

# 2010 Interactive Technologies Conference

**August 18-20, 2010**  
**Sheraton Crystal City Hotel**  
**Arlington, Virginia**



## **Featuring Application Descriptions on:**

- Knowledge Management Systems
- Mobile Learning
- Gaming & Simulation for Training & Job Performance Improvement
- New Technologies & the Marketplace
- Virtual Worlds
- Instructional Systems Design

*Sponsored by*



**SALT®**

Society for Applied Learning Technology® 50 Culpeper Street, Warrenton, Virginia 20186  
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## Registration Hours

Tuesday	12:00 PM to 5:00 PM
Wednesday	7:30 AM to 5:00 PM
Thursday	7:30 AM to 5:00 PM
Friday	8:00 AM to 12 NOON

## Exhibit Hours - Ballroom A & Foyer

Wednesday	10:00 AM to 3:30 PM
Thursday	10:00 AM to 3:30 PM
Friday	10:00 AM to 12 NOON

## Program Changes

Learning Technology Institute reserves the right to make necessary changes in this program. Every effort will be made to keep presentations and speakers as represented. However, unforeseen circumstances may result in the substitution or cancellation of a presentation topic and/or speaker.

## Conference Sponsorship

This conference is being conducted by the Learning Technology Institute (LTI) in cooperation with the Society for Applied Learning Technology (**SALT**). However, **SALT** assumes no responsibility for program content, facilities, schedules, or operations. Learning Technology Institute programs are educational in nature and are considered continuing professional education.

## Networking Reception

### WEDNESDAY (AUG 18) - 5:00 PM TO 6:30 PM

The Society for Applied Learning Technology (SALT) is sponsoring this reception for all conference participants. There will be a cash bar and complementary hors d'oeuvres. The reception will be located in the exhibit hall and foyer area.

## Session Room Locations

### WEDNESDAY (AUG 18) - CONFERENCE

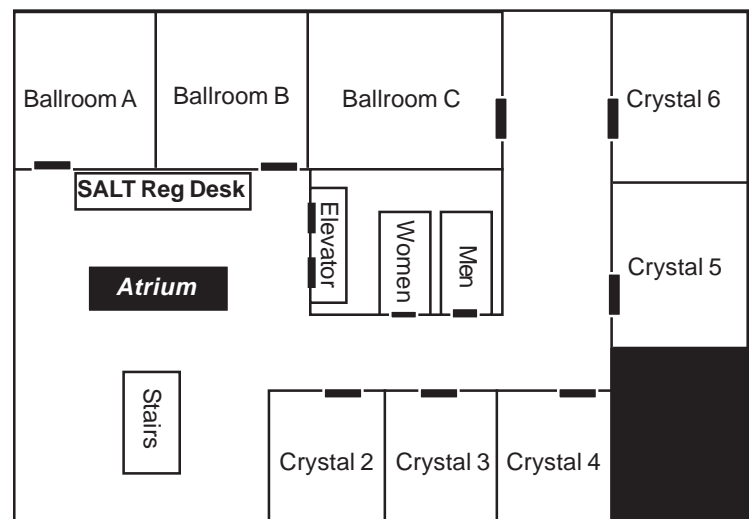
<b>KEYNOTE ADDRESS - 9:00 am to 10:00 am</b> ....	Ballroom B
1 - Gaming & Simulation .....	Ballroom C
2 - Compliance .....	Crystal 5
3 - Design .....	Crystal 6
4 - New Technologies and the Marketplace ....	Ballroom B
5 - FGDLA .....	Crystal 3

### THURSDAY (AUG 19) - CONFERENCE

1 - Knowledge Management .....	Crystal 6
2 - Mobile Computing .....	Ballroom C
3 - Training .....	Ballroom B
4 - Virtual Worlds .....	Crystal 5
5 - FGDLA .....	Crystal 3

### FRIDAY (AUG 20) - CONFERENCE

1 - Knowledge Management .....	Crystal 6
2 - Mobile Computing .....	Ballroom C
3 - Training .....	Ballroom B
4 - Virtual Worlds .....	Crystal 5
5 - Social Media .....	Crystal 3



2nd Floor - Conference Level

## About the SALT® Conference

The SALT® 2010 Interactive Technologies Conference in Washington, DC will address the important issues that affect individuals and organizations who are involved in designing, developing, or implementing technology based education and training systems. The conference provides a unique opportunity to obtain a cross-disciplinary exposure to technology applications in a concrete manner and to learn from speakers who are practitioners of current technology applications. The conference experience should provide the potential for a broad exposure to professionals from academia, government, industry and the military who will be sharing their knowledge and experience. Attendees will hear real-world and practical examples of how your peers came to recognize the challenges facing them and then identified the technology-based solutions to address them. These solutions include:

- Gaming & Simulation Applications
- Application Service Providers (ASPs)
- Training Technologies
- Learning Management Systems (LMS)
- Learning Content Management Systems (LCMS)
- E-learning Solutions
- Social Networks
- Enterprise Management Systems
- Industrial Training Systems and Courseware
- On-line Professional Staff Development Systems
- Personal Digital Assistants (PDAs)
- Mobile Computing and Wireless Solutions
- Web-Based Training
- WiFi/Wireless Networking Technologies

## Who Attends the SALT® Conference

Decision makers involved in the selection and implementation of technology-based solutions for education, training, and performance support.

### Corporate and Industrial Trainers

Directors and managers seeking current information on E-learning, Mobile Computing Technology, and Content and Enterprise Management Systems for their organizations' training needs. Industry professionals who require training and communication programs utilizing strategies which engage the learner. Corporations seeking to leverage current knowledge and investment in DVD technologies.

### Government and Military Professional

Military and government staff tasked with integrating the latest multimedia technologies into their training, compliance, and logistics support programs. Courseware developers seeking SCORM compliant technologies to assist them in manpower development, personnel training, and safety programs. Government agencies interested in Customizable Off The Shelf (COTS) training solutions for their learners.

### Educators

IT Managers and Curriculum Developers responsible for implementing technology based-systems now driving institutions of higher education. Educators who want to know how the latest technologies (PDAs, LMS,) are being applied to improve the learning experience. Instructional designers who need to be on top of the latest application technology to help them exploit existing content and develop more accessible courseware.

- University and community college professionals
- Education/Training facilitators
- Hardware and software systems developers
- Consultants
- Training and Job Performance Support Professionals
- Technology-based systems manufacturers & integrators
- Human resource development managers
- Corporate training managers
- Publishers and distributors of educational software
- Instructional design professionals
- Instructional systems professionals
- Training systems designers and developers
- Military and Homeland Security systems training professionals
- Multimedia developers and distributors

With over 90 speakers scheduled to speak in 5 different conference tracks over 3 days, the *Interactive Learning Technologies Conference* offers one of the best values in the market place. SALT® has always made it a priority to offer exceptional content to attendees at registration rates which are competitive. By controlling overhead expenses and negotiating favorable hotel rates, this conference offers the lowest cost with the widest program selection from recognized professionals in the field.

This conference offers you and your organization a cost-conscious method to stay up-to-date on the latest technologies for improving learning, reducing training time and increasing employee effectiveness.

**Keynote Address - Wednesday, August 18th  
9:00 am to 10:00 am - Ballroom B**



**Mr. William Peratino, Director of Innovation  
Emerging Human Resource Solutions Group  
Office of Personnel Management**

Mr. Peratino has close to 40 years service with the federal government across all facets of human performance improvement. He is currently the Director of Innovation within OPM's Emerging Human Resource Solutions group employing advanced technology solutions to a range of training, performance support, testing, and human capital challenges. Previously as the Director of the E-gov initiative GoLearn, the federal government's on-line university, Mr. Peratino oversaw development and delivery of on-line training and LMS implementations for all cabinet-level and multiple small agencies. Concurrently, while serving as the Director of GoLearn, Mr. Peratino was also the Director of USA Jobs managing the federal government's job posting and application system for all federal government jobs.

Prior to joining OPM, Mr. Peratino worked in the US Department of Labor, Assistant Secretary for Policy Office in the capacity of Director of Distance Learning Policy and Programs using technology-based solutions to enhance the performance and productivity of individuals. Serving as the Director of New and Emerging Technologies, US Department of Labor Office of Assistant Secretary for Policy he employed open-source software to develop a government-owned web publishing and on-line knowledge management repository: Workforce Connections which he made freely available as an Open Source "Custom Distribution" and was downloaded by thousands of organizations worldwide to support their training development. While at Labor, Mr. Peratino also served as Deputy Director of the Federal Advanced Distributed Learning Co-Laboratory in Alexandria, VA as a key liaison between government and the commercial sector to lead technical efforts, which promote the portability and interoperability of systems and applications government and industry-wide via the SCORM specification.

Through the fall of 2000 Mr. Peratino was the Director of Distance Learning Programs at the Defense Acquisition University where he designed, developed, and implemented the first virtual university in all of government. Mr. Peratino as the Director of Distance Learning Programs, managed the redesign and modernization efforts of more than 70 distributed learning courses for the Defense Acquisition University. In addition, Mr. Peratino chaired the Content Advocacy Group of the Advanced Distributed Learning Initiative (ADLNET.ORG). This initiative, sponsored by the Office of the Secretary of Defense and the White House Office of Science and Technology Policy is evaluating ways to use technology to support life-long learning.

Prior to joining DAU in 1994 Mr. Peratino, while at the Bureau of Medicine and Surgery, U.S. Navy, managed the design, development, and delivery of the Computer Assisted Medical Interactive-video System (CAMIS) which was the largest government multimedia education and training initiative at that time. CAMIS represented thousands of hours of multimedia-based medical training developed specifically for Naval Independent Duty Corpsman/Emergency Medical Technicians, nurses, and physicians worldwide.

With this wealth of experience on through the evolution of training and the ongoing challenges, Mr. Peratino will illustrate some of the past, present and future challenges facing the human performance improvement industry.

## General Information

### Meeting Location

**Sheraton Crystal City Hotel**  
1800 Jefferson Davis Highway  
Arlington, VA 22202  
Reservations: 703-486-1111

### Hotel Accommodations

A limited number of rooms have been set aside at the Sheraton Crystal City Hotel at the discounted rate of \$189.00 single/double. Deadline to make your reservations under this room rate is August 2nd, 2010.

### Registration

For earlybird registration rates, your registration submission with payment must be completed by May 19, 2010, or faxed to us by that date with credit card information included. For early registration rates, your registration submission with payment must be completed by August 4, 2010, or faxed to us by that date with credit card information included. All registrations made after August 4th OR requiring invoicing will be billed at the higher rate (SALT/FGDLA Members \$750 and Non-Members \$800). All foreign checks must be paid in US dollars.

### One-Day/Two Day Registration

For those who prefer to attend only one or two days, there is a one-day registration fee of \$350 and a two-day fee of \$550.

### Registration Desk Hours During the Conference

Tuesday	7:30 AM to 5:00 PM
Wednesday	7:30 AM to 5:00 PM
Thursday	7:30 AM to 5:00 PM
Friday	8:00 AM to 12 Noon

### Program Topic Organization

Program headings are grouped by general categories for convenience of those who wish to focus on specific areas. However, many presentations relate to more than one area and attendees are encouraged to select those presentations of greatest relevance to their needs. Schedules are arranged to provide for attendees to change locations without disruption.

### Employment Bulletin Board

A bulletin board will be available for posting of employment information or resumes. If interested, please contact Carrie Vespico at [carrie@lti.org](mailto:carrie@lti.org) or call (540) 347-0055.



### ADA Compliance

The Sheraton Crystal City Hotel has warranted that it complies with ADA requirements. Please indicate on the registration form if you would like assistance at the conference.

### Program Changes

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### Inquiries

Inquiries concerning this conference should be addressed to the Society for Applied Learning Technology®, 50 Culpeper Street, Warrenton, Virginia 20186, (540) 347-0055 or fax at (540) 349-3169.

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### Cancellation Policy

Cancellations received by Aug 4 2010 will be refunded after the conference less a \$50 processing fee. In the event of cancellation we also accept attendee substitutions, or your fee may be applied to the next SALT® conference. **No refunds will be made after August 4, 2010.**

### Local Attractions (miles/kilometers)

- ♦ Ford's Theater (3.0 /4.828)
- ♦ The Smithsonian Museums (2.0 /3.219)
- ♦ Washington, DC (1.0 /1.609)
- ♦ Washington National Cathedral (10.0 /16.093)
- ♦ Crystal City Shops (0.06 /0.1)
- ♦ John F. Kennedy Center for the Performing Arts (5.0 /8.047)
- ♦ US Capitol (3.0 /4.828)
- ♦ Arlington National Cemetery (3.0 /4.828)
- ♦ The White House (3.0 /4.828)
- ♦ Jefferson Memorial (5.0 /8.047)
- ♦ Tidal Basin Pedal Boats (1.0 /1.609)
- ♦ Mount Vernon Estate (17.99 /28.968)

Some links of interest to people traveling to the Washington D.C. area are listed below.

- ♦ About the Arlington area: [www.arlingtonvirginiausa.com](http://www.arlingtonvirginiausa.com)
- ♦ Public transportation: [www.wmata.com](http://www.wmata.com)
- ♦ Washington Dulles International and Ronald Reagan Washington National Airports: [www.metwashairports.com](http://www.metwashairports.com)
- ♦ Baltimore/Washington International Airport: [www.bwiairport.com](http://www.bwiairport.com)
- ♦ Tourist Information on Washington, DC: <http://seewashingtondc.net>

# Interactive Technologies 2010 SALT Conference

- Technical Session Overview -

**Wednesday**

**August 18th**

**KEYNOT ADDRESS 9:00 - 10:00 Ballroom B & C**

Mr. William Peratino, Director of Innovation, *Office of Personnel Management*

Track	Gaming and Simulation	Compliance	Design	New Technologies and the Marketplace	FGDLA
Room	Ballroom C	Crystal 5	Crystal 6	Ballroom B	Crystal 3
Session Chairs	David Versaw	Michael Jernigan	John Hirschbuhl	Dexter Fletcher	Jolly Holden
10:00	<b>Coffee Break</b>				
10:30	Let's Play! Using Games in the Selection Process to Make Assessment, Selection and Training More Effective - Matt Sadinsky	Training for Compliance - Michael Jernigan	Designing, Developing, and Implementing an Interactive Learning System - John Hirschbuhl, Ph.D.	Defining the Learning Marketplace - Ruth Kustoff	Introduction to Instructional Media Selection (Part 1) - Philip Westfall, Ph.D.
11:15	Advanced Logistics Simulation and Training using Immersive Game Based Systems - Scott Carter - Rebecca Main - Anthony Dronkers	Entertain to Engage - A new paradigm in Compliance Based Training - James Moss	High End Adobe Captivate v4 and v5 Tips and Tricks - Joseph Ganci	New Technologies and the Marketplace: Return on Investment (ROI) and Improved Productivity - Major Kristy Steenberge - Lee Wiegand	Introduction to Instructional Media Selection-continued (Part 2) - Philip Westfall, Ph.D.
12:00	<b>Lunch Break 12:00 – 1:30</b>				
1:30	Best Practices for Instructional Game Design and Development - Dorothy Phoenix	Training and Human Performance Support for Compliance - Jeremiah Cronin	Integration of Instructional Design Strategies with Broadband –Virtual Teaching Technologies - Abdalhameed Abdaljabbar	Using the Cloud to Improve Performance Business Performance - Jim Hill	Instructional Media Selection: Implications for Blended Learning (Part 1) - Jolly Holden
2:15	“Pre-training” Simulations For Regaining Purposeful Human Motor Controls - Vince Macri	Integrated Six Sigma Process Compliance – The Control Phase is the Hardest to Control - Peter Rizza - Richard Herczeg	Discover! Design! Deliver! An Integrated Solution to Online Content Creation - Shelia Cunningham-Hodge	How Do You Keep Track of All This Stuff? It's Changing So Fast! - Mark Frydenberg	Instructional Media Selection: Implications for Blended Learning-continued (Part 2) - Jolly Holden
3:00	<b>Coffee Break</b>				
3:30	A Serious Approach to Serious Game Development - Ron Punako, Jr. - Joy Pachucki	Building a Culture of Compliance is about Leadership - Matt Sadinsky	Video: Rendering it Right the First Time - Phil Cowcill	Disruptive Technologies and Organizational Change - Gertrude Abramson, Ed.D. - Antonio R. Rincon, Ph.D. - David Mylott, Ph.D. - Maj. Mark Givens	Content Delivery Network: Lessons from the Enterprise - Randy Palubiak
4:15	Developing an Engine Agnostic Interface Design: Bridging the Gap between Video Games and Military Training Systems - Laurent Scallie	TBA	Blended Learning – The Quiet Revolution - Marie-Pierre Huguet - Theresa Sommer		Air National Guard – Leveraging a Blend of Communication Channels to Inform and Train - Major James Evans

# Interactive Technologies 2010 SALT Conference

- Technical Session Overview -

**Thursday  
August 19th**

Track	Knowledge Management	Mobile Computing	Training	Virtual Worlds	FGDLA
Room	<i>Crystal 6</i>	<i>Ballroom C</i>	<i>Ballroom B</i>	<i>Crystal 5</i>	<i>Crystal 3</i>
Session Chairs	Sharon Wright	Phil Cowcill	James Guilkey, Ph.D	Marsha Melkonian	Jolly Holden
8:30	Knowledge Management Meets Collaboration and Social Media - Alex Heiphetz, Ph.D. - Sveta Liberman	Emerging From the Mobile Maze - Doug Stone - Daniel Govar	Training Superiority: From the Defense Science Board to DARPA - Dr. Ralph Ernest Chatham	Virtual EDU: Real World Examples of Learning in Multi-User Virtual Environments (MUVE) - Kenneth R. Addis - Dorothy Phoenix	Overview of the Government Education & Training Network (GETN) - Philip Westfall, Ph.D.
9:15	Choosing an LCMS - Peter Berking	Virtual World Training App for Medical Education - Sophia Parker - George Stone	USAF Security Forces e-Learning -- Train Like Airmen Learn Today - Donna Parker	Exploiting the Affordances of Virtual Worlds for Meaningful Interactive Online Experiences - Badrul Khan - Keysha Gamor	Video Telepresence at the Defense Acquisition University (DAU) - Dave Scibetta
10:00	<b>Coffee Break</b>				
10:30	Implementing Knowledge Management Systems- Lessons Learned - Mary-Sara Camerino	mLearning at the Bottom of the Pyramid - James BonTempo	Increasing Training Effectiveness Through Classroom Management Software - Ben Cahoon	Virtually There: The Top Ten Best Practices for Implementing Virtual Worlds for Learning - Richard Mesch	
11:15	Efficiency in Distance Learning at Virginia Department of Health - Robert Bradley	Interactive Mobile Learning Platform - Nick Watson - Justin D'Arcangelo	Learning ERP in a Large Enterprise - Tina Cole - Louis Biggie	Stories from the Trenches of Virtual Training - John Sciandra	Where to Go to Get Satellite Services in the Government - Jim Russo
12:00	<b>Lunch Break 12:00 – 1:30</b>				12:40 – 1:20 FGDLA Open Meeting Information sharing and presentation of the GSA GETN Awards
1:30	Information Sharing, Knowledge Management, and the Federal Challenge - Peter M. Goodstein	Getting Hands-on with Cell Phones and Web 2.0 Tools - Lin Muilenburg	Customize and Deliver to NASA a Full-Cost Business Management Computer Simulation - Lawrence Suda	Achieving Classroom Efficiency: One Instructor, One Class, Three Modes of Delivery - Darrell Vickers	Social Security Administration's (SSA's) Interactive Video Training (IVT) Network - Tracey Hamilton
2:15	ISD Standards for Game Based Training: Analysis of Instructional Attributes of Different GameTypes - Terrell Chandler - Erin Heiser - Michael Anthony	Mobile Learning and the Pedagogy Of Adaptive Mobility - Louis Stricoff	Informal Learning & Technologies to Make it Happen - Gheno Senbetta	Virtual Training via Web Conferencing at the World Bank Group - Darlene Christopher	Internal Revenue Service (IRS) Corporate Television - Dianne White
3:00	<b>Coffee Break</b>				
3:30	Behind the Screen - LMS Access from Secure Areas - John Stearns	Making Learning Games Work for Mobile Learning - Barbara Sealund	Implementing Learning Technologies Within Your Organization: Identifying and Overcoming the Challenges - James Guilkey, Ph.D - Dr. Ralph Chatham - Carie Blum - Darlene Christopher	Virtual Reality Spray Technician Training - David Winyard	Generational Differences & Learning Styles: Do They Matter? - Philip Westfall, Ph.D. - Jolly Holden
4:15	Tracking and Reporting Learner Data Using Web Services: An LMS Agnostic Approach - Brian Caudill	Voice of America - Mobile Learning - Todd Marks - Vince Buscemi		The Future of Virtual Worlds & Learning - Andrew Hughes	Achieving LMS High End User Satisfaction and ROI - Larry Mercier - Donna Lam

**Interactive Technologies 2010 SALT Conference**  
- Technical Session Overview -

**Friday**  
**August 20th**

Track	Knowledge Management	Mobile Computing	Training	Virtual Worlds	Social Media
Room	<i>Crystal 6</i>	<i>Ballroom C</i>	<i>Ballroom B</i>	<i>Crystal 5</i>	<i>Crystal 3</i>
Session Chairs	Peter Rizza	Joel Milinsky	Dr. Ralph Ernest Chatham		Timothy Adams
8:30	OLAT: A New LMS with a Focus on User Experience - Justin Beals	The Future of Mobile Learning: Panel Discussion by Experts in the Areas of Mobile Learning, Mobile Testing and Mobile Surveys	Rolling Out a Global Virtual Classroom Learning Program - Carie Blum	Virtual Environment Real User Study (Verus): Design and Methodological Considerations and Implications - Edward Dieterle	Just another Tweet: how social media in organizations affects how we do business! - Timothy Adams
9:15	Advanced Knowledge Management System for Logistics - James Toone	- Jeff Whitney - Robert Gadd - Louis Stricoff - Barbara Sealund - James BonTempo	How to Make Your Learning Stick - A Blueprint for Learning Reinforcement - Chris Ayers	Virtual Learning Tour using Second Life, Twitter and Google Docs - Irena Bojanova - Leslie Pang	Social Media Enhanced E-Learning for Executive Education - Preetha Ram - Nathan Brewer
10:00	<b>Coffee Break</b>				
10:30	Knowledge Management Process in Gerdau – Communities of Practice - Stuart Gray	M-Learning to Heterogeneous Audiences - Peter Schmitt	Using Interactive Rich Media Presentations for Learning and Training - Nadeem Khan	Training Others to Think: Using Virtual Offices to Train Law Enforcement, Incident Responders and Officials - Donna Sandifer	App This, Tweet That: Teaching In the 21st Century and Beyond - William Wendt - Rami Maysami
11:15	Assessing Instructor Involvement in the Online Learning Environment at University of Fairfax - Janice Orcutt, Ed.S.	State of Michigan Advances Workforce and Career Development using MI Learning on iTunes U - Joel Milinsky	Military Language Learning - Beyond the Basics - John Dunavan	Framework for Image Capture in Virtual Learning and Teaching Environments - Mauricio Jose Viana Amorim - Magda Bercht, Ph.D.	Re-purposing and Rethinking Social Networking in the Learning Environment - Elizabeth Sullivan - John Millard

## Wednesday - Gaming and Simulation

### 9:00 –9:10 Introduction and Welcome

John G. Fox, II, Executive Director, *SALT*

### 9:10 –10:00 Keynote Address

William Peratino, Director of Innovation, *Office of Personnel Management*

### 10:00 –10:30 Coffee Break

### 10:30 –11:10 Let's Play! Using Games in the Selection Process to Make Assessment, Selection and Training More Effective

Matt Sadinsky, President & CEO, *PReP Intl*

Will games help optimize each dollar of selection and training? Our hypothesis is that using serious games in the selection process can help assure that tomorrow's training investments pay off in rapid on boarding and more effective teams. This session will report on work in progress in researching and exploring "SMART Grid - the Game" in the evolution of the North American power grid and Energy Technology (ET) capabilities.

### 11:15 –12:00 Advanced Logistics Simulation and Training using Immersive Game Based Systems

Scott Carter, DAFC Command War Reserve Materiel Officer, *Air Combat Command*, Rebecca Main, *US Air Force*, Anthony Dronkers, *ICF International*

This presentation reports on the development of a training framework for the Air Force Air Combat Command's War Readiness Material program where the day-to-day activities of War Readiness Material Officer spanning the cognitive, affective, and psychomotor domains would be simulated.

### 12:00 –1:30 Lunch Break

### 1:30 –2:10 Best Practices for Instructional Game Design and Development

Dorothy Phoenix, *IBM*

Creating educational video games is a skill that must forge an optimal balance between the principles of traditional instructional design and game design. The games need to be fun and engaging, while at the same time successfully conveying and reinforcing the instructional goals. Learning management systems introduce extra design considerations.

### 2:15 –3:00 "Pre-training" Simulations For Regaining Purposeful Human Motor Controls

Vince Macri, Manager and 'game' designer, *3D PreMotorSkill Technologies LLC*

This presentation is on 3D PreMotorSkills 'games,' i.e. digital simulations for re-learning human motor controls. Brain trauma and medical disorders impairing or preventing purposeful limb movements profoundly affect more than 12 million persons in the U.S. Our "pre-training" 'games' enable exercise of such cortical structures and processes. In effect, we provide interactive visualization (kinesthetic imagery + user input controls) for regaining and/or improving motor skills. The technology is video/computer game-based and directed to "pre-training" simulations that stimulate neuronal recruitment, neurogenesis and brain plasticity related to controlling human movements.

### 3:00 –3:30 Coffee Break

### 3:30 –4:10 A Serious Approach to Serious Game Development

Ron Punako, Jr., Senior Software Engineer, *Concurrent Technologies Corporation*, Joy Pachucki, Instructional Designer, *Concurrent Technologies Corporation*

The presenters report on their successes and lessons learned of putting the proper processes and resources into place throughout the Systems Development Life Cycle and how this increases the success of the use of serious games in learning environments.

### 4:15 –5:00 Developing an Engine Agnostic Interface Design: Bridging the Gap between Video Games and Military Training Systems

Laurent Scallie, CEO, *Atlantis Cyberspace Inc.*

Although gaming technology is becoming generally accepted as a valid training tool in the modeling and simulation industry, a generic architecture for integrating current and future capable systems has not yet been developed. This session presents a new approach to building training simulation systems using a novel interoperable component architecture called the Engine Agnostic Interface (EAI).

## Wednesday - Compliance

### 9:00 –9:10 Introduction and Welcome

John G. Fox, II, Executive Director, *SALT®*

### 9:10 –10:00 Keynote Address

William Peratino, Director of Innovation, *Office of Personnel Management*

### 10:00 –10:30 Coffee Break

### 10:30 –11:10 Training for Compliance

Michael Jernigan, Compliance Training Manager, Office of Legal Compliance, *Microsoft*

This presentation will cover three key aspects of developing training to meet federal and company mandated compliance training. Specific topics to be discussed are identifying topics including who to talk to, how to identify content, and review processes; developing the training which includes training media (instructor-led vs. online training pros and cons); and working with vendors to develop training materials. Our experiences and processes at Microsoft will be discussed as they relate to each of these areas.

### 11:15 –12:00 Entertain to Engage - A new paradigm in Compliance Based Training

James Moss, Implementation Specialist, *Vivid Learning Systems*

Does your compliance training content deliver an engaging experience to your employees? Is the experience worth remembering for them? Find out what several of your peers are doing to get a positive ROE (return on engagement) from their compliance training programs. See real world examples of how companies like Baptist Health, ConAgra Foods, Dept of Homeland Security, First Energy, and others have embraced this new paradigm in eLearning. This dynamic session will DELIVER...

### 12:00 –1:30 Lunch Break

### 1:30 –2:10 Training and Human Performance Support for Compliance

Jeremiah Cronin, Program Manager - Solution Architect, Training Center of Excellence, *Computer Sciences Corp*

This session will address design considerations and practical approaches to creating and sustaining organizational performance related to compliance requirements. The session will look at compliance from a variety of viewpoints, including the regulator, the enforcer, and the regulated.

### 2:15 –3:00 Integrated Six Sigma Process Compliance – The Control Phase is the Hardest to Control

Peter Rizza, CEO, *Princeton Center for Education Services, Inc.*, Richard Herczeg, President, *American Society for Quality (ASQ)*

Why is it so difficult to implement the Control Phase of a Six Sigma – Lean Sigma Process? The improved procedures, processes and protocols that were identified in the first four Six Sigma Phases, need to be well-defined and approved by a regulating agency (FDA, OSHA, etc.), which is extremely complex and is often subject to change on a regular basis. The Control Phase (as well as the previous Improve phase) of the Six Sigma Process requires the approved SOP, cGMP, Operating

Instruction, be turned into a training system to bring everyone up to speed, and a reference support system in order to help implement the standards in a consistent, concurrent and complaint manner. This is often an overwhelming task to many technical trainers. Your role as a trainer, support analyst and knowledge engineer will be discussed, with suggested implementation strategies. The presentation will include an example from the Pharmaceutical Industry and show the return on investment made.

**3:30 –4:10 Building a Culture of Compliance is about Leadership**  
Matt Sadinsky, President & CEO, *PReP Intl*

As the financial collapse of 2008 brings about new calls for regulation and sweeping reforms in banking, traditional models of training to assure compliance are being challenged. This panel discussion brings together experts from across several industries and sectors with a visit from a sitting regulator to discuss the issues around building a culture of compliance and assuring ethical leadership from several contemporary dimensions.

## Wednesday - Design

**9:00 –9:10 Introduction and Welcome**

John G. Fox, II, Executive Director, *SALT®*

**9:10 –10:00 Keynote Address**

William Peratino, Director of Innovation, *Office of Personnel Management*

**10:00 –10:30 Coffee Break**

**10:30 –11:10 Designing, Developing, and Implementing an Interactive Learning System**

John Hirschbuhl, Ph.D., Chief Scientist, College of Education, *Computer Knowledge International (CKI)*

This presentation describes what interactive, group driven distance learning can be and what it can produce. It provides a solution to one of the primary concerns facing distance learning today, which is to find ways to increase the amount of student involvement and thus maintain student interest in what they are learning.

**11:15 –12:00 High End Adobe Captivate v4 and v5 Tips and Tricks**  
Joseph Ganci, *Dazzle Technologies Corp.*

Adobe Captivate is a feature-rich application for creating eLearning and many of its more powerful features are not well-known. It is very popular for a good reason. With Captivate, you can create software and soft skills simulations quickly, but you can also create eLearning from scratch that is interactive, interesting and that allows for branching and customization! Learn some of the best advanced features of the latest version of Captivate from an Adobe Certified Captivate Expert who has used Captivate for many years. Be prepared to learn quickly and a lot!

**12:00 –1:30 Lunch Break**

**1:30 –2:10 Integration of Instructional Design Strategies with Broadband –Virtual Teaching Technologies**

Abdalhameed Abdaljabbar, Assistant Professor, CE-Distance Learning, *Defense Language Institute*

This presentation will discuss the use of virtual teaching technologies (Broadband Language Training System and DCO) and the features that can lead to the enhancement of language learning. This session will also discuss the research which has shown that instructional design approaches have proven effective when they are properly used in teaching settings including language learning.

**2:15 –3:00 Discover! Design! Deliver! An Integrated Solution to Online Content Creation**

Sheila Cunningham-Hodge, Director of Sales, *SoftChalk*

Choosing the right software for creating content can make (or break) an online training program. This session will provide an overview of SoftChalk, an integrated solution that allows content experts to com-

bine the resources of digital repositories, learning management systems, and other eLearning tools to rapidly develop outstanding, accessible content.

**3:00 –3:30 Coffee Break**

**3:30 –4:10 Video: Rendering it Right the First Time**

Phil Cowcill, Coordinator, *Canadore College*

This session will provide step-by-step instructions on Renderings through Adobe's Media Encoder. Attendees will learn about which codecs tend to perform best and what settings to use when you want to distribute the video over the Internet. In this session several software tools will be shown ranging from Premier Pro to some smaller and simpler applications.

**4:15 –5:00 Blended Learning – The Quiet Revolution**

Marie-Pierre Huguet, Senior Course Developer, Office of Undergraduate Education, *RPI*, Theresa Sommer, Web Consultant, IACS, *RPI*

Blended courses have become part of a quiet revolution as they have changed the face of "traditional" instruction. Over the past decade, their numbers have grown dramatically so that now, over 80 percent of all higher education institutions offer blended courses. This move toward a new kind of education has been quieter than much-hyped efforts to create completely virtual programs. This presentation is based on our ongoing research in effective design of blended courses at our institution.

## Wednesday - New Technologies and the Marketplace

**9:00 –9:10 Introduction and Welcome**

John G. Fox, II, Executive Director, *SALT®*

**9:10 –10:00 Keynote Address**

William Peratino, Director of Innovation, *Office of Personnel Management*

**10:00 –10:30 Coffee Break**

**10:30 –11:10 Defining the Learning Marketplace**

Ruth Kustoff, Principal, *Knowledge Advantage - It's What Works, LLC*

Today's marketplace includes the growth of new technologies that impact how we communicate and learn, the on-boarding of a younger generation filling the workforce, and the current economy and its impact. This presentation will explore in depth how these variables impact learning decision makers regarding their choice of learning programs, deliveries and vendors.

**11:15 –12:00 New Technologies and the Marketplace: Return on Investment (ROI) and Improved Productivity**

Major Kristy Steenberge, Chief, C-130E Curriculum, 714 Training Squadron (TRS), *US Air Force*, Lee Wiegand, ISD Manager, C-130 ATS, Training Solutions, Inc., *Lockheed Martin*

Continued use of Commercial-Off-The-Shelf (COTS) software allows the enhancement of interactive courseware and desktop trainers demonstrating consistent improvement in student comprehension, student participation, and sizeable costs savings. The utilization of updated versions of software enables increased interactivity providing flexibility for instructors and amplified interest from Generation Y learners.

**12:00 –1:30 Lunch Break**

**1:30 –2:10 Using the Cloud to Improve Performance Business Performance**

Jim Hill, CEO, *Proofpoint Systems*

The business arena is rich with examples of expansive, well meaning improvement initiatives that fail to meet their intended results despite the commitment of extraordinary effort and considerable resources. Whether in the private or public sector, a consistent trend has emerged—traditional performance improvement strategies are subject to four risks: time, cost, solution variability, and information control. These risks are unnecessary. They are also easily solved using cloud-based business improvement systems.

**2:15–3:00 How Do You Keep Track of All This Stuff? It's Changing So Fast!**

Mark Frydenberg, Senior Lecturer and Software Specialist, Computer Information Systems, *Bentley University*

Remember the early days of the Web when things were simple? Now everything is connected. This session will put it all in perspective. Attendees will learn how the Web has evolved, understand the concepts and applications of Web 2.0, and delve into what may be possible with what some are calling Web 3.0.

**3:00–3:30 Coffee Break**

**3:30–5:00 Disruptive Technologies and Organizational Change**

Gertrude (Trudy) Abramson, Ed.D., Professor, Computing Technology in Education, Grad School of Computer & Information Sciences, *Nova Southeastern University*, Antonio R. Rincon, Ph.D., Principal Engineer, *General Dynamics*, Maj. Mark Givens, Combat Development Command / Combat Development & Integration, *US Marine Corps*, David Mylott, Ph.D., Manager, Technical Training, *Varian Semiconductor Equipment Associates*

A disruptive technology makes an impact on the status quo and changes the way people behave. For example, the printing press, telephone, computer and internet radically altered the home, school and workplace. Panel members represent industrial and military workplaces in which technical innovation requires organization change. With the focus always on interactive technologies, the presenters will address corporate training, product development and workplace behaviors.

**Wednesday - FGDLA**

**9:00–9:10 Introduction and Welcome**

John G. Fox, II, Executive Director, *SALT®*

**9:10–10:00 Keynote Address**

William Peratino, Director of Innovation, *Office of Personnel Management*

**10:00–10:30 Coffee Break**

**10:30–11:10 Introduction to Instructional Media Selection (Part 1)**

Philip Westfall, Ph.D., Director, Air Technology Network, Air University, *President, FGDLA*

In this session, attendees will learn the different media used in distance learning and their specific advantages and disadvantages, and the factors to be considered in the selection process.

**11:15–12:00 Introduction to Instructional Media Selection-continued (Part 2)**

Philip Westfall, Ph.D., Director, Air Technology Network, Air University, *President, FGDLA*

In this session, attendees will learn the different media used in distance learning and their specific advantages and disadvantages, and the factors to be considered in the selection process.

**12:00–1:30 Lunch Break**

**1:30–2:10 Instructional Media Selection: Implications for Blended Learning (Part 1)**

Jolly Holden, Associate Professor, School of Education, *American InterContinental University*

This session will focus on integrating e-learning 2.0 tools and other instructional media to meet learning objectives. Additionally, this session will introduce the concept of elasticity (integration of instructional media with instructional strategies) and synchronicity (integration of learning environments) based upon a tri-component model of blended learning.

**2:15–3:00 Instructional Media Selection: Implications for Blended Learning-continued (Part 2)**

Jolly Holden, Associate Professor, School of Education, *American InterContinental University*

This session will focus on integrating e-learning 2.0 tools and other instructional media to meet learning objectives. Additionally, this session will introduce the concept of elasticity (integration of instructional media with instructional strategies) and synchronicity (integration of learning environments) based upon a tri-component model of blended learning.

**3:00–3:30 Coffee Break**

**3:30–4:10 Content Delivery Network: Lessons from the Enterprise**

Randy Palubiak, Lead Communications Analyst, *Enliten Management Group*

Organizations are leveraging existing communication channels with a blend of new and complimentary technologies to provide effective communications and training. This session will address how enterprise organizations are using satellite-based business television and interactive distance learning networks, Telepresence and videoconference systems, webcasting, streaming, the Internet and Intranet, digital signage, and handheld devices for the capture and display of content.

**4:15–5:00 Air National Guard – Leveraging a Blend of Communication Channels to Inform and Train**

Major James Evans, Director, *ANG Center for Strategic Communications*

The Air National Guard Center for Strategic Communications and its broadcast arm TEC TV delivers training content from McGhee Tyson ANG Base outside of Knoxville, TN to over 200 ANG bases, and other DoD organizations, via its satellite-based Warrior Network. TEC TV leverages a selection of communication channels, including two-way videoconferencing and digital signage. In addition, TEC TV is implementing the ability to deliver streaming content over the Warrior Network to desktops.

**Thursday - Knowledge Management**

**8:30–9:10 Knowledge Management Meets Collaboration and Social Media**

Alex Heiphetz, Ph.D., CEO, *AHG, Inc.*, Sveta Liberman, Vice President, *Delta L Training*

This presentation will focus on using modern collaboration processes and tools as an integral part of a general Knowledge Management strategy. The presenters will discuss results and best practices of using this approach to solve real-life business problems.

**9:15–10:00 Choosing an LCMS**

Peter Berking, Lead Instructional Designer, *Advanced Distributed Learning Co-Lab*

This presentation provides an overview of LCMS features, the pros and cons of using an LCMS (vs stand-alone authoring tools and an LMS), the optimal organizational environments for using an LCMS, and a range of considerations for choosing a particular LCMS.

**10:00–10:30 Coffee Break**

**10:30–11:10 Implementing Knowledge Management Systems-Lessons Learned**

Mary-Sara Camerino, Director of Technology Services, *Greystones Group*

The presenters will provide session attendees with an insider's view of what worked (and what didn't) when approaching the implementation of a KMS.

## 11:15–12:00 **Efficiency in Distance Learning at Virginia Department of Health**

Robert Bradley, Distance Learning Coordinator, *Virginia Department of Health*

Due to state budget cuts and travel restrictions, the Virginia Department of Health (VDH) determined that they would have to provide required staff training more and more through distance learning. VDH also found that they were already using many different systems that could be utilized for this. However, their use was disjointed and random at best and not organized efficiently. VDH decided to implement a Distance Learning Committee to help organize and keep track of current and emerging distance learning application usage within the agency. Part of this organization was the integration of two learning management systems and various mobile and Web 2.0 technologies into one program. Policies were also developed, including a training policy, which requires the use of distance learning. Because of this effort, VDH is now considered the best trained and the premier distance learning agency in the Commonwealth of Virginia. This presentation will discuss, not only the tools, but the process by which the systems were integrated into a single program. It will also go over the steps taken to achieve user, as well as management support for such an endeavor.

## 12:00–1:30 **Lunch Break**

## 1:30–2:10 **Information Sharing, Knowledge Management, and the Federal Challenge**

Peter Goodstein, Principal, Information Systems Engineer, *The MITRE Corporation*

Most Federal agencies have extensive data holdings. Leveraging data into useful information remains a universal Federal challenge. Discovering and applying knowledge within and across government agencies is a critical weapon to maintain national security. Based on several major projects with federal law enforcement and intelligence agencies, conclusions may be drawn that provide a path forward to promote information sharing and knowledge management. This presentation explores those conclusions and discusses the real-world implications of KM programs within government.

## 2:15–3:00 **ISD Standards for Game Based Training: Analysis of Instructional Attributes of Different GameTypes**

Terrell Chandler, Technical Director, Offerings and Products, *SRA International*, Michael Anthony, Program Manager, *SRA International*, Erin Heiser, Principal, Program Manager, Center of Excellence, Learning and Performance Enhancement, *SRA International*

This session will describe ISD standards being developed for Game based training using the following parameters: (1) Domain Pedagogy: What needs to be taught? (2) Learner Level: What are instructional needs? and (3) Game Type: What are their instructional attributes?

## 3:00–3:30 **Coffee Break**

## 3:30–4:10 **Behind the Screen - LMS Access from Secure Areas**

John Stearns, VP, *Inmedius, Inc.*

This session will describe an LMS designed for secure and/or isolated environments, making the application ideal for ship-board, secure classrooms, and similar locations where learning administration is a key element of the learning process. Learning results can be uploaded to the parent LMS on demand, without compromising content or physical security restrictions.

## 4:15–5:00 **Tracking and Reporting Learner Data Using Web Services: An LMS Agnostic Approach**

Brian Caudill, *JCA Solutions*

This session will address the current need within the industry to track learner data using the SCORM standard data model in a way that is not dependant on any specific LMS.

## Thursday - Mobile Computing

## 8:30–9:10 **Emerging From the Mobile Maze**

Doug Stone, Vice President for Program Development, *MetaMedia*, Daniel Govar, Creative Director, Creative Services, *MetaMedia*

Navigating the landscape of mobile technology can feel like a maze when you have to identify what is the best mobile technology to meet your delivery needs. This presentation will demonstrate the same proof-of-concept training program delivered across three different mobile devices actually on display. Each device's strengths and weakness will be demonstrated and contrasted.

## 9:15–10:00 **Virtual World Training App for Medical Education**

Sophia Parker, CEO, *DSFederal, Inc.*, George Stone, Chief Technology Officer, *Alion Science and Technology*

Virtual World environments and features are not easy to learn, construct and navigate in. A Virtual World Training App for Medical Education (VWT-ME) is being designed to solve this challenge using instructional design, SCORM-compliant techniques and a variety of mobile device platforms, including the iPhone, Android and Blackberry. The VWT-ME is a mobile-assisted pervasive computing environment for teaching, linking and training medical personnel in Virtual Worlds. VWT-ME teaches, guides and connects users cognitively and virtually into medical training virtual world platforms. This capability allows professional networking and collaboration so that students can ask questions, gain feedback, find peer assistance and collaborate with medical professionals. For security and broad outreach, the VWT-ME will also include secure networking capability with links to other medical community sites and military social networks (communication relating to lessons learned, blogs, etc.).

## 10:00–10:30 **Coffee Break**

## 10:30–11:10 **mLearning at the Bottom of the Pyramid**

James BonTempo, Learning Technology Advisor, Global Learning Office, *Jhpiego*

This presentation will describe the mobile landscape in the developing world and consider what possibilities exist for mLearning among the poorest and most under-served populations. Attendee input will be encouraged as we explore new models for learning using the simplest and most ubiquitous mobile technologies.

## 11:15–12:00 **Interactive Mobile Learning Platform**

Nick Watson, Director, Data Management, *Concurrent Technologies Corporation*, Justin D'Arcangelo, Software Engineer, *Concurrent Technologies Corporation*

The presenters will provide their vision for how learning courseware can be deployed to handheld environments such as Apple's iPad and used as an immersive on demand educational system.

## 12:00–1:30 **Lunch Break**

## 1:30–2:10 **Getting Hands-on with Cell Phones and Web 2.0 Tools**

Lin Muilenburg, Assistant Professor of Educational Studies, *St. Mary's College of Maryland*

Bring your cell phone to this hands-on session and participate in a series of learning activities that incorporate the use of mobile communication and Web 2.0 tools to facilitate collaborative learning. Using free tools available on the Web along with various features available on basic cell phones (voice, text, pictures and video) you can engage learners of all ages, making them active contributors of course content.

## 2:15–3:00 **Mobile Learning and the Pedagogy Of Adaptive Mobility**

Louis Stricoff, *EmantrasMOBL21*

This presentation defines and explores the pedagogy of Adaptive Mobility, reviews the growth and advances in the Mobile Learning Evolution, and presents mobile learning case studies and technologies. Attendees will also be given the opportunity to describe their own organizational mobile learning initiatives.

### 3:00–3:30 Coffee Break

#### 3:30–4:10 Making Learning Games Work for Mobile Learning™

Barbara Sealund, President, *Sealund & Associates Corporation*

Corporate educators know from research and experience that the transfer of knowledge is dependent on the learner's depth of engagement during their learning experiences. The higher the level of engagement, the higher the learner's retention of the skills directly related to the job. Making learning games work for mobile devices is important and necessary based on how important the mobile device is in today's business environment.

#### 4:15–5:00 Voice of America - Mobile Learning

Todd Marks, CEO & President, *Mindgrub Technologies LLC*, Vince Buscemi, VP Operations, *Mindgrub Technologies*

Voice of America is a multimedia international broadcasting service and saw a great opportunity in delivering English based content to targeted audiences interested in American culture and experiences. Mindgrub teamed up with VOA to achieve this goal and the first implementation for China allowed us to explore the use of Mobile Applications due to their high use of the internet and mobile devices.

## Thursday - Training

#### 8:30–9:10 Training Superiority: From the Defense Science Board to DARPA

Dr. Ralph Ernest Chatham, ARPA Consultant, *Advance Research Project Analysis Consulting*

At the beginning of this century, the Defense Science Board reviewed training for the first time in 20 years - with emphasis upon technology. This presentation will cover topics ranging from level IV training assessment arising from an unintentional warfare experiment in the skies over Vietnam, to DARPA-developed PC-based training that is now teaching 20,000 + troops a year, to the institutionalization of introspection throughout the Army.

#### 9:15–10:00 USAF Security Forces e-Learning — Train Like Airmen Learn Today

Donna Parker, Chief, Security Forces Education & Training, ICoE, HQ Air Force Security Forces Center, *US Air Force*

The USAF's Security Forces (SF) Electronic Tactics, Techniques and Procedures Guide (e-TTPG) program provides one stop, 24/7 access to knowledge and performance-based training, needed to sustain essential core warrior skills for more than 36,000 globally located SF. E-TTPGs are adaptable for any subject or audience.

### 10:00–10:30 Coffee Break

#### 10:30–11:10 Increasing Training Effectiveness Through Classroom Management Software

Ben Cahoon, Vice President, *LanSchool Technologies*

Teachers, Professors and Trainers have the exciting opportunity to teach students using computers. This presentation shows how classroom management software enables more effective teaching in a computer-based classroom based on the Seven Principles of Effective Teaching.

#### 11:15–12:00 Learning ERP in a Large Enterprise

Tina Cole, Senior Learning Manager, Learning Solutions, *Johns Hopkins University*, Louis Biggie, Director of Learning Solutions, Learning Solutions, *Johns Hopkins University*

The session will describe a comprehensive plan for ERP Training at a large research university and hospital. The learning system has an infrastructure that included choosing and installing a new learning management system, setting up regular webinars, designing and installing a training client, creating an on-line knowledge network, and designing a rapid development tool.

### 12:00–1:30 Lunch Break

#### 1:30–2:10 Customize and Deliver to NASA a Full-Cost Business Management Computer Simulation

Lawrence Suda, CEO, *Palatine Group, Inc.*

NASA Headquarters wanted to develop a customized series of simulations in response to the need to provide training for managers and employees at all levels who were involved in working in a full-cost environment. This project supported NASA's Full-Cost initiative in meeting its strategic mission, goals and objects. Specifically this effort was to define, design, and deliver a business management simulation integrated into a five-day classroom-based learning design.

#### 2:15–3:00 Informal Learning & Technologies to Make it Happen

Ghenno Senbetta, Learning Strategy Lead & Faculty Program Manager, Exploration & Production Learning, *BP*

This presentation will provide a variety of informal learning strategies and technologies to help participants: Identify the key elements to develop "learning to learn" as a core competency by providing individuals and teams with integrated web-based tools and techniques. Informal learning strategies and technologies will be identified and illustrated.

### 3:00–3:30 Coffee Break

#### 3:30–5:00 Implementing Learning Technologies Within Your Organization: Identifying and Overcoming the Challenges

James Guilkey, Ph.D., President, *S4 NetQuest*, Carie Blum, Program Manager, *Xerox Corporation*, Darlene Christopher, Learning Officer, *World Bank Group*, Dr. Ralph Ernest Chatham, ARPA Consultant, *Advance Research Project Analysis Consulting*, Noelle Sojkai, Learning Consultant, *Children's Memorial Hospital*

This panel presentation will provide an interactive forum that is designed specifically for the attendee. Through the use of wireless, handheld survey devices, you will be able to share your most critical needs and learn the most critical needs of your colleagues.

## Thursday - Virtual Worlds

#### 8:30–9:10 Virtual EDU: Real World Examples of Learning in Multi-User Virtual Environments (MUVE).

Kenneth R. Addis, Sr. Learning Consultant, *IBM Global Business Services*, Dorothy Phoenix, *IBM*

The virtual landscape is expanding exponentially and a "land rush" is occurring as institutions scramble to use this new medium to complement traditional education. This presentation is geared towards learning professionals looking for examples of how the virtual universe is effectively being used towards education.

#### 9:15–10:00 Exploiting the Affordances of Virtual Worlds for Meaningful Interactive Online Experiences

Badrul Khan, President, *McWendon Education, USA*, Keysha Gamor, Senior Researcher, *McWendon Education, USA*

Based on the adage that: "You can't solve new world problems with old world solutions", we view virtual worlds as a 'new world' technology that may be used to address new world challenges such as the rising costs of training, travel, and doing business in general, along with the seemingly ever-expanding global marketplace and geographically dispersed workforce.

### 10:00–10:30 Coffee Break

#### 10:30–11:10 Virtually There: The Top Ten Best Practices for Implementing Virtual Worlds for Learning

Richard Mesch, Senior Director, Consulting Services & Innovation, *Performance Development Group*

Although the benefits of virtual worlds for business are becoming clearer, organizations are still struggling with how to convince stakeholders of their value and how to put together an implementation strategy. What should (or shouldn't) you try to use virtual worlds for and how can you

implement one successfully? This session will focus on the realities of implementing a virtual world platform inside a corporation, and why, though they may seem exotic now, they may soon be as common a tool as your telephone.

**11:15 –12:00 Stories from the Trenches of Virtual Training**

John Sciandra, CEO, *NACON Consulting, LLC*

Stories and Vignettes from NACON's experiences in developing and delivering Virtual Training. This session will discuss some of the issues NACON encountered and provide real world vignettes from NACON's customers.

**12:00 –1:30 Lunch Break**

**1:30 –2:10 Achieving Classroom Efficiency: One Instructor, One Class, Three Modes of Delivery**

Darrell Vickers, Interim MBA Director, School of Business and Economics, *Fayetteville State University*

FSU's MBA Program has integrated Interactive Rich Media with Pan-Opto lecture capture software to provide Classroom Face-to-face, Distance Synchronous, and Distance Asynchronous delivery of our courses. This methodology allows the instructor to deliver the traditional class as well as an online version. In addition, the archived version will allow the professor to teach the same class as online in one or two subsequent terms. The presenters will provide the perspectives of the administrator, the instructor, and the media technician.

**2:15 –3:00 Virtual Training via Web Conferencing at the World Bank Group**

Darlene Christopher, Learning Officer, International Finance Corporation, *World Bank Group*

As a result of a decentralized global workforce, an interest in delivering training efficiently, and in reducing the organization's carbon footprint, the International Finance Corporation, a member of the World Bank Group, converted several training programs from classroom to web conferencing delivery using a four-step model. The PREP model (planning, rehearsal, execution, post-mortem) for web conferencing can be applied to training programs that need converting to a web conferencing delivery.

**3:00 –3:30 Coffee Break**

**3:30 –4:10 Virtual Reality Spray Technician Training**

David Winyard, R&D Program Manager, DLA Operations Research & Resource Analysis (DORRA), *Defense Logistics Agency (DLA)*

A virtual reality (VR) system, developed by the Spray Technique Analysis and Research for Defense (STAR4D) program, is now a critical element in training painters at military equipment overhaul depots. Significant quality, cost, safety, and environmental benefits have been achieved. STAR4D training has been adopted by Army, Marine Corps, and Air Force sites.

**4:15 –5:00 The Future of Virtual Worlds & Learning**

Andrew Hughes, President, *Designing Digitally*

The virtual worlds industry is changing rapidly, with new technologies and new advances in virtual worlds happening almost daily. With all the new virtual worlds emerging, what effect do the virtual worlds have on the future? What technological advances can we expect to see related to social learning and formal education? This presentation discusses how virtual worlds are being used as a learning mechanism for educational institutions.

**Thursday - FGDLA**

**8:30 –9:10 Overview of the Government Education & Training Network (GETN)**

Philip Westfall, Ph.D., Director, Air Technology Network, Air University, *President, FGDLA*

This presentation will describe the Government Education & Training Network, a consortium of 17 Federal Government, DoD, and military

organizations using an interoperable, satellite-based distance learning network. The GETN is comprised of 2360 satellite receive sites and 20 origination sites supporting over 10,000 hours of education and training courses distributed worldwide.

**9:15 –10:00 Video Telepresence at the Defense Acquisition University (DAU)**

Dave Scibetta, Director, Operations Support Group, *Defense Acquisition University*

This session will focus on Defense Acquisition University's (DAU) planning efforts to improve the capability to provide learning to multiple locations in a quality manner that led to the introduction of Telepresence across the university. Presenters will outline the initial requirements that needed improvement, the technology options reviewed, contracting strategy, evaluation process, implementation, and follow-on issues. Sustainment costs and communication bandwidth are also significant issues that will be discussed. The follow-on phase includes the expansion of functional uses that DAU plans to employ with the Telepresence technology.

**10:00 –10:30 Coffee Break**

**11:15 –12:00 Where to Go to Get Satellite Services in the Government**

Jim Russo, ITS Wireless Portfolio Manager, *General Services Administration*

The federal government increasingly relies on commercial satellite communications (SATCOM) to provide essential, secure communications to the warfighter, domestic emergency responders, disaster recovery teams, distance learning and remote access to global government networks. The Future Commercial Satellite Communications Services Acquisition (FCSA) is an innovative approach and customer partnership to provide these SATCOM services. Learn about the commercial technologies able to meet the Government's SATCOM needs. Hear about GSA's partnership with the Defense Information Systems Agency (DISA) and the benefits of the hybrid approach that uses both Multiple Award Schedule and Indefinite Delivery/Indefinite Quantity (ID/IQ) contracts.

**12:00 –1:30 Lunch Break**

**12:40 - 1:20 Federal Government Distance Learning Association (FGDLA) Open Meeting Information sharing and presentation of the GSA GETN Awards**

**1:30 –2:10 Social Security Administration's (SSA's) Interactive Video Training (IVT) Network**

Tracey Hamilton, SSA Contracting Officer Technical Representative, *Office of Telecommunications Services*

SSA's Office of Learning (OL) and the Office of Telecommunications Services (OTSO) are jointly responsible for developing and delivering key and vital training curriculum to more than 1,700 SSA field offices across the country. The training content is generated live from up to seven (7) studios from across the country and delivered to SSA's major uplink facility in Baltimore, which is broadcasted live to all the field offices concurrently. The IVT network enables SSA to meet the ever growing demand on the agency for training the newly hired staff in order to meet the citizen's needs. IVT network is considered to be an essential part of the entire SSA infrastructure and IT system architecture as without an on time and effective training, the agency will not be able to meet the demands generated by the citizens.

**2:15 –3:00 Internal Revenue Service (IRS) Corporate Television**

Dianne White, Chief, *Corporate Television*

This presentation includes a discussion of the IRS TV Studio and its relationship with the IRS Learning and Education (L&E) community. The session will include a description of the organizational structures of both the IRS Studio and the L&E organizations, training products, and the use of satellite technology at the IRS. There will be a discussion of the

future of satellite video over IP, including a blended approach and the increased use of new media in outreach to the public.

### 3:00 –3:30 **Coffee Break**

### 3:30 –4:10 **Generational Differences & Learning Styles: Do They Matter?**

Philip Westfall, Ph.D., Director, Air Technology Network, Air University, *President, FGDLA*, Jolly Holden, Associate Professor, School of Education, *American InterContinental University*

The recurring debate concerning the efficacy of learning styles and their impact on learning outcomes has been reflected in the literature for the past 60 years. However, the research has not overwhelmingly supported the premise that learning styles are useful in determining the most appropriate instructional media or teaching strategy to deliver content. To that end, the categorical labeling of generational differences (digital natives vis-à-vis digital immigrants) and their perceived effect on how they learn may not be an appropriate variability to consider in media selection. Consequently, this session will explore the applicability of generational differences and learning styles pertinent to the instructional media selection process.

### 4:15 –5:00 **Achieving LMS High End User Satisfaction and ROI**

Larry Mercier, CEO Knowledge Engineering and Associates (KEA), Donna Lam, Chief Professional Development and Policy Branch, *US Nuclear Regulatory Commission*

Typically, Talent Management (TM) applications, such as Learning Management Systems (LMS), have low levels of client and end user satisfaction. This presentation explains how the Nuclear Regulatory Commission (NRC) drastically improved the delivery of training and development services by repositioning and upgrading its LMS and related learning processes. This resulted in a 57% improvement in employee satisfaction with the LMS and related services. Also explained are innovative methods for calculating return on investment (ROI) for TM systems which garner executive buy in and support for acquisition and upgrades. Using these methods, NRC was able to demonstrate a \$2.8M annual savings in FTE hours by improving operational efficiency, with an ROI of 470% when compared to the improvement costs.

## Friday - Knowledge Management

### 8:30 –9:10 **OLAT: A New LMS with a Focus on User Experience**

Justin Beals, Practice Head - Custom Solutions Group, *Roundbox Global*

Developed at the University of Zurich, the OLAT (Online Learning and Training) learning management system represents a leap forward in the e-learning marketplace. A highly effective solution for institutions, it is a new open source LMS that is enterprise capable and focused on the success of the user.

### 9:15 –10:00 **Advanced Knowledge Management System (AKMS) for Logistics**

James Toone, Hampton Roads Site Manager, *Enterprise Management Systems*

This presentation will provide an overview of a proposed AKMS for Logistics that will have the robust capabilities and functionalities necessary to confront the global supply chain logistics problems that are all too often repeated every day—in war and peace.

### 10:00 –10:30 **Coffee Break**

### 10:30 –11:10 **Knowledge Management Process in Gerdau – Communities of Practice**

Stuart Gray, Corporate Director of Technology, *Gerdau Ameristeel*

This session will highlight how Gerdau, one of the largest steel producers in the World, implemented Knowledge Management and cultivated a global network of specialized communities of practice. Boundaries of language, culture and distance have faded as communities have

grown and members have recognized the true value of the Knowledge Management process. Problems that would have taken weeks, months or even years to solve are being addressed in hours.

### 11:15 –12:00 **Assessing Instructor Involvement in the Online Learning Environment at University of Fairfax**

Janice Orcutt, Ed.S., Dean, Academic Affairs, *Academic Affairs, University of Fairfax*

Assessment of instructor involvement using the Enterprise Reporting capabilities within the eCollege Learning Management System provides insight into faculty performance in the online classroom and supports the University's goal of delivering the highest quality learning experience to adult students.

## Friday - Mobile Computing

### 8:30 –10:00 **PANEL: The Future of Mobile Learning: Panel Discussion by Experts in the Areas of Mobile Learning, Mobile Testing and Mobile Surveys**

Jeffrey Whitney, Vice President, Marketing, *OutStart*, Robert Gadd, President, *OnPoint Digital*, Louis Stricoff, *EmantrasMOBL21*, James Bon-Tempo, Learning Technology Advisor, Global Learning Office, *Jhpiego*, Barbara Sealund, President, *Sealund & Associates Corporation*

Mobile learning is to 2010 what eLearning was to 1999! Mobile Learning discussions are burning the ears at executive levels in corporations, government agencies and universities. This panel of executive leaders in learning, education and training will discuss, debate and help define mobile learning and uses of mobile learning in the corporate, government and education markets.

### 10:00 –10:30 **Coffee Break**

### 10:30 –11:10 **M-Learning to Heterogeneous Audiences**

Peter Schmitt, Founding Partner, *Cell Podium*

This presentation discusses an m-learning solution intended for campaigns to diverse audience with heterogeneous mobile devices (smart and legacy phones) and subscriptions (data plans and voice-only plans). At the heart of the m-learning system is middleware that combines enrollment with multimedia adaptation tailored to the individual learner.

### 11:15 –12:00 **State of Michigan Advances Workforce and Career Development using MI Learning on iTunes U**

Joel Milinsky, *MI Learning on iTunes U*

Join this presentation for a look into how the State of Michigan is using Apple's mobilizing entertainment technologies to begin to educate the workforce of their future. The presentations will tell the tale of the mounting organic process to avoid overly bureaucratic possibilities as funding in education is being cut and industry looks toward retooling plants, operations, products and the skills of workers.

## Friday - Training

### 8:30 –9:10 **Rolling Out a Global Virtual Classroom Learning Program**

Carie Blum, Program Manager, Learning Solutions & Applications, Global Learning Services, *Xerox Corporation*

The Xerox Learning & Development organizations (L&D) are using Acrobat Connect Pro as their Virtual Classroom tool to provide more cost-effective and readily accessible training to more than 20,000 sales and services professionals in North America, Europe, and Developing Market Countries. This session will describe how Xerox is managing the global roll out of their Virtual Classroom curriculum, and how they were able to reduce travel and administrative costs for large-scale training sessions by hundreds of thousands of dollars annually and improve access to training.

**9:15 –10:00 How to Make Your Learning Stick - A Blueprint for Learning Reinforcement**

Chris Ayers, President and CEO, *Yukon Learning*

In this session, the presenters will develop a blueprint for incorporating learning reinforcement into all of your training efforts. The session will also explore a tool that combines just-in-time learning reinforcement with measurement to produce lasting results for both the learner and the organization.

**10:00 –10:30 Coffee Break**

**10:30 –11:10 Using Interactive Rich Media Presentations for Learning and Training**

Nadeem Khan, President, *Vidizmo LLC*

Rich media presentations consisting of videos, sounds, images and slides, have become the most popular medium for learning, training and corporate communication in recent years. Mashup capability adds interactivity to the live and on-demand presentations through branchable quizzes, survey forms, detailed analytics, certifications, and out of the box integration with various Enterprise applications.

**11:15 –12:00 Military Language Learning - Beyond the Basics**

John Dunavan, Director, Government Solutions, *Little Planet Learning*

This session describes the art and science of an effective interactive multimedia learning platform that generates mission-specific lessons - developed in collaboration with U.S. Army personnel - to mature the advanced skills of HUMINT collectors.

**Friday - Virtual Worlds**

**8:30 –9:10 Virtual Environment Real User Study (Verus): Design and Methodological Considerations and Implications**

Edward Dieterle, Researcher, Center for Technology in Learning, *SRI International*

The Virtual Environment Real User Study (Verus) seeks to identify and model behavioral indicators in Virtual Worlds that are related to and predictive of the Real World characteristics of users such as gender, age, ethnicity, and social heritage. This session provides an overview of the study and its complex study design. Findings that advance our understanding of the people who partake in Virtual Worlds are essential for the design of next generation Virtual Worlds for entertainment and instructive purposes as well as future research studies carried out in Virtual Worlds that investigate human society and human nature.

**9:15 –10:00 Virtual Learning Tour using Second Life, Twitter and Google Docs**

Irena Bojanova, Program Director, Information and Technology Systems, *University of Maryland University College*, Leslie Pang, Program Director, Graduate School, *UMUC Graduate School*

A virtual learning tour that encompassed the integration of Web 2.0, Web 3.0, and cloud computing technologies was conducted for UMUC IT graduate students. Detailed instructions for faculty interested in conducting similar activities; results of a student feedback survey; as well as lessons learned will be shared.

**10:00 –10:30 Coffee Break**

**10:30 –11:10 Training Others to Think: Using Virtual Offices to Train Law Enforcement, Incident Responders and Officials**

Donna Sandifer, *C2 Technologies, Inc.*

The Virtual Office platform allows students to practice problem-solving skills and apply learned methodologies using a realistic simulated practice environment that replicates not only the students' office resources but the processes to which the learning directly relates. Technologies include the use of animated characters, Flash objects, audio, integrated documentation, and references.

**11:15 –12:00 Framework for Image Capture in Virtual Learning and Teaching Environments**

Mauricio Jose Viana Amorim, Msc., Informatic Institute, *Instituto Federal Fluminense*, Magda Bercht, Ph.D., Informatic Institute, *Universidade Federal do Rio Grande do Sul*

This presentation describes a modular architecture that captures the image of students in interaction in Virtual Learning and Teaching Environments (VLTE). It shows the need for educational processes supported by distance education using this technology in their evaluation processes, improving the security of VLTE and discusses the use of such technology on the inference of affective states of students.

**Friday - Social Media**

**8:30 –9:10 Just another Tweet: how social media in organizations affects how we do business!**

Timothy Adams, Founder and CEO, *inMind Learning & Performance*

Social Media is the new term of the 21st Century and it permeates all aspects of business today. From marketing, to sales, to training, to business intelligence – it is all about social interaction and the number of venues is growing immensely. From Twitter, LinkedIn, Facebook, YouTube, Blogs and even Yammer; organizations are adapting to new ways to engage employees, customers, and even new business.

This interactive session will focus on how social media is changing our thinking about how we do business and how we shape our markets. We will examine the tools and techniques that teach us and reach us in new ways.

**9:15 –10:00 Social Media Enhanced E-Learning for Executive Education**

Preetha Ram, Associate Dean, *Emory College*, Nathan Brewer, Director, *Sapient Government Services, Inc.*

Part-time executive MBA education programs have demonstrated recent strong growth by adapting to the needs of their non-traditional students, often pressed-for-time high-level executives. Most successful programs include some off-campus time, distance learning and e-learning components. The presenters will discuss future trends in executive education within the context of an innovative portal, OpenStudy, that seamlessly integrates the power of social media with the tools of collaborative and peer-to-peer learning, a critical component of executive education programs

**10:00 –10:30 Coffee Break**

**10:30 –11:10 App This, Tweet That: Teaching In the 21st Century and Beyond**

William Wendt, Department of Economics, Finance, and Decision Sciences, *University of North Carolina at Pembroke*, Rami Maysami, Professor and Chair, Department of Economics, Finance, and Decision Sciences, *University of North Carolina at Pembroke*

This presentation introduces the audience to the latest and most innovative tools of the trade—from UTube videos to iTunes University material, from New York Times tweets to CNBC videos, from MSNBC videos to Well Street Journal and Business Week tweets, all in support of both economics and finance classes—we got them all, and we will share them all.

**11:15 –12:00 Re-purposing and Rethinking Social Networking in the Learning Environment**

Elizabeth Sullivan, Psychology Librarian, *Miami University*, John Millard, Head of Digital Initiatives, *Miami University Libraries*

Traditional Learning Content Management Systems (LCMS) are often cited by faculty and students as disorganized, difficult to navigate, and non-intuitive, impeding a truly collaborative classroom. Re-purposing the social-networking tool Ning for use as an LCMS has helped to provide a more interactive and engaging classroom environment. This case-study will document the experiences of utilizing Ning in six sections of a 3-credit course focusing on Digital Literacy.

## CONFERENCE EXHIBITORS

### Information Experts # 1

Contact: David Derr  
Ph: (703) 787-9100  
Email: dderr@informationexperts.com



Information Experts is an award-winning strategic communications firm specializing in results-focused marketing and outreach, educational, and human capital services. It provides a suite of integrated solutions, incorporating services ranging from branding to instructional design to change management. The fundamental mission is to help organizations find and communicate with their constituents, customers, partners, employees, and the media. The Information Experts booth will demonstrate and focus upon its eLearning solutions for recent government and federal organizations.

### LanSchool Technologies # 2

Contact: Harvey Cahoon  
Ph: (801) 701-1787  
Email: harv@lanschool.com



LanSchool improves teacher effectiveness and learning in a 21st century classroom by removing distractions such as games, music and the Internet. LanSchool v7.4 makes teachers or trainers more effective in computer-based classrooms by allowing them to project instructional content directly to student screens, easily remove distractions from student computers, monitor student activity & progress with live thumbnails, and directly assess understanding. Presenters love the ability to focus the group on the subject at hand and assess how well they are following along.

### CTEC, Inc. # 3

Contact: Kay Ramesh  
Ph: (703) 766-5774  
Email: kramesh@ctec-corp.com



CTEC provides innovative and cost effective solutions in Human Capital Management including strategy consulting, on-boarding solutions, elearning course development, SCORM/508 compliance, training evaluations, Learning Management System Administration, Content Management, Knowledge Management and Performance Measurement. CTEC is a pioneer in developing mlearning solutions using mobile devices in a secure environment.

### CIBER, Inc. # 4

Contact: Bob Baxter  
Ph: (757) 599-8106  
Email: rbaxter@ciber.com



Ciber provides mission critical knowledge management, performance support, systems engineering, simulations, applications development and IT infrastructure for defense, intelligence and civilian agencies in the US and abroad. We support custom training solutions, homeland defense, network outsourcing-infrastructure, security policy and monitoring defense/Intel C4ISR, natural resources—energy solutions, critical infrastructure security—ports, healthcare solutions and call center/help desks.

### Chenega Government Consulting (CGC) # 4

Contact: Janie Livesay  
Ph: (757) 390-6656  
Email: janie.livesay@chenega.com



CGC has the technical expertise to support private and public sectors in the areas of Education and Training, Information Technology, Base Logistics, and Program Management. Chenega provides mission-focused training solutions worldwide in support of our client's environments and objectives while positioning the client for future needs. Chenega provides advanced IT engineering, services, and solutions to the public and private sectors.

### CERTPOINT Systems # 5

Contact: Cathryn McCarthy  
Ph: (516) 390-8800 x5221  
Email: cmccarthy@certpointsystems.com



In an age where success is measured in milliseconds, the ability to deliver knowledge throughout the extended enterprise fast makes all the difference. When speed, effectiveness, and real-time impact measurement are critical, global leaders trust CERTPOINTVLS(tm). A rapidly deployed, multilingual e-Learning platform integrating an LMS/LCMS, Authoring, Reporting, Mobile Learning and Web2.0 Collaboration that quickly drives performance and productivity. Simply put, it's everything you need to manage, monitor and measure learning and performance in a single software application.

### Sealund & Associates # 6

Contact: Kristin McKee  
Ph: (727) 572-1800 x316  
Email: kristin.mckee@sealund.com



Since 1985, Sealund's vision is to provide custom eLearning, Simulations and Serious Games that successfully meet client's goals and objectives. Sealund's long term business relationships with Fortune 1000 companies and organizations are a result of exceeding expectations.

### Yukon Learning # 7

Contact: Kim McCotter  
Ph: (804) 381-0783  
Email: mccotter@yukongroupinc.com



Cameo® is a web-based tool that delivers scenario-based learning reinforcement via email. Research shows that one key to increasing knowledge retention and transfer is to focus on reinforcing key learning points after the learning event is over. Cameo® does just that, helping you keep your learning "alive" long after the course is over. Cameo® just released its latest version, 2.0, which features a brand new user interface, a time-saving Import Wizard and integration via a Web Service (API).

### Softchalk LLC # 8

Contact: Anna Johnson  
Ph: (877) 638-2425 x103  
Email: anna@softchalk.com



SoftChalk is a powerful authoring tool that allows content experts to easily create and edit interactive content for online training. With SoftChalk, you can create interactive lessons in html format that can be packaged for delivery in any course management system, on a web/file server or CD-ROM. Content can include many types of media, flash-based learning activities, quiz questions, slide shows, text annotations and formatting features.

### Federal Government Distance Learning Association # 9

Contact: Dr. Phillip Westfall  
Ph: (937) 904-5480  
Email: philip.westfall@afit.edu



FGDLA is a nonprofit association formed to promote the development and application of distance learning and to actively foster collaboration and understanding among those involved in leveraging technology in support of the education and training needs of Federal Government agencies.

### Princeton Center for Education Services # 10

Contact: Peter Rizza  
Ph: (609) 737-8098  
Email: prizza@princetoncenter.com



ExpressTrain is an MS Word authoring tool application that creates Web-based training, PowerPoint Slides, Instructor Guides, as well as all the supporting reference materials such as: Visual SOPs, Work Instructions, Checklists, Job Aids, User Guides and Task Qualification Reports. Free Mockup: We are so confident that ExpressTrain will dramatically reduce the time required for development, that we will "mock-up" a training module of your choice at no charge. Or, simply bring the training module to the SALT Conference in August and we will convert it for you at the conference in real-time. You will see the benefits yourself with your own content ... and with minimal use of your resources.

### Adayana # 11

Contact: Kimberly Miles  
Ph: (703) 564-7232  
Email: kmiles@adayana.com



Adayana enables clients to accelerate the achievement of their desired results through learning, management consulting, and performance technologies. Adayana's world-wide team of professionals possesses deep vertical market understanding in the agribusiness, automotive, and healthcare industries as well as in the civilian, defense, and security verticals in the U.S. Federal government. The combination of a vertical market approach, leading functional expertise, and client-centric collaboration enables Adayana to provide services that are cost-effective, relevant, and essential to clients' organizational success.

## Journal of Instruction Delivery Systems

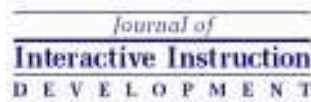
Contact: Carrie Vespico  
Ph: (540) 347-0055  
Email: ids@lti.org



The Journal of Instruction Delivery Systems (JIDS) is a quarterly publication sponsored by the Society for Applied Learning Technology® and published by the Learning Technology Institute® which is devoted to the issues, problems, and applications of instructional delivery systems in education, training, and job performance. Its purpose is to inform managers, senior professionals, and developers of specific examples of applications of technology based learning systems for education, training, and job performance improvement in terms of results that can be or have been achieved. The publication is application oriented and not focused on the technical aspects of design and development. The readers should get information directly applicable to their jobs. Articles are invited that examine some phase - technology, evolution, planning, cost, learning successes and failures - of contemporary delivery systems, in line with the foregoing. The Journal audience embraces trainers, professionals, and educators across a broad spectrum of business, industry, and the military, administrators and executives, and academia. The articles should be of interest to a wide range of readers involved in some aspect of lifelong learning.

## Journal of Interactive Instruction Development

Contact: Carrie Vespico  
Ph: (540) 347-0055  
Email: iid@lti.org



The Journal of Interactive Instruction Development is a professional quarterly devoted to enhancing the quality, effectiveness, and productivity of interactive systems design. This Journal is intended to be a practical publication and which reviews successful programs and, where appropriate, the obstacles which need to be overcome to achieve success. This established journal meets the needs of instructional systems developers and designers by providing important perspectives on emerging technologies and design methodologies.

## Inmedius, Inc.

Contact: John Stearns  
Ph: (303) 462-8787  
Email: jstearns@inmedius.com



A pioneer in eLearning since its inception in 1996, the Generation21T Learning Suite was the first to offer reusable learning objects, performance support technology and true tailored learning. The Suite continues to distinguish itself today with its exceptional product quality, ease of implementation and use, outstanding client service, and in delivering compelling value. Generation21 Learning Suite provides enterprise-class learning functionality at an affordable price. Its extensive features, combined with product distinction and exceptional customer service, offer unsurpassed value. Easy to implement, maintain and use, the comprehensive Learning Suite facilitates the best possible return on your education and training investment.

## SRA International, Inc.

Contact: Erin Heiser  
Ph: (215) 672-8005  
Email: erin\_heiser@sra.com



SRA is dedicated to solving complex problems of global significance for clients in national security, civil government and global health. With three decades serving these clients, SRA delivers the expert knowledge, technical tools and trusted solutions for missions that matter – to us, our clients and the world. Founded in 1978 and headquartered in Fairfax, Virginia, SRA provides the expert knowledge, technical tools and solutions that governments, agencies and companies need to improve performance, reduce costs and risks, introduce enterprise efficiencies and enhance human health.

## Nova Southeastern University Graduate School of Computer & Info Sciences

Contact: Office of Admissions  
Ph: (800) 986-2247 x22001  
Email: scisinfo@nova.edu



A major force in educational innovation, the Graduate School of Computer and Information Sciences at Nova Southeastern University provides educational programs of distinction to prepare students for leadership roles in its disciplines. The school's strengths include a distinguished faculty, cutting edge curriculum, and flexible online and campus-based formats that enable working professionals to earn a graduate degree without interrupting their career. A leader in online education since 1983, Nova Southeastern University has been nationally recognized as one of the top universities offering distance education programs. In addition, Nova Southeastern University has been designated a National Center of Academic Excellence in Information Assurance Education by the U.S. government. M.S. and Ph.D. programs include computer science, educational technology, information security, information technology, and information systems. Optional concentrations in information security and information science are also offered.

## New Vision Software, Inc.

Contact: Randy Hilgers  
Ph: (800) 494-4973  
Email: randy@softutor.com



New Vision Software, Incorporated, revolutionizes software training, technical support and collaboration by combining overlaid hands-on video learning with easy to follow examples. Since 1995, over 250,000 users — from major universities to Fortune 500 companies to those learning at home — have reduced their learning time by at least 50 percent while increasing their retention of the material. Customer satisfaction has remained at 99.976 percent since 1995. With the new Performance-Based SofTutor Learning System, subject matter experts can create customized training programs with their own content while users can find and display specific training information without leaving their current application.

## ALTERNATE PRESENTATIONS

### **Lisa Abate, Ph.D.**

*Taking the TX HHS Enterprise to a sSingular LMS ... Part one of two*

Over the next two years the Texas department of Health and Human Services and its related agencies (state health services, family and protective services, aging and disability, and rehabilitative services) will be migrating from learning management systems at the agency and departmental level, to a singular system shared by the enterprise and eventually by all state agencies. This paper will examine the process of the first phase- identifying what the needs are of each department in each agency. Part two, to be proposed next year, will examine the second part of the process- designing, developing and training on the enterprise level LMS.

### **Aimee Barnes**

*The Dichotomy of eLearning: Designers vs. Developers*

Bringing both design and development perspectives to the conversation, Rachel Martin, Graphics and Animation Specialist, and Aimee Barnes,

Knowledge Engineering Program Coordinator, will share their experiences overcoming the challenges that often arise between instructional designers and developers. This presentation will focus on effective communication amongst team members, how to work together rather than against, and how to set expectations across the board. The presenters will share their personal experiences, as well as facilitate discussion from participants to share their success stories and lessons learned. Participants will leave with a disk containing sample forms and templates that we use every day to manage our internal eLearning development projects.

### **Irena Bojanova**

*A Novel Cloud-Based System Model for Student Learning Assessment*

An innovative cloud-based system model for student learning assessment will be introduced. The assessment is based on alignment of direct measures of student learning to course objectives and Bloom's taxonomy. The system encompasses automated data gathering, database population, statistics generation, and assessment analysis. The case of aligning final exam questions to course objectives and Bloom's taxonomy, as well as the generation of descriptive statistics, grades distribution by course exams, most- or least- missed exam questions by module-level learning objectives, and analyzed sections statistics will be demonstrated. Lessons learned from several semesters of research using the model will be shared.

### **David Bongiovanni**

*eLearning - Tools, Types and Speed for Business*

eLearning is not a new concept but it has moved from being a nice to have to a must have. Learn the best way to develop elearning quickly and the right approach for your organization. Learn how to blend different types of eLearning , ILT, WBT to webinars and how to best use the tools and technologies to get it done quickly. Learn the latest rapid prototyping methods and

how best to prepare webinars and distance learning so that you can create reusable learning objects. Learn how to create quick wins based on the resources you have.

### **Ryan Brown**

*VR Environment Creation: Capturing Dynamic Settings for Engaging CBTs*

The military has long identified the benefit of realistic training from simulation to real world application. This paper will compare the workloads associated with modeling both 3-D graphics and a photo VR atmosphere to include the impact of environment changes between the two development processes. A photo-based system will be defined as one that leverages the detail of a specified resolution, yet relies on the availability of real world environments for VR photography. This system provides the detail of specific focal points and allows the entire environment to be filled with a wide range of graphical detail.

### **Rick Bruce**

*The Impact of Education Technology in Instructional Design and Delivery*

Today, educational technology must accommodate an increasing variety of blended learning options. To name a few, there are e-learning portals with self-paced modules, distributed environments with synchronous and asynchronous choices, simulated environments for activities such as combat or light training, and immersive environments for learners as diverse as new business leaders, emergency medical personnel and mechanical engineers.

Educational technology plays a crucial role in shaping instructional design and delivery. SMART Technologies recently developed a range of interactive display solutions that have been deployed in each of these environments. This paper examines the impact of such solutions on instructional design and delivery.

### **Paul Cheney**

*Learning with Understanding Using Computer Generated Automated Performance Feedback*

Students need the opportunity for guided practice as they learn new content. Simply regurgitating what they have memorized back on a test is insufficient to insure they can use the knowledge to solve real-world problems. In addition to guided practice (which provides monitoring the completion of a task), learners need immediate feedback on their performance in order to improve their ability to accomplish the task. Written comments provided after the student has struggled to accomplish the task frequently wind up in the trash. We are developing learning components which provide students guided practice while they study and immediate computer generated feedback. We use these activities in both on-line and face-to-face classes. These reusable learning components can be used in a variety of subject mater areas and are being designed to meet standards established by the IMS Global Learning Consortium. The instructional sequences are reusable as Common Cartridges within a variety of LMS's.

## ALTERNATE PRESENTATIONS

Anthony Contino

### *WebQuests - A Way to Engage Remote Learners*

WebQuests have great potential in corporate learning environments and well-designed, well-developed WebQuests will allow learners to actively construct their own learning in a challenging and appealing way. This session will examine the principle parts of a WebQuest and how they can be adapted for corporate training needs.

### **Judith Converso**

#### *Workforce Management & Development: Developing a Knowledge, Skills, & Competency*

The Government Accounting Office (GAO) has identified the management of workforce skills and competencies as a high risk area within the civilian workforce of the US Government. Various agencies and departments have initiatives underway to establish a systemic and systematic approach to meet current and future workforce requirements. This presentation will focus on providing participants a methodology for the development and use of Knowledge, Skills, and Competency Models (KSCM) and associated lifecycle to address the identified GAO shortfalls. This session is based on a current work for creating a lifecycle and supporting processes to ensure that each KSCM is appropriate and actionable by all organizational stakeholders.

The goal is to keep the KSCMs aligned with the workforce performance requirements and needs of the individuals, business units, and organization

as a whole. Using current projects as illustrative examples, the session attendee will be able to:

- Discuss how a Knowledge, Skills, and Competencies (KSC) Model supports the Workforce Management & Development
- Identify the framework for the KSC Model (KSCM) Life Cycle
- Identify the supporting processes
- Discuss Best Practices extracted from Lessons Learned

### **Jeffrey Darner**

#### *Blackboard Learning System Solves Business Training Need*

In today's challenging market, HR managers struggle to find creative ways to add value as business partners. Reduced training budgets compound the problem. As a solution, Baldwin-Wallace College professional development department leveraged the easy-access Blackboard learning system to meet customer needs. Marketed as Training4U, this program gives managers access to customizable training materials ready for just-in-time download and delivery. The Blackboard site provides members with management workshop materials, supplemental resources, "ask the expert" functionality to tap into college thought leaders, and discussion boards. Learn how customer demands, a technology platform, and instructional strategies converged to deliver this innovative training solution.

### **Jerald Feinstein**

#### *Enhancing Online Student Engagement via Emerging Interactive Technologies*

One of the challenges of distance learning is to significantly raise student engagement, achievement, and retention, and certain emerging technologies provide the foundation to do just that. This paper summarizes some of my distance learning work at Harvard as well as new initiatives designed to dramati-

cally accelerate the learning process - - - making it enjoyable and almost addictive - - - another way of saying high engagement.

I will be discussing:

- Specific interactive technologies designed to engage students;
- A summary of highly sophisticated, interactive, and competitive games that draw the learner into the process and provide immediate feedback;
- How and why they work;
- Summary of learning outcomes employing specific tools;
- A guest who will discuss using the techniques in a Top-50 Business School and tool demonstrations if possible;
- Where to obtain more information.

### **Edward Gehringer**

#### *360-degree authentic assessment of student projects*

Project work is essential to mastering skills, and offers an opportunity to assess students authentically on what they have learned. But it is difficult to grade, because there are no right or wrong answers. Our Expertiza platform collects rubric-based assessments from student peer reviewers, student users, instructors, and teammates, and presents it to the instructor in a format that makes it easy to inspect the assessments and assign a final grade. We will demonstrate the facilities of the Expertiza platform and show how they make it easy to engage the whole class in the process of assessment.

### **Kim Grady**

#### *Satisfaction - A New Metaphor for Teaching and Learning*

We (instructional designers) must be able to capitalize on new aspects of education and technology. By harnessing the open content movement we can enable "community think" allowing SMEs to contribute, share, and edit input to create a collection of information that has never existed before.

Two other trends in education, designing to be flexible and portable, allow us to create a body of knowledge that can be moved around and repurposed to meet a myriad of needs and cross disciplines. This presentation will provide information needed to design such "systems" that can be used in a variety of education settings.

### **Osama Harfoushi, Ph.D.**

#### *E-Training Readiness in Jordanian Organizations, a Qualitative Study*

E-training has been one of the hottest topics in the last decade especially for business organizations. Unfortunately, e-training is not perfect fit in every organization. In order to implement e-training successfully in an organization, you need the right people at the right place using the right resources.

It is Important to measure the organization readiness for the new e-training system before implementing it if they want to benefit from the system and gain its full potential. This paper proposed a model to measure an organization readiness for the new e-training system. This model has been developed from various previous studies and then it has been tested using quantitative method (Questionnaire) among Jordanian employees in different industrial sectors.

## ALTERNATE PRESENTATIONS

The factors which are believed to affect the e-training readiness model are System Functionality, Finance, Environment and human capabilities. Of course these are not the only factors, however, many researches emphasize on the impact of these factors of the readiness of e-training.

### **Erin Heiser**

*A Framework for Promoting High Cognitive Performance in Instructional Games*

This paper focuses on establishing an ontological framework for standards and guidelines in the development and employment of game-based training. The authors draw from research and methodological sources including 30 years of cognitive psychology literature, work in Cognitive Task Analysis, and research and practical experience developing Intelligent Tutoring Systems. Using the proposed ontological framework as a starting point, it is expected that researchers will refine and improve upon suggested dimensions and category levels and ultimately establish a fully specified, empirically derived ontology to be employed, used by content, instructional developers as they delve further into the world of game-based training.

### **Randolph Hilgers**

*Increase ROI through Performance-based Learning*

The president and founder of New Vision Software, Incorporated, will demonstrate how over 250,000 users — from major universities to Fortune 500 companies to those learning at home — have reduced their learning time by at least 50 percent while increasing their retention of the material. Examples will include how performance-based learning has increased ROI in specific situations where the unique overlaid hands-on video learning of SofTutor was used.

### **Dawn Iwamoto**

*Demonstrating How Technology Influences Learning Opportunities in Higher Education*

This session is designed to demonstrate the use of technology to create opportunities that expand access to learning resources and that enhance engagement, collaboration and student learning. Participants will be able to view an advanced learning system with features that include an electronic gradebook, forums for submitting individual assignments, and discussion and group learning platforms. Support systems for math and writing will be demonstrated along with an electronic library, e-book collection, and virtual organizations. Learning outcomes include: Creating new ideas for integrating technology into the learning environment, sharing new ideas for assessing student learning, and collaborating with colleagues from a variety of settings to create new strategies for assisting students with skill development.

### **Ashwini Joshua**

*E Learning for cross-cultural training*

The internet has revolutionized the workplace. Technology has made the world smaller and more accessible. Many multinational organizations have employees who work across continents. Some of these organizations train their employees before sending them out as expatriates. Other organizations have employ-

ees working together on projects without meeting each other face to face! This session focuses on various techniques organizations can use to improve the productivity of those employees who work cross culturally without leaving their respective countries.

### **Adam Judge**

*Use and Usability - Design Philosophy for the Real World*

Across the realms of multimedia production, information design, web development, and usability, certain truisms are apparent. Like *The Art of War* or *The Elements of Style*, the basics of good design philosophy can be delivered simply and briefly. Topics examined include: taking the user's point of view in user-centered design; do you need a use case or a target audience?; collaboration - synergy or too many cooks; the importance of honesty in design; and, foreseeing the pitfalls created by organizational thinking.

### **Jayant Kapatker**

*Product Training - A Centralized Approach*

This white paper, after understanding the limitations of the classroom model and outlining the possibilities of online training and mapping the current scene in product training, proposes a "Centralized Learning Approach" in the field of product training. After substantiating the need to go for such a centralized but flexible development strategy for better effectiveness, co-ordination between different wings and offices across the world and for extreme cost effectiveness, this paper will go on to outline a systematic way in which the approach can be implemented as a scheme in a company detailing the learning content management system, interfaces and organizational angles.

### **Charlie Kauffunger**

*Understanding the Flow of Organizational Knowledge*

There's more to knowledge management than implementing a document repository or enabling social networking. Every aspect of knowledge within an organization needs to be managed proactively, and organizations must adopt a fully integrated knowledge management approach to remain competitive. But what does this mean for the learning organization? As the bulk of workplace learning transitions from traditional instructor-led events to informal employee-driven learning, the learning organization must evolve to meet the challenges of this new environment. To develop an effective learning strategy, you must understand how employees find the information they need to do their jobs, then examine the learning organization's role in facilitating, promoting, and optimizing the flow of knowledge through these mechanisms. Participants in this session will learn how to conduct a knowledge management assessment and build the business case for investment in knowledge management infrastructure.

### **Polly Kornblith**

*Overcoming the Odds: A Solo Freelance Designs Custom Online Course for the FAA*

This presentation will discuss the process of designing, developing, producing, and implementing the ADAPT training program. She will detail how she overcame each of the technical challenges posed by the project and share the deliverables from

## ALTERNATE PRESENTATIONS

outline through storyboard through final product. Polly will also describe how she managed to work remotely on this project even though she had only infrequent access to the ADAPT software. Finally, Polly will share the lessons she learned from this project, which she completed in just under eight months despite an initial start-up phase that lasted almost two years. This project provides a model of how to proceed and complete an online training program despite an elongated start period and many technical problems. The speakers will share numerous tools and examples with participants that should prove useful when applied to other learning endeavors. The particular vagaries of working with government agencies and corporate entities will also be addressed.

### **Andrew Lokie**

#### *Making Effective Blended Learning*

Provide quick overview how we transformed a classroom lecture-based class into a Blended-Learning course. Lectures were recorded and made available online. Class time was reduced and replaced with learning activities intended to engage students in higher levels of thinking and synthesis of course material. We incorporated WEB 2 based technology such as wikis, blogs, and podcasts with the social bookmarking tool "Delicious", to develop technology-based assignments. These assignments, along with various discussions formats, were used to expand the students' technology capabilities and enhance their learning opportunity. Will share training/support issues, faculty/student response, and show examples.

### **Todd Marks**

#### *The iPad for Education*

With Apple's recent announcement of the iPad, a whole world of opportunities has opened up for any industry to deliver content in a very different way. Mindgrub believes that education will greatly benefit from this new technology in that a teacher could give each student an iPad with preloaded curriculum and content enabling the student to easily follow along in class. Students could electronically participate in ways not imagined before. They would also have access to the internet including images and video, for a truly engaging and interactive experience.

### **Timothy Phillips**

#### *Meeting Corporate eLearning Needs through Academic Service-Based Learning: A Positive ROI*

Corporations, Healthcare and Government have a tremendous need for quality elearning that demonstrates learning results with a limited budget. Graduate Instructional Technology programs would benefit tremendously from students gaining experience in developing applications for real clients.

This presentation will document the results of a multi-year partnership between Bloomsburg University's Instructional Technology Program and a number of corporate, healthcare, and government partners. Over 100 projects have been developed that meet the needs of these clients. The purpose of this presentation will be to discuss the model and the specific procedures that are utilized in meeting the needs of both the corporate part-

ners, for a successful elearning solution, while insuring the learning of the graduate student. Guidelines for this process will be provided, and several of the finished projects will be demonstrated.

### **John Pyecha**

#### *Reset, Reboot, Recover Your Operational Excellence*

Over 80% of leaders today report feelings of being overwhelmed and anxious. These leaders went on to say that the corporate mood has been focused on "survival" and cost containment. Operating in this type of business climate for extended periods of time has long term negative repercussions for the organization.

In this interactive presentation, participants will receive a lively overview of the four key elements necessary to create and sustain a high performance mentality and process throughout any organization. The presenter will focus strongly on the role of organizational leadership to create, emulate, communicate and reinforce the non-negotiable strategies necessary to sustain business success. This presentation will look at the real-world business challenges facing organizations today, as well as give participants a specific implementation methodology to begin practicing upon immediate return to the workplace.

### **Caleb Rejino**

#### *Meeting Our Learners' Needs: Lessons Learned Campaign*

Does history repeat itself within your company? Confronting a history of mistakes is not for the weak. B&W Pantex operates daily in high-consequence situations where production activities cannot proceed without a complete assurance of safety and security. So, we successfully implemented a learning initiative and all we needed was a fresh approach to access all 3000+ employees. By using a variety of tools, thematic media projects were developed to meet a variety of platforms and made accessible to employees across the plant. The process of linking learning to individual and organizational performance is the intent of our training method.

### **Shawn Rosler**

#### *Forceps...Scalpel...Captivate: A Case Study of CBT/WBT Implementation*

This presentation will address a situation that most industries are either fully entrenched in, or, at the very least, looking towards taking the leap into converting costly standup/instructor-led training over to a more cost-effective Web/Computer Based model. In doing so, there are major items to address and pitfalls to (hopefully) avoid - budgets, resistance to change, timelines, deadlines, project volume, and so on. All of these items come together to make, what should be a logical transition, a tough sell at times.

While all of this sounds familiar, sounds like it may have been done before, imagine implementing this conversion on your own: One dedicated designer/developer (until very recently, now we number two), one ever-expanding application to train new and existing users on, one monumental task which has been an amazing success. From one topic for one class, to the majority of training associated with the application, our utilization of CBT,

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both as a replacement and enhancement to Instructor Led Training, has reshaped the way the organization envisions training the Electronic Medical Record (EMR). What was once a hard sell has become not only standard, but expected practice. This is the 5+ year case study of the Epic Training Team at Geisinger Medical Center.

### **Curt Shreiner, Ph.D.**

#### *Using 3D Modeling and Simulation to Train Coast Guard Boat Handling Skills*

The United States Coast Guard (USCG) is incorporating highly interactive 3D modeling and simulation into their small response boat familiarization and boat handling curriculum. From a desk-top computer, Coast Guard personnel can explore all aspects of the 3D simulated Defender Class Response Boat, including basic construction features and all interior and exterior equipment installed on the boat. Students can zoom in, pivot the 3D model to any angle, and click hotspots to access a wealth of information pertaining to each feature. Lessons pertaining to boat handling provide interactive imulations of the forces affecting maneuverability, including the opportunity to practice skills by maneuvering a 3D boat through various water obstacles.

The training package is designed for blended instructor-led training, stand-alone sustainment training, or as an electronic performance support system for quick referencing and accessing critical just-in-time information. The training is HTML-based, SCORM conformant, and is delivered on the USCG Learning Management System.

### **Noelle Sojka**

#### *Merging Clinical Simulation and Technology to Cultivate Physician Leadership - Children's*

Often in critical care situations the focus is on the clinical skills needed to manage the event and help the patient. However, many in healthcare say that the key doesn't completely sit in the management of the clinical side of the critical situation - it also revolves around leadership employed in the situation. How the leader manages the team is crucial component of managing critical care situations - yet these soft skills are not always addressed and ultivated among newer clinicians. To address the idea of team management and leadership Children's Memorial Hospital (CMH) developed a program called Fellows Boot Camp that focuses on cultivating both the basic clinical and soft skills needed by clinicians. The goal of CMH's Boot Camp is to help residents build on their clinical skills while also addressing and cultivating the leadership and communication skills many clinicians are required to deploy in critical situations. The Boot Camp design combines a mix of clinical skills practice and soft skills development through the use of clinical simulation, reflective practice and self-directed learning. The presentation focuses on the instructional systems design process applied to Fellows Boot Camp program, including an overview of the evolution of the program into its current state, a demonstration of how technology and simulation were integrated into the design, and a discussion around next steps for the program.

### **Brian Taliesin**

#### *The strong have survived: Rapid deployment of content for today's mobile learner*

The result of the economic down turn is that the strong have survived. We now have a situation where the best of the best are competing, and organizations need to be more nimble with ready access to information and tools that aid performance. No longer can employees, customers and partners wait for an answer; they need quicker decisions, and only through "beating others to the punch" will organizations succeed. There is hyper competition, competing for less work. So, it is more important to provide quick solutions, quick answers, and quick decisions. Most employees, partners, customers are not tied to their computers 24x7, but they do have a BlackBerry, iPhone, Droid, or Windows Phone on their hip at all times. They are constantly sending emails and even performing Internet searches on their phone to answer everyday questions. However, organizations struggle with a key business problem - how do they get what they learned online or in the classroom into the palm of their hand. Podcast portals have their own problems where the audio and video is not great for quick searches. Organizations have a lot of training, but it doesn't fit the mobile device well. Many do not have IT assistance to deliver mobile content, and the timeline and price tag are well beyond what many want to spend without having some validation that this will work. This session will show attendees how to get started and then can grow with as their organization grows.

## PARTICIPATING ORGANIZATIONS

3d Premotorskill Technologies Llc  
Advance Research Project Analysis Consulting  
Advanced Distributed Learning Co-Lab  
AHG, Inc.  
Alcatel-Lucent  
American InterContinental University  
ANG Center for Strategic Communications  
Atlantis Cyberspace Inc.  
B&W Pantex  
Baldwin-Wallace College  
BehaveHeuristics, LLC  
Bentley University  
Bloomsburg University  
BP  
C2 Technologies, Inc.  
Canadore College  
Cell Podium  
Children's Memorial Hospital  
Competitive Solutions, Inc.  
Computer Knowledge International (CKI)  
Computer Sciences Corp  
Concurrent Technologies Corporation  
Dazzle Technologies Corp.  
Defense Language Institute  
Defense Logistics Agency (DLA)  
Designing Digitally  
DSFederal, Inc.  
EmantrasMOBL21  
Emory College  
Enliten Management Group  
Enterprise Management Systems  
Fayetteville State University  
Field Data Technology, LLC.  
Geisinger Health Systems  
Gerdau Ameristeel  
Greystones Group  
Houston Community College-Southeast  
IBM  
IBM Global Business Services  
ICF International  
Inmedius, Inc.  
inMind Learning & Performance  
Instituto Federal Fluminense  
Intrepid Learning Solutions  
JCA Solutions  
Jhpiego  
Johns Hopkins University  
Knowledge Advantage - It's What Works, LLC  
Kudos Concepts  
LanSchool Technologies  
Laureate Education Inc.  
Little Planet Learning  
Lockheed Martin  
Maritime Civil Affairs & Security Training Command  
McWeadon Education, USA  
MetaMedia  
MI Learning on iTunes U  
Miami University  
Microsoft  
Mindgrub Technologies LLC  
Missouri State University  
NACON Consulting, LLC  
New Vision Software, Incorporated  
North Carolina State University  
Nova Southeastern University  
OutStart  
Palatine Group, Inc.  
Performance Development Group  
PREP Intl  
Princeton Center for Education Services, Inc.  
Proofpoint Systems  
Roundbox Global  
RPI  
S4 NetQuest  
SBI  
Sealund & Associates Corporation  
SMART Technologies  
SoftChalk  
SRA International  
SRI International  
St. Mary's College of Maryland  
STAM Interactive Solutions Inc.  
Strayer University  
TeleCommunication Systems  
Texas Department of State Health Services  
Texas Engineering Extension Service  
The Educe Group  
The MITRE Corporation  
University of Fairfax  
University of Jordan  
University of Maryland University College  
University of North Carolina at Pembroke  
University of North Texas  
University of Phoenix  
University of South Florida  
US Air Force  
US Air National Guard  
US Marine Corps  
US Office of Personnel Management  
Utah Valley University  
Vidizmo LLC  
Virginia Department of Health  
WILL Interactive, Inc.  
World Bank Group  
Xerox Corporation  
Yukon Learning

