Create cases in e-courses

Case (eng. Case — case, case, case) — in the framework of e-course this term is used to refer to tasks where the user needs to find a solution to practical situation which he may encounter while performing their professional duties. For example, a student takes a course on sales techniques — in this case, the cases can be devoted to the challenges most often faced by sales managers do my essay for me when dealing with customers.

Objectives of implementation cases in e-courses.

Learning objectives of the case studies and tests are often similar and aimed at finding solutions in a given situation — in the framework of the test, you can create questions from the "what would you do if", introducing into them elements of practice.

The cases can be implemented in various forms, so they have more functionality and with the right approach much more interesting and more effective than questions.

The purpose of introducing case studies in an online course is to make the course maximally practice-oriented, to teach the user quickly and effectively find a solution in a given situation. This allows you to spend less time training in the workplace, avoid common mistakes, in a game virtually, to prepare for work in real conditions.

Formats of case studies.

At the moment, the formats of cases limited only by the imagination of the customer and the technical capabilities of the developer. The most popular formats include:

- Case format of the test description of the situation.
- Dialog simulators.
- Game formats, quests, strategies.
- Simulators software.
- Trainers on work with equipment, appliances, etc.
- Various combinations of the above tools.

Let us examine each item in detail:

The cases in the test format.

The most simple variant. This description of the situation and offer to select one or more correct answers. The description can be in the form of text, video, comic, image, or combinations thereof.

Advantages of the method implementation.

Limitations. The format of the test is hardly interesting, so the involvement of users will be low.

Dialog simulators.

A very popular format that involves user interaction with a virtual interlocutor. This type of content is used to train communication skills and is used for training salespeople, recruiters, staff call centers, managers at different levels.

- The dialogue can be linear or have a branched structure. The second option has many advantages:

    the ability to exacerbate or correct the situation of interaction with the interlocutor;

    greater involvement of the user by an interesting script.

    the inability to quickly "preklicati" job;

    and so on.

At the same time to develop an extensive dialogue much more difficult both from the methodological and from a technical point of view.

Pros dialog simulators: the ability to practice on a virtual client/applicant/slave before you start the real work; greater involvement and responsibility in comparison with the tests.

Game.

The most difficult type of content to working off of actions in different situations is, of course, games. This can be quests, strategy, and even

arcades. Game development is expensive. Depending on the complexity value can be measured in millions of rubles. Such costs can not afford all of the company. In this game have a huge potential for learning and its infinite possibilities. Using games to teach everything.

Simulators software.

The simulator software is a simulation application which enables you to study his work without installation on your computer. This allows the user to master a desired function without having to buy additional licenses create unnecessary databases, contractors etc.

Usually, the editors of electronic courses offer multiple modes of equipment:

- Demonstration of the functions;
- Opportunity to go through the necessary steps, using the clues;
- Operations evaluation.

The last item is perfect for use cases.

Exercise equipment equipment.

Under machines equipment, machinery, etc. refers to the simulation of the devices on the e-course. Such simulators are often used for personnel training at industrial enterprises, in transport and airlines, as they give the ability to automate actions in various situations without risk to the health and integrity of the equipment.

Modern simulators can be used a new technology: augmented and virtual reality. This provides for greater involvement, however, greatly increases the cost of development.

Other tools.

The above methods of support may be offered in various combinations. For example, the case for working with the client may include a dialog simulator and simulator software: employee "communicates" with the client, and then performs certain operations in the program. Therefore, the case becomes more holistic and contains various aspects of the work.

What is important to consider when developing case studies.

Case studies, and other educational activities, aimed at forming specific knowledge, skills and abilities, so when they are created you want to consider the following:

1. The case must meet the General learning objectives.
2. The case needs to be action-oriented and must be directly related to the professional responsibilities of the student. Any abstract themes (if it is not strictly necessary) are perceived poorly and reduce the desire to do the job.
3. It is not recommended to use the same case for employees at various levels, if their duties within the limits of the studied material are not the same. This applies even to the smallest detail. Adults, learning is often very sensitive to their time. If the course or the case contains "extra" information, it is negative.
4. The case must be clear to the user, therefore, requires a clear and detailed statement that explains what the task is, what its purpose is, and what the student should do. If the case of a composite or multistage, add tips and comments.

So, the case is a powerful learning tool that saves resources of the employer and increases the labor efficiency and loyalty of employees. It is important to use this format correctly and in a timely manner.