

Rapid Resolution Plan

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<p>Aanalysis</p>	<p>Analyze learning needs, tasks, requirements, and audience</p>
<p>Summary of actions steps/ ADDIE</p>	<ul style="list-style-type: none"> • Determine needs • Plan project • Interview SME's • Analyze learners • List tasks (chunking) • Prioritize tasks • Analyze tasks
<p>Rapid resolution</p>	<ul style="list-style-type: none"> ✓ 1:1 SME to Designer ratio (Single SME provides content via PDF or PPT or similar). The Designer CAN also be the SME. ✓ Business goal of training (Why this class? Why now?) ✓ Business Performance Owner defines performance objectives. ✓ Who are the learners and what do they know? (SME as resource) ✓ Select software platform that meets company's and users' requirements (ie SCORM compliant; accessibility on mobile devices, etc.).
<p>Examples</p>	<p>A franchisor wants to standardize how Field Business Consultants calculate their assigned franchisees' Break-Even sales number. The SME (The VP of Franchise Support Services) has a PowerPoint presentation that covers the reports needed, the formula to use, and a step-by-step instructional guide. The SME has identified the internal audience and knows their math capabilities. The course is mandatory and the skill is a requirement of the position going forward. The SME meets with the Instructional Designer and answers all questions regarding the content, audience, expected performance and timeline. There is an LMS in place that will be used to meet compliance requirements (SCORM).</p> <p>Deliverables:</p> <ul style="list-style-type: none"> ❖ A course outline based on PPT content supplied by SME <ul style="list-style-type: none"> ○ Reports needed and how to pull the reports from QuickBooks (Screenshots from Snag-It) ○ Key components of the reports that are needed to calculate Break-Even (Screenshots for Matching Game) ○ Introduction of formula ○ Start-to Finish example (Video demonstration) ○ Calculating Break-Even for 3 different franchisees (Activity and Quiz) ❖ Rapid Authoring Tool identification: Camtasia ❖ Delivery method identification: Upload to existing LMS (Silk Road) ❖ Development time estimate: Stimulus-response course that is very straightforward/ 2 weeks

Rapid Resolution Plan

D esign	Design learning objectives, delivery format, activities, exercises, and tests
Summary of actions steps/ ADDIE	<ul style="list-style-type: none"> • Write objectives • Design criterion tests • Design review tests • Design post-course follow-up • Design pre-course activities • Select presentation methods • Determine feedback methods
Rapid resolution	<ul style="list-style-type: none"> ✓ Working within the templates and constraints of the selected software curriculum, course material is developed using UbD methodology/ backward design. ✓ Feedback is received from SME on understanding, transfer and skill goals. ✓ Incorporate SME feedback into the course prototype. ✓ Estimate delivery time and schedule
Examples	<ul style="list-style-type: none"> ❖ Instructional Designer sends key components to SME for feedback: <ul style="list-style-type: none"> ○ Key report screenshots for course ○ Mocked up financials for key component lesson ○ Formula to be used in standardizing the calculation of Break-Even ○ Video example script and storyboard ○ Locate three representative case studies for final activity/ quiz ❖ Feedback and survey forms ❖ Development time estimate: Stimulus-response course that is very straightforward/ 2 weeks

D evelopment	Develop a class prototype, course materials, review, and then run a pilot test
Summary of actions steps/ ADDIE	<ul style="list-style-type: none"> • Structure course • Develop lesson plans • Create learning aids • Develop facilitator guides • Develop participant guides • Conduct a pilot test
Rapid resolution	<ul style="list-style-type: none"> ✓ Designer creates the prototype using a variety of media. ✓ Test prototype with the SME and some learners.

Rapid Resolution Plan

	<ul style="list-style-type: none"> ✓ Prepare materials for implementation and test for any technical issues or glitches. ✓ Program is adjusted based on feedback from above testing.
Examples	<ul style="list-style-type: none"> ❖ Continue to fully “flesh out” the designed course incorporating the feedback from the design phase. ❖ Incorporate Gamification and Adult-Learning principles into design. ❖ Script, storyboard, and record video example. ❖ Script and record voiceover part of the demonstrations. ❖ Analyze three case studies as part of this presentation. ❖ Imbed in Authoring Tool. ❖ Design all quizzes and evaluations. ❖ Create a Facilitator Guide if instructor-led or live virtual. ❖ Submit all materials to SME for feedback.

I mplementation	Course is rolled out to learners
Summary of actions steps from ADDIE	<ul style="list-style-type: none"> • Apply principles of adult learning • Validate course content, process, and materials
Rapid resolution	<ul style="list-style-type: none"> ✓ Course goes live and learners are given estimated time commitments and completion requirements (rubric). ✓ Participation percentages, test scores, and feedback data are collected.
Examples	<ul style="list-style-type: none"> ❖ Conduct train-the-trainer sessions on new course. ❖ Print support materials that will be needed or upload to LMS (or Dropbox). ❖ Test all presentations and log any glitches or bugs. Repair. ❖ Schedule course or “go-live” date. ❖ Market course internally. ❖ Register participants. ❖ Assign course pre-work. ❖ Conduct pre-course knowledge assessment (same test administered at course conclusion).

E valuation	Evaluate audience feedback and course results
Summary of actions steps/ ADDIE	<ul style="list-style-type: none"> • Reaction • Learning • Performance • Results
Rapid resolution	<ul style="list-style-type: none"> ✓ Summative evaluation (assessment quizzes and tests)

Rapid Resolution Plan

	<ul style="list-style-type: none">✓ Surveys for reactions to material, content, and presentation (smile sheet). Determines likes and dislikes.✓ Determine impact/ ROI based on feedback from Business Performance Owner.
Examples	<ul style="list-style-type: none">❖ Conduct post-course assessments. Compare and record improvement from pre-test.❖ Collect results of final activity and evaluate learners' knowledge.❖ Conduct and collect learners' course surveys (smile sheets).❖ Analysis of Field Consultants' ability to calculate Break-Even using the formula. Must be able to apply to real-world examples.❖ Analyze impact of course using an Authentic Assessment.