

EVALUATION REPORT FOR ELEMENT K MODULE

Prepared by Wong Seow Chong

EXECUTIVE SUMMARY

Introduction

This evaluation was conducted to compare the effects of the new online tutorial on “Dreamweaver MX” designed by Element K with the effects of the workshop on “Dreamweaver MX” conducted by one of the studio instructors. The results will help Dr. Noah in his decision on the possibility of adopting the online tutorial for use by Studio participants in their quest to learn “Dreamweaver MX”. The evaluation consists of four primary methods. They are

- 1) Literature review,
- 2) Interview,
- 3) Usability observations, and
- 4) Questionnaires

Overview of Results

Most of the respondents indicated that the studio workshop on “Dreamweaver MX” allowed them to learn more efficiently as they tended to learn more in a shorter amount of time. In addition, the majority of the respondents stated that the studio workshop, which was conducted face to face, allowed participants opportunities to clarify their doubts with the instructor when they encountered difficulties in their learning. However, the majority of the respondents favored the Element K online tutorial on “Dreamweaver MX” in terms of flexibility. Opinions among the respondents varied on the mode of delivery that gave them a more meaningful context for their learning.

Recommendations

Blended learning can be used to help studio participants in their learning of “Dreamweaver MX”. Blended learning that is skill-driven mixes interaction with a facilitator with access to online resources. The interaction can occur through email, discussion forums, and face-to-face meetings and the self-paced learning can be made available online in the form of a Web-based tutorial. Such a blended approach integrates the strengths of both instructor-led studio workshop and the online tutorial for effective learning to take place. Hence, it is recommended that the Element K online tutorial on “Dreamweaver MX” should be adopted as a supplement to the studio workshop.

OVERVIEW

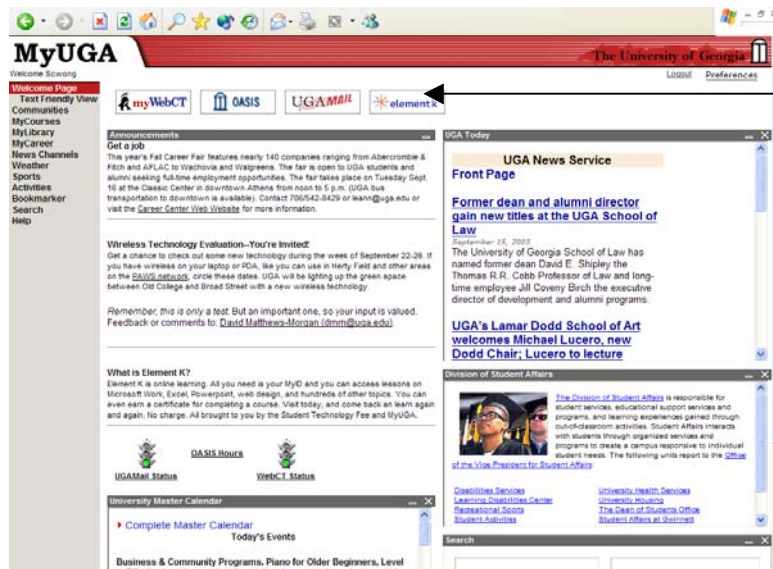
The University of Georgia has bought for its students a series of online learning modules developed by Element K, a leading provider of online solutions. There are over 100 topics to choose from and one of them is “Dreamweaver MX”. This document describes a plan to conduct an effectiveness evaluation of the online tutorial “Dreamweaver MX.” This plan describes the background, purposes, limitations, audiences, decisions, questions, methods, sample, instrumentation, procedures, logistics, timeline and budget for the evaluation of the online tutorial. The evaluator of this online tutorial is Wong Seow Chong and the client for this evaluation is Dr. David Noah, an instructor in the Department of Instructional Technology at the University of Georgia.

BACKGROUND

One hundred online self-paced tutorials (including “Dreamweaver MX”) are offered by Element K and supported jointly by Enterprise Information Services (EITS), University of Georgia Libraries and Office of Instructional Support and Development (OISD).

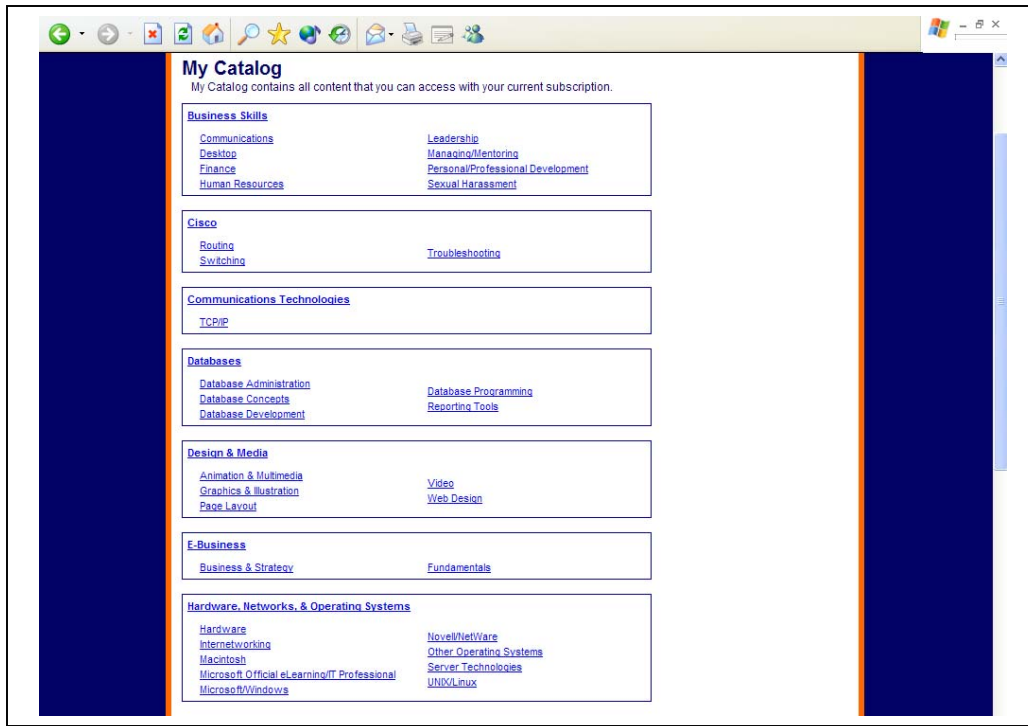
Element K was founded in 1982 as Logical Operations, Inc., to help companies train employees on the then brand new microcomputer. It launched its first major online learning site with interactive self-paced IT courses in 1996. Since then, it has launched many other online courses for a great variety of audiences such as doctors, lab personnel, managers and students. The self-paced courses offered to members of UGA were one of its latest online courses launched. This online learning is made possible by the student technology fee paid by every student enrolled at UGA.

Students can gain access to Element K through MyUGA.

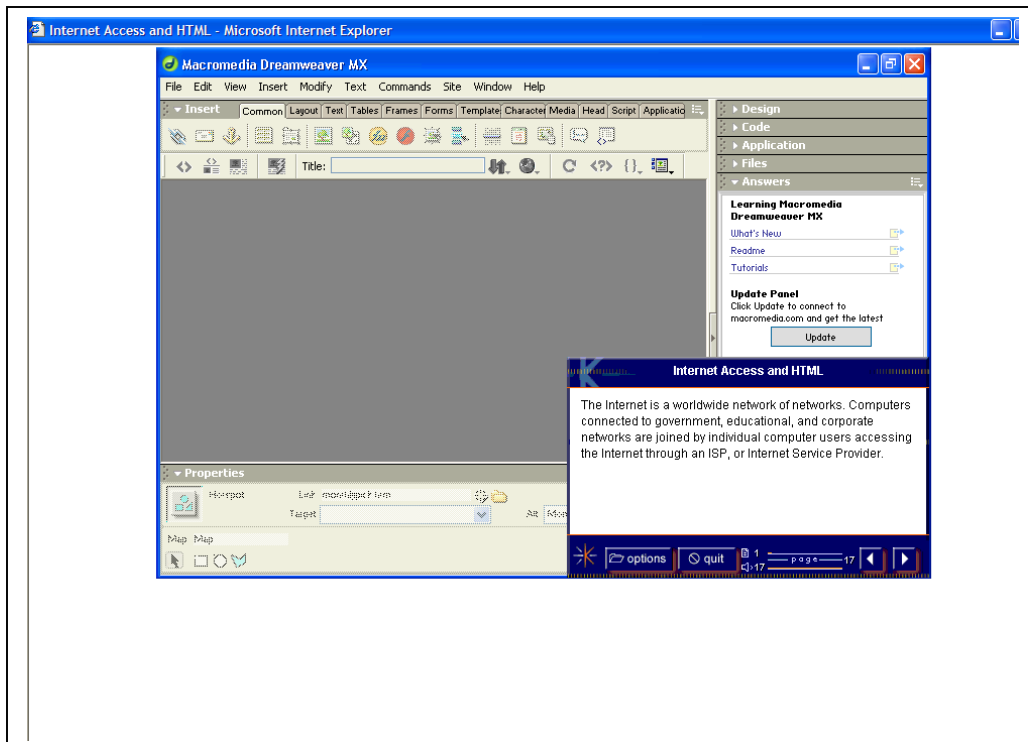


Element K

Courses offered to students range from elementary topics, such as Microsoft word, to advanced topics, such as ASP Database. Topics are categorized under different themes and each topic is sub-divided into different levels.



Each level is again divided into different sections and students are guided through the content with Shockwave animations followed by an assessment in MCQ format at the end of each section.



Students can pace their learning as the system allows students to bookmark their progress.

Bookmark

The screenshot shows the 'elementk' e-learning system interface. The course title is 'Dreamweaver MX : Level 1'. A 'Bookmark' label with an arrow points to a bookmark icon in the top left of the course content area. Below the title, there is a 'Go to Assessment' button. The main content area is divided into sections with progress indicators and assessment status.

Section	Item	Progress	Assessment
Internet Access and HTML	Internet Access and HTML	<input checked="" type="checkbox"/> Review Topic	Objectives Met
	Planning Web Sites	<input checked="" type="checkbox"/> Review Topic	Objectives Met
	The Dreamweaver Environment	<input checked="" type="checkbox"/> Review Topic	Objectives Met
	Viewing and Managing HTML Code	<input checked="" type="checkbox"/> Review Topic	Objectives Met
Creating a Web Site	Defining a Web Site	<input checked="" type="checkbox"/> Review Topic	Objectives Met
	Creating a Basic Web Page and Page Properties	<input checked="" type="checkbox"/> Review Topic	Objectives Met
Building a Web Site	The Site Panel and Templates	<input type="checkbox"/> Begin Topic	Objectives Met
Adding Content to Web Pages	List Formats and Graphic File Types	<input type="checkbox"/> Begin Topic	Objectives Not Met
	Inserting a Table and Adjusting Table Properties	<input type="checkbox"/> Begin Topic	Objectives Not Met
	Using Graphics in Table Cells and Nested Tables	<input type="checkbox"/> Begin Topic	Objectives Met
	Using Table Layout View	<input type="checkbox"/> Begin Topic	Objectives Not Met
	Creating and Using a Repeating Region Template	<input type="checkbox"/> Begin Topic	Objectives Met
Working with Links			Assessment

Hence, students who leave the system half way through the tutorial can always go back to where they left the previous time.

PURPOSES

Workshops on authoring and multimedia tools are conducted frequently for participants in EDIT Studio courses by the Studio instructors. One of those workshops conducted is on “Dreamweaver MX”. The primary purpose of this evaluation is to compare the effects of the new online tutorial on “Dreamweaver MX” designed by Element K and the effects of the workshop on “Dreamweaver MX” conducted by one of the studio instructors (Dr. Noah is the instructor for the workshop for Fall Semester 2003). The information gathered will help Dr. Noah in his decision in adopting the online tutorial for use by Studio participants in their quest to master this authoring tool.

The sub-purposes of this evaluation are:

- 1) To collect information on implementation requirements of the two modes of instruction.
- 2) To collect information on experiential appeal, value, flexibility, and efficiency of the two modes of instruction from the learners’ perspectives.
- 3) To collect information on the appeal of the two modes of instruction from the instructor’s perspective.

AUDIENCES

The primary audiences of the evaluation are the Studio workshop instructor for “Dreamweaver MX” (Dr. David Noah) and the participants in the Studio.

Other important secondary audiences are:

- i) Element K’s design and development team,
- ii) other Studio instructors, and
- iii) EITS, OISD and University of Georgia Libraries.

DECISIONS

This evaluation will help Dr. Noah in his decision in adopting the online tutorial for use by Studio participants in their quest to master “Dreamweaver MX”.

QUESTIONS

The following questions will be addressed during this comparative evaluation:

- 1) What are the logistical requirements for implementing both modes of instruction?
- 2) What are learners' reactions (experiential value) to both modes of instruction?
 - i) Appeal
 - ii) Motivation
 - iii) Usability
 - iv) Comprehension
- 3) What is the instructor's reaction to both modes of instruction?
 - i) Appeal
 - ii) Flexibility
- 4) What flexibilities are provided by both modes of instruction to the learners?
- 5) How efficient are the two modes of instruction in helping participants achieve their learning objectives?

METHODS

Below is the evaluation matrix used to identify suitable methods for gathering information needed to address the five main questions listed above.

Method	Question 1	Question 2	Question 3	Question 4	Question 5
Literature review	X				
Interview		X	X	X	X
Usability observations		X			
Questionnaires		X		X	X

An interview will be done with the instructor of the workshop to gather his views on Q3.

Interviews can be done after usability observations with the same group of participants. This will ensure that their task will not be interrupted during the usability observations.

Questionnaires will be posted through personal contact and will include open-ended questions.

SAMPLE

The participants in this evaluation will be

10 studio participants (this number is tentative)

1 instructor who conducted the studio workshop on “Dreamweaver MX”.

INSTRUMENTATION

Appendix A

Interview with instructor to gather information on Q3.

Appendix B

Questionnaire for Studio participants to gather information on Q2, Q4 and Q5

Appendix C

Usability test with Studio participants to gather information to Q2 (usability).

Appendix D

Interview with Studio participants to gather information on Q2, Q4 and Q5.

LIMITATIONS

The workshop on “Dreamweaver MX” has already been conducted by Dr. Noah very early in the semester. It is difficult to get studio participants who do not know the essentials of “Dreamweaver MX” to try out the tutorial online. Since most of the participants already have some knowledge of “Dreamweaver MX”, their response may not accurately reflect the preference of those who have not learnt “Dreamweaver MX”.

In addition, the number of respondents involved in this evaluation is very small. This small sample will invariably decrease the validity of the findings of this evaluation.

None of the instruments used were tested for reliability or validity. Hence, the data collected by these instruments may not be reliable or valid.

My observations of participants during usability tests and interviews with them were subject to the Hawthorne effect (McMullen, 2001). As observation is an obtrusive method of data collection in which participants are continually aware that they are being monitored, the behavior of participants would somewhat be affected.

Last but definitely not least, the evaluator, Wong Seow Chong, who has planned, conducted, and reported this evaluation, is still very much a novice in the field of evaluation.

ANALYSIS

Interview with Expert

This interview with the expert was audio-recorded and later transcribed by the evaluator. The responses were then reviewed by the evaluator.

Profile of Subject Matter Expert

The expert reviewer in this case is Dr. Noah, the instructor for “Dreamweaver MX” studio workshop this Fall Semester at the Department of Instructional Technology at University of Georgia.

Questionnaire

This questionnaire was placed online and participants were invited to fill in their response through email. Responses were reviewed and frequency compiled to look for trends in the data.

Profile of those who responded. They are all attending the studio currently.

Respondent	Gender	Age	Major
01	Male	28	Instructional Technology
02	Female	31	Instructional Technology
03	Female	25	Instructional Technology
04	Female	36	Instructional Technology
05	Male	25	Instructional Technology
06	Female	38	Social Science Education

Usability Observation

Usability observations were done using a think-aloud protocol. The evaluator recorded moments when participant took a long pause, showed or verbalized frustration and discontentment over any feature of the online tutorial. Each participant was then asked to recall and explain these incidents during the interview after the usability observation.

Profile of participants

Participant	Gender	Age	Major
01	Male	29	Instructional Technology
02	Female	Not Available	Instructional Technology
03	Male	24	Instructional Technology

Interview with participants in usability observation

Interviews with participants who took part in the usability observations were audio-recorded and later transcribed by the evaluator. Responses were reviewed by evaluator to look for trends.

Profile of participants for this interview is the same as the profile indicated under usability observation.

RESULTS

Literature Review

i) Implementation requirements for Element K online tutorial.

The vendor recommends the following minimum hardware and software requirements for Element K:

- Processor: Pentium 90-MHz or better; or Macintosh PowerPC
- Operating Systems: Windows 95, 98, NT or 2000; or MacOS 8 or 9
- Browsers: Netscape Navigator version 4 (Netscape Communicator 4.05) or higher; or Internet Explorer 4 or higher
- Screen Resolution: 800x600 @256 colors

Note: These are the minimum requirements. The latest browser and a faster processor are recommended to access Element K more efficiently.

- Shockwave plugin: For Windows 95, 98, NT, or 2000 Courses for Windows require the Shockwave/Flash Player plug-in.
- Browser settings: For the courses to run smoothly, set browser to accept Cookies and make sure that JavaScript is enabled.

ii) Implementation requirements for Studio workshop.

Logistics requirement

- A computer laboratory with at least 15 computers
- An instructor

Hardware and software requirement

- Pentium II 300 MHz or faster processor
- Microsoft Windows 98, NT 4.0, 2000, Me, or XP
- 96 MB RAM (128 MB recommended)
- 275 MB hard disk space
- 256-color display with 800 x 600 resolution
- Netscape Navigator or Internet Explorer 4.0 or later
- Dreamweaver MX

Learners using the Element K online tutorial do not need to incur any expenses as these are covered by Student Technology Fees. They will need to have access to computers with the specified configuration (computers in campus do meet the requirements) if they want to learn at their own pace.

Interview with Expert

The expert found the online tutorial to be well laid out and easy to use. The online tutorial allowed participating learners to gain a basic idea of how Dreamweaver MX works.

However, it had the following limitations as compared to the studio workshop:

- i) It did not permit the learners to ask questions or carry a conversation as they did in the workshop.
- ii) Its activity of merely “clicking” on the mouse to get through the procedures did not engage learners in thinking.

Nevertheless, it had the following advantages over the studio workshops:

- i) the Element K online tutorial allowed users to cover more ground as compared to the studio workshop which was restricted by time constraint.
- ii) the Element K online tutorial allowed users more control in their learning in term of pace.

In conclusion, he stated that Element K online tutorial could be used as a supplement to the studio workshop. Learners could go through assigned modules in Element K online tutorial before attending the workshop. They might clarify their doubts with the instructor in the workshop and the instructor might observe directly how learners were doing with the tool.

Questionnaire

Questions 1(a) and 1(b) ask respondents to rate the Element K online tutorial and the studio workshop on “Dreamweaver MX” in providing a meaningful context for their learning. Question 1(c) asks respondents to comment on the difference, if any.

No. of respondents who gave a higher rating to Element K online tutorial in this aspect.	1
No. of respondents who gave higher rating to studio workshop in this aspect.	1
No. of respondents who gave equal rating in this aspect.	3
No. of respondents who did not answer this question.	1

Most of the respondents in the questionnaires stated that the Element K online tutorial gave them a more meaningful context to learn as it gave them more control over what they were learning in terms of what they wanted to learn and how fast they wanted their learning to be.

Questions 2(a) and 2(b) ask respondents to rate the Element K online tutorial and the studio workshop on “Dreamweaver MX” in providing flexibility for their learning. Question 2(c) asks respondents to comment on the difference, if any.

No. of respondents who gave a higher rating to Element K online tutorial in this aspect.	2
No. of respondents who gave higher rating to studio workshop in this aspect.	0
No. of respondents who gave equal rating in this aspect.	4
No. of respondents who did not answer this question.	0

Most of the respondents stated that Element K online tutorial allowed them to have more flexibility in their learning.

Questions 3(a) and 3(b) ask respondents to rate the Element K online tutorial and the studio workshop on “Dreamweaver MX” in enabling participants to learn efficiently.

No. of respondents who gave a higher rating to Element K online tutorial in this aspect.	1
No. of respondents who gave higher rating to studio workshop in this aspect.	2
No. of respondents who gave equal rating in this aspect.	2
No. of respondents who did not answer this question.	1

The majority of the respondents stated that they were able to learn more in a shorter amount of time in the studio workshop conducted by the studio instructor.

Question 4 ask respondents for feedback in their learning experience in the studio workshop or/and the Element K online tutorial on “Dreamweaver MX”.

Except for one, the rest of the respondents commented that both modes of delivery should be used at the same time as each had its own pros and cons in helping participants in their learning.

Usability Observation

Although there were some problems in term of ease of navigation when the three participants used the Element K online tutorial on “Dreamweaver MX”, all of them stated that the online tutorial had its appeal for learning as it gave them more control in their learning. However, the lack of on the spot assistance whenever they encountered difficulties was what made studio workshop indispensable.

Interview with participants in usability observation

Meaningful context

One of the participants reported having greater control while using the online tutorial gave her a more meaningful context for learning while the rest stated otherwise.

Flexibility

All the three participants agreed that the online tutorial allowed them greater flexibility in their learning in terms of time and accessibility.

Efficiency

Two of the participants said that the workshop was a more efficient way for learning as learners tended to learn the essential topics in “Dreamweaver MX”, needed to start building their own web pages, in shorter amount of time. However, one of them stated otherwise and said that the greater control of pace in the tutorial would allow him to learn more content in a shorter time.

Effectiveness

Opinions about effectiveness varied among the three participants as one claimed to learn more effectively with the online tutorial while the other two participants indicated otherwise. However, all agreed that learning would be more effective using Element K online tutorial at the basic level. However, they also agreed that the workshop would be more effective with advanced topics.

Preferred mode of instruction

All the participants indicated that the workshop and the online tutorial could be used to complement each other as they had different strengths and weaknesses.

DISCUSSIONS AND RECOMMENDATIONS

The majority of the respondents stated that while the Element K online tutorial provided greater flexibility and control in their learning, the face-to-face studio workshop allowed them to learn with greater efficiency and to acquire on the spot assistance from the instructor whenever they encountered difficulties in their learning. A few of the respondents indicated the need to have varied modes of delivery to accommodate the different learning styles of participants.

With the findings of this evaluation, I will like to make the following recommendations based on “Blended learning”.

1) Use the Element K online tutorial for self-paced learning but bound to a strict schedule. Depending on the scope of content that the instructor would want participants to cover, ample time should be allocated for participants to go through selected modules in Element K online tutorial on “Dreamweaver MX” before the instructor-led workshop is held. Instructor will have to lay down a schedule for participants to adhere to while learning with the online tutorial. This will ensure that all participants have the needed prior knowledge when they attend the instructor-led workshop.

2) The instructor-led studio workshop should be held after participants have gone through the basics of “Dreamweaver MX” using the Element K online tutorial. Instructor can use a shorter time in the workshop to give a review of essential basics learned by participants through the online tutorial before moving on to instruct the more advanced elements of “Dreamweaver MX”.

3) Instructor can also provide email support or set up an online class forum to support learning through active discussions among participants.

Blended learning can be used to help studio participants in their learning of “Dreamweaver MX”. Blended learning that is skill-driven mixes interaction with a facilitator with access to online resources. The interaction can occur through email, discussion forums, and face-to-face meetings and the self-paced learning can be made available online in the form of a Web-based tutorial. Such a blended approach integrates the strengths of both instructor-led studio workshop and the online tutorial for effective learning to take place.

Hence, the Element K online tutorial on “Dreamweaver MX” should be adopted as a supplement to the studio workshop.

Interview with Expert

Name: Dr. David Noah

Date: 21st October 2003

1. What are the pedagogical similarities, if any, between the Element K online tutorial on “Dreamweaver MX” and the studio workshop on “Dreamweaver MX”?

“Well they are similar in the sense that they are broken down into a series of discrete lessons about Dreamweaver, so that in the workshop and in the online tutorial they are various components and aspects of Dreamweaver that are broken down into small parts. And then demonstration are made and workshop participants and Dreamweaver online learners can check their learning by completing tasks and getting feedbacks and so it is similar in that sense.”

2. What are the pedagogical differences, if any, between the Element K online tutorial on “Dreamweaver MX” and the studio workshop on “Dreamweaver MX”?

“One way it is different is that the workshop does not have time to go into a lot of details about the whole bunch of functions of Dreamweaver and so it does cover as much ground as the online tutorial.

They are different system in the learning approach and instructional approach – online versus the workshop. In the workshop, it is much more one to one, the instructor and the student can talk and carry a conversation in an unexpected way and ask many questions that the online tutorial does not permit because there are more they cannot experience. You can only do certain things in the online tutorial whereas in the workshop, you are free to explore much more.”

3. What are your reactions to Element K online tutorial (ease of use, appeal, utility, etc) on “Dreamweaver MX”?

“I guess it feels reasonable when I go online to take a look at it. It does not feel daunting and does not feel terribly difficult. It is reasonably well laid-out but it does not invite. But I feel that I could get through it and get a basic idea of how Dreamweaver works by participating in that tutorial.

4. What successes have you experienced while using the online tutorial on “Dreamweaver MX”?

“I haven’t really used the tutorial online with my students, I just look at it myself. One problem I thought was in my experience with it that it offers a lesson, instructs a lessons for you and then shows you what to do by indicating a little red cursor, and an arrow on the screen, click here, click there, follow these steps. In order to do this, it is very possible to just click through the steps without thinking about what you are doing. So that it invites you to click it but it does not really require or invite you to think about what you are doing. Therefore, in that sense, I think it is a problem. That is a problem with respect to many online programs.

I think by itself, it is not quite enough. I think it might be used in conjunction with the workshop conducted by an instructor in the course. Personally, I don’t think that alone would be enough.”

5. What weaknesses have you experienced while using Element K online tutorial on “Dreamweaver MX”?

Answer together with question 4. (See above)

6. Compare the suitability of using Element K online tutorial with studio workshop to facilitate the learning of studio participants in “Dreamweaver MX”.

Yap, I think it would be useful to offer that to students to say go online and complete this tutorial before you come to the workshop and when they come to the workshop, we will try to answer question that you couldn’t answer with the online tutorial and do some hands on stuff with the program and that the instructor could observe very directly how the students are doing with the tool.

7. What other feedback would you like to provide regarding teaching and learning using Element K online tutorial and studio workshop on “Dreamweaver MX”?

I would say it is effective enough to use as to a supplement to the mass workshop.

Appendix B

Questionnaire

Name (Optional): _____ Gender: _____

Age: _____ Major: _____ Today's Date: _____

Please go through at least a sub-topic (such as “Creating a Web Site” or “Working with Links”) in level one of Element K online tutorial on “Dreamweaver MX” before responding to the questions. Thank You for your invaluable input!

Circle the response, unless indicates otherwise, to each item which best represents your judgment.

(1 being “strongly disagree”, 2 being “disagree”, 3 being “neither agree nor disagree”, 4 being “agree”, 5 being “strongly agree”)

1. *Experiential Value*

a) The Element K online tutorial on “Dreamweaver MX” provides a meaningful context for learning?

Response	1	2	3	4	5
Respondent 1				X	
Respondent 2			X		
Respondent 3					X
Respondent 4				X	
Respondent 5				X	
Respondent 6		X			
Total:	0	1	1	3	1

b) The Studio workshop on “Dreamweaver MX” provides a meaningful context for learning.

1 2 3 4 5

Response

	1	2	3	4	5
Respondent 1			X		
Respondent 2			X		
Respondent 3				X	
Respondent 4				X	
Respondent 5				X	
Respondent 6					X
Total:	0	0	2	3	1

c) Please explain if your answer to 1(a) and 1(b) is different.

Response

Respondent 1	Both methods were good, but I would rather choose to use the Element K, because the Element K provided me with some flexibility in terms of time, space, and learning pace.
Respondent 2	
Respondent 3	When I did Element K, I could stop and go back or move forward if I already knew the topic but the workshop was not as flexible although it was a good workshop.
Respondent 4	
Respondent 5	
Respondent 6	I'm a visual learner, I learn better when I see it and when someone is Visually presenting it.

2. *Flexibility (refers to convenience in place, time and accessibility)*

a) Using the Element K online tutorial on “Dreamweaver MX” is a flexible approach to learning.

1 2 3 4 5

Response

	1	2	3	4	5
Respondent 1				X	
Respondent 2				X	
Respondent 3					X
Respondent 4				X	
Respondent 5			X		
Respondent 6					X
Total:	0	0	1	3	2

b) Attending the Studio workshop on “Dreamweaver MX” was a flexible approach to learning.

1 2 3 4 5

Response

	1	2	3	4	5
Respondent 1		X			
Respondent 2				X	
Respondent 3			X		
Respondent 4				X	
Respondent 5			X		
Respondent 6					X
Total:	0	1	2	2	1

c) Please explain if your answer to 2(a) and 2(b) is different.

Response

Respondent 1	When I used the Element K online tutorial on "Dreamweaver MX," I could select a topic that I wanted to learn. Because I was not a novice web designer, I did not want to go through all topics. Rather, I would like to choose whatever I wanted to learn. In addition to that, I could go through the topics as fast as I wanted. In other words, I could choose my pace to learn. However, when I attended the Studio workshop on "Dreamweaver MX," I had to follow the instructor's pace. For the reason, I would like to use Element K better than to attend the workshop.
Respondent 2	
Respondent 3	I can do the tutorial from home or in the lab when I want to. I can stop in the middle and it tracks what I have done and marks it for me- the workshop was a one-time deal at a specified time.
Respondent 4	
Respondent 5	
Respondent 6	

3. Efficiency (refers to the time spend to learn or complete the same set of instructional objectives)

a) Using the Element K online tutorial on “Dreamweaver MX” is an efficient approach to learning.

1 2 3 4 5

Response

	1	2	3	4	5
Respondent 1			X		
Respondent 2			X		
Respondent 3				X	
Respondent 4					
Respondent 5			X		
Respondent 6			X		
Total:	0	0	4	1	0

b) Attending the Studio workshop on “Dreamweaver MX” was an efficient approach to learning.

1 2 3 4 5

Response

	1	2	3	4	5
Respondent 1		X			
Respondent 2			X		
Respondent 3					X
Respondent 4					
Respondent 5			X		
Respondent 6					X
Total:	0	1	2	0	2

c) Please explain if your answer to 3(a) and 3(b) is different.

Response

Respondent 1	I think that using the Element K is an efficient way to learn, because I can save a lot of time to take the course. However, I cannot find any place to ask some questions regarding "Dreamweaver MX."
Respondent 2	
Respondent 3	The workshop a basic overview done in an hour - you were still expected to get a book and learn the material. Element K is good because it breaks it down into categories and it goes much more in depth than the workshop. The workshop just got me started and Element K gave me all of the specifics. I wish I had just used Element K for my learning instead of buying the books for DreamWeaver, Flash and Fireworks. I plan to teach myself other applications in Element K.
Respondent 4	
Respondent 5	
Respondent 6	If I have any problem at the workshop I can always find the instructor or someone to help me out.

4. What other feedback would you like to give regarding your learning experience in the studio workshop or/and the Element K online tutorial on “Dreamweaver MX”?

Response

Respondent 1	As I mentioned above, it would be better to provide learners with some ways to ask questions and get some feedback on what they have done.
Respondent 2	I found that both the Element K tutorial and the live Dreamweaver workshop were very helpful. I have had previous experience using Dreamweaver, so I was not a complete beginner, but both formats were useful. Element K's Dreamweaver tutorial was a bit too basic, and rigid. I liked the opportunity to ask questions in the live, Dreamweaver Workshop.
Respondent 3	Element K was extremely helpful and I think it can be helpful to all UGA students.
Respondent 4	The studio workshop on "Dreamweaver MX" gives the learner (teacher) to make materials easily. However workshop is a beginner course. I think workshops should be divide into 2 levels (beginner, advanced)
Respondent 5	
Respondent 6	One good thing about the online tutorial is that you can refer to it later whereas you have to figure it out yourself if you have any problem after the workshop

Appendix C

Usability Observation

Name : _____

Gender: _____

Age: _____ Major: _____ Today's Date: _____

TASK: Go through sub-topic (“Working with Links”) in level 1 of Element K online tutorial.

Time taken to complete task: _____

Significant Event / Participant's reaction

Scenario given to the participant: You have heard about Element K online tutorial on “Dreamweaver MX” and are eager to use it for your learning.

Purpose: The main purpose is to assess the appeal and ease of use of the online tutorial.

Task for participant	Time taken	Evaluator's Observation
1)) Search for “Dreamweaver MX: Level 1” to begin with.		
2) From the tutorial, learn how to define a website.		

Appendix D

Interview with participant (administered following the usability test)

Name (Optional): _____ Gender: _____

Age: _____ Major: _____ Today's Date: _____

1. Could you explain on the following behaviors, which I observed just now?

Response:

Participant 1	a) He was saying "idiotic". He say the whole program is very monotonous in procedure and there is not much interaction involves as he was just clicking through it. b) Did not use the search catalogue as he has the conception that it will not be useful in locating what he wants.
Participant 2	a) Taking a long pause in figuring out the way to get to "Dreamweaver MX" on Element K. She was looking for menus and decided to use the "search" function only after her attempt to locate the menu failed. That was the reason for the long pause. b) She expressed irritations at not being able to move the windows at will. She thinks that a greater control in moving those windows to where she wants would help her get a better view of the materials.
Participant 3	Get confused at certain point through the tutorial when more than one option was given but no help was available to explain the difference.

2. As compared to the studio workshop, explain which of the two gives a more meaningful context for you to learn “Dreamweaver MX”.

Response:

Participant 1	Workshop is better as it allow me to have a direct overview of how Dreamweaver works. Unlike the online tutorial which present information in a sequential manner and it is presenting them in many parts. However, I think it depends on individuals as every one has different learning styles.
Participant 2	The online tutorial gives me greater motivation in my learning as I have greater control over what I want to learn. In addition, the tutorial can be repeated.
Participant 3	I think, in the workshop setting, you have the opportunities to ask more questions and for me that is more meaningful because I may have questions and I get to have them answered. The Element K tutorial does not have any help on what is the difference with one option from the other. If I have questions on those, Element K tutorial does not provide any kind of answer to that. I thought the interface was good for the online tutorial.

3. As compared to the studio workshop, explain which of the two allows more flexibility while learning “Dreamweaver MX”.

Response:

Participant 1	For workshop, it allows me to learn the essential stuff I need to know to start designing my own website in a much shorter time. Although, the online tutorial is more detail, it has essential information divided into too many parts for a learner to go through. However, the online tutorial does give me a choice of what I want to go through.
Participant 2	I think the online tutorial gives more flexibility in learning in terms of time and accessibility.
Participant 3	I think the Element K tutorial is more flexible as far as accessibility to the workshop is concerned. The workshop is planned and you may not be able to make it to the workshop so the Element K tutorial may be more flexible.

4. As compared to the studio workshop, explain which of the two enable you to learn “Dreamweaver MX” with greater efficiency.

Response:

Participant 1	Workshop definitely requires less time for me to learn as the instructor will guide us along in the workshop and there is much more interaction as compare to the online tutorial. In addition, the online tutorial does not lead you to actually create a website of your own along the way. Hence, it seems less meaningful and efficient you helping you learn DW. The workshop definitely engages you in a steeper learning curve as compared to the online tutorial. Thus, it is more efficient in that sense.
Participant 2	Workshop enables me to learn more efficiently as I am able to consult the instructor on the spot whenever I have doubts.
Participant 3	If you are talking about learning more content in a shorter time, I have to say Element K tutorial is more efficient as you have to follow the pace of the instructor in the workshop. With the online tutorial, you can dictate your own pace and choose what you want to learn. If you already know how to do certain things, you can always skip o something else but in the workshop, you will have to go through it. Therefore, I think Element K is definitely more efficient.

5. As compared to studio workshop, how effective is the Element K online tutorial in facilitating your learning on “Dreamweaver MX”?

Response:

Participant 1	Workshop will therefore be more effective in my learning of DW.
Participant 2	For me, online tutorial will be more effective as it allow me to dictate the pace of my own learning. Hence, I have more time to absorb what I am learning. This is something that is lacking in a workshop with time constraint.
Participant 3	If you going for superficial knowledge, Element K tutorial will be it. While if you are going in depth, then you will have to go to the workshop.

6. Overall, explain which mode of instruction you prefer while learning “Dreamweaver MX”.

Response:

Participant 1	<p>Although I prefer the workshop for the reasons I mentioned just down, there are a few problems with the workshop I would like to point out. First, the pace of the instructor may be too fast due to time constraint as the workshop is only 2 hours in duration. Due to this constraint, instructor also does not have enough interaction with the participants. If I missed anything along the way, it is difficult to get the instructor to get back to those parts you have doubt with. The depth of the workshop is limited unlike online tutorial as there is no time constraint with it. I think the online tutorial is a good supplement to the workshop as I could always go the stuff I kind of missed or could not fully understand in the workshop in the online tutorial at my own pace.</p>
Participant 2	<p>I feel that Element K online tutorial can be used for learners to pick up the very basics of “Dreamweaver MX” while I will prefer to attend the workshop to learn the more advanced elements in “Dreamweaver MX” as these are elements, which require face-to-face consultation for learning to be effective. Hence I will prefer picking up the very basics from the online tutorial and attend workshop to learn the more advanced elements.</p>
Participant 3	<p>I think if I were a beginning user on “Dreamweaver MX”, I would prefer the Element K online Tutorial. However, if it were more of an advanced level, then I would prefer the workshop. For me, it is easy to get the beginning knowledge if you look up to book and the online tutorial. That is very efficient. However, eventually, I will get to the point where I need more guidance at an advanced level and that is where a workshop will be helpful.</p> <p>I think the online tutorial can be used for all the participants at the beginning stage to learn the basics of “Dreamweaver MX”. The workshop can then be used for more advanced topic. After going through the online tutorial, everyone will have about the same amount of prior knowledge when they get to the workshop.</p>