Dear Michelle Miller and Lawrence McGhee,

One of our core values at The Community Solution is our ability to produce high quality without unlimited resources. Over the past two years, I have witnessed an outdated training model for the Financial Aid Advising team that does not handle the volume of new employees the company is onboarding at a given time. With our organization's continued growth, there is an excellent opportunity to improve the quality of our training model using our current resources.

We can drastically improve an employee's ability to perform their responsibilities efficiently and accurately using a combination of blended learning models. This solution provides new employees with an enhanced training experience, giving them the autonomy to progress online at their own pace and path. A blended learning model will provide better structure, continuity, and the ability to streamline the training process. (Kumar et al., 2021)

To achieve a blended learning model at The Community Solution, we must combine two models: a Flipped Classroom and Enriched Virtual Learning. We would migrate our training lectures and demonstrations online in Canvas for new employees to learn independently. After new employees review and learn content for a particular topic, they would participate in live training virtually and in person with their trainer to perform hands-on practice to develop their skill sets.

The benefits of implementing a blended learning model with this strategy include:
- *Increasing training efficiency and providing a systematic training experience.* The current business need is to have a new employee trained and ready to perform their responsibilities as soon as possible. Adding structured learning content online allows for improved training durations and predictions of when a new employee's training will be complete. (Bouchrika, 2023)
- *Maximizing the trainer's most powerful impact in the training environment.* Past survey feedback shows trainees highly regard a personalized learning experience with their trainer and the abundance of hands-on practice to prepare them for transitioning into their new role. By allowing trainees to learn topics and concepts online, they can fully immerse themselves in a personalized, hands-on training experience in live sessions. The trainer becomes more empowered to coach, mentor, and develop enriched professional relationships with the trainees. (Bergmann, 2023)
- *Providing trainees with greater ownership of their learning.* Trainees will have the ability to rewind or fast forward an online training according to their current mastery. It allows a group of trainees in the same class to move at an appropriate pace suited for them and enables them to feel the reward of making progress within the training program. (Horn et al., 2015)

With your support in bringing this idea to life, I am asking for three business hours per day dedicated to developing and creating the blended learning model. Additionally, I will need access to Canvas to build out the instructional design and house the online course content of the training program. Through collaboration efforts with the Student Finance Office, Marketing, Admissions, and Human Resources, I will create engaging and holistic training content. It can potentially be transformative for other training programs within Student Finance to emerge by leading a pilot of this model for the Financial Aid Advising team. Empowering our employees with a first-rate training program further empowers our students to become successful agents of change.

Thank you for your time and consideration.

Sincerely,

Rebecca Chang
Financial Aid Training Manager

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