

# Coastal eLearning

## A Case Study

### The Organization

All Star, Fairfield, Ca

Services Provided: Rents tolls, equipment and other products to contractors and homeowners from ten locations in northern California and Nevada.

Contact: John Wooten, General Manager

### The Challenge

When a forklift is rented from All Star Rents, employees are required to drive the forklift to a company trailer and unload the forklift at the client jobsite. Yet, most of the employees never operated a forklift before coming to work here. All Star Rents General Manager, John Wooten says.

### The Solution

Coastal's ClarityNet® courseware provides Wooten with the training he needs to prepare his employees for the forklift challenge. Forklift Certification provides the information employees need to operate forklifts safely and efficiently. "Safety is our number-one priority, and ClarityNet® trains our employees to operate forklifts safely," Wooten says. The program provides details on lifting principles, moving loads, pre-trip inspections and safe operating procedures.

### A Two-Step Process

Upon completion of the courses, employees can operate forklifts in compliance with the OSHA Powered Industrial Truck Standard (1910.178). "OSHA requires two steps, the classroom portion and the practical application portion," Wooten says. "After employees take the courses, they are required to demonstrate their knowledge of the application to our supervisors, who check them off upon completion. The Coastal LMS helps us with this step too by compiling the information on each employee and printing out certificates for employees after they complete the application. Then we put it in our files and they start their jobs."

### Defensive Driving

All Star Rents employees also operate pick up trucks and flat beds to transport equipment from one branch to another. ClarityNet® provides the training solution here too with its Defensive Driving course that provides safe driving tips such as never tail gating and avoiding distractions. "It's a valuable course that offers training that protects employees and other drivers," Wooten says.

### Avoiding Accidents

"From liability standpoint, employee vehicle accidents are the biggest danger zone for us," Wooten says. "But there's been a significant reduction since we started using the Coastal eLearning System, which has been the key benefit for us."

### Compelling Format

Another benefit of ClarityNet® is the format of the courses, according to Wooten. Audio and video elements unusual for online courseware, add luster to the material and optimize the viewing experience. "The combination of sound and video helps employees learn in different ways that relate to the training," Wooten says. "It's more engaging than still pictures and written words."

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(continuation of Coastal Elearning case study)

### Online Advantage

The Coastal eLearning System enables Wooten to train employees in the firm's ten locations across two states. "We were looking for an online system for remote locations instead of bringing them to a central location for face to face classroom training", he says. "The convenience of being able to deliver consistent training company wide to the outlying branches is truly beneficial".

### Bookmark

Wooten also appreciates the ClarityNet® bookmark feature, which enables employees to leave a course before completing it and return to the spot where they left off. "If employees need to leave a course to help a customer, they can resume training immediately thanks to the bookmark feature," Wooten says.

### Ease Of Administration

The Coastal Learning Management System (LMS) makes it easy for organizations to manage training with a variety of reporting features. "The HR department enters employees into the system and it monitors their training and sends certificates of completion," Wooten says. "It performs the administrative functions we need in a timely manner."

### Pricing

Finally, Wooten is pleased with ClarityNet® pricing. "It's very competitive," he says. "We had options from other products, but they didn't have the same features and benefits for the same price. Some cost more for similar features, so this was a good combination of product and price."

### Results

Wooten has used ClarityNet® for the past three years to provide driver training for over 200 employees. Every employee took the courses when ClarityNet® was introduced and now all new hires take them. "Every employee needs forklift and defensive driver training," he says. "ClarityNet® is the fundamental element of our driver safety program."

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