Session T107
Using xAPI to Blur the Lines Between Performance Support and eLearning

Rob Houck, LearnShare
Megan Torrance, TorranceLearning

Austin, TX • June 8 – 10, 2016
How do we support performers best?

How do we know what they need?

How do we know what they’re doing?

How do we know what works?
5 Moments of Learning Need

New
More
Apply
Solve
Change

5 Moments of Learning Need: Gottfredson & Mosher
5 Moments of Learning Need: Gottfredson & Mosher

9 Moments of Need: Torrance
9 Moments of Learning Need

5 Moments of Learning Need: Gottfredson & Mosher
9 Moments of Need: Torrance
Learning Need: Mosher
Need: Torrance
Course
Formal, PUSH
Support
Informal, PULL

Before
Prepare

New
More
Remember

Apply
Solve
Change
Teach

SCORM
xAPI
Me

Po-tay-to

To-may-to

You

Po-tah-to

To-mah-to
How do we support performers best?

How do we know what they need?

How do we know what they’re doing?

How do we know what works?
Legacy Model:
LMS (and maybe TMS)
The Approach: Carpet Bomb

“We’re going to train you if you need it or not!”

(yes, this is an actual quote)
But what about the real world?
What if your training and performance support knew who you were?
Whether you’d taken training?
How you were actually performing?

It’d be a lot smarter.
New Model: powered by xAPI

70% Location
20% Live OTJ
10% Proximity
All that real world data... makes the learning world smarter.

Unlike prior standards like SCORM, xAPI does not “limit” what can be queried inside a course:

- It can read prior completion information (scores, times, interactions, etc.) from the current course.
- It can read data about other xAPI enabled courses.
- It can read data from other xAPI enabled data sources.
How Corporate Learning Is Getting Smarter in 2016

LEARNING TOOLS Smart learning extends beyond the course and into the real world. It takes into account what you’re doing on the job and how well you’re doing it, in ways that are unobtrusive to the work itself.

Megan Torrance
CEO, TorranceLearning
Smarter 101: Using training history from this course or tool.

• **Make it challenging** - If someone has taken this path many times, branch to an advanced path.

• **Show current information** – I took the course last year, so fast-path me to the latest, greatest updates. (or give me a “test out”)

• **Leverage prior results** – You did well on this last time, so let’s not bother you again for the next 30 days.
Smarter 201: Using training history from other interventions

- **Adapt based on related course scores** - I passed the intro course with flying colors, my performance support path adjusts accordingly.

- **Look at topical data** – I saw the section on accounts payable transactions in another course within the last 60 days. I probably don’t need that info again.
**Smarter 301:** Using employee demographic information

**Work Location** – I work in California, and there’s more I need to know.

**Job Role** – I’m in a clinical role, so my HIPAA needs are more focused on that persona. (Or, I’m in claims; what does HIPAA mean for me?)

**Work Center** – I work on specific machines. Help me focus on the safe handling of those tools as a priority.

**Work Streams** – Help me focus on processes that are more critical to my daily operations.
Smarter 401: Using data from other sources.

- **Adapt** – Branch based on last year’s performance rating or current competency assessment data

- **Recommend** - My sales volume is 30% below my goal. Show me how to remediate that.

- **Micro-learning** – Surface materials for me that that can be quickly consumed, or reused as reference and reminders later on.
I get it.. But how?
Smarter 201: Drive the learner’s path based on data in the LRS.
function ExecuteScript(strId) {
  switch (strId) {
    case "hekmyske:cy":
      Script1();
      break;
    case "24ULKecsTM":
      Script2();
      break;
    case "SWKwis3Jffs":
      Script3();
      break;
  }
}

function Script1() {
  var s = document.createElement("script");
  s.type = "text/javascript";
  s.src = "tincan-js";
  document.body.appendChild(s);
}

function Script2() {
  window.tincan = new Tincan({
    "url": window.location.href
  });
}

function Script3() {
  var player = GetPlayer();
  tincan.getStatements({
    sendActor: true,
    sendActivity: false,
    params: {
      registration: null,
      limit: 10
    },
    callback: function (err, result) {
      if (err !== null) {
        console.log('error!', err);
        return;
      }
      var stmts = result.statements;

      var storylineVar = [];
      stmts.forEach(function (e) {
        var thisActor = "You";
        var thisVerb = e.verb.display.und || e.verb.display["en-US"] || e.verb.display["en-UK"];
        var thisObject = e.target.definition.name.und || e.target.definition.name["en-US"] || e.target.definition.name["en-UK"];
        var thisLine = thisActor + " " + thisVerb + " " + thisObject;
        storylineVar.push(thisLine);
      });
      storylineVar.reverse();
      storylineVar = storylineVar.join("<br>");
      player.SetText("storylineVar", storylineVar);
    }
  });
}
Here are your 10 most recent items:

%storylineVar%
Here are your most recent items:

- You experienced Keep It Simple
- You experienced Topic Areas
- You experienced Summative Assessment
- You experienced Assessment
- You attempted xapi-storyline
- You experienced Welcome
- You completed xapi-storyline
- You attempted xapi-storyline
- You experienced Welcome
- You completed xapi-storyline

Get the code on Github: http://bit.ly/1WBQVfE
Smarter 301: Serve up courses based on role, performance, need
Business goal: Managers build teams that perform well and stay with the company.

The LMS/LRS knows:

• If you’re a new hire, so 8 hours of on-boarding are saved if you’re not!
• Your job role (executive, director, individual contributor, etc.)
• Your department
• Your competency assessment scores
• Your performance review scores
Role: New Manager

- I’m new to the company,
- I’m new to my role
- I work in sales,
- I have no history of assessment or performance appraisal

28 hours of training. The whole thing. “Newbie” level supports are useful.
• I’m not new to the company,
• I’m new to my role as supervisor
• I do not work in sales,
• I have history of assessment or performance appraisal

16 hours of training. Experienced level supports are available.
• I’m **not** new to the company,
• I’m taking on a **director** position
• I **do not** work in sales,
• I **have** history of assessment or performance appraisal

10 hours of training.
High level supports are served first.
Smarter 401: Serve up performance support & training based on results
Where’s your data?

• Internal systems
  • Check with IT
  • Download, format, upload

• External systems
  • Will they use xAPI?
  • If not, download, format, upload

• Learning ecosystem vendors
  • Fight the good fight!
On the road!