

Index

A

Access, Microsoft, 49
Accessibility, 46
Action buttons, PowerPoint, 34
Action mazes, 96
Activities, collaborative: case studies, 110–111; e-tutoring, 112–113; icebreakers, 106–107; online conversations, 105–106; role plays, 111–112, 113; storytelling, 113; team assignments, 108–110
Agents: defined, 59; using, 59–61
American Society for Training and Development, 128
Americans with Disabilities Act, 33
Animated talking characters, 59–61
Animations, PowerPoint, 35–37
Apple's QuickTime player, 25, 62
Applets, defined, 83
Ashcombe School, England's, 126
Assessment, technology, 24–27
Assignments, team, 108–110

Asynchronous collaboration: defined, 99; synchronous versus, 99–101; tools, 103–105
Audience for this book, 2–3
Audio files, 62–63
Audioconferencing, 102
Authoring products, 52

B

Bartering, 129
Basic e-learning programs: building, 31–54; enhancing, 55–69
Bebank, A., 32
Bernath, U., 127
Bid review process, 143–144
Binoculars icon, purpose of, 6
Blended programs, 13, 182–183
Blogs: defined, 104; wikis versus, 105
Books, recommended: *Creating Web Pages for Dummies*, 32; *Live and Online!*, 103; *Making Sense of Online Learning*, 137; *Synchronous Trainer's Survival*

- Guide*, 103; *Technology for Trainers*, 32; *Using Dreamweaver to Create e-Learning*, 72; *Web Design for Dummies*, 32
- Brown, S., 122
- Building e-learning programs: advanced design tools for, 49–54; books on, 32; enhancements, 55–69; inventory checklist for, 21–24; leveraging resources and, 125–133; MS Office Products for, 32–49; user considerations in, 24–27; wants versus needs, 27–30. *See also* Outsourced projects
- Buy-versus-build decision: flowchart of, 16–17; off-the-shelf courses and, 150; situations illustrating, 179–182

C

- Calculators, as job aids, 120, 121
- Case study activity, 110–111
- CD or DVD format, 164
- Cerda, V., 154, 155
- Chapter summaries, 3–4
- Characters, talking, 59–61
- Chat, 101
- Checklist, Inventory, 21–23
- Checklists, as job aids, 116, 120
- Clark, D., 110
- Clark, R., 59
- Classroom activities: costs of, 10; e-learning combined with, 13, 182–183; examples of, 11–12
- Classrooms, virtual, 102–103
- Clip art: editing, 46–48; free, 55–56
- Collaboration, asynchronous: defined, 99; synchronous versus, 99–101; tools, 103–105
- Collaboration, synchronous: asynchronous versus, 99–101; defined, 99; tools, 101–103
- Collaborative activities: case studies, 110–111; e-tutoring, 112–113; icebreakers, 106–107; online conversations, 105–106; role plays, 111–112, 113; storytelling, 113; team assignments, 108–110
- Collaborative Learning Systems, 82, 83
- Completion forms, 166–167, 169, 175
- Computer skills, required, 4–5
- Computers: access to, 24, 26; top-of-the-line, 23–24; Windows environment, 4, 23
- Conference calling, 102
- Conversations, online, 105–106
- Cookies: defined, 166; as security issue, 25
- Copyright and sharing, 125–127
- Corrigan, A., 118
- Cost estimates of e-learning, 1–2
- Cost issues, outsourcing: bid review process, 143–144; contracts, 138, 145–146; cost factors, 139–141; cost-cutting strategies, 141–142, 144; hidden costs, 142–143; pricing, 138–139
- Costly mistakes, 14–15
- Counters, hit, 165–166, 175, 183
- Coursebuilder, Macromedia: description of, 63–64; puzzles built with, 95; as quiz tool, 72
- Creating Web Pages for Dummies*, 32
- Crossword puzzles, 94
- Custom development: complexity of, 137–138; contracts for, 138, 145–146; cost factors, 139–141; cost-cutting strategies for, 141–142, 144; hidden costs of, 142–143; pricing, 138–139; request for proposal, 143–144; summary on, 147; vendor criteria, 145–146
- Customizing off-the-shelf products, 16, 151–153, 180

D

- Decision tables, 120
- Design templates, free, 56–58
- Design tips: hot lists, 66, 67–68; hot spots, 68, 69; site samplers, 66–67; themes and metaphors, 65–66
- Discussion boards, 104
- Dobbs, K., 115
- Downloads, free Microsoft, 59–62
- Drag-and-drop quiz, 73, 78, 79
- Dreamweaver program: Coursebuilder and, 63–64, 72; description of, 50; FTP capability, 164; as standard program, 143
- Dreamweaver to Create e-Learning, Using*, 72
- Drinis, E., 118
- Dropout rate, tracking, 165, 175
- DVD or CD format, 164
- Dynamic HTML (DHTML), defined, 65

E

- Early adopters, 15
- e-Coach, defined, 113
- Elated.com, 56–58

- e-Learning: advantages of, 10, 18; buying versus building, 16–17, 150, 179–182; decision to use, 10–12; defined, 9–10; examples of, 182–186; wants versus needs in, 27–29
- e-Learning programs: building basic, 31–54; enhancing, 55–69; hosting services for, 163–164; off-the-shelf courses, 149–159; outsourcing development of, 137–147
- e-Learning Solutions on a Shoestring*: audience for, 2–3, 4–5; binoculars icon in, 6; chapter summaries, 3–4; companion website for, 4, 187; disclaimer, 6–7; scorecard boxes in, 5
- Electronic performance support system (EPSS), 117
- e-Mail: as asynchronous tool, 105; as e-learning tool, 51–52; games, 80–81; testing by, 167; tracking data with, 166
- e-Mail etiquette case study, 179
- e-Mentor, defined, 113
- e-Tutor, defined, 113
- Excel, Microsoft: description of, 49; games created with, 89

F

- File size and multimedia, 63
- File Transfer Protocol (FTP) software, 164
- Fill-in-the-blank quizzes, 73, 76–78
- Find command, MS Word, 118, 119
- Firewall issues, 25, 27, 101
- Fixed-bid price, defined, 139
- Flash and Java game templates, 82–85
- Flash player: PowerPoint files and, 39–40; in technology assessment, 25, 27 Flash video clips, 62, 133
- Flowchart, buy-versus-build decision, 16–17
- Flowcharts, as job aids, 116, 120
- Folio's Broadcast Express software, 96
- Form tools, Microsoft Word, 44, 45
- Forms, completion, 166–167, 169, 175
- "Four Heads" game, 81
- Free clip art, 55–56
- Free design templates, 56–58
- Free downloads: Microsoft Agent, 59–61; Microsoft Producer, 62; Windows MovieMaker, 61–62, 133
- Free tools and options: finding, 5–6; off-the-shelf solutions, 16–17
- Freeware, defined, 58
- FrontPage, Microsoft, 50–51

G

- Games: e-mail, 80–81; reasons for using, 80; tools for creating, 80–89
- Gardner, H., 177
- General Public License, defined, 169
- Google search engine, 6
- Graphic artists, 23, 32
- Graphics: editing, 46–48; free, 55–56; memory for, 23; PowerPoint animations, 35–37; talking characters, 59–61. *See also* Video clips
- Grassi, L. M., 91
- Gray, J., 133

H

- Half-Baked Software Company, 72
- Hancock, S., 72
- Harassment, workplace: case study, 151–153; free program on, 183
- Hardware: assessment of, 25; required, 5, 23–24
- Health care professionals, programs for, 27–29, 186
- Help, inexpensive, 129–130, 183–184
- Hequet, M., 1
- Herrmann, N., 178
- Hess, G., 72
- Hit counters, 165–166, 175, 183
- Hofmann, J., 103
- Home pages, student, 106–107
- Horton, W., 80
- Hosting, 163–164
- Hot lists, 66, 67–68
- Hot Potatoes software: description of, 72–73; puzzles built with, 94; tracking service, 168
- Hot spots: defined, 68; examples of, 69
- HTML (HyperText Markup Language) code: defined, 40, 65; in e-mail messages, 52; WYSIWYG tools and, 49, 50–51
- HTML editors, 49–50
- Hulsmann, T., 127
- Hyperlinks, PowerPoint, 34–35

I

Icebreakers, 106–107

Interactive strategies: games, 80–89; puzzles, 94–95; quizzes, 71–80; searches, 89–93; simulations, 96–97; summary on, 97–98

Interactivity tools, free, 58–59

International Society for Performance Improvement, 128

Internet access, 24, 25

Interns, signing on, 130, 183–184

Inventory checklist, 21–23

IRS performance support tool, 122

J

JavaScript code: free, 58; hot spots created with, 68

Jeopardy-type game, 86, 87

Jigsaw puzzles, 94, 95

Job aids: bite-sized, 117; case study, 122–123; defined, 116; EPSS concept, 117; examples of, 120–122; guidelines for choosing, 120; need for, 115–116; summary on, 124; types of, 120; when to use, 118

Just-in-time training, 10, 117

K

Knight, J., 31

Kolb, D., 177

Kruse, K., 137, 143

L

Leadership program: purchased, 183; as typical training event, 115, 116

Learner data, tracking: first considerations in, 164–165; learning management systems for, 169–174; low-cost methods of, 165–167; solutions for, 174–175; summary of, 175–176; test scores, 167–169, 175

Learning, informal, 115, 116

Learning, workflow, 117

Learning Content Management Systems (LCMSs), description of, 174

Learning management systems (LMSs): cost of, 1, 173; free, 4, 169–170; LMS “lite,” 170; need for, 169, 175–176; purchasing, 171–174; renting, 170

Learning objects, reusable, 130–133

Learning Site, Macromedia, 52, 169, 175

Learning styles, 177–179

Length of training programs, 13

Licenses: limiting, 153; sharing, 153, 156

Lopuck, L., 32

M

Macintosh users, 4

Macromedia Coursebuilder: description of, 63–64; puzzles built with, 95; as quiz tool, 72

Macromedia Dreamweaver: description of, 50; FTP capability, 164; vendors using, 143

Macromedia Learning Site, 52, 169, 175

Making Sense of Online Learning, 137

Manuals, online, 12

Matching quiz, 73, 78, 79

Mayer, M., 59

McGinnis, M., 172

McKay, J., 117

Media Player, Windows, 25, 62

Metaphors, 65–66

Microphones, 24, 37

Microsoft Agent, 59–61

Microsoft FrontPage, 50–51

Microsoft Notepad, 49–50

Microsoft Office products: Access, 49; Excel, 49, 89; Paint, 46–48; PowerPoint, 32–41, 62, 86–88, 96–97; as required software, 4, 5, 31; support site for, 32; Word, 41–46, 118, 119

Microsoft Producer, 62

Mistakes, costly, 14–15

Moodle learning management system, 170

MovieMaker, Windows, 61–62, 133

Multiple intelligences, theory of, 177–178

Multiple-choice quizzes, 73, 74–76

N

Narration, PowerPoint, 37–39

Needs versus wants, 27–29

NetMeeting software, 103

Networking, 128–129

Notepad, Microsoft, 49–50

O

- Off-the-shelf (OTS) products: advantages of, 149–150; buy-versus-build decision, 16–17, 150; criteria for, 150; customizing, 16, 151–153, 180; portal alternative, 156–158; summary on, 158–159; vendors of, 153–156
- “101 Tips,” game 80–81
- Online communities, 52–54, 184, 185
- Online training: buy-versus-build decision in, 16–17, 150, 179–182; classroom vs., 10–12; mistakes, 14–15; new thinking for, 12–14
- Operating systems, 4, 23, 24–25
- Orientation programs: building, 180–182; as typical training events, 115, 116
- Outsourced projects: complexity of, 137–138; contracts for, 138, 145–146; cost factors, 139–141; cost-cutting strategies for, 141–142, 144; hidden costs of, 142–143; pricing, 138–139; request for proposal, 143–144; summary on, 147; vendor criteria, 145–146

P

- Paint, Microsoft, 46–48
- Paper-and-pencil tests, 167, 175
- People resources: graphic artists, 23, 32; inventory of, 23; student help, 129–130, 183–184
- Performance support tools: bite-sized, 117; case study, 122–123; defined, 116; EPSS concept, 117; examples of, 120–122; need for, 115–116; summary on, 124; types of, 120; when to use, 118
- Phone conferencing, 102
- Plug-ins, 25, 62
- Polls and surveys, 105, 167–168
- Portal sites, 156–158
- PowerPoint: benefits of, 32; case study, 33; course components, 33; custom-designed Flash vs., 39; games, 86–88; Microsoft Producer and, 62; quizzes, 72; simulations, 96–97; web pages from, 39–41
- PowerPoint tools: animations, 35–37; hyperlinks, 34–35; sound effects, 37–39; video clips, 39
- Puzzles, 94–95

Q

- Quia: class pages, 54; game templates, 83–85; tracking feature, 168

- QuickTime player, Apple's, 25, 62
- Quiz software: cost of, 80; examples of, 72–73
- Quizzes: benefits of, 71; tools for creating, 72–73; types of, 73–79

R

- References, vendor, 146
- Rehabilitation Act, Section 508 of, 46
- Reiser, R., 117
- “Relay” game, 81
- Repurposing and reusing, 130–133
- Request for Proposal (RFP): case study, 144; defined, 143
- Resources, leveraging: bartering, 129; networking, 128–129; reusing, 130–133; sharing, 125–128; student help, 129–130, 183–184; summary on, 133
- Retirement planning seminars, 115, 116
- Richards, G., 132
- Rogers, E., 15
- Role plays, 111–112, 113

S

- Safety training, blended approach to, 182–183
- Sales, watching for, 30
- Sales training, example of, 184, 186
- San Diego State University, 91
- Scavenger hunts, 89–90
- Scorecard boxes: defined, 5; on e-mail etiquette, 179; on games, 85, 88; on Microsoft Word, 44; on orientation programs, 182; on PowerPoint, 39; on quizzes, 80
- SCORM standards, defined, 131
- Screen readers, 46
- Screen shots, 48
- Search activities: treasure hunts, 89–90; web quests, 91–93
- Search engines, 6
- Search tools, free, 118, 119
- Security assessment, 25, 27
- Server-side scripting, 166
- Seume, D., 126
- Sexual harassment training, 183
- Shank, P., 137

Shareware, defined, 58

Sharing resources, 125–128

“Shovelware,” 143

Simple e-learning programs: building, 31–54; enhancing, 55–69

Simulations, 96–97

Site samplers, 66–67

Site tools, 51–54

Sitze, A., 137

SkillSoft’s home page, 157

Slider, Coursebuilder, 63–64

Smith, B., 32

Software: assessment of, 25; Hot Potatoes, 72–73, 94, 168; Macromedia Dreamweaver, 50, 63–64, 72, 143, 164; MS Access, 49; MS Excel, 49, 89; MS FrontPage, 50–51; MS Notepad, 49–50; MS Paint, 46–48; MS PowerPoint, 32–41, 62, 86–88, 96–97; MS Word, 41–46, 118, 119; quiz tools, 72–73, 80; required, 5

Sound effects, PowerPoint, 37–39

Sound Recorder, Windows, 39

Storytelling, 113

Student help, 129–130, 183–184

Student home pages, 106–107

Supervisors, typical training for, 115–116

Survey tools, 105, 167–168, 175

Synchronous collaboration: asynchronous versus, 99–101; defined, 99; tools, 101–103

T

Talking characters, animated, 59–61

Team assignments, 108–110

Technical support, 23, 27

Technology: assessment, 24–27; early adopters of, 15; skills, 4–5, 26

Technology for Trainers, 32

Templates: design, 56–58; game, 82–85

Test scores, 167–169, 175

Themes and metaphors, 65–66

Thiagarajan, S., 80

Thiagi’s website, 80

“Tips” e-mail game, 80–81

Toth, T., 32

Tracking learner data: first considerations in, 164–165; learning management systems for,

169–174; low-cost methods of, 165–167; solutions for, 174–175; summary of, 175–176; test scores, 167–169, 175

Training events, typical, 115, 116

Training programs: classroom vs. online, 10–14; just-in-time, 10, 117; learning styles and, 177–179; length of, 13; three examples of, 179–182

Training programs, basic: building, 31–54; enhancing, 55–69

Treasure hunts, 89–90

True-false quizzes, 73, 74

Tutoring, e-, 112–113

U

URLs (Uniform Resource Locators), 54

User considerations, 24–27

V

Vendors: contracts with, 138, 145–146; costs, 138–143, 144; criteria for choosing, 145–146; information for, 140–141; reasons for using, 137–138; request for proposal, 143–144; software used by, 143; summary on, 147

Video clips: case study, 133; cost of, 63; Flash, 62, 133; plug-ins for, 62; PowerPoint, 39; Windows MovieMaker, 61–62

Videoconferencing, 102

Virtual classrooms, 102–103

VoIP (voice over Internet protocol), 102

Volume control, 63

Vox Proxy, 59

Voy Forums, 104

W

Wager, W., 117

Waller, V., 169

Wants versus needs, 27–29

Web conferencing, 102–103

Web design: basic understanding of, 4–5; books on, 32

Web Design for Dummies, 32

Web page templates, free, 56–58

Web Page Wizard, Word’s, 41–46

Web quests, 91–93

- Webcams, 101
 - Website, this book's companion, 4, 187
 - Wikis, defined, 105
 - Windows 98, 5, 23, 25
 - Windows environment, 4, 5. *See also* Microsoft Office products
 - Windows Media Player, 25, 62
 - Windows MovieMaker, 61–62, 133
 - Windows XP, 23, 24
 - Word, Microsoft: accessibility and, 46; Find command, 118, 119; form tools, 44, 45; limitations of, 44; Web Page Wizard Tool, 41–44
 - Workflow learning, defined, 117
 - Workplace harassment: case study, 151–153; free program on, 183
 - WYSIWYG tools: defined, 49; Macromedia Dreamweaver, 50, 143; Microsoft FrontPage, 50–51
- X**
- XML, defined, 65
- Y**
- Yahoo Geocities service, 54
 - Yahoo Groups, 52, 163, 184
- Z**
- ZEF (Centre for Distance Education), 127
 - Zoomerang survey tool, 166, 167

<http://www.pbookshop.com>