



Technology Integration Plan

Purpose of the Plan: To support human resources staff in using new technologies during the orientation process for newly hired employees and clearly outline needs and goals in the technology integration process.

Focus of the Plan: Improving the efficiency and accessibility of training for newly hired employees across all locations of Florida Eye Specialists.

Section A: Identification of Needs

Needs Identified:

Based on results from the needs assessment survey completed by clinic managers and interviews with HR staff, the following needs will be addressed through the use of technology integration:

1. Athena Training:
 - a. Need: More time allocated in orientation for Athena (job-specific) training.
 - b. Solution: Integration of technology will shorten the orientation presentation, allowing new employees to spend more time completing training modules in Athena.
 - c. Goal: New employees will spend the last 2-3 hours of orientation in the Athena portal.
2. Remote Orientation:
 - a. Need: Online/Remote orientation for clinics that are further from Jacksonville.
 - b. Locations Affected: Fernandina Beach, Ormond Beach, and Palm Coast.
 - c. Goal: New hires at these locations will complete orientation remotely using new technology integration.
3. Accessible Training Resources:
 - a. Need: Training resources that can be accessed more easily.
 - b. Current Issue: Training must be accessed through a Florida Eye Specialists' shared drive, and internal servers frequently go down (2-3 times a month).
 - c. Goal: Ensure training materials are accessible even when servers are down.

Section B: Selection of Technology

Technology Platforms:



1. LMS - Canvas Instructure Course:
 - a. Content: Canvas course with 7 modules and 5 assessments.
 - b. Accessibility: Can be accessed from any desktop or mobile device through the Canvas app.
 - c. Familiarity: Many new hires and HR managers are familiar with Canvas due to its wide usage in higher education.
2. Google Slides Presentation:
 - a. Usage: To be used in conjunction with students' progression through the Canvas course for better engagement during in-person orientation.
 - b. Accessibility: Can be accessed from any computer regardless of internal server status.
3. Google Forms (2):
 - a. Employee Favorites Survey: Streamline data collection for the HR manager.
 - b. New Employee Onboarding Feedback: Collect anonymous feedback in real-time after orientation and manage data easily through Google Sheets integration.

Method of Distribution:

Phase 1: Integration in Person With Support:

- New technologies integrated with an in-person orientation class, supported by the instructional designer.

Phase 2: Integration in Person Without Support:

- HR manager conducts orientation independently, records any questions or issues for the instructional designer.

Phase 3: Integration in Person & Remote (Full Integration):

- New technologies integrated for both in-person and remote orientations, managed independently by the HR manager.



Section C: Measuring Impact

Demographic Information:

1. HR Manager: Needs access to Canvas Course and Google Slides Presentation during training using a Florida Eye Specialists issued device.
2. New Employees (In-person): Need to be issued a laptop or other Florida Eye Specialists device.
3. New Employees (Remote): Need access to a Florida Eye Specialists device at their clinic or a laptop at home.

Anticipated Outcomes:

1. Engagement: New employees will feel more engaged with the training material through the LMS.
2. Assessment: HR manager will gauge orientation success by analyzing scores on LMS assessments.
3. Knowledge Retention: New employees will have better command of the orientation material through LMS assessments and course readings.
4. Time Allocation: Orientation time will be divided equally between HR material and job-specific training in Athena.

Measurement of Outcomes:

1. Assessment Scores: New employees must score 100% on all LMS assessments to complete orientation.
2. Feedback Collection: Gather feedback after each training session to gauge the effectiveness of technology in training

Section D: Support & Training

Continuous Improvement

The instructional designer and HR manager are committed to continuous improvement of the orientation process. Creating a culture of success and a community of support is paramount to the team at Florida Eye Specialists. To establish practices for continuous improvement, the following strategies will be implemented:



1. Regular Feedback Collection
 - a. Surveys: Conduct detailed surveys after each training session to gather feedback from new employees.
 - b. Anonymous Channels: Provide anonymous channels for feedback to encourage honest and constructive input.
2. Data Analysis
 - a. Assessment Review: Regularly analyze assessment scores to identify areas where new employees may struggle and adjust the training materials accordingly.
 - b. Trend Tracking: Track trends over time to identify recurring issues or areas of improvement.
3. Iterative Updates
 - a. Content Updates: Regularly update training content based on feedback and changing needs.
 - b. Pilot Testing: Pilot test new or revised training modules before full implementation to gather preliminary feedback and make necessary adjustments.
4. Stakeholder Involvement
 - a. Regular Meetings: Schedule regular meetings with clinic managers and other stakeholders to discuss feedback and proposed changes to training.

Contingency Plans

In the event that the technology does not work during a training session, the following protocols will be implemented:

1. For In-Person Trainings:
 - a. LMS Failure: If the LMS is down or not working, the HR Manager will guide new employees through training using the Google Slides Presentation. Paper copies of all materials will be readily available for employees to complete if needed.
 - b. Google Slides Inaccessibility: If Google Slides material is inaccessible, the HR manager will use the Canvas course as a guide to take new employees through the orientation process.
 - c. Complete Technology Failure: If both the LMS and Google Slides Presentation are inaccessible, the HR manager will have paper copies of material on hand. New employees will be guided through the Employee Handbook and sign all documents by hand.
2. For Remote Trainings:
 - a. LMS Inaccessibility: If the LMS is down or inaccessible, training may be rescheduled to a new date for troubleshooting. Alternatively, new employees



may attend orientation via Zoom and receive information through the Google Slides presentation. All signed materials can be sent via email.

- b. Technology Access Issues: If a new employee does not have access to technology, they may schedule a day to travel to in-person training where technology will be provided. The new employee must provide their own transportation and arrive on time for in-person orientation.

Continued Training

Florida Eye Specialists currently does not plan to hire a permanent instructional designer to maintain this technology. To ensure that the HR manager (both present and future) can efficiently use and maintain these training materials, the Instructional Design intern will:

- Help Guide: Create and share a “Canvas Orientation Help Guide” which can be referenced in the future.
- Support Contact: Provide contact details to the HR manager for communication regarding any issues that arise.

By implementing these continuous improvement strategies, Florida Eye Specialists can ensure a dynamic and effective orientation process that evolves to meet the needs of new employees and the organization.