Designing Effective Web-based Training

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userfirst services

www.userfirst.net

Overview

- Designing for the Internet and browsers
- Keeping students motivated
- Interacting with students
- Examples
- Selecting a development tool

Designing for the Internet and Browsers

- Pages should be < 30K if possible
- Preload supporting files
- Design for version 4+ browsers
  - JavaScript 1.1
  - CSS level 1
  - CSS level 1 compliant DHTML
- Be careful with Java (security issues)
- Test everything

Keeping Students Motivated

- Provide incentives
- Apply content to real goals
- Let the student control the pace
- Offer options for advanced users
- Offer a suggested path for novices

Interacting with Students

- Tell ‘em
- Show ‘em
- Let ‘em try it
- Offer practice in a safe environment
- Provide feedback
- Let students “talk back”

Sample WBT:

MediaBin

- Audience - graphic artists
- Features
  - Flash-based demonstrations
  - outline links
  - prompting navigation
  - modular quizzes with encouraging feedback
- Browser support
  - HTML version 4+ browsers

Sample WBT: MediaBin

Progress indicator

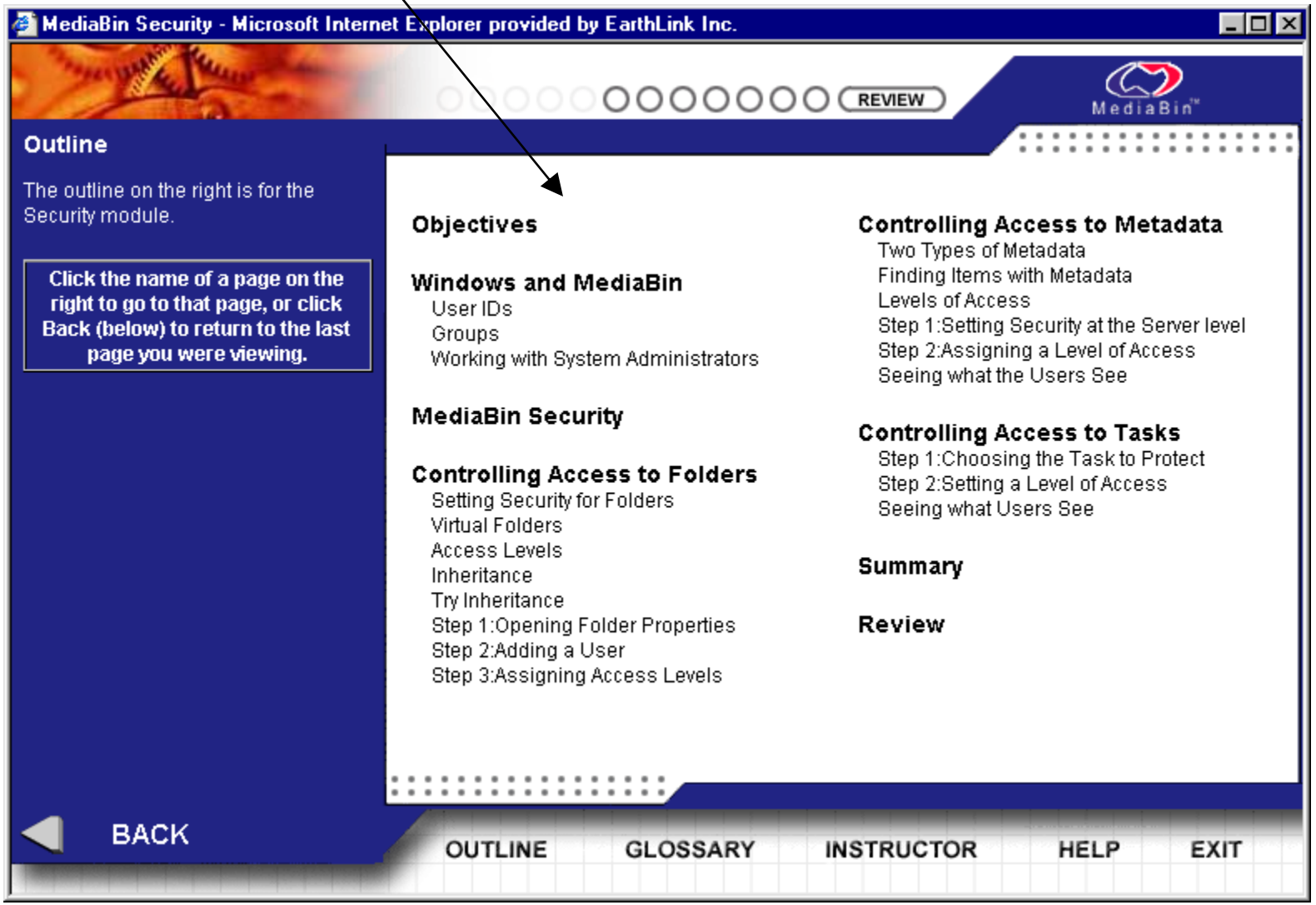
Prompting navigation

Multimedia controls

Copyright 2001, MediaBin, Inc.

Sample WBT: MediaBin

Outline links for advanced users



Copyright 2001, MediaBin, Inc.

Sample WBT:

MediaBin

Tools used

- Dreamweaver
- Flash

Technologies used

- Flash (interactive images)
- JavaScript (quizzes)

Sample WBT:

Epson Stylus printers

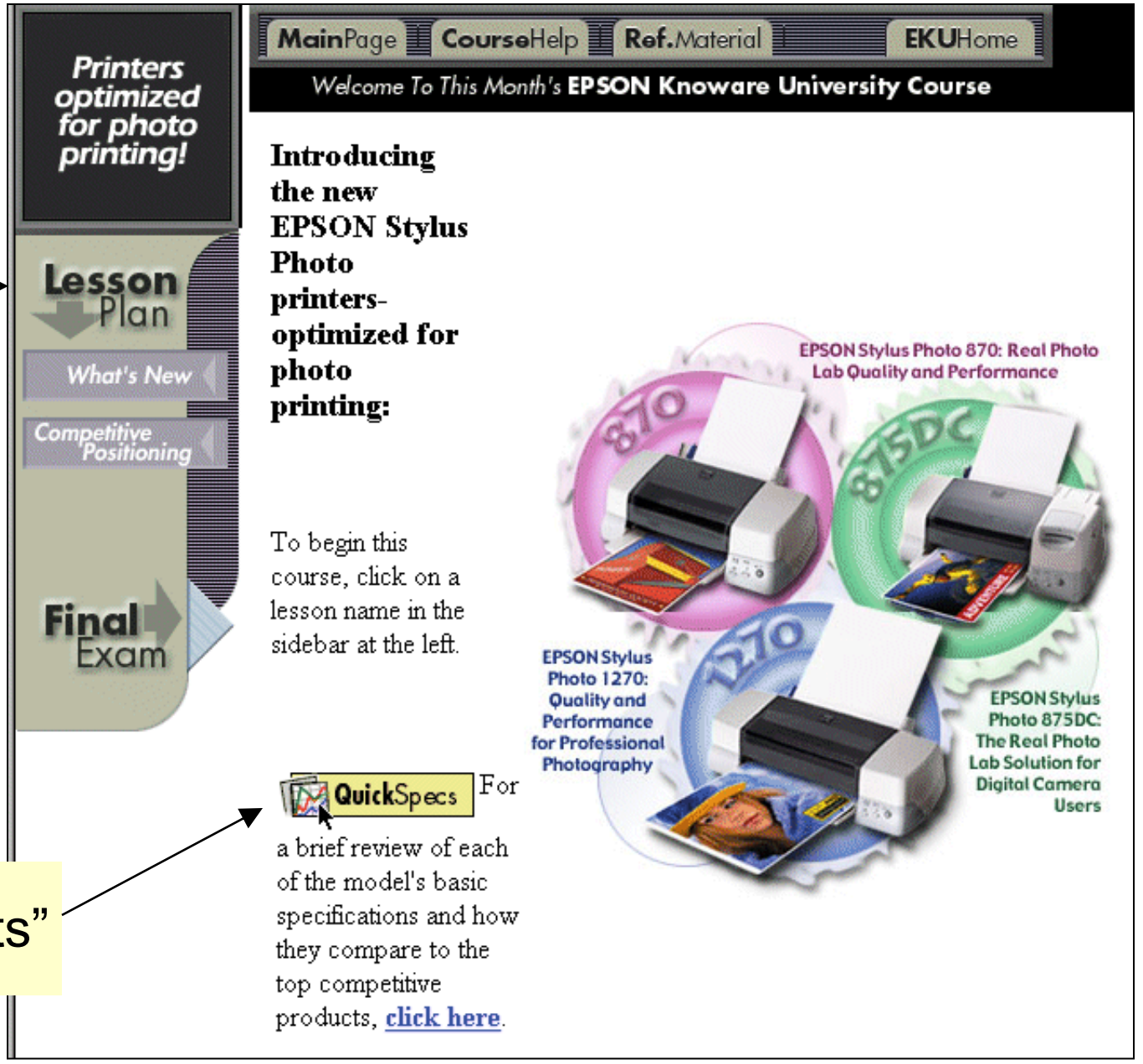
- Audience - Epson salespeople
- Features
  - short quizzes with useful feedback
  - layered information
  - contest for students who complete course
- Browser support
  - HTML version 4+ browsers

Sample WBT: Epson Stylus printers

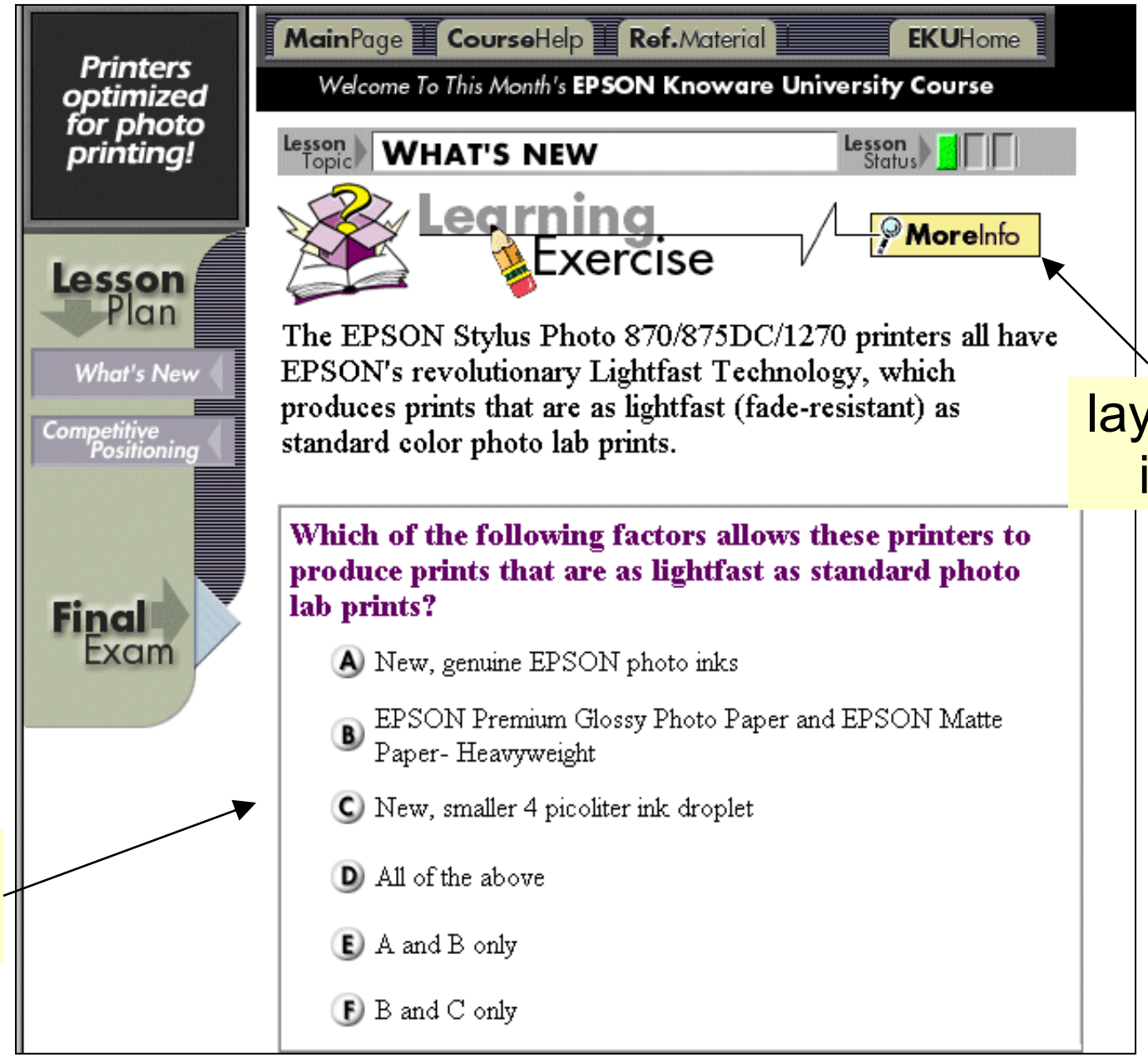
Internal navigation

Link to quiz

"just the facts"



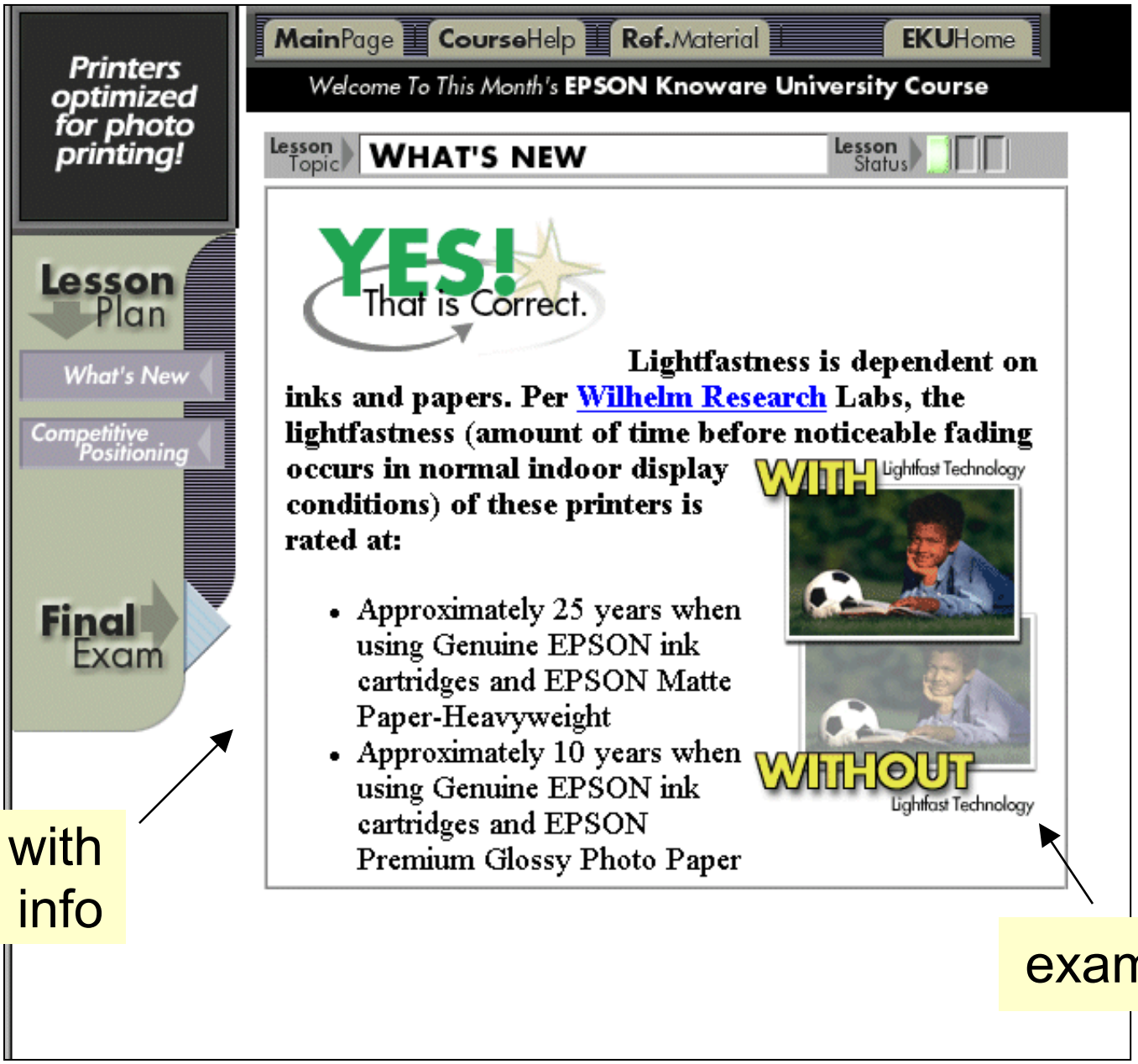
Sample WBT: Epson Stylus printers



layered info

Quick quiz

Sample WBT: Epson Stylus printers



Feedback with additional info

example

Sample WBT:

Epson Style printers

Tools used

- Adobe GoLive
- Adobe PageMill

Technologies used

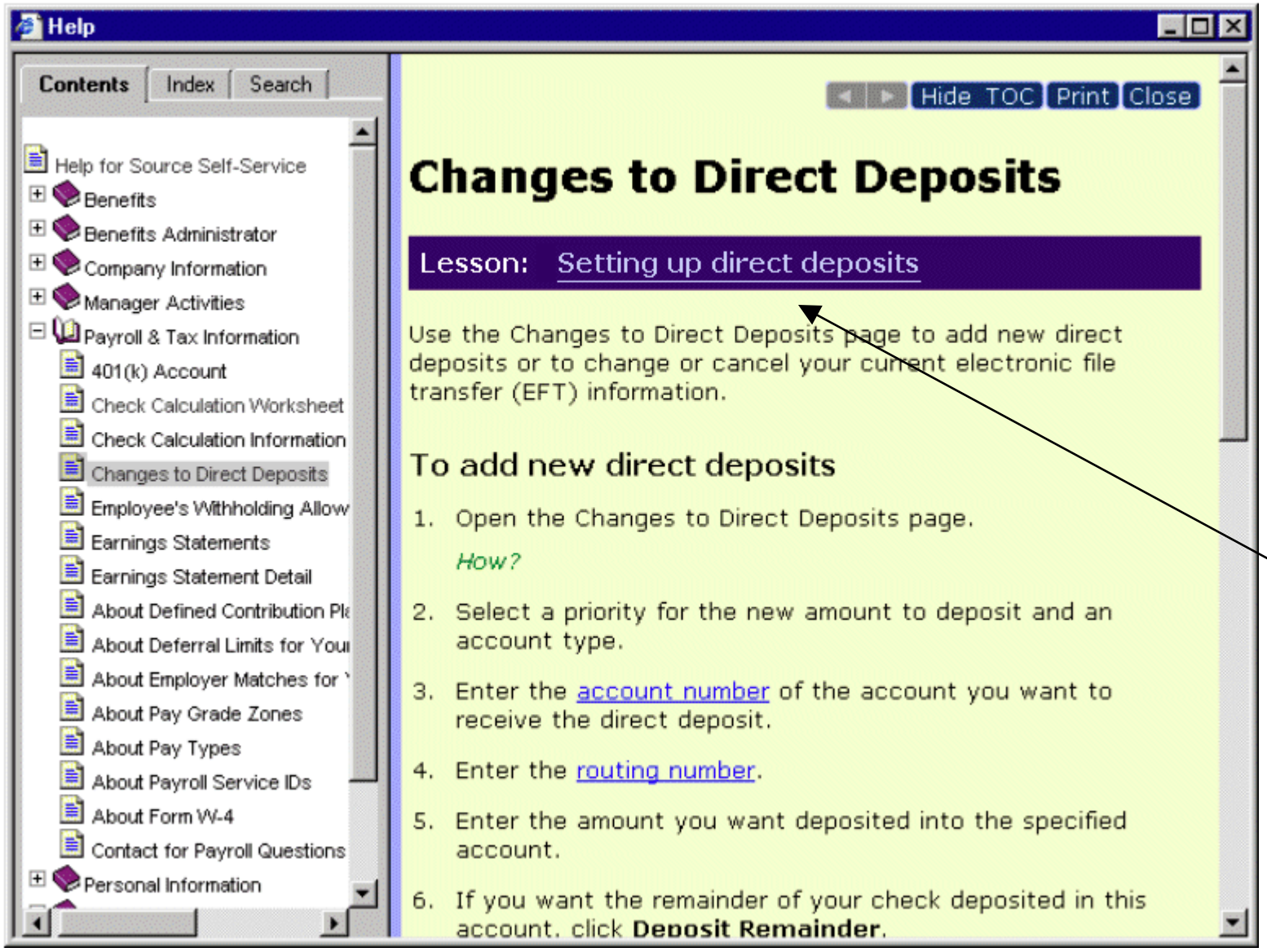
- image maps (interactive images)
- JavaScript (content management)

Sample WBT:

Ceridian SSS

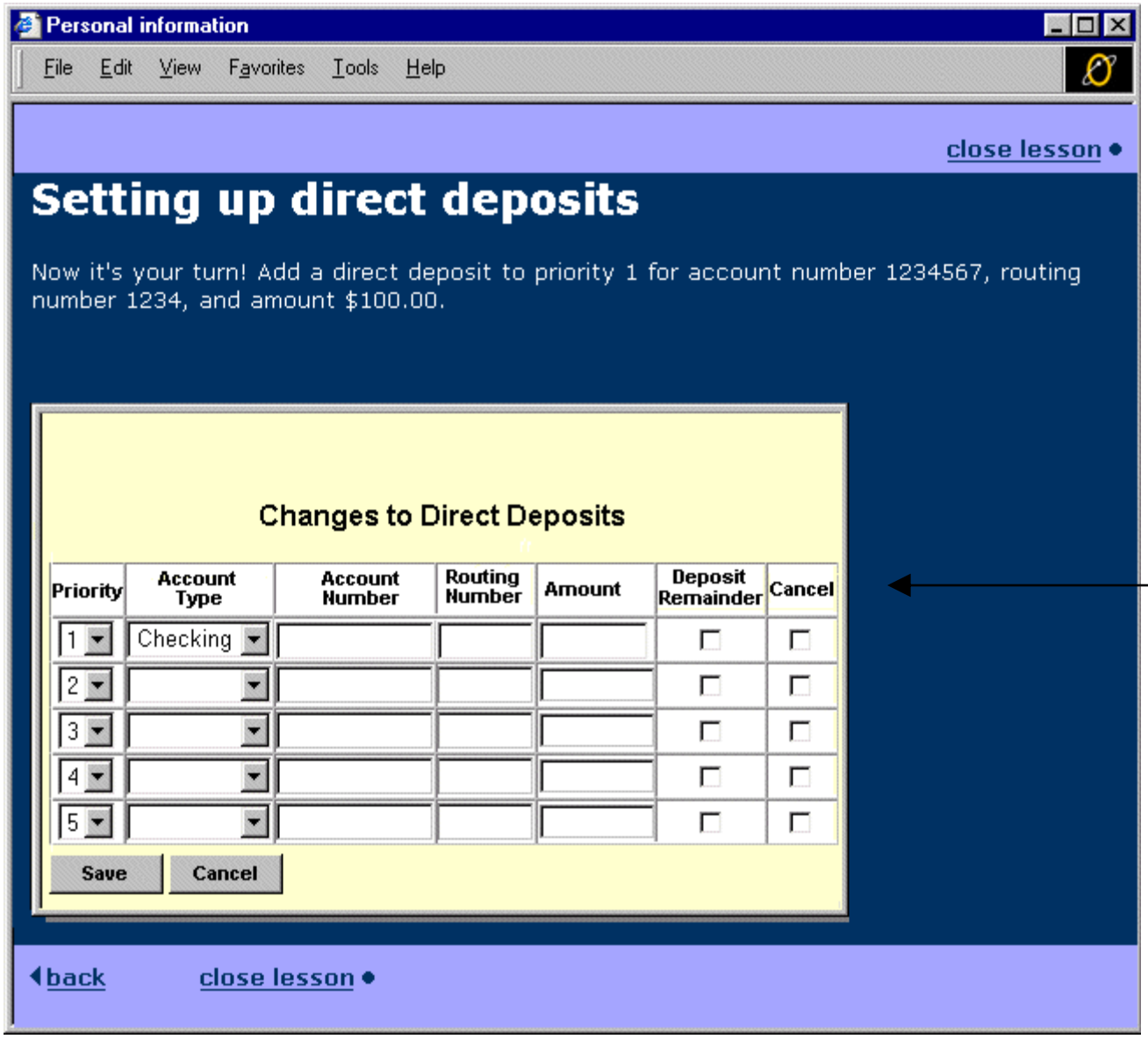
- Audience - anyone
- Features
  - integrated with Help system
  - demonstrations
  - interactive practice sessions
- Browser support
  - HTML version 4+ browsers

Sample WBT: Ceridian SSS



Help link to WBT lesson

Sample WBT: Ceridian SSS



Interactive practice

Sample WBT:

Ceridian SSS

Tools used

- Dreamweaver

Technologies used

- DHTML (show/hide information)
- JavaScript (interactivity)
- CSS (formatting)

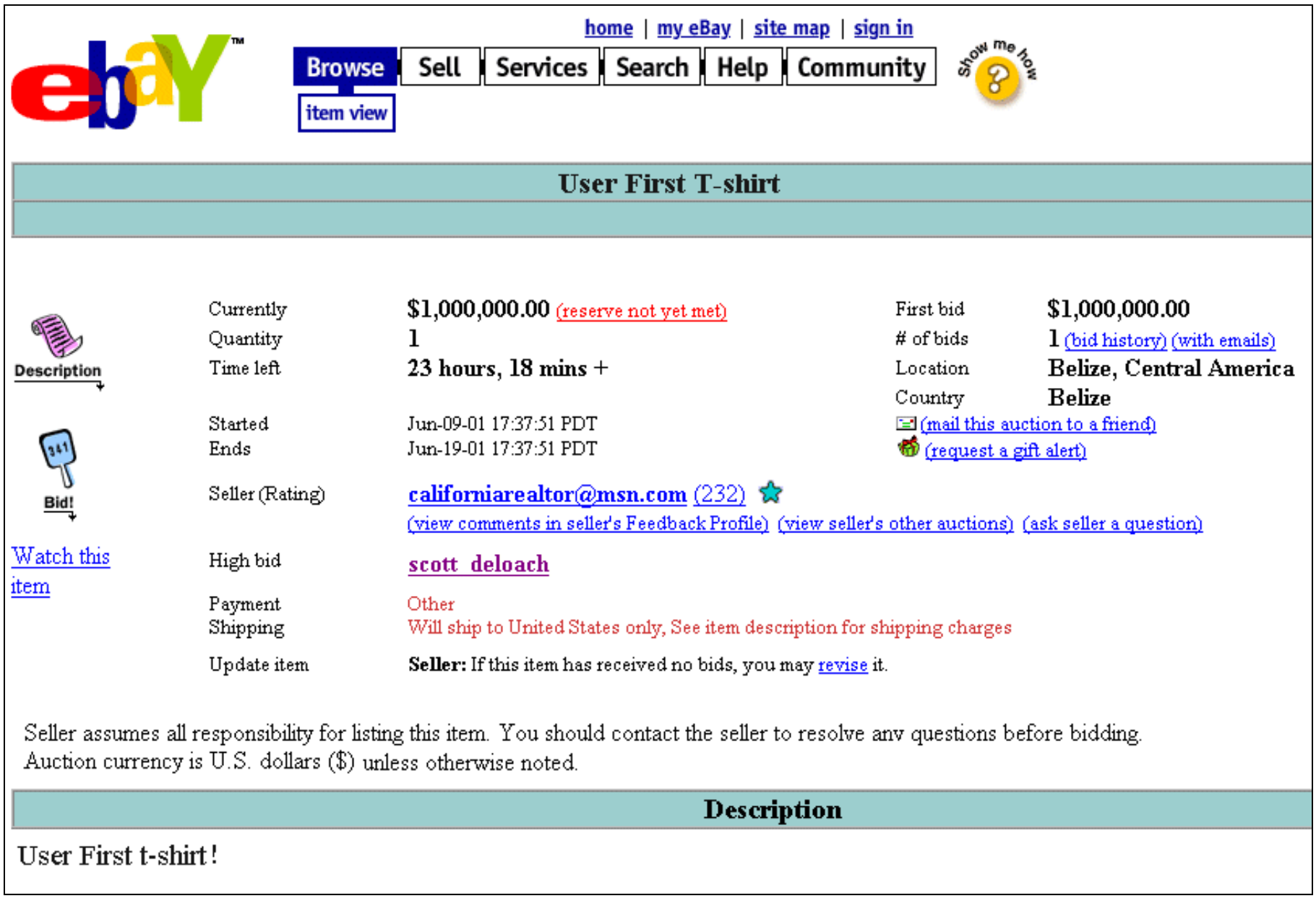
Sample WBT:

eBay tutorial

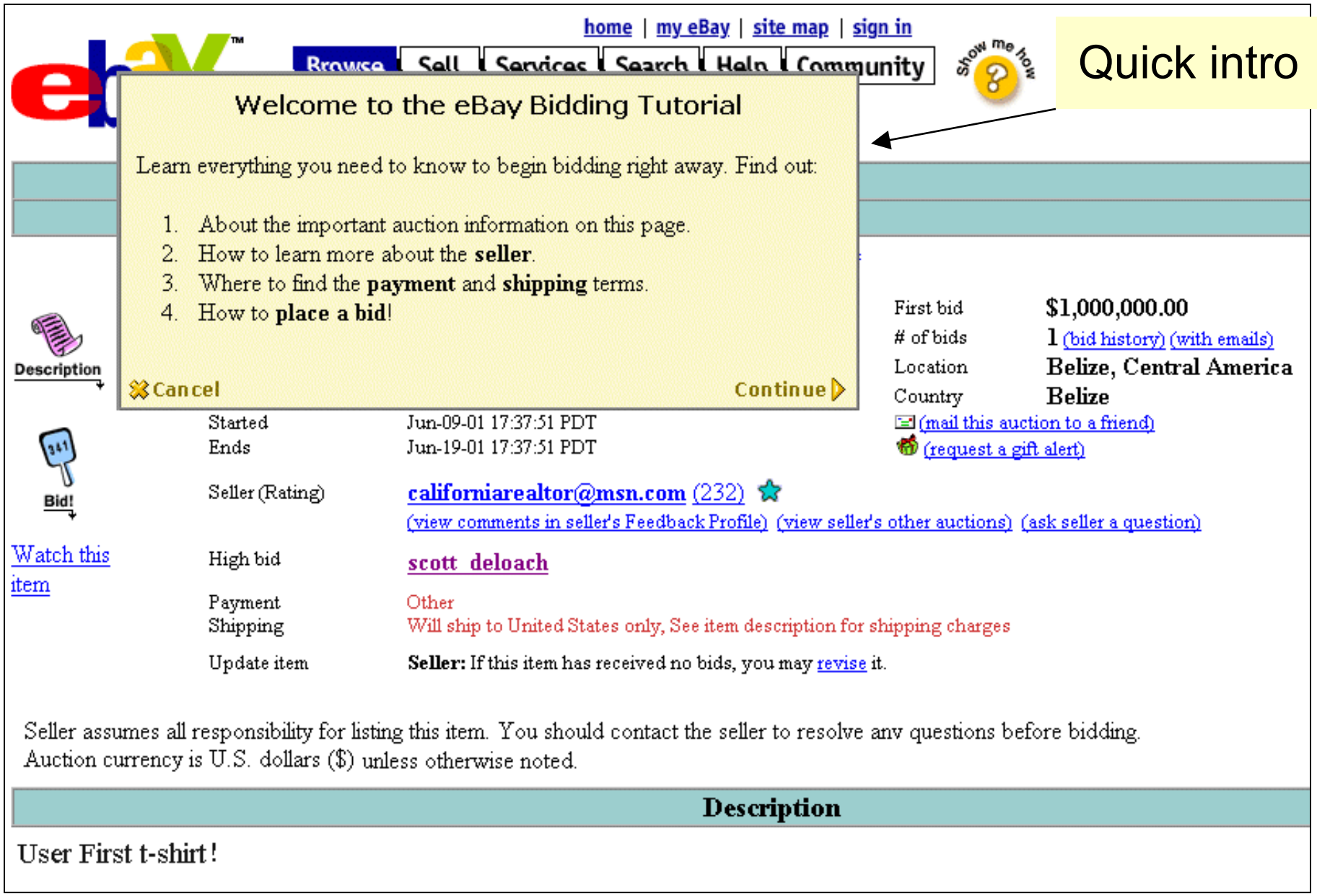
- Audience - anyone
- Features
  - embedded assistance
  - contextual descriptions
- Browser support
  - HTML version 4+ browsers

Sample WBT: eBay tutorial

Approachable icon

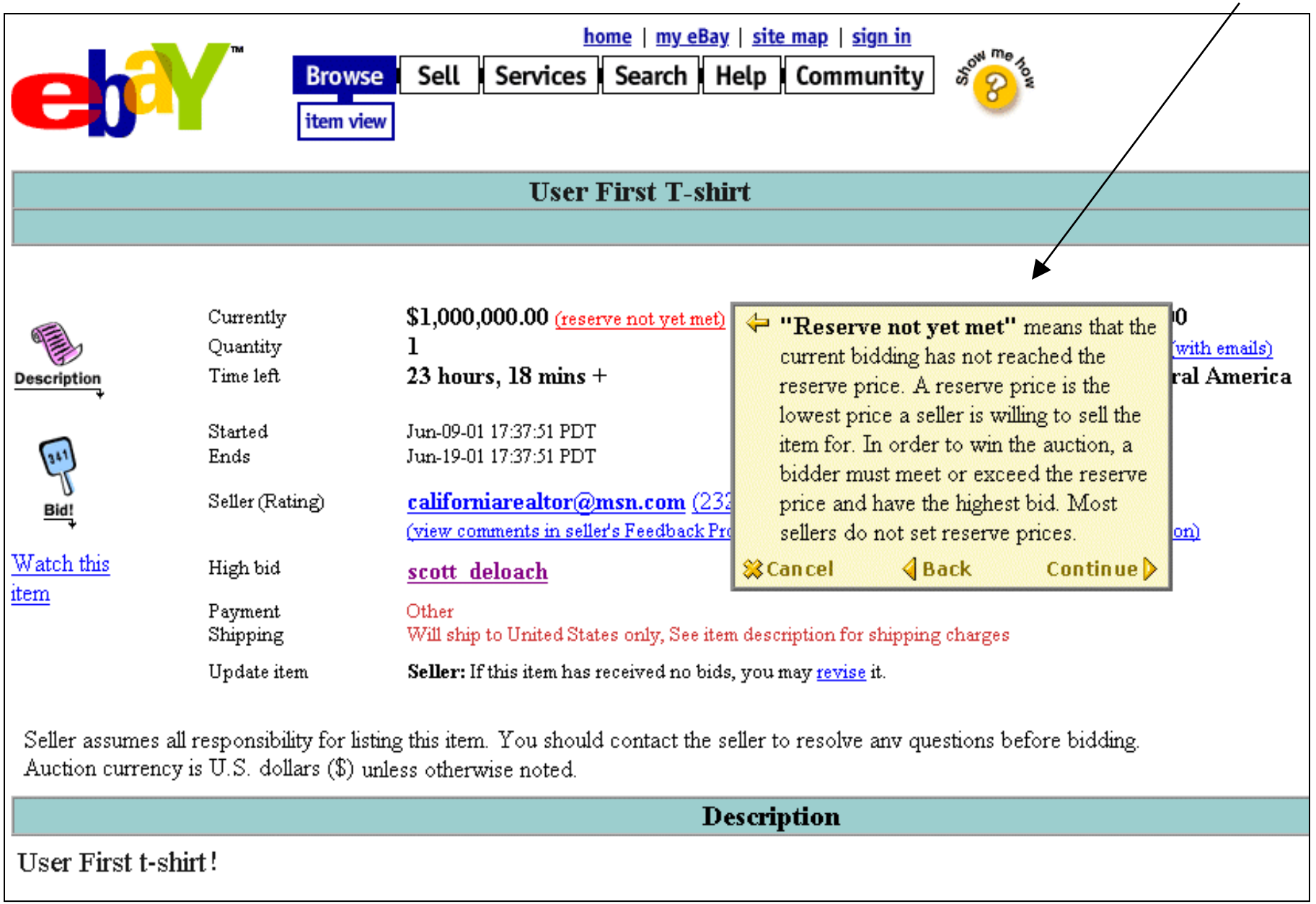


Sample WBT: eBay tutorial



Sample WBT: eBay tutorial

"smart" in-context info



Sample WBT:

eBay tutorial

Tool(s) used

- Dreamweaver (prototyping)

Technologies used

- JavaScript (next/back buttons and browser detection)
- DHTML (hide and show info boxes)
- CGI (to create pages)

“What do I need to know?”

- A popular HTML editor or WBT development tool
- HTML
- JavaScript
- Document Object Model (DOM)

Version 4+ browsers

- Dynamic HTML (DHMTL)
- Cascading Style Sheets (CSS)

Example WBT Sites

knoware.epson.com

www.ebay.com

Recommended Websites

www.epss.com
Research on EPSS and great “how to” information.

www.epssinfosite.com
Great information about EPSS tools and design guidelines.

Also hosts the annual EPSS design contest.

www.lguide.com
Online training review site. Good place to find WBT classes.

www.filename.com/wbt
Surveys about WBT and links to WBT examples.

Recommended WBT Books

Designing Web-based Training
William Horton

Dreamweaver 4 Visual QuickStart Guide
J. Tarin Towers

Director and Lingo 8 Authorized
Phil Gross

Authorware 5 Attain Authorized
Orson Kellog

Recommended Technology Books

Designing with JavaScript
Nick Heinle

JavaScript Complete
Steven Holzner

Dynamic HTML Reference and SDK
Microsoft Press

Conclusion

"It's all to do with the training. You can do a lot if you're properly trained."

- Queen Elizabeth II

Questions?

Feel free to call or e-mail me. Or, catch me later at the conference!

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Please fill out the eval form. Thanks!