Design Document- Alyssa Aiello

Business Purpose	To train new volunteers on the organization's Five Step Visit Process and how to properly care for cats' health and well-being, resulting in a 20% reduction in onboarding costs over the next year.
Target Audience	All new volunteers to Last Chance Cat Sanctuary who volunteer on-site in a cat-care capacity.
Training Time	30 minutes to complete 20-25 slides, including a final evaluation.
Training Recommendation	1 eLearning module is recommended due to the low number of skilled staff available to train new volunteers. This module should contain 1 ungraded knowledge check and a final evaluation. These volunteers should also have a reference tool in the form of a checklist job aid for the five step process.
Deliverables	1 Storyboard, including a script for the narrator, outlining the Cat Sanctuary training course 1 eLearning module, developed in Articulate Storyline with voiceover narration - One (1) Five Step Visit Process Completion Checklist PDF Job Aid
Learning Objectives	By the end of the training, the learners will be able to… - List the steps for a comprehensive cat care visit in chronological order. - Choose appropriate reactions to various cat behaviors. - Evaluate symptoms of poor feline health.

Training Outline	I. Introduction
	    A. Welcome
	    B. Navigation
	    C. Learning Objectives
	II. Five Step Process- This will be the home page for a set of branching slides. The directions in the VO will only occur the first time the learner reaches this home page. After each subtopic is completed, the learner will be redirected back to the home page.
	    1. Look
	        a. Explain what the learner should be looking for upon entering the site, including cat care details listed on the cards on the cages.
	        b. Elaborate on individual feline needs, such as specific groupings of cats and special dietary needs.
	    2. Play
	        c. Explain the importance of engaging all cats in play.
	        d. Define and characterize basic cat psychology in five areas.

        i. Ears

        ii. Eyes

        iii. Belly

        iv. Tail

        v. Aggression

e. Assess the learner's understanding of cat body language with an ungraded scenario-based Knowledge Check.

    i. Scene 1

        1. Scene will show a cat with large pupils running under the couch.

        2. The learner will be asked to find the area that the cat ran to.

        3. When the learner clicks within the correct area, it will zoom in to reveal the next scene.

    ii. Scene 2

        1. Scene will show the cat growling under the couch.

        2. The learner will be asked to choose the appropriate reaction to this behavior.

        3. Upon answering correctly, the learner will be directed to the final scene.

    iii. Scene 3

        1. Scene will show the aggressive cat to have come out from under the couch.

        2. The learner will be asked how to resolve the situation in a multiple-answer format.

        3. The learner will be allowed 2 attempts before being redirected back to the five step process.

3. Clean- Identify the areas in need of cleaning and how to clean those areas.

a. Litter

b. Cages

c. Dishes

d. Floors

	e. Explain and identify the symptoms of poor feline health and how to react upon seeing those symptoms.
	  i. Vomiting
	  ii. Panting
	  iii. Out of character behavior
	  iv. Pooping or peeing outside of the litter box
	4. Feed- Quantify the appropriate amount of wet food and dry food to feed to each cat. Identify all the water sources that need to be refilled in the cat sanctuary.
	  a. Wet food
	  b. Dry food
	  c. Water
	5. Close- Identify each area in need of attention for closing and how to appropriately complete each area to finish the closing step.
	  a. Return all cats to their cages.
	  b. Make notes in the book.
	  c. Mop and sweep the floors.
	  d. Turn off the lights.
	  e. Take out the trash.
	  f. Lock up.
	
	III. Summary
	IV. Final Evaluation
	V. Conclusion

Assessment Plan	Learners will take an ungraded knowledge check in the middle of the course and a 5-question graded quiz, requiring 80% correct to pass, at the end of the course. The final evaluation will utilize multiple-choice as well as drag-and-drop questions. The learner will be allowed 2 attempts for the knowledge check and unlimited attempts to pass the quiz. Quiz feedback will not be given until the quiz is complete. Incorrect and correct responses will be available for review. The knowledge check will allow the learner to practice choosing appropriate reactions to various cat behaviors (Objective 2). The final assessment will evaluate learner attainment for all course objectives.