

Most asked questions about the Can I...? Performance Improvement Series

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What is the Can I...? Series?

The Can I...? Series is a range of interactive multimedia training courses distributed on CD-ROM.

Each course is designed to develop critical personal and business skills that are required in the more team based workplace of the nineties.

All the Can I...? Series courses are competency based. They recognize the difference between learning about something and learning how to do something, and therefore focus on developing practical skills that can be applied immediately.

The courses are much more than just stand alone self study CD-ROMs. They provide trainers with a comprehensive and flexible resource kit including copyright-free text materials and optional workshop sessions to enhance the transfer of the skills developed during the self study component of the course.

What resources are supplied with a Can I...? Series course?

There is much more to each course than just the CD-ROM. Each course consists of:

- A self paced interactive multimedia training CD-ROM
- Administration System for administering the courses and tracking student progress
- Student Guide
- Installation and Administration Guide
- Can We...? Facilitator Kit which provides workshop activities, outlines, and resources
- Workplace Support Tool
- Course Completion Certificate
- Installation Checklist
- Administration System Checklist

Copies of all of the guides, checklists, and workshop activities are distributed on the CD-ROM and may be copied or modified copyright-free.

Who should do these courses?

The Can I...? Series is not designed for any specific group, such as sales or management. It is for all those people in an organization seeking professional development to enhance their performance and contribution in the workplace by acquiring expertise in a broad range of skills. This includes those who may have traditionally worked in a management, supervisory, or very specialist and isolated roles.

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How long is each course?

Each course offers 3-4 hours of self study, but this time can vary as, in any Can I...? Series course, a learner has total control over the pace they wish to learn at. The optional facilitated workshop activities allow organizations to apply their own procedures, skills, and strategies. Each activity in the Can I...? Facilitator Kit takes between ten and sixty minutes.

What PC do I need to run a Can I...? Series course?

Any 486 DX PC with a dual spin CD-ROM and 16 bit soundcard will run a Can I...? Series course. However they will run even better on higher end PCs such as Pentiums with a quad spin CD-ROM drive. The courses are distributed on a single CD-ROM. They come standard with both software (QuickTime) and hardware (MPEG) video playback, commonly a RealMagic card.

Can I track student information and test results?

Yes. The password protected Can I...? Series Administration System is standard with every course, and tracks student information, such as how much time a learner has spent in a course and their test results for all the courses they have undertaken. All the learner related data can be recorded on either a diskette, hard disk, or fileserver.

The Administration System is also capable of printing reports, changing installation settings, and even finding out the configuration of the PC on which the course is installed.

Do the Can I...? Series courses run on a network?

No, the current versions of the courses do not run on a network. The restriction at the moment is based on the licensing of the courses and more importantly the capability of the networks to handle multimedia. At present most networks are not powerful enough to distribute multimedia concurrently to multiple PCs at a rate that would create a productive learning environment.

Are there restrictions on the number of learners who can use a Can I...? Series course?

No, once you have acquired a course you can put any number of learners through the course and make as many copies of the copyright-free text materials as you require.

Are the Can I...? Series courses interactive?

Yes, the courses are very interactive and do not just rely on the traditional forms of interaction such as multiple choice and fill in the blank questions. Through the use of sophisticated interactions and simulations the learner is constantly interacting with the course.

The Can I...? Series courses also accommodate the interactivity traditionally offered through video courses by basing all the courses around a storyline which is set in one workplace and with a single group of people, whose characters you get to know and interact and identify with.

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Does a learner or group of learners have to complete a course in one session?

No, the courses all have the option of 'bookmarking' which records where a session was ended and will automatically take a learner back to that point in the course when they resume.

Are all the courses structured identically?

All the courses are made up of four or five modules, each of which is made up of between one and seven topics. Pre and post testing are provided as options and these can be selected when the course is installed.

Each course has an introductory module which includes an overview of the course that provides a non interactive summary of the course content. Each course can be implemented individually with different customization options selected during installation.

The intuitive navigation interface is the same for all the courses. It is always available to allow the learner the flexibility to move where they want in the course and to access such features as the notebook which allows the learner to make course notes directly onto the computer.

What happens if I want more copies of the manuals?

You can make as many copies as you wish from the copyright-free text materials supplied on the CD-ROM. You can copy and modify the text materials to reflect your organization's culture, content requirements, or presentation style.

Do learners only do these courses by themselves?

No. The Can I...? Series courses are implemented in many ways including individual self paced learning, small groups, or workshop environments.

Can I add material from my own organization to the Can I...? Series courses?

Yes. Tarragon has included some features into every course that enable you to customize the course yourself. Descriptions and easy-to-use instructions are contained in the Installation and Administration Guide and the instructions are also provided on the Installation Checklist.

You can, for example, add your own logo or a graphic and text to display at the beginning of a course and add a sound message to play at the beginning of the course. You may add different pictures, text, and sound for each course or have the same combination for all courses.

You can also replace the course on-line glossary, modify the post-test competency statements, and modify the Student Guide and Facilitator Kit to reflect your organization's terminology and to dovetail into your organization's training program. All texts are provided copyright-free on the CD for you to modify and to make as many copies as you need.

Should you wish to change the content of the interactive self study part of the course this would require modification to the course by Tarragon.

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Can you develop personal and business skills using interactive multimedia training?

Yes. Traditionally the development of such skills has been the domain of workshop delivery, this is a time consuming and expensive practice and consequently the numbers of people who could be trained is limited.

The Can I...? Series allows a large number of people to be trained in a fraction of the time required by instructor led training programs. The courses are highly interactive and are workplace based with everyday business scenarios, allowing the learner to be very much involved in the learning. This involvement greatly enhances the learning process and ensures the transfer of skills into the workplace.

The courses can be used in a stand alone way or incorporated into training programs which may or may not include workshop based activities.

The Can I...? Series courses also include workshop activities which organizations have the option of implementing. These activities are designed to be run by a facilitator, such as a team leader, supervisor, manager, or a professional trainer and are used to apply the skills which have been developed in the course to their own organization.

The option to customize all Can I...? Series courses by adding an organization's logo, screen message, and audio file at the beginning of each course, replacing the on-line glossary, and modifying all the text based materials allows an organization to create a unique course for their employees.