RIVCO 1HR
learning & organizational development

Human Resources
Learning & Organizational Development

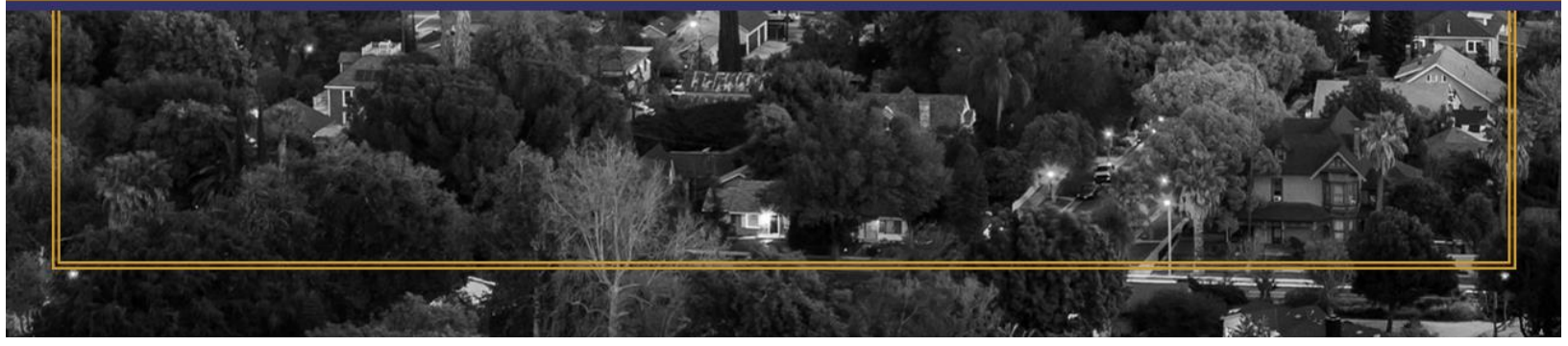## Online Content Development Agreement
and Supporting Documents

Table of Contents

Online Content Development Agreement

Section 1 – Project Details & Contributors	
Project Start Date:	
Content Name:	
Content Code: *if applicable*	
Instructional Designers (IDs): *full names with email*	Amy Keller – amkeller@rivco.org Anita Pacheco – alpachec@rivco.org
Department/Division	
Subject Matter Experts (SMEs): *names/email/phone*	
Lead SME: *must sign off on documentation during the Pre-development & Review Phases (See Appendix D)*	
Reviewers: *list names of SMEs who will review and provide feedback during the Review Phase*	

Section 2 - Project Description & Audience	
Content Description: *Describe what the content is about. This will be used in the County's Learning Management System.*	
Targeted audience: *Describe the learners to whom this content is directed.*	

Section 3 - Success Measure & Additional Project Notes
Describe the outcomes that will signify the project's success.

Section 4 - Key Stakeholder Signatures	
I agree to the project terms as described in this document and will support its development, completion, and deployment.	
Department Head or Designee [[Signature, title]]:	
Lead Subject Matter Expert [[Signature, title]]:	
Amy Keller, Instructional Designer	*Amy Keller*
Anita Pacheco, Instructional Designer	*Anita Pacheco*

REVISIONS: It is the responsibility of the Subject Matter Experts (SMEs) to submit email requests to the Learning and Organizational Development Instructional Design Team (L&OD ID Team) for any revisions to existing content. All requested revisions will start a new project and require a new agreement. The ID Team will then review the requests and determine on a case-by-case basis what is required.

This document, and the attached Appendixes, represent the sole and entire agreement between the L&OD ID Team and the Department/Division concerning the content referred to in this Agreement. Any amendments to this Agreement will not be valid unless made in writing and signed by both parties on the Project Change Request Form *(see Appendix E).*

APPENDIX A
ONLINE CONTENT DEVELOPMENT GUIDELINES AND RESPONSIBILITIES

Instructional Designer (ID)
Subject Matter Expert (SME)

The following are the ID team's responsibilities:

- To schedule and facilitate the Project Scope in order to offer initial consultation and explain requirements to the SME(s);
- To develop, update, and forward the Project Timeline to the SME(s) on a schedule agreed upon during the Project Scope;
- To offer guidance to the SME(s) regarding Learning Management System (LMS) and functionality, associated authoring tools and techniques available for effective online instruction; as well as assist with questions throughout the entire project;
- To provide facilities and capability to record high-quality audio and video;
- To design and develop quality online content that meets industry standards, i.e., Closed Captioning, LMS guidelines and standards, etc.;
- To include measures and safeguards to ensure that online learners are held to the same standards of academic honesty as students in traditional courses;
- To review and approve the SME(s) Communication Plan;
- To provide the SMEs with the LMS Set-up Questionnaire so they can complete and submit the document on-time;
- To test the course in multiple browsers for system functionality;
- To work jointly with the SME(s) by reviewing requests for revisions and communicating what is required to complete the requests;
- To troubleshoot technical issues encountered by Learners and provide answers to questions concerning system functionality; as well as work with the LMS Administrators on any issues that need escalation
- Acknowledge that significant intermediate deadlines will be required to meet the Final Content Delivery Date and are included in the Project Timeline.

The following are the SMEs' responsibilities:

- To support initial content design by:
    - To create content based on Federal, State, and County guidelines,
    - Identifying content description and clear, measurable learning objectives,
    - Organizing and creating dynamic instructional content, i.e., PowerPoint/Storyboard, graphic assets, such as diagrams, flowcharts, slides, and/or videos to help illustrate concepts presented,
    - Developing a variety of aligned activities and assessments, and
    - Helping in the selection of appropriate authoring tools that meet the needs of all diverse learners;
- To attend the Project Scope and explain clearly and completely the request, requirements, and expectations of the online content;

- To review the Project Timeline provided by the ID team on a periodic basis and ask questions in a timely manner if necessary;
- To provide the final versions of the Storyboard/PowerPoint, script, and all assets (images, links, content description, etc.) to indicate the end of the Pre-development Phase, and before the recording of audio can be scheduled; All materials should be reviewed thoroughly by SMEs, Department Head or Designee, and any other Stakeholder necessary in order to ensure they are correct before submitting to the ID team;
- To provide an SME with the precisely worded script for the recording of high-quality audio and video;
- To develop and implement a Communication Plan in accordance with Appendix C;
- To evaluate and provide feedback/suggestions for minor changes on the completed content, not to include changes/additions to design or script;
- To complete and submit on-time a LMS Set-up Questionnaire provided by the ID team; this document will ensure the training functions properly in the County LMS;
- To continue supporting the ID(s) work throughout the life of the content;
- To work jointly with the ID team by submitting requests for revisions and clearly communicating the changes needed;
- To provide Learners answers to procedural and content questions;
- Acknowledge that significant intermediate deadlines will be required to meet the Final Content Delivery Date and are included in the Project Timeline.

IMPORTANT NOTE: Failure to meet any of the responsibilities listed above may affect the outcome of the project timeline.

APPENDIX B

Online Content Development

Our Phased Approach

IMPORTANT: All phase dates included in the project timeline are estimates and are subject to change based on unplanned process revisions and delays

Phase 1 - Project Scope: Email the Instructional Design Team to schedule an initial consultation; The County Subject Matter Experts (SMEs) will meet with the Instructional Design team to discuss the request, requirements, and plan for developing the online content; The ID team will be available to assist with questions throughout the entire project.

Phase 2 - Pre-development: SME(s) will prepare and gather content resources (i.e., PowerPoint, script, images, video, links, etc.); IDs are available to consult with the SMEs (i.e., answer questions, help with brainstorming storyboarding efforts, make decisions on authoring tool, review the final script and PowerPoint/content, etc.); the ID team will create and send the SMEs a project timeline to guide the remaining processes; the final version of the content resources are required before advancing to the development phase; and audio recording cannot be scheduled until the Pre-development sign-off is submitted to the IDs.

Phase 3 - Development: The IDs will do any combination of the following to create the content: record and edit the audio (recording can be done by either the SMEs or the IDs); create Closed Captions; add assets (i.e., pictures, music, video, etc.), design interactions/quizzing functions; communicate with SME(s) during the process, etc.; This phase will include a communication plan where SMEs will be required to develop and implement an announcement to their audience/staff regarding the anticipated content launch date.

Phase 4 - Review: The SMEs will review the content and provide feedback and suggestions for minor changes, not to include changes/additions to design or script; the IDs will then do final minor edits if needed. After review, the SMEs are required to sign an approval to move forward to the next step.

Phase 5 - LMS Stage: The ID team will upload the content into the Learning Management System (LMS) Stage environment and test the content in multiple browsers for functionality. Stage testing may require revisions to the content settings, followed by further testing.

Phase 6 - LMS Production: The ID team will upload the final version of the content into the LMS Production environment; adjust settings for proper functionality; and schedule the content launch date.

Phase 7 - Maintenance: Continued content maintenance after the project is online; the SMEs are required to contact the ID team if adjustments are needed due to change in policies or procedures. It is required the SMEs do a yearly review of the content at the very least.

APPENDIX C
ONLINE CONTENT DEVELOPMENT COMMUNICATION PLAN

Overview/Purpose:
To launch a new or updated online course or other content, a department is required to provide their learners with proper and sufficient notification leading up to and including the day of the event. Three announcements are the minimum requirement. The first announcement introduces the information, the second one will serve as a reminder, and the third and final announcement will let employees know the content is available. Providing ample notice of content launch will help to prepare learners for the upcoming content, minimize both confusion and the amount of support calls to your department, and will result in a more successful launch. During the Development Phase of the project, the Instructional Design (ID) team will schedule a meeting with the requesting department's Subject Matter Experts (SMEs) to discuss content launch announcements. A sample of each announcement is required to be sent to the ID team for review and approval prior to release. *(see Announcement Schedule below)*

Announcement Schedule:

Announcements	Deadline to Send to ID Team for Review	When to Send to Learners
1st Announcement – Introduction	Four (4) weeks prior to launch	Three (3) weeks prior to launch
2nd Announcement – Reminder	Two (2) weeks prior to launch	One (1) week prior to launch
3rd Announcement - Launch	One (1) week prior to launch	Day of launch

Notes:
- *Actual dates are included on your Project Timeline*
- *Three announcements are the minimum required; your department may choose to do more*

Announcement Requirements:
- Content Title - name on the announcement should be the same as what is used in the LMS
- Department Logo
- Department Contact – must include contact name, email, and phone number
- The final announcement requires a live link to the training that is easily viewable and reads 'click here'; the link will be provided to you by the ID team the day before launch
- A statement on whether the training is required or not
- Brief description of the training
- No references to COR Learning; instead, refer to the County Learning Management System

Distributing Your Announcement:
Depending on the scale of the distribution of your announcement, there is a variety of ways to complete this task. Please work with either your IT group or whomever else may be responsible for arranging this process.

Contact Information:
If you need assistance, please email Amy Keller at amkeller@rivco.org and Anita Pacheco at alpachec@rivco.org

APPENDIX D: PROJECT SIGN-OFFS

Project Name:	
Department:	
Department Head or Designee/Title *(required for Phase 4/Review sign-off only)*:	
Lead Subject Matter Expert *(required for Phase 2&4/Pre-development & Review sign-offs)*:	
Instructional Designers:	*Amy Keller, Instructional Designer*
	Anita Pacheco, Instructional Designer
Project Start Date:	

PRE-DEVELOPMENT PHASE

All resources have been reviewed thoroughly by the SMEs and Stakeholders before submitting to the IDs.

I acknowledge that I have delivered all stated deliverables at the agreed to quality levels, and they are the final versions of all required resources. *(Sign-off required before Phase 3 starts)*

Lead Subject Matter Expert: *(print name)* _____

        Date: _____

        Signature: X _____

REVIEW PHASE

The Subject Matter Experts and all Stakeholders acknowledge the content has been reviewed and approved to move into the County Learning Management System. *(Sign-off required before Phase 5 starts)*

Department Head or Designee/Title: *(print name)* _____

        Date: _____

        Signature: X _____

Lead Subject Matter Expert: *(print name)* _____

        Date: _____

        Signature: X _____

APPENDIX E
ONLINE CONTENT DEVELOPMENT PROJECT CHANGE REQUEST
(Use only if needed)

Project Name:

Request made by: Date:

PROPOSED PROJECT CHANGE

REASONS FOR THE PROPOSED PROJECT CHANGE

HOW THIS CHANGE WILL AFFECT THE PROJECT CONSTRAINTS

Time	
Scope	
Quality	
Resources	
Risk	

KEY STAKEHOLDER APPROVAL

Name:	
	Date:
Signature:	
Name:	
	Date:
Signature:	
Name:	
	Date:
Signature:	