Transforming eLearning into ePerformance

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IT Project Manager:

“We have a new system that needs training. Can you make us some eLearning?”
About the case study…

The learning need:
+ New system replaces legacy system
+ Affects business process
+ Used daily by employees corporate-wide
+ Six user roles
+ Tight budget, tight timeline
About the case study…

The original eLearning solution:
+ Courses geared to roles and tasks
+ Presentation approach (low interactivity)
+ Mix of concepts, process, procedures
+ Supported by external assets (screencasts, documentation)
What’s wrong with this solution?
What’s wrong with this solution?

+ Performance-support content is mixed with “background” content
+ Meant to be used outside workflow
+ Not integrated with subject computer system
+ Doesn’t provide what’s needed at each moment of learning need
Gottfredson & Mosher’s 5 Moments of Learning Need (5 MoN)©

5 MoN Basic Tenets

+ Learning = Performance / Performance = Learning
+ Best place to learn: in the workflow
+ Start with doing; knowing is an enabler
+ All five moments can occur at the moment of Apply
What are the obstacles to performance support?

Culture of training

No delivery platform

Don’t know what it is
Solution: Transform your eLearning!

Single-purpose training course ➔ Multi-purpose learning resource
Solution: Transform your eLearning!

What it is:
+ Performance-first learning
+ Proof of PS concept
+ Low cost
+ Delivered via existing platform

What it’s not:
+ Methodical performance-focused analysis and design
+ A true EPSS
Gottfredson & Mosher’s Performance Support Pyramid

- Design from the workflow back
- Simple and quick to deep and long
- One or more types of content can be used at a single MoN

### Diagramming Course Content

**Diagram of Original Training Course:**

<table>
<thead>
<tr>
<th>Slide #</th>
<th>Title</th>
<th>Content Type 1</th>
<th>Content Type 2</th>
<th>Procedures</th>
<th>Explanation</th>
<th>Training</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Using the Process Library</td>
<td>Course title</td>
<td>Introduction</td>
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<td>1.2</td>
<td>Course Goal and Contents</td>
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<td>2.1</td>
<td>Overview of the Process Library</td>
<td>Section title</td>
<td>Table of contents</td>
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<td>Introduction</td>
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<tr>
<td>2.3</td>
<td>What is the Process Library?</td>
<td>Definition</td>
<td>Definition</td>
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<td>2.4</td>
<td>What is the Process Library? (cont.)</td>
<td>Procedure</td>
<td>Demonstration</td>
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<td>Navigating to the Process Library</td>
<td>Reference</td>
<td>Description</td>
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<td>Structure of the Process Library</td>
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<td>2.9</td>
<td>Quality Document Hierarchy</td>
<td>Concept</td>
<td>Description</td>
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<td>Overview of Library Roles</td>
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<td>Overview of Library Roles (cont.)</td>
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How To
Navigate to the Process Library

In the Navigator pane:
1. Select the **Browse** tab.
2. Select the **Recent Libraries** icon.
3. Expand **Process Library**.
4. Select **Folders** under Process Library to open Library view.

Related Content
- **Explanation:** Go to page “What is the Process Library?”

Guidelines for Procedures
+ Address one discrete task
+ Directions only, no fluff
+ Matching illustration for visual context
+ Include links to additional information
### What Is the Process Library?

<table>
<thead>
<tr>
<th><strong>Definition</strong></th>
<th><strong>Use</strong></th>
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<tbody>
<tr>
<td>The Process Library is a repository in Windchill containing certain document types:</td>
<td>The Library is used to perform these document-related tasks in Windchill:</td>
</tr>
<tr>
<td>- Policy</td>
<td>- Access and subscribe to documents</td>
</tr>
<tr>
<td>- Standard Operating Procedure (SOP)</td>
<td>- Create and store documents</td>
</tr>
<tr>
<td>- Work Instruction (WI)</td>
<td>- Revise documents</td>
</tr>
<tr>
<td>- Knowledge Document (KD)</td>
<td>- Approve documents</td>
</tr>
<tr>
<td>- Form</td>
<td>- Manage lifecycle of documents</td>
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</tbody>
</table>

**Note:** Only *non*-product related

### Guidelines for Explanations

- One topic per page / one page per topic
- Keep it brief and to the point
- Use illustrations, if appropriate
Guidelines for Training Content

+ Conventional training assets (discovery interactions, demonstrations, knowledge checks, practices)
+ Consider initial training and reinforcement over time
Guidelines for Reference Content

+ Documentation, job aids, FAQs, help, user discussion groups, etc.
+ Consider external as well as internal sources
Delivering the Solution at the Points of Need

Organization and Navigation

+ Workflow application comes first!
+ Organize according to context (process, timeline, etc.)
+ Aim for “2-click/10-second” access
+ Design the menu carefully!
User Interface

+ Use formatting cues for content hierarchy
+ Use visual cues for different types of content
+ Make navigation methods obvious
+ Facilitate scanning and reading
Delivering the Solution at the Points of Need

Access within Workflow

+ Facilitate quick, easy, anytime access
+ Determine if LMS location will serve
+ If necessary, move to an alternate platform
Contact Information

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