Microcycle Course Review: Better, More Agile eLearning Course Review

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What We Will Cover

- Top 5 problems with QA testing an eLearning course
- How the agile or "microcycle testing" methodology solves these problems
- How to implement microcycle testing and get as much as 75% time savings

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What is Course Review and Quality Assurance Testing in eLearning?

- Content reviews with SMEs and other stakeholders
- Navigation (Testing all links, buttons, playback controls, branching, etc.)
- Performance on varying operating systems and web browsers
- Asset playback (Ensuring that video, audio, animations, and images perform as designed)
- Data communication and bookmarking with the learning management system (LMS)

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Top 5 Problems with QA Testing an eLearning Course

1. Designated Testers Don't Review on Schedule or at All
2. Feedback Collection Often Breaks Down
3. Feedback Duplication Wastes Time
4. Lack of Issue Management Process Creates Holes in Quality
5. Audit Trails are Difficult to Produce

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The "Microcycle" Solution

- Use Web-based Issue Tracking Tools so Feedback Collection Doesn't Break Down
- Employ a "Microcycle" Methodology

The Technology Part of the Solution: Using Web-based Issue Tracking Tools

- Better Feedback Collection
- Methodical Approach More Likely
- Improved Audit Trail and Reporting

The Technology Part of the Solution

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The Technology Part of the Solution: eLearning Specific Issue Tracking Tools

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The Methodology Part of the Solution: Employing a Microcycle Approach

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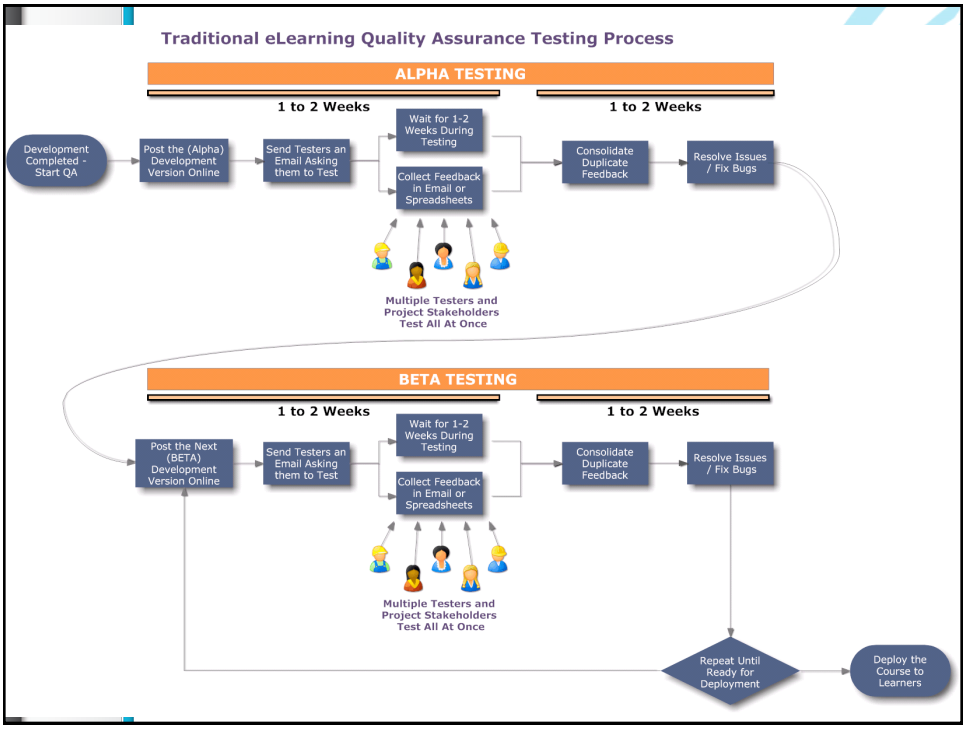

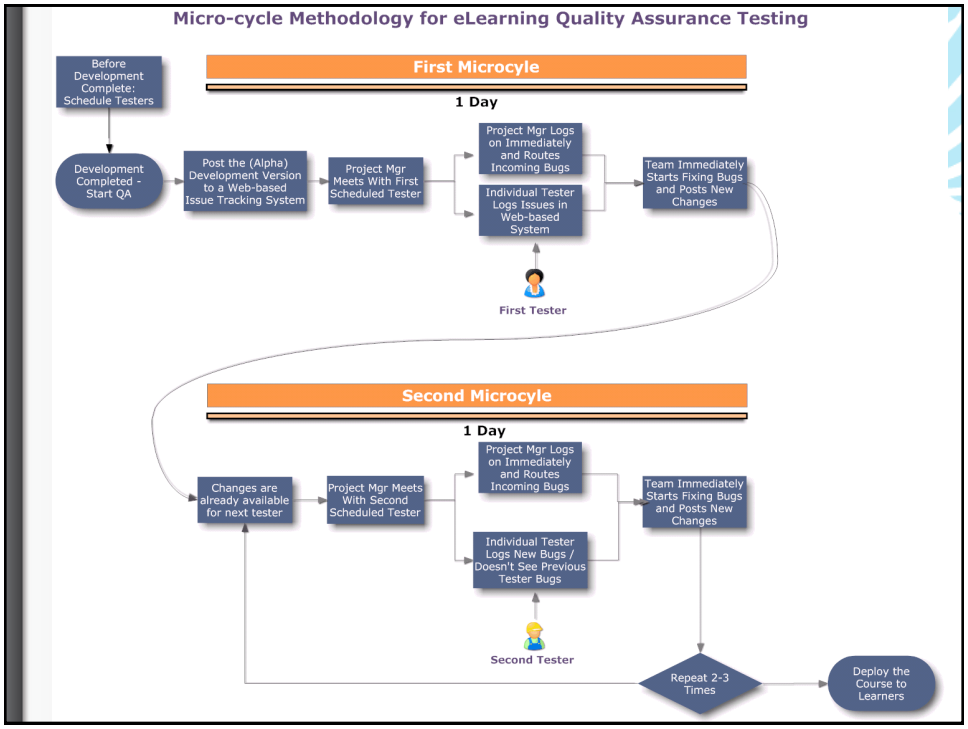

Main Principles of Microcycle Testing

- Conduct a Complete Testing Cycle in One Day
- Schedule Only One Tester a Day
- Immediately Fix as Many Issues as You Can

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A Typical Microcycle Testing Scenario

Several weeks (if possible) before testing begins

- Project Manager
- Get agreement from testers that they will participate in the test, and schedules a specific appointment to help them get the testing started
- By scheduling a personal meeting, the tester is more likely to follow through

Day 1: 9 a.m.

- Project Manager and Tester #1
- Project manager explains:
  - process
  - how to log into the web-based issue tracking tool
  - makes sure the tester knows how to navigate through the course and report issues
- Facilitating getting started increases chances

Day 1: 9:30 a.m.

- Project Manager & Team Members
  - Logs in
  - Assigns issues to team members
  - Team members begin fixing as many issues as possible before day's end
- Reduce duplicate issues
- Free up focus for subsequent testers

Day 1: End of Day

- Project Manager
- Ensures the latest version of the course is available for the next tester
- Tester #2 doesn't see the same issues as Tester #1 and can focus on logging "harder-to-find" problems.

Day 2: 9 a.m.

- Project Manager and Tester #2
- Repeats the same steps in the micro cycle.

When	Who	Does What?	Why?
Several weeks (if possible) before testing begins	Project Manager	Get agreement from testers that they will participate in the test, and schedules a specific appointment to help them get the testing started.	By scheduling a personal meeting, the tester is more likely to follow through
Day 1: 9 a.m.	Project Manager and Tester #1	Project manager explains how the process works, how to log into the web-based issue tracking tool, and makes sure the tester knows how to navigate through the course and report issues.	One of the main reasons testers don't participate is that they don't fully understand how the tool works, or they don't want to take the time to log in. By covering both of those things, you dramatically increase the chance that the testers will complete their testing sessions.
Day 1: 9:30 a.m.	Project Manager	Logs into the issue tracking system (trailing the tester by 30 minutes) and begins assigning issues to team members. Team members begin fixing as many issues as possible before day's end.	By fixing issues immediately as they surface you reduce duplicate issue problems as well as free up the focus of subsequent testers to find other problems.
Day 1: End of Day	Project Manager	Ensures the latest version of the course is available for the next tester.	Tester #2 doesn't see the same issues as Tester #1 and can focus on logging 'harder-to-find' problems.
Day 2: 9 a.m.	Project Manager and Tester #2	Project manager meets with the Tester #2 and repeats the same steps in the micro cycle.	

How to Select the Right Issue Tracking System

- Web-based
- Designed specifically for testing e-learning courses
  - Integrated course viewer
  - Automatically capture where problem occurs
- Easy to use
- Able to assign issues
- Capable of handling threaded discussions
- Searchable
- Integrated directly into an online e-learning authoring system

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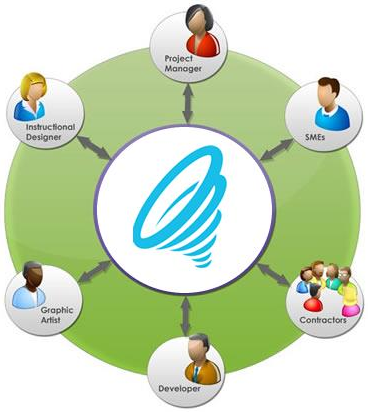
REVIEW by CallidusCloud



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Better Results with 75% Time Savings

- Traditional: 4 weeks
- Microcycle: 4 days

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Top 5 Problems with QA Testing an eLearning Course

1. Designated testers don't review on schedule or at all
   - Scheduled Testing
2. Feedback Collection Often Breaks Down
   - Managed in Online Database
3. Feedback Duplication Wastes Time
   - No Duplication
4. Lack of Issue Management Process Creates Holes in Quality
   - Thorough Process
5. Audit Trails are Difficult to Produce
   - Searchable History

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