



Designing Effective Web-based Training

Scott DeLoach



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”



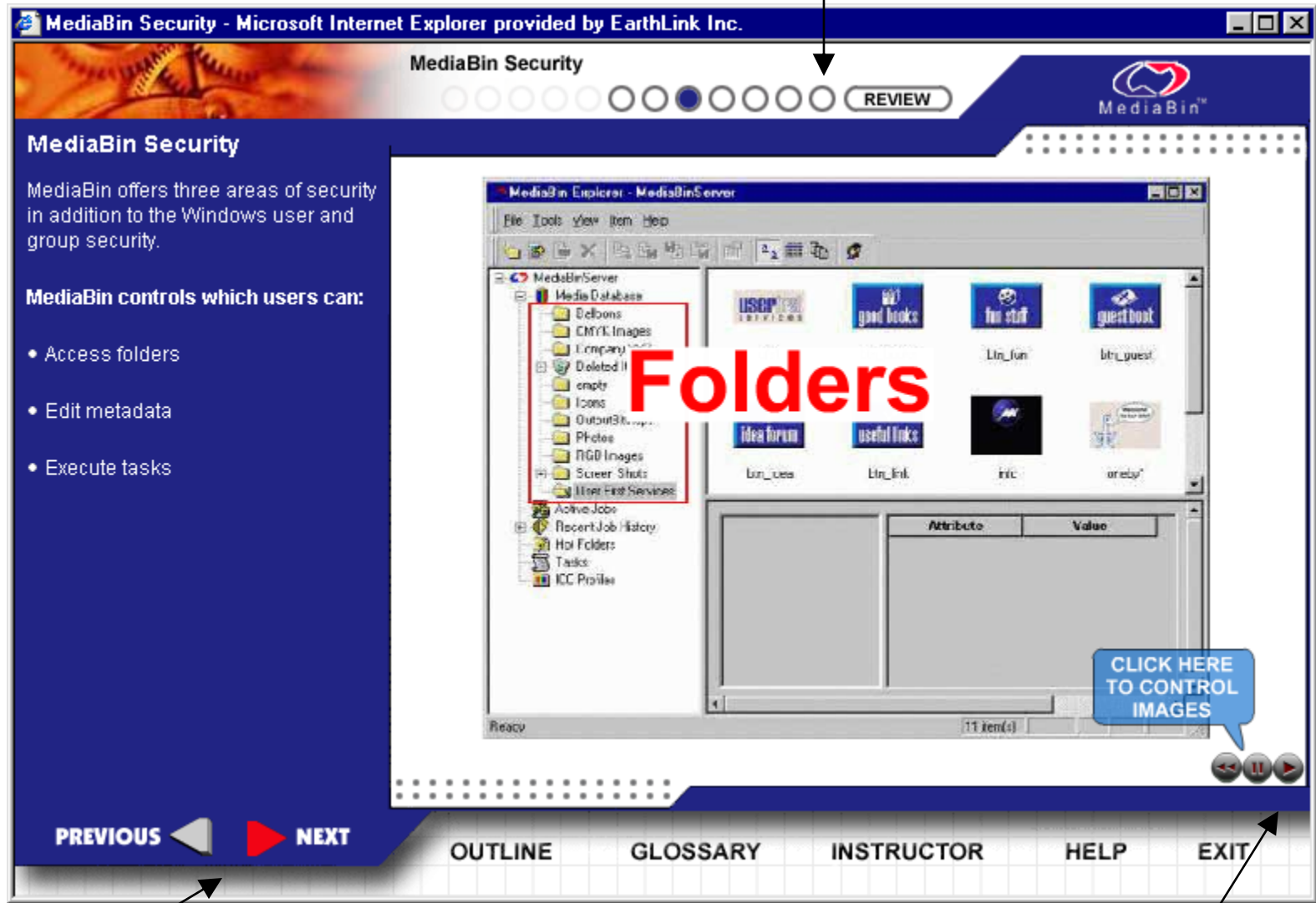
Sample WBT:

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

Sample WBT: MediaBin

Outline links for advanced users

MediaBin Security - Microsoft Internet Explorer provided by EarthLink Inc.

Outline
The outline on the right is for the Security module.

Click the name of a page on the right to go to that page, or click Back (below) to return to the last page you were viewing.

Objectives

Windows and MediaBin
User IDs
Groups
Working with System Administrators

MediaBin Security

Controlling Access to Folders
Setting Security for Folders
Virtual Folders
Access Levels
Inheritance
Try Inheritance
Step 1:Opening Folder Properties
Step 2:Adding a User
Step 3:Assigning Access Levels

Controlling Access to Metadata
Two Types of Metadata
Finding Items with Metadata
Levels of Access
Step 1:Setting Security at the Server level
Step 2:Assigning a Level of Access
Seeing what the Users See

Controlling Access to Tasks
Step 1:Choosing the Task to Protect
Step 2:Setting a Level of Access
Seeing what Users See

Summary

Review

BACK **OUTLINE** **GLOSSARY** **INSTRUCTOR** **HELP** **EXIT**



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

MainPage CourseHelp Ref.Material EKUHome

Welcome To This Month's **EPSON Knoware University Course**

Printers optimized for photo printing!

Lesson Plan

What's New

Competitive Positioning

Final Exam

Introducing the new EPSON Stylus Photo printers—optimized for photo printing:

To begin this course, click on a lesson name in the sidebar at the left.

EPSON Stylus Photo 870: Real Photo Lab Quality and Performance

EPSON Stylus Photo 875DC: The Real Photo Lab Solution for Digital Camera Users

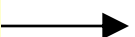
EPSON Stylus Photo 1270: Quality and Performance for Professional Photography

QuickSpecs For a brief review of each of the model's basic specifications and how they compare to the top competitive products, [click here](#).

Internal navigation



Link to quiz



“just the facts”



Sample WBT: Epson Stylus printers

MainPage CourseHelp Ref.Material EKUHome

Welcome To This Month's EPSON Knoware University Course

Lesson Topic **WHAT'S NEW** Lesson Status

Learning Exercise [MoreInfo](#)

The EPSON Stylus Photo 870/875DC/1270 printers all have EPSON's revolutionary Lightfast Technology, which produces prints that are as lightfast (fade-resistant) as standard color photo lab prints.

Which of the following factors allows these printers to produce prints that are as lightfast as standard photo lab prints?

- A** New, genuine EPSON photo inks
- B** EPSON Premium Glossy Photo Paper and EPSON Matte Paper- Heavyweight
- C** New, smaller 4 picoliter ink droplet
- D** All of the above
- E** A and B only
- F** B and C only

Printers optimized for photo printing!

- Lesson Plan
- What's New
- Competitive Positioning
- Final Exam

Quick quiz

layered info

Sample WBT: Epson Stylus printers

Printers optimized for photo printing!

Lesson Plan

What's New

Competitive Positioning

Final Exam

MainPage CourseHelp Ref.Material EKUHome

Welcome To This Month's EPSON Knoware University Course


Lesson Topic WHAT'S NEW Lesson Status

YES!
That is Correct.


Lightfastness is dependent on inks and papers. Per [Wilhelm Research Labs](#), the lightfastness (amount of time before noticeable fading occurs in normal indoor display conditions) of these printers is rated at:

- Approximately 25 years when using Genuine EPSON ink cartridges and EPSON Matte Paper-Heavyweight
- Approximately 10 years when using Genuine EPSON ink cartridges and EPSON Premium Glossy Photo Paper

WITH Lightfast Technology



WITHOUT Lightfast Technology



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

Contents Index Search

Hide TOC Print Close

Changes to Direct Deposits

Lesson: [Setting up direct deposits](#)

Use the Changes to Direct Deposits page to add new direct deposits or to change or cancel your current electronic file transfer (EFT) information.

To add new direct deposits

1. Open the Changes to Direct Deposits page.

How?

2. Select a priority for the new amount to deposit and an account type.
3. Enter the [account number](#) of the account you want to receive the direct deposit.
4. Enter the [routing number](#).
5. Enter the amount you want deposited into the specified account.
6. If you want the remainder of your check deposited in this account, click **Deposit Remainder**.

Help for Source Self-Service

- Benefits
- Benefits Administrator
- Company Information
- Manager Activities
- Payroll & Tax Information
 - 401(k) Account
 - Check Calculation Worksheet
 - Check Calculation Information
 - Changes to Direct Deposits
 - Employee's Withholding Allow
 - Earnings Statements
 - Earnings Statement Detail
 - About Defined Contribution Plk
 - About Deferral Limits for You
 - About Employer Matches for
 - About Pay Grade Zones
 - About Pay Types
 - About Payroll Service IDs
 - About Form W-4
 - Contact for Payroll Questions
- Personal Information

Help link
to WBT
lesson

Sample WBT: Ceridian SSS

Personal information

File Edit View Favorites Tools Help

[close lesson](#)

Setting up direct deposits

Now it's your turn! Add a direct deposit to priority 1 for account number 1234567, routing number 1234, and amount \$100.00.

Changes to Direct Deposits

Priority	Account Type	Account Number	Routing Number	Amount	Deposit Remainder	Cancel
1	Checking				<input type="checkbox"/>	<input type="checkbox"/>
2					<input type="checkbox"/>	<input type="checkbox"/>
3					<input type="checkbox"/>	<input type="checkbox"/>
4					<input type="checkbox"/>	<input type="checkbox"/>
5					<input type="checkbox"/>	<input type="checkbox"/>

Save Cancel

[back](#) [close lesson](#)

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







[home](#) | [my eBay](#) | [site map](#) | [sign in](#)

[Browse](#) [Sell](#) [Services](#) [Search](#) [Help](#) [Community](#)

[item view](#)



User First T-shirt

 Description	Currently	\$1,000,000.00 (reserve not yet met)	First bid	\$1,000,000.00
	Quantity	1	# of bids	1 (bid history) (with emails)
	Time left	23 hours, 18 mins +	Location	Belize, Central America
 Bid!	Started	Jun-09-01 17:37:51 PDT	Country	Belize
	Ends	Jun-19-01 17:37:51 PDT	 (mail this auction to a friend)  (request a gift alert)	
	Seller (Rating)	californiarealtor@msn.com (232) ★ (view comments in seller's Feedback Profile) (view seller's other auctions) (ask seller a question)		
	High bid	scott deloach		
Watch this item	Payment	Other		
	Shipping	Will ship to United States only, See item description for shipping charges		
	Update item	Seller: If this item has received no bids, you may revise it.		

Seller assumes all responsibility for listing this item. You should contact the seller to resolve any questions before bidding.
 Auction currency is U.S. dollars (\$) unless otherwise noted.

Description

User First t-shirt!

Sample WBT: eBay tutorial



[home](#) | [my eBay](#) | [site map](#) | [sign in](#)

[Browse](#) | [Sell](#) | [Services](#) | [Search](#) | [Help](#) | [Community](#)



Quick intro

Welcome to the eBay Bidding Tutorial

Learn everything you need to know to begin bidding right away. Find out:

1. About the important auction information on this page.
2. How to learn more about the **seller**.
3. Where to find the **payment** and **shipping** terms.
4. How to **place a bid!**

[Cancel](#) [Continue](#)



First bid **\$1,000,000.00**

of bids **1** ([bid history](#)) ([with emails](#))

Location **Belize, Central America**

Country **Belize**

[\(mail this auction to a friend\)](#)

[\(request a gift alert\)](#)

Started Jun-09-01 17:37:51 PDT

Ends Jun-19-01 17:37:51 PDT

Seller (Rating) [californiarealtor@msn.com](#) (232) ★

[\(view comments in seller's Feedback Profile\)](#) [\(view seller's other auctions\)](#) [\(ask seller a question\)](#)

High bid [scott deloach](#)

Payment **Other**

Shipping **Will ship to United States only, See item description for shipping charges**

Update item **Seller:** If this item has received no bids, you may [revise](#) it.

Seller assumes all responsibility for listing this item. You should contact the seller to resolve any questions before bidding.

Auction currency is U.S. dollars (\$) unless otherwise noted.

Description

User First t-shirt!

Sample WBT: eBay tutorial

“smart” in-context info

The screenshot shows the eBay website interface. At the top, there is the eBay logo and navigation links: home, my eBay, site map, sign in. Below these are buttons for Browse (with an item view sub-button), Sell, Services, Search, Help, and Community. A 'Show me how' button with a question mark icon is also present. The main heading of the listing is 'User First T-shirt'. The listing details include:

- Currently: \$1,000,000.00 (reserve not yet met)
- Quantity: 1
- Time left: 23 hours, 18 mins +
- Started: Jun-09-01 17:37:51 PDT
- Ends: Jun-19-01 17:37:51 PDT
- Seller (Rating): [californiarealtor@msn.com](#) (233) (view comments in seller's Feedback Profile)
- High bid: [scott deloach](#)
- Payment: Other
- Shipping: Will ship to United States only, See item description for shipping charges
- Update item: Seller: If this item has received no bids, you may [revise](#) it.

 A callout box points to the 'Reserve not yet met' text, explaining that it means the current bidding has not reached the reserve price, which is the lowest price a seller is willing to accept. The callout box includes 'Cancel', 'Back', and 'Continue' buttons. Below the listing details, there is a 'Description' section with the text 'User First t-shirt!'.



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!

Scott DeLoach

Founding Partner, User First Services, Inc.

Certified RoboHELP Instructor

404.520.0003

scott@userfirst.net

Please fill out
the eval form.
Thanks!

