

LMS Governance

Challenge

Employees are overwhelmed with comms from the LMS, which is negatively impacting their experience with the learning ecosystem as a whole. This overwhelm is affecting compliance rates for legally required trainings.

Employee Personas



Emily

Demographic Info

- Newly onboarded Product Marketing Associate
- Starts getting nUber training messages on Day 1
- Also needs to complete functional training for role
- Will get nudge messages every day until all trainings complete

Pain Points

- Juggling nUber training with new role
- No clarity on which courses to prioritize
- Will get nudge messages every day until all trainings complete

Emily will get up to 21 messages from the LMS per week



Jon

Demographic Info

- Senior Manager, Engineering in Mobility & Delivery
- Has to complete yearly training plus manager courses
- Also gets notified if his directs are overdue on course completions

Pain Points

- Limited time to complete trainings
- Not sure which courses to prioritize
- Escalation messages about his directs are confusing—should he worry?

John will get up to 25 messages from the LMS per week in addition to the notification for his 19 direct reports.

Solution

Solution

Ranking system for courses

Some courses should get higher priority than others. Creating a categorizing system will send a clearer message to employees about what is urgent and what can wait.

Single set of course standards

Tie priority levels to rules about who can get enrolled in a course and how many messages can be sent from the LMS.

Unified compliance framework

Align on Uber-wide policies for ensuring completion of high-priority courses. Remove the incentive for course owners to use multiple nudge messages.

Success metrics

Less platform noise

Decrease in average # of LMS messages sent per week

Increase in user satisfaction

Measured by % drop in # of learner-generated Absorb tickets opened on UberHub

Increase in completion rates

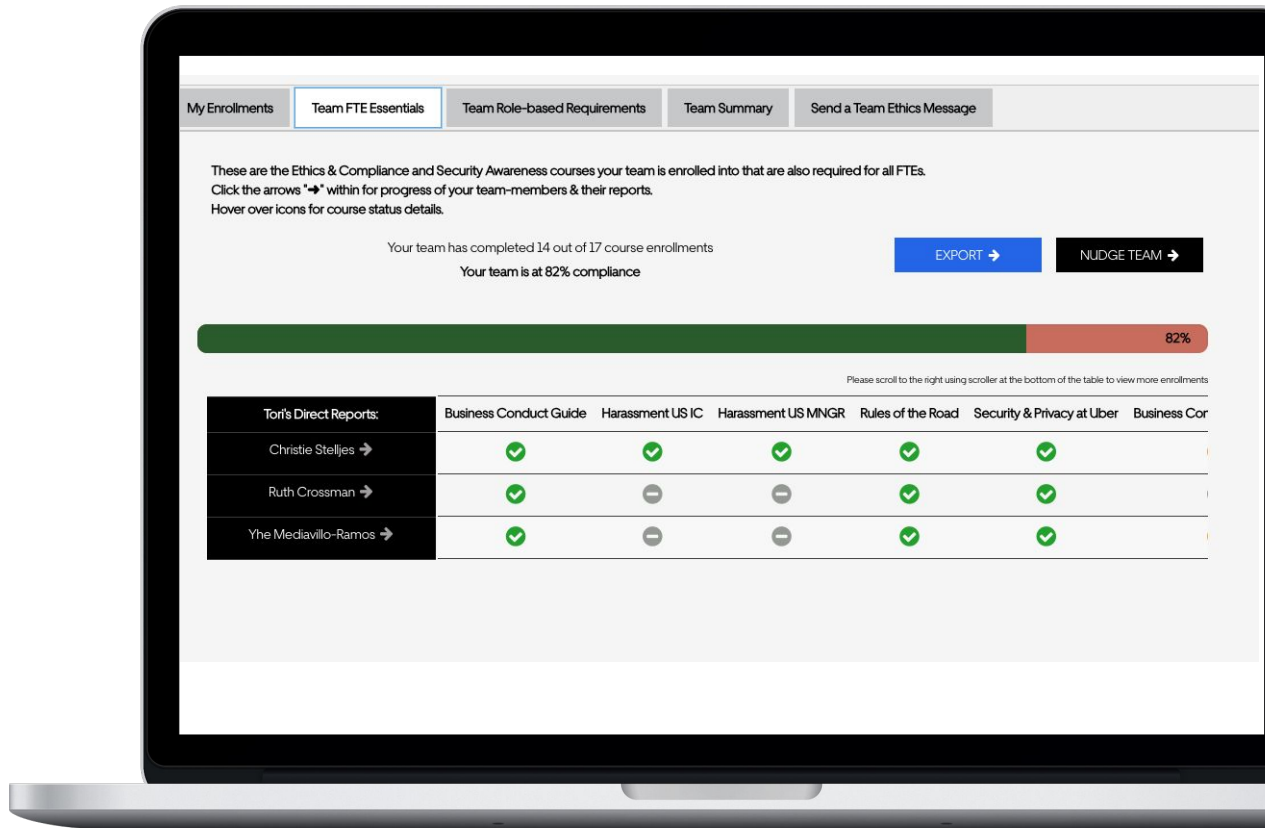
65% → 70% average completion rate for highest-priority training courses

Product showcase

Compliance dashboard

Future state

ServiceNow dashboard will show completion status for all mandatory courses.



Course Categorization [WIP]

Priority	Criteria	Example
High [Completion enforced by People Ops via dashboard]	There is a legal or contractual mandate to complete the content.	Business Conduct Guide
Medium [Completion enforced by department/team]	Completing the content is necessary to obtain access to a specific tool or platform. OR Completing the content is necessary as part of role-specific onboarding or other functional training.	Engucation Curriculum LMS Admin Training
Low	Content contributes to professional development but there are no consequences for non-completion	Benefits Overview

This is a group effort

One Uber

This is a workstream that involves collaboration between multiple teams in P&P, as well as advice and support from Legal.

