No trouble at all.

Since we provide training on a flexible basis, we use external partners to give us the ability to scale up on short notice. The external partners tend to be small businesses, which allows us to ensure good supplier diversity. For content creation (after vetting the partner’s qualifications), we put an advisory team from industry together to work with the partner as the content is being created. We’ll be doing that this year with our certificate programs since we need to update them.

For off-the-shelf content, such as online courses, we ask a subject matter expert to review the instructor qualifications and to review the content (the online partner gives us access to the course). We just did that on a certification course related to sustainability. John Sikes had some of his people look through the course content and review the instructor’s qualifications.

On Thu, Jul 31, 2014 at 9:18 AM, Dahl, Carolyn <carolyn.dahl@ua.edu> wrote:
Leroy - can I trouble you for one more piece of information? Can you give me a couple of thoughts that explain how the external vendor provides the content? I think we need to explain where we use content that we don’t generate, as for most of our online training. Maybe something that alludes to how we ensure quality when content is provided by an external source.

Thanks again for all your help.

Carolyn