

Trends in Technology Training

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"30 years from now, the big university campuses will be relics..."

-Peter Drucker

Learning Technologies

The convergence of technology
and training.

e-Learning

Training delivered electronically,
using the Internet to deliver
information when and where
people need it.

Rethink Training Delivery

- One to One
- One to Many
- Many to Many
- All at Once (virtual online community)

Definitions: Technology

Term	Definition	Technology
CBT	Computer Based Training	Disc/hard drive cd-rom
CAI	Computer Assisted Instruction	PC
WBT	Web Based Training	http://www
IDL	Interactive Distance Learning	Satellite, two-way A/V, desktop videoconferencing

“It’s easy to get caught in the techno razzle-dazzle of distance learning. Just remember that nothing happens without the people who develop, design, instruct, support, facilitate, sponsor, and learn.”

- Donna Abernathy, ASTD

Definitions: People

- Instructional Designer- performs the initial analysis and instructional design tasks
- Instructional Developer- writes course material, exercises, reference material and creates instructor presentation
- Facilities/Technical Supportor- ensures that the facilities and/or the technology are set up and operable
- Management Sponsor- sponsors the pilot and promotes the program to the organization

“By 2000, the most common learning technologies are expected to change to a mix of distributive technologies combining text, video, and audio digitally- intranets, multimedia on local or wide area networks, and the Internet or World Wide Web.”

- Maine ASTD, 1997

Percent of Companies Using the Various Learning Technologies by Year N

Learning Technology	Used in 1996	Will Use In 1997	Will Use By 2000
CBT: disk/hard drive	55.2	63.5	42.7
Video: Teleconferencing	53.1	56.3	42.7
CBT: CD-ROM/CD-i	42.7	54.2	32.3
Interactive Television/Video (including Satellite)	37.5	42.7	41.7
Multimedia: CD-ROM/CD-i	29.2	37.5	40.6
Computer Teleconferencing	14.6	22.9	40.6
Intranets	13.5	44.8	57.3
Multimedia: LAN/WAN	12.5	24.0	46.9
Virtual Reality/Elec Simulation	1.0	2.1	20.8

Advantages of CBT/WBT

- Reduces travel costs
- Course customization is faster
- Allows continuous learning
- Widely accessible & transportable
- Empowers learners

Disadvantages of CBT/WBT

- Technology issues
 - Browser & bandwidth limitations
 - Technical support required
 - Links and formatting issues
- Message lost in the messenger?
- Requires commitment, easy to be distracted
- Student must initiate interaction with other students

Questions to ask about online learning sites

1. How much does the course cost?
(Extras: phone support, books & mat'ls, tutoring time?)
2. How long can I take to finish?
3. What are the prerequisites for this course?
4. What are the technical requirements at my end?
5. Do you provide test systems for practice exercises?
6. Are there interactive sessions? When?
7. Can we stay in touch after the course?
(Support, chat rooms, alumni sessions: costs?)
8. Do you provide documentation of successful course completion?

TRAINING PROVIDERS OF INTEREST TO HP USERS

Instructor-led Classroom Training

- HW/SW Vendors
 - Hewlett Packard
 - hp3ksrch.external.hp.com
- SAP
- Oracle
- System Integrators
- Training Companies
 - Aris Corporation
 - Netsysco Infrastructure Services

TRAINING PROVIDERS OF INTEREST TO HP USERS

Online Learning

- e-learning.hp.com
 - Hewlett Packard
- aris.com
- cyberstateu.com
- cisco.com
 - mentorlabs.com

Summary

Training technologists requires an understanding of both the adult learner and the demands and motivators of the people who work in technology.

INFORMATION RESOURCES

- www.astd.com American Society for Training & Development
- www.click2learn.com Portal site for training
- www.uidaho.edu University of Idaho Engineering Outreach
- www.webbasedtraining.com/wbt Web Based Training Information Center
- www.fatbrain.com
- www.shrm.org Society for HR Mgmt