

Employee Training Center - Online Training Development

The Employee Training Center (ETC) provides comprehensive online training development services tailored for the faculty and staff of the Cal State Fullerton campus community. This includes a variety of subject/topics such as technical processes, department specific topics, professional development, compliance and more.

This collaborative effort between the ETC and the requesting department relies heavily on the involvement of the subject matter expert (SME) and stakeholders. Communication and participation will be instrumental for project success.

The following details the development process and provides a general timeline that covers the estimated time for each phase for reference.



Phase 1

Scope

The ETC developer will meet with the SME / stakeholders to discuss the objective(s) of the training, establish goals, define the target audience and outline a tentative timeline.

The ETC developer will request the SME to provide any source material or supplemental information. It is recommended to submit content in PowerPoint format. When compiling information, the SME does not need to worry about formatting, design, images, etc., as these aspects will be addressed during the development process by the ETC.

The stakeholders and SME will be provided a Dropbox link to conveniently upload the PowerPoint and any other supplemental materials as needed.

After the Phase 1 Scope meeting the ETC developer will assign a start date for Phase 2. It is important that source material is provided to the ETC developer by the start date.

Please note that the start date may be set a few months post-scope meeting contingent upon the ETC's project requests and staffing availability, as well as the SME's readiness and required time needed to compile the source materials.

Phase 2

Draft 1 - Development

The ETC developer will take the source material provided by the SME and began development of Draft 1. Draft 1 will encompass tasks such as organizing and formatting content, incorporating 508 considerations (noted below) into the design, ensuring learner comprehension and readability, and integrating multimedia elements. Closed captioning, will be addressed at the end due to its susceptibility to frequent text and voice over changes.

This phase is the longest in the development process. The ETC developer will reach out to the SME as needed for clarification on content and/or supplemental resources.

508 compliance considerations include:

Visual Elements	Hearing Elements	Navigation
Contrast requirement for text and images	Closed Captioning	Software compatibility with screen reading software (JAWS)
Font size considerations	Alternative Tagging for images	

Visual Elements	Hearing Elements	Navigation
Design colors		

Multimedia components include:

Visual Elements	Auditory Elements	Supplemental	Assessments
Pictures (Fullerton specific where possible)	Voice Over	Instructional Guides	Reviews
Slide shows	Music	Charts	Quizes
Screen captures		Graphs	
Animations			

Draft 1 - User Review

The ETC developer will send the SME a link to review Draft 1 of the training and gather feedback.

For feedback management, the ETC uses Articulate 360, a user-friendly software that enables reviewers to leave comments that are linked to the respective slide. Please refer to the [Online Training Development - Providing Feedback](#) guide for details on the feedback process.



When reviewing the first draft, the SME should check for the following:

- **Content Refinement:** Ensuring that the information is accurate, relevant, and effectively communicates the intended message.
- **Clarity and Coherence:** Checking the overall flow of the content.
- **Consistency:** Verifying that terminology, formatting, and style are consistent throughout.
- **Content Inclusion / Exclusion:** Any information to be added or removed.
- **Content Verification:** Verify the accuracy of all content.
- **Content Revision:** Identify any major changes to request.

Draft 1 - Edits

The ETC developer will review all comments and feedback and incorporate appropriate changes. If needed, a meeting may be scheduled to discuss requested changes and/or review options.



Please note that this stage may require additional time particularly if extensive changes are requested.

Phase 3

Draft 2 - Development

Draft 2 incorporates the changes, edits, or updates that were made based on feedback or revisions provided in Draft 1. These revisions include clarifications, updates, and enhancements to both the content and overall training.

Draft 2 - User Review

When reviewing the second draft, the SME should check for the following:

- **Clarity and Coherence:** Checking the overall flow of the content.
- **Grammar:** Noting any grammatical errors, spelling, sentence structure issues.
- **Polishing:** Noting any final touches.

Draft 2 - Edits


The ETC developer will make the appropriate updates and add closed captioning.

- ! Major change requests will be slated for review during the subsequent iterations of the training.

Final Draft - User Review

Once all revisions have been made and closed captioning is added, the ETC developer will provide the SME with a link to review the final draft of the training.

The SME will then be asked for their final approval of the training.

-  Final approval indicates the course is finalized and authorized for posting on the Employee Training Center Learning Management System (LMS).

Phase 4

Settings

–Once the final draft has been approved, The ETC developpe will schedule a meeting to discuss the course and assignment settings. The following items will be reviewed:

Course Settings:

- Designation of the Course Owner
 - For support and notification purposes
 - The course owner may be different from SME
- Recurrence
 - If the course will be recurring (if so, the frequency)

Assignment Settings:

- Assignment method
 - If the Course Owner wants to assign the course or allow people to self-register
- Due Date
 - The time an individual has to take (and complete) the course from assignment date
- –Notifications (optional) –
 - Which notifications you would like applied to your course
 - If you would like custom notifications
- –Campus Communication
 - If this is a campus-wide assignment, we will discuss recommended communication of the assignment.

Moving to Production

Uploading the training to the ETC and assigning the course are done at the same time.

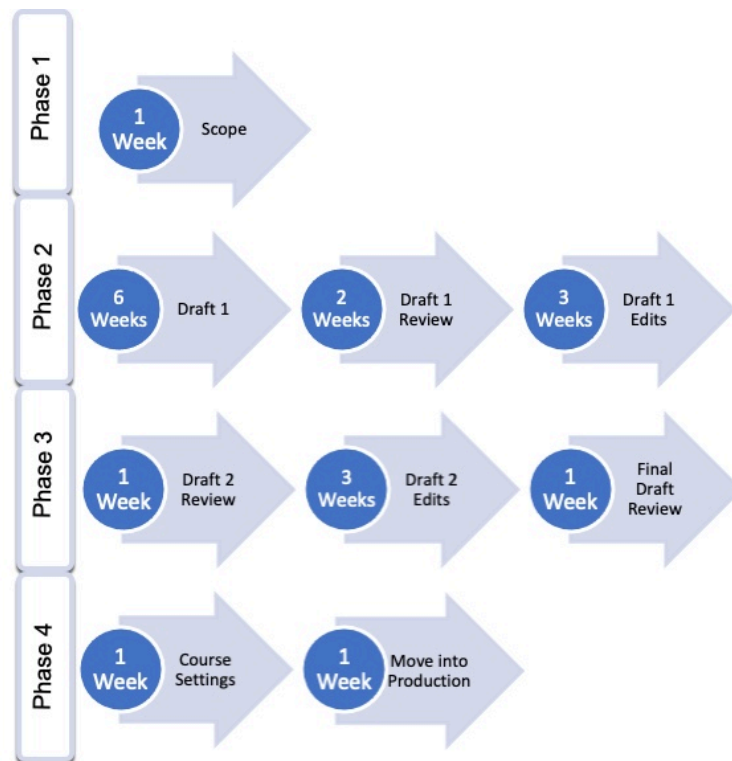
The project requestor and SME will be provided with all relevant course information, such as Course ID, confirmation of settings and notifications frequency (if used).

Based on the assignment method requested, training will be available upon request.

Project Timeline

After receiving the source content in Phase 1, the ETC developer will provide you with a tentative timeline of each phase of the project.

Below is a general timeframe outlining the different development stages for your reference.





Please be aware that the timeline is subject to variation based on factors such as the length, complexity, and volume of content, as well as the inclusion of multimedia components.

Maintenance

–It is recommended that the SME reviews course content and provide updates on an annual basis and as policy changes necessitates updates.

Update Requests:

To request updates, email the employeetrainingcenter@fullerton.edu with the subject line: Online Training Update Request

Please include the Course Name and Course ID for reference.

An incident will be created and the requestor will be contacted regarding their request.

Timeline on updates:

On average updates can take up to 3 weeks. The time required to implement requested updates are contingent upon:

- –Degree and complexity of the changes
- The volume of changes
- The elements it may impact (e.g. video, voice over, etc.)

Questions / Contact Person

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