An Introduction to Yukon Online Training

OILS 532: ELEARNING COURSE DESIGN

Course Overview

The e-Learning course I designed for OILS-532 is an interactive online training course called "**An Introduction to Yukon**". This course is being **created for employees** who use the proprietary enterprise resource planning (ERP) software called Yukon. The software was built specifically **for companies within the electronic distribution industry**. This course will primarily serve **beginning software users** such as new hires as well as beginning to intermediate users that want to **continue to improve their skills**.

Course Audience

The learner analysis helped to identify **5 primary Yukon users** for the online training. These consist of manager, inside sales representative, field sales representative, high-level decision maker, and other. **3 course facilitators** who are advanced users of the software will help engage a community of inquiry (CoI) enabling learners to form an individual understanding of the information through a **socio-cultural and collaborative context**.

Course Need

Over the past 15 years the training for the software has been conducted in a "**learn as you go**" approach and primarily performed **face-to-face** by an employee with a similar job role. The ERP software has evolved over a decade and there has been minimal **formal training** created or follow-up **support** provided other than employees who have used Yukon for some time and take a leadership or mentor role.

Learner Needs

After surveying 39 employees and stakeholders I found the main topics of the course **needed to cover the following 8 software uses**:

- Historical Information
- Product Information
- Quotes
- Opportunities
- Orders
- Data and Inventory Management
- Reporting
- Yukon Tips and Tricks

6 Overall Training Objectives

Recognize the different types of Yukon tasks that support various processes within the electronic distribution sales channel.

Apply basic Yukon operating procedures when accessing historical and product information, dealing with quotes, opportunities, and orders.

Evaluate and **state** the best way to handle a given customer scenario by relating it back to the module information provided.

Express and **discuss** learning gaps or concerns pertaining to each module.

Recall information in a self-knowledge check at the end of each module.

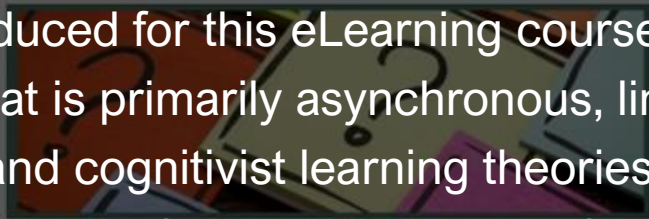**Identify** and use Yukon resources and support material for future use.

Course Platform

The content produced for this eLearning course design is built in the **free version of Moodle Cloud**. The format is primarily asynchronous, linear, and employs the use of socio-cultural, constructivism, and cognitivist learning theories. It includes **10 learning modules** and requires a minimum of 1-3 hours of work a week, runs for 2 in a half months, and will provide up to 20 hours of training content.

Course Evaluation

The training will include **formative evaluation** as it will start with a short 5-question pre-course survey that will help the facilitator gage a learner's experience level with Yukon. A **summative evaluation** will be applied at the very end of the training through a 10-question quiz covering all the training information and a 5-question post-course survey.

Usability Testing

There were **three users who tested the prototype**. The pilot testers were provided instructions with how to login and start the course. They were sent an email with:

Course URL:
https://yukonisd.moodlecloud.com
Username: testuser
Password: testuseryukonisd2020!

Some updates were made based on tester feedback such as including a **Welcome and Start Here** module that will include a course walk-through video. Video enhancements and updates to quiz question wording will take additional time with SMEs.

eLearning Course Design Survey Link

HTTPS://WWW.SURVEYMONKEY.COM/R/L5HDMRS

Explore The Course:

Click here to download the Final Design Document.

You can test the course with the information below:

Course URL: https://yukonisd.moodlecloud.com
Username: testuser
Password: testuseryukonisd2020!

Course Screen Shots

User Login

Main Moodle User Dashboard

An Introduction to Yukon Online Training

Sidebar navigation:
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- Module 6: Orders
- Module 6a: Orders
- Module 7: Data & Inventory Management
- Module 8: Reporting
- Module 9: Yukon Tips &

General Course Communications

General Training Questions Discussion Forum

Please use this discussion forum to ask any general questions you have during the training duration. Feel free to post a reply to your colleagues if you think you know the answer. A course facilitator will try to respond within 24-48 hours of your initial question.

Latest Announcements

ANNOUNCEMENTS

Here you will find weekly announcements from course facilitators to keep you up-to-date on activities and supplemental information.

Welcome and Start Here

Welcome to An Introduction to Yukon Online Training. Please watch the quick overview video below that will show you how to navigate the course. Then proceed to Module 1: Training Overview to learn more about

How to Navi...

Latest announcements

(No announcements have been posted yet.)

Activities

- Forums
- Glossaries
- Quizzes
- Resources

Navigation

- Home
  - Dashboard
  - Site pages
  - My courses
    - Miscellaneous
      - Intro to Yukon
        - Participants
        - Badges
        - Grades
        - General Course Communications

Welcome and Start Here

Welcome to An Introduction to Yukon Online Training. Please watch the quick overview video below that will show you how to navigate the course. Then proceed to Module 1: Training Overview to learn more about the course structure, schedule, FAQs, and upcoming activities.

How to Navigate the Course (Video)

Intro to Yukon Home Screen

Start Here

Module 1: Training Overview

Welcome to Module 1 Training Overview. Please start by completing the 6-Question Pre-Training Survey in sub-module 1.0. Then follow the proceeding sub-modules 1.1-1.5 to learn about the overall training objectives set forth by this course followed by the additional information you need to successfully complete the training.

Module 1.0: 6-Question Pre-Training Survey

Module 1.1: Overall Training Objectives & Duration

Module 1.2: Format & Schedule

Module 1.3: Support, Resources, Links, & FAQs

Module 1.4: Policies, Netiquette, & Copyright

Module 1.5: Introduction Discussion Activity

Module 1
Outline

Sub-module
Examples

An Introduction to Yukon Online Training

Module 1.0: 6-Question Pre-Training Survey

Welcome

Please follow this link https://www.surveymonkey.com/r/QN5D6BQ to complete a 6-question pre-training survey that will help the facilitators and e-mentors determine your level of Yukon experience. You will be able to compare the extent of knowledge transfer you have gained at the end of the training when you take the post-course training survey.

Last modified: Sunday, 12 April 2020, 9:57 PM

◄ How to Navigate the Course (Video)   Jump to... ⬍   Module 1.1: Overall Training Objectives & Duration ►

An Introduction to Yukon Online Training

Module 1.1: Overall Training Objectives & Duration

Click here to download pdf

Overall Training Objectives:

1. **Recognize** the different types of Yukon tasks that support various processes within the electronic distribution sales channel.
2. **Apply** basic Yukon operating procedures when accessing historical and product information, dealing with quotes, opportunities, and orders.
3. **Evaluate and state** the best way to handle a given customer scenario by relating it back to the module information provided.
4. **Express and discuss** learning gaps or concerns pertaining to each module.
5. **Recall** information in a self-knowledge check at the end of each module.
6. **Identify and use** Yukon resources and support material for future use.

Duration:

- Each module should take **1-3 hours per week** to complete.
- The training will span a little over a 2-month period and equals a total of **20 hours of material**.
- Training starts on **Monday July 6, 2020** and ends on **September 11, 2020**.

Module 1.2: Format & Schedule

Click here to download pdf

Format:

Most modules will take a week to review the content and complete the activities which entail a discussion activity with guided question prompts and will end with a self-knowledge check. Module 6 will take 2 weeks to complete as there will be a collaborative learning challenge presented.

Please start each module on the Monday of the given week provided in the schedule below and complete your discussion post no later than Thursday of that week. Please post a reply to one of your colleagues by the end of day on Friday of that week.

You may want to re-visit the discussion board again the following Monday to see what additional posts and comments were made. If time doesn't allow, don't worry one of the training facilitators will send out an Announcement on Monday morning after the module was completed through the course that will highlight reoccurring themes and provide helpful summary information from your discussions.

Schedule:

* indicates a 2-week module.

1. **Week 1: July 6 – 10**
   Module 1.0-1.5: Training Overview
   Covers: 6-Question Pre-Training Survey, Overall Training Objectives & Duration, Schedule & Format, Support, Resources, Links, & FAQs, Policies, Netiquette, & Copyright, and Introdu

2. **Week 2: July 13 – 17**
   Module 2.0-2.8: Historical Information
   Covers: Introduction & Learning Objectives, Daily Activity Screen, Search for Existing Customer, Customer Activity Page, Find Transaction, Editing a Customer Profile, Forecasting, Disc Knowledge Check.

3. **Week 3: July 20 – 24**
   Module 3.0-3.9: Product Information
   Covers: Introduction & Learning Objectives, Product Information Tab, Related Products Tab, Product Activity Screen, Part Number Search, Sales Notes, Filters, Design Registrations, Di Knowledge Check.

4. **Week 4: July 27 – 31**
   Module 4.0-4.7: Quotes

Course Format & Schedule

Learner Support

Module 1.3: Support, Resources, Links, & FAQs

Click here to download pdf

Overview:

During the training you can visit Module 1.3: Support, Resources, Links, & FAQs to reference and download all course material files, email course facilitators for content or IT help pertaining to your Moodle Cloud login, and have access to other resources that supplement the training content. It is a good idea to save the material from this course to your local hard drive for future reference, as a week after the course ends you will no longer have access to the course materials.

Support:

- Should you experience **technical problems** during this online training such as login issues, connectivity issues, or access issues, please email krista.rundiks@cdiweb.com for assistance.
- If you have questions on **module content and activities** please email one of the course facilitators at kristi.shaffer@cdiweb.com (Sales Manager) or janelle.neville@cdiweb.com (Asset Manager).
- We have also placed a **general questions** course discussion link at the top of the course where you can ask a question to the facilitators and/or group, but please know this will be visible to everyone.
- If you have a **suggestion or complaint** about the course please email yukonisd@logisticsflow.com.

Resources:

You will be provided training resources in each module that correlate with that topic. Should you need to quickly download the materials for future reference, you can do so below.

Module Content Download Links:

Please Note: you will be prompted for a password, use yukonisd.

Module 1: Training Overview (pdfs)
Module 2: Historical Information (videos | pdfs)
Module 3: Product Information (videos | pdfs)
Module 4: Quotes (videos | pdfs)
Module 5: Opportunities (videos | pdfs)
Module 6: Orders (videos | pdfs)
Module 6a: Orders (videos | pdfs)
Module 7: Data & Inventory Management (videos | pdfs)
Module 8: Reporting (videos | pdfs)
Module 9: Yukon Tips & Tricks (videos | pdfs)
Download All Module Resources

Additional Yukon Resources:

Module 1.4: Policies, Netiquette, & Copyright

Click here to download pdf

Policies:

1. **Security:**
   This course provides you with a secure login and password.
2. **Accessibility:**
   This course adheres to ADA compliance standards for online course design and allows for navigation via keyboard only, provides alternative text on images and files, makes links descriptive, uses hierarchical headings for content sections, provides caption video and transcribed audio, presents content in multiple ways, and uses color combinations that are high contrast.
3. **Participation:**
   As a participant of this training you are expected to participate in the weekly modules unless you have communicated a schedule conflict to the course facilitator. We ask this, because in order to build a community of inquiry the training requires participant commitment.
4. **Suggestions & Complaints:**
   If you have a suggestion and/or complaint about the course please email yukonisd@logisticsflow.com.

Support & Documentation:

Overall training learning objectives, duration, schedule, format, support, resources, FAQs, and an introduction are made available to participants enrolled in the course during week 1 and found in Module 1. You can access this anytime throughout the duration of the training.

Netiquette:

1. **What is Netiquette:**
   Netiquette, a social code that defines "good" online behavior is something to keep in mind during your training interactions. Writing may be the only means of communication you have with classmates and instructors, so it is especially important to do this effectively. Follow the guidelines below to leave your mark as a knowledgeable, respectful and polite participant who is positioned to succeed professionally.
2. **Be Scholarly**
   Do: Use proper language, grammar and spelling. Be explanatory and justify your opinions. Credit the ideas of others through citing and linking to resources.
   Avoid: Misinforming others when you may not know the answer. If you are guessing about something, clearly state that you do not know the answer.
3. **Be Respectful**
   Do: Respect privacy, diversity and opinions of others. Communicate tactfully and base disagreements on research evidence.
   Avoid: Sharing another person's professional or personal information.
4. **Be Professional**
   Do: Represent yourself well at all times. Be truthful, accurate and run a final spell check. Avoid: Using profanity or participating in hostile interactions.
5. **Be Polite**
   Do: Address others by name or appropriate title and be mindful of your tone. Treat people as if you were in a face-to-face situation.

Policies, Netiquette, & Copyright

Module 2: Historical Information

Welcome to Module 2 Historical Information. This module is designed to provide you an overview of the basic screens used in Yukon on a daily basis. These screens will be essential for searching information related to customers and your daily workflow activities.

Module 2.0: Introduction & Learning Objectives

Module 2.1: Daily Activity Screen

Module 2.2: Search for Existing Customer

Module 2.3: Customer Activity Page

Module 2.4: Find Transaction

Module 2.5: Editing a Customer Profile

Module 2.6: Forecasting

Module 2.7: Discussion Activity

Module 2.8: 5-Question Self Knowledge Check

Module 2
Outline

Module 2.0: Introduction & Learning Objectives

Overview:

This module will cover the basic screens used in Yukon that are essential for searching and applying daily customer tasks.

Highlights:

- Daily Activity Screen
- Search for Existing Customer
- Customer Activity Page
- Find Transaction
- Editing a Customer Profile
- Forecasting

Objectives:

1. **Recognize** the different screens, pages, and functions highlighted in this module within the Yukon software.
2. **Assess** when you would need to use a function highlighted in this module within the Yukon software.
3. **Recall** and **apply** at least 3 areas covered in this module that are most useful for your job requirements.
4. **Complete** the discussion activity questions and self-knowledge check.

Last modified: Sunday, 12 April 2020, 10:17 PM

◄ Module 1.5: Introduction Discussion Activity   Jump to...   Module 2.1: Daily Activity Screen ►

Module Overview & Objectives Example

# Module 2.1: Daily Activity Screen

Overview:

In this module you can watch a video that follows an Asset Manager through their workflow using the Daily Activity screen options found in Yukon. She will start her day by accessing the fundamental Daily Activity options found in Yukon, such as:

- Open Purchase Orders
- Held
- Unallocated
- Cancellations
- Expedites
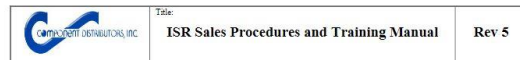- Quotes
- Follow-ups
- Customer Returns

Video:

Click the image below to watch the Daily Activity Screen video. Please Note: you will be prompted for a password, use **yukonisd**.
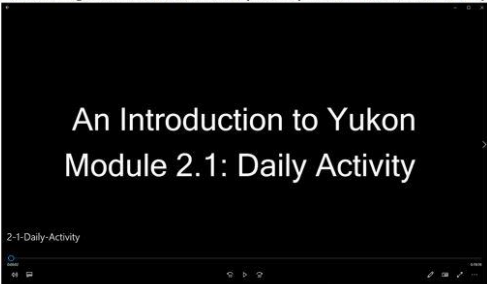
PDF Download

Click here to download a pdf information sheet for this section. Please Note: you will be prompted for a password, use **yukonisd**.
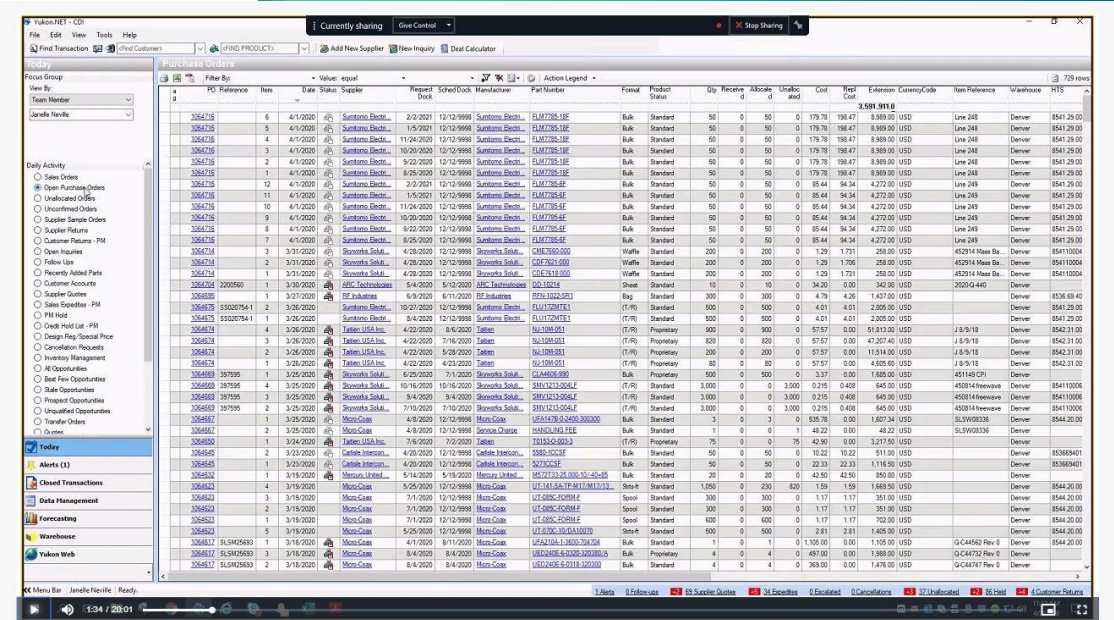

Sub-module Example ⟵

Video Example ⟱

PDF Download Example ⟵

Discussion Activity Examples

Module 1.5: Introduction Discussion Activity

Introduce yourself to the group by answering the following 3 questions by **Thursday, July 9th**.
Note: You will start an individual post in the discussion forum by clicking on the "Add a New Discussion Topic" button below.

1. What is your name, job role, and prior experience working in Yukon?
2. What is something you would like to learn from this training?
3. What is something you like to do outside of work?

Please read your colleagues posts and an optional response to at least one person should be made by the end of day **Friday, July 10th**.

This forum allows each person to start one discussion topic.

Add a new discussion topic

(There are no discussion topics yet in this forum)

Module 2.7: Discussion Activity

Answer the 3 questions below to the best of your knowledge by **Thursday, July 16th**. Note: You will start an individual post in the discussion forum by clicking on the "Add a New Discussion Topic" button below.

1. Describe a good use for the Customer Notes tab found in the Customer Activity screen. If you have used this before please share with your colleagues how it has helped you.
2. What is a reason you would need to edit a customer's profile?
3. List three buckets found under the Daily Activity Screen and which bucket would you prefer to look at first and why?

Please read your colleagues posts and post a response to at least one person by the **end of day Friday, July 17th**.

This forum allows each person to start one discussion topic.

Add a new discussion topic

(There are no discussion topics yet in this forum)

Quiz Example

Question 1
Not yet answered
Marked out of 1.00
⚑ Flag question

Where can you find an order's tracking number?

Select one:
- ○ a. In the customer's profile under the Account Info tab
- ○ b. In the customer activity screen under the RFQ's tab
- ○ c. In the customer activity screen under the Expedites tab
- ○ d. In the customer activity screen under the Shipments tab
- ○ e. In the daily activity section under the Held items

Question 2
Not yet answered
Marked out of 1.00
⚑ Flag question

Select the reason(s) you would need to Edit an Existing Customer Profile

Select one or more:
- ☐ a. Customer has a phone number change
- ☐ b. Customer moved and there is an address change
- ☐ c. Customer has a website change
- ☐ d. Customer needs to return a product
- ☐ e. Customer needs updated pricing

Question 3
Not yet answered
Marked out of 1.00
⚑ Flag question

Select the reason(s) why you would need to conduct a product Forecast

Select one or more:
- ☐ a. The customer is a high-volume customer that sends us a weekly spreadsheet of anticipated usage
- ☐ b. The customer asked to order a few more parts that we didn't have in stock, but they don't know when they will buy them and have not provided an estimated annual usage.
- ☐ c. There is no stock available on a low usage part
- ☐ d. Because the Replenishment Tab under the Manufacturer in Yukon says we have a lot of usage on a part and we are running low on parts
- ☐ e. All of the above are reasons to Forecast

Question 4
Not yet answered
Marked out of 1.00
⚑ Flag question

Select the bucket(s) below that are listed in the Daily Activity Screen:

Select one or more:
- ☐ a. Supplier Quotes
- ☐ b. Special Pricing
- ☐ c. Expedites
- ☐ d. Held
- ☐ e. Payment Terms

Question 5
Not yet answered
Marked out of 1.00
⚑ Flag question

Select the reason(s) why you would need to use the Find Transaction tool

Select one or more:
- ☐ a. To look up the customers credit card number
- ☐ b. To find a quote so you can create a sales order from it
- ☐ c. Because the manufacturer sent an email answering a customer's question on a quote request and you need to follow-up in the system
- ☐ d. To find an opportunity so you can create a reserve
- ☐ e. To edit the customers bill and ship to address

Finish attempt ...