



CASE STUDY

One of the largest electricity delivery companies in the mid-Atlantic region, USA.

To develop a engaging Application Simulation eLearning course.

Background:

The company delivers electricity and natural gas to more than 1.9 million customers in Delaware, the District of Columbia, Maryland, New Jersey and Virginia, making it one of the largest electricity delivery companies in the mid-Atlantic region.

Client Requirement:

To develop a 1 hour Application Simulation eLearning course that has to be engaging and interactive. The user had to be tested on several knowledge checkpoints of the course and the Assessment generated were from random Question pools.

Challenge:

1. Client provided the raw data (PowerPoint slides, and application snapshots).
2. Raw data to be transformed into a condensed storyboard for 1 hour learning.
3. We were required to record the audio narrative in Native American voice.
4. The course to be launched by client on customized LMS'.
5. The course to be based on tell me, show me, try me and test me approach.

Solution:

1. Content Comprehension was done from the raw data.
2. Instructional strategy developed and got it approved from the client for the Watch it, Try it and Do it approach. Detailed story board consisting clear instructions for application simulation developed.
3. We appointed a Native American professional for audio narration.
4. The Technology team enabled us to design the templates of the course in such a way that it supported the customized LMS' of the client.
5. We got the script approved from client which had clear instructions for tell me, show me, try me and test me approach. Animations were developed according to the script. The user was tested at various levels (knowledge checkpoints) of the course with different interactive questions and a Post Test was developed which had a pool of questions to appear randomly from it.

Result:

1. An Interactive and engaging Application Simulation eLearning course.
2. Integrated and launched on customized LMS'.



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About CommLab India

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