

How to Care For Your Records – Design Document

<i>Business Purpose</i>	You, Me and an LP Records noticed customers having a lot of the same questions about caring for their purchases. To save time spent answering the same questions, and to help their customers feel more confident in caring for their purchases, the store wants to provide an eLearning module on their website to refer their customers to.
<i>Target Audience</i>	record store customers
<i>Training Time</i>	10-15 minutes
<i>Training Recommendation</i>	● eLearning course ○ Articulate Rise360 course ■ Due to the nature of customers wanting this information at different times, an eLearning course is the most effective choice. The relatively simple nature of the information suits a Rise360 course, as does the method of providing the training on the store's website. Customers will want a relatively quick way to learn the information, which also supports the use of Rise360 as the eLearning application.
<i>Deliverables</i>	● eLearning course ○ developed in Rise360 ○ scaffolded interactivity with knowledge checks ○ includes final quiz evaluation
<i>Learning Objectives</i>	After this course, learners will be able to: 1. identify the tools needed to clean their records 2. recall the steps for cleaning their records safely 3. differentiate between effective and ineffective cleaning methods
<i>Training Outline</i>	1. Welcome/Introduction 2. Learning Objectives 3. Lesson 1: Tools and Tips 4. Knowledge Check 5. Lesson 2: The Steps 6. Lesson 3: Troubleshooting 7. Quiz 8. Summary (including resources links)
<i>Assessment Plan</i>	● 1 ungraded knowledge check after detailed content ● 5 graded questions in final quiz ○ questions 1 & 2: LO 1 ○ question 3: LO 2 ○ questions 4 & 5: LO 3