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THE eLEARNING DEVELOPERS' CONFERENCE & EXPO

INCORPORATING THE eLEARNING INSTRUCTIONAL DESIGN™ CONFERENCE

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# What's Now and What's Next in e-Learning: Technologies and Practices

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# What's Now and What's Next in e-Learning: Technologies and Practices

## DevLearn, eLearning Guild
## October 2006

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## First Law of Technology

- **A consistent pattern in our response to new technologies is we simultaneously overestimate the short-term impact and underestimate the long-term impact.**
  - Roy Amara of the Institute for the Future.

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## Fall 1996

October – OJ Simpson trial begins

August - Di and Charles divorce

Monica Lewinsky receives a hug from U.S. President Bill Clinton during a fundraising event in Washington, D.C., October, 1996

November – Incumbent Clinton defeats Dole in election

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## 1995 – 1996 - 1997

- 1995 - Internet Adoption passes 10%
- 1996 - Authorware, Toolbook, Director, IconAuthor
- 1996 – Off-the-shelf CD-ROM training is booming
- 1996 – One "IBT" session at ASTD conference
- 1996 - Course tracking -> learning management
- 1997 – Saba Founded, Flash 1.0 Released

- 2000 – SCORM 1.0 Released

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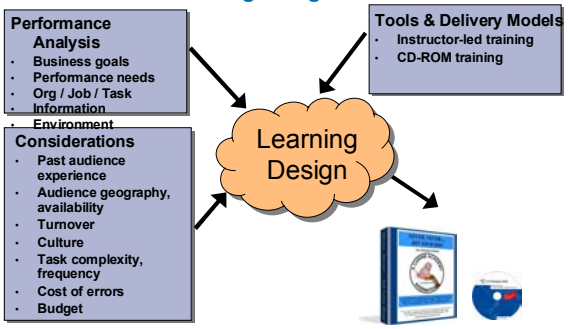
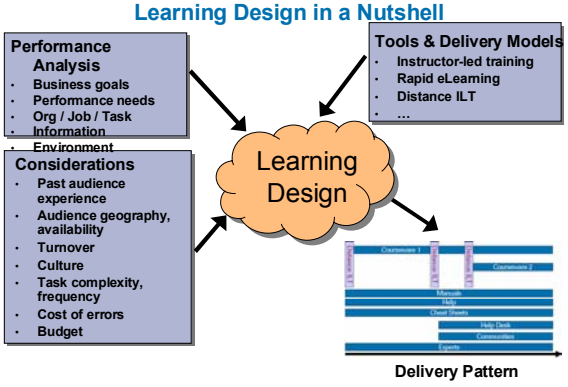
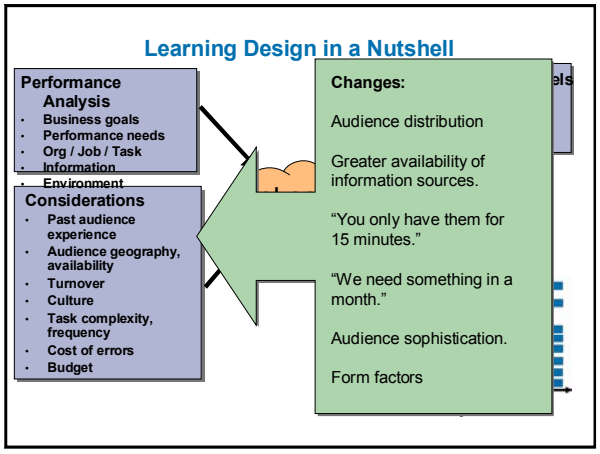
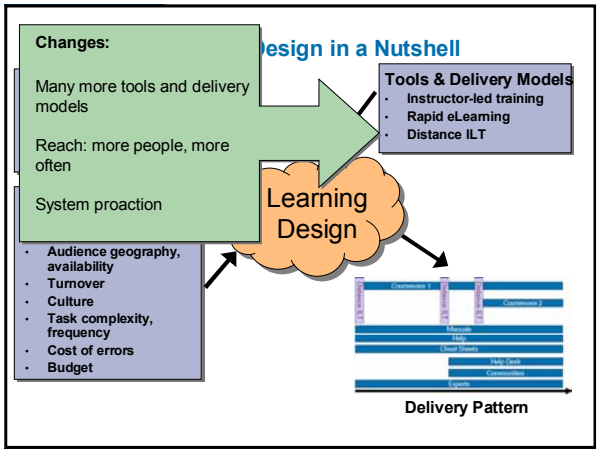
## Learning Design in 1996

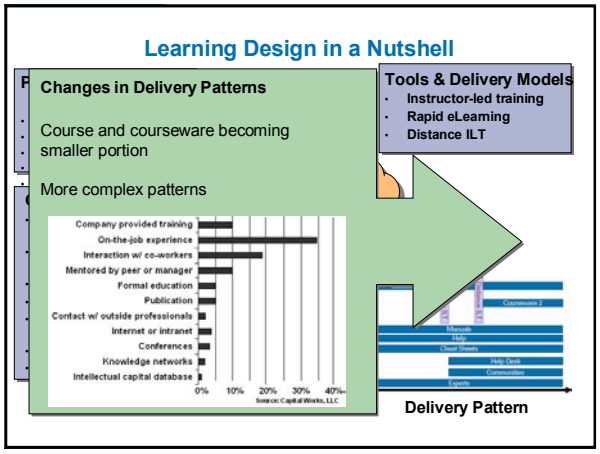



## Learning Design in a Nutshell




Learning Design in a Nutshell
Performance Analysis
Business goals
Performance needs
Org / Job / Task
Information
Environment
Considerations
Past audience experience
Audience geography, availability
Turnover
Culture
Task complexity, frequency
Cost of errors
Budget
Changes:
Audience distribution
Greater availability of information sources.
"You only have them for 15 minutes."
"We need something in a month."
Audience sophistication.
Form factors


Changes:
Many more tools and delivery models
Reach: more people, more often
System proaction
Tools & Delivery Models
Instructor-led training
Rapid eLearning
Distance ILT
Learning Design
Audience geography, availability
Turnover
Culture
Task complexity, frequency
Cost of errors
Budget
Delivery Pattern


Learning Design in a Nutshell
Changes in Delivery Patterns
Course and courseware becoming smaller portion
More complex patterns
Company provided training
On-the-job experience
Interaction w/ co-workers
Mentored by peer or manager
Formal education
Publication
Contact w/ outside professionals
Internet or intranet
Conferences
Knowledge networks
Intellectual capital database
0%
10%
20%
30%
40%
Tools & Delivery Models
Instructor-led training
Rapid eLearning
Distance ILT
Delivery Pattern

## Learning Design in a Nutshell

**Performance Analysis**
- Business goals
- Performance needs
- Org / Job / Task
- Information
- Environment

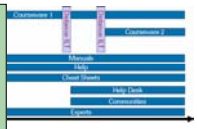
**Tools & Delivery Models**
- Instructor-led training
- Rapid eLearning
- Distance ILT

**Considerations**
- Past audience experience
- Audience geography, availability

Learning Design

**Bottom Line Challenge**

What do you use and in what case?
What is your process to account for this?
What do you do now to be ready in future for using these solutions?




Delivery Pattern

| | eLearning 1.0 | eLearning 1.3 | eLearning 2.0 |
|---|---|---|---|
| Main Components | Courseware, authoring tool, LMS | Reference hybrids, LCMS, discussion groups | Wiki, Social Networking & Bookmarking, Add-ins, Mash-ups |
| Ownership | Top-down, one-way | Top-down, some collaborative | Bottom-up, learner-driven, peer learning |
| Development time | Long | Rapid | None |
| Content Size | 60 minutes | 15 minutes | 1 minute |
| Access time | Prior to work | In between work | During work |
| Delivery | At one time | In many pieces | When you need it |
| Content Access | LMS | Email, Intranet | Search, RSS feed |
| Driver | ID | Learner | Worker |
| Content creator | ID | SME | User |

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## Reference Hybrids

- WellPoint Example
  - New software system
  - 10 minutes to get up and running, but also supports detail oriented people, supports infrequent users
  - Fast approaching conversion date, didn't want to spend lot of money
  - Needed easy updates
- **Solution**
  - Email communications
  - Hybrid reference/courseware with embedded simulations
  - Follow-up minor updates
- **More Info**
  - eLearning Technology: Shift in eLearning from Pure Courseware towards Reference Hybrids

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## Web 2.0

- **Social**
  - Everyone as Publisher (read/write web)
  - Harnessing Collective Intelligence
  - Tagging & Folksonomy
  - Social Computing (e.g., Social Networking, Social Bookmarking)
- **Technical**
  - Web as a Platform
  - Software as Service
  - Richer User Experience
  - Lightweight Computing Models
  - Add-ins & Mash-ups

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## Introduction to Wikis

- **What is a Wiki? -** http://en.wikipedia.org/wiki/Wiki
- http://en.wikipedia.org/wiki/ELearning_2.0
- http://www.PBWiki.com
- http://collaborativelearning.pbwiki.com

Los Angele
Courseware is Dying

- http://tools.fodey.com/generators/newspaper/snippet.asp

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## More eLearning 2.0 Tools

- **Blogs –** http://www.blogger.com
  - http://elearningtech.blogspot.com
  - http://elearndev.blogspot.com/
  - http://scottsroundup.blogspot.com/
- **RSS Reader –** http://www.bloglines.com
- **Social Bookmarking**
  - http://del.icio.us
  - http://myweb.yahoo.com
- **Social Network –** http://www.linkedin.com
- **Add-ins & Mash-ups (polls, ask-a-question, discussion, ratings, …)**
  - http://elearningtech.blogspot.com/2006/02/authoring-in-elearning-20-add-ins-mash.html

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## More Trends

- **Search**
- **Audio/Video Comeback**
- **Form Factor Explosion**
  - Apple Sales Training
    - MP3 delivered to iPOD
    - CD Audio
  - Large Restaurant Chain
    - POS devices (lots are Windows now)
    - 15 minute vignettes
    - Tablet PCs with wireless tomorrow
  - Large Pharm
    - Palm and Pocket PC application for AIDS type diagnosis
  - Trucking Company
    - Tests via Phone

**Many times,**
**Many places delivery**

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## Your Tools & Delivery Models?

**Live face-to-face (formal)**
- Instructor-led classroom
- Workshops
- Coaching/mentoring
- On-the-job (OTJ) training

**Live face-to-face (informal)**
- Peer-to-peer
- Work teams
- Role modeling
- Apprenticeship

**Virtual collaboration/synchronous**
- Live e-learning classes
- E-mentoring
- Office hours

**Virtual collaboration/asynchronous**
- Email
- Online bulletin boards
- Listservs
- Online communities

**Marketing & Communications**
- Early adopters / experts
- Email / newsletters

**Self-paced learning**
- Web learning modules
- Online resource links
- Simulations
- Scenarios
- Video and audio CD/DVDs
- Online self-assessments
- Workbooks

**Performance support**
- Help systems
- Print job aids
- Knowledge databases
- Documentation
- Performance/decision support tools

**1. Build YOUR list!**
**2. Experiment!**

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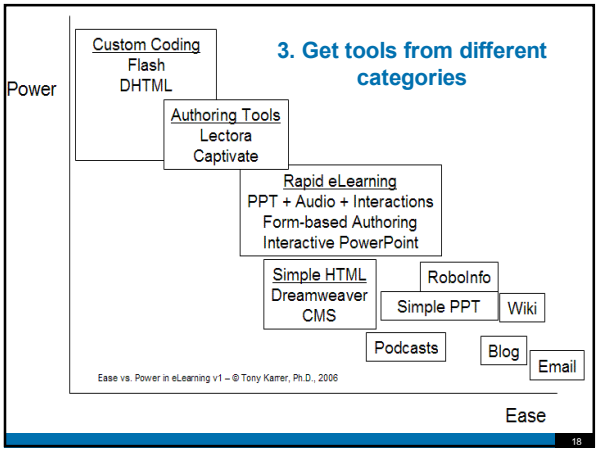
## 3. Get tools from different categories

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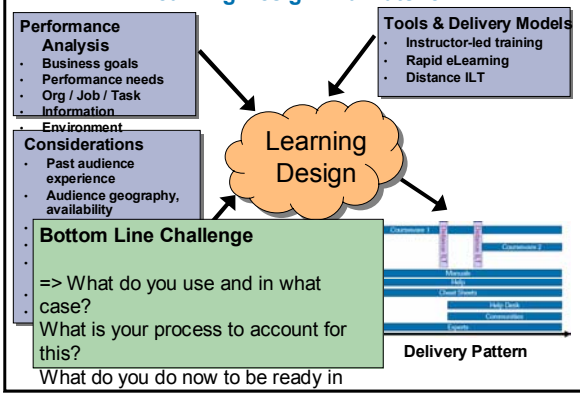
## Learning Design in a Nutshell




## High-Level Indicators

- **eLearning 1.0**
  - Common, identifiable needs
  - Novice to subject
  - Required (compliance, cost-of-errors)
- **eLearning 2.0**
  - Different needs
  - Information cannot be cost effectively identified up front
    - Too much information
    - Information is not yet known

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## Considerations

- **Audience**
  - Size / Geography / Time Zones
  - Experience level?
  - Skill level?
  - Time prior to performance?
  - Motivation / change issues?
  - Past experiences
  - Turnover
- **Timeline / Budget**
- **Content – Updates? SMEs?**
- **Performance – Complexity? Cost of Errors? Frequency?**
- **Compliance? Developmental?**
- **Culture**
- **…**

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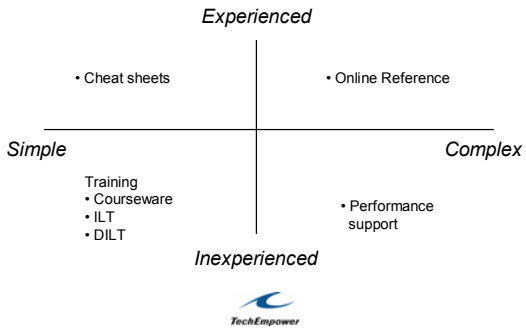
## Task Complexity and User Experience Level

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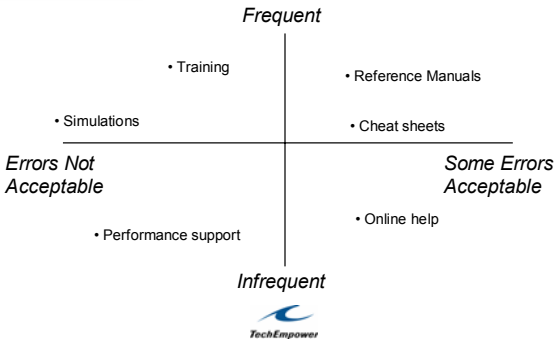
## Business Case/Timing: Cost of Errors and Frequency of Use

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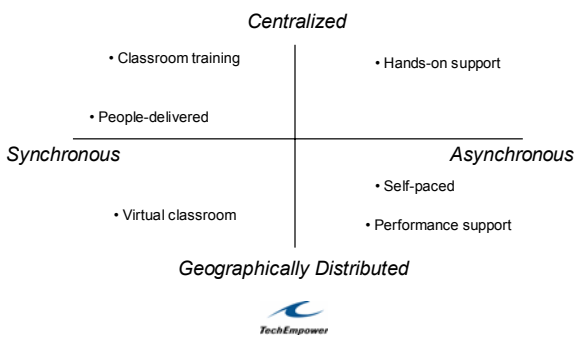
## Can you bring them together?

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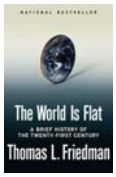
## Biggest Challenge
## Learn How to Learn

- ***"Being adaptable in a flat world, knowing how to 'learn how to learn,' will be one of the most important assets any worker can have, because job churn will come faster, because innovation will happen faster."***

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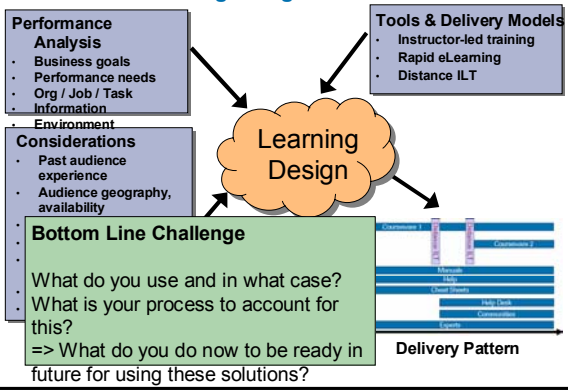


## Examples 90-Day Action Plan

- **Immediately**
  - Commit to improving your "learn how to learn" skills
  - Sessions at the conference: Considerations? Learning Design? Tools & Delivery Model?
- **Weeks One and Two**
  - Sign-up on Bloglines and subscribe to a few RSS feeds
  - Scan the feeds once a week (create one comment a week)
  - Sign-up on Blogger, Write in it once a week
    - What you learned at the conference, Challenges you are facing, Thoughts about particular learning approaches
- **Weeks Three and Four**
  - Sign-up on LinkedIn (Fill in your profile, Link to me)
  - Sign-up on Yahoo MyWeb or del.icio.us (Start bookmarking/tagging pages/posts)
- **Every other month**
  - Evaluate what you are doing to learn
  - Consider evaluating a new tool, add-in, technique
  - Connect with one other professional

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