

research in brief

Orientation and Training Tool

Western Bancorp, Los Angeles, installed a new teller terminal system that can put their bank tellers in 778 locations in 11 states on line to a central computer. In addition to being able to have access to savings accounts and other financial information when the system is complete, tellers will be trained via computer. Criteria determined to be important for computer-based instruction in this case are:

1. Convenient presentation of lessons to tellers in remote locations.
2. Creation of lessons by instructors unfamiliar with educational data processing.
3. Storing and reporting of each student's progress.
4. Potential to make prompt and efficient changes in programs.

In the pilot effort, tellers said they liked being able to learn at their own pace. The bank also plans to use the computer terminals for orientation training the first day of work.

Editor's Note

Computer-assisted instruction has potential in the orientation as well as the training of Extension professionals in

subject matter and general topics in the future. PLATO (Program Logic for Automatic Teaching Operations) is one such system. The student can respond to questions by touching the screen and doesn't need to know much about computers to operate PLATO. It has been estimated that with 60 hours of training, the average teacher (Extension agent, specialist, administrator) could develop or modify PLATO programs to fit local needs . . . thus getting away from our current dependence on computer programmers.

The Control Data Company and the University of Illinois developed PLATO. There are 25 learning centers run by Control Data around the country that are equipped with PLATO terminals. Gerald Paulsen, SEA-Extension, has an excellent video-tape for loan on learning centers showing a PLATO terminal in use.

"With Computer Based Instruction, One Trainer Can Teach 8,000 Trainees." *Training—The Magazine of Human Resource Development* XV (July, 1978), 44-46.

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