



THE YMCA

SUCCESS STORY

Before helping others, you must first help yourself. The YMCA needed a way to train their employees and volunteers quickly but comprehensively. They managed with SkyPrep, and this will tell you how.



The YMCA of Northern Alberta
Edmonton, AB, Canada

Type
Non-Profit Organization

Web Site
www.northernalberta.ymca.ca

Employees
1,300+

Volunteers
400+

THE CUSTOMER

The YMCA is a charity that provides health, education and social services. It contributes to the mix of public, private, and charitable programs and facilities available to Canadians. As well, the YMCA has always been there to catch people who “fall between the cracks” of public systems and the marketplace.

YMCA programs are responses to community needs. That is why a YMCA can look very different from community to community, country to country, and generation to generation. As needs change, so does the YMCA’s program offerings.

Few people can cite all the things the YMCA does or has done. What they have come to know is that any program created or adapted by the YMCA carries charitable purposes and values and will be there for everyone through every stage of life.

A YMCA and its programs promotes the awareness of interdependence and a desire to work for peace, understanding that health is more than the absence of illness, ways to serve yourself and others, and participation in building a better community for everyone.

THE CHALLENGE

The YMCA of Northern Alberta originally did all of their on-boarding and training in classrooms led by instructors. While this worked for small groups, it was becoming a challenge with the amount of training and tracking that is required for our staff and volunteers. The organization desperately needed a new way to train their employees and volunteers that was fast to set-up and easy to use.

“We started looking online for platforms that would allow us to meet this new requirement and we found out that the YMCA of Okanagan was using SkyPrep for some of their training. We were provided an opportunity to check out their training pieces on the SkyPrep platform which then helped to make the decision to go with SkyPrep.” –YMCA of Northern Alberta

THE SOLUTION

“We were looking for something that was affordable, easy to use, and most importantly, something that would allow us to easily train and manage our large number of employees and volunteers.”
– YMCA of Northern Alberta

The YMCA of Northern Alberta needed a platform that would allow them to upload many different types of material, as well as track and manage their large numbers of employees and volunteers.

Due to the on-boarding happening so frequently, they also needed a platform that would allow easy enrollment coupled together with an easy-to-use platform to facilitate all different levels of computer competence.

“Depending on the time of year, we could be on-boarding daily. Summer alone, we will have around 250 young adults being hired for our Day Camp positions in a very short time frame and they are required to complete a number of training modules before they start working in camps.”

– YMCA of Northern Alberta

It was also important for the organization to be able to designate managers to oversee different user groups. The ability for managers to take control of different sections allowed the administrators to hold managers accountable for ensuring that training was being done correctly and efficiently. This accountability mimicked the YMCA’s organizational structure which made the transition to an online platform that much easier.



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“Training used to start six months after hire. With SkyPrep, it starts right away.”

THE RESULTS

The YMCA of Northern Alberta is able to ensure that they are compliant with all the training requirements that have been set out by utilizing the reporting features in the platform.

“Our biggest change is that we are now compliant with a couple of key requirements that our staff need to have. When you come into the YMCA as an employee or volunteer, there are a number of key policies to read and sign off on before you get started. Now we can get them trained almost immediately and that is probably the biggest change in our association.” –YMCA of Northern Alberta

The ability to conduct training anywhere also drastically cut down on the training time required and eliminated all training backlog. Previously, with in-class sessions only, the amount of people they were taking in far surpassed how many people they could train per day.

“There were times where we would hire people and it could have taken six months before they attended the training that is required for their job. Now we can train them as soon as they get hired. This is a huge accomplishment for the YMCA.” – YMCA of Northern Alberta

To further ease the transition from in-person to online training, the YMCA of Northern Alberta is able to assign managerial roles to their instructors on the platform, allowing accountability to be held by those in charge of training.

“We are holding people accountable, holding managers accountable and making sure their staff are completing the training on SkyPrep.” – YMCA of Northern Alberta



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