

# Index

## A

accessibility 167  
 ad hoc training 14  
 ADDIE (analysis, design, development, implementation, evaluation) 2, 75, 105, 202  
 ADDIE process 54  
 advanced distributed learning movement 185  
 AICC 162

## B

behaviorism 45  
 benchmarks 167  
 business models 218  
 business requirements 141  
 business strategy 70

## C

CISCO model 187  
 cluster hypothesis 122  
 communication map 142  
 companion course evaluation tool 165  
 complex cognitive skills 170

comprehensive learner analysis 4  
 consolidation 77  
 constructivism 45  
 contemporary instructional technologies 202  
 content for instruction 35  
 content management systems 185  
 contextual design 74  
 contextual inquiry 77  
 corporate evaluators 137  
 criterion path 121  
 cultural model 79  
 custom-built e-learning 11  
 customer service 224  
 customer service representatives (CSRs) 53  
 customized e-learning 11  
 customized training 54

## D

decision support center (DSC) 153  
 design plans 107  
 development model 137  
 diagnostic reasoning processes 120

diagnostic reasoning skills 120  
discrete skills and knowledge 170

## E

e-learning for adults 10  
educational goals 120  
educational software 75  
electronic instruction 105  
electronic learning 108  
electronic learning object (ELO) 191  
end users 185  
evaluation model 140  
Excel pivot tables 154  
expert systems 120  
external sources 202

## F

felt needs 4  
Florida Comprehensive Assessment  
Test (FCAT) 186  
flow model 78  
flowchart 40

## G

general systems model 222  
Ghantt chart 57  
guerilla evaluation 136  
guerilla tactics 137

## H

higher education 69  
higher education organizations 202  
human performance requirements 141  
human resource development (HRD)  
138

## I

inbound logistics 224  
individual compatible 5  
individual incompatible 5  
information and communication tech-  
nologies (ICTs) 201  
instructional design models 33, 218  
instructional designers 75

instructional development (ID) 1  
instructional message 38  
instructional objective 36  
instructional strategies 37, 105  
instructional system 202  
instructional systems design 202  
instructional technology 166  
instructor-led training 153  
integrated design 218  
integrated training 218  
internal structure 202  
Internet 70  
intrinsic needs 3  
item bank 146  
item response theory (IRT) 145  
item response theory analysis 153

## J

just in time 54

## K

knowledge silos 185  
knowledge workers 3

## L

learner 10  
learner analysis 2  
learner control 11  
learner-centered 11  
learning environment 105  
learning object 161  
learning objects standards committee  
186  
learning strategy 202  
learning types 106  
level of the concerns 5

## M

marketing and sales 224  
Michigan Virtual University 161

## O

objective 108  
off-the-shelf courseware 12

off-the-shelf e-learning products 12  
 “on time” live implementation 54  
 online courses 32, 153  
 online instruction quality 161  
 online instructional design (OID) 165  
 online surveys 154  
 operations 224  
 organization of work 202  
 organizational compatible 5  
 organizational incompatible 5  
 organizational leadership 70  
 Outbound Logistics 224

## P

paper prototyping 77  
 paper surveys 155  
 performance analysis 106  
 performance objectives 141  
 performance solutions 141  
 performance-based operating model  
     138  
 performance/knowledge type 170  
 PK pairs 170

## Q

quality function deployment model 218

## R

raw score ratings 145  
 real needs 4  
 release specifications course 32  
 return on investment (ROI) 138  
 reusable information objects (RIOs) 184  
 reusable learning objects (RLOs) 184  
 RIO type 188  
 role of the expert 14

## S

sampling 145  
 Santa Rosa County School District 186  
 scorecard presentations 143  
 SCORM 162  
 SCORM-compliant standards 186  
 sequence model 79  
 sequencing of instruction 37

situational constraints 137  
 subject matter experts (SMEs ) 12,  
     55, 163  
 solution designs 141  
 stakeholders 138  
 storyboarding 114  
 storyboards 40  
 strategic aspects of management 70  
 strategy course 69  
 style guides 40  
 Sunshine State standards 190  
 systematic process 164  
 systemic business model 223  
 systemic nature 164

## T

task management systems 185  
 teaching environments 202  
 teaching methods 202  
 templates 192  
 terrain 137  
 think-aloud sessions 123  
 training environment 56

## U

universities 202  
 University of West Florida (UWF) 186  
 user environment design 77

## V

V-model 140  
 verbal information 111  
 virtual patient 121  
 virtual training 153

## W

Web-based training 30  
 Web-facilitated discovery learning  
     approach 72  
 Work modeling 77  
 Work redesign 77  
 workaround 59