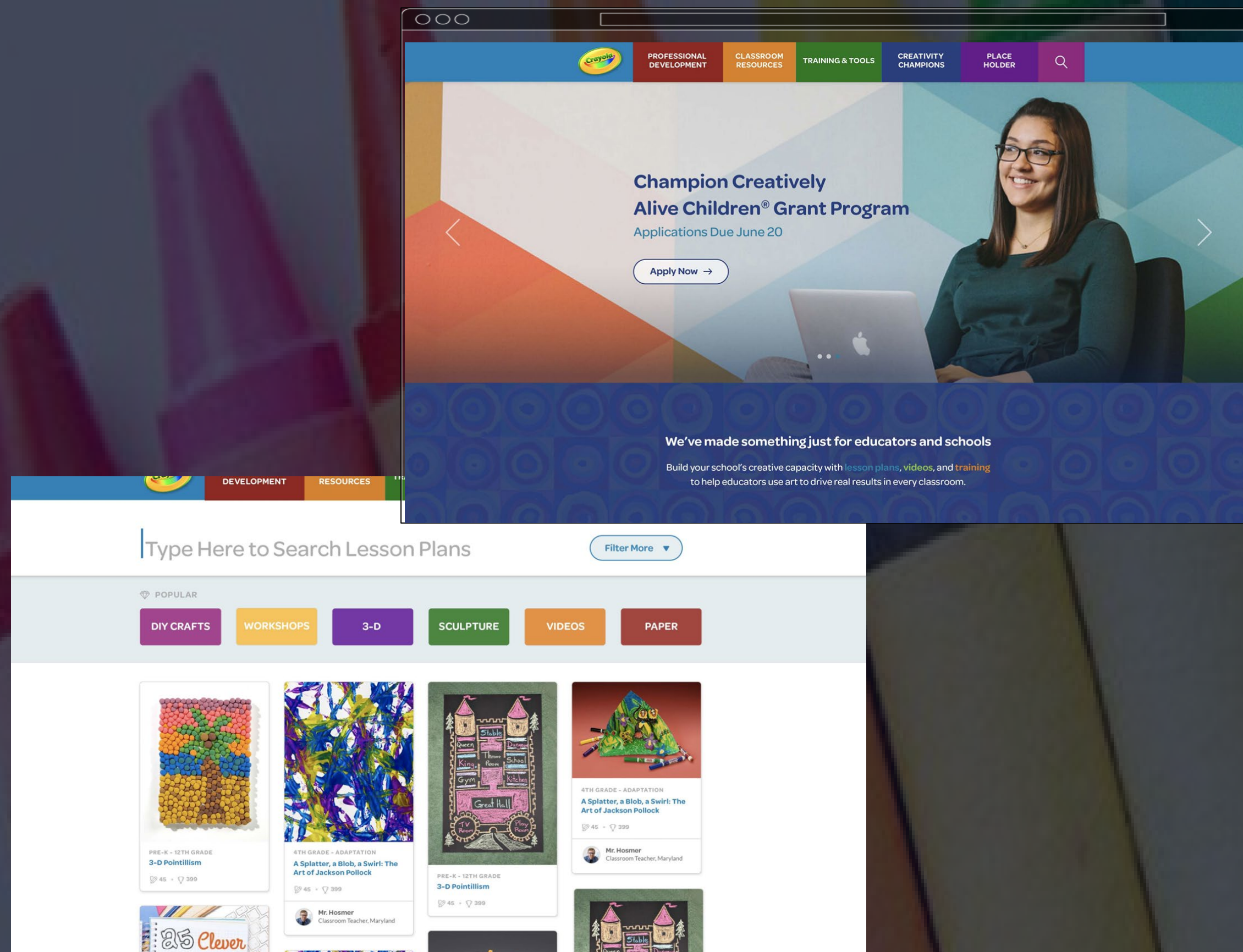
Best Practices:

- Use Blended Learning
- Select a Learning Management System
- Leverage Video
- Make it Interactive
- Orient your Students
- User a “Flipped Classroom” technique
- Leverage “Micro Learning”
- Use Pre & Post Learning Follow Up



CRAYOLA

MADE FOR TEACHERS



Crayola wanted a way to engage educators and encourage use of their products in the classroom. Mindgrub performed an extensive Sprint 0 with Crayola to determine user needs and content. As a result, we developed a comprehensive platform for educators to access in classroom lesson plans and activities as well as other educational resources offered by Crayola.

MBRT

EXPLORING LIFE OUTSIDE THE CLASSROOM



Mindgrub worked with Maryland Business Roundtable for Education (MBRT) to develop the Way to Be! mobile application. This app provides a way for students to explore postsecondary career options as they begin to consider life outside the classroom. Highlights included creative content display, notifications, reminders, and content personalization to help students prepare for success in college or careers.

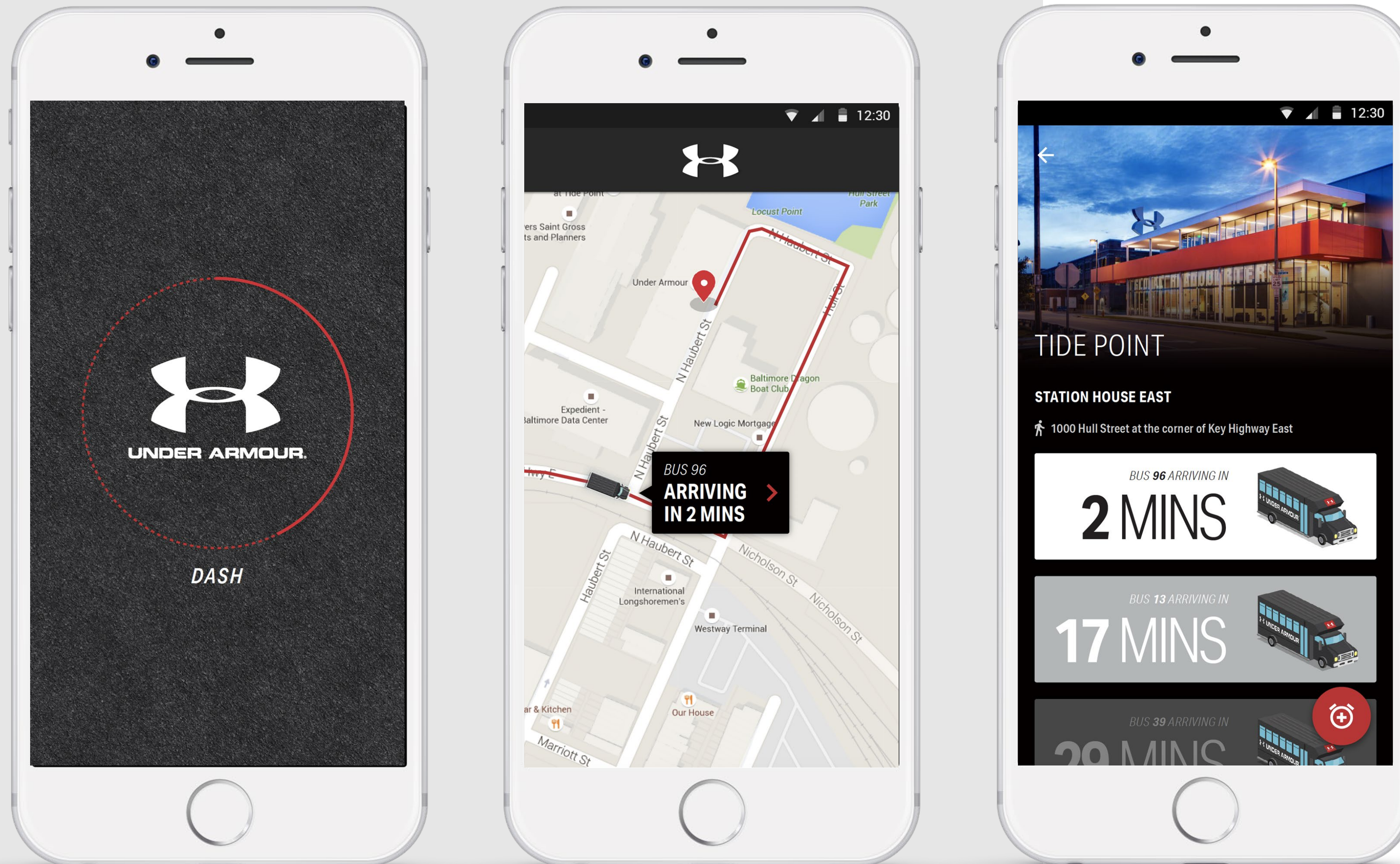
Play Store:
<https://play.google.com/store/apps/details?id=com.mbrt.waytobe>

iTunes Store:
<https://itunes.apple.com/us/app/way-to-be/id1436331764?mt=8>

Where is Online Training Headed?



Seamless transport between campuses



Real-time vehicle tracking technology

Utilizing the TransLoc API, the shuttle app incorporated real-time vehicle tracking for all of Under Armour's buses, including speed, trajectory, and route. Users could tap any shuttle on the interactive map of Locust Point and Port Covington in Baltimore to see its schedule and location, as well as set a countdown and alarm for its arrival.

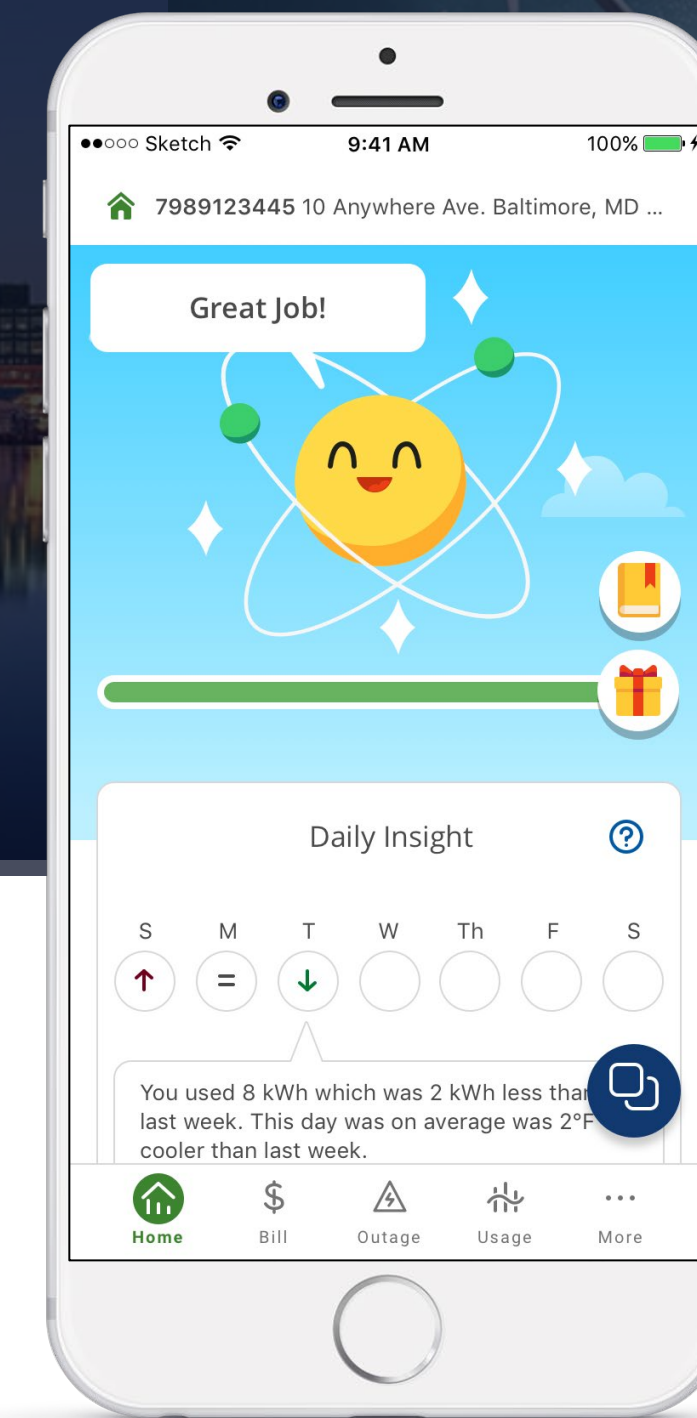


Baltimore Gas and Electric

A Mobile Case Study

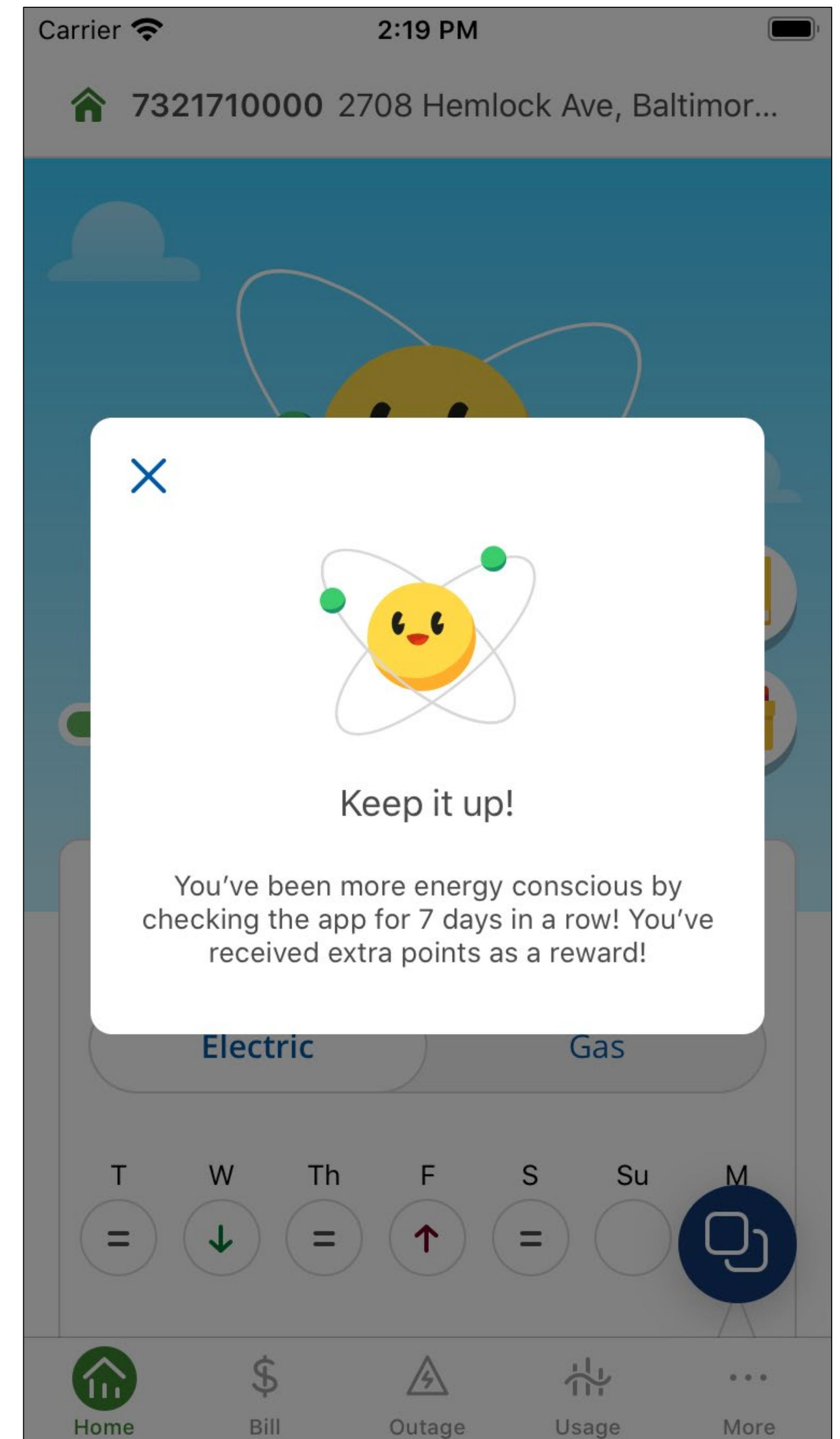
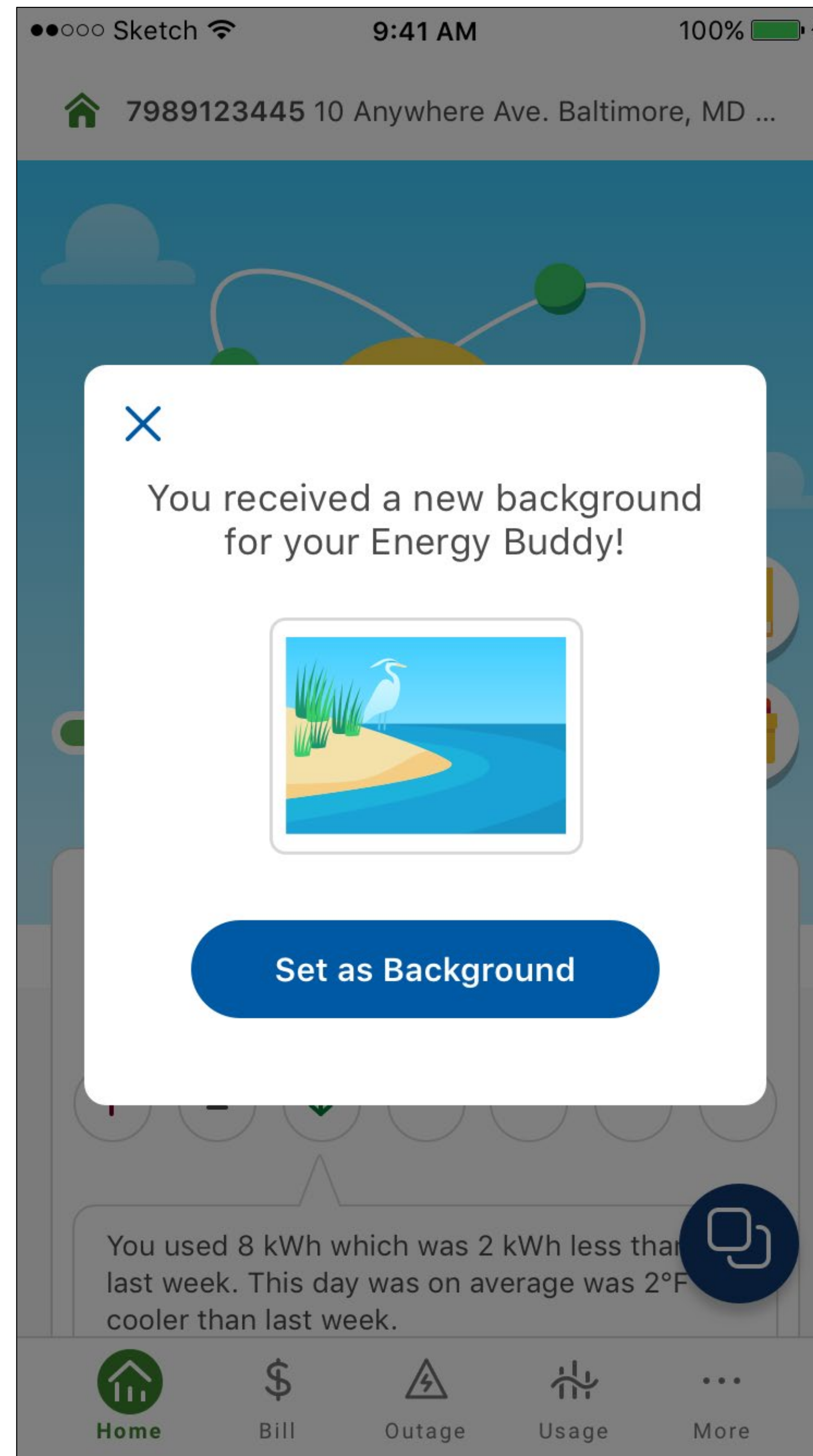
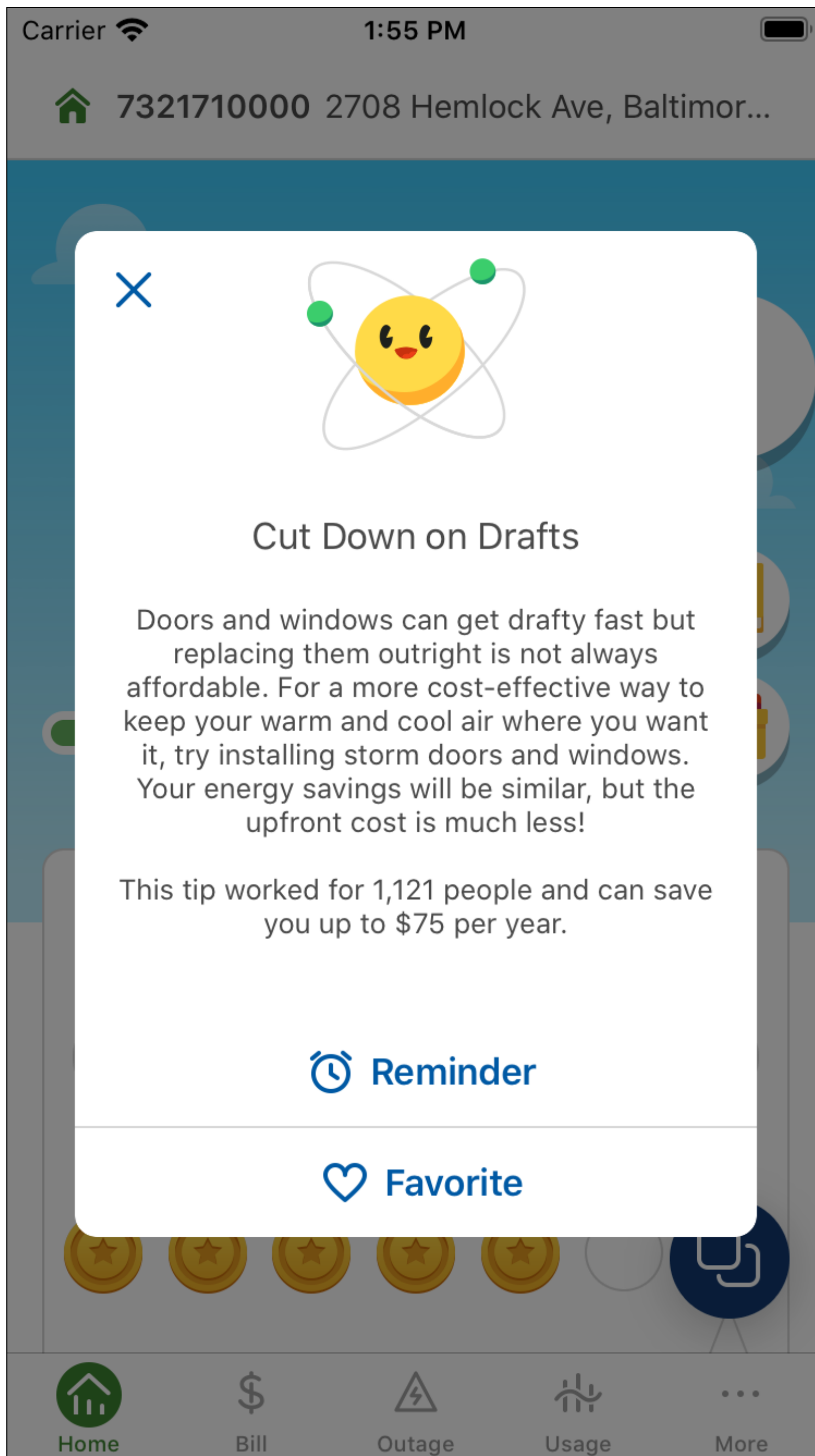
Overview

Working with the behavioral energy efficiency team, Mindgrub partnered to create a gamified mobile experience for residential customers. Our goal was to increase the user's awareness of their usage data, encourage frequent engagement with the mobile application, increase exposure to energy savings tips, and enhance the user's experience with the mobile app by providing a fun, playful experience.



Key Features

- Earn rewards for energy savings
- Receive push notification reminders about usage
- Complete tasks such as paperless eBill enrollment
- View usage stats over time
- Receive energy savings tips



What is the VR & Metaverse and What Will it Become

TOP USES OF THE METAVERSE

- Gaming & eSports
- Entertainment
- Education
- Healthcare
- Manufacturing
- Retail
- Remote Working
- Tourism
- Social Media
- Private Digital Spaces / Real Estate
- Banking & Finance



Courtesy www.analyticsvidhya.com

PEABODY INSTITUTE

360 DEGREE VIDEO



CLIENT SOLUTION

Peabody Institute wanted a way to better reach potential students and faculty. As a result, Mindgrub developed and shot a series of 360 degree videos that provide site visitors with a fully immersive experience.

Check out one of the 360 degree video [here](#)

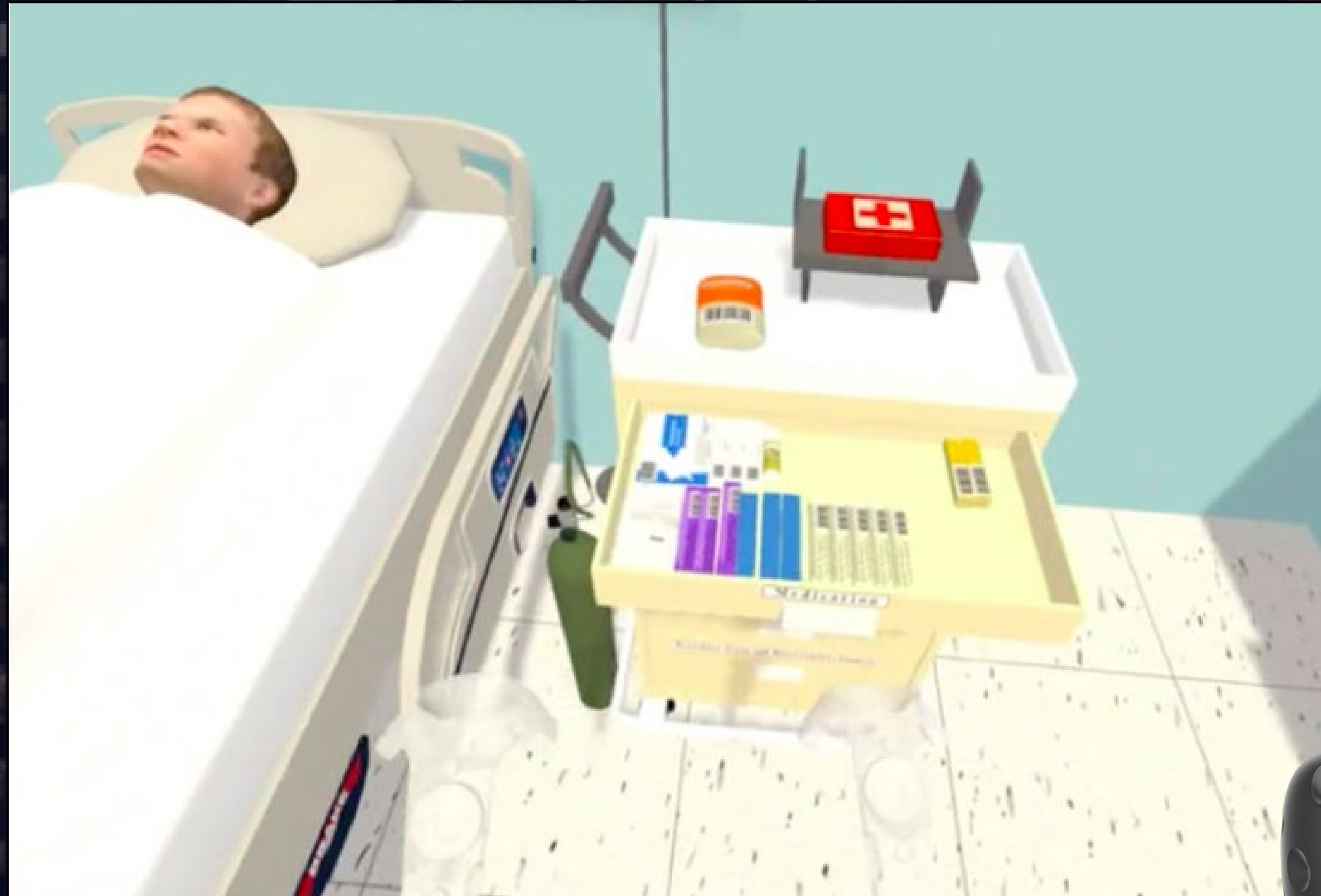
MERCY MEDICAL

EFFECTIVE TRAINING THROUGH GAMIFICATION

21

CLIENT SOLUTION

We developed a VR training experience for the nursing program at Mercy Medical. By gamifying the training experience, Mercy has reported much higher knowledge retention as well as a significant reduction in costs.



mindgrub









QUESTIONS?

I'VE GOT ANSWERS - todd.marks@mindgrub.com



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The International Transportation Learning Center is dedicated to improving public transportation through workforce development of the frontline workforce.





Learning Technologies

- Intuitive
- Support systems
- User community
- Skills of production team
- Works for end users





eLearning Authoring Tool: Storyline

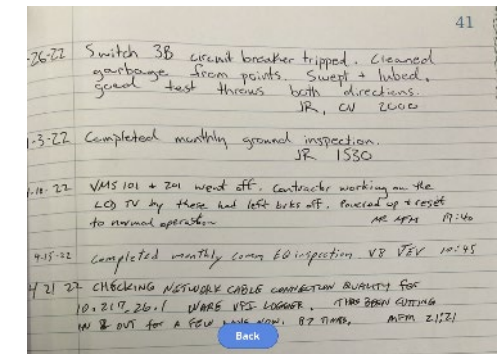
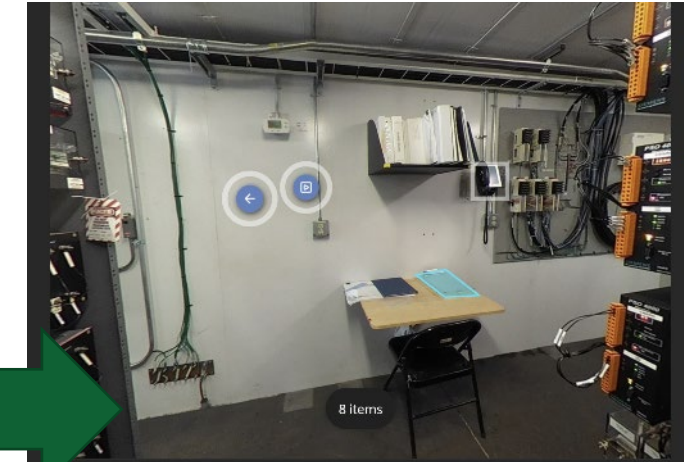
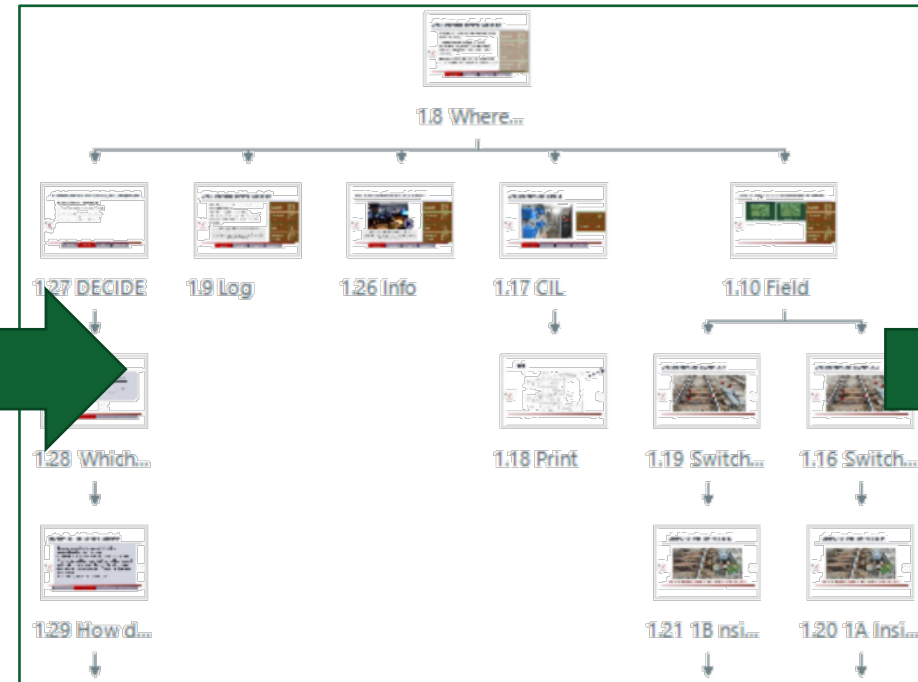
Provided below are the steps to perform a Load Study.
Drag and drop them into the right order.

- 1 Hook up to the feeders or service
- 2 Set power system parameters
- 3 Set recording time
- 4 Record the data
- 5 Download and review the measurements

Source: CDA - Simple steps to perform a load study (<https://www.controltechnicsautomation.com/perform-a-load-study>)

Conventional vs. Protective Relays
Drag and drop the function into the right category

Conventional	Protective
Top manufacturer is SEL	Monitors for problems then isolates them
Electromagnetic devices	Use coil to control contacts
Inverts a signal, by using contacts	





Learning Management System

ITLC Priority	Consideration	Vendor 1	Vendor 2
1	Content Management for trainer download	X	X
1	Ability to create groups of courses and user permissions	X	X
1	Ability for trainer to copy course and customize content		
1	Blended learning	X	
1	Intuitive (Admin)		
1	Intuitive (User)	X	X
1	Appropriate cap on number of users		
1	Appropriate cap on file size		X
1	Appropriate cap on total file storage		
1	SCORM packages supported	X	X
1	Media formats supported	X	
1	Reasonable Pricing	X	
2	Learner Tracking/Grading/Reporting		
2	Branded easily		X
2	Customer Service	X	X
3	Ability to create individual learning paths		X
3	Gamification/Social Learning (Badges, leader boards, etc)		
3	Security (cloud or server based)		
3	eCommerce connection like paypal (if we will sell courses)		X





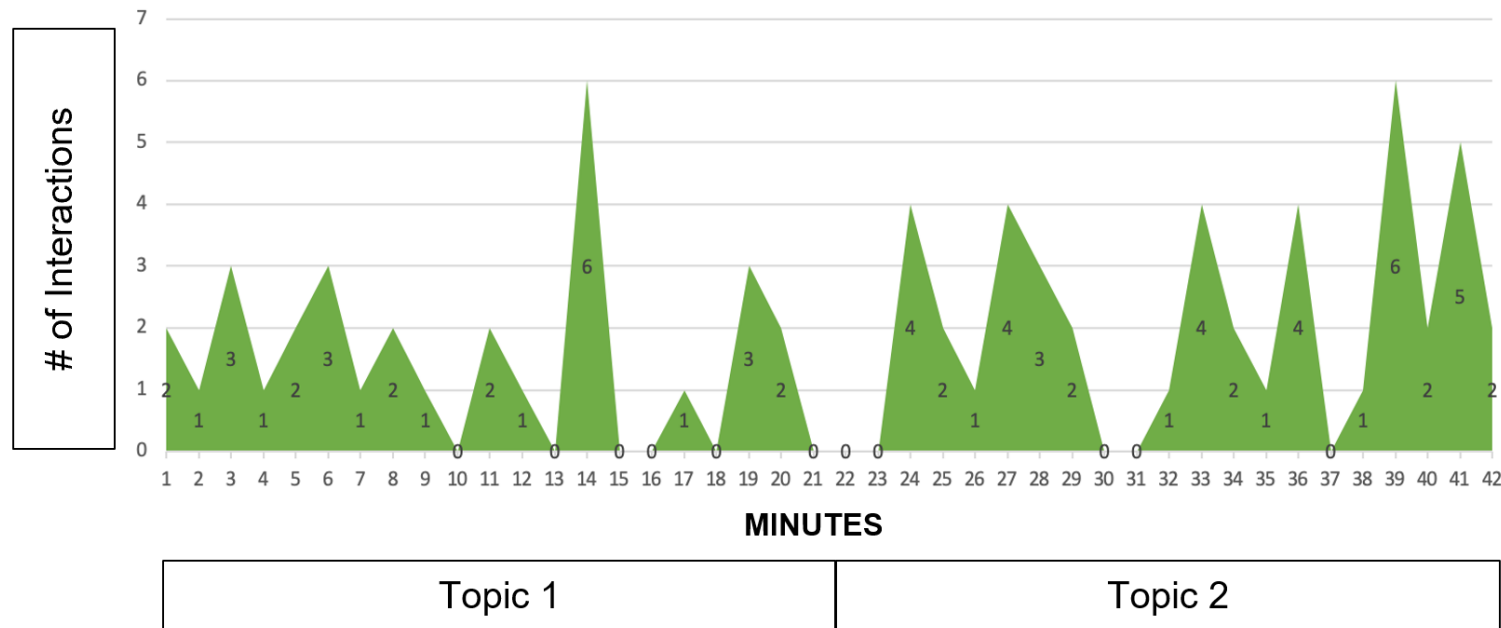
Lessons Learned: Learning Technologies

- Start with a needs assessment
- Manage expectations
- Consider inhouse capabilities
- Collaborate!
- Have a training plan for users
- Phase implementation
- Celebrate and Reflect often
- Look for the lessons



Virtual Instructor Led Training

- New functions
- Various class sizes and locations
- Intentionally connect with learners
- Engage learners frequently





Virtual Instructor Led Training

- Three+ people behind the scenes
- Two facilitators with varied perspectives
- Mix up presentation style
- Site visits beforehand
- Supplement with instructional tools





I M M E R S E D
T E C H N O L O G I E S



Mike Brock

Immersed Technologies

President & Technical Director at Immersed Technologies

Immersed Technologies provides learning solutions for your workforce and end users including interactive online and blended learning.

Obed Mejia

LACMTA

Senior Bus Equipment Maintenance Instructor

Transportation planner and coordinator, designer, builder, and operator for the country's largest, most populous county.

ONLINE TRAINING AND LEARNING TECHNOLOGIES

Online Training and Learning Technologies:

- Look at the Spectrum and Trends of Online Training (Automotive and Transit Industry)
- New Hybrid and Blended Training Models - eLearning, Simulations, Mobile ILT, Mobile Apps, and VILT
- Innovations in Training - 3D, Augmented Reality (AR), and Virtual Reality (VR)
- The Future of Transit Training - "In Reach Now"

SPECTRUM AND TRENDS

Look at the Spectrum and Trends of Online Training:

- Automotive Industry
- Transit Industry – Technical Training Perspective



HYBRID AND BLENDED TRAINING MODELS

New Hybrid and Blended Training Models:

- eLearning and the Learning Management System (LMS)
- Simulations
- Mobile ILT
- Mobile Apps
- Virtual Instructor-Led Training (VILT)



INNOVATIONS IN TRAINING

Innovations in Training:

- 3D
- Augmented Reality (AR)
- Virtual Reality (VR)



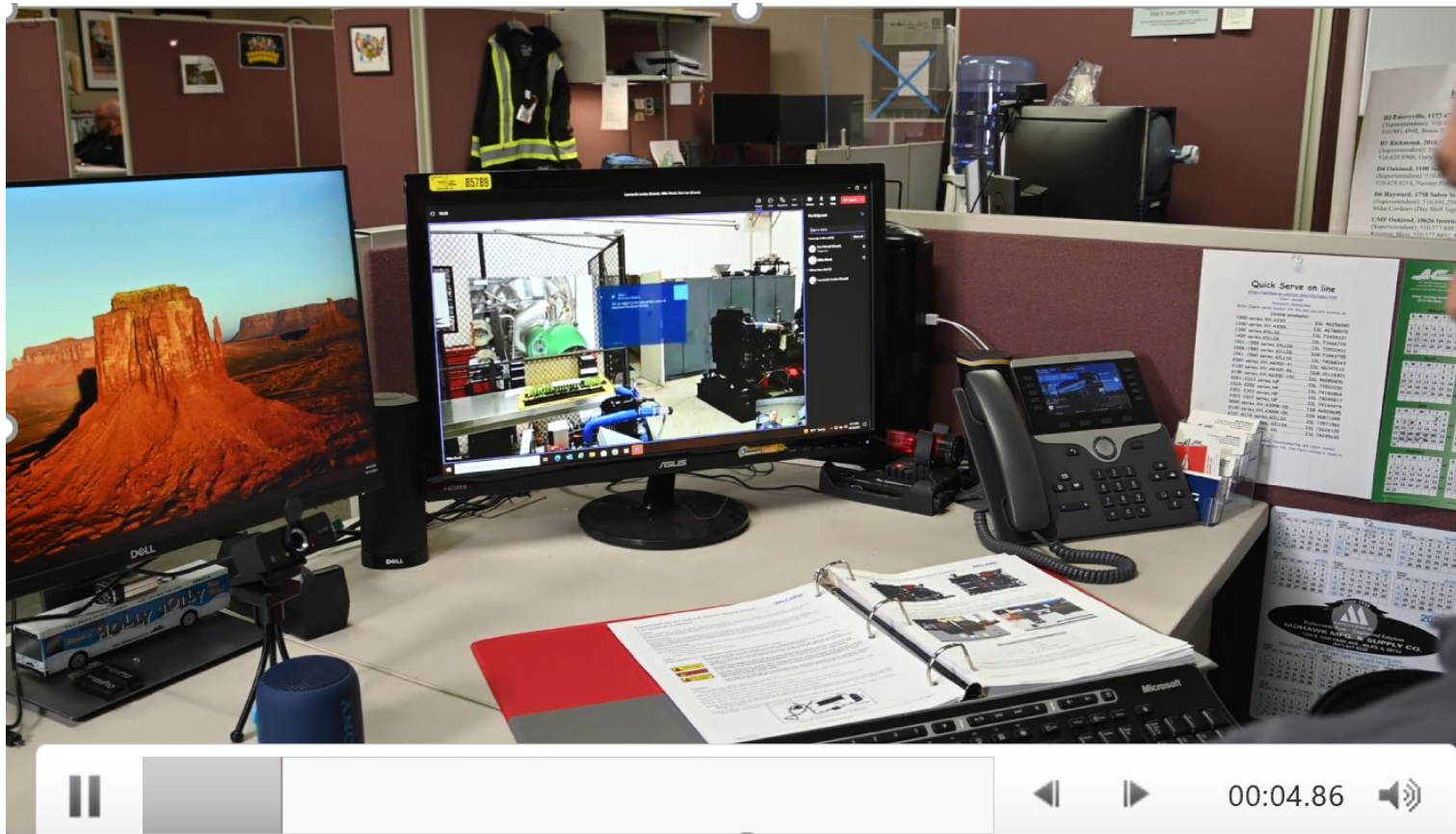
THE FUTURE OF TRANSIT TRAINING

The Future of Transit Training:

- In Reach Now



THE FUTURE OF TRANSIT TRAINING



Q&A



TRANSIT WORKFORCE CENTER



TWC Upcoming Webinars in the Series

Upcoming Webinars:

#2 Assessments and Learning Pathways

November 2022

#3 Effective Lesson Planning and Learner Engagement

December 2022



Making Connections 2022

The National Transit Workforce Conference

December 13 – 14, 2022 • Washington, D.C.





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<http://transitworkforce.org>



Thank You!