

Glossary of End User Training (EUT) Terminology

ADDIE	Analysis, Design, Development, Implementation, and Evaluation (ADDIE) is an underlying methodology to develop structured courseware with predictable results.
AICC	Aviation Industry CBT Committee (AICC) has developed a set of standards for development, delivery, and evaluation of e-learning programs. Most E-learning is developed in compliance with these standards.
Blended Learning	Blended Learning is a combination of multiple media into a complete curriculum. It may include ILT, CBT, Distance Learning, Tutorials, etc.
CBT	Computer-based training (CBT) is a type of self-paced learning that is delivered on a CD-ROM. The learner does not have to be connected to a private intranet or the public internet. It is one form of E-learning.
COE	A Center of Excellence (COE) is permanent center of expertise that supports the efficient implementation, enhancement, and maintenance of common business processes and systems built around SAP.
Distance Learning	Distance Learning describes training that is based in a live, instructor-led session, broadcast to remote users. A true distance learning system is synchronous, that is, all users take the training at the same time, regardless of geographic location. It also has a mechanism or remote learners to participate in ongoing questions. It may include the ability to see remote and hear learners or have them participate via chat.
E-learning	E-learning is any instruction delivered electronically over a private Intranet or the public internet using a web browser. E-learning can also refer to any type of training delivered on a computer without an instructor. This can be client-server, CD-ROM, video game type training or any other training delivered electronically without an instructor.
EPSS	Electronic performance support system (EPSS) is an online application that provides all the information a user should need for their job. Term is taken from the metaphor for pilots having all electronic controls and information that they need at their fingertips. Usually delivered as a web portal with multiple streams of information.



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ILT	Instructor-Led Training (ILT) is traditional classroom training. It usually combines lecture and group interaction and exercises.
ISD	Instructional Systems Design is a systematic approach to developing courseware. It is based on starting with a needs assessment to identify training needs and clear objectives. Courses then are built to achieve these objectives.
Levels of Evaluation	Based on Donald Kirkpatrick's research, there are four levels of evaluating the effectiveness of training. These are: <ul style="list-style-type: none"> ◆ Level One :Reaction ◆ Level Two: Learning ◆ Level Three: Behavior ◆ Level Four: Results
Localization	Localization refers to the modification of written material for a specific, local audience. For example, a course written for a United States audience may be modified to fit a Japanese audience. This may include translation into another language, changing examples for cultural relevance, and changing the approach of the material to fit cultural expectations.
Performance-based Learning Objective	A performance-based learning objective is a specific, measurable skill that a trainee will be able to perform on completion of a course.
RIO and RLO	Reusable Information Objects (RIO) and Reusable Learning Object (RLO) describe a specific chunk of content and/or code that represents an assessment, exercise, instructional content, that can be used in many different courses.
SCORM	Sharable Content Object Reference Model (SCORM) is a set of e-learning standards that specify ways to catalog, launch and track course objects. Most E-learning is developed in compliance with these standards.
Super Users	Individuals recognized as subject matter experts within their departments. They have deep understanding of intra- and inter-departmental processes. The configuration team relies on this knowledge to configure and test the system and the training team uses it to develop realistic business scenarios as well as deliver training. After go live, supers users often provide level 1 support in their department, and are key to user acceptance.
WBT	Web-based training (WBT) is a type of self-paced learning delivered over a private intranet or accessed through the public internet using a web browser. It is one form of E-learning



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