



**Kathryn Kolencik**

# **UGA LDT Internship Final Report**

**Home Care Institute**

**Fall 2013**





# Reflection

## Introduction

Looking back on my journey through the UGA Instructional Design and Delivery specialist degree program, it's interesting to note the one small discovery that led me to Home Care Institute for my internship. When I first created my LinkedIn account, I built my profile thinking it was a way to share my experience and education. Gradually I discovered several instructional design groups to join where I found interesting articles and design ideas. When the time came to find an internship opportunity, I took what I thought was a long shot approach and posted a message to those LinkedIn groups offering to be a "champion" for someone's project. This led me to Home Care Institute, an eLearning company targeting home health and hospice nursing.

Lu Post, president of Home Care Institute, offered me a temporary license to use Articulate Storyline, an excellent opportunity to explore what I now feel is Adobe Captivate's biggest competition. I decided to use Storyline to develop a learning module for my Studio project, so Lu offered to allow me to complete my internship learning the Net Dimensions LMS.

The LMS project gave me an unexpected design experience as I created a skin for my client portal, probably my favorite part of the project. It began with humor, highlighting my tendency to use ellipses in my writing. I created three spheres with design themes almost like planets in an instructional solar system. In addition to the banner, I used the website colorschemedesigner.com to build a palette of colors for the rest of the skin. I moved through the appropriate CSS files making the necessary changes to adapt to my theme. The default skin is visible from the main Home Care Institute login at hcilogin.com. To access the client portal I created, use the gclinton login with the password "dawgintern2013."

## What Went Well

As mentioned above, this project was very rewarding in terms of the design opportunity. I enjoyed the creative aspect of building a skin to completely change the environment to match my theme. I also found the challenge of maneuvering through the CSS files to make these changes to be equally rewarding. I learned a lot about the structure of an organization that runs eLearning, particularly with the opportunity of attending a training session for administrators.

With the exception of one early face-to-face meeting, this internship occurred entirely online. This presented challenges, but also showcased a variety of strategies for managing this type of work. From the classic email approach to the use of GoToMeeting, I was able to work well with my client to accomplish the main task at hand. I learned about the difficulties that arise when your subject matter expert is unavailable when you are ready for content; in contrast, I saw how the internet could enable a subject matter expert to deliver even when she is out of town or otherwise unavailable.

I was able to accomplish the first learning objective of identifying the areas of the back end and set-up of the Net Dimensions LMS. It worked well to set an aggressive schedule early in the semester to move through this phase



## Reflection, cont.

in order to complete the bulk of my internship work before Lu Post had to go out of town and the demands of my Studio project took over. This first stage led directly into my second learning objective to build a professional skin for a personal training portal in Net Dimensions. When she saw the banner I developed, Lu Post responded, “I think it looks GREAT! Very professional, high-tech, but not cutesy. You did a very nice job.” Toward my third and final learning object of building a functional client portal, I was able to complete some portions, but others were left unfinished.

### Missed Opportunities

I was able to set up users and upload some content to my portal. However, several factors came into play which hindered this final part of my internship. First, Lu Post’s availability dropped dramatically. The time she had was redirected to provide the content for my Studio project. This was my first Studio project where I had little to no content knowledge, a challenge for which I was unprepared. Another obstacle was my decision to learn Articulate Storyline for my Studio project which took more time than I anticipated. Originally I had planned to create several small courses in Storyline to upload to Net Dimensions. This would have been feasible if my Studio project had been less involved. I decided to reinvest that effort into the course I was building because I felt a polished product would be more valuable than smaller courses just to generate data.

When I first made this decision I thought I would be able to explore data from other Home Care Institute courses, but time ran out in the semester so this was not possible. If I had known this before, I would have used some of my time early in the semester to explore reports. Fortunately, this is an area I feel I needed the least since I have a considerable amount of experience with reporting from my years as a software engineer.

### Conclusion

Despite the missed opportunities, I still feel this was the ideal internship for my background and interests, particularly since I had the Studio project to learn Articulate Storyline. I did not come out of this experience an expert in CSS by any means, but I did develop skills to navigate and create the necessary changes for the theme of a client portal. I feel this LMS experience was an excellent complement to the course I built in Moodle for MoWerks in my EDIT7520 course with Dr. Orey.

I also feel this internship was effective in giving me a sense of what it would be like to work remotely on eLearning and LMS projects. I enjoyed working with Lu Post and would welcome future projects with Home Care Institute should the opportunity arise.







# Learning Agreement

## Internship Learning Plan Form

### Description of Activity:

Build a live site on the Net Dimensions LMS complete with personal skin, users, uploaded and assigned courses, and testing data appropriate for reports.

### Goal(s) of the Internship/Purpose:

The goal of this internship experience is to shadow the president of Home Care Institute to develop the skills required to set up a client portal on the Net Dimensions LMS.

### Learning Objective One:

Identify the areas of the back end and set-up of the Net Dimensions LMS

### Activity:

Shadowing Lu Post, intern will explore the Net Dimensions interface including the files related to the default skin, sample reports, the course library, and other commonly used features.

### Learning demonstrated or products resulting from the activity:

This shadowing experience will lead to the necessary skills and resources to accomplish the overall goal of building a client portal. Lu Post will assess progress during this activity to determine additional learning or resources needed to maximize the benefits of the internship.



# Learning Agreement, cont.

## Learning Objective Two:

Build a professional skin for a personal training portal in Net Dimensions.

### Activity:

Using resources from Lu Post and drawing on previous training, intern will select and edit graphics, design a banner, and adjust appropriate assets to build a client skin.

### Learning demonstrated or products resulting from the activity:

The result of this activity will be a professional skin for a Net Dimensions portal including a professional and well-designed banner and all assets needed to match the banner and support menus, background, headers, and other characteristics of the site. This will include modified style sheets to support the portal design.

## Learning Objective Three:

Using personally-designed skin, build a functional client portal in Net Dimensions.

### Activity:

Intern will upload assets and courses, set up users, assign courses, and run appropriate reports to start up a live client portal in Net Dimensions.

### Learning demonstrated or products resulting from the activity:

The resulting product will fulfill the overall goal of the internship. The intern will produce a fully-functional client portal in Net Dimensions with a professional skin, several courses uploaded, a functional learning program/curriculum, the set up of multiple users, the generation of test data, and appropriate reports run to demonstrate the correct functioning of the portal. Uploaded courses will be SCORM 1.2 compliant using Captivate and Articulate. Assigned training will include automatic, manual, and self enrollment. A variety of reports will be generated to demonstrate an understanding of the various data available to a Net Dimensions LMS administrator. The HCI Administrator training will also be satisfactorily completed as determined by Lu Post in the completion of this learning activity.



# Learning Log

## Kolencik Internship Log

Fall, 2013

Date	Mode	Hours	Activity
8/28	GoToMeeting	1 hr.	Met initially with Lu Post to discuss possibilities for internship vs. a Studio project.
9/3	F2F Meeting	1 hr.	Met face to face to decide on internship and project work after I had discussed the possibilities with Dr. Clinton. Decided to learn about the Net Dimensions LMS for my internship, building a client portal with resources and courses. Then I'd create a course using Articulate Storyline for my Studio project. <i>Note: while some meetings included Studio project time, separate undocumented project time overlapped with internship work.</i>
9/11	GoToMeeting	4 hrs.	Logged in and explored the Net Dimensions LMS. Discussed SCORM 1.2, SCORM 2004, and Tin Can APIs which allow the LMS to see what users did in a course. Signed up for HCI Administrator training with HCI site administrators 9/19.
9/13	GoToMeeting	6 hrs.	Set up a new "Katko" organization in Net Dimensions and discussed the creation of a skin and permissions for the organization. Also discussed the three ways training is assigned: automatic, manual, and self-enrollment. Spent time independently exploring images and colors to begin skin development.
9/16	GoToMeeting	8 hrs.	Began with "yellow" skin folder and adjusted for selected colors in the appropriate Excel spreadsheet for the new skin. Spent a considerable amount of independent time completing the Katko banner and all of its associated files.
9/19	GoToMeeting Webinar	2 hrs.	HCI Administrator Training
9/20	GoToMeeting	5 hrs.	Built site in Net Dimensions using Photoshop and Dreamweaver.
9/23	GoToMeeting	2 hrs.	Learned to adjust the screen layout and create news articles for the Katko portal using the news template.
9/27	Independent Work	1.5 hrs.	Added several news articles and made some adjustments to the Katko screen layout.
10/20	GoToMeeting	2 hrs.	Discussed scope of internship work for remaining time available. Decided to learn to add a user and upload a course, but explore reports with HCI data instead of generating Katko data.
12/1	GoToMeeting	0.5 hrs.	Completed internship time by discussing required paperwork and how my Studio project is really a part of the LMS as a course.

Intern's Name:	M. Kathryn Kolencik	Field Supervisor's Name:	Lu Post
Internship Site:	Home Care Institute		
Dates of internship: From:	9/1/13	To:	12/3/13

- Please sign and return this form via email to the faculty advisor or by mail to:  
Learning, Design, and Technology Program, 129 River's Crossing, 850 College Station Rd.,  
Athens, GA 30602.**

Intern Signature: \_\_\_\_\_ Date: 12/3/13