

# DELANEY University Wraps Up First Semester

April 4, 2011

Spring has sprung, and as kids across the nation are headed to the beach to enjoy Spring Break, Delaney students are enjoying a week off from classes after finishing up their first semester at Delaney University.

Over the past two months, Delaney University offered 18 classes in more than 50 sessions and there wasn't an empty seat in any class. Classes offered this semester included topics such as Safety, Customer Service, Email Management, Marketing Basics, and Product Knowledge.



*Mike Norris, Commercial Hardware Specialist, teaches a class on Commercial Door Closers and Exit Devices.*

“Our goal, of course, was to make sure that our employees were knowledgeable of each of our product lines. But as Delaney University evolved, so did the types of classes offered. Our Email, Marketing, & Customer Service classes were more fun for employees but also very informative,” said Bethany Preston.

Students are put to the test after each class as they complete an online exam for the material they learned. The online quizzes typically have 8-10 questions and the format is easy to use and makes testing less intimidating for the students. “I was really nervous at first about the tests, but once I took my first one, I realized that it was the same material that we covered in class. I didn't even need my notes” said one Delaney U student.

Students are not awarded “grades” but rather Dog Tags for their successful completion of courses. The

Dog Tag theme carried over from Delaney's “BOOT CAMP” that was held in late January, and the tags are a visual reminder of the students' success in the Delaney classroom.

A Study Hall is planned for the coming weeks to cover topics that instructors feel need more attention. “We want to make sure that our employees really understand this material, especially as it relates to our products” said Preston. “If we see that several employees struggled with the same question, then obviously we didn't explain it very well. Our Study Hall will be a time for students to ask questions and get clarification on anything that they missed on the tests.”

Students are looking forward to the review and a new semester. “Knowledge is Power,” says Melody Fowler, Inside Sales Rep and Delaney University Student. “The more you know, the more you are able to help your customers, and that's the whole reason we're here.”

What's in store next for Delaney students? Another full session of classes geared toward products and skills. April will offer several hands-on classes for our PRIVEX Digital line, Computer Software training, and Customer Service training to name a few. One thing is certain, Delaney Employees are COMMITTED to doing the best job possible for their customers, as evident in their commitment to continued learning.



*Rogelio Gutierrez, Keying Technician, steps away from the front of the classroom to show Fowler the correct way to pin a cylinder.*