

# THE CORNWELL Learning Center



at Myers Park Baptist Church

Powerful technology...

...and more!



2001 Selwyn Avenue  
Charlotte, NC 28207

cornwell@mpbconline.org  
Phone: 704-927-0774  
Fax: 704-343-2975

Tailored Training...

to fit **YOUR** organization

You need training. Your people need training.  
There are plenty of places you can get it.

At the Learning Center, we believe in training  
you can use. We don't introduce a laundry list of  
software features as training. We focus on just  
the features YOU need, as you need them.

Of course, when pre-packaged courses will serve  
you, we regularly offer them ranging from the  
usual office applications to Photoshop®.

Our workstations combine powerful computers  
with 17" LCD screens, equipped with Office XP  
Professional®, Adobe Photoshop® Elements, and  
Windows XP Professional®. Each is comple-  
mented by comfortable, fully adjustable chairs  
and height-adjustable tables for the finest in ergo-  
nomics. All are linked to a high speed internet  
connection.

#### Presentation support

Our hi-tech podium adds on-screen annotation to  
your computer presentations. Paper documents  
and real objects are easily presented with the  
included document camera. Include your DVD,  
CD or Super-VHS videotape. All are easily man-  
aged with a touch-sensitive screen. Video projec-  
tion is what you'd expect in a facility of this cali-  
ber, and ours runs 1024 x 768 resolution. A 52"  
plasma monitor provides additional video support  
as needed.

#### Teleconferencing

We are equipped with internet-based (H-323)  
teleconferencing for connecting with similarly  
equipped facilities.

#### Expertise

Learning Center Coordinator, John Bambach, has  
worked in education and technology for 35 years  
as teacher, manager, and media producer, in  
both higher education and public television.



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## Convenient... Comfortable

Located in the middle of Myers Park, the Learning Center is a part of the Cornwell Center at Myers Park Baptist Church, minutes from uptown and across the street from Queens University at Charlotte.

## CASE STUDY #1

### the Law Firm

#### Need

Updating computer systems meant updating software and training. Available training venues suggested basic, intermediate, and advanced levels of training in the new software.

#### Solution

Support staff were already advanced users of the existing word-processing software – they didn't need basic and intermediate training. We suggested that the advanced training be focused only on the specific skills needed by the firm.

The Learning Center developed a 4-hour training session for 4 groups of 12 employees each. We coordinated our training with the rollout of the new systems so that each person returned with their new skills to a new computer and went immediately to work. The reduction in lost productivity was dramatic... what would have taken 3 days of training for each of 48 employees conventionally was accomplished in 4 hours for each. The cost was 25% lower than the alternatives.

## CASE STUDY #2

### the Not-for-Profit Organization

#### Need

Excel® was the tool of choice for budgeting, databases, etc. All users wanted to use Windows XP® more effectively. They wanted to train in a comfortable setting, taking no more than a half day. Could lunch be a part of the schedule?

#### Solution

The President had indicated that the individual level of experience could range from novice to quite skilled.

The Learning Center created a program that fulfilled all needs in enjoyable short courses. The first consisted of 3 one-hour sessions with breaks, dedicated to Windows tips that would benefit users regardless of application. A box lunch was served during the first break in our formal lounge. Two days later, we offered a short course in Excel introducing all to the basics with time for hands-on practice. Supporting files were sent to the organization for further development.

## CASE STUDY #3

### the Small Business

#### Need

A small business was looking for some software training for its three employees. We weren't offering the class they needed when they needed it.

#### Solution

The Learning Center offers individual tutorials. From our discussion we determined that it would be more time and cost effective to offer a small, tailored class as a tutorial. The employees came in, asked questions and got the answers they needed in the same way an individual would. They brought real-world examples from their own business. The sessions were based on appointments rather than a fixed schedule, just as it would be with an individual.

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