E-Learning
XTG Company Tutorials
from Business Systems Support (BSS)

Best Practice Suggestions and Approach
10/1/24

Goals for E-Learning BSS Tutorials

Enhance	**Enhance User Proficiency:** Equip users with the skills needed to effectively utilize business systems and software, improving their day-to-day operations.
Increase	**Increase System Adoption:** Encourage the adoption of new tools and technologies by providing clear, engaging tutorials that demonstrate their benefits and functionalities.
Streamline	**Streamline Processes:** Teach users how to optimize workflows through system features, reducing time spent on manual tasks and increasing productivity.
Improve	**Improve Problem-Solving Skills:** Provide users with troubleshooting techniques and best practices for resolving common issues independently.
Facilitate	**Facilitate Continuous Learning:** Foster a culture of ongoing education by offering tutorials that cover advanced features and updates, keeping users informed about system enhancements.
Enhance	**Enhance Data Management:** Educate users on effective data entry, analysis, and reporting techniques to improve data accuracy and business insights.
Support	**Support Compliance and Best Practices:** Ensure users understand compliance requirements and best practices related to data handling, security, and system usage.
Promote	**Promote Collaboration:** Highlight features that enable collaboration within teams, enhancing communication and project management.
Measure	**Measure Learning Outcomes:** Implement assessments and feedback mechanisms to gauge users' understanding and application of tutorial content.
Encourage	**Encourage User Engagement:** Create interactive tutorials that engage users through quizzes, discussions, and practical exercises, making learning more enjoyable.

Learning Strategies Suggested for BSS Tutorials

Integrating Strategies:
Combining these strategies can create a robust e-learning environment. For example, self-directed learning can be enhanced by andragogical principles, allowing learners to choose paths that leverage their experiences. Asynchronous options provide the flexibility that adult learners often require, enabling them to engage with content on their terms. By employing these strategies, tutorials can effectively meet the diverse needs of learners and promote deeper understanding and retention.

Here's a summary of effective learning strategies that can be employed for XTG e-learning tutorials.

Self-Directed Learning

Summary: This strategy empowers learners to take initiative in their education, allowing them to set their own goals, identify resources, and evaluate their progress. Self-directed learners thrive when given control over their learning paths.

Implementation: In e-learning tutorials, provide resources like guides, videos, and forums that encourage learners to explore topics independently. Include goal-setting tools and reflection prompts to enhance the self-directed experience.

Adult Learning (Andragogy)

Summary: Andragogy focuses on the specific needs of adult learners, emphasizing the importance of relevant, experiential, and problem-centered learning. Adults bring prior experiences and knowledge that should be acknowledged and integrated into their learning.

Implementation: Design tutorials that relate directly to real-world applications and encourage learners to draw from their experiences. Use case studies, simulations, and collaborative projects to foster engagement and practical understanding.

Asynchronous Learning

Summary: Asynchronous learning allows learners to access content and complete coursework on their own schedules, providing flexibility that accommodates diverse lifestyles and commitments. This method is particularly beneficial for adult learners with varying responsibilities.

Implementation: Create modular tutorials that learners can complete at their own pace. Incorporate discussion boards and recorded lectures to facilitate interaction and allow learners to engage with the material and peers when it suits them.

Best Practices for BSS Micro-Tutorials

Use Clear Objectives: Start with a clear learning objective that defines what users will achieve by the end of the tutorial, helping them stay focused.

Engaging Multimedia: Incorporate a mix of text, visuals, audio, and video to cater to different learning styles and make content more engaging.

Interactive Elements: Include quizzes, polls, or hands-on exercises to reinforce learning and encourage active participation.

Mobile Optimization: Ensure that micro-tutorials are accessible on various devices, including smartphones and tablets, for flexible learning on-the-go.

Consistent Branding: Use consistent visuals, fonts, and colors to create a cohesive experience that aligns with your company's branding.

Easy Navigation: Design a simple and intuitive navigation structure, allowing users to quickly find and access tutorials relevant to their needs.

Real-World Applications: Provide examples or case studies that illustrate how the skills taught can be applied in real-world scenarios, enhancing relevance.

Feedback Mechanisms: Incorporate opportunities for users to provide feedback on the tutorials, allowing for continuous improvement based on user insights.

Regular Updates: Review and update content regularly to ensure it remains current and relevant, especially as systems or processes change.
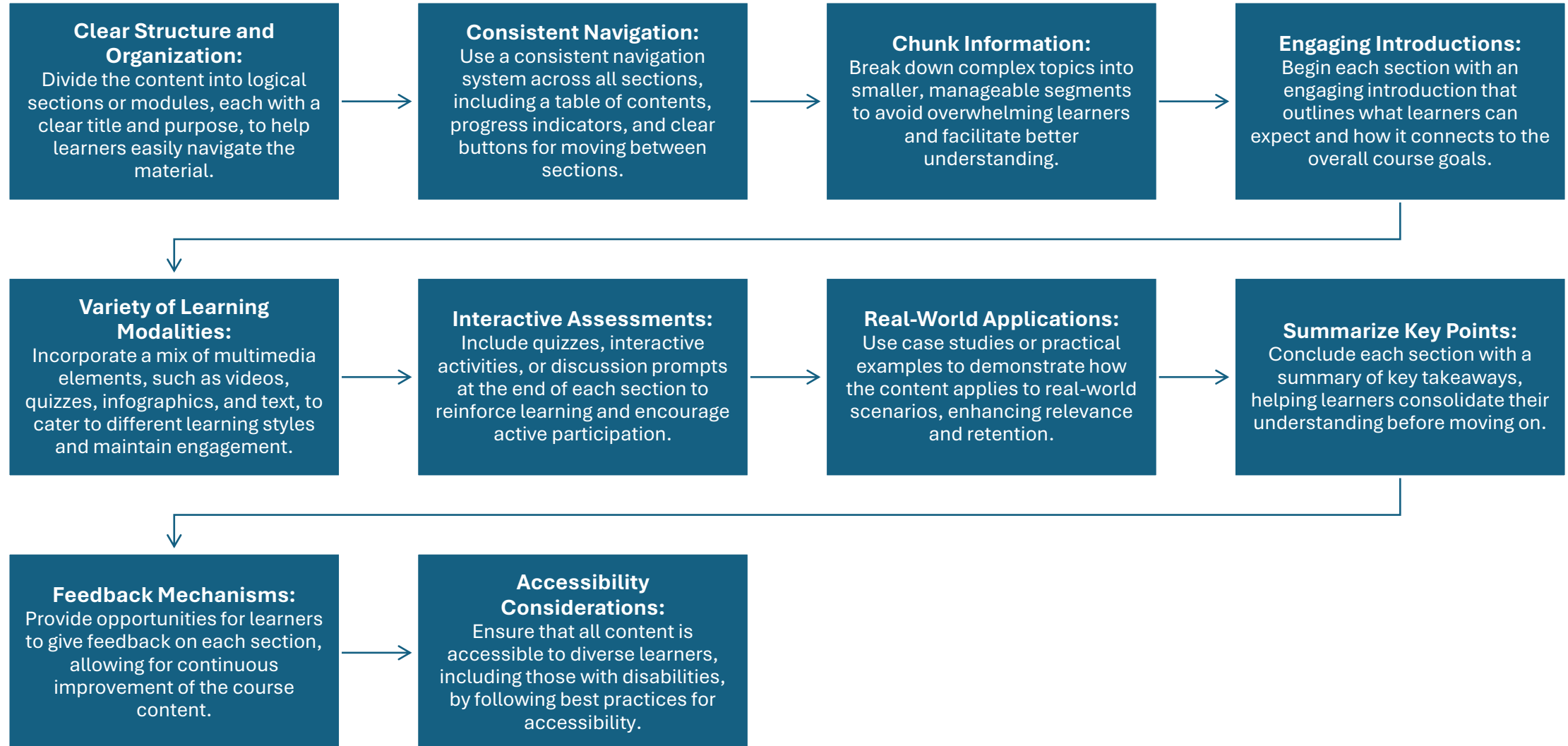
Accessible Design: Follow accessibility guidelines (like WCAG) to ensure that all users, including those with disabilities, can benefit from the tutorials.

Clear Call to Action: End each micro-tutorial with a clear call to action, guiding users on the next steps they should take after completing the tutorial.

Best Practices for BSS Larger E-Learning Training Projects

Clear Structure and Organization:
Divide the content into logical sections or modules, each with a clear title and purpose, to help learners easily navigate the material.

Consistent Navigation:
Use a consistent navigation system across all sections, including a table of contents, progress indicators, and clear buttons for moving between sections.

Chunk Information:
Break down complex topics into smaller, manageable segments to avoid overwhelming learners and facilitate better understanding.

Engaging Introductions:
Begin each section with an engaging introduction that outlines what learners can expect and how it connects to the overall course goals.

Variety of Learning Modalities:
Incorporate a mix of multimedia elements, such as videos, quizzes, infographics, and text, to cater to different learning styles and maintain engagement.

Interactive Assessments:
Include quizzes, interactive activities, or discussion prompts at the end of each section to reinforce learning and encourage active participation.

Real-World Applications:
Use case studies or practical examples to demonstrate how the content applies to real-world scenarios, enhancing relevance and retention.

Summarize Key Points:
Conclude each section with a summary of key takeaways, helping learners consolidate their understanding before moving on.

Feedback Mechanisms:
Provide opportunities for learners to give feedback on each section, allowing for continuous improvement of the course content.

Accessibility Considerations:
Ensure that all content is accessible to diverse learners, including those with disabilities, by following best practices for accessibility.

Recommended Software for Training Administration

Cornerstone LMS:
A robust learning management system that enables organizations to manage and deliver training programs, track learner progress, and facilitate compliance through a centralized platform.

Articulate 360 (Rise 360):
A suite of authoring tools designed for creating interactive, mobile-responsive e-learning content, with Rise 360 specifically focused on rapidly developing web-based courses that are visually appealing and user-friendly.

Microsoft Stream:
A video-sharing service that allows organizations to upload, manage, and share video content securely, enhancing training through visual storytelling and instructional videos.

Adobe Creative Cloud:
A comprehensive suite of creative applications that provides tools for designing visually engaging graphics, videos, and animations, supporting the development of multimedia content for e-learning.

Co-Pilot:
An AI-powered tool that assists content creators and trainers by providing real-time suggestions, automating repetitive tasks, and enhancing the learning experience with personalized recommendations for learners.

Survey Monkey:
A versatile tool that enables educators and trainers to gather valuable feedback from learners efficiently. By creating customized surveys, instructors can assess the effectiveness of their courses, understand learner needs, and identify areas for improvement.

Integration of Software Tools

- **Cornerstone LMS** serves as the central hub for delivering and tracking training

- **Articulate 360 (specifically Rise 360)** is used to create engaging course content that can be easily uploaded to the LMS.

- **Microsoft Stream** enhances this by providing a platform for hosting and sharing instructional videos, which can be embedded in Rise 360 courses.

- **Adobe Creative Cloud** complements these tools by allowing creators to design high-quality graphics and animations that can be integrated into the e-learning content.

- **Co-Pilot** streamlines the content development process by offering AI-driven insights and support, further enriching the overall training experience across all platforms.

- **SurveyMonkey** can be integrated into our e-learning software tools, such as embedding surveys within the Cornerstone LMS and utilizing Co-Pilot for automated reminders, enhances our ability to seamlessly gather immediate learner feedback, analyze the data to refine course content and instructional strategies, and ultimately create a more engaging and effective learning environment.

Pricing Table for E-Learning Tools

Here's a general overview of base pricing for each of the listed tools. Please note that prices can vary based on factors such as the number of users, specific features, and any applicable discounts or promotions. It's always best to check the official websites for the most current and detailed pricing information.

Tool	Base Pricing Information	Total Budget Summary (1 User)	Total Budget Summary (3 Users)	Total Budget Summary (5 Users)	Total Budget Summary (10 Users)
Cornerstone LMS	Starts around $5,000 per year for small organizations.	$5,000	$5,000	$5,000	$5,000
Articulate Rise 360	Approximately $1,299 per user per year (Articulate 360).	$1,299	$3,897	$6,495	$12,990
Microsoft Stream	Included in Microsoft 365 subscriptions starting at $6 per user per month.	$72 (1 user) per year (or $6 per month)	$216 (3 users) per year (or $18 per month)	$360 (5 users) per year (or $30 per month)	$720 (10 users) per year (or $60 per month)
Adobe Creative Cloud	Annual subscription starts at about $599.88 per year for individuals.	$599.88	$1,799.64	$2,999.40	$5,998.80
Co-Pilot Add-On	Estimated around $30 per user per month (varies by organization).	$360 (1 user) per year	$1,080	$1,800	$3,600
SurveyMonkey	Basic plan starts at around $384 per year for one user.	$384	$1,152 (3 users)	$1,920 (5 users)	$3,840 (10 users)
Total Estimated Annual Budget		**$7,715.88**	**$12,398.64**	**$16,654.40**	**$28,298.80**

E-Learning Proposed for the Following Software Applications

D365	Business Central	Yukon	Navision	Azure DevOps
ServiceNow	Docusign	Concur	Cornerstone	UKG
Intacct	Entra	EDI	Jira / Confluence	HawkSearch
PowerBI	Website Search Engine	Web/e-Commerce3 sites	Office 365	Avalera
Authorize.net	3PL	Copilot	Teams Premium	Wrike

E-Learning Accessibility Considerations

- **Content Format:**
  Use multiple formats (text, audio, video) to cater to diverse learning needs. Ensure all content is accessible via screen readers.

- **Keyboard Navigation:**
  Design courses that can be navigated using a keyboard, allowing users with mobility impairments to access all functionalities.

- **Color Contrast:**
  Ensure sufficient contrast between text and background colors to accommodate learners with visual impairments. Tools like contrast checkers can help assess accessibility.

- **Alt Text for Images:**
  Provide descriptive alt text for images and graphics to ensure that learners using screen readers can understand the visual content.

- **Transcripts and Captions:**
  Include transcripts for audio content and captions for videos to support learners who are deaf or hard of hearing.

- **Clear Language:**
  Use plain language and clear instructions to ensure comprehension for all learners, including those with cognitive disabilities.

- **Flexible Learning Pace:**
  Allow learners to progress at their own pace, providing options to pause, rewind, or replay content as needed.

- **Accessible Assessments:**
  Design quizzes and assessments that are compatible with assistive technologies, ensuring all learners can participate fairly.

- **User Testing:**
  Involve users with disabilities in the testing phase to identify potential accessibility issues and gather feedback for improvement.

- **Ongoing Training:**
  Provide training for content creators and educators on accessibility best practices to foster an inclusive e-learning environment.

Other Considerations

- MS Teams Integration

- ServiceNow Integration

- Technology Adoption by Customers / Clients / Users

Details of Software Capabilities: **Cornerstone LMS**

Capability	Description
Learning Management	Centralized platform for managing training programs, tracking learner progress, and delivering content.
Content Library	Access to a wide range of learning content, including courses, videos, and documents that can be curated and organized.
Course Creation	Tools for creating and customizing courses, including multimedia support, assessments, and interactive elements.
Social Learning	Features that promote collaboration and knowledge sharing among learners through discussion forums, chat, and community groups.
Mobile Learning	Mobile-friendly interface that allows learners to access courses and resources on various devices, enhancing flexibility.
Reporting and Analytics	Comprehensive reporting tools that provide insights into learner performance, course effectiveness, and training ROI.
Compliance Tracking	Automated tracking and reporting of compliance training requirements, helping organizations meet regulatory obligations.
Skill Development	Tools for competency mapping and skill assessments to help identify and develop learner skills aligned with organizational needs.
Integration Capabilities	Seamless integration with various third-party applications, including HR systems, content providers, and collaboration tools.
Personalized Learning Paths	Ability to create tailored learning experiences based on individual learner needs, roles, and career goals.
Virtual Classrooms	Support for live, instructor-led training sessions, including tools for scheduling, managing attendees, and recording sessions.
Gamification	Incorporation of game-like elements such as badges, leaderboards, and rewards to increase engagement and motivation.
Feedback and Assessment Tools	Mechanisms for gathering learner feedback and conducting assessments to evaluate understanding and satisfaction.
User Management	Robust user management features that allow for role-based access, learner segmentation, and administrative controls.
Onboarding Solutions	Dedicated tools for streamlining the onboarding process for new employees, ensuring a smooth transition into the organization.

Details of Software Capabilities: **Articulate Rise 360**

Capability	Description
Responsive Course Design	Create courses that automatically adjust to fit any device, ensuring an optimal viewing experience on desktops, tablets, and smartphones.
User-Friendly Interface	Intuitive drag-and-drop functionality allows for easy course creation without the need for extensive technical skills.
Pre-Built Templates	Access a library of customizable templates to quickly design engaging and visually appealing courses.
Interactive Elements	Incorporate quizzes, scenarios, and interactive content to enhance learner engagement and retention.
Multimedia Support	Easily embed videos, audio, images, and other media types to enrich course content and provide varied learning experiences.
Collaboration Features	Facilitate team collaboration through shared projects, enabling multiple authors to work on a course simultaneously.
Tracking and Analytics	Track learner progress and performance with built-in analytics and reporting tools, allowing for data-driven insights.
SCORM and xAPI Compliance	Export courses in SCORM or xAPI formats for integration with various Learning Management Systems (LMS).
Content Hosting	Host courses on Articulate 360's cloud platform, simplifying access for learners without needing additional infrastructure.
Accessibility Features	Design courses that are compliant with accessibility standards to ensure all learners can engage with the content.
Custom Branding	Personalize courses with branding options, including logos and color schemes, to align with organizational identity.
Feedback Mechanisms	Include built-in tools for gathering learner feedback to continuously improve course content and delivery.
Version History	Track changes and updates to course content, allowing easy rollbacks to previous versions if needed.
Localization Support	Create courses in multiple languages to cater to a diverse learner audience.
Integration Capabilities	Seamlessly integrate with other tools and platforms, enhancing workflow and extending functionality.

Details of Software Capabilities: **Microsoft Stream**

Capability	Description
Video Upload and Management	Easily upload, organize, and manage video content within a user-friendly interface tailored for educational and corporate environments.
Live Streaming	Conduct live events and broadcasts, allowing real-time interaction and engagement with viewers.
Video Sharing	Share videos securely within organizations, with options to control permissions and access levels.
Automatic Transcription	Generate automatic captions and transcriptions for videos, enhancing accessibility and understanding.
Integration with Microsoft 365	Seamless integration with other Microsoft 365 tools, such as Teams, SharePoint, and OneDrive, for streamlined collaboration.
Interactive Features	Include quizzes, polls, and other interactive elements within videos to engage viewers and assess understanding.
Analytics and Insights	Access detailed analytics on video performance, including viewer engagement metrics and playback statistics.
Search and Discovery	Utilize intelligent search capabilities to easily find videos and relevant content within the platform.
Accessibility Features	Ensure videos are accessible, with options for captions, transcriptions, and compatibility with assistive technologies.
Channel Creation	Create and manage channels to categorize video content, making it easier for users to find and follow relevant topics.
Security and Compliance	Benefit from enterprise-level security features, ensuring that video content complies with organizational policies and regulations.
Mobile Access	Access and view videos on mobile devices through the Microsoft Stream mobile app, providing flexibility for learners.
Embedding Options	Embed videos into other applications and websites, enhancing the reach and usability of video content.
Collaboration Tools	Foster collaboration by enabling users to comment and engage with videos, facilitating discussions around content.
Custom Branding	Customize the appearance of video content and channels to align with organizational branding and identity.

Details of Software Capabilities: **Adobe Creative Cloud**

Capability	Description
Comprehensive Suite	Access to a wide range of creative applications, including Photoshop, Illustrator, Premiere Pro, After Effects, and more, catering to various creative needs.
Cloud Storage and Collaboration	Store and sync files in the cloud, allowing for easy collaboration and sharing among team members across different locations.
Cross-Platform Access	Use applications on multiple devices, including desktops and tablets, providing flexibility for creative work on the go.
Regular Updates	Receive continuous updates and new features, ensuring access to the latest tools and enhancements as soon as they are available.
Creative Assets	Access Adobe Stock for high-quality images, videos, and templates, streamlining the creative process and enhancing productivity.
Collaboration Tools	Utilize features like shared libraries and commenting for efficient team collaboration on projects and assets.
Integration with Other Tools	Seamlessly integrate with other Adobe products and third-party applications, enhancing workflow and productivity.
Advanced Editing Features	Leverage powerful editing capabilities in applications like Premiere Pro for video and Photoshop for image manipulation, allowing for professional-quality results.
Responsive Design Tools	Use tools like Adobe XD for designing and prototyping responsive web and mobile applications, enhancing user experience.
Learning Resources	Access tutorials, forums, and community support for ongoing learning and skill development across various Adobe applications.
Customizable Workspaces	Personalize the interface and workspaces within applications to suit individual preferences and improve workflow efficiency.
Version Control	Track changes and maintain version histories for files, allowing easy access to previous iterations and collaboration tracking.
Mobile Apps	Utilize mobile applications like Adobe Capture and Adobe Spark to create and edit content on the go, providing additional flexibility.
Accessibility Features	Implement accessibility options to ensure creative projects can be enjoyed by a wider audience, including features for screen readers.
Security and Compliance	Benefit from robust security features, ensuring that creative assets and projects are protected and comply with industry standards.

Details of Software Capabilities: **Microsoft Co-Pilot**

Capability	Description
AI-Powered Assistance	Leverages advanced AI to provide contextual support and suggestions, enhancing productivity in Microsoft applications.
Natural Language Processing	Understands and interprets user queries in natural language, allowing users to interact with software more intuitively.
Content Generation	Assists users in generating text, graphics, and other content based on prompts, streamlining creative and documentation processes.
Data Insights	Analyzes data and provides insights and visualizations, helping users make informed decisions based on their information.
Task Automation	Automates repetitive tasks across Microsoft applications, saving time and reducing manual effort for users.
Collaboration Enhancement	Facilitates real-time collaboration by summarizing discussions, tracking changes, and managing project tasks within Microsoft Teams and other tools.
Integration with Microsoft 365	Seamlessly integrates with the Microsoft 365 suite, enhancing existing tools like Word, Excel, and PowerPoint with AI capabilities.
Personalized Recommendations	Provides tailored suggestions based on user behavior and preferences, improving the relevance of information and resources offered.
Contextual Help	Offers help and tips based on the specific task being performed, ensuring users have access to relevant information exactly when they need it.
Learning and Development Support	Aids in the creation of training materials and resources, making it easier for organizations to develop and maintain learning programs.
Accessibility Features	Incorporates features to support diverse user needs, ensuring that all users can effectively interact with the software.
Feedback Mechanisms	Allows users to provide feedback on AI suggestions, contributing to ongoing improvements in accuracy and relevance.
Security and Compliance	Adheres to Microsoft's security standards and compliance protocols, ensuring user data is protected and managed appropriately.
Customization Options	Offers customization features that allow organizations to tailor Co-Pilot functionalities to meet specific needs and workflows.
Real-Time Translation	Provides translation services within Microsoft applications, enabling effective communication and collaboration across language barriers.

Details of Software Capabilities: **Survey Monkey**

Capability	Description
Survey Creation	User-friendly tools for designing and customizing surveys with a variety of question types and formats.
Templates and Themes	Access to a library of pre-built templates and themes to streamline survey creation and enhance aesthetics.
Question Logic	Advanced logic options that allow for skip logic, branching, and conditional questions to tailor the survey experience.
Multimedia Support	Ability to embed images, videos, and audio within surveys to enrich content and engage respondents.
Distribution Options	Multiple options for sharing surveys, including email, social media, and embedding on websites.
Mobile Compatibility	Surveys designed to be fully responsive, ensuring optimal viewing and interaction on mobile devices.
Real-Time Results	Access to real-time response tracking and analytics, providing immediate insights into survey performance.
Reporting and Analytics	Comprehensive reporting tools with customizable dashboards, charts, and graphs to analyze survey data.
Data Export	Options to export data in various formats (CSV, Excel, PDF) for further analysis and reporting.
Collaboration Features	Tools for team collaboration, allowing multiple users to work on surveys and share insights easily.
Integration Capabilities	Seamless integration with various third-party applications, such as CRM systems, email marketing tools, and data analysis software.
Branding Options	Customize surveys with logos, colors, and themes to maintain brand consistency.
Feedback and Testing Tools	Tools to gather feedback on survey design and conduct A/B testing to optimize survey effectiveness.
Anonymity Options	Provide respondents with options for anonymity, encouraging honest and candid feedback.
Accessibility Features	Designed to be compliant with accessibility standards, ensuring usability for all respondents.