

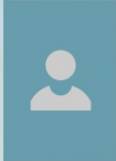
Our business model: Regional resourcing with global reach



Our learning products and services



Our student body

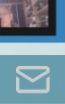


Who we are

Building the Learning Platform of the Future

Feb. 2, 2022

Meet today's presenters



Transformation



# Meet today's presenters



**Sam Parks**  
Office of the President  
*Panel Chair and DAU Overview*



**Dr. Chris Hardy, Ph.D.**  
Director, Strategic Planning and  
Program Evaluation  
*DAU's New Learning Strategy*



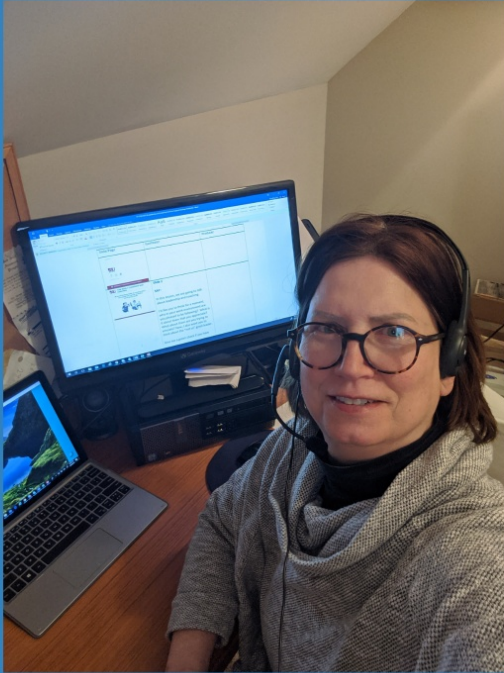
**Vance Gilstrap**  
Dean, Capital and Northeast Region  
*Lessons Learned Implementing and  
What is Different?*



**Steven Minnich**  
Dean, Mid-Atlantic Region  
*Lessons Learned Implementing and  
What is Different?*



# Who we are

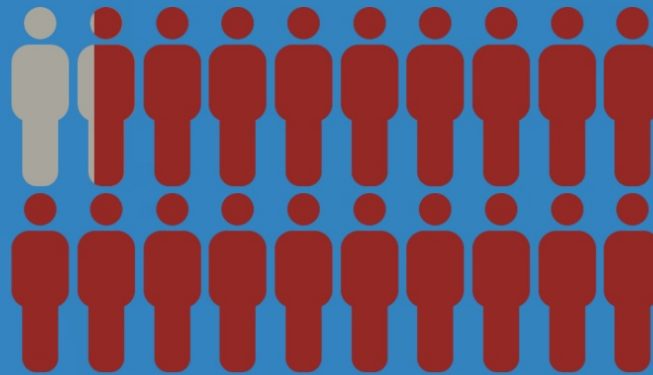


## DAU is THE learning and talent development center for the Department of Defense's acquisition workforce

- Responsibilities:
  - Training and long-term talent development strategy for 185,000+ professionals
  - Acquisition policy research and support
- ~650 employees (mix of faculty and support personnel)

# Our student body

- Largest student body in Federal government
- Training audience: 185,000+ professionals
  - Contracting
  - Cost Estimating
  - Engineering
  - Finance
  - Life Cycle Management
  - Logistics
  - Program Management
  - Test and Evaluation



**DAU's training mission covers 1.25 of every 20 Federal employees**

**DAU's student body manages more than \$500 billion in weapon system and services acquisition annually**



## TRAINING

### COURSES



4.9

MILLION  
TOTAL  
HOURS



817

THOUSAND  
TOTAL  
GRADUATES

1,481

OFFERINGS



545

COURSES

### WORKSHOPS



211

THOUSAND  
HOURS

649

EFFORTS

### CREDENTIALS



13

CREDENTIALS  
RELEASED  
THIS YEAR

22

CREDENTIALS

## ACQUISITION RESOURCES AND TOOLS

### RESOURCES



10.4

MILLION DAU.edu  
VIEWS

### COMMUNITIES



655

THOUSAND  
PAGE VIEWS

48

COMMUNITIES

### JOB SUPPORT TOOLS



11

TOOLS

1.6

MILLION  
TOOLS PAGE  
VIEWS

591

THOUSAND  
VIDEO PLAYS

## PROGRAM AND ORGANIZATION ACQUISITION SUPPORT

### CONSULTING/DEEP DIVES

286

THOUSAND  
HOURS

635

EFFORTS



### EXECUTIVE COACHING

170

ENGAGEMENTS



## EVENTS

### CONFERENCES

2

EVENTS

5,525

ATTENDEES



### ONLINE EVENTS



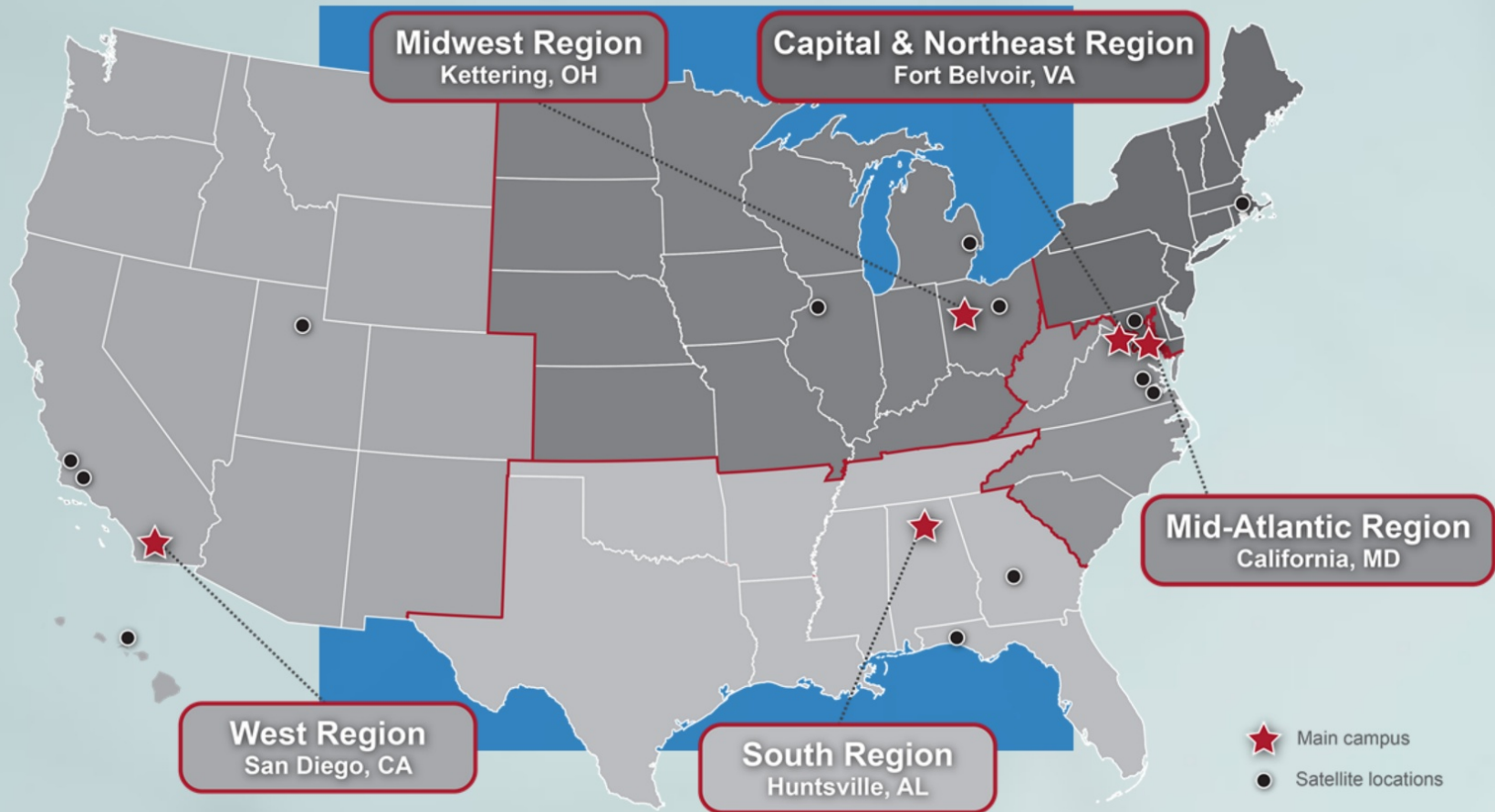
111

ONLINE EVENTS

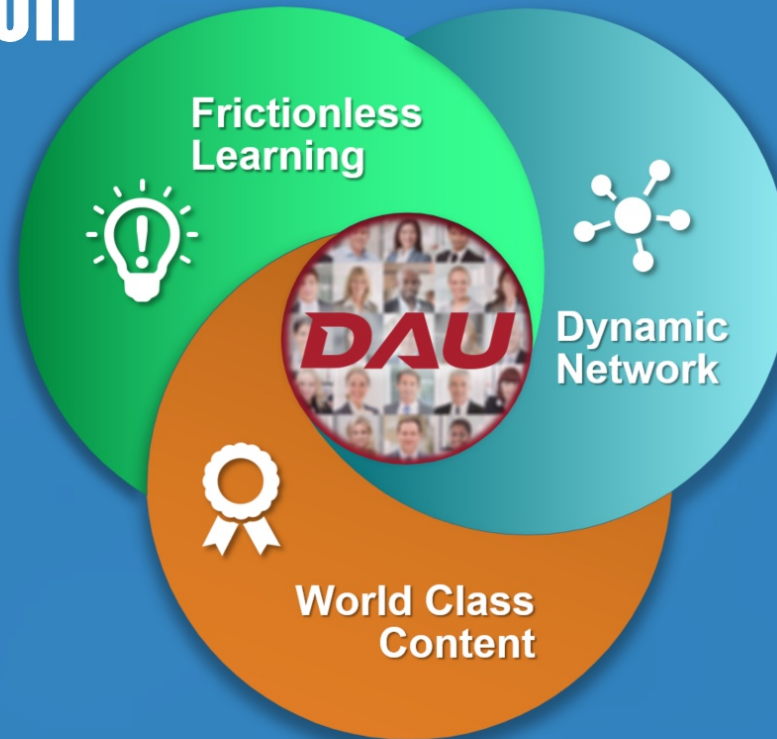
36,333

ATTENDEES

## Our business model: Regional resourcing with global reach



# Transformation



Becoming the learning platform of the future.

**DAU**

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# *Transformation to a 'Modern Learning Platform'*

- ✓ DAU transformed from a learning organization with a website on the side **to a platform that connects** defense acquisition members to the resources they need.
- ✓ DAU had to **become the online learning platform** that acquisition professionals **looked to first**.
- ✓ To do that, DAU needed to **create a learning strategy and deploy a high-quality, low-friction user experience**.

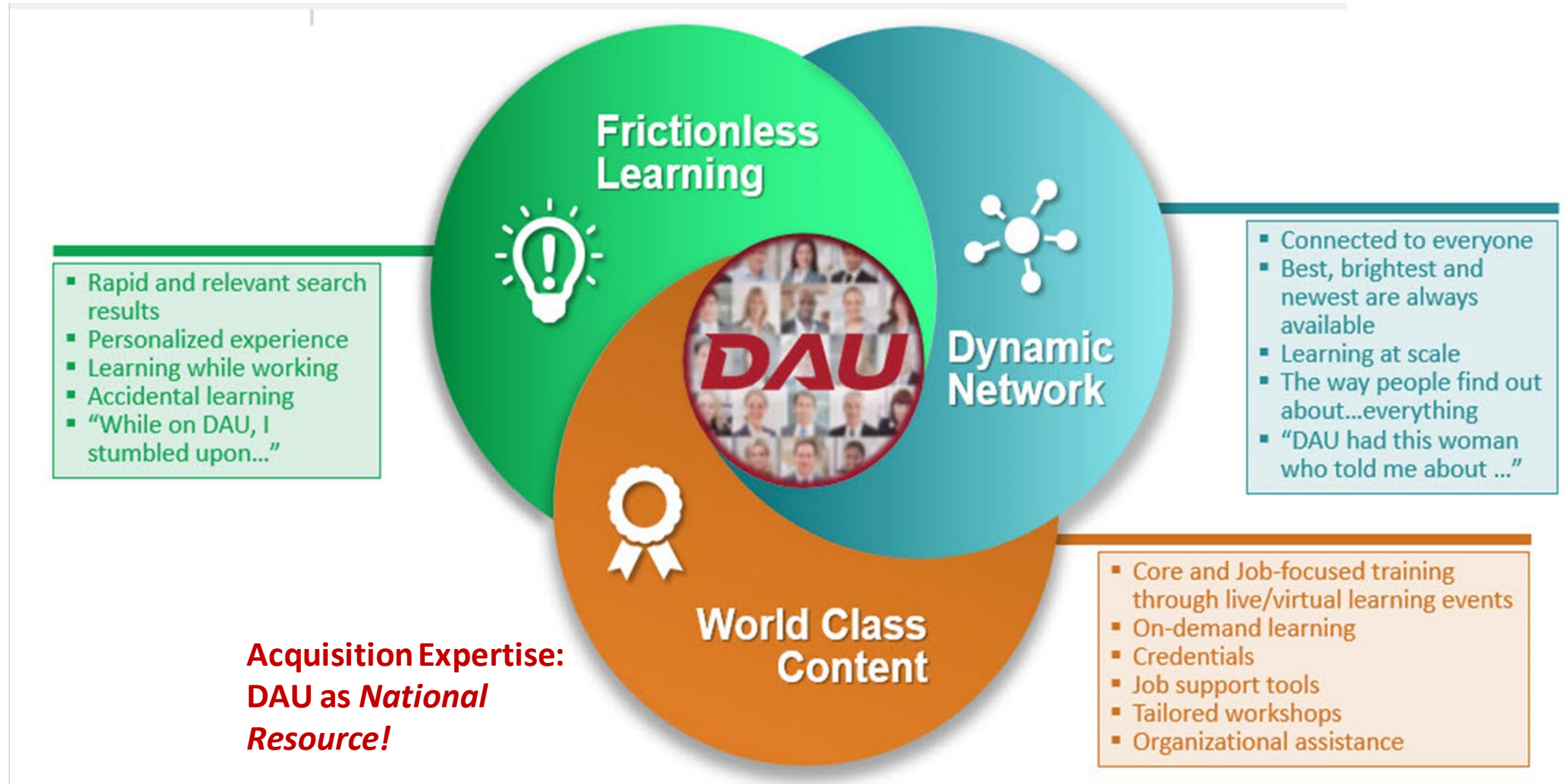
# *DAU's New Learning Strategy: Become a 'Modern Learning Platform'*

In **2018 – 2019**, DAU worked closely with its business senior leaders...to better understand their needs and that of their workforces to be able envision this construct for a new DAU.

To implement it across the enterprise for its customers, DAU had to be able to provide and integrate **three key capabilities**:

- 1) **Frictionless Learning** that **provides easy access to training and resources** at the moment of need;
- 2) **World-class Content** that is **high-quality, current and relevant**; and
- 3) **Dynamic Network** that **connects people who need information to people who have information**.  
This also better reflects how people work and learn today ... and **together are the composites of a new learning strategy for 2022 and Beyond**.

# DAUs Modern Learning Platform Construct and Components



# The COVID Jumped Start!

- Starting in March 2020, the COVID-19 pandemic had a huge impact, but has actually accelerated our ongoing transformation. As an immediate result, all DAU's campuses were closed (faculty and staff were directed to work from home virtually). Additionally, all classroom courses and person to person meetings were cancelled and had to be immediately converted to virtual solutions. This disrupted thousands of students and customers impacting career and certifications requirements world-wide. This could be characterized as a black swan event.

**The Black Swan** - A black swan is an unpredictable event that is beyond what is normally expected of a situation and has potentially severe consequences. Black swan events are characterized by their extreme rarity, their severe impact, and the widespread insistence they were obvious in hindsight.  
(Investopedia, 2020)



# Students/Classes Saved with Rapid Transformation!



Classes "Rescued" from cancelling due to pandemic

*In response to the COVID19 pandemic, DAU leveraged aspects of its transformation already underway to pivot all instructor-led training to virtual delivery, preserving 87.5% of its scheduled in-person offerings*

## FY20 Planned v. Actual Offerings

Class Type	Planned Offerings	Actual Offerings
Classroom	1,869	781
VILT	79	978
<b>Total</b>	<b>1,948</b>	<b>1,759</b>

## FY19 and FY20 Graduate Comparison

	FY19	FY20	% Change
Classroom & Virtual Grads	46,242	41,924	-9%
Distance & Continuous Learning Grads	775,305	811,273	5%
<b>Total</b>	<b>821,547</b>	<b>853,197</b>	<b>4%</b>



# Not at first, but now Student Feedback has been better than the old Classroom Offerings!

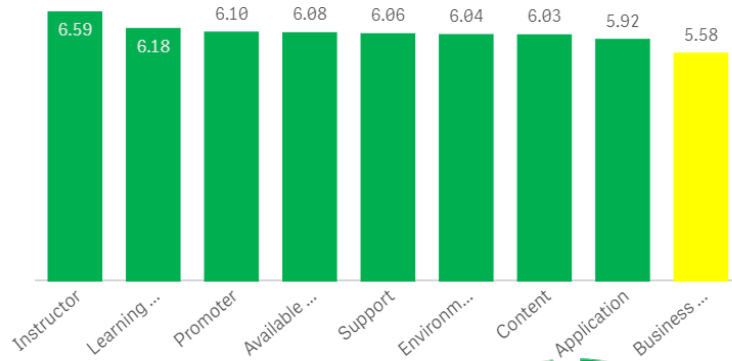
2022 VILT  
(7 Pt Scale)



Total Evaluation Count  
**1,813**

Avg. Likert Score  
**6.19**

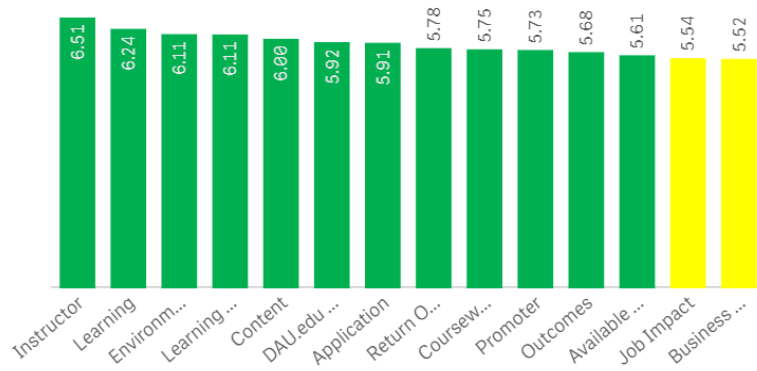
Likert by Eval Name, Category & Question



Total Evaluation Count  
**29,651**

Avg. Likert Score  
**6.09**

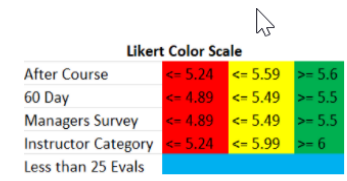
Likert by Eval Name, Category & Question



Likert Averages By Course

Avg. Likert Score	Total Evaluation Count
<b>6.19</b>	<b>1,813</b>
6.25	358
5.97	140
6.23	129
5.97	109
6.40	81
6.46	62
6.15	58
6.00	54
6.36	52
6.35	52

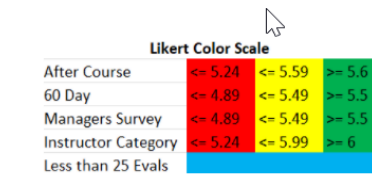
- [View Likert Category/Questions](#)
- [View Comments](#)
- [View Multiple Choice Responses](#)
- [View Net Promoter](#)
- [View Demographics](#)
- [View Likert Trends](#)



Likert Averages By Course

Course	Avg. Likert Score	Total Ev
<b>Totals</b>	<b>6.09</b>	
CMQ 212	3.44	
CMC 235	5.50	
BCF 250	5.55	
PMT 257	5.60	
STM 203	5.72	
BCF 230	5.74	
ENG 302	5.75	
ALD 120	5.77	
GRT 201	5.78	
TST 201	5.84	

- [View Likert Category/Questions](#)
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# As a result, like Julius Caesar (crossing the Rubicon River in 49 B.C.E) , DAU can never go back....

- ✓ Since 15 March 2020 - Everyone at DAU is now teleworking and teaming **virtually** with great success. This disruption allowed DAU to **shift more quickly** to distributed and virtual environment for **continuity of operations and save money with reduced overhead and costs associated with physical facilities and travel.**



- ✓ **2022** - DAU is continuing to completely reimagine how it develops its content to meet the expectations of and needs our customers who can now expect **shorter learning modules, more informal learning, and modern, engaging experiences.**
- ✓ Much of the learning DAU's students experience will happen while they work rather than in one of DAU's physical classrooms.

# Summary - What has Changed? Everything!

- ✓ *“DAU will be the place the workforce turns to for the information and resources they need - to not only get the job done, but to excel and really make a difference for our Warfighters.”*
- ✓ DAU has completely reimagining how it develops and delivers its content, both within and out of the classroom and throughout all its informal learning assets, to ensure it meets the expectations of the **modern learner – who now can expect shorter learning modules, more personalized learning activities and help, and modern, engaging hybrid learning experiences and elective learning opportunities.**
- ✓ DAU is now able to make greater use of **its scale, with primary redesigned, virtual Instructor led training formats (VILT), open online workshops, online communities and online global events that connect thousands of its customers with thousands of their counterparts.**