

**CANADIAN  
POLICE  
KNOWLEDGE  
NETWORK**



**RÉSEAU  
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# e-Learning Basics

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# Outline

1. What is e-Learning?
2. How is e-Learning Built?
3. Support and Other Common Issues
4. Demo, Q&A



# What is e-Learning?

“*The term e-learning has become an all-encompassing catch-phrase for the application of computer technologies to education - whether it occurs in face-to-face classrooms, blended and hybrid courses, mediated distance-education context or in online learning environments.*”

# e-Learning Advantages

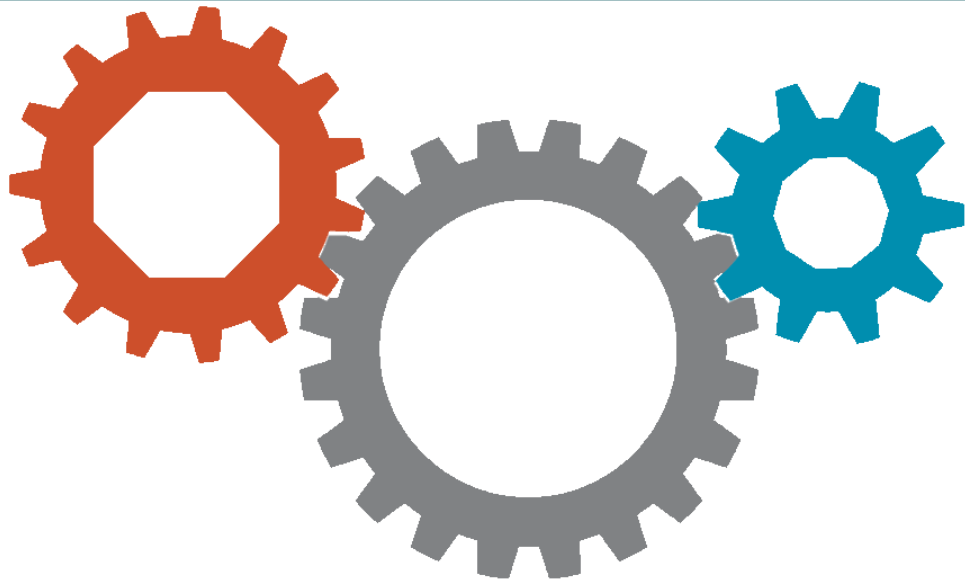
- **Consistent delivery** – little to no instructor bias/difference
- **Quickly updated** – changes can be rolled out easily
- **Saves time** – one day in classroom = 2 hrs online
- **Streamlined administration** - Automated record keeping/tracking/reporting
- **Anytime/Anywhere** availability

# e-Learning Success Factors

- 1. A clear goal:** What is the purpose of the training?
- 2. Suitability for audience:** What characteristics do they have?
- 3. Sound instructional design:** What learning is built in?
- 4. Ability to Engage:** How does it keep learner interest?
- 5. Technology:** How is it best leveraged? Do barriers exist?
- 6. Support:** How strong is the organization support?

*“It’s about finding the balance between what is possible and what is practical.”*

# How is e-learning built?



# Instructional Systems Design (ISD)

Sound Instructional Design underpins e-learning development.

Most e-learning is developed following the ADDIE model of ISD.



Analyze

Design

Develop

Implement

Evaluate

# The e-Learning Team



- Content/Subject Matter Experts
- Instructional Designers/Writers
- Media/Graphic Artists
- Developers/Programmers
- Quality Assurance
- Project Management

*Depending on the size of the project, individuals may play multiple roles. The level of specialization required in each project varies.*



# e-Learning Development Tools

## Rapid Development Tools

- Adobe Breeze
- Articulate

## Traditional Web Dev Tools

- Adobe Flash
- HTML/JavaScript
- Active Server Pages

## Authoring Tools

- Adobe Authorware
- Toolbook
- Lectora

## Software Simulation Tools

- Adobe Captivate (RoboDemo)
- Firefly
- OnDemand
- Viewlet Builder

# e-Learning Standards

- **SCORM** (Sharable Content Object Reference Model) – most widely used standard in e-learning [www.adlnet.org](http://www.adlnet.org)
- Standard to ensure **interoperability of content and LMS**
- Built into many development/authoring tools and LMSs.
- Building to standards does not guarantee success.

# Learning Management System (LMS)

A LMS is an information system that administers instructor-led and e-learning courses and keeps track of student progress.

- [www.pcmag.com](http://www.pcmag.com)

- Available in everything from open source (Moodle) to commercial enterprise level (SABA)
- May or may not have support for content authoring and social media

# Portals

A portal is a **dedicated segment of the CPKN LMS** that can be **customized** to be service specific. It provides the **same functionality as available in the full LMS.**

A portal can support:

- Organizational branding
- Org chart based reporting
- Expanded course library - service developed and 3<sup>rd</sup> party
- Custom business rules
- Enhanced service control on reports/registrations etc





# Typical Technology Needs

## Server Side

- LMS – Database and web servers
- LMS Software package
- Bandwidth provision
- Security provision

## Learner Side

- Browser (majority of Internet users still use IE)
- Some plug-ins (Flash, Acrobat)
- Connectivity

# e-Learning 'Flavours'

- Synchronous and Asynchronous
- Instructor-led and fully student paced
- Blended and stand-alone



Immersive Simulation

Low Level Simulation

Interactive

Text-based



# e-Learning Types and Examples

e-Learning can take on many forms, styles or formats that include:

- Tutorial
- Software Simulation
- Simulation/Gaming



# Tutorial

- Very similar to traditional self-paced print material
- Degree of multimedia enhancement varies greatly
- Interactive activities tend to be of low to moderate complexity

The screenshot displays an interactive tutorial interface. The main title is "Airport Policing" in a large, white font on a blue background. Below the title, there is a navigation menu with a "History of Airport Security and Past Threats" option highlighted. The main content area is titled "History of Airport Security and Past Threats" and "Past Threats to Airport Security". It features a timeline with a marker for "June 22, 1985". The text describes the Air India Flight 182 incident, mentioning a passenger named Mr. Singh who argued with a clerk about boarding the aircraft. The interface includes a globe, a navigation bar at the bottom with a "12 / 17" indicator, and a "Navigation Help" icon in the top right corner.

**Airport Policing**

Navigation Help

### History of Airport Security and Past Threats

#### Past Threats to Airport Security

Air transportation system threats and illicit activities remain to this day an attractive target for terrorists and organized crime. The following are examples of recent events:

**Drag the timeline marker along the top or the toggle to the right to learn about recent events.**

June 22, 1985

#### Air India Flight 182 – June 22

On June 22nd, a clean-shaven, well-dressed man lined up at a counter at Vancouver International Airport at around 8 a.m. and insisted the clerk direct-connect his bag with Air India Flight 182 in Toronto. The clerk said she could not do that because he was wait-listed on Air India. The passenger argued and the clerk relented. While his bag was boarded on the flight leaving from Vancouver, Mr. Singh did not board the aircraft.

12 / 17

Frontline Supervisor: Leadership  
National Sex Offender Registry



# Software Simulation

- Provide a safe environment to practice
- Reduced requirement for a special training environment
- Can be as open-ended as required (free play to fully guided)
- Multimedia rich
- Hands-on and visual

**Using CFRO, The Canadian Firearms Registry Online**

### Accessing CFRO

CFRO is a separate database from the CPIC system, but it is accessed through the CPIC graphic user interface. Agencies accessing CFRO through the CPIC Web application must select the "Property" of the screen, then select "Query", and then "CFRO".

Click Play to see the sequence of steps necessary to access CFRO in the CPIC Web application.

HOME Persons Vehicles Property Marine Message Links Agency

- Query
- ART
- CFRO
- GUN
- SEC
- LOG

3. Select "CFRO" in the drop down menu.

Royal Canadian Mounted Police / Gendarmerie royale du Canada

### Scenarios

Scenario 1

Click the Start button to query the address provided and display the CFRO generated response.

Click the Start button to query the address provided and display the CFRO generated response.

HOME Persons Vehicles Property Marine Message Links Agency Save View Send ORT

Query CFRO Address - Format #252A

REM: USERIDUSERNAMEANDUNIT

NO: 56 UNIT: STYPE: -

DIR: STREET: HENRY

Complete only one field:

MUN: MYTOWN (OR)

TWSHP: (OR)

COUNTY:

PROV: ON

Registrant Address Telephone Number

Royal Canadian Mounted Police / Gendarmerie royale du Canada

# Simulation / Gaming



NRC's MINT

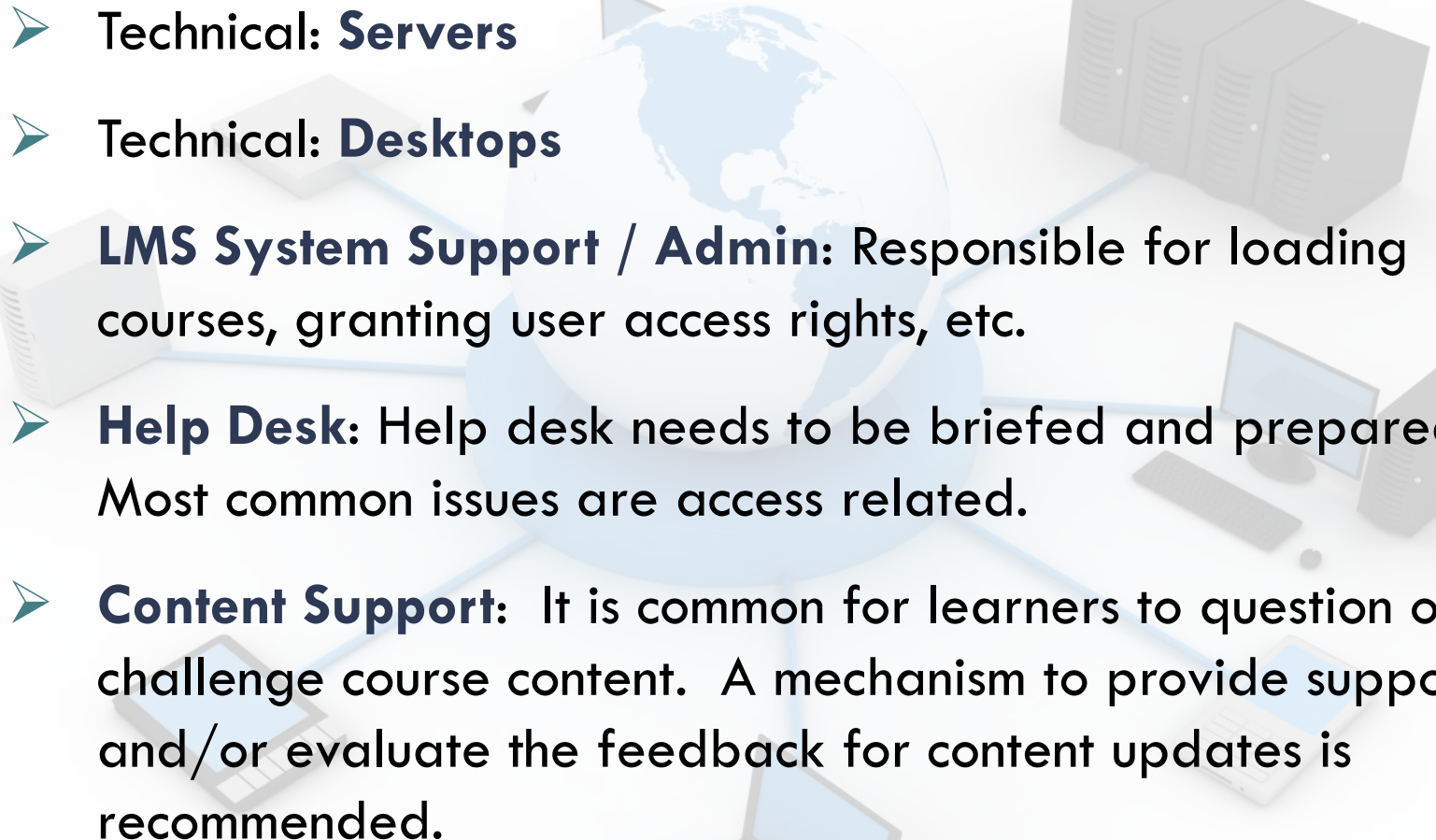
- Provide a safe environment to practice complex tasks
- Mirrors actual environments as closely as possible
- Multimedia rich

# Support and Other Common Issues

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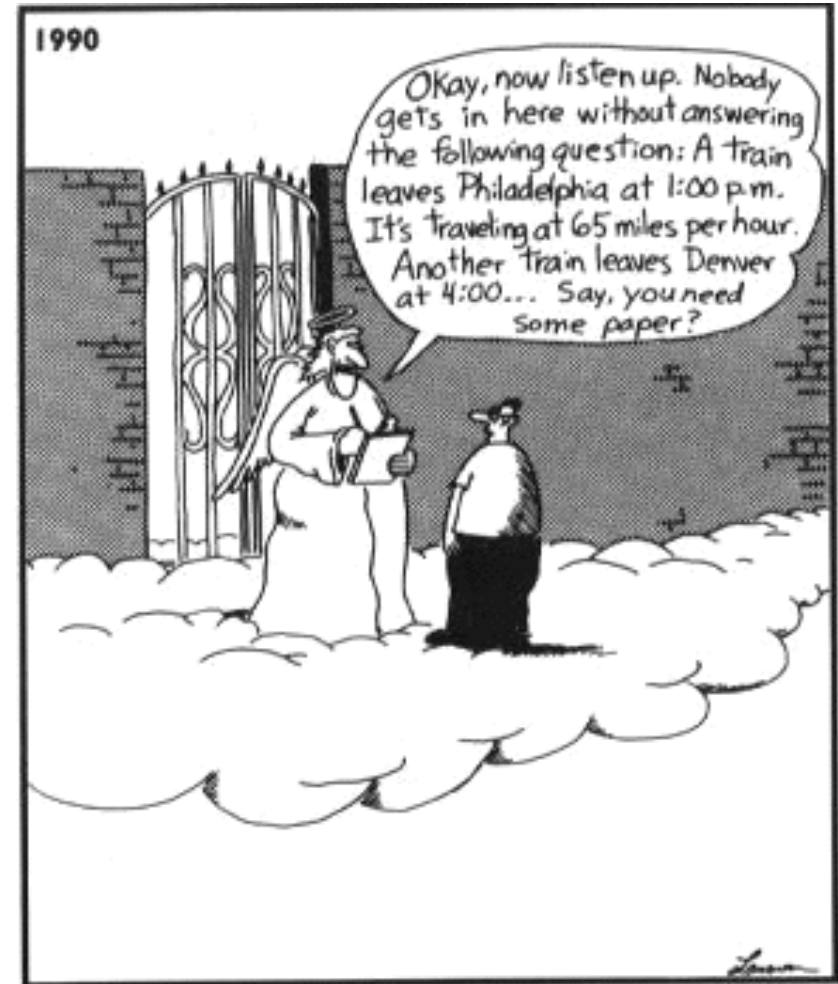


# What Support is Required?

- **Technical: Servers**
  - **Technical: Desktops**
  - **LMS System Support / Admin:** Responsible for loading courses, granting user access rights, etc.
  - **Help Desk:** Help desk needs to be briefed and prepared. Most common issues are access related.
  - **Content Support:** It is common for learners to question or challenge course content. A mechanism to provide support and/or evaluate the feedback for content updates is recommended.
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# Most Common Issues

- Integration with existing HR systems (like PeopleSoft)
- Compatibility of products from multiple sources (SCORM)
- Not enough bandwidth to support the media demand
- User or organizational resistance to change
- Financial constraints – hard vs soft costs
- Security
- Accessibility



**The Far Side** by Gary Larsen.  
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# Demo and Q & A



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