Remote Training

Web Based Training Project Planning

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The purpose of this presentation is to identify areas to consider during different stages of Web Based Training Development: planning, design, budgeting, authoring tool selection, implementation, review, LMS selection for publishing and administration of Web Based Training.

This presentation in PDF format along with other relevant support materials are available to you, thanks to a collaborative effort between IMIA and Language Line Services.

DISCLAIMER: References or names of products mentioned in this presentation do not constitute an endorsement on behalf of Language Line Services or the presenter.

What is Web Based Training?

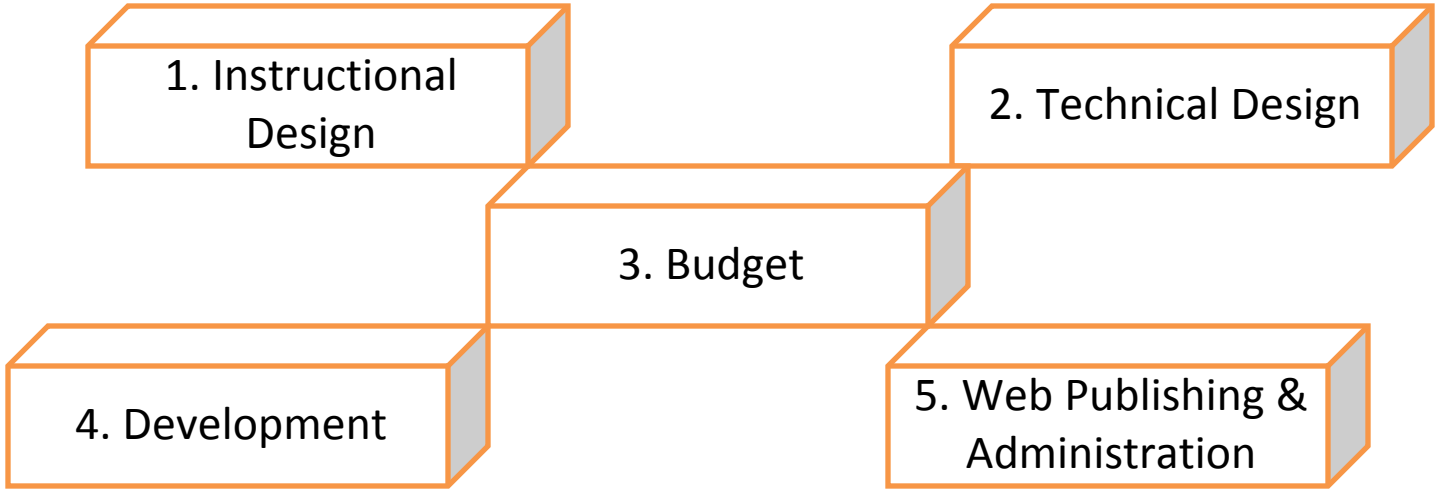
WBT presents live content, in a structure allowing self-directed, self-paced instruction in any topic.

WBT is media-rich training capable of evaluation, adaptation, and remediation, all independent of computer platform (Mac vs. PC).

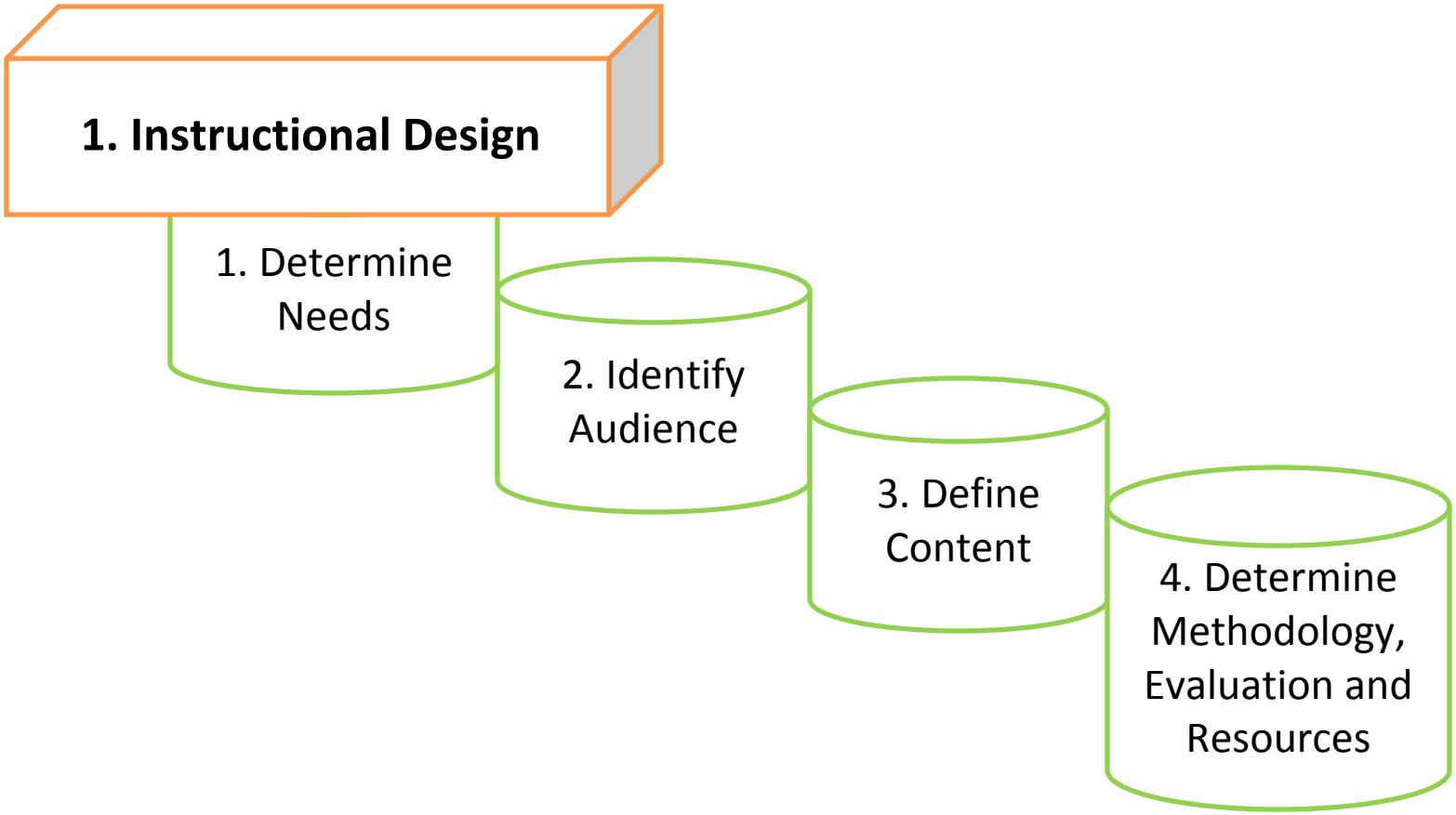
We can craft highly effective WBT to meet the training needs of a diverse population.

The current focus of WBT development is on learning how to use the available tools and organize content into well-crafted training systems.

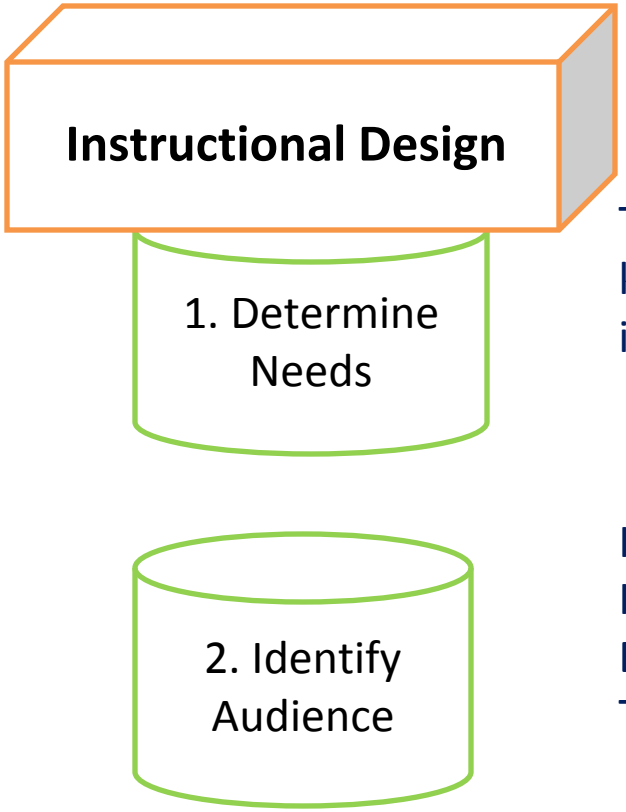
Web Based Training Project Planning Stages



Web Based Training Project Planning – Stage 1



Web Based Training Project Planning – Stage 1



To identify performance requirements and the knowledge, skills, and abilities needed by an interpreter to achieve professional standards.

Identify audience make-up:
Inexperienced or novice interpreters
Experienced or seasoned interpreters
Training trainers

Web Based Training Project Planning – Stage 1

Instructional Design

3. Define Content

Define content to develop.
What skill type are you developing (hard vs. soft skills)
Are you training new skills/techniques to unlearn old ones?
Are you training compliance, ethical principles, Standards of Practice?

4. Determine Methodology, Evaluation and Resources

Write Terminal and Enabling LOs
Develop Outline and Design Strategy (Lesson sequencing)
Develop Instructional Strategies (Approach)
Chart Course Flow (Activities/concept sequencing)
Define evaluation criteria

Establish information architecture, navigation, interface cues, tone or writing style, page layout, typography, colors, and imagery.
Define Support Materials, links, etc.

Web Based Training Project Planning – Stage 2

2. Technical Design

1. Determine In-house Capabilities

Developing team members require some form of training that emphasizes web development. This training will help them develop basic knowledge and skills to use scripting and graphic tools needed to design and develop WBT applications, and also to maintain and update WBT.

Determine compatibility between the hardware and software available in-house for the WBT development team before committing to an authoring tool. Define roles and tentative time lines to keep track of task completion.

Web Based Training Project Planning – Stage 2

2. Technical Design

2. Available Hardware and Software

What platforms will the training be delivered on? PC, MAC or across a combination of platforms? Would you rather outsource a consulting firm for the development?

Evaluate any software or systems acquisition by looking at the total cost of ownership (TCO). TCO is a financial metric designed to help assess direct and indirect costs related to the purchase of any capital investment, such as computer software or hardware.

In this case, the TCO would include the cost of the application, training development, upgrades, maintenance, and any other costs associated with the organization owning the product over its lifetime.

Web Based Training Project Planning – Stage 2

2. Technical Design

3. Select Authoring Tool

In general, the term **authoring tool** refers to a computer based system that allows non-programmer people like us to create (or author) content for intelligent tutoring systems. In other words, an authoring tool is a program that allows a non-programmer to easily create software with programming features.

The programming features are built in but hidden behind buttons and other tools, so the author does not need to know how to program. You use this tool to web-enable your content.

Web Based Training Project Planning – Stage 2

2. Technical Design

3. Select Authoring Tool

Ask yourself: What do I need my WBT to do?
What is my own level of technical knowledge and capability?
What access do I have to technical help if I need it?

What level of interactivity do I require for the training? Simulations and other dynamic learning activities are great to have, but are they really appropriate or needed for the type of WBT you are developing?

Remember that not all tools are appropriate for all training delivery methods. Consider the context in which course-authoring tools will be used. For more full-featured content authoring tools, go on-line and check Adobe Captivate, MSFT Power Point Plug-Ins, Articulate, Lectora, etc.
(Take advantage of the free on-line trials to determine which one better fits your needs.)

Web Based Training Project Planning – Stage 2

2. Technical Design

4. Team Training and Licensing

What resources do you have to support the types of online training you wish to develop? What about after the training is developed? Does the training need to be updated/refreshed periodically (anywhere from 6 months to a year, or beyond)?

Will you have a team of people to develop the training? Should you outsource? What things are specific to the type of training you will be developing that may be compromised by outsourcing?

5. Required Hardware, Software, Bandwidth

Find out about platform needs, or any other technical requirements, licensing fees, etc. needed to support your training before you commit to a specific authoring tool.

Web Based Training Project Planning – Stage 3

3. Budget

1. Instructional Design Time & Cost

Estimate design and development time for your team members.
What is the time line to complete the project?
How steep is the learning curve associated with the tools you are thinking of using for the project? Should you outsource?

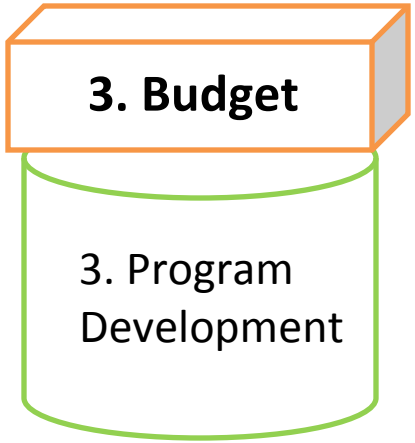
Justify the investment in terms of money, resources and time.
The cost of developing and maintaining computer networks can be high.

2. Investment in Technology

Ask yourself if training in-house, would there be a need to purchase new computers and software for this WBT?
Define other requirements such as networking and bandwidth.
Consider price of LMS software, training development, testing and final implementation.

http://www.askintl.com/knowledge/articles/eBasic/Custom_WBT_Time_tool.html

Web Based Training Project Planning – Stage 3



You may need the bandwidth to allow audio, video or more complex animations (in Macromedia Flash or Shockwave formats, for example), to insert them into HTML pages directly without a great deal of technical knowledge.

Consider direct and indirect costs attributable to the program. All program benefits must be converted to equivalent monetary figures. Do the benefits outweigh the costs?

It is absolutely critical to consider all the steps in the process, people involved, hardware, software, testing, reviewing, etc., otherwise you may run out of funds in the middle of the process.

Web Based Training Project Planning – Stage 3

3. Budget

4. Estimate ROI

Many institutions fail to measure the benefits of WBT and relate them to the cost of training in a way that reveals the rate of return on the investment.
Return On Investment (ROI) is expressed as a ratio / percentage

To find the benefit/cost ratio, divide the total dollar value of the benefits by the cost as shown in the following formula:
Benefit/Cost Ratio = (Total Dollar Value of Benefits)/(Cost of Training

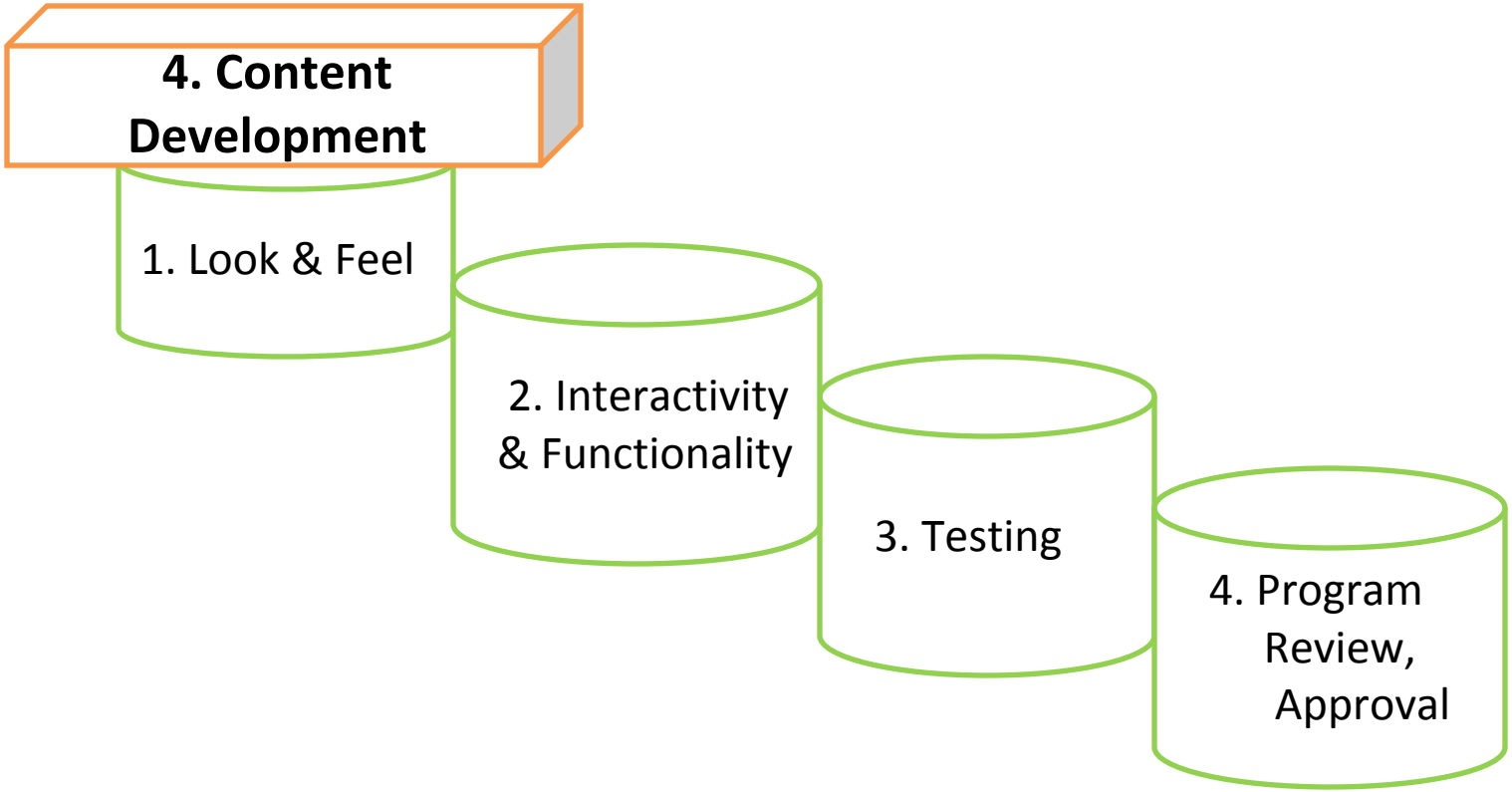
http://www.fastrak-consulting.co.uk/tactix/Features/tngroi/tngroi.htm

Assessing the ROI of Training (tab)

5. Emergency Funds

Set apart some emergency funds. I do not know anybody who has not used them before publishing.

Web Based Training Project Planning – Stage 4



Web Based Training Project Planning – Stage 4

4. Content Development

1. Look & Feel

Decide the way you want your content to be displayed: simple text to scroll down, or videos, or text with animations, graphics, etc. 'Look' relates to the visual design aspects of the training website, whereas 'Feel' relates to the experience of using a website.

What is your color scheme? Do you want to use strong vibrant or mild colors? Define font type and size. Are you using text, tables, images and simple animations across your learning material?

Are you going to introduce interactivity? Decide on how rich or complex you want your interactions to be? What is your information architecture, navigation, interface cues, etc.?

Web Based Training Project Planning – Stage 4

4. Content Development

2. Interactivity & Functionality

Verify that each navigation button, text fields, skins, etc. functions as per design.
Ensure your menu, hands on paths/pointer changes are all active. All of these items must change colors at appropriate points in the topic.
Do items on the Main Menu "check off" upon completion of the module and not before?
Do test/final scores display properly on the summary page?
Do practice questions score appropriately?
Do drag and drop items function appropriately?
Do mouseovers function appropriately throughout the topic?

Web Based Training Project Planning – Stage 4

4. Content Development

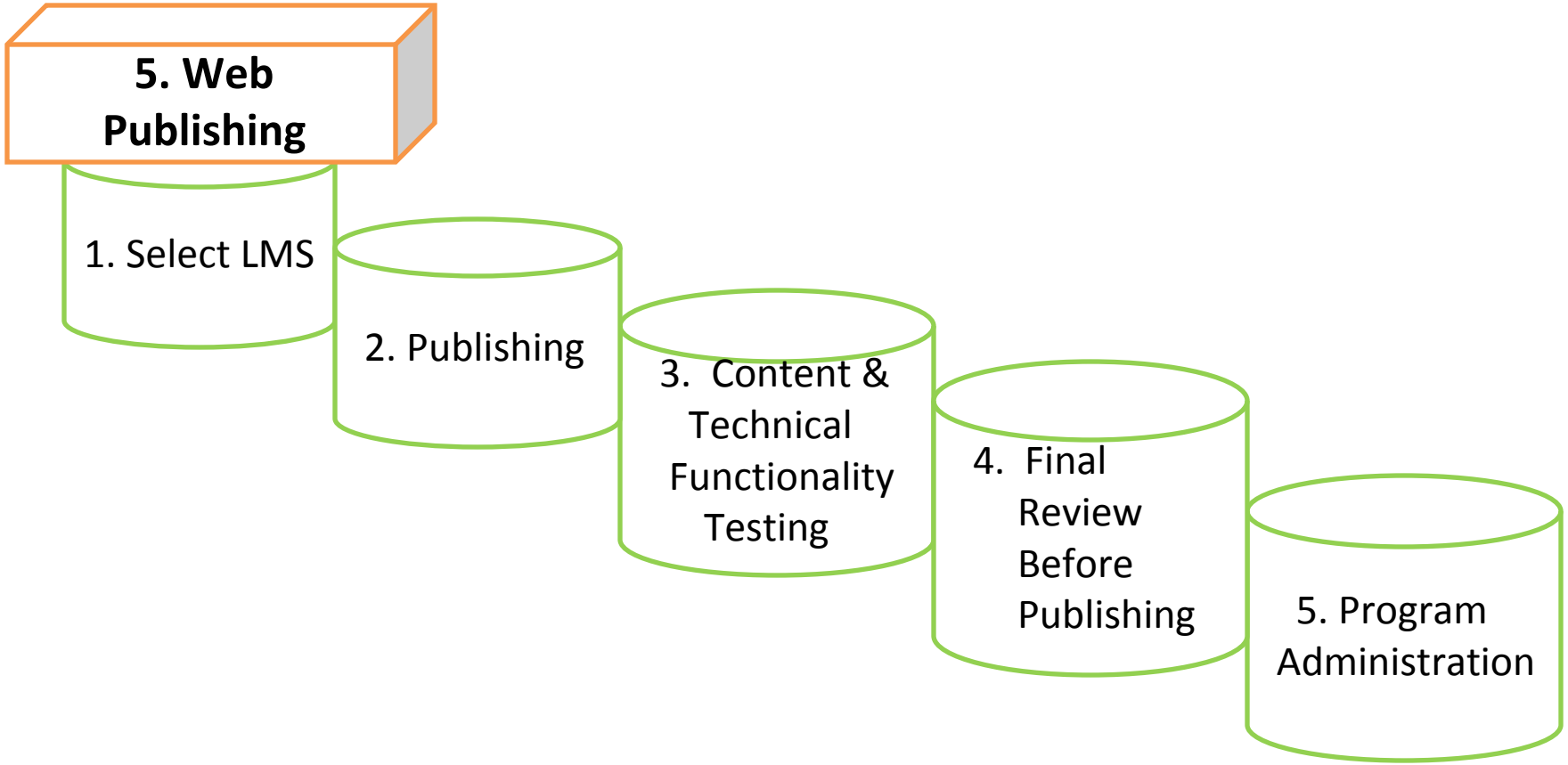
3. Testing

4. Program Review, Approval

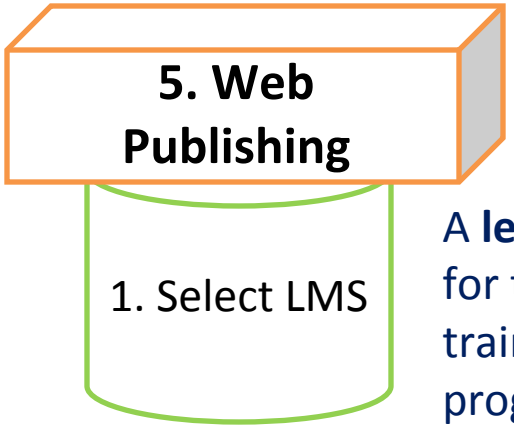
Are all your buttons live –working properly?
Are your instructions clear and simple?
Do responses appear before a question item?
Verify that narrative and visual texts are presented concisely.
Verify that narrative and visual texts are grammatically correct.
Is the topic free of spelling and grammatical errors?
Does the topic flow and transition smoothly between sentences/concepts?

Reliability –Can the presentation perform its intended function with required precision? In other words, to what extent does the program perform to expected levels from a functionality and instructional perspective?
What percentage of the course's content will meet the learning objectives? If the answer is 100%, your WBT should be approved and ready for the next level.

Web Based Training Project Planning – Stage 5



Web Based Training Project Planning – Stage 5



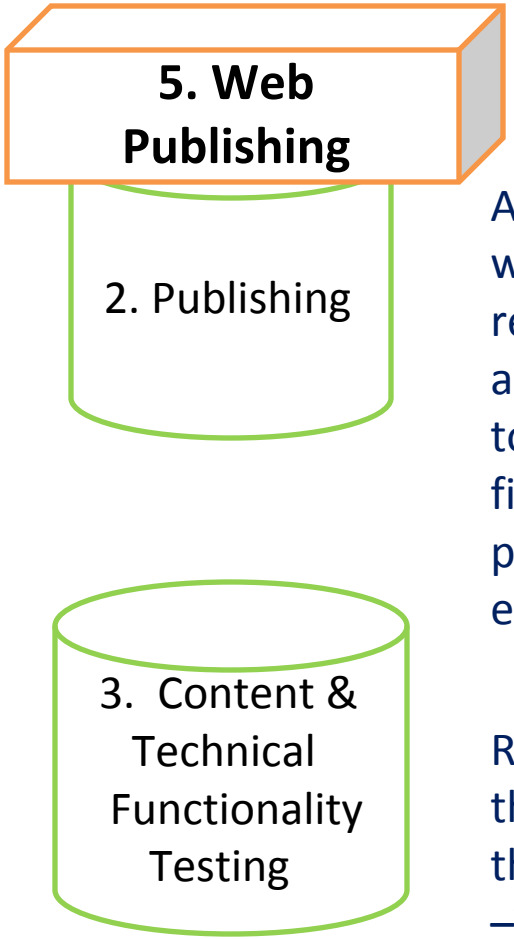
A **learning management system (LMS)** is a software application for the administration, documentation, tracking, and reporting of training programs, classroom and online events, e-learning programs, and training content.

A robust LMS should be able to do the following:

-centralize and automate administration
-use self-service and self-guided services
-assemble and deliver learning content rapidly
-support portability and standards
-personalize content and enable knowledge reuse

LMSs range from systems for managing training and educational records, to software for distributing courses over the Internet with features for online collaboration.

Web Based Training Project Planning – Stage 5



After you created and tested functionality of your content, with objects, interactivity, and other components you are ready to publish it, making sure it is compatible with accessibility standards. There are a variety of options available to publish your project: Flash File, Breeze Server, Stand Alone files, etc. (executable files) some authoring tools allow to publish directly. Your LMS provider will guide you on the most efficient output to publish your WBT.

Run your beta testing covering all stages in your process: from the admin perspective and from the learner perspective. Repeat the process several times before you publicly launch your WBT. –Trust me you will be surprised: Murphy's Law at its best….

Web Based Training Project Planning – Stage 5

5. Web Publishing

4. Final Review Before Publishing

After your final trials are completed, and your presentation has been debugged you are then ready to publicly launch your WBT. Do the final dry run with your instructional design objectives in hand and see if what you get is what you planned.

5. Program Administration

The LMS provider that you choose will offer training to develop your skills as a web master for the administrative side of your WBT. They should train you on the use of the different features they offer, how to enroll trainees, how to update your content, how to set up instructor led sessions, how to track completion, collecting testing scores, etc.

Q&A

Questions?

Closing Thoughts

WBT requires careful planning, many trials and errors and funding. For estimating design time purposes, one hour of regular content design should be multiplied by 7. Beyond time for development, after your content is finally published on the web, you would only need to update or refresh your content as often as necessary.

The benefits of WBT are numerous; however WBT is more effective when you implement a blended approach in which part of the content is fully controlled by the learner –asynchronous, and the other is trainer led –synchronous.

Though, it would seem to be an intimidating process, as long as you have access to in-house or external technical support, I have found that the challenging areas are learning to work with the authoring tool, and later on with the LMS software, to administer your WBT. After the training team becomes accustomed to working with WBT, the rest is just training as usual.

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