

ALEPH WBT (PHASE 1) PROJECT PLAN

March 21, 2003

Aleph WBT Team Members and Roles:

Wayne Hodges – Project Lead, Instructional Design & Development
Brenda Dunbar – LSC and SME/Instructor
Margaret Pugh - LSC and SME/Instructor
Linda McCarthy – Asst. Dir. Library Services, Training Coordinator, FA
John Ridgway – Server maintenance & network integration
Mark Adams – Communications group (editorial)
Nicole Lang -Thervil – Software Testing/QA group
Website Team – Web integration & delivery review

I. Executive Summary

This project will produce Web-Based Training (WBT) for the Aleph LMS, in the LINCC environment. This phase 1 project will develop and deliver three courses based upon Aleph functionality. These initial courses will serve as prerequisite tutorials in support of live instructor led training to be delivered to college libraries in preparation of the Aleph STP effort.

II. Product Definition

A WBT prototype project was completed in 2002. The final report recommended that WBT tutorials are useful instructional methods to support the future Aleph training requirements. The WBT prototype project demonstrated the viability of Web-based training for Library Management System user training.

The success of the previous WBT courses proved that Web-based training could become an effective option for training delivery within the larger LINCCLearn umbrella. When training is needed, WBT should be considered as additional support for instructor-led training and as a possible stand-alone delivery mode too.

WBT tutorials will expedite Aleph LMS user training. The use of WBT can help ensure that the library staff enrolled in instructor-led classes will be more prepared with foundational information and knowledge. They will then more easily acquire and better retain useful LMS skills.

The indicators of success will be obtained by feedback from library staff students and their ability to more quickly assimilate the provided training into everyday LMS job tasks. If CCLA provides effective blended learning (multi-mode) opportunities, our clients will be able to obtain their training needs in a more of a “Just-in-time” delivery and have access to pre and post class session reinforcement lessons. Our multimedia WBT offerings will also accommodate several learning styles to create more training success.

WBT (phase 1) will be developed for Aleph at a minimum to support the basic circulation and staff OPAC information needed prior to Aleph switch to production. A tutorial for the introduction to Aleph, CCLA, and LINCC will also be included.

The basic design of each course is comprised of three components presented to the trainee:

1. Static pages, with text and LMS screen shots or some graphical support that present the lesson in a conceptual form.
2. A demonstration of all associated lesson tasks, delivered via sets of animated slides containing a detailed series of LMS screen shots with an audio voice-over.
3. A practice session uses an Aleph "training" database, where the trainee is supplied a script to duplicate the lesson tasks that were previously demonstrated.

III. Method of Delivery

The Blackboard course management system is used to host the courses. This is an Internet browser accessed system. MS Word files containing the core training are delivered within the Blackboard environment. This approach is compatible with the extensive CCLA review and testing environment, and makes it easy to revise course content.

The associated lesson demonstrations are also delivered within the Blackboard environment via the Macromedia Flash plug-in for the Web browser. The use of "standard" plug-ins such as Flash/Shockwave is already common practice on our user's workstations.

The Website Team recommended that WBT develop to the current minimum browser requirements for LINCCWeb. The appointed SysAdmin manually maintains user authentication file of LINCC usernames to populate the Blackboard user database. Investigation is underway to utilize the new Online Registration System as the sole gateway to Blackboard courses.

The WBT courses are made available from within the LINCCLearn page on the CCLA corporate site until such time the new Online Registration System can be integrated with Blackboard courses.

IV. Assumptions and Prerequisites

We assume that the necessary hardware, software and staff resources will be available as requested in this project plan. Based on the prototype project, we assume that CCLA and community colleges have network bandwidth capacity that can be used to deliver WBT to our LINCClearn clients. We assume that it will be possible to test course delivery across varying network configurations using the model site.

V. Budget

The CCLA Website development budget should provide for “annual” license subscriptions for the Blackboard Learning System (Basic System). This requires purchasing two licenses, one for the production server (\$7500/yr) and one for the test server (\$2500/yr). Renewal of production server license is due in Nov. 2003. CCLA should now purchase a half-year “test” server license (\$1250). This would be renewed in Nov. 2003 for a full year. Possible discounts for Blackboard licenses through Florida Virtual Campus or DLC are being pursued.

Other software license and upgrades required for the WBT project include:

- Qarbon ViewletBuilder Pro maintenance renewal (\$135)
- Sonic Foundry --Sound Forge ver. 6 upgrade (\$150)

VI. Service/Product Development Process

A traditional Instructional Systems Design (ISD) model is employed using a typical project phase breakdown. A WBT team is assembled, drawing from several subject content and technical experts to guide the overall project development process. The development phases are; Analysis, Design, Development, Integration, Evaluation (QA & software testing), and Final product approval and release.

When major milestones are met, team meetings are convened to review progress and deal with any problems or concerns. Meetings are comprised of the appropriate membership. Weekly status reports are provided in association with each of the courses under development.

At the conclusion of each course integration development, an Evaluation phase begins to conduct product Quality Assurance (QA). This includes courseware flow and functionality, platform and software performance under stress, and general system usability performance. CCLA’s Software Test group conducts the WBT course performance testing. *An approved CCLA test plan for WBT courses will be developed and utilized during each course Evaluation phase of the project.* The CCLA Website team is also overseeing WBT product design.

This evaluation phase would be compared to a traditional Alpha and Beta product release testing. Proceeding this period of evaluation an addition CCLA staff viewing would be made available. Final comments and corrections are applied before the final course product is presented to CCLA management for approved public release.

Blackboard course management software as well as test, and production servers were previously purchased and installed to host prototype courses. During the development of courses, a “toolbox” of WBT course development software is utilized including;

- Adobe Photoshop 7
- Adobe Illustrator 10
- TechSmith Snagit Studio 6.0
- *Microsoft Word*
- Sonic Foundry Soundforge 6.0
- Macromedia Studio MX
- Qarbon ViewletBuilder 3.5
- **Blackboard*

** Blackboard Learning System will be upgraded to version 6 during this project.*

VII. Training Requirements

Systems staff may need Blackboard training in order to maintain the software. Some WBT team members will need training in use of the authoring software. Wayne has worked with the different software packages and will provide informal training and on going coaching during product development.

The end user training product utilizes a familiar distance learning software platform (Blackboard) and uses common web-based interfaces and technology. Our community college library staff should not require additional training to utilize our WBT products.

VIII. Documentation

There are companion documents associated with this project that supply much detail for WBT development processes, procedures, hardware and software utilization and techniques, timeline breakdown and established milestones for all phases and components. These documents are located on the drive O:\Projects\Web-based Training\Aleph courses. They will be continually updated as the project proceeds.

- Aleph WBT phase 1 master schedule.mpp (MS Project file)
- WBT Course Development Guide_r1.doc
- *Each course outline and design plan (storyboard)*
- *All development files (textual, graphics, viewlets)*

Blackboard servers installation, upgrades, and maintenance unique to CCLA implementation and relative to this project will be documented and kept on file. A final report will be generated at the end of this project period to reveal lessons learned and recommendations for future improvements or changes needed for other WBT projects.

IX. User Support

The CCLA service desk will continue to be the primary point of contact for support of our client user base in regards to WBT courseware problems. The Service Desk is assisted by the Subject Matter Expert (SME) LSC.

It is highly recommended that a knowledgebase for each training course and associated WBT be established in the HEAT system. It is expected that the HEAT system would have categories supporting each WBT course.

X. Statistics

A variety of course-utilization statistics are available through Blackboard. Blackboard tracks the names of users who have enrolled in the course and their scores on the online tests that were developed for each course. Available statistics are compiled each month on WBT activity and provided to management and the LSC's. It is under investigation to determine if Blackboard user statistics can be automatically transferred to the Online Registration System. If not, a manual process will be established. *The Webstats Team will review statistical information and determine the best process for acquiring data for reports.*

XI. Communication and Publications

Announcements (pre and post), electronic and print should continue to be used to announce and promote WBT offerings from CCLA.

The WBT team (incl. Mark) will discuss the possibilities of implementing a listserv for WBT concerns and issues. It could be part of the existing LINCC website or be hosted in Blackboard. Blackboard has included functionality to serve as a listserv, it is called Discussion Board. The WBT project team should also begin discussions to determine utilization of more Blackboard features.

XII. Resource Projections

Wayne Hodges	1600 hrs.
Brenda Dunbar	335 hrs.
Margaret Pugh	332 hrs.
John Ridgway	60 hrs.
Mark Adams	60 hrs.
Nicole Lang -Thervil	40 hrs.
<i>Website Team rep (meetings) –</i>	<i>9 hrs.</i>
<i>(members review time) –</i>	<i>12 hrs.</i>
Linda McCarthy (meetings)	9 hrs.

XIII. Key Tasks and Timetable

Activity	Resource	Start	Finish
WBT Planning kick-off meeting	WBT Team	1/30/03	
Imp. Team Project Plan Presentation	Imp Team	3/19/03	
Blackboard 6 upgrade	John R.	1/30/03	3/28/03
WBT Course 1--Introduction to CCLA, LINCC, & Aleph	WBT Team	2/7/03	6/24/03
• Analysis Phase	WBT Team	2/7/03	3/19/03
• Design Phase	WBT Team	3/10/03	3/17/03
• Meeting: Course 1 Design complete	WBT Team, LSCs	3/24/03	
• Development Phase	WBT Team, <i>Website team</i> LSCs	3/18/03	6/13/03
• Meeting: Course 1 Development Phase completion review and approval	WBT Team, Website Team	6/13/03	
• Evaluation Phase	WBT Team, <i>Software Test group</i> , CCLA staff	6/13/03	6/24/03
• Meeting: Course 1 Final Review and Approval for Release	WBT Team, Website Team	6/24/03	

WBT Course 2 -- Aleph Staff Search Module	WBT Team	2/17/03	8/22/03
• Analysis Phase	WBT Team	2/17/03	2/21/03
• Design Phase	WBT Team	5/6/03	5/9/03
• Meeting: Course 2 Design complete	WBT Team, LSCs	5/9/03	
• Development Phase	WBT Team, <i>Website team</i> LSCs,	5/12/03	8/11/03
• Meeting: Course 2 Development Phase completion Review and Approval	WBT Team, Website Team	8/11/03	
• Evaluation Phase	WBT Team, <i>Software Test group</i> , CCLA staff	8/12/03	8/21/03
• Meeting: Course 2 Final Review and Approval for Release	WBT Team, Website Team	8/22/03	
WBT Course 3 -- Aleph Circulation	WBT Team	2/26/03	9/25/03
• Analysis Phase	WBT Team	2/26/03	3/4/03
• Design Phase	WBT Team	3/31/03	4/7/03
• Meeting: Course 3 Design complete	WBT Team, LSCs	4/7/03	
• Development Phase	WBT Team, <i>Website team</i> LSCs	4/7/03	9/3/03
• Meeting: Course 3 Development Phase completion Review and Approval	WBT Team, Website Team	9/3/03	
• Evaluation Phase	WBT Team, <i>Software Test group</i> , CCLA staff	9/4/03	9/19/03
• Meeting: Course 3 Final Review and Approval for Release	WBT Team, Website Team	9/22/03	