

## **INSTITUTIONAL ISSUES**

### **Administrative Affairs**

Needs Assessment  
Readiness Assessment  
Organization and Change  
Budgeting and Return on Investment  
Partnerships with Other Institutions  
Program and Course Information Catalog  
Marketing and Recruitment  
Admissions  
Financial Aid  
Registration and Payment  
Information Technology Services  
Instructional Design and Media Services  
Graduation Transcripts and Grades

### **Academic Affairs**

Accreditation  
Policy  
Instructional Quality  
Faculty and Staff Support  
Class Size, Workload, Compensation and Intellectual Property Rights

### **Student Services**

Pre-enrollment Services  
Orientation  
Faculty and Staff directories  
Advising  
Counseling  
Learning Skills Development  
Services for Students with Disabilities  
Library Support  
Bookstore  
Tutorial Services  
Mediation and Conflict Resolution  
Social Support Network  
Students Newsletter  
Internship and Employment Services  
Alumni Affairs  
Other Services

## **PEDAGOGICAL ISSUES**

### **Content Analysis**

Content Stability Analysis: Stable and Dynamic Contents  
Content Suitability Analysis: E-learning, Face-to-Face and Blended Learning

### **Audience Analysis**

Demographic Information  
Knowledge and Skills Information  
Learning Preferences  
Learning Styles  
Attitudinal and Motivational Information

### **Goal Analysis**

Goals and Objectives  
Medium Analysis  
Delivery Medium: Internet, CD-ROM, DVD, Print-Based Materials, Face-to-Face Classroom

### **Design Approach**

Instructivist Philosophy  
Constructive Philosophy  
Control of Learning  
Organization  
Sequencing Strategies

### **Methods and Strategies**

Presentation  
Demonstration  
Drill and Practice

Tutorials  
Games  
Story Telling  
Simulations  
Role-Playing  
Discussion  
Interaction  
Modeling  
Facilitation  
Collaboration  
Debate  
Field Trips  
Apprenticeship  
Case Studies  
Generative Development  
Motivation

## **TECHNOLOGICAL ISSUES**

### **Infrastructure Planning**

Technological and Technical Capabilities  
Digital Literacy  
Shareable and Reusable Learning Objects  
Interoperability Standards  
Policy

### **Hardware**

Computer and Peripherals  
Internet Connection  
Conferencing Tools  
Other Tools

### **Software**

Learning Management Systems,  
Learning Content Management Systems & Enterprise Application

## **MANAGEMENT ISSUES**

### **People, Process and Product (P3) Continuum**

E-learning Process  
P3 Model

### **Management Team**

Project Manager's Skills  
Budgeting  
Roles and Responsibilities  
Staffing  
Project Support Site for Content Development  
Knowledge Management Site  
Instructional Site  
Timeline  
Deliverables

### **Managing E-Learning Content Development**

E-Learning Planning Stage  
E-Learning Design Stage  
E-Learning Production Stage  
E-Learning Evaluation Stage  
E-Learning Delivery Stage

### **Managing E-Learning Environment**

Course Offerings  
E-Learning Instruction Stage  
Scheduling  
Ongoing Updating and Monitoring of E-Learning Environment  
Security Measures

## **ETHICAL ISSUES**

### **Social and Cultural Diversity**

Bias and Political Issues  
Geographical Diversity  
Learner Diversity  
Digital Divide  
Etiquette

## **Legal Issues**

Privacy  
Plagiarism  
Copyright

## **INTERFACE DESIGN ISSUES**

### **Page and Site Design**

### **Content Design**

### **Navigation**

### **Accessibility**

Section 508 Compliance

### **Usability Testing**

## **RESOURCE SUPPORT ISSUES**

### **Online Support**

Instructional/Counseling Support  
Technical Support  
Career Counseling Services  
Other Online Support Services

### **Resources**

Online Resources  
Offline Resources

## **EVALUATION ISSUES**

### **Assessment of Learners**

Pre, Diagnostic and Post-test  
Topical/Research Paper  
Individual and Group Projects  
Online Presentation  
Assignments  
Proctored Tests  
Portfolio Development  
Case Studies

### **Evaluation of E-Learning Environment**

Evaluation of Instructional Team  
Evaluation of Administrative Support  
Evaluation of Learner Support Staff  
Evaluation of Delivery and Maintenance Team

### **Evaluation of Content Development Process**

Expert Content Review  
Rapid Prototype  
Pilot Test with Learners

### **Evaluation of Individuals Involved in Content Development Process**

Evaluation of Management Team  
Evaluation of Planning Team  
Evaluation of Design Team  
Evaluation of Production Team  
Evaluation of Evaluation Team

### **Evaluation of E-Learning at the Program and Institutional Levels**

## **A Framework for E-Learning**

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