

Project Overview

This project is an end-to-end eLearning course designed and developed using **Articulate Storyline** for storyboarding, interaction planning, visual asset creation, and full course development. The course demonstrates my ability to translate SME-provided content into a structured, engaging, and learner-friendly digital learning experience while addressing real-world learning constraints such as device compatibility and learner engagement.

My Role

I was responsible for the **entire instructional design and development lifecycle**, including:

- Analysing and interpreting raw content provided by Subject Matter Experts (SMEs)
- Creating a detailed storyboard in **Articulate Storyline** to define structure, flow, interactions, and feedback
- Collaborating with SMEs through storyboard reviews and iterations
- Developing the complete course directly in **Articulate Storyline** based on the approved storyboard
- Designing and embedding visual aids and process visuals to support comprehension
- Ensuring accessibility, engagement, and usability across devices

Tools & Technologies

- **Articulate Storyline** – End-to-end course development, storyboarding, interactions, and player customization
- **Articulate Storyline** – Storyboarding, interaction logic, visual aids, and player customization
- Audio narration with **closed captions** for accessibility

Design & Development Process

1. Content Analysis & Structuring

- Received unstructured and semi-structured content from SMEs
- Identified learning gaps, key processes, and critical knowledge points
- Organized content into logical modules and lessons for progressive learning

2. Storyboarding in Articulate Storyline


- Created a comprehensive storyboard using **Storyline slides** to plan:
 - Screen-by-screen content
 - Interactions, layers, triggers, and variables

- Visual aids and process flows
- Shared the storyboard with SMEs for validation and refinement
- Incorporated feedback before development





3. Course Development in Articulate Storyline

- Converted the approved storyboard into a fully functional Storyline course
- Designed a clean, consistent layout optimized for self-paced learning
- Added:
 - Clear **course instructions**
 - **Learning objectives** at the beginning of modules
 - **Learning summaries** at the end to reinforce key takeaways

Course Instructions

Some of the slides in this training may be audio-enabled. For better learning experience, please **click the full screen mode**  and grab a headset or earphones.

You may check your progress and/or return to previous slide by clicking the **Company Name logo** located above.

You may **pause/play**  the slide, adjust the **volume** , enable the **Close Caption**  (if available), and change the **playback speed**  if needed.

If you need to pause from this training, please make sure you **close the browser** appropriately by disabling the full screen mode and clicking the **CLOSE & SAVE** button to avoid any technical issues. You can always start where you left by clicking the **Resume** button later.

Page 3 / 22

Learning Objectives

By the end of this module, you will be able to:

- Understand what ABC is and why we use it.
- Identify the key benefits of ABC.
- Explain how ABC works within Tool Name.
- Recognize acceptable and unacceptable ABCs.
- Understand basic process workflows using ABC.
- Follow best practices for customer and legal compliance.



Page 4 / 22

What is ABC?

ABC is a hardware and software system that allows you to collect documents from customers on:

- abc
- def
- ghi
- jklm

ABC helps speed up the sales process while maintaining security and compliance.



Page 5 / 22

ABC Workflow – Important Notes

Understanding Workflows:
The workflow have multiple transitions between Tool Name and the ABC Signature Pad.

First Pro Tip:
Keep ABC Pad facing you while progressing through Tool Name and only queue up pad when asking the Guest to sign.

Second Pro Tip:
Ensure Guest's Email Address on every document. As ABC send every document to Guest's email. It eliminates the need of printed copies.




Page 6 / 22

Go Green Message

Encourage Digital Options

Help reduce paper use by encouraging Guests to:

- Accept email copies of their Sales documents
- Choose digital records over printed copies.

This supports sustainability and efficiency.



Page 12 / 22

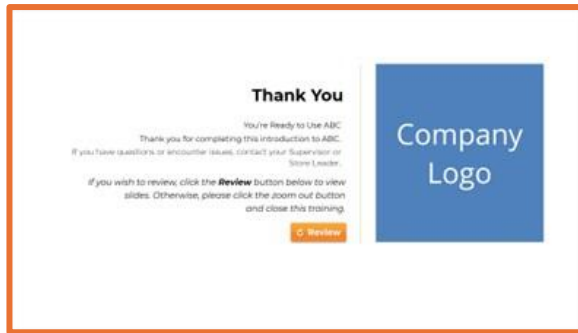
Learning Summary

Key Takeaways

- ABC simplifies and secures document signing.
- It improves efficiency and customer experience.
- Email confirmation is mandatory.
- Multiple workflows exist for different process types.
- Compliance and signature accuracy are critical.
- Never sign a Guest's name on their behalf.



Page 21 / 22



Key Features & Highlights

Interactive Design & Technical Implementation

- Demonstrates proficiency in **Articulate Storyline**, including:
 - Use of **layers and triggers** to control content flow
 - **Variables** to track learner progress and decision-making
 - Custom interactions supporting engagement and retention
- Screenshots included to showcase:
 - Slide setup
 - Trigger logic
 - Variable usage

Name	Type	Default Value	Use Count
Slide20_Completion	Text	Title	1
Slide20_Card_Not_Present_Completed	True/False	False	2
Slide19_Pickup_Completed	True/False	False	2
Slide19_Completion	Text	Title	1
Slide18_Completion	Text	Title	1
Slide18_Acima_Completed	True/False	False	2
Slide17_Finance_Completed	True/False	False	2
Slide17_Completion	Text	Title	1
Slide16_Completion	Text	Title	1
Slide16_Cash_Completed	True/False	False	2
Slide15_Completion	Text	TitleTitle	2
Slide15_Cheque_Completed	True/False	False	2
Slide14_Credit_Completed	True/False	False	2
Slide14_Completion	Text	Title	1
Slide13_Completion	Text	Title	1
Slide13_Acceptable_Not_Acceptable_Compl...	True/False	False	2
Slide11_Printing_Rules_Completed	True/False	False	2
Slide11_Completion	Text	Printing Rules	1
Slide10_Email_Confirm_Completed	True/False	False	2
Slide10_Completion	Text	Mandatory Step: Email Confirmation	1
Slide9_Workflow_Overview_Completed	True/False	False	2
Slide9_Completion	Text	Workflow Overview	1
Slide9_Workflow_Notes_Completed	True/False	False	2
Slide9_Completion	Text	Workflow: Important Notes	1

Triggers

Group

Slide Triggers

▼ Slide - 1.14 Credit-Debit Payment Workflow

Set Navigation_Instruction_Trigger to value 1

When the timeline ends on this slide

Set state of Next Button to Normal

When the timeline ends on this slide

If Navigation_Instruction_Trigger = value 1

Set Slide14_Credit_Completed to value True

When the timeline ends on this slide

Set Slide14_Completion to variable Completed_Slide14

When the timeline ends on this slide

Set state of Next Button to Disabled

When the timeline starts on this slide

If Navigation_Instruction_Trigger ≠ value 1

Player Triggers

▼ Next Button / Swipe Next

Jump to slide next slide

When the user clicks or swipes next

▼ Previous Button / Swipe Previous

Jump to slide previous slide

When the user clicks or swipes previous

Triggers

Group

Slide Triggers

▼ Slide - 1.21 Learning Summary

JavaScript Trigger

Execute JavaScript

When the timeline starts on this slide

Show layer Incomplete

When the timeline starts on this slide

If Slide5_Completion ≠ variable Completed_Slide5 (ignore case)

or Slide6_Completion ≠ variable Completed_Slide6 (ignore case)

or Slide7_Completion ≠ variable Completed_Slide7 (ignore case)

or Slide8_Completion ≠ variable Completed_Slide8 (ignore case)

or Slide11_Completion ≠ variable Completed_Slide11 (ignore case)

or Slide13_Completion ≠ variable Completed_Slide13 (ignore case)

or Slide14_Completion ≠ variable Completed_Slide14 (ignore case)

or Slide15_Completion ≠ variable Completed_Slide15 (ignore case)

or Slide16_Completion ≠ variable Completed_Slide16 (ignore case)

or Slide17_Completion ≠ variable Completed_Slide17 (ignore case)

or Slide18_Completion ≠ variable Completed_Slide18 (ignore case)

or Slide19_Completion ≠ variable Completed_Slide19 (ignore case)

or Slide20_Completion ≠ variable Completed_Slide20 (ignore case)

or Slide9_Completion ≠ variable Completed_Slide9 (ignore case)

or Slide10_Completion ≠ variable Completed_Slide10 (ignore case)

Else: Hide layer Incomplete

Set state of Next Button to Disabled

When the timeline starts on this slide

If Learning_Summary_Completed = value False

Set Learning_Summary_Completed to value True

When the timeline ends on this slide

Player Triggers

▼ Next Button / Swipe Next

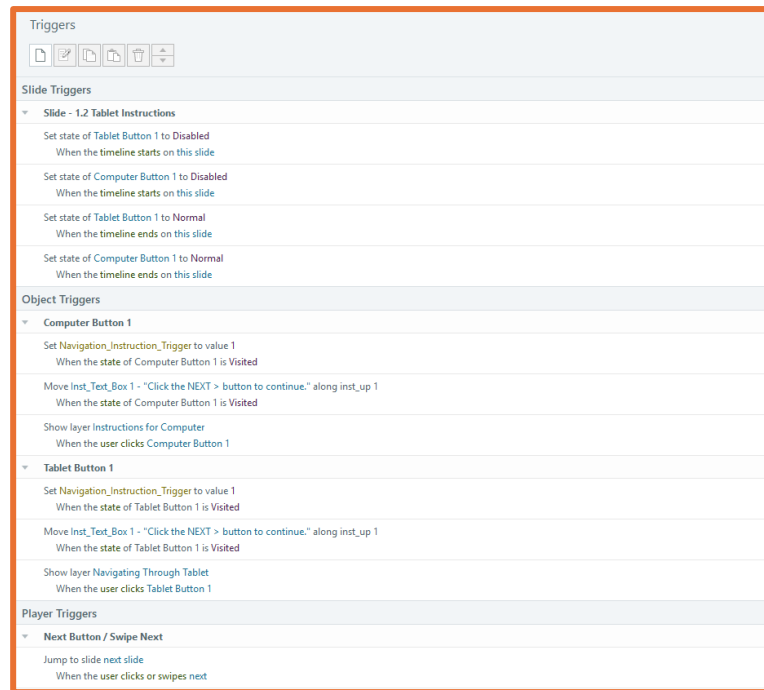
Jump to slide next slide

When the user clicks or swipes next

▼ Previous Button / Swipe Previous

Jump to slide previous slide

When the user clicks or swipes previous

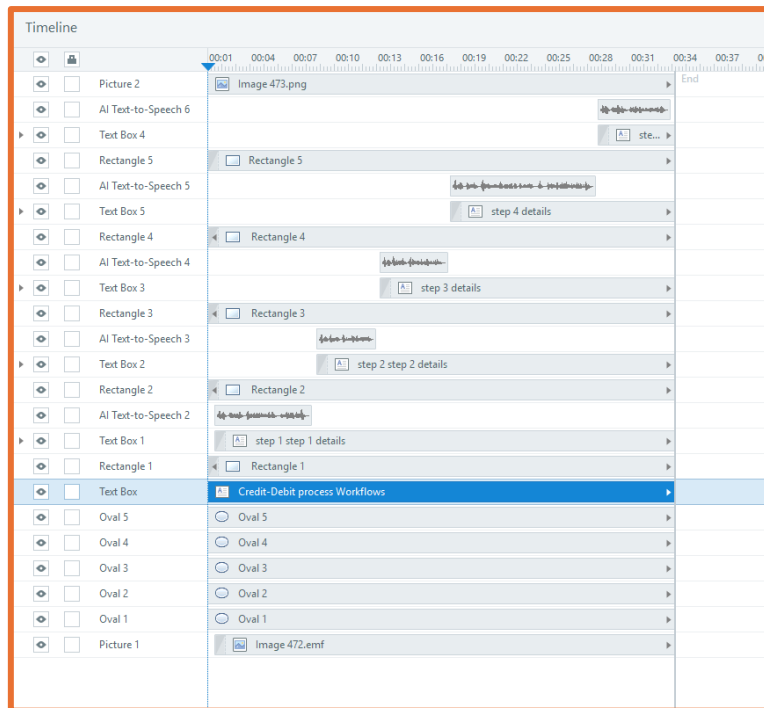


Custom Navigation & Learner Control

- Designed a **custom menu/player** in Storyline to:
 - Guide learners through the course in the intended sequence
 - Ensure all required content is completed before course completion
- Reduced the risk of learners skipping critical sections

Audio, Captions & Accessibility

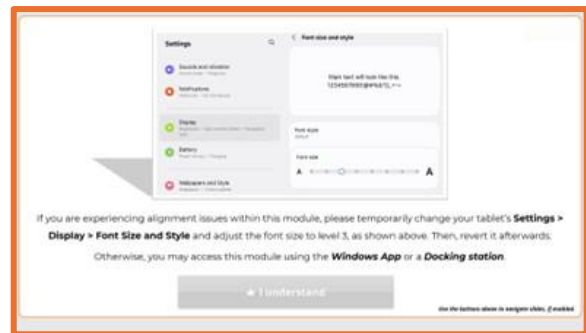
- Integrated **audio narration throughout the course** to support different learning preferences
- Added **closed captions** for accessibility and inclusive learning
- Ensured content clarity for learners with varying levels of prior knowledge



Device-Specific Learning Support

- Identified a key learner issue related to accessing the course on different devices
- Added clear instructions for:
 - Learners using **laptops/desktops**
 - Learners accessing the course on **tablets**
- Improved usability and reduced learner confusion across platforms





Visual Aids & Process Representation

- Designed multiple **custom visual aids** to simplify complex processes
- Visuals were created directly in **Articulate Storyline** and embedded into the course
- Used:
 - Generic headings and placeholder text
 - Neutral visuals to represent processes without revealing proprietary information
- Screenshots of these visual aids are included to demonstrate visual design and instructional intent





Challenges & Solutions

Challenge: SME content lacked structure and was text-heavy

Solution:

- Reorganized content into clear learning paths
- Introduced visuals, audio, and summaries to reduce cognitive load

Challenge: Learners accessing the course on different devices faced navigation issues

Solution:

- Designed device-specific instructions
- Ensured Storyline player settings and slide layouts were optimized for different screen sizes