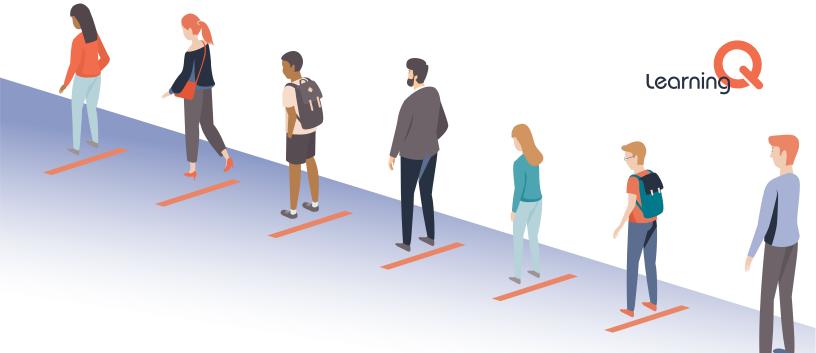# Attacking the Waitlist for Support Services

Nationwide, support service programs have developed extensive waiting lists due to staff limitations and an overwhelming demand. This can lead to frustration, further isolation and general disengagement for those both seeking and providing services. Nobody wants to have a waitlist. One approach to shortening these waits is to use online learning to augment and per-teach program materials.

Platforms employing a microlearning approach can be a particularly effective solution for reducing waitlist apathy by providing learners with flexible options that fit into their schedules.
This white paper explores the benefits of microlearning in engaging waitlisted individuals and highlights how this approach can provide a catalyst to maintain engagement and provide services to a wider audience.

Benefits of Microlearning Over Long Format Learning Systems

The Microlearning approach to instruction breaks down complex topics into small, bite-sized pieces of information that are easy to digest. This has several advantages over longer format systems that attempt to recreate a classroom environment. First, modules are shorter and more focused, making them easier for learners to digest and retain information. The second is greater flexibility, as learners can complete modules at their own pace and on their own schedule. Finally, microlearning is often more engaging than traditional online learning, as it can include interactive elements to help keep learners motivated and interested.

Reducing Waitlists by Using Microlearning to Extend Services

Utilizing microlearning allows learners to access training modules as soon as they are ready, reducing the wait time for training. Learners are able to complete training and can move on at their own pace, giving them a valuable head start. **This methodology allows for a program to service more individuals without increasing the demand on staff, by flipping the classroom and providing instructors with more insights**. Instructors are able to see, in their first session, specific areas where learners have been struggling, allowing them to focus on areas of need. These insights provide existing staff a way to deliver more valuable feedback more quickly. The combination of microlearning followed up with focused instruction allows for a more personalized and more impactful training.

Key Advantages Enabling Extended Service

Flexibility: Microlearning offers learners the flexibility to learn at their own pace and on their own schedule. This can be especially important for learners who may require accommodations, such as additional time or assistive technology, to learn effectively.

Accessibility: Microlearning allows organizations to use training modules that can be customized to meet the specific needs of learners. For example, organizations can include closed captions or audio descriptions in videos to make them accessible to a wider spectrum of learners .

Engagement: Microlearning is designed to be more engaging than traditional training methods, which is important for learners that have difficulty maintaining focus. Microlearning can include interactive elements, such as quizzes or simulations, that can help to keep learners engaged and motivated.

Conclusion

Microlearning in combination with existing service programs create a powerful solution for reducing waitlists for support and training. By providing learners with flexible options that fit into their schedules, and offering engaging training modules, microlearning can create a learning environment that meets the needs of all learners. This simultaneously allows organizations to cost effectively extend services to those who otherwise would have had to wait for face-to-face support, while giving staff key insights to provide more informed support and coaching.