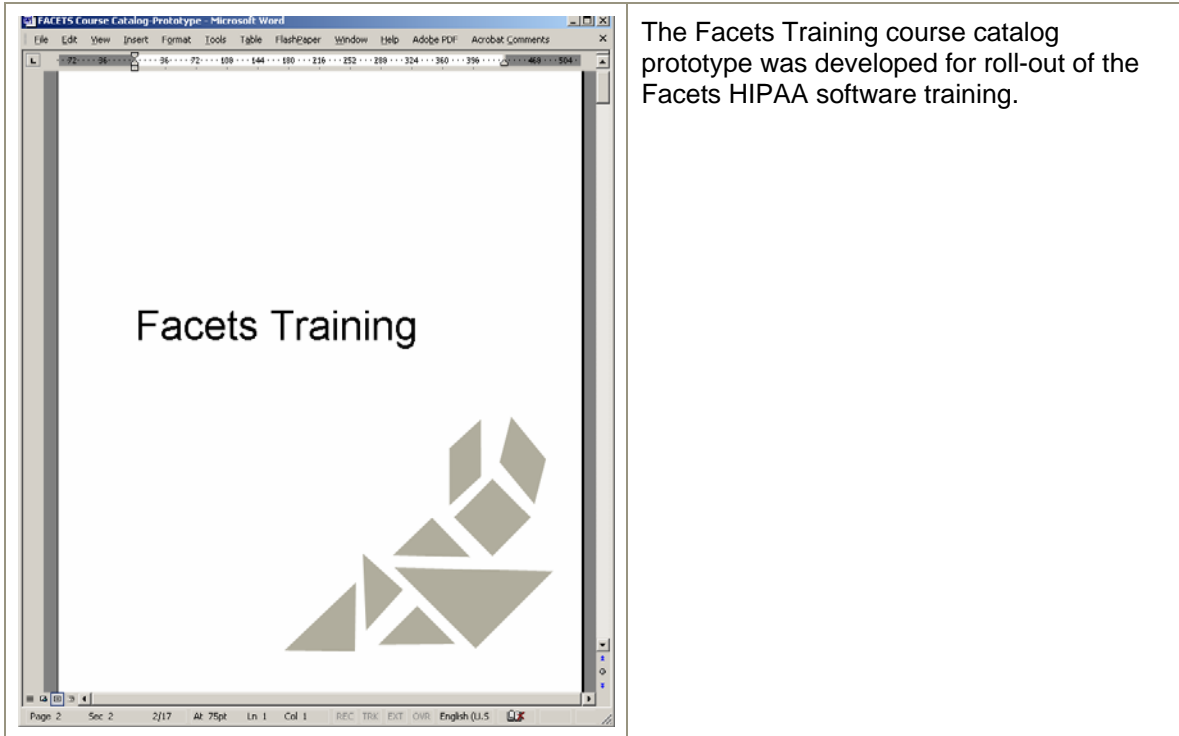


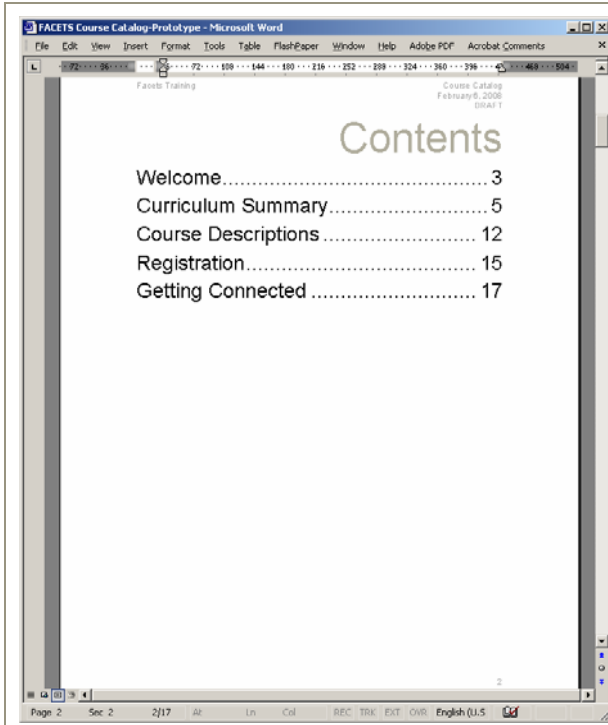
BCBSM Facets Training Course Catalog Prototype

Developed For: Blue Cross Blue Shield of Michigan

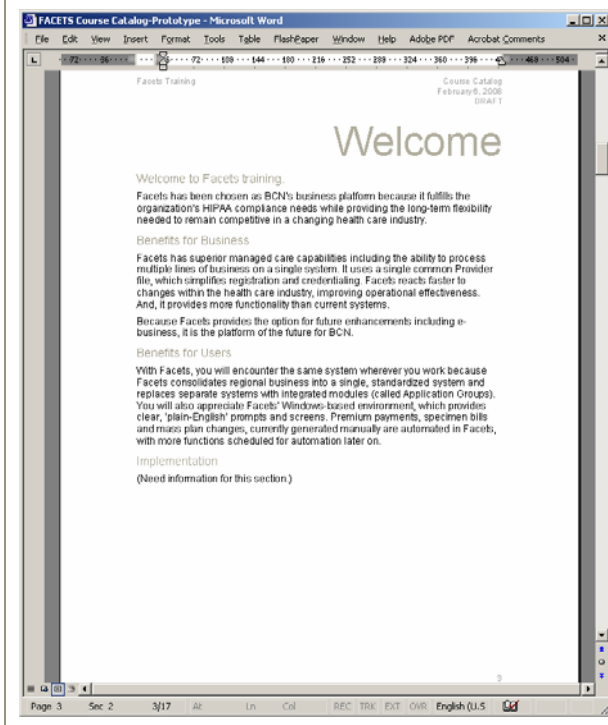
My Role: Document designer

Description: Prototype course catalog. Developed in Microsoft Word.



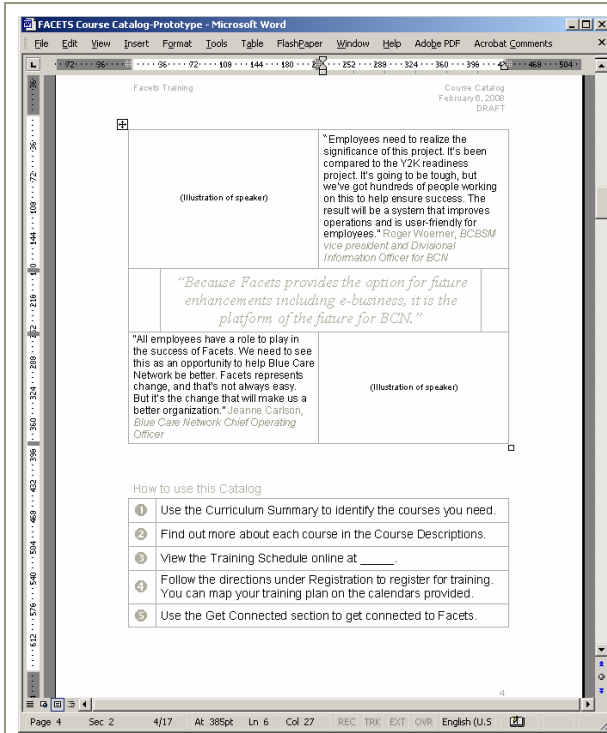


The catalog is divided into **five major sections**.



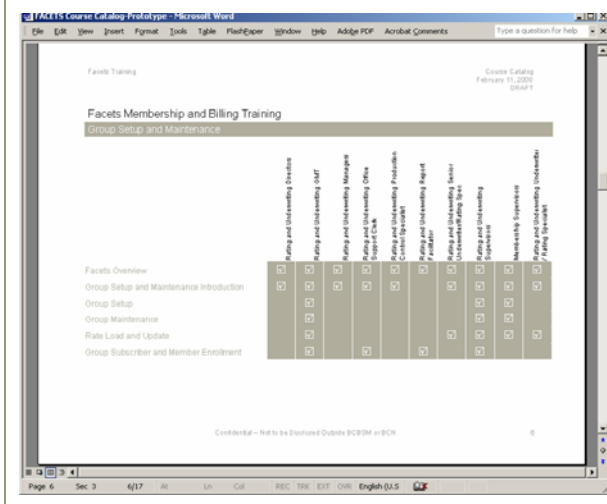
The **Welcome** section describes the benefits of Facets to users and to the company, and outlines the Facets implementation plan.

(Note that, because this is a prototype, not all of the text is complete.)



Quotes from key executives provide support for the new Facets system (illustrations of the speakers have been removed in this sample). A **pull quote** from the Welcome section adds strength to their message.

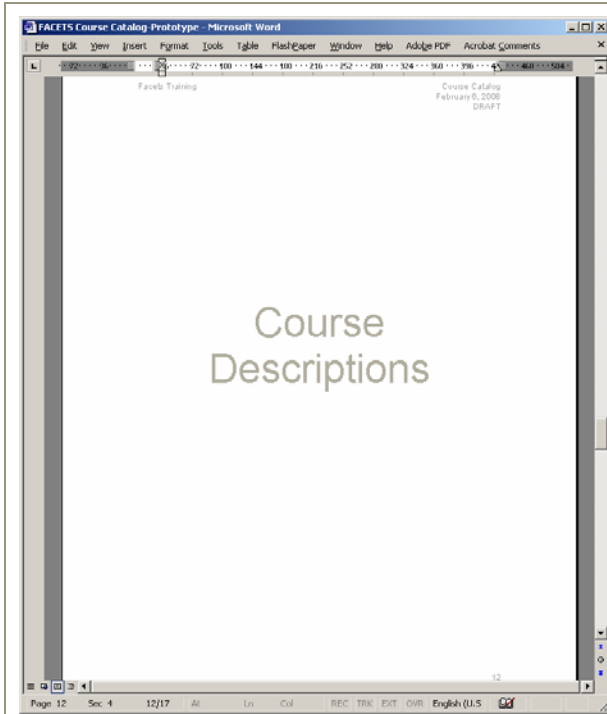
Users are provided with **step-by-step instructions** to identify the courses they need, register for training, and access Facets on their computers.



Step 1 Use the Curriculum Summary to identify the courses you need.

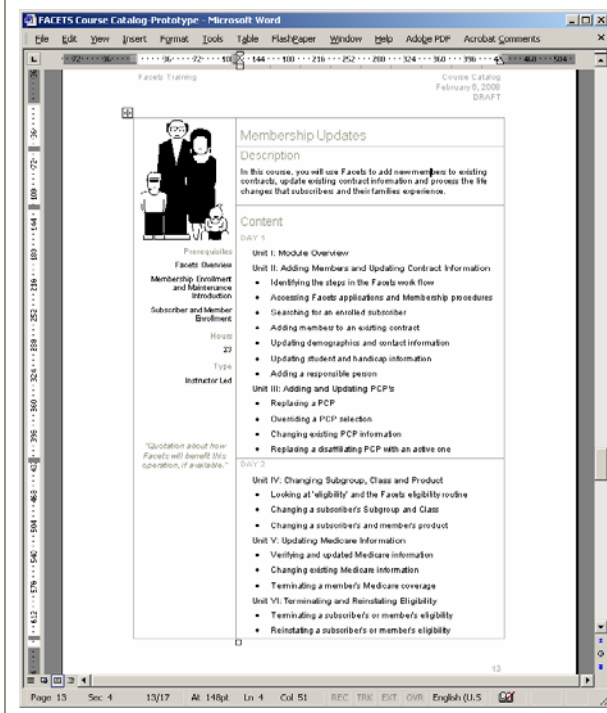
In the **Curriculum Summary**, each topic is divided into **courses** and **modules**. Here, the topic is *Facets Membership and Billing Training*, and the first course is *Group Setup and Maintenance*.

Each user can, first, locate his or her job title at the top of the chart, and then look at the checkmarks in the column to identify the modules that should be completed.

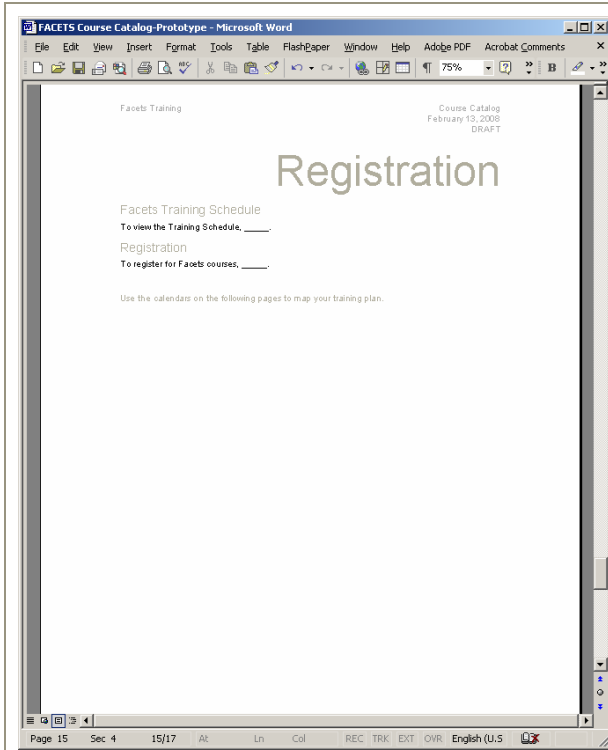


Step 2 Find out more about each course in the Course Descriptions.

In the **Course Descriptions**, modules are listed alphabetically, by title.



Each **module description** includes prerequisites, module length, training type, a brief description of what is covered, and an outline of module content.

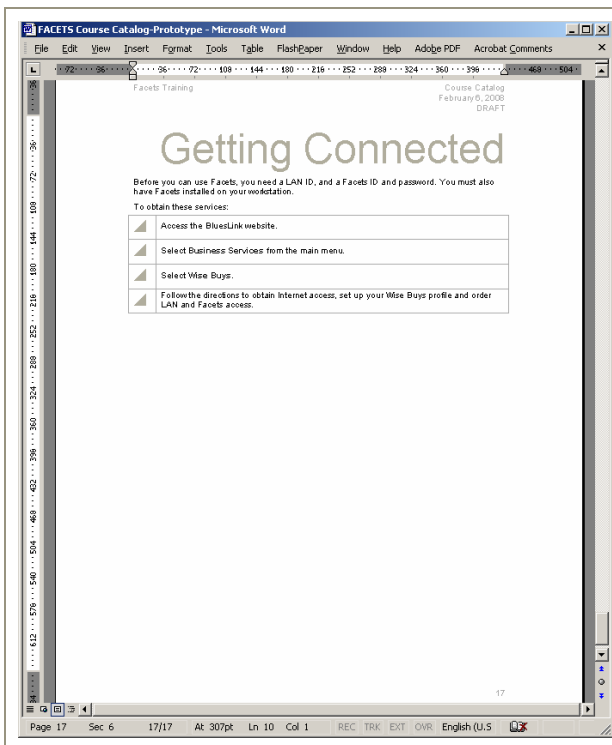


After users View the **Training Schedule**, which is posted online (**Step 3**), they are directed to

Step 4 Follow the directions under **Registration** to register for training.



Users can map their training plan on the **calendar pages** provided.



Step 5 Use the Get Connected section to get connected to Facets.

The final section describes what users must do to obtain the appropriate IDs and passwords, and access the Facets system on their computers.