

Overview of The *CapacityWare*[™] *Blended Learning Program*

Integrated Program Overview

Introduction. This overview is written for the potential learner or supervisor/manager interested in creating a highly specialized curriculum that will serve the needs or wants of the individual and their organization concurrently.

A. Blended System. It is a blend of online subject matter selection with delivery based on two primary options: 1. independent Internet-based study and 2. workshop face-to-face topics that can best be delivered in either of these two options. In addition, there are additional alternatives that can and ought to be used by learners to meet their individual needs and wants; for example, video teleconferencing with fellow students and/or mentor/instructors. One or more mentors will be assigned or selected by the participant based on the path of study being pursued.

B. Variable Investment. The costs associated with involvement can be individual or organization-based, can be calculated based on an estimate with unused amounts retained as credits on future use, or applied to other purchases. Both pre-learning assessment and post-learning examinations are required to receive "credit."

C. Commitment. Participants are asked to commit to a sufficient schedule of study to enable being prepared for face-to-face workshops and video conferencing so as to be a viable contributor to a learning dialog.

D. e-Learning Activity. Engaging in study alternatives are done for several reasons. First, the participant has a desire to learn about *CapacityWare*[™] Technology at sufficient depth to be of use in their work. Second, this includes an initial exposure or a subsequent study to add needed depth. This e-Learning option is used as a pre and post component to typical workshop designs. Finally, some may take advantage of these alternatives as a replacement for missed workshops where attendance may not have been possible.

E. *CapacityWare*[™] Credential Unit (CCU). *QWLC* tracks and documents the earning of credential units on the learner's Transcript. The system used is similar to that used to award Continuing Education Units by some client organizations. In the event *QWLC* is able to award CEU in the future, a potential reconciliation will be launched at that time.

F. Unique Terms. Meaning of words and phrases included in this technology:

- Gateway, a web page that provides access to a large number of related topics.
- RoadTrip, RoadShow, and RoadShowCase, are away-from-home events.
- Path, is a sequenced set of topics of interest to the e-Learner.
- Synchronous events are face-to-face conditions that permit live interaction.
- Asynchronous events are sequential communications, not live.
- Mentor, is a person who provides help based on experience in the domain.
- Sponsor, is someone in the e-Learners organization who observes and evaluates.
- Practicum, is a "real" event lead by the e-Learner that provides live experience.

The following are steps integral to the System.

1. Finding the RGB e-Learning Opportunities Gateway. If you're here, that likely happened in any one of several potential ways. We believe it is important for those who may be interested to know how *QWLC* stimulates interest in our e-Learning options. Our primary effort is through our *RoadShow* initiative. As we present at conferences, our literature and occasional remarks refer to the e-Learning opportunity as a way for participants to engage from locations across the country that do not readily permit resident study. So, first and foremost the e-Learning venue offers a substitute for continued face-to-face learning that might not otherwise be possible. A secondary rationale is that many students prefer engaging in *on-my-time and at-my-pace* alternatives. Finally, the e-Learning option is produced at lower cost without a loss in effectiveness. *QWLC* intentionally bypasses the glitz and glamour of many e-Learning systems for the lower cost alternative that still meets the needs of those we serve.

(www.ltodi.com/online_learning-page.htm)

2. Integrated Overview of The *CapacityWare*™ Blended Learning Program. This document is our primary *CapacityWare*™ E-Learning System overview. Specific "courses" or isolated topics will have a Study Guide that pertains to those offerings. This document, however, is the only overarching explanation of this blended System. If it falls short of meeting a "context" need, please provide us feedback that can be used to make improvements. Our aim is to provide a spectrum of topics that can be tackled individually or as part of a curriculum that might include a traditional group of learners participants that work together in an organization, or that might serve in some related capacity in an organization across the country or around the world. Access to the Internet is the common ingredient that will bring all learners together. Even synchronous components (together at the same time) can be managed effectively, for example, with video conferencing when and if needed.

3. Submission of a Registration Form, an Application, and/or Biographical Information. We need to know something about each participant by collecting information related to this experience. Online registration provides sufficient information to enable the establishment of minimum records to adequately support learning objectives. A more comprehensive application might be requested IF *QWLC* assistance will be needed to make recommendations to help augment current experience or training to meet learner's needs. Finally, it may also be advantageous to electronically submit a simple biographical to help personalize the online relationship. You may also be asked to complete a short survey to help determine your information technology capacity to complete the study material.

Minimum if not already known to *QWLC* - (www.ltodi.com/RegistrationForm.htm)
If Requested - (www.ltodi.com/xxx)

4. Interview or Exchange. In the event the e-Learner has had no direct face-to-face (non-electronic) contact with *QWLC* as yet, it will be entirely appropriate for *QWLC* to initiate contact to authenticate the relationship before proceeding. The rationale for this contact will be to personalize the relationship sufficient that it will be productive and meet the needs of the e-Learner. Contact may be telephonic based on the information contained in the Registration Form, or Application Form. In the alternative Skype may be used if a video component is desired, and a convenient schedule is agreed upon (use e-mail to arrange the schedule).

e-mail - (ltodi@aol.com)
Skype video - (joseph.j.lacroix)

5a. Declaration of Study Path. Topics to be included in a Study Path are selected by e-Learners via the completion of an initial Curriculum Survey used to identify a list of topics leading to an e-Learning objective or credential. Selection of a Study Path does not necessarily establish an order of study. The order in which topics are undertaken is created by *QWLC* based on e-Learner goals and the potential synergistic nature of topics.

Teams Facilitator (www.ltodi.com/xxx)
FastTrack RGB Certification (www.ltodi.com/xxx)
RGB Certified Practitioner (www.ltodi.com/xxx)
CapacityWare™ Software Administrator (www.ltodi.com/xxx)
Current Menu Lists (www.ltodi.com/WCDS_Survey.htm)
Diversity (www.ltodi.com/xxxx.htm)

5b. Mentor(s) Assignment or Selection and Contact Requirements. One or more mentors will be assigned to each e-Learner with study interaction requirements. Copies of all assessments and examinations will be automatically sent to assigned mentor(s) and the e-Learner can expect to be contacted in the event minimum expectations are not met to determine next steps that will lead to optimum performance. Requests for a change in mentor(s) will likely be honored quickly. A list of potential mentors is posted online as a means accommodating selection. Initial selection is facilitated via e-mail through *QWLC*. Mentors may require a charge for extended service.

List of Mentors (www.ltodi.com/the_rgb_workshop_tours_who.htm)
e-mail Requests (ltodi@aol.com)

5c. Financial Arrangements. In addition to traditional arrangements, *QWLC* is also amenable to a pay-as-you-go situation, an organization purchase order, or even an *e-Bay* purchase using PayPal. In any event financial arrangements must be completed before additional steps are undertaken.

e-Bay.com, PayPal - (search for “QWLC”)

5d. Install CapacityWare™ Software. *CapacityWare™ Software* is a *QWLC* proprietary software package that accommodates many of the attributes of the traditional Learning Management System (LMS). The system is a Microsoft® PC-driven application that also requires the MS Office Suite (Word, Access, Excel, and PowerPoint) to be fully functional. The system will NOT be made available to users who fail to meet the minimum standards of "tech friendliness" required to make optimum use of this tool.

OR

5d. Providing Password Set and Social Networking Links. Upon satisfactory completion of the pre-study assessment e-Learners are provided with one or more passwords that provide access to key protected documents used as study materials within the *QWLC* domain. At the same time links are made available for web site access and social networking sites that will be used for different parts of the learning process.

Single source for initial e-Learning information - (www.ltodi.com)
Single gateway for "client related" data collection - (www.QualityofWorkLife.com)
Brief participation updates - (Twitter @RGBPROZONE)
Facebook for Road-Trip-Show-Case results - (Quality of WorkLife Consultants)
LinkedIn for e-Learner Discussions and Networking - (Elizabeth & Joe Lacroix)
YouTube for video clips of materials related to a specific topic - (RGBFounders)
Skype for video conferencing among participants - (xxx)
Blog that treats a variety of topics - (eProZone)
e-Bay for online purchase convenience (QWLC xxxx)

5e. Optional Special Topic Curriculum. Upon request *QWLC* is amenable to creating a specialized curriculum using the *CapacityWare*TM organization development (workforce capacity development) technology assets that would be unique to a specific organization-based application. The means to accomplish this task would be based on the specific requirements of the requestor. It would be best to initiate an inquiry telephonically or via e-mail as a special request. Although some special considerations may be required, the System as outlined herein is likely to be adequate in all regards.

QWLC telephone (xxxx)
Skype (xxxx)
e-mail (ltodi@aol.com)

6. Establish or Update Transcript. This action will be completed by *QWLC* and communicated to the e-Learner. The Transcript address and contents will be online, password protected, and managed by *QWLC*. The e-Learner is in complete control of the password through *QWLC*. It is recommended that the Transcript be checked periodically and errors reported immediately upon discovery. Transcripts will contain activity and awards.

(www.ltodi.com/CLT-xxxxxxxxx.htm)

7. Pre-study Assessment. In order to determine the effectiveness of study, many topics/courses have a pre-study assessment designed to provide a knowledge baseline of the topic area. If used, it will be the initial task listed on each appropriate Study Guide. Normally the pre-study assessment consists of an online survey to collect information from the e-Learner about the topic. Typically the results are provided to the e-Learner immediately after completion, to *QWLC* upon submission, and to the assigned mentor(s) as a notice that interaction may be necessary in the foreseeable future. When the topic/course study is completed a post-study examination is completed (see step 19) in order to help determine if adequate learning has occurred. This does not include the ratings received as a result of required practicum completion as evaluated by a mentor or sponsor/observer.

8. Specific Topic Study Guide. Each specific topic within a study path is preceded by a study guide that provides the e-Learner with needed information before study begins. The Study Guide is an entry gateway to all the related materials that will be needed to complete the topic requirements (see steps 13 through 19 below). Study Guide links are embedded in the e-Learners Transcript AND at the e-Learning page under "**Current Path Selection Options**" as part of the menu bar.

Link for the e-Learners Transcript - (www.ltodi.com/CLT-xxxxxxx.htm)
Current Path Selection Options - (www.ltodi.com/xxxx)

9.. Read/View/Study Assigned Materials. At the foundation of *CapacityWare*TM Technologies is a wealth of materials produced specifically for this purpose. In addition, Study Guides often require research (Internet research is recommended, although traditional library materials are also available at the e-Learner's option). Production materials include: written documents, Case Studies, PowerPoint® presentations, video clip productions, online discussions, as well as engagement in scheduled online video conferences when appropriate. Examinations typically cover passages found directly in assigned materials but may also require the e-Learner to reach conclusions or fabricate designs based on assigned materials.

10. View Available Support Options. The behaviors present in organizational life are often portrayed in popular film, TV series, and applicable documentaries. In some cases the Study Guide may list valuable viewing options for the e-Learner as well as follow-through self-examination options to assure learning in specific areas covered by the topic area. For example, the General Patton character played by George C. Scott in the film "Patton" is an interesting study in leadership behaviors and is therefore recommended for an in-depth treatment of certain topics.

11. Synchronous Workshop(s). Typical collaborative asynchronous options include: e-mail, and e-discussions. Synchronous collaborative options include: telephonic exchanges, Instant Messaging or scheduled e-discussions, and video conferencing. The outcome of either option is the exchange of ideas with participants in the same topic or path. The object is enhancing the learning by generating potential synergy among participants.

e-mail participant lists -
telephone lists -
IM options -
teleconferencing lists -
video teleconferencing lists -

12. Complete Self-Assessment. Self-assessments engage the e-Learner in an exercise that will produce measurable result indicative of what has been learned. The self-assessment results are not counted in the e-Learners grade, but are shared with any assigned mentors as a means of prompting discussion. Self-assessments also contain a practical amplification of topic material as a value-added bonus that may not be found elsewhere.

13. Complete Topic/Course Online Examination. A pass/fail online examination is administered to each e-Learner as a standard for awarding topic or path credit or certification credentials. Any score below 70% is failing and the e-Learner may exercise any one of several options to bring the score to a pass level. Copies of online results are forwarded to the mentor(s) for remediation and posted to the Transcript soon after completion.

14a. Arrange for an Internal Observer (when required). When a practicum is required for certification and licensure, an internal sponsor may be selected by the e-Learner as an evaluator/observer as a substitute for a *QWLC* certified representative. In this case the sponsor

attests to the credibility of the performance of the e-Learner within the context of the practicum required. Sponsor/Observer guidelines and evaluations are available to assist in this assignment.

14b. Schedule/Configure Practicum. Normally, a practicum is required for certification and licensure purposes only. When a practicum is required, a coordinated effort is made to schedule the event so that all those interested in attending may be present. The practicum design/configuration is selected from among those approved for practicum use and adjusted (minor) to meet local conditions. The final design/configuration is approved by *QWLC*. The rationale for engaging in a consistent design/configuration is to assure that consistency is maintained across the network of practitioners. The e-Learner to undergo practicum activity is provided all the evaluation materials that will be used to gauge sufficiency.

14c. Complete Practicum. The e-Learner completes the practicum under observed condition or makes arrangement to have the practicum video taped if this alternative is appropriate. The minimum standard includes a complete video tape, comprehensive participant evaluations, and event clinic results.

15 through 17. Issuance of Path Completion Documentation. The options range from a simple certificate for topic-path oriented completion to a highly visible certificate display that anyone would be proud to have on their brag wall for practitioner certifications. Naturally, the Transcript is updated with appropriate notations. Depending upon the desires of the graduate, additional options for involvement and visibility may also be available in the *CapacityWare™ Practitioners Network (CPN)*. Any appropriate letters required that serve as notification to employers or associations will also be created and presented.

18. Community Network Assimilation (when requested). Once a Certified Practitioner gains experience they are likely to be asked to "give back" by providing mentorship services to others for which their expertise would be valuable. Also, as a practicing member of this Technology, they may also be interested in marketing their availability on CPN web-space so they might join with fellow practitioners in events that require multiple practitioners to serve large complex client organizations. Practitioners are encouraged to submit deviations that can be used by others across the CPN as well.

19 and 20. Evaluations and Analysis. Participants are required to evaluate events and processes as they progress through any path to assure that offerings meet the rigorous demands of e-Learners and practitioners alike.

21. Process Modification(s). As the implications of evaluation feedback are analyzed, it may result in modifications to this process. As suggested modifications approach finalization they may undergo "testing" by volunteers to determine value-added. Following the completed trial and finalization, modifications will be fully integrated into this System.

Continuous - Monitor Feedback from Events. For those who become serious practitioner certificate holders, a continuing program of monitoring at appropriate intervals will be made to assure quality and consistency standards are met. Once the consistency practicum has been

demonstrated departure from that consistent format is encouraged in order to serve clients optimally.

Summary

The options available to the e-Learner through this system allow online study *at your pace*, and *at your place*. It can be used to largely replace what might have been burdensome resident study, simply engage in a resident session that you were unable to attend.

Although there are over 20 steps in this program, it is not necessarily a requirement to complete every step. Once registered and your study goals known, you will be guided through this process by a mentor knowledgeable in how this system can work to your advantage. This agreement, between you and your selected/assigned mentor will be fully documented with *QWLC* to follow the course you have established, once approved.

You study selections may lead to a certification with licensure so that you can practice this technology as comprehensively as your talent will allow. We hope you will become an active member of our team and gain the experience necessary to help others through this process. Although this level of commitment is not required it will likely be encouraged.