

Putting together an elearning course:

The benefits of using questions in an elearning structure

So, you're thinking about using an elearning programme for your employees? Here at **GLAD**, we create bespoke elearning courses to fit your organisation's needs and boost your learning and development strategy. Here are a few savvy tips:

Intelligently written questions are a great way to assess how well a learner has understood a concept.

When learners interact and answer questions, elearning provides instant feedback.

Your Admin/L&D/HR teams can easily track and monitor employee results.

Keeps your learners engaged and gives them thought-provoking content to make them stop and think.

When is it best to use questions?

- Tests at the beginning of a training programme can highlight areas that a learner needs to focus on and allow the elearning journey to be personalised
- You can check how well a learner has understood a concept and retained knowledge after each section.
- Learners can work through an assessment at the end of the course.

Quick tips

- Avoid using really obvious right or wrong answers in multiple choice questions, otherwise they won't test learners.
- It's OK to ask challenging questions, in fact your learners will probably benefit more from a tough question to try out their knowledge.



1

Rapid Fire Questions for your Learners

Why they're effective:

- Rapid fire is fun, visual and keeps learners engaged with real-time scoring against the clock
- Boost engagement with gamification. Use leaderboards, badges and points to motivate learners and make working through content fun. Watch your course completion rates rise when elearning is enjoyable.
- Encourage friendly competition between colleagues and compare their times
- Keep learners on their toes with rapid fire questions and quick-fire answers. This helps employees to deal with spontaneous work scenarios where they need to think on their feet.



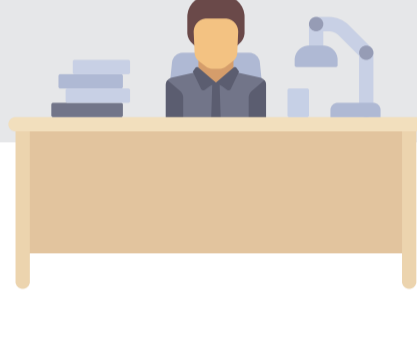
Best place to use them:

Use rapid fire questions at the end of a section to test understanding or as a quick way to assess a learner's existing knowledge levels.

Quick tips

Use simple questions and short answers, so learners don't have too much text to read through before choosing an answer.

Build up competitive spirit with a leaderboard to compare scores.



2

Work based scenarios

Benefits of relevant content:

- Work-based scenarios can turn theory into relevant, actionable examples so learners can see how to apply what they're learning to their job role.
- This helps learners to relate the questions they're answering to the scenarios being covered.
- Scenarios can cover a wide range of work-based situations.
- They're highly interactive and engaging, with more active learning required e.g. drag and drops.
- Heavy topics can be made easier to understand with split questions and breaking up scenarios into sections.

Best place to use them:

- When introducing ideas for the first time, so content is more relatable and relevant.
- After a module, so that learners can apply their knowledge to a specific situation.
- Before the end of the course, so learners can test their understanding.

Quick Tips:

- Make the scenario as relevant as possible, so you can include plausible but incorrect options to challenge learners.
- Use direct language and make your questions personal: 'You are...' & 'You work in...'
- Making content interactive is an easy way to involve your learners

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Multiple Choice Questions

Benefits of multi-choice:

A quick, simple way to test what your learners have understood.

Where they are best used:

- Anytime, but especially during a scored assessment.
- Alongside a mixture of multiple select questions too.

Quick Tips:

- Use clear, positive wording so you don't puzzle people. Questions such as 'Which one should you NOT do' lead to confusion.
- Avoid using obviously incorrect answers.
- Try to make all of your answers around the same length.



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Multiple Select Questions

Slightly more challenging than multiple choice questions, as learners don't know how many questions they've correctly answered.

Quick Tips:

- Avoid using obviously incorrect answers.
- Try not to include 'all of the above' as an answer.
- Give clear instructions that more than one answer can be correct.



Where they are best used:

- Anytime, but especially during a scored assessment.

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Using Checkpoints

Benefits of checkpoints:

They can be used to break up tough content and make learners stop and think about what they've just learnt.

When check points are placed in the middle of topics, they're a good way to check on concentration levels and whether learners are engaging with content throughout the topic.

Learners can recap information in short bursts and "round-up" the topic before switching focus on to the next section.

It's easy for learners to go back and refresh their knowledge when they're unsure about a topic.

Where they are best used:

- At the end of a section or a case study, to check the learner has read and understood the content.
- At the end of a scenario scene or a topic with multiple scenes.

Quick Tips:

- Try to make a check point stand out and look different to an assessment question, as these questions are not usually scored and don't count towards final assessment marks.
- Check points are a quick memory test, so keep the questions short and snappy.

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Assessment Questions during the Course

Why are Assessment Questions Effective?

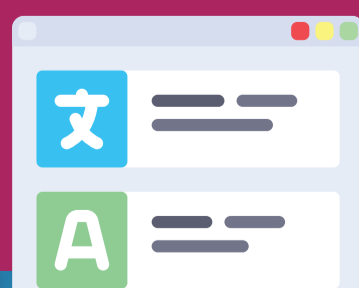
- They offer a round-up of the entire content covered within the course.
- Results can be tracked via an LMS, so they can be analysed.
- You can find out which learners have completed the course and assess overall completion rates.
- Set your own pass marks so you can decide the levels of knowledge learners must attain.
- Options can be given to retake the course if learners fall short.

When to use:

At the end of the course.

Quick Tips:

- Cover all of the course content.
- Using 10-15 questions is recommended.
- Keep the format exactly the same for all of your questions.
- Create a reasonable pass mark, but not one that's too easy. 80% is a sensible marker.



At GLAD, we'll help you to craft the most relevant and engaging elearning course for your employees.

Through fun, active learning and bespoke content, your employees can get to grips with tough concepts and new information.