



CASE STUDY

A Pioneer Residential Cleaning Company, USA

Building a WBT with Pre and Post Tests: Learning Paths

Background:

With over a quarter of a century of experience, the client continues to research the best ways to serve its customers. It continues to stay at the forefront of the home services industry and remains a model organization in the franchising world.

Client Requirement:

Conversion of ILT material, mostly PowerPoint slides, images and videos, into interactive WBTs to supplement ILT of their training and certification courses. *Course needed to be customized to suit individual users' requirements.*

Challenge:

1. Client provided the raw data (PowerPoint slides, images and Videos).
2. We were required to develop a WBT course in Lectora.
3. We were required to record the audio narrative in Native American voice.
4. Add interactive objects and animations to make the course engaging.
5. The course to be launched on both Moodle and LearnShare LMS.
6. *The main challenge was to make the course serve an individualized content based on the performance of the learner in the pre-test.*

Solution:

1. We developed a detailed storyboard along with the audio script and edited the videos to be placed in the course templates.
2. We appointed a Native American professional for audio narration.
3. As the course was developed on Lectora, we used Macromedia Flash to create visually attractive templates supporting the brand of the client and developed appropriate animations and interactivities to make the course more engaging.
4. The Technology team enabled us to design the templates of the course in such a way that it could be supported by both Moodle and LearnShare LMS'.
5. Our biggest challenge was to *branch* the course to meet the needs of users. We created a pre test to record the score of the user before the start of the course. We then split the scoring into 5 levels and also the course into five sections. The user will be served those particular sections of the course in which he/ she did not score well. The course has a post test which will evaluate the learner after completion of the course and suggests him/ her to take the course again if his/ her scores are not up to the mark.



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Result:

1. An Interactive and engaging WBT course.
2. Course customized to individual competence.
3. Integrated into both Moodle and LearnShare LMS and launched successfully.

About CommLab India

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