

# Use of eLearning to Support CAI Training

Laura Branden

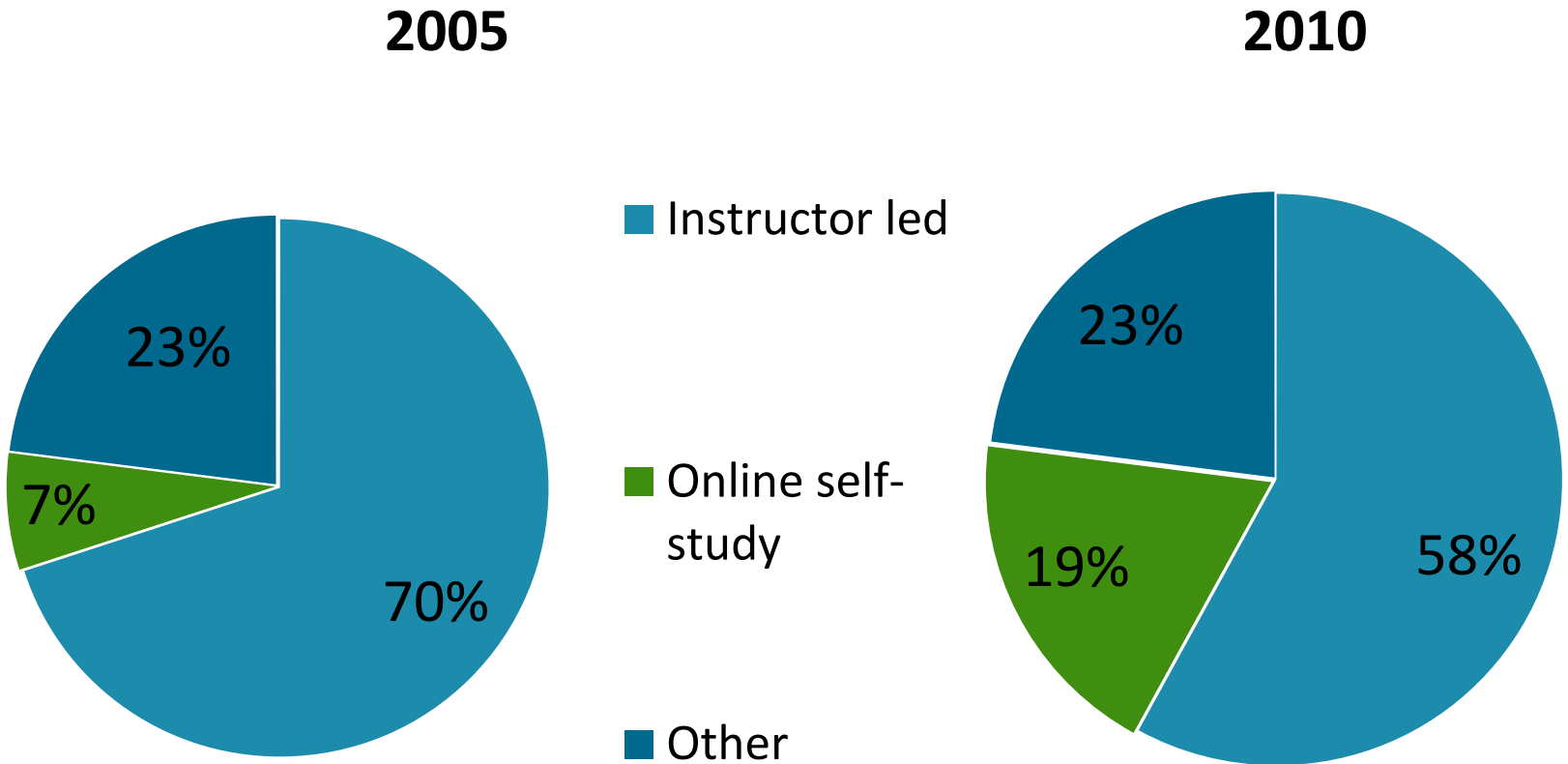
# eLearning

- Definition
- Growth
- Synchronous and asynchronous learning
- Delivery
- Design and development of content
- Technologies
- Support
- Future

# What is eLearning

- ELearning is the use of information and computer technologies to create a learning experience
  - » William Horton
  - » E-Learning by Design (2006)
- Similar terms
  - Online learning
  - Computer-based instruction or training
  - Virtual learning environments
  - Web-based learning
  - Multimedia learning

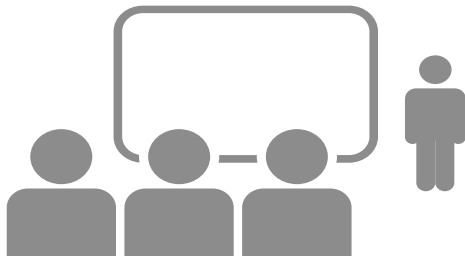
# Growth of eLearning in U.S. corporations



Source: Bersin & Associates Factbook Report (January 2010)

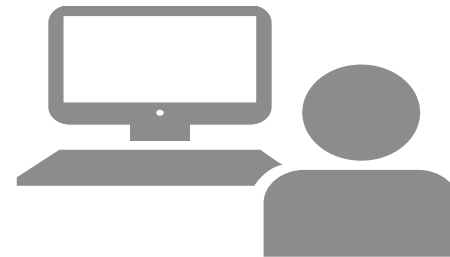
## Classroom - Synchronous

- Learners and instructor together
- Instructor controls pace
- Potential for high group interactivity
- Examples
  - Brick and mortar classrooms
  - Teleconferences
  - Virtual classrooms



## Self-Study - Asynchronous

- Learners on own
- Learner moves at own pace
- Learners time schedule
- Learner may select material



# Adoption of eLearning for data collectors

- Access to the Internet via broadband connections
- Development of new technologies
- Delivery of standardized training content
- Need to reduce in-person classroom costs
- Ways to expand training beyond the classroom setting



# Learning Management System (LMS)

- Web-based application accessed via a web browser
- Delivers, tracks, manages, and reports on training assignments
- Vendor-hosted and Cloud-based
- Licensing fees charged annually on per trainee basis



# LMS implementation at Westat

Westat area	Year implemented	Number of users
Clinical trials	2006	740
Telephone Research Center (TRC)	2006	2,000
Corporate	2010	2,200
Field	2011	3,870



# TRC use of distance learning

- Difficulty of scheduling training for part-time staff
- Geographically dispersed work force
- Technological capabilities
- LMS and web-based training used
- 107,769 LMS completions since 2006

# Adoption of LMS for field staff

Year	Field staff assigned training	Completions	Hours assuming 20-min modules
2011	528	2,983	994
2012	952	18,900	6,300
2013	2,701	54,214	18,071
2014 (Jan- Mar 2014)	1,880	26,948	8,983
<b>Total</b>	<b>6,061</b>	<b>106,361</b>	<b>34,348</b>

# Advantages of LMS

- Allows standardization of training
- Scalable
- Sends automated notification and reminders about training assignments
- Maintains “To Do List” and history
- Tracks progress and completions
- Automatically generates reports
- Available anywhere the Internet is available

Welcome, Jane

03/11/2014



To-Do List



History



Reports

Calendar



LMS

Learning Management System

To-Do List

By Curriculum

Viewing 1 - 11 of 11 Records

Print Download Filter

Tokens	Type	Title	Code	Ver	Additional Info	Due Date	
NHATS Field Supervisor Training - May 2013 (NHATS Field Supervisor Training - May 2013)							
		<a href="#">Dr. Jack Guralnik Overview of Activities</a>	<a href="#">NHATS-DrJack-BC</a>	<a href="#">1.0</a>	Due in 80 Day(s) Version Description: Average Time to Complete: 27 minutes	05/30/2014	
		<a href="#">NHATS Physical Activities</a>	<a href="#">NHATS-PhysicalActivities-BC</a>	<a href="#">1.0</a>	Due in 80 Day(s) Version Description: Average Time to Complete: 20 minutes	05/30/2014	
		<a href="#">Walking Course Timings</a>	<a href="#">NHATS-WalkingCourse-BC</a>	<a href="#">1.0</a>	Due in 80 Day(s) Version Description: Average Time to Complete: 3 minutes	05/30/2014	
		<a href="#">Walking Course 3</a>	<a href="#">NHATS-WalkingCourse3-BC</a>	<a href="#">1.0</a>	Due in 80 Day(s) Version Description: Average Time to Complete: 3 minutes	05/30/2014	
		<a href="#">NHATS Physical Activities - Recertification</a>	<a href="#">NHATS-Recertification-BC</a>	<a href="#">1.0</a>	Due in 80 Day(s) Version Description: Average Time to Complete: 20 minutes	05/30/2014	
		<a href="#">NHATS Activities Booklet Exercise-R3</a>	<a href="#">NHATS-BookletExercise-R3</a>	<a href="#">1.0</a>	Due in 80 Day(s) Version Description: Average Time to Complete: 20 minutes	05/30/2014	
		<a href="#">NHATS Interview Exercise-R3</a>	<a href="#">NHATS-InterviewExercise-R3</a>	<a href="#">1.0</a>	Due in 80 Day(s) Version Description: Average Time to Complete: 20 minutes	05/30/2014	
		<a href="#">NHATS Procedures Manual Exercise-R3</a>	<a href="#">NHATS-ProdManExercise-R3</a>	<a href="#">1.0</a>	Due in 80 Day(s) Version Description: Average Time to Complete: 20 minutes	05/30/2014	
		<a href="#">NHATS Highlights Round 3</a>	<a href="#">NHATS-Highlights-R3</a>	<a href="#">1.0</a>	Due in 80 Day(s) Version Description: Average Time to Complete: 20 minutes	05/30/2014	
		<a href="#">NHATS Physical Activities Review</a>	<a href="#">NHATS-PhysActReview</a>	<a href="#">1.0</a>	Due in 80 Day(s) Version Description: Average Time to Complete: 20 minutes	05/30/2014	
		<a href="#">NHATS Physical Activities Dos &amp; Don'ts</a>	<a href="#">NHATS-PhysActDosDonts</a>	<a href="#">1.0</a>	Due in 80 Day(s)	05/30/2014	

# Developer hours for 1 hour of training

Instruction type	Low Simple	Average Typical	High Advanced
Instructor led	22	43	82
Basic eLearning content & assessment	49	79	125
Interactive eLearning content & assessment (25% interactive)	127	184	267
Interactive eLearning advance (simulations and games)	217	490	716

Source: Chapman, B. (2010) How Long Does it Take to Creating Learning

# Adaptation of Westat training modules for online delivery

- General Interviewing Techniques – 8 modules
- General Field Supervisor Training – 6 modules
- Refusal Conversion Training – 4 modules
- Address Based Sampling – 8 modules
- Project-specific modules and exercises - 400

# Supervisor training video clip



# Developing materials for online training

- Workshops for training development staff
- Special use software licensing and training
- Graphics department expertise and instructional design specialists
- Standards, guidelines, and best practices for developing effective eLearning training
- Use of SCORM
  - Sharable Content Object Reference Model
  - Defines communications between content and delivery environment
  - Provides for bookmarking and exercise scoring



# Technologies for eLearning

- LMS
- WebEx for synchronous training
- Web-based online catalog for training materials
- SharePoint for storing and sharing
  - training materials
  - field data collection materials
  - LMS training assignment requests
- Blaise CARICoding
- Content delivery network for recruitment and training videos



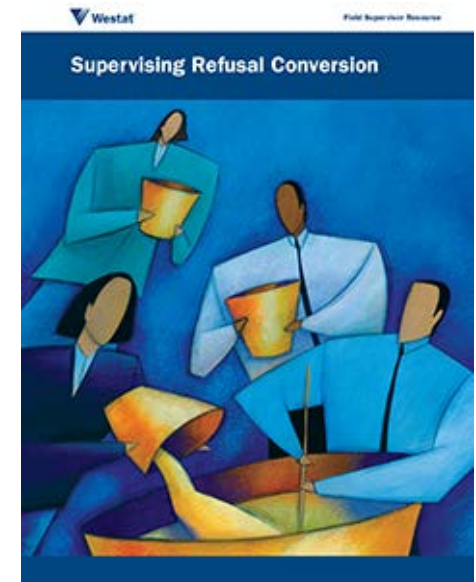
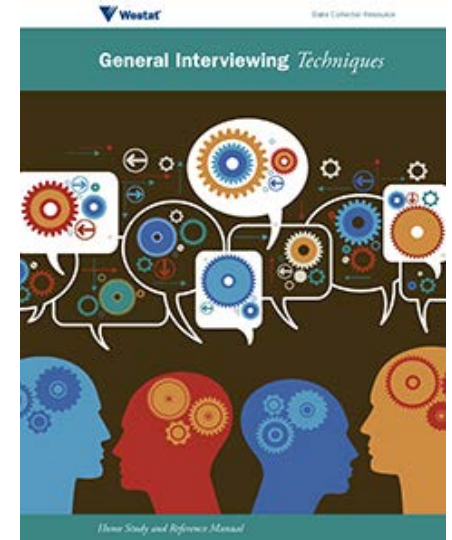
# Brightcove Content Delivery Network

- Supplies adaptive playback of videos
- Delivers videos to viewers based on connection speed
- “Sniffer” used to gauge speed for streaming
- Provides enhanced viewer experience for videos



# Support for online training for users

- Hard-copy instructions and magazines
- Usernames and passwords
- Video instructions
- LMS and project helpdesk support



# Future of online training

- Continued growth
- Instruction and experience for training materials development staff
- Evaluation of
  - most effective designs for delivering content
  - best type of content to deliver online
  - training and quiz content using SCORM
- Usability testing and improved user interface



# Questions?

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