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Project Design Document

Includes the following sections.
- Outline
- Blueprint
- Learning Outcomes
- Case Study
- Time Log

Note
- Storyboard is separate.
- *Case Study template courtesy of IDOL courses.*

Interview Process Training

Overview

- **Purpose**: To train new candidates success tips on securing a job offer.
- **Description**: Customer Service, Inc. is a job preparation business located in La Porte, Indiana. The business desired training on the interview process and wanted to provide success tips to ensure their candidates would have a higher chance at securing a job offer. The Interview Process Training, from OER Commons, in the Public Domain, was suggested to be used when designing custom training.

Project Information

Project Title	Interview Process Training
Tools used in Development	Articulate Rise 360, Microsoft PowerPoint, OER Commons, Microsoft Word
Time in Development	3 days
Client	Customer Service, Inc. (fictitious)
Collaborators	Jose Lugo, Director; Alex Criswell, Instructional Designer/eLearning Developer

Topic Analysis

Audience	Prospective Job Applicants
Problem	Customer Service, Inc., expressed a need for a training course regarding the interview process.
Solution	A Rise 360 course was created utilizing content from OER Commons.
Resources	n.d.. Open Educational Resources Commons. Project Management. Public Domain. https://www.oercommons.org/courseware/lesson/59988/overview

Outline

1. Introduction
    a. About this Tutorial
    b. Course Outcomes and Objectives
2. Getting Started
    a. Course Overview
    b. Four Phases of an Interview Process
    c. What to Expect
3. Segment 1: Research the Company
    a. Look Up The Company
    b. Company Review Activity
4. Segment 2: Show Off Your Work
    a. Your Experience
    b. Examples of your Work
5. Segment 3: Appropriate Interview Attire
    a. Dress for the Interview
    b. Dress Attire Review Activity
    c. Business Casual vs. Business Formal
    d. Attire
6. Segment 4: During the Interview
    a. Body Language
    b. Interview Questions
    c. Pre-Interview Resources
7. Segment 5: After the Interview
    a. Post-Interview Process
    b. Post-Interview Resources
8. Wrap Up
    a. Quiz
    b. Summary
9. Course Design and Copyright

Goal Strategy Blueprint

Lesson Strategy - Course Planning

Starting Point	Milestone 1	Milestone 2	Milestone 3	Goal
Someone at this stage is:	**Someone at this stage is:**	**Someone at this stage is:**	**Someone at this stage is:**	**Someone at this stage is:**
Learner is unfamiliar with the steps of the interview process.	• Learner will be able to accurately indicate prior work experiences and portfolios. • Learner will be able to compile data and factual information about a prospective employer.	• Learner will be able to demonstrate correct body language for an interview. • Learner will be able to select appropriate dress attire for an interview.	Learner will be able to write an interview summary and thank you letter.	Learner will be able to prepare for an official interview.
To get to the next stage:	**To get to the next stage:**	**To get to the next stage:**	**To get to the next stage:**	**Assessment**
• Learner will review and identify work experiences and portfolios. • Learner will be shown how to research and compile data for a prospective employer.	• Learner will be shown proper body language techniques and postures during an interview. • Learner will be presented with tips and prototypes of appropriate dress attire for an interview.	Learner will gather information on how to write an interview summary and thank you letter.	Learner will be able to summarize all steps of an interview process in preparation for an official company interview.	Learner will be evaluated with a quiz at the end of the learning module.
Content Ideas	**Content Ideas**	**Content Ideas**	**Content Ideas**	**Goal**
Stock images and content	Embedding videos with stock images	Interactive media with imagery	Embedding videos with stock images	By the end of this training, learners will be able to demonstrate the steps of the interview process in preparation for an official company interview.

Learning Outcomes

Terminal Course Outcome

- By the end of this training, learners will be able to demonstrate the steps of the interview process in preparation for an official company interview.

Learning Objectives

By the end of this training, learners will be able to :

- Compile data and factual information about a prospective employer.
- Accurately indicate prior work experiences and portfolios.
- Select appropriate dress attire for an interview.
- Demonstrate correct body language for an interview.
- Write an interview summary and thank you letter.

Case Study

Background – Context

Customer Service, Inc. is a job preparation business located in La Porte, Indiana. Jose Lugo, Director of Customer Service, Inc., has worked with Alex Criswell previously. This is Alex's second project with Customer Service, Inc. Customer Service, Inc. had much success with their previous course that Alex created and it caused a need for a new course in a very important topic. The business desired training on the interview process

and wanted to provide success tips to ensure their candidates would have a higher chance at securing a job offer. The Interview Process Training, from OER Commons, in the Public Domain, was suggested to be used when designing custom training.

Challenge

Customer Service, Inc., offers job placement services alongside job training, such as course training. In a recent survey among their clients, their participants expressed some resources regarding the interview process. Many clients expressed they had inadequate knowledge of the interview process, which resulted in them experiencing feelings of anxiety, fear, and withdrawal when moving forward in a job placement process.

Solution

Given the previous success of their Project Management course, Customer Service, Inc., desired an Articulate Rise course to be consistent in their training practices. Alex agreed with this practice.

Alex began the design phase of the Interview Process course by analyzing the OER content and storyboarding it for approval. After approval from Jose Lugo, Alex began the development/build in Articulate Rise.

Upon building the initial shell, Alex realized some changes to the storyboard were needed. Much of the content was way too chunked and nested within the pages and needed to be brought out to the root structure/main menu. This resulted in a storyboard revision and a quick explanation of changes. Given the fact that Alex has established a good level of trust with the client, Jose Lugo had no issue with the need to re-approve with some changes mid-build.

Results – Reflection

As expected, Customer Service, Inc. was very pleased with the course. No revisions were requested.

A learning lesson: Remember to double check the outline and structure so you understand where all the content will be housed. This will avoid a possible storyboard change.

It was able to add much more media than originally expected from the first storyboard, either through stock image or embedded YouTube video. That really made the course pop out and shine.

Time Log

- Objectives - Blueprint
  - 1h
- Storyboard
  - 6h
- Case Study
  - 1h
- Media Build
  - 3days