D2L Connections 2026 - Amsterdam

Beyond the Login

Using Simple Data and Smart Automation to Keep Learners Engaged

IRFU | D2L

Presented By: **Agustina Bruno Videla**

How many people logged in?

How many people finished what they came to do?

GAINLINE

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55.9% → 86.2%

Presented By: **Agustina Bruno Videla**

Hello!

Agustina Bruno Videla
E-Learning & Digital Coordinator, IRFU



GAINLINE

BUILD (2023–2024)
Establishing baseline data, listening tools, and first Intelligent Agent nudges.

PROVE (2025)
Data proof: +47.8% active users, 86.2% safeguarding completion, coaching gains.

REFINE (2026)
2026 UX overhaul, Attributes API sync, Live Demo, and ticket impact.

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2023/2024

1906 users

Peak engagement



2025/2026

Listen

We added pre- and post-course surveys.

Nudge

We built our first Intelligent Agents on the coaching pathways.

Guide

On the course homepage, we added a welcome widget and a table of contents.

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2025/2026/NOW

47.8%

35.5%

5%

2023

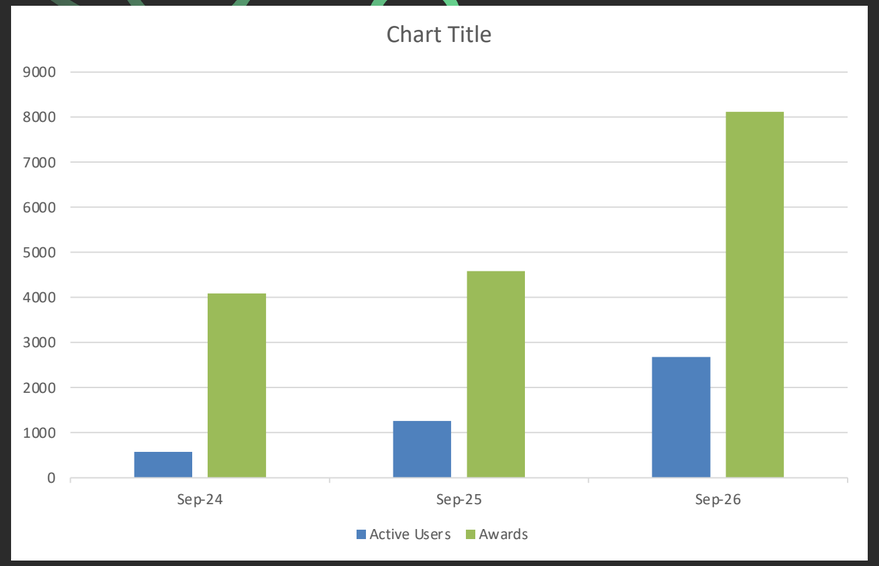
People logged in when they needed to.

2025

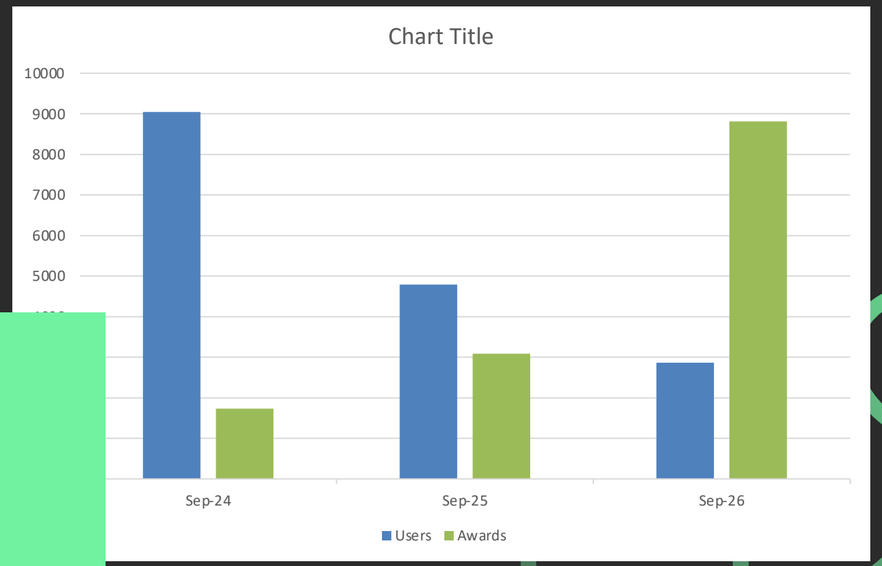
People logged in and stayed, followed the learning pathway and obtained multiple awards.

2026

This trend continues.



GAINLINE Activity in the month of Sept



Coaching courses activity growth

Coaching Courses

Completion rate over the years:

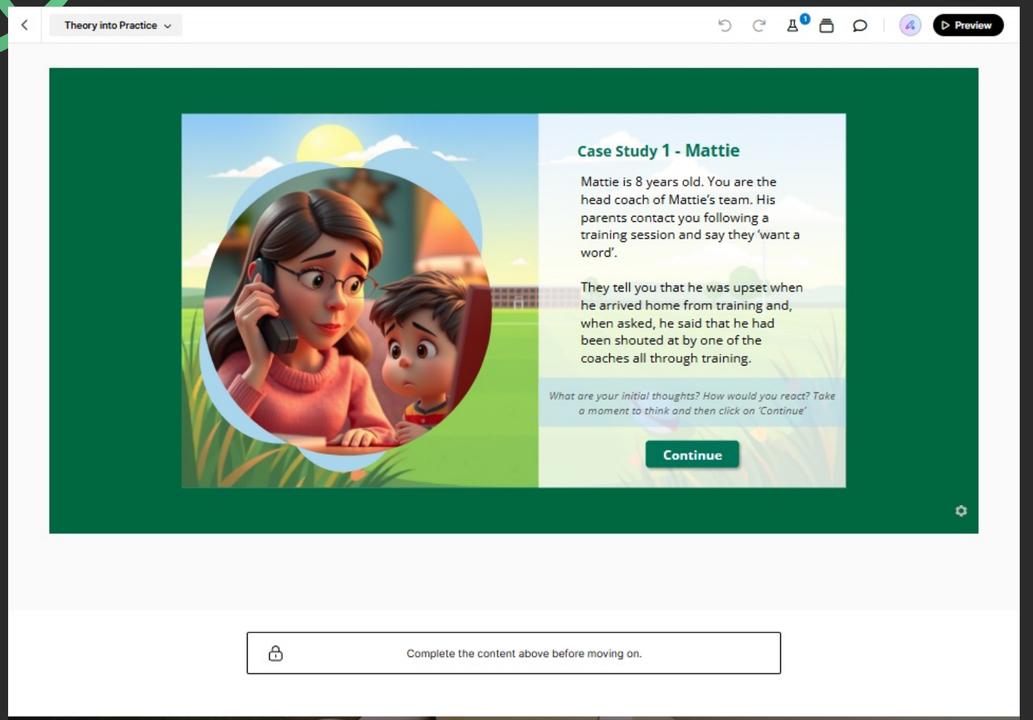
29.9 – 46.8

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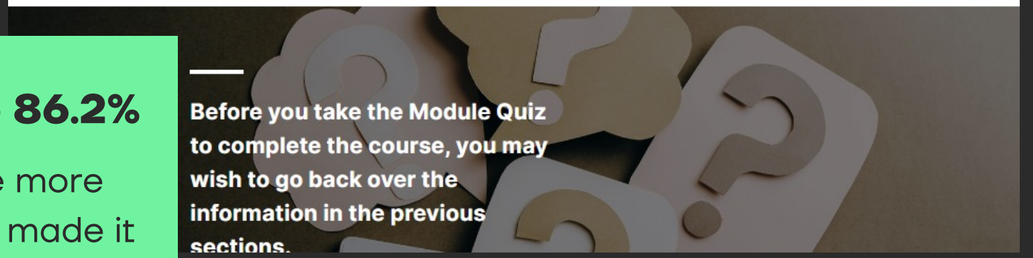
Safeguarding Course



Solution







Completion from 55.9% to 86.2%

Nobody was persuaded to care more about safeguarding. We simply made it easier to finish.

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My Courses

All | Brightspace | Coach Dev. Archive | Connacht23/24 | Connacht24/25 | Connacht25/26 | DRAFTS | Historic Awards | HR/Staff Dev.



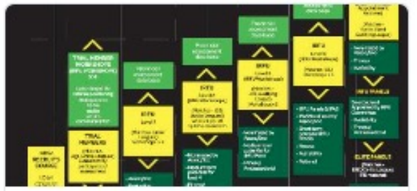
IRFU Children's Coach Course LEINSTER25/26
IRFU-CD-CHL_LEI2526 •
Leinster25/26



IRFU Healthy Clubs Portal
IRFU-MD-HEALTHC •
IRFU/National



IRFU Concussion Education Module
IRFU-MD-CONCED_2122 •
IRFU/National



Referee Development Resource
IRFU-RF-EVAL_MAST •
IRFU/National



IRFU Affiliate Referee



Brightspace Training Space



Sports Coaching



Leadership & Management







702 Responded

33.3% said they only find what they want sometimes, rarely or never. 29.2% found it difficult to track their progress.
One comment to highlight:

- **Smarter Navigation**
- **Personalised Learning**
- **Better insights and Information**

A clear roadmap or tracker to help navigate courses would be great...

Homepage - GAINLINE | Homepage - GAINLINE | view (2000×2000)

education.irfu.ie/d2l/home

Health and Wellbeing | Ethics, Inclusion and Society | Personal and Professional Development

Share

Welcome D2L Amsterdam

Hello!

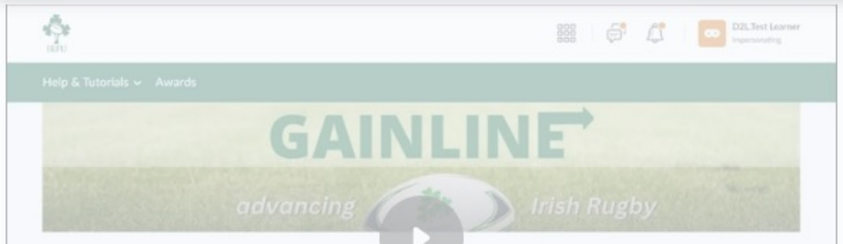
Welcome to GAINLINE 👋

This homepage is your starting point for navigating the platform.



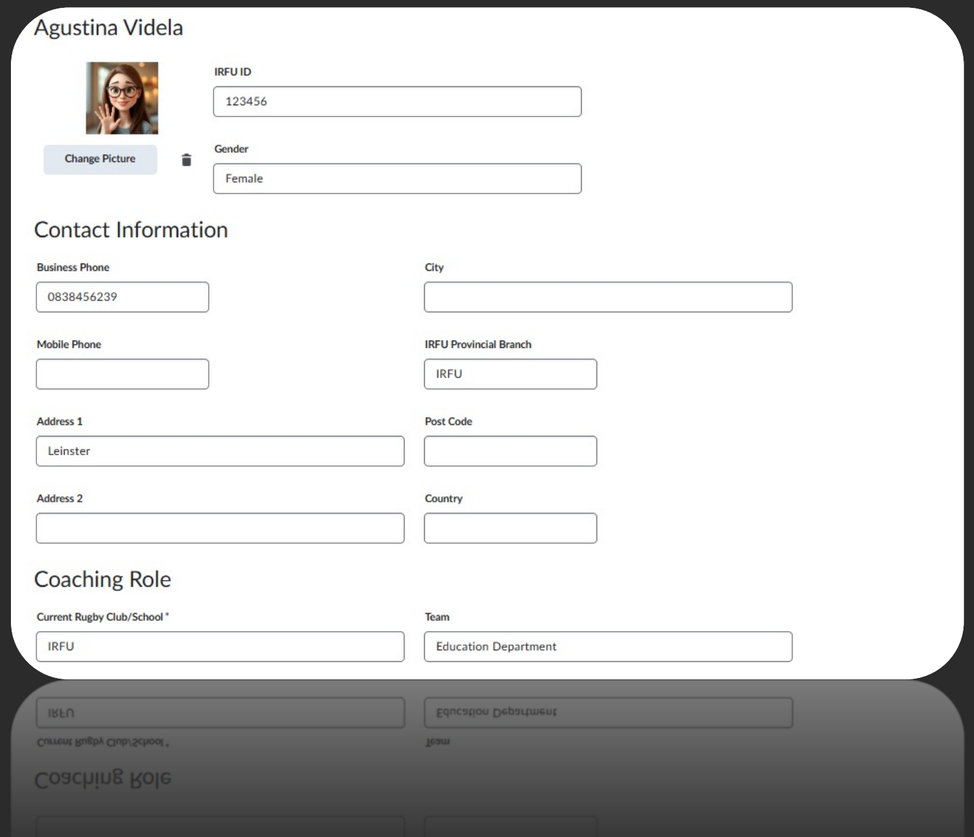
Dismiss

Step 1 of 1



Attributes Project

Our Staff highlighted the need for access to better insights and user information



Profile Cards

Course directors, educators and our CDMs can now see who a learner is and contact coaches directly when they need to.

Enrolment Rules

Instead of every learner searching a catalogue, the platform knows that a children's coach needs, say, SG1 or the Active Coach Badge, and suggests it.

Courses for You

Mmm... Let's have a look...

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2026 compared to 2024

Support Tickets 74.14% less

Completion Rates 15% more

Awards 291.2% more

CPD 58.3% more

Early Findings

Find the friction.

Remove and nudge.

Personalise and prove.



And keep what works!



Thank you so much

Bring home a tools checklist!

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