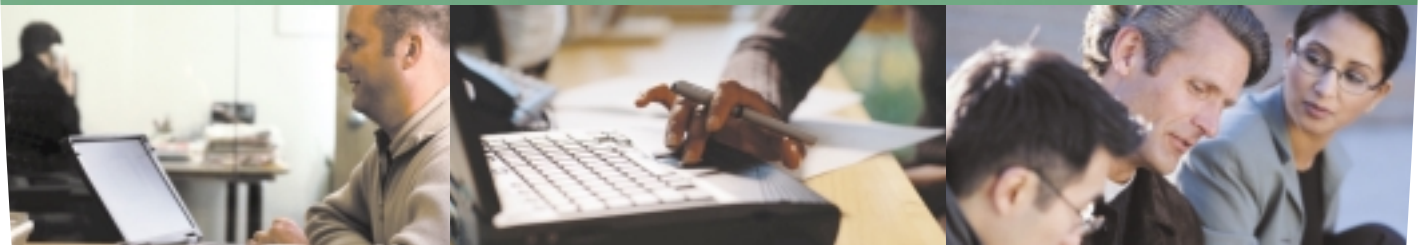


Getting Started: Your E-Learning Guide



Campusdirect.gc.ca



For more information or copies, please contact *Campusdirect*.

questions@campusdirect.gc.ca
373 Sussex Drive
Ottawa, Ontario, Canada K1N 6Z2
Tel: (613) 992-5344

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Introduction

1





The Public Service is committed to becoming a learning organization and encourages employees to embrace continuous learning. With busy work and personal schedules, that is sometimes easier said than done. Now, however, the learning environment is changing to accommodate the increasing need for knowledge and skills, busy life styles and limited budgets by utilizing the amazing capabilities of new technologies. E-learning is a rapidly growing field and has much to offer to both learners and managers.

This guide will give you an overview of e-learning and help you take advantage of the wonderful array of resources available at your fingertips.

Managers and HR/learning specialists will find this a source of useful information for both promoting an e-learning culture within their organization and assisting staff who choose to embark on an e-learning journey.



“The Public Service is committed to becoming a learning organization and encourages employees to embrace continuous learning.”

Why E-Learning?

2





Electronic information and communications technologies, the Internet in particular, are transforming the way we go about learning and have expanded the types of learning opportunities available to us. Of course there is the traditional classroom setting, which still remains one of the best ways to acquire certain knowledge and skills. However, e-learning opportunities are on the rise, offering greater flexibility and a wide variety of formats and learning topics to meet individual needs and learning styles.

With busy work and personal schedules, learners often appreciate the convenience of the “anywhere, anytime access” of e-learning. Many also like the increased control it gives them over their learning activities. Managers like the ready availability of “just-in-time” learning for their employees as well as the potential cost savings as training time and travel costs are reduced.

When building their personal learning plans, employees and managers alike can now consider e-learning as an alternative way to help meet specific needs. They can also look for ways to begin integrating e-learning with their workplace activities on an ongoing basis.

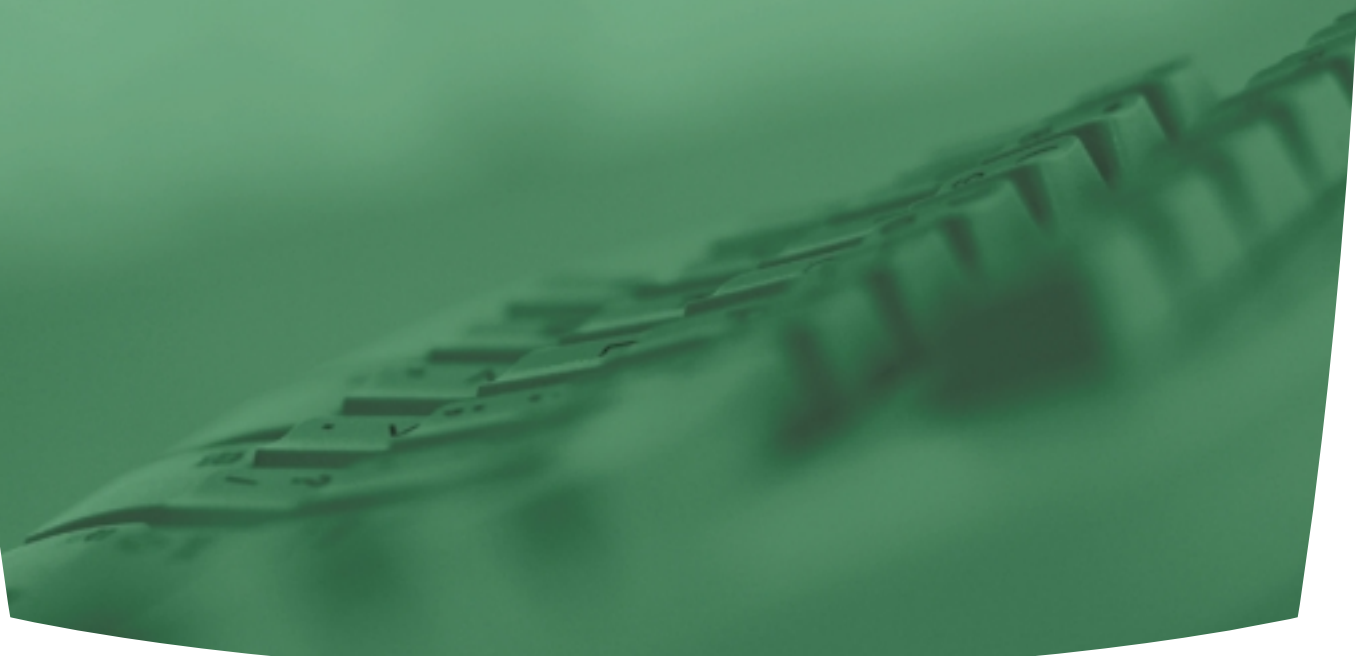
The Government of Canada has taken a leadership role in e-learning. It has funded a three-year pilot project called *Campusdirect.gc.ca*, managed by the Canadian Centre for Management Development (CCMD). This exciting new Public Service-wide e-learning portal was launched on April 28, 2003. Its comprehensive e-learning library currently contains over 100 self-direct online courses that readily relate to the common learning needs of Public Service employees. New online courses will continue to be added to the library throughout the project.

While the E-Learning Library is the cornerstone of *Campusdirect*, this e-learning portal also offers a variety of e-learning services and resources of interest to learners, managers and HR/Learning specialists.

For an in-depth look at e-learning services and resources, see Section 12 on *Support and Resources*.

What's in it for You?

3

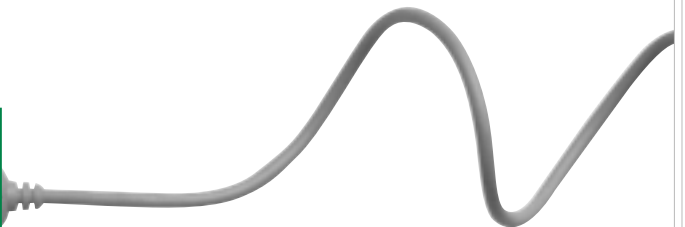




The greatest benefit of e-learning is that it can be shaped to fit the needs and characteristics of your personal learning plans. It gives you control over your learning. You can

- choose your learning programs to suit your learning preferences and lifestyle.
- access learning materials from home, when you are traveling, and from the workplace.
- learn at a time most convenient to your schedule.
- make the most of your learning needs by concentrating on the learning modules that are most relevant to your needs.
- access “just-in-time”, up-to-date information to maintain and enhance your knowledge and skills.
- take more responsibility for your personal success.
- determine your pace and path for learning.
- learn in the world’s smallest and largest classrooms.

“E-learning gives you control over your learning.”



What is E-Learning?

4



In its simplest form, e-learning is any learning that you can access by electronic means such as videoconferencing, CD-ROMs and computer-based learning tools, to name just a few. Today's e-learning also takes advantage of Internet and organizational intranet connectivity. E-learning activities often combine several technologies such as electronic documents, video and audio clips, animation, e-mail, chat, discussion forums, online whiteboards, online mentors, etc.

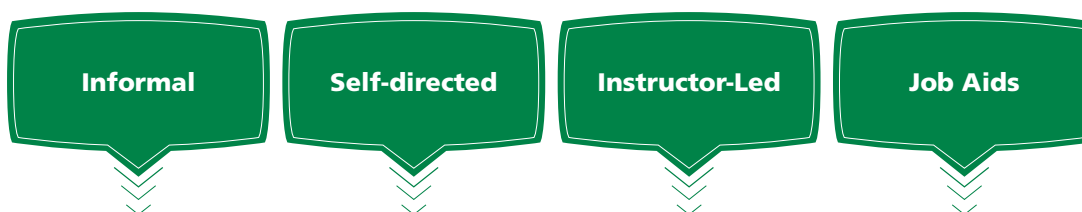


“Today’s e-learning also takes advantage of Internet and organizational intranet connectivity.”



E-learning is focussed on the learner who has control of how she/he selects, plans and participates in learning opportunities.

E-Learning happens in many ways, from informally acquiring information to participating in a structured online learning event coordinated by an instructor.



Informal

Informal e-learning activities are similar to traditional learning activities like referring to a book, or having a discussion with the person in the office next to you.

For example:
You might want to access a website to help figure out a vehicle repair problem, or e-mail a colleague for help related to a work task.

Self-directed

You can choose to access learning opportunities online and work at your own pace, anytime.

Self-directed e-learning activities are similar to traditional learning activities like working through self-study manuals.

The *Campusdirect* E-Learning Library offers self-directed online courses.

Instructor-Led

Instructor-led e-learning always involves an instructor or facilitator and so will be in real-time.

This type of e-learning activity is similar to participating in traditional learning activities like workshops and seminars. Participants are in different locations and connected by technology such as videoconferencing or webcasting.

Job Aids

Job aids is an umbrella term for tools that you access to help in performing a workplace task, for example, a video, a glossary, guidelines for filling out an expense claim, checklists, flowcharts, diagrams, maps, procedures, and so on.

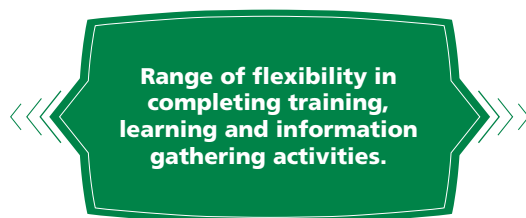
The difference now is that these are online for you to view, download or use right on the screen from anywhere at any time.

You can find opportunities for e-learning either in real-time or at the time of your choosing. It depends on your needs.

- ◇ *Real-time, or synchronous*, e-learning activities include online discussions or chat sessions and videoconferencing, where everyone involved is participating in a particular activity at the same time, even though they are in different places. Real-time activities most resemble a traditional classroom setting.
- ◇ *Anywhere, anytime, or asynchronous* e-learning activities do not take place in real-time. They can take place any time you want. Examples are e-mail exchanges and online self-paced courses. Asynchronous e-learning activities are the most flexible and can be easily incorporated into your personal schedule.



Synchronous
Everyone together at the same time.



Asynchronous
Individuals working at their own pace, anytime.

Your e-learning plan can be made up of a mixture of activities that can be both real-time and at a time of your choosing. For example, you may want to participate in an online self-directed course that is complemented by a few real-time videoconferencing sessions that connect you to experts from another country. Or you may participate in a real-time videoconferencing session that is complemented by anytime e-mail collaboration with the instructor.

When a traditional classroom approach is combined with e-learning it is referred to as *blended learning*. For example, you may access the Web to learn prerequisite course information, sit in a classroom for a scheduled lecture or presentation, and then use a web-based toolkit to apply what you have learned.

Note: As you have noticed, e-learning has its own jargon. Often you will fully understand a concept but just don't recognize it by the term used. Refer to the Glossary for explanations of terms associated with e-learning.

Are You Ready for
E-Learning? Let's
Take a Quick Look

5





The following is a two-part self-diagnostic tool. You may already have an understanding of some e-learning jargon and be familiar with certain computer and Internet functions. Take a minute to check out the knowledge you already have. You will then be ready to build on this knowledge and develop additional e-literacy skills.

E-Literacy

Place a check mark (✓) under **Yes**, **No** or **Not Sure** to indicate whether or not you know what each means.

E-Learning Words	Yes	No	Not Sure
E-learning			
Internet			
Intranet			
E-mail			
Web Browser			
Search			
Asynchronous Learning			
Synchronous Learning			
Plug-ins			
Online Forums			
Chat Groups			
Netiquette			
WebCast			
Video Conferencing			
Audio Conferencing			
Cookies			
NetMeeting			
Downloading			

Enter the total Yes responses in the box below to indicate your *e-literacy* readiness.

0 6 12 18

Good Better Even Better

E-Skills

Place a check mark (✓) under **Yes**, **No** or **Not Sure** to indicate your responses.

e-Learning Skills	Yes	No	Not Sure
Can you start and shut down a computer?			
Do you use word processing software such as Word or WordPerfect regularly?			
Do you use spreadsheets such as Excel or Lotus 1-2-3?			
Are you comfortable using e-mail?			
Do you play games on the computer?			
Do you know how to save and organize your electronic files?			
Do you browse the Internet?			
Do you know how to download a file?			
Do you know how to download and install plug-ins?			
Do you participate in online discussion groups?			
Have you ever taken an online course?			
Have you participated in a video or audio conference in the last two years?			

Enter the total Yes responses in the box below to indicate your e-skills.

Good **Better** **Even Better**

0 3 7 12

➔

Good ➔ See the *Glossary* and *Support and Resources* sections of this guide to become more familiar with basic e-learning concepts. Try an e-learning course.

Better ➔ You are prepared to e-learn.

Even Better ➔ You will be very comfortable in an e-learning environment.

E-Skills

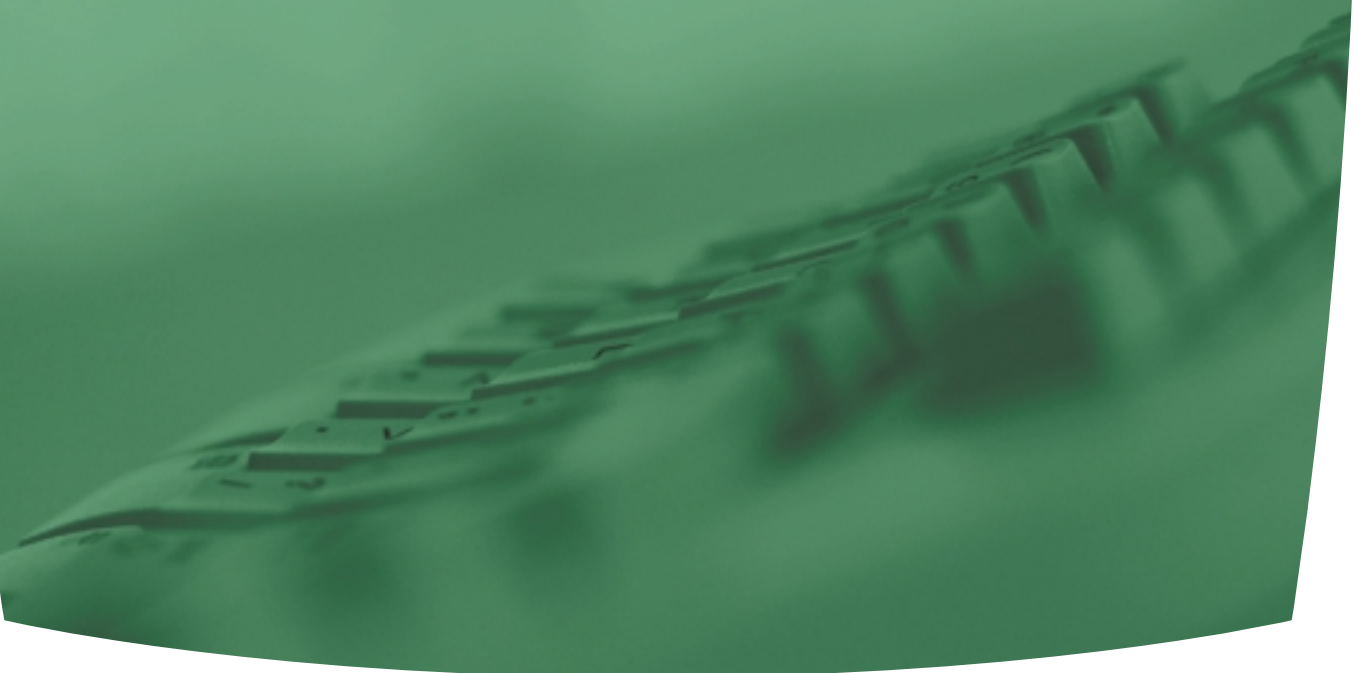
Begin adding e-learning into your personal learning plan and develop your computer skills. Ask for help when you need it, or consider a basic computer course if necessary.

Go ahead and integrate all levels of e-learning into your personal learning plans.

You are in a good position to become an e-champion for your organization.

E-Learning Tips,
Techniques

6





Here are a few suggestions to get you started and make the most of your e-learning experience.

Get the boss involved...

share the results of your self-diagnostic sheet with your manager and let him/her help you to construct an e-learning readiness learning plan.

Talk to your organization's HR/learning specialists...

many HR/learning specialists are well versed in e-learning issues and opportunities and will be a very valuable resource to help you get started as well as provide guidance along the way.

Prepare yourself with basic skills...

a basic understanding of how to use a computer and surf the Internet is usually necessary. If you don't have these skills consider taking an introductory course or seek out someone in the office willing to share their technical savvy.

Learn from others...

learn computer basics from someone who can explain things and answer your questions without jargon. Ask your colleagues or your kids. Take small steps and allow yourself time to become familiar with the technologies.

Help is available...

find out how to contact your departmental Help Desk for technical and software problems or guidance. Also, there is usually an on screen help button that will tell you how to do certain things or allow you to ask a question. Familiarize yourself with this feature and ask for help if necessary.

Try several different e-learning activities...

activities are presented in different ways. As with all learning, you will have personal preferences and needs. For example: you may prefer a lot of variety in a learning activity, or want to test your knowledge after completing a module, or want access to a topic but only reference certain information of interest to you. By trying different e-learning activities, you will find what works best for you.

Use the e-learning technologies in your daily activities...

spend some time each day accessing information from the Internet, or your workplace intranet. Click on various buttons and see where they take you. Experiment with different programs – use a word processing package such as MS Word to write your weekend “To Do List”. The more you use the technologies, the more comfortable you will become.

Practice your new skills...

allow yourself time to assimilate, practice and retain the new knowledge and skills.

Minimize interruptions...

visually indicate to colleagues that you are currently engaged in an e-learning activity (Do Not Disturb sign, e-learning barrier tape, etc.) Check with your manager or HR/learning specialist to see if your organization has tools readily available. If not, use the sign at the back of this guide.

Get involved...

by participating in online discussions, asking questions using e-mail, and sharing your expertise during online forums. There is much to be learned and shared from online interaction with other learners and colleagues.

Create a community of learners...

many e-learning courses now include the opportunity for real-time collaboration to create a community of learners. For instance, you can participate in chat sessions to exchange information and ideas. Participating in a learning community can help you get the most out of your learning experience.



Try E-Learning

7





Ask your manager or HR/learning specialist about e-learning opportunities within your organization, how you can access them and what e-learning support is available.

Campusdirect offers several free courses – a great way to see if self-directed online learning is for you. Go to www.campusdirect.gc.ca, click on either English or French and then click on **Free Courses**. It is recommended that you try modules from all of the courses so you can see the different formats and features. Help is always available through the Campusdirect Contact Centre. Don't hesitate to contact them if you need help getting started or experience difficulties along the way. Just click on the **Contact Us** button.

Enjoy the flexibility of e-learning...

do as little or as much of a course as you are comfortable or have time for. You can come back as many times as you need to, whenever you want to – that's the beauty of e-learning.

Free Courses

Contact Us

The screenshot shows a web browser window displaying the Campusdirect website. The address bar shows the URL http://www.campusdirect.gc.ca/_f_news/n001.cfm. The page features the Government of Canada logo and navigation links for 'Francais', 'Contact Us', 'Help', 'Search', and 'Canada Site'. The main content area is titled 'E-Learning Library' and includes a 'Member Access' section with a login form. Below this, there is a 'Become a Member' section with a list of benefits and pricing. The 'Who can join?' section states that Public Service employees are eligible. The 'How do I join?' section explains the \$250 annual fee and the registration process. The 'What are the benefits of joining the Library?' section highlights a year of unlimited access to resources and support. The 'What does the library contain?' section mentions over 150 courses.

Plan for E-Learning

8





Plan your e-learning journey in the same way you would any trip. Find the right combination of resources and methods to:

- meet your training, learning and information-gathering needs
- fit the dynamics of your workplace
- suit your learning abilities, needs and preferences
- make the most of your learning time

E-learning has a lot to offer you and gives you the control and flexibility to meet your learning needs in a manner that works best for you. Seize the day and get started. Remember; an e-learning journey can be made up of big or small steps, whatever is right for you.

“Enjoy your e-learning journey”



Completing this chart will help focus the e-learning portion of your personal learning plan.

E-Learning To Meet My Needs

Be as specific as possible about what you want to learn. For example: Time Management or Giving Effective Presentations. Find out what e-learning opportunities are available (search the Internet, visit your Learning Centre, talk to your manager or HR/learning specialist, visit *Campusdirect.gc.ca*, etc.). Select the e-learning opportunity that best suits your needs.

What do I want to learn?	What is available through e-learning?

Resources I Need

Find out the technical requirements for your selected e-learning activities. This information is made available to you within e-learning programs. Your organization's help desk staff will be able to assist you with this section. Do you have a colleague who can assist you – someone who has already participated in an e-learning activity?

What's required?	Who can help me?
Computer technology	
Internet connectivity	
Software	
Other	

Where I can Learn

Do you have access to a computer at your desk or through a learning centre? When can you have access to these facilities? Keep the technical issues in mind when deciding where you will e-learn. For example: If you are doing an online course through your organization's intranet, will you have access from home? Again, your help desk staff can advise you on these technical issues.

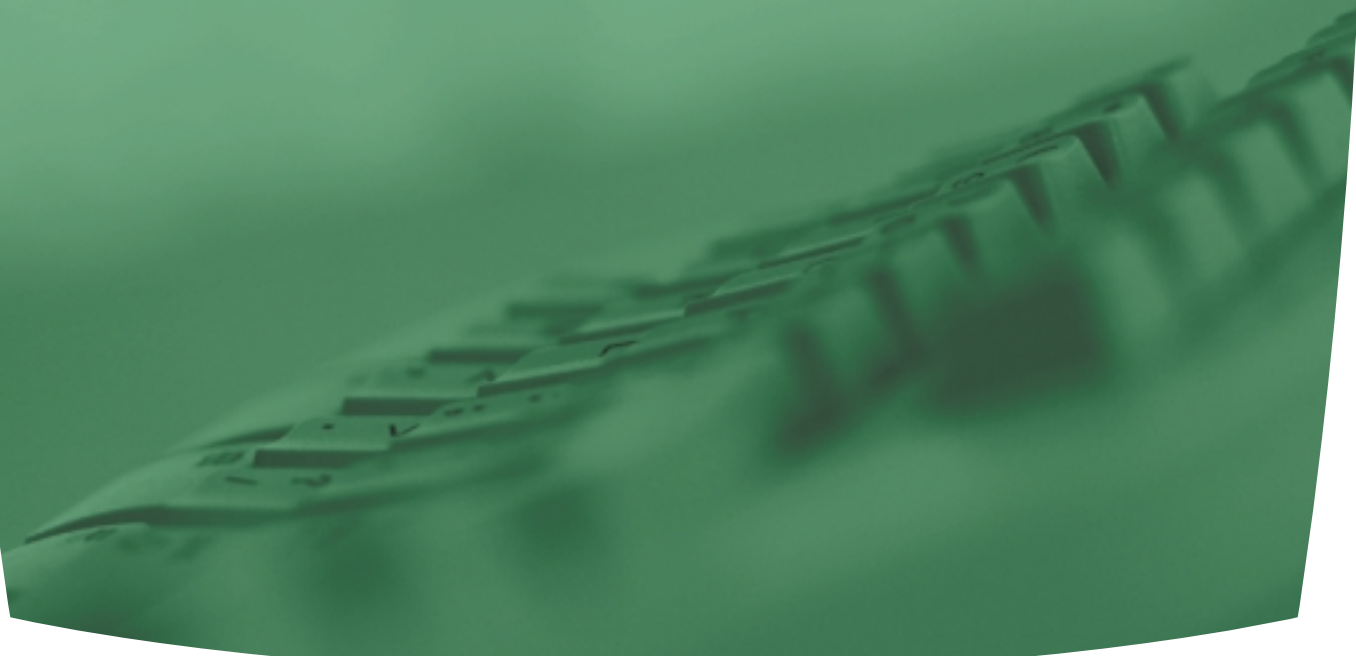
Location	When are these areas available?
At my workstation	
At a learning centre in the workplace	
At home	
Laptop	
Other	



8

How was Your
E-Learning Experience?

9





Once you have tried an e-learning activity ask yourself the following questions:

1. Did you enjoy the e-learning experience?
2. Were you comfortable in the learning environment?
3. Could you easily access the e-learning activity?
4. Did you understand how to use the technologies?
5. Did you get timely technical support when you needed it?
6. Did you have access to help if you needed it?
7. Did you feel comfortable asking questions?
8. Did you get answers to your questions?
9. Were supporting materials easy to access and use?
10. Were you able to apply what you learned to your workplace?
11. Did you achieve your learning objectives?
12. Do you feel motivated to do more e-learning?



If you found the experience enjoyable and were able to overcome any difficulties easily, your e-learning journey should be smooth sailing. For those of you that experienced a few rough spots, consider the following:

1. Try another e-learning event or course. E-learning is like any other training, some courses are better than others, and certain formats are better suited to your learning style.
2. Think about specific things that you disliked and see if there are ways to overcome them. For example: you may not like to read too much text on the computer screen. So print certain materials and curl up in your favourite chair to read them.
3. If you were uncomfortable with the technology, try to integrate it with your work or personal life. Take small steps. Play computer games, access the Internet to find information, use e-mail, etc. A lot of your friends and colleagues are very familiar with these activities and can readily help you get started or tackle problems that arise. The more you use it the more comfortable you will become.
4. If you feel you need a more comprehensive introduction to technology, consider taking a computer basics course online or in the classroom.
5. If help was not readily available, talk to your manager to see what can be done to resolve this issue.
6. Discuss the experience with a HR/learning specialist within your organization.
7. Are any of your colleagues engaged in e-learning? Sharing experiences can result in helpful tips and support.

For Managers
and HR/Learning
Specialists

10





E-learning is one of many approaches to learning. However, it is new and requires special consideration and commitment before its full potential and return on investment can be realized. To overcome existing cultural and technological barriers, we must promote e-learning to raise awareness of its benefits and opportunities, afford it the same stature as other learning methods, make the commitment to improve accessibility for potential e-learners, and foster a supportive environment sensitive to the unique needs of e-learning.

Principles for E-Learning Success in the Public Service

Campusdirect's Users Working Group, with representatives from 18 different departments and agencies, identified the following principles to encourage the successful integration of e-learning into the Public Service learning organization. Suggestions for implementation are included.

E-learning is recognized as a valued and legitimate form of learning in support of mission objectives, job performance and career development.

E-learning is a new concept for many managers and employees. The cultural shift needed for successful adoption of e-learning will need strong endorsement by all parties. It is recommended that:

- e-learning becomes as acceptable as any traditional learning method to managers and learners.
- a confirmation of participation in an e-learning event may be included on departmental records of formal learning events (such as training history report, etc.).

E-learning services are available to Public Service employees.

Because of operational constraints, not all Public Service employees have access to the Internet or Publiservice from their work location. A possible solution is to make arrangements so that access is available within a reasonable distance. (e.g., learning centre, library, partnerships with other departments, etc.)

E-learning, either as part of formal learning plans or as an operational support tool, requires a supportive environment.

Effective learning requires dedicated time and a quiet environment free from distractions. This may not always be available to all employees at their workstations. Considerations:

- Dedicated “e-learning stations” could be made available to employees who wish to undertake their learning away from their work stations.
- At the discretion of the manager, employees could be allowed to undertake e-learning activities away from the work location.
- E-learning activities may be an appropriate method of meeting certain learning needs identified in an individual’s formal learning plan.

Tips and Techniques for Fostering an E-Learning Culture

Fostering an e-learning culture is more than just a statement of support; it is being a true champion of e-learning. Government of Canada managers can show their support for e-learning by personally getting involved and integrating e-learning activities into their own learning plans and workplace activities.

Start with fostering a climate for learning ...

work to foster your own small learning organization by integrating learning into your workplace activities and schedules.

Find out what e-learning opportunities are available...

familiarize yourself with what is available in your own organization as well as centralized services such as *Campusdirect*.

Communication is key...

meet before and after key learning events. This helps to integrate new skills, knowledge, and new ideas into your workplace. Make time for sharing and discussing ways to improve e-learning experiences.

Create an e-learning showcase...

show and tell best practices and examples of what e-learning has accomplished for your organization. Showcase what workplace and business values you have gained - even modest gains.

Tap into the hidden talents from within...

there is likely an e-mail and Internet “expert” within your group. Encourage them to become a resident guru within your small learning organization. Tap into their expertise on the ins and outs of e-mail, of searching on the Web, downloading files, etc.

Incentives and Recognition...

If you have a system in place to recognize and reward this sharing of knowledge you will create an atmosphere of learning. You can begin to build a strong new culture that has the momentum to move forward. Others will see that knowledge sharing is rewarded and they will participate in whatever ways they can.

Further Considerations for Managers

The greatest benefit of e-learning for public service managers is that it can be shaped to fit the needs and characteristics of the organization. E-learning programs will give you

- quick access to information for growing your organization’s intellectual capital.
- increased access to learning opportunities for remote employees.
- the potential for substantial time, tuition and travel savings.
- a means of attracting and retaining staff through increased offerings of professional development opportunities.
- a resource for educating staff quickly.

Once your employees have become involved in e-learning activities, you will want to ensure that they are well supported in their efforts and maximize their e-learning experiences. You can

- be supportive of employees’ e-learning process.
- ensure employees have adequate workday time for e-learning.
- promote a e-learning environment.
- ask employees to indicate when they are e-learning (signs, tape, etc.) and expect colleagues to respect each other’s learning time.
- identify areas where e-learning can solve a workplace problem, or contribute to a business need.
- encourage or facilitate employees sharing information after an e-learning event.



Further Considerations for HR/Learning Specialists

As HR/learning specialists you have a unique role to play in maximizing learning opportunities. You can

- position yourself as an effective liaison between the learner and available resources.
- promote a culture of learning in which employees are inspired to learn.
- provide feedback from learners to e-learning providers.
- play an important role in the organization's e-learning evaluation process.

Campusdirect Services and Resources

Campusdirect.gc.ca is an excellent resource for managers and HR/learning specialists tasked with forwarding the e-learning agenda and supporting e-learners within their organization. While the E-Learning Library is the cornerstone of Campusdirect.gc.ca, this e-learning portal also offers a variety of e-learning resources that will be of interest to learners, managers and HR/learning specialists. Browse the **Services** and **E-Learning Resources** sections by clicking on these buttons to see the full range of offerings.

Learning @ Large: An e-Learning Guide for Managers

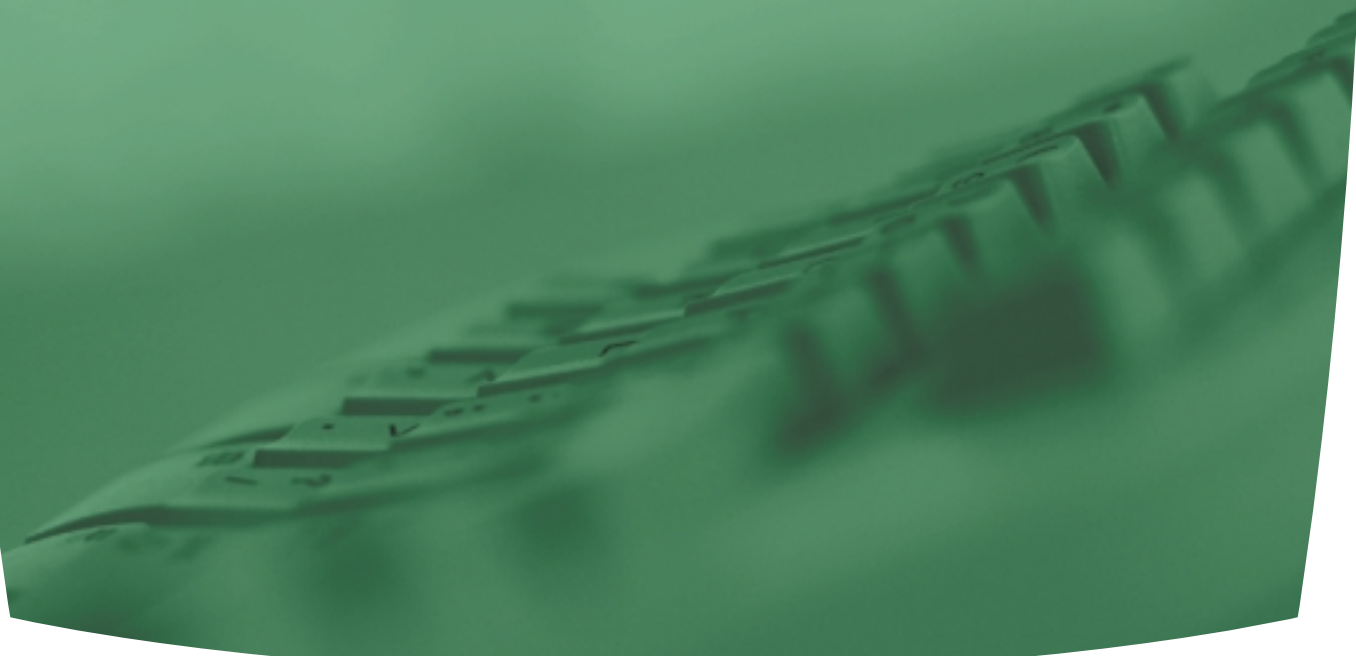
This guide was produced by the Canadian Centre for Management Development's (CCMD) Action-Research Roundtable on e-Learning. It provides managers with a comprehensive introduction to e-learning and clarifies the role of e-learning within the larger learning agenda of the Public Service. It is filled with practical strategies, tools and tips to ensure e-learning success for you and your organization.

More Resources

See Section 12 **Support and Resources** for additional e-learning resources.

Glossary

11





Access

Access is simply being able to get to what you need. Data access is being able to get to (usually having permission to use) particular data on a computer. Web access means having a connection to the World Wide Web (WWW) through an access provider or an online service provider, like *Campusdirect*.

Anywhere, Anyplace, Anytime

Activities that can be performed on the Internet at a time of your choosing; for example: e-mail or self-paced online courses.

Asynchronous Learning

Learning activities that can take place on the Internet at a time of your choosing.

Audio conferencing

An Internet-enabled conference between two or more parties that takes place in real-time. A computer must have an audio card, which contains a special built-in processor and memory for processing audio files and sending them to speakers in the computer.

Audio Signal

A sequence of naturally analog signals that are converted to digital signals by the audio card, using a microchip called an analog-to-digital converter. When sound is played, the digital signals are sent to the speakers where they are converted to analog signals that generate varied sound.

Bandwidth

Bandwidth has a general meaning of how much information can be carried in a given time period (usually a second) over a wired or wireless communications link. For example, a link with a broad bandwidth - that is, a broadband link - is one that may be able to carry enough information to sustain the succession of images in a video presentation.

Blended Learning

A combination of classroom learning and e-learning.

Browser

An Internet Browser interprets HTML, the programming language of the Internet, into the words and graphics that you see when viewing a web page. The most common browser is Microsoft's Internet Explorer, which controls approximately 80 per cent of the market. Netscape's Navigator is a distant second.

Chat Room and Chat Groups

A chat room is a website, part of a website, or part of an online service that provides a venue for communities of users with a common interest to communicate in real-time. Forums and discussion groups, in comparison, allow users to post messages but don't have the capacity for interactive messaging.

CD-ROM

(Compact Disc, read-only-memory) is an adaptation of the CD that is designed to store computer data in the form of text and graphics, as well as hi-fi stereo sound.

Cookies

A very small text file placed on your hard drive by some websites when you view them. It is essentially your identification card so the site can track such things as passwords, lists of pages you have visited and the date you last looked at a certain page. A cookie is uniquely yours and can only be read by the website that gave it to you.

Downloading

From the Internet user's point-of-view, to download a file is to request it from another computer (or from a Web page on another computer) and to receive it.

E-Learning

Any learning that is made accessible by electronic means.

E-Literacy

Skills associated with using electronic information and communications technologies.

Functionality

In information technology, functionality is the sum or any aspect of what a product can do for a user such as a software application or computing device, can do for a user.

Hardware

Hardware is the physical aspect of computers, telecommunications, and other information technology devices. The term arose as a way to distinguish the “box” and the electronic circuitry and components of a computer from the program you put in it to make it do things. The program came to be known as the software.

Internet

The Internet, sometimes called simply “the Net,” is a worldwide system of computer networks - a network of networks in which users at any one computer can, if they have permission, get information from any other computer (and sometimes talk directly to users at other computers).

It was conceived by the Advanced Research Projects Agency (ARPA) of the U.S. government in 1969 and was first known as the ARPANET. The original aim was to create a network that would allow users of a research computer at one university to be able to “talk to” research computers at other universities. A side benefit of ARPANET's design was that, because messages could be routed or rerouted in more than one direction, the network could continue to function even if parts of it were destroyed in the event of a military attack or other disaster.

Internet (suite)

Today, the Internet is a public, cooperative, and self-sustaining facility accessible to hundreds of millions of people worldwide. Physically, the Internet uses a portion of the total resources of the currently existing public telecommunication networks. Technically, what distinguishes the Internet is its use of a set of protocols called Transmission Control Protocol/Internet Protocol (TCP/IP). Two recent adaptations of Internet technology, the intranet and the extranet, also make use of the TCP/IP protocol.

Using the Web, you have access to millions of pages of information. Web browsing is done with a Web browser, the most popular of which are Microsoft Internet Explorer and Netscape Navigator.

Intranet

An intranet is a private network that is contained within an enterprise. It may consist of many interlinked local area networks and also use leased lines in the Wide Area Network. Typically, an intranet includes connections through one or more gateway computers to the outside Internet. The main purpose of an intranet is to share company information and computing resources among employees. An intranet can also be used to facilitate working in groups and for teleconferences.

An intranet uses TCP/IP, HTTP, and other Internet protocols and in general looks like a private version of the Internet. With tunnelling, companies can send private messages through the public network, using the public network with special encryption/decryption and other security safeguards to connect one part of their intranet to another.

Typically, larger enterprises allow users within their intranet to access the public Internet through firewall servers that have the ability to screen messages in both directions so that company security is maintained. When part of an intranet is made accessible to customers, partners, suppliers, or others outside the company, that part becomes part of an extranet.

Information Technology

IT (information technology) is a term that encompasses all forms of technology used to create, store, exchange, and use information in its various forms (business data, voice conversations, still images, motion pictures, multimedia presentations, and other forms).

Just-In-Time Learning

Just-In-Time Learning means learning something when you need it.

Netiquette

Netiquette is etiquette on the Internet. The need for a sense of netiquette arises mostly when sending or distributing e-mail, posting on group forums or chatting.

News Groups

A newsgroup is a discussion about a particular subject consisting of notes written to a central Internet site and redistributed through a worldwide network of news discussion groups.

Online Forum

A discussion board (known also by various other names such as discussion group, discussion forum, message board, and online forum) is a general term for any online “bulletin board” where you can leave and expect to see responses to messages you have left.

Plug-In

Plug-in applications are programs that can easily be installed and used as part of your Web browser. Among popular plug-ins to download are Adobe Acrobat, a document presentation and navigation program that lets you view documents just as they look in the print medium.

Portal

Portal is a term, generally synonymous with gateway, for a World Wide Web site that is or proposes to be a major starting site for users when they get connected to the Web or that users tend to visit as an anchor site. *Campusdirect* is a portal for electronic learning and information.

Real-time

Real-time is a level of computer responsiveness that a user senses as immediate or that enables the computer to keep up with some external process (for example, to present visualizations of the weather as it constantly changes). An example would be online discussions or chat sessions and videoconferencing where everyone participates at the same time.

Search Engines

Search engines allow you to easily find websites containing the information you want. Users enter search terms or phrases that the Search Engine uses to find relevant websites. Use more than one search engine as they all work a little differently and will yield somewhat different results. The following are search engines:

www.google.com

www.yahoo.com

www.excite.com

www.lycos.com

www.altavista.com

www.infoseek.com

Boolean Search is a term often encountered when doing advanced searches on the Web. Boolean searching, an “and” operator between two words or other values (for example, “pear AND apple”) means one is searching for documents containing both of the words or values, not just one of them. An “or” operator between two words or other values (for example, “pear OR apple”) means one is searching for documents containing either of the words.

Software

Software is a general term for the various kinds of programs used to operate computers and related devices.

Streaming Media

Streaming media is sound (audio) and pictures (video) that are transmitted on the Internet in a streaming or continuous fashion.

Synchronous Learning

E-learning activities that take place in real-time where everyone involved is participating at the same time.

Videoconference

A videoconference is a live connection between people in separate locations for the purpose of communication, usually involving audio and often text as well as video.

Webcast

Live or delayed versions of sound or video broadcasts delivered by the World Wide Web.

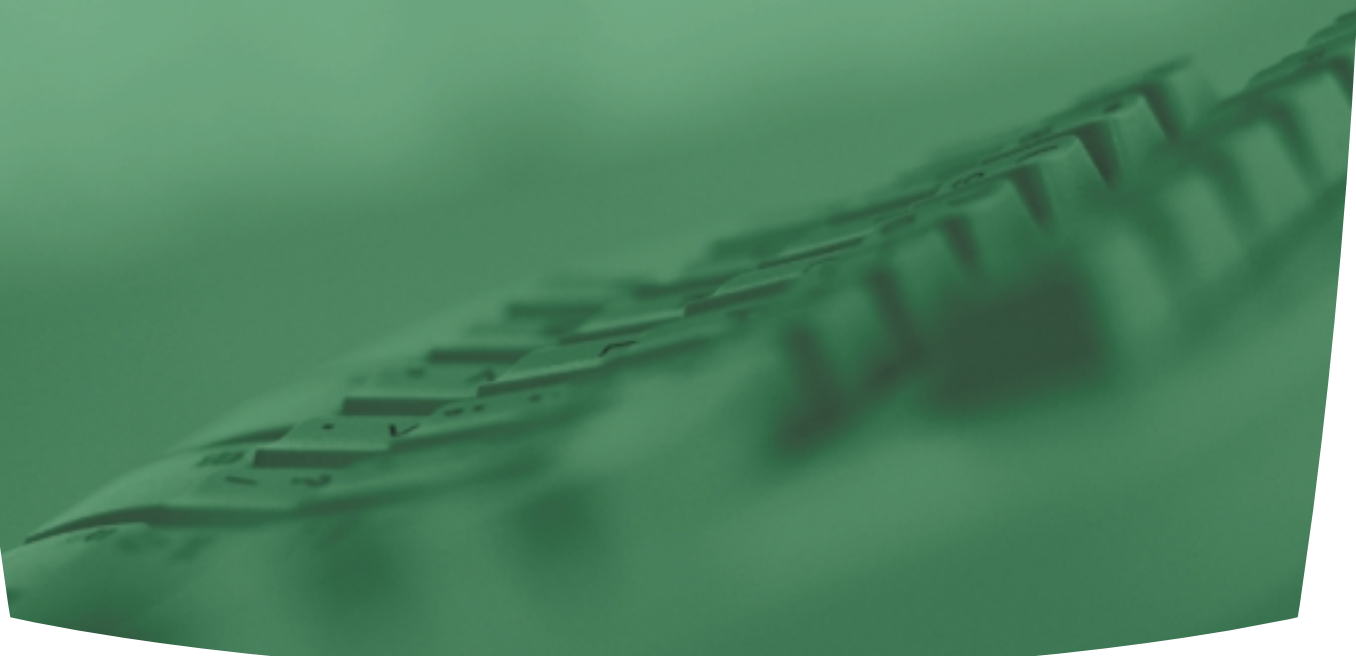
WWW (World Wide Web)

A technical definition of the World Wide Web is: all the resources and users on the Internet that are using the Hypertext Transfer Protocol (HTTP).

A broader definition comes from the organization that Web inventor Tim Berners-Lee helped found, the World Wide Web Consortium (W3C): “The World Wide Web is the universe of network-accessible information, an embodiment of human knowledge.”

Support and Resources

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Government of Canada

Government sites are available through Publiservice or the Internet to help you with your learning plans and e-learning needs.

Campusdirect – your e-learning portal for e-learning resources and services as well as an E-Learning Library of more than 100 online courses. Visit www.campusdirect.gc.ca

myHR - your HR portal for current, reliable, accurate, and timely HR information and learning tools. Visit www.masourceRH.gc.ca

Publications

There is a wealth of literature available on e-learning. The following are some recommended resources.

ABCs of e Learning: Reaping the Benefits and Avoiding the Pitfalls, Brooke Broadbent (2002, Jossey-Bass, 256 pp)

Web-Based Training, Margaret Driscoll (1998, Jossey-Bass, 320 pp)

Leading E-Learning, William Horton (2001, American Society for Training and Development, 147 pp)

The E-Learning Revolution, Martyn Sloman (2002, AMACOM, 224 pp)

e-Learning: Strategies for Delivering Knowledge in the Digital Age, Marc J. Rosenberg (2001, McGraw-Hill Trade, 344 pp)

Evaluating E-Learning, William Horton (2001, American Society for Training and Development, 125 pp)

Designing Web-Based Training: How to Teach Anyone Anything Anywhere Anytime, William Horton (2000, John Wiley & Sons, 640 pp)

Building a Web-Based Education System, Colin McCormack and David Jones (1998, John Wiley & Sons, 464 pp)

Web-Based Training Cookbook, Brandon Hall (1997, John Wiley & Sons, 496 pp)

The Internet

Of course there are a tremendous number of resources available through the Internet. These are just a few:

ASTD's Learning Circuits available at www.learningcircuits.org

e-learning magazine available at www.elearningmag.com

The Masie Center available at www.masie.com

We invite you to use this detachable section and hang it on your office door during your next online learning session.



Please Do Not Disturb



E-Learning Underway



Campusdirect.gc.ca