

Key Questions

Infrastructure

- Where will the course be hosted?
- How much storage space will be required for the e-learning files?
- How many learners will need to access the course in total?
- How many learners will access the course at any time?
- How much bandwidth will be needed?
- Will this course need to integrate with an existing LMS?
- How will course enrollment and completion data be tracked?
- How will course outcomes, test scores, and other evaluation data be tracked and reported?
- Is this course SCORM compliant, or does it meet other metadata compliance needs?

Access

- Will learners be able to access the course through the Web or will they need to connect to an intranet?
- How will learners connect?
- Can the course recognize the learner's connection speed and optimize course delivery?
- Will learners have all necessary applications automatically loaded onto their computers?
- Will learners need to download any application or plugins?

Help Desk

- Who will be responsible for security issues related to the course files?
- Who will help learners who have difficulties accessing the online course?
- Who will answer technical questions?
- Who will answer content questions?
- Who will be the liaison between students, teachers, developers, and helpdesk personnel?

Enrollment and Security

- How will students be enrolled for the course or program of study?
- Will they enroll themselves or will someone enroll them?
- How will their identity be verified?
- How will course rosters be tracked?

Logistics

- Who will manage training administration?
- Who will manage training logistics?
- How will course statistics be tracked?
- Who will be responsible for collecting and communicating these statistics?