



Toronto International Film Festival

SUCCESS STORY

Being one of the world's premiere film festivals, the Toronto International Film Festival requires everyone to be stellar performers in whatever role they are assigned. With the amount of volunteers required to make TIFF a success, in-person training could get chaotic. Let's take a look at how SkyPrep made that process easier.

THE CUSTOMER

The Toronto International Film Festival is one of the largest film festivals in the world, attracting nearly half a million people annually, along with many Hollywood stars. Given its large attendance and prestige, with many of the films it premieres moving on to become Academy Award nominees, TIFF requires a large number of volunteers in order to make the eleven-day festival a success. TIFF turned to SkyPrep for help with training more than 1,500 people to get them ready for the event.

THE CHALLENGE

Prior to the implementation of SkyPrep, all of their volunteer training was done in-person. Each volunteer was required to attend three training sessions, with only several hundred of their 3000+ staff volunteers being trained per session. To further add to the difficulty of training such a large number of users, each session lasted an hour and a half, with an additional ten hours required for preparation and setup. Added together, this amounted to hundreds of hours spent per year for training.

We used it primarily for volunteer orientation, so traditionally, we had in-person orientation, which took up a lot of time. Not everyone was available to attend on the specific days, which was frustrating. However, we were able to transition all of our training to SkyPrep and it actually replaced three in-person sessions, which was a huge accomplishment.
-Justin Ingraldi -TIFF

Another key feature that TIFF was looking for was the ability to ensure that their trainees could not skip through the training videos that they created. With their dedication to ensuring that their volunteers are as well trained as possible, having users skip through videos would have negatively affected the overall quality of training received.

The capability to prevent users from skipping videos was very important for us. That was one of our major concerns, that people would just skip and not listen to the presentation.
-Justin Ingraldi -TIFF

After the training videos were watched, TIFF wanted to ensure that the information was understood by their trainees. Prior to SkyPrep, TIFF did not administer any tests and were unable to verify that the training was effective for every trainee.

THE SOLUTION

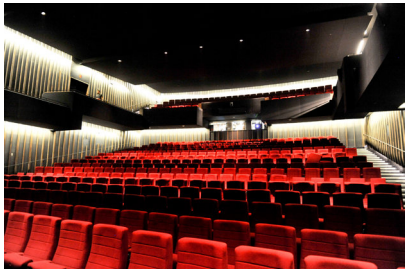
With the implementation of SkyPrep, TIFF had to simply import their training material, enroll their users, and the training could be completed with a hands-off approach.

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Preventing users from skipping course items was a consideration from the very start of SkyPrep's creation. With the ability to specify the duration that a learner needs to view an item for before it is marked as completed, TIFF was able to ensure that their trainees actually worked through all of the material.

I was very happy with the success that we had, considering that it was the first time we were doing this sort of thing, and we ended up doing it for such a big group. Being able to know that everyone worked through all of the material is great.
-Justin Ingraldi -TIFF

Finally, SkyPrep's automatically graded assessments allowed TIFF to ensure that the training stuck with all of their volunteers.



“We had success with SkyPrep. We definitely did.”

THE RESULTS

After transitioning to SkyPrep, TIFF was able to save a considerable amount of time and effort. Instead of having to coordinate thousands of people and train them all in-person, they were able to simply create several courses in SkyPrep and the orientation was finished in a week.

For orientation, we gave them a week from when we made it live to when we closed it.

–Justin Ingraldi –TIFF

Including assessments after each training module not only gave TIFF the ability to verify that the training was effective, but it also ensured that the trainees were more engaged and focused on the material.

There weren't any concerns about information not being processed or understood. The feedback from the volunteers was that it was easier to focus on the online training and the quizzes that we implemented forced them to think about the content that they had just watched. We got feedback from them that the online training was far more effective than in-person training. Especially being able to do it at their own pace, as well having to fill in the quizzes after every section. We got a lot of positive feedback about it, which was great. We also got anecdotal feedback from some of our longest standing volunteers saying "I actually really focused this year doing it online, and it was much more enjoyable", so that was great to hear.

–Justin Ingraldi –TIFF

After seeing the impact that online training can have for their staff and volunteers, TIFF has decided to begin exploring other means of using SkyPrep for their training.

We're currently looking at how HR and the rest of our staff can utilize them as well.

–Justin Ingraldi –TIFF



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