SAM Storyboard

Course name: **Module or lesson name:** **Date:**

Evaluate

Post-launch

Is there anything about this course's/module's outline or delivery that could be improved?

Post-Eval/SAVVY Iteration revisions:
Client wants more practice scenarios in microlearning presentations. Need to construct more practice scenarios and implement RNG to better randomize scenario/simulation conversations to enhance the realism of each scenarios.

Did my students benefit from this training? Did I effectively cover the subject matter?
Focus testing evaluations and first cohort survey qualitative data expressed overwhelming satisfaction with first two iterations of development. Additional wants and needs for practice scenarios has been noted and requests for digital handouts, job aids, and walkthroughs have been asked for by OSS managers to serve crisis support specialists who are on late night shifts--need more supplemental guides and more thorough one-page references for asynchronous employees/OSS-chat employees, specifically.

Design

Post-launch

Is there anything about the design that could have been revised after the first iteration? How about after all prototypes were designed?

After first iteration, OSS team asked that we supplement the practice activities with an external microlearning product. Discussed design and development of Practice Activity library that OSS team could continue to hone, retest, and relearn skills from the microlearning packet of practice scenarios. They would like this to be a continually evaluated/developed library.

Develop

Are there any post-launch iterations or revisions that need to be made?

External Practice Scenario/Activity Library that is continually built into as OSS team establishes new topics and scenarios that are relevant to their day-to-day essentials. Created template for practice activity library to keep structure of activities and UX design consistent.

Platform for microlearnings: Using Rise 360's microlearning capabilities, we will use Rise features and supplement any other needs with Storyline