

MACMHB STATE TRAINING GUIDELINES WORKGROUP

Best Practice for Quality Online Learning

As more agencies explore the option of developing or improving access to training, such as online learning, blended and hybrid learning, we offer the following helpful guide.

1. Online learning must meet clear and measurable learning objectives
 - a. Must fulfill requirements for mandates, contractual obligations, and best and/or evidence based practice
 - b. Learning objectives are clearly stated
2. Online learning must be interactive and engage multiple learning styles
 - a. Reflects adult learning principles
 - b. Effectively utilizes multiple modalities (visual, auditory, kinesthetic)
3. Online learning should be learner friendly
 - a. Interface should be easy to use
 - b. Program design should promote learner engagement and integrity
 - c. Learners should know where they are in the course and move easily through it
 - d. Reading level should be appropriate for intended audience
 - e. Should be visually engaging (not just text on plain background)
 - f. Provides learner feedback in a timely manner
4. Online learning content must be accurate and up to date
 - a. Should be applicable to each of the identified target audiences
 - b. Should include relevant examples of various work environments
 - c. Should be evidence based, as available
5. Online learning must be continually evaluated and updated for effectiveness and current best practice
 - a. Must have a system by which course content is continually reviewed to ensure compliance with current:
 - i. Mandates
 - ii. Contractual obligations
 - iii. Best/evidence based practice
 - iv. Established outcomes

- b. Must have a mechanism to quickly update or modify course content
- 6. Online learning must have methods to assess achievement of learning outcomes
 - a. Should use a variety of test question formats
 - b. Should assess for application of information (use of content versus memorization of content)
 - c. Should assess for job performance standards when possible
 - d. Should have a question bank for randomization of test items
 - e. Should have a method to ensure test security/fidelity
 - f. Should be able to run item analysis of test questions
- 7. Online learning should have methods for evaluation
 - a. Learners should have option to provide feedback on how useful they find the information for their job situation
 - b. Learners should have the option to provide feedback on their experience of using the online learning
 - c. Should provide feedback to course developers on student performance throughout the course
 - i. How long is it taking to complete the course
 - ii. What areas are learners doing well/not doing well
 - iii. Technical issues with the functionality and interactivity of the course
 - d. The best assessment would include an on the job evaluation of skill application

**** Refer to individual curriculum guides for a discussion of which courses may be suitable for online learning****