

What's Included?

Connect with
your CompTIA rep
to learn more

✓ Comprehensive Support

- **In-Platform Messaging:** Weekly system messages follow the product pacing guide, automated emails sent for earned badges and 'nudge' reminders for learners at risk of falling behind.
- **OnDemand Support:** Access product support knowledge base, platform support through Zendesk ticketing, and expert assistance via live sessions & chat.
- **Expert Support:** Weekly office hours for personalized guidance and support and monthly presentations from tech experts, including real world examples of what it's like to work in a tech job role, with time for Q&A.

✓ Skills-Based Badging

- **Engagement and Momentum:** The OnDemand product uses a skills-based badging reward system to keep students focused and progressing. Each badge represents a group of certification exam objectives and is awarded upon successful completion of a Skills Quiz.
- **Badge Pathway:** To complete the OnDemand program, learners must earn all required badges, finishing with a final completion badge.
- **Leaderboard:** Learners can compare their progress with peers, fostering a sense of community and completion.

✓ Learner Experience

- **Seamless Access:** Learners use Single Sign-On (SSO) to seamlessly access the product, taking them directly to the learning environment upon activation.
- **Guided Learning:** The "Getting Started" module helps learners navigate the platform and outlines the steps toward certification.
- **Pacing Guide:** Students are supported by a pacing guide that outlines weekly lessons and activities to keep them on track.
- **Instructional Videos:** Key concepts are covered through instructional videos, emphasizing practical application and addressing common areas of confusion.

✓ Data Tracking and Reporting

- **Support Effectiveness:** We are committed to understanding and enhancing the types of support offered, so we monitor various metrics to ensure we offer the appropriate support to all learners.
- **Client Reporting:** For cohorts of 10 or more, we provide regular updates on learner progress, including student participation, performance data, and progress tracking.

✓ Sales and Fulfillment Workflow

- **Streamlined Process:** Our workflow guarantees a smooth and efficient experience for both clients and learners, from client acceptance to product activation.

Top agencies trust CompTIA OnDemand Solutions to upskill their staff

This product solution is specifically designed for agencies like yours that are committed to upholding the highest IT training standards.

Contact our State and Local Government team for more information:

StateandLocal@comptia.org

CompTIA.