



Creating Interactive eLearning with Captivate

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What is interactivity?

- **Actively** involves the learner in the learning process
 - Challenges the learner to think
 - Requires the learner to act
 - Provides feedback that directs learning
- Moves beyond demonstration to instruction




Why is interactivity important?

- Needed to create long-term change
- Compensates for the lack of an instructor
- **Benefits of Interactivity**
 - Motivation (engages the learners)
 - Comprehension (activates learning)
 - Retention (makes learning memorable)




What in Captivate supports interaction?

- Features of Captivate that support interaction
 - Buttons
 - Click boxes
 - Text entry boxes
 - Rollover images and text
 - Import of video or SWF files
 - Javascript
 - Quizzes
- Technology by itself cannot create interactivity that leads to instruction.




Interaction Techniques

- Encouraging exploration
- Providing time for reflection
- Modeling behavior
- Reinforcing behavior
- Requiring extended practice
- Testing the learners
- Connecting students to each other
- Connecting to the instructor



Encouraging Exploration

- When possible, let the learners explore the content in their own order.
- Layer information so learners can dig deeper if they need more details or examples.
- Allow learners to skip content they've already mastered.



Providing Time For Reflection

- Ask questions that make the learners think
 - Solve problems
 - Apply their knowledge to new situations
 - Evaluate different options
- Place these questions throughout the training, not just at the end.
- Feedback must be immediate and detailed.

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Modeling Behavior

- Base demonstrations on realistic examples.
- Use a story to string together procedures.
- Demonstrations should do more than show step-by-step procedures.
 - Include tips and tricks, policies, decision-making advice, troubleshooting suggestions, areas to watch out for, and rules/principles.
 - Analyze and discuss key decision points.
- Ask the learner to predict what's next.

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Reinforcing Behavior

Drill and Practice

- Use repetition to help learners remember basic facts, rules, or behaviors.

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Reinforcing Behavior

Coaching and Feedback

- Use simulations to allow learners to practice the most important tasks.
- You can introduce some new information as part of the simulation (variations).
- Provide feedback that reinforces why something is right or wrong.
 - Go beyond single word feedback (right, wrong).
 - Be sensitive to how you tell learners that they were wrong.

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Requiring Extended Practice

- Get the learners to do real work on the live system immediately after a lesson.
- Challenge learners with new situations not previously demonstrated.
- Use discussion lists, chat sessions, and conference calls to facilitate discussions.
- Assign a mentor.
- Hold a short, hands-on workshop following the WBT to complete an entire project under instructor supervision.

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Testing the Learners

- Learners may continue to learn, even during testing.
- Need to provide detailed positive and negative feedback to reinforce learning.
- Encourage learners to repeat material they have not mastered.

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Connecting Students

- Create ways for students to talk to and work with each other.
- Threaded discussions seem to work better than chat rooms.

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Connecting the Instructor

- Use e-mail, chat rooms, discussion boards, and conference calls to make yourself available to the learners.
 - Having access to the instructor provides greater learner confidence.
 - It probably won't lead to as much contact as you would like.
- Create generic e-mail addresses that can be forwarded to the instructor "on call."
- Encourage learners to make suggestions for course improvements during the course. Helps relieve frustration.

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Conclusion

- Technology by itself does not create interactivity that leads to instruction.
- Captivate movies intended to instruct learners need to make the learners stop, think, and act.
- Even with eLearning, there is still a role for the instructor.
- The entire learning experience doesn't have to take place inside Captivate.

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