

# Coastal eLearning

## A Case Study

### The Organization

Shell Deer Park Refining Co., Deer Park, TX

Services Provided: Shell Deer Park Refining Co. is a joint refinery/chemical manufacturing site owned by Shell Oil Co.

Number of users: Over 1,000 employees, including managers, office personnel, field personnel and maintenance

Contact: Benjy Morgan, Health & Safety representative

### The Solution

Morgan and his staff selected the ClarityNet courseware because of its:

- Customization capability
- Compelling content
- Convenient administrative options via the Coastal LMS
- 24/7 access

### Customization Capability

ClarityNet® courseware is customizable, giving users the opportunity to add or delete material to create courses that meet their unique training needs. Morgan customized the Hearing Conservation course to make it more relevant to Shell employees. "After the industrial hygienist previewed it, we added additional frames for more detailed coverage of hearing conservation, including the use of ear muffs and proper techniques of inserting hearing protection," Morgan says.

### Compelling Content

Hundreds of ClarityNet® courses, enriched with video from Coastal's award-winning training programs, provide training on a full range of subjects. The courses Morgan selected include:

- Forklift Safety
- Fire Safety
- Hearing Protection
- Respiratory Protection
- Personal Protective Equipment

"The ClarityNet® courses provide ideal safety training for the employees at our refinery." Morgan says. "Employees in every job category benefit from the training."

### Convenient Administrative Options

The Coastal LMS lets users track data and run reports automatically to manage training efficiently. Morgan uses it to compile employee test scores. "When employees log into a ClarityNet® program, it launches a quiz and when they get to the last frame it's posted and shows up completed in the Coastal LMS. The Coastal LMS allows me to monitor the test scores, so I know how every employee is doing."

### 24/7 Access

ClarityNet® courses play online and train employees anywhere, from a single web interface. "The system is up and running all the time, and our employees can view courses from their own computers whenever they're free," Morgan says. "It's convenient for everyone."

### The Result

"We've had lots of success with the high-end training materials," Morgan says. "The training helps us meet OSHA requirements and it makes employees more aware, not just around the job but in the community and at home."

### What's Ahead

"We'll expand ClarityNet® to a new location and an additional 1,000 employees in Houston," Morgan says. ClarityNet® will be used to train other divisions of Shell.