Best Practices in eLearning Management

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Objectives

- Participants will discuss the advantages of accepting responsibility.
- Participants will discuss the advantages of maintaining a centralized data repository.
- Participants will discuss data backup strategies.
- Participants will discuss communication strategies (group email account, group calendars, Google Documents, IM, etc.)
- Participants will discuss the advantages of standardizing course design.
- Participants will discuss planning for attrition.
- Participants will discuss the importance of creating a continuity folder.
- Participants will discuss the need to cross-train employees.
- Participants will discuss the need to network with peers.

Accepting Responsibility

- Things will go wrong
- Technical, personnel, scheduling issues
- "It's my fault, I'll fix it"
- Follow up ASAP



Centralized Data Repository

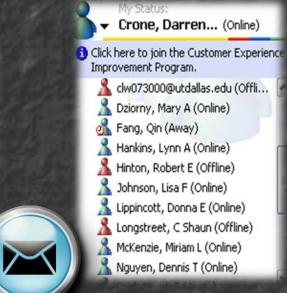
- Storing course data on multiple PC's = BAD
- Data in one location
- Network to workstations
- All personnel can access
- Standardized file structure
- Quickly and easily find course materials
- Password protection

Data Backup

- Redundancy
- Backup to network nightly
- Backup to removable drive weekly
 - -Cheap!!! (1.5 TB = \$150.00)
 - -Store drive in different location
- Data recovery for failed drive = \$2,000.00+

Communication

- Group email account
- Group calendar
- Google Docs
- Web Conference
- IM

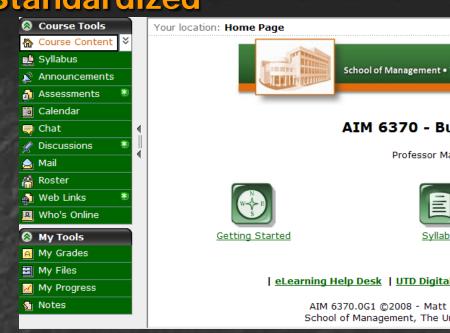


				all supported a			
				Designer	entified	recordings, scripts, PowerPoints, web pages, assignments, audiovisual materials, tests/quizzes, learning objectives, etc.) completed and submitted	recording session scheduled
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		le:					
AI.	и 6201.0G1	Financial Accounting	John Barden	DC	х	×	x
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AIN	и 6202.0G2	Managerial Accounting	Surya Janakiraman	DC	х	×	x
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		Intermediate Financial					Schedule video
AIN	и 6332.0G1	Accounting II	Tiffany Bortz	DC	Х	X	intro
AIN	и 6334 0G1	Auditing	Tiffany Bortz	DC	Х	Х	Schedule lecture intro video
		Ethics for Professional					

Standardizing Course Design

- Starting with a blank slate may be intimidating for professors
- Limits "interesting" choices of icons/colors/navigation
- Designers can quickly locate/fix issues
- Branding
- Reduce learning curve for students
 -More transparent technology

Standardized





Not-so-standardized



Attrition

- Bus theory
- Not if, but when will people leave
- Stop-gap
- Manage expectations of your boss/customers
- Prioritize tasks



Continuity Folder

- Document EVERYTHING!!!
 - Proctored exam procedures
 - Step-by-step WebCT instructions
 - Setting up Web Conferences
 - Recording lectures in Camtasia
 - Multi-camera production
 - End-of-course evaluation procedures
 - Updating website
 - Newsletter template
 - Welcome/course access email template
 - Syllabus template
 - Posting to blog instructions
 - Etc., Etc., & Etc.

Cross-training

- NO KINGDOMS!!!
- Primary and at least 1 backup for all duties
- Primary is responsible for training backup & creating documentation
- Learning new things keeps people sharp
- Improved processes ...two heads are better than one!

Networking With Peers

- Become familiar with similar programs
- Know the value of your employees
- Know the talent pool available
- Use your resources
 - Organizations USDLA, TXDLA, Sloan-C
 - Former professors, students, coworkers
 - LinkedIn, Facebook, Twitter

Questions?