



# Design Document

## *Disc Golf Discs 101*

<i>Business Purpose</i>	<p>No Limit Discs, a sporting goods company that sells disc golf gear, wants to increase the knowledge level of staff responsible for customer service. The store owner has recently opened a new store and would like his new employees to be informative in helping customers find the right disc for their needs. Many of the new employees are unfamiliar with the difference between the disc types, plastics, and flight characteristics.</p> <p>Disc sales have dropped by 13% since hiring the new employees, and customer return has dropped by 20%. No Limit Discs would like this training course to increase employee knowledge of disc inventory, which they can then pass on to the customer. Recommending and selling the right disc to the customer will result in an increase in sales and larger percent of customers returning to the store for future purchases.</p>
<i>Target Audience</i>	New employees of No Limit Discs, mostly high school and college age
<i>Training Time</i>	25 minutes
<i>Training Recommendation</i>	<ul style="list-style-type: none"><li>• 1 eLearning course developed in Rise 360 for ease of update and revision as new plastics and other disc types enter the market. This style of course will appeal more to the age group of employees and can be viewed on mobile devices.</li><li>• eLearning is best due to new employees of No Limit Discs' part time work schedule and disbursement between the two stores</li><li>• Course has 4 main lessons within the body of the module to cover types of discs, flight characteristics, types of plastics, and customer service practice for learner</li><li>• Interactions and knowledge checks frequently within the course</li><li>• Final assessment</li></ul>
<i>Deliverables</i>	<ul style="list-style-type: none"><li>• 1 eLearning course<ul style="list-style-type: none"><li>▪ Developed in Rise 360</li><li>▪ Includes matching activity for disc types and descriptions of their use and arm speed required</li><li>▪ Includes sorting activity to match flight characteristics to their descriptions</li><li>▪ Includes matching activity for types of plastic and their characteristics and uses</li><li>▪ Includes two customer scenarios in which learner has to choose the appropriate response to customer needs</li><li>▪ Final evaluation</li></ul></li></ul>
<i>Learning Objectives</i>	<ul style="list-style-type: none"><li>• Identify the basic components of disc golf.</li><li>• Match each of the four types of discs to their purpose in the game.</li><li>• Identify the four characteristics of flight.</li><li>• Recognize the different types of plastics used to make discs.</li></ul>



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	<ul style="list-style-type: none"><li>• Select the appropriate disc for a given customer need.</li></ul>
Training Outline	<ul style="list-style-type: none"><li>▪ <b>Introduction – Company</b><ul style="list-style-type: none"><li>▪ Background info on company</li><li>▪ Types of customers served</li><li>▪ Company mission statement</li></ul></li><li>▪ <b>Introduction – Disc Golf Basics</b><ul style="list-style-type: none"><li>▪ Courses</li><li>▪ baskets</li><li>▪ bags</li><li>▪ discs</li><li>▪ mandos</li></ul></li><li>▪ <b>Different Types of Discs</b><ul style="list-style-type: none"><li>▪ Learner explores four different types of discs and their uses.<ul style="list-style-type: none"><li>○ <b>Distance drivers</b>- require great skill and arm speed</li><li>○ <b>Fairway drivers</b>- aerodynamic and easier to control</li><li>○ <b>Midrange</b>- more stable and fly straight at lower speeds</li><li>○ <b>Putt &amp; approach</b>- slowest speed and easiest to control, used for close shots to the basket</li></ul></li><li>▪ Knowledge check- matching and customer service check</li></ul></li><li>▪ <b>Different Flight Characteristics</b><ul style="list-style-type: none"><li>▪ Learner explores the four aspects of each disc's unique flight path</li><li>▪ Characteristics are organized and described by one of the four numbers on the disc in the following order...<ul style="list-style-type: none"><li>○ <b>Speed</b> (1<sup>st</sup> number)- How fast a disc cuts through the air and needs to be thrown</li><li>○ <b>Glide</b> (2<sup>nd</sup> number)- How long a disc will stay airborne when thrown</li><li>○ <b>Turn</b> (3<sup>rd</sup> number)- Disc's tendency to turn over, or bank to the right when thrown</li><li>○ <b>Fade</b> (4<sup>th</sup> number)- Disc's tendency to hook to the left at the end of its flight</li></ul></li><li>▪ Knowledge check- sorting activity</li></ul></li></ul>



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	<ul style="list-style-type: none"><li>▪ <b>Different Types of Plastics</b><ul style="list-style-type: none"><li>▪ Learner explores the six different types of plastics used in disc making and how they effect a player's experience<ul style="list-style-type: none"><li>○ <b>Basic</b>- least expensive, low-grade, good grip, wears down quickly</li><li>○ <b>Middle grade</b>- more durable, middle of the road, least popular</li><li>○ <b>Ultra-Durable</b>- most commonly used, clear, hard, and smooth to the touch but not as grippy</li><li>○ <b>Ultra-Light</b>- newer plastic, flies farther</li><li>○ <b>Premium</b>- most expensive, best performance and durability combo</li></ul></li><li>▪ Knowledge check- matching and customer service check</li></ul></li><li>▪ <b>Customer Service Practice</b><ul style="list-style-type: none"><li>▪ Learner participates in two scenario experiences where they will make the best choice to help the customers at No Limit Discs<ul style="list-style-type: none"><li>○ Scenario #1- Customer is new to disc golf and having trouble controlling his throws</li><li>○ Scenario #2- Customer is experienced and looking for a specific disc for competition on a windy day</li></ul></li></ul></li><li>▪ <b>Final Quiz</b></li><li>▪ <b>Course Summary</b></li></ul>
Assessment Plan	<ul style="list-style-type: none"><li>• 6 assessment questions</li><li>• Learner must score an 83% or higher to pass (5/6 questions)</li><li>• Learner will have the option to retry the quiz if they do not pass</li><li>• Question Types:<ul style="list-style-type: none"><li>▪ Choosing best plastic for a customer (LO #4 &amp; 5)</li><li>▪ Identifying flight characteristics (LO #3)</li><li>▪ Disc type matching to description (LO #2)</li><li>▪ Recognizing the types of plastics (LO #4)</li><li>▪ Disc characteristics for beginners (LO #5)</li><li>▪ Matching basic components (LO #1)</li></ul></li></ul>