



# White Paper

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e-Learning for the Net and  
Millennial Generations...the SYSPRO way



## Match your teaching methods to your audience's learning style

The workforce landscape is changing rapidly. As it changes, the disconnects between traditional teaching methods and the way in which the 81 million Generation Y (or Net Generation or Gen Y) and 40 million Generation Z (or the Millennial Generation or Gen Z) communicate and want to learn become more apparent. The individually driven and theoretically based objectives of traditional teaching methods need to catch up with our modern connected world. Tertiary education institutions and organizations need to embrace collaboration through social media technologies and adapt to the learning styles and characteristics of the Net and Millennial Generations.

When developing learning material, a critical question to ask is "Does the learning meet the target audience's learning style and preferences?" Let's take a look at some of what Generation Y and Z want in terms of their learning experience in more detail and how SYSPRO's Education offering aims to meet those needs.

## Optimize for Internet (or network) delivery

You have most likely heard of or played the 'Need for Speed' series of PC, Xbox and Play Station games. This encapsulates the lack of patience Generations Y and Z have – they want something and they want it now! When it comes to slow network connections or computers, there is no exception. Being aware of this, SYSPRO's Education department has ensured that all e-learning media elements and Feature Demos are optimized for network and Internet delivery – they are bandwidth light and can be run directly from the Support Zone site.

## Provide instant real-time feedback

In addition to wanting what they need now, Gen Y and Z don't want learning material they already know. They want to get what they need and sidestep what they don't need. SYSPRO's e-learning is structured so that learners can skip ahead to the knowledge assessments in the content using hyperlinks and Next buttons. Whether they answer incorrectly or correctly, they get immediate qualitative feedback and can work through only the relevant material if they answer incorrectly. They can also test their ability to perform tasks in SYSPRO using the assessment simulations, without having to first complete the training or demonstration simulations. If they don't achieve a pass result, they can work through the training and/or demonstration simulations and then attempt the assessment simulation again.



## Keep it relevant and to-the-point

Along similar lines, Gen Y and Z don't want to be bombarded with too much or irrelevant information – they want it in a concise format that allows them to use it to do what they need to do. They also want a balance between the amount of content you push to them in the learning material and their own pulling of further information about topics that interest them. SYSPRO's e-learning strikes this balance by providing only the most important concepts and principles in the learning material, keeping it content light. This allows the learner to pull information in the form of additional reading or more advanced courses where they feel they require it. Once learners have 'got' the concepts, they can swiftly move on to the practical application – performing functions on SYSPRO, using the training database and the tasks and/or the simulations. In this way, their learning environment is a reflection of the environment in which they have to perform competently – keeping learning relevant.

## Use Social Media platforms to collaborate

Gen Y and Z are the social media generations. They are in constant connection with friends, colleagues, classmates and even strangers through Facebook, Twitter, LinkedIn and other platforms. Learning collaboration through social media networks motivates learners and promotes a sense of accountability and ownership for their learning. Some ideas for collaborative study methods enabled by social media include learning groups on Facebook, chat sessions on Learning Management Systems, collaborating on blogs, Wikis or using Google Docs or even using a course code or description as a hash tag on Twitter. SYSPRO's Education department has a closed Education group on LinkedIn, enabling its members to start or participate in discussions or share something with the group.

## Provide point-of-need learning

Finally, Gen Y and Gen Z are used to getting information almost anytime and anywhere. They want their learning experience to reflect that too, so providing learning at the point of need is critical. To enable learners to access learning material anytime and anywhere, even if there is no network or Internet connection, SYSPRO's Education department has ensured that learners can download the e-learning courses from the Support Zone directly to their PC and extract the files so that they are accessible offline. PDF training guides, containing the same content in a different format, are also available to open or download from the Support Zone. In addition, the menu structure of the e-learning courses supports being able to access content at the point of need easily and rapidly. Learners simply access the Simulation Menu or Task Menu to refresh their memories as to how to perform a particular function in SYSPRO.



## In summary

By building e-learning courses that appeal to Gen Y and Gen Z's learning styles and preferences, and adapting traditional teaching methods, we can make significant progress in improving the learner experience, get through the material quicker, encourage the retention of relevant information for longer and promote ownership and accountability in learning.

## About SYSPRO

SYSPRO software is an award-winning, best-of-breed Enterprise Resource Planning (ERP) software solution for cost-effective on-premise and cloud-based utilization. Industry analysts rank SYSPRO software among the finest, best-in-class enterprise-resource planning solutions in the world. SYSPRO software's powerful features, simplicity of use, scalability, information visibility, analytic/reporting capabilities, business process and rapid deployment methodology are unmatched in its sector.

SYSPRO, formed in 1978, has earned the trust of thousands of companies globally. SYSPRO's ability to grow with its customers and its adherence to developing technology based on the needs of customers is why SYSPRO enjoys one of the highest customer retention rates in the industry.



[www.syspro.com](http://www.syspro.com)

**Africa and the Middle East**

SYSPRO (Pty) Limited  
Block A  
Sunninghill Place  
9 Simba Road  
Sunninghill  
Johannesburg  
2191  
South Africa  
Tel: +27 (0) 11 461 1000  
Fax: +27 (0) 11 807 4962  
Email: [info@za.syspro.com](mailto:info@za.syspro.com)

**Canada**

SYSPRO Software Limited  
4400 Dominion Street  
Suite 215  
Burnaby (Vancouver)  
British Columbia  
Canada  
V5G 4G3  
Tel: +1 (604) 451-8889  
Fax: +1 (604) 451-8834  
Email: [info@ca.syspro.com](mailto:info@ca.syspro.com)

**USA & Americas**

SYSPRO Impact Software, Inc.  
959 South Coast Drive, Suite 100  
Costa Mesa, (Los Angeles region) California  
92626  
USA  
Tel: +1 (714) 437 1000  
Fax: +1 (714) 437 1407  
Toll free: 800 369-8649  
Email: [info@us.syspro.com](mailto:info@us.syspro.com)

**Asia Pacific**

SYSPRO Software Pty Ltd  
Suite 1102, Level 11  
201 Miller Street  
North Sydney NSW 2060  
Australia  
Tel: +61 (2) 9870 5555  
Fax: +61 (2) 9929 9900  
Email: [info@syspro.com.au](mailto:info@syspro.com.au)

8 Eu Tong Sen Street  
#19-91  
The Central  
Singapore  
059818  
Tel: (65) 6256 1921  
Fax: (65) 6256 6439  
Email: [info@sg.syspro.com](mailto:info@sg.syspro.com)

All enquiries:  
Australia: 1300 882 311 (Local call)  
Singapore toll free: 800 616 2209  
Malaysia toll free: +60 1800 812 655  
Indonesia toll free: +62 0018 0306 1216

**UK & Europe**

K3 Business Technology Group  
Baltimore House  
50 Kansas Avenue  
Salford Quays  
Manchester  
United Kingdom  
M50 2GL  
Tel: +44 161 876 4498  
Fax: +44 161 876 4502  
Email: [info@k3syspro.com](mailto:info@k3syspro.com)