

## ***E-Learning Readiness Assessment Questions***

### **Business Objective Questions**

- ***Strategies and Business Considerations***
  - *What are the strategic initiatives of the organization?*
  - *What can we not do strategically if we don't implement e-learning?*
  - *What strategic opportunities are we missing by implementing e-learning?*
  - *What are the broad aims, goals and objectives of our company?*
  - *What is our business model and how does learning support it*
  - *How does the learning initiative relate to the business model?*
  - *What problem does learning problem aim to solve?*
  - *Can the problem be solved through learning?*
  - *Is the goal to communicate information or improve skills?*
  - *Will the program impact organizational performance?*
  - *Are there regulatory, legal, or compliance considerations?*
  - *Have attempts to solve problem already been made? (What happened?)*
  - *Is the organization seriously committed to this initiative?*
  
- ***Analysis of Project Risk***
  - *What is the scope of the project?*
  - *Are the expectations of the client clearly defined?*
  - *Has the client articulated desired product complexity with respect to levels of interactivity, multimedia and graphic intensity?*
  - *What is the client's experience with e-Learning?*
  - *Is the e-Learning platform or environment established and tested?*
  - *What mechanisms are in place to manage project risk?*
  - *What processes can be accommodated if the scope changes?*

### **Financial and Return on Investment Questions**

- ***Financial Considerations***
  - *What would be the consequences of not executing the learning initiative?*
    - *Is there a cost associated with inaction?*
  - *What are the expected financial benefits of executing the learning initiative?*
    - *Long-term*
    - *Short-term*
  - *What are the cost differential between internally and externally hosting the solution?*
    - *Server Costs*
    - *Staff Costs*
    - *Security Costs*
    - *Downtime Costs*
    - *Lost Opportunity Costs (for internal IT staff)*
  - *What is the full cost of this solution (servers, staffing, learner's time)?*

- *Is the purpose of the learning initiative to save money or improve performance?*
- *What are the charge back policies for the LMS or e-learning?*
- *How will the return on investment be measured?*
- *How will we handle on-going costs?*
- *Is there a less expensive alternative?*

### **Technology Questions**

- ***Infrastructure/Delivery***
  - *What is the delivery format (web, CD-ROM, DVD, etc)?*
  - *What connectivity is available to end-users*
  - *Will a learning (content) management system (LMS/LCMS) be used?*
  - *Is the desired technology compatible with in-house IT standards and rules?*
  - *What learner records need to be kept?*
  - *Will learner records be audited?*
  - *What is the nature of your technology infrastructure?*
  - *Will the learning system be hosted on in-house servers or outsourced servers?*
  - *What firewall issues must be considered to ensure smooth running of the program?*
  - *What are the specifications of computers to be used to access the learning program?*
- ***Standards/Compliance Questions***
  - *What standards need to be employed for compatibility with the LMS/LCMS (SCORM™/AICC)?*
  - *Does the program need to serve the needs of users with disabilities (Section 508)*
  - *Does the system need to be validated?*
  - *Do we need electronic signatures and audit trails for compliance purposes?*

## **Cultural Questions**

- ***Employee Comfort Level***
  - *Do employees understand the value of e-learning?*
  - *Do you have a culture in which learners are used to learning independently?*
  - *Are employees comfortable with technology?*
  - *Will time be allocated to learners during normal business hours?*
  - *What is the relevance of the required learning to the employee's position?*
  - *How is learning currently achieved for the knowledge, skills and behavior changes sought?*
  - *What is the general profile of the intended audience?*
    - *Age, Sex, Educational Level*
    - *Reading Level*
    - *Ethnic background*
    - *Interests*
    - *Learning styles*
    - *Language spoken*
    - *Comfort using computers*
    - *Experience and acceptance of e-Learning*

## **Learning Questions**

- ***Approach to Learning***
  - *What is the desired approach to learning?*
  - *How will this program be used (alone, as part of a blended solution)?*
  - *How will mastery be measured?*
  - *How will knowledge and skills be maintained?*
- ***Content Analysis***
  - *What needs to be taught to achieve the overall objectives of the program?*
  - *Will the vendor supply an SME for the project?*
  - *Who will provide final content approval?*
  - *What is the format of the content?*
  - *How will the content be delivered to the vendor?*
  - *How mature is the content?*
  - *Is the content subject to frequent change?*
- ***Media Analysis***
  - *What materials exist to support the learning program?*
  - *What is the format of these existing materials?*
  - *What media are desired in the learning programs (3-D graphics, 2-D graphics, animations, sound effects, voice, etc.)?*
- ***Aesthetic Analysis***
  - *What are the expectations surrounding "look and feel?"*
  - *What are the issues surrounding branding (logos, colors, fonts, etc.)?*
  - *Are there other materials or publications that will influence the aesthetics of the learning program (brochures, websites, etc.)?*
  - *What kind of styles appeal to the audience?*