e-Learning Quality Guidelines

Our Quality Guidelines are essentially a set of checklists used for evaluating completed e-Learning programs or for designing and developing of e-Learning programs. The checklists are self-explanatory, but more detailed descriptions of the quality criteria are available. There are checklists for each of the following **six** categories. Only the "Interaction Design" checklist is included in this excerpt.

1. Technical Considerations

2. Visual Design

3. Interaction Design

4. Control and Navigation

5. Information Design

6. Learning Design

Interaction Design

Focuses the User

- Guides the learner's attention to the appropriate areas

- Guides and focuses all of the senses

- Provides feedback about time delays, i.e. appropriate and informational

Communication

- Provides transitions

- Progressive disclosure

- Use of media appropriate to message

- Provides for surprises

- Preserves flow

Interactivity

- Better on a computer than elsewhere

- Interactive, not just branching

- Encourages participation

Courtesy

- Use of learner's time, i.e. does not waste learner's time

- Allows for customization

- Pacing or clear reasons why pacing is inconsistent

Tool and Task Help

- Help at point of need

- Tool references

- Provides obvious next steps

- Options are always clear

Motivational

- Gets learner's attention

- Engages the learner in the learning process