Carolyn Schmidt, Office of the Chief Information Officer, DOC

PERSONALLY IDENTIFIABLE INFORMATION: AN INTERACTIVE STORY

Training Technology Assessment

- Need:
  - to migrate away from "death by PowerPoint"
  - to retain interest of a multi-generational workforce
  - to use technology to promote learning objectives
  - to include interactivity and games while promoting learning objectives

Training Technology Assessment

- Focus on PII topic given DOC incidents and broad applicability
- Partners include:
  - DOC Office of the Chief Information Officer
  - DOC Office of Privacy and Open Government
  - DOC Office of Human Resource Management
  - DOC Privacy Council
  - Subject Matter Experts across DOC (Census, NIST, OS)
  - Usability staff (for development of post course assessment)
- *Partnerships are a key to success!*

Learning Objectives

◉ Identifying PII

◉ Protecting and Handling PII

◉ Reporting Suspected PII Incidents

◉ Consequences

About the Design

- Story
- Avatars (characters or learning agents)
  - 4 women, 6 men
- 4 mini-games
  - tests each teaching point for that module
- Screen background is the physical environment
- Situations expressed through some audio
- Conceptual use of 3-D

Learner Engagement

- Interaction at least every 3-4 screens
- Build-in checks on learning, with feedback
- Solicit application responses rather than asking questions requiring recall responses
- Vary frequency and complexity of required learner response
- Use independent research to allow for information discovery
- Provide challenges related to content
- Provide a scoring system

Technical Specifications

- Developed using Adobe Flash CS4
- Programmed using Actionscript 2.0

- Flash 8 (lowest DOC configuration)
- SCORM 2004 v3 protocol

- Can be easily updated and supported by a mid-level Flash/web programmer

End product

- Stand-alone product (CD)
- Integrated within the Commerce Learning Center
  - Full script (Word)
  - Reference material (PowerPoint)

508 Compliance

- Full script and reference document

- Audio limited to support scene moods or ambient sound
- Narrative and directional text is written
- Course uses a combination of:
  - readable text assets
  - alt tags for images and animations
  - tab order that assists reader prioritization

Training 2011 Interactivity Shootout Winner for *Discovery Learning*

34th Annual Training 2011 Conference & Expo

Where Social Learning Leads to Collaboration and Performance

Lessons Learned

- Planning
  - Define objectives and storyline
  - Have real-world scenarios
  - Commit subject matter experts
  - Generalize
  - Segment where possible
  - Assess economic feasibility
  - Engage EEO or civil rights for character representation

Lessons Learned, cont'd

- Implementation
  - Engage training council, IT help desk
  - Must be phased rollout (network/LC load)
  - Address scoring (numeric or pass/fail)
  - Associate a completion certificate with course
  - Reassess instructions within course
  - Have associated resources
    - text script (508 compliance)
    - reference material

  - *ONE SIZE DOES NOT FIT ALL!*

Measuring Success

1) How are we measuring success of the Learning Objectives?
   - slide bar as user's gauge
   - user gain points based upon answers to mini-games and 'While You Were Out Memo' questions
   - scoring based on how many attempts it takes to perform the game actions or answer the questions
     - above average = 85-100
     - average = 70-84
     - below average = 70
2) How are we measuring success of the Training Technology?
   - Post course assessment

BACK
TIME
00:03:28
NEXT
SCORE
EXPERIENCE
PAGE: 4 of 9

You are now ready to play the first mini-game.

Click the PLAY Post-it note to start the game.

PLAY!

TIME
00:12:16

SCORE

EXPERIENCE
PAGE: 6 of 9

BACK

NEXT

You are now ready to play the second mini-game.

Click the PLAY Post-it note to start the game.

PLAY!

Questions?

U.S. Department of Commerce

Office of the Chief Information Officer

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