Adapting a Face-To-Face Training To The Online Environment

FAIR Conference 2018
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Presentation Overview

- Introduction
- Overview – Need for New Training
- Training Design Process
  - Developing Content
  - Multimedia Design Principles Considered
  - Multimedia Design Tools
- Wrap-up
Introduction

- UCF 11 years+
- UCF IKM 1.5 year
- IR Data Analyst team – 4 team members
- Instructional Technology Graduate Certificate
Overview

TIME FOR A CHANGE

- Outdated data collection system
  - Aging system that collected faculty activity data
  - Major overhauls and frequent maintenance needed for system upkeep

- Redesign proposed
  - A new data collection system was proposed
    - Housed in PeopleSoft – easier more convenient

- Training needed for system users
Overview

- **System Development Steps**
  - Designed the new system with our central IT
  - Lots of testing
  - Preparing for roll out

- **Implementation Steps**
  - Face-to-Face training with current users
  - Manual
  - SharePoint Calendar and Resource Page
Overview

• Training for New System Users
  • Previously new staff member training - on location or at our site with face-to-face demo
  • We wanted to consider other/new possibilities
Design Process

• Initial brainstorming on how to train new users
  • Continue to complete new user training on a one-on-one basis
• Skype meetings for new user trainings
• Video record training session and email to new staff member on request
• Create an online training session
Design Process

- Training for New Users
  - Online Training Session

- Why was online training our goal?
  - Time
  - Location
  - Defined process
  - Efficient
Design Process

• Online Training – Let’s go!

• What’s next??
  • Meeting with Director
  • Center for Distributed Learning (CDL) about training in the Canvas system
  • Approval sent to CDL for Canvas access
  • Completion of online training for Canvas access
  • Additional training: Essentials of Webcourses@UCF
Design Process

• Online Training Design Prep Process
  • Face-To-Face training and manual were a base
  • Reviewed questions from participants of trainings
  • Recorded and reviewed face-to-face training- what should be omitted or enhanced for new users
    • New users don’t need to know differences from the old to the new system
    • New users need background information about what the system is used for

• Team Meetings
  • Discussions of design for new user training
  • The Manual
    • Served as main outline
    • Detailed system description, functions, and user process
    • Congruency between online training and manual
Multimedia Principles

• Meetings + Planning = Content!
• Using multimedia methods
  • Text
  • Screenshots/pictures
  • Demonstration Videos
Multimedia Principles

Multimedia Theorist Richard Mayer

- Learning takes place in two MAIN channels:
  - Auditory and Visual
  - Combining the two process can enhance learning
- Multimedia principle: Learning is best with both words and pictures presented together
Caution!

- Learning Theorist John Sweller – concept of Cognitive Load Theory
  - Learning channels have limited capacity
  - Working memory has limit to the amount it can hold
  - Avoid cognitive overload
- Information may be learned best if clear and not overloading any learning channel
Design Process - Multimedia Principles

• Referenced several of Mayer’s multimedia principles:
  • **Coherence Principle**
    • Excluding extraneous pictures, words, graphics can assist learning
  • **Segmenting Principle**
    • Learning can be increased when there is self-pace segments rather than a continuous lesson
  • **Modality Principle**
    • Learning is better with graphics and narration rather than animation and on-screen text
Design Process - Multimedia Tools

Creating your content – starting with an outline
Design Process - Multimedia Tools

• Storyboard outline for videos
Design Process - Multimedia Tools

Manual – Content Outline Reference

Manual:

How to Log Into System

1. Log into Passport2Soft using your UID and NID password (preferred browser is Chrome)
3. Click Staff Applications → Human Capital Management
4. Navigate: Main Menu → UCF Reports → Institutional Research → Faculty Activity System → Faculty Activity Process → Faculty Activity Dept Home
   Note: Once here, you can click Favorites at the top left of the screen, then “Add to Favorites” so that you can save this navigation for future use.
5. You will see four menu choices (outlined in red below):
   A. Faculty Activity Dept Home – This is your starting point where you will begin your forms.
   B. Faculty Activity View – This is where you can view historical forms that were created and also records that have not yet been completed. This is a "view-only" page.
   C. Faculty Activity Form Update – This is where you will access any forms that you placed on hold or forms that were recycled back to you from another level.
   D. Faculty Activity Form View – This is where you can view forms that you are completing, their current status, and also information regarding who can work on the form next.
   Note: Each menu option and when you would select that option will be described in greater detail throughout the rest of the manual.

Page from Webcourse:

Logging In

1. After you complete this course and you reach the Access, you will log into Passport2Soft using your UID and NID password (preferred browser is Chrome)
2. You will see a Human Capital Management dashlet and then below the following options:
   A. Main Menu → UCF Reports → Institutional Research → Faculty Activity System → Faculty Activity Process → Faculty Activity Dept Home
   Note: Once here, you can click Favorites at the top left of the screen, then “Add to Favorites” so that you can save this navigation for future use.

   a. After you have selected one of the pages from the menu, then you can always navigate to a new page using the navigation listed above. A quicker way to switch to a different menu option is described below.
Design Process - Multimedia Tools

• Features that are helpful using Canvas:
  • Self-serve environment
  • There is a quiz!
  • Progress and quiz recorded in Canvas
  • Quick update of system access upon completion
Design Process - Multimedia Tools

- **Multimedia tools used:**
- Canvas – online course
- Camtasia – Video creating and editing
  - Power Director
  - Open Broadcaster
- Audacity - Audio editing
- Windows – Snipping and Paint Tools
Design Process - Multimedia Tools

There are many, many multimedia tools!

• Ranging from free to $$$
• Utilize campus resources
• Research - Google it!
• Does take time
• Results can be well worth it!
Wrap-up

- Finishing final edits on Webcourse Training
- Testing and feedback
  - Office staff members completing the training
- Monthly meetings for training evaluation
  - Feedback from users, observed issues, updates
Questions/Comments?

Thank you for attending!

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References


• Training Photo: Nick Youngson CC BY-SA 3.0 Alpha Stock Images at http://www.thebluediamondgallery.com/wooden-tile/t/training.html

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