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YOUR ONLINE LEARNING   PARTNER

TERMINOLOGY GUIDE

Administrative Terms

Term	Definition
activity reports	Found on the activity tab within a learner or team profile, and on the admin home page. This is a downloadable report administrators can run on logins, launches, completions, and boosts.
agent learner	aka designated agent - The individual that will either approve or deny the requests
agent team	The team that contains the ID of the individual who approves or denies the training requests.
approval agent	Allows administrators to track external training credits. Approval agents can also be used if the learner should request approval before they can take any internal courses.
archive	This makes older content unavailable to learners; they will not be able to see or access this content but the administrators can still report over the content.
assignments	Required courses that have been assigned to learners by the system administrator
BizQuiz	Custom quiz-building functionality within the system
content group	Used by administrators to organize and assign multiple content items. Note: these will become less supported when we launch advanced assignments.
CSV	A Comma Separated Values file is a plain text file that contains a list of data. BizLibrary's course information is delivered via .CSV file.
customizable homepage	Our customizable homepage lets administrators modify their organization and team homepages by adding and removing various pre-built widgets.

deactivate	This deactivates the learner's account in the learning platform and frees the license that they were taking so the admin can create another learner without counting against their total licenses. Administrators can still see user history from their profile even after they are deactivated.
designated agent	The individual that will either approve or deny the requests
due date	The date the course is required to be completed. This is set by the administrator at the time of assignment and the assignments are still visible to learners after the due date.
end date	A hard cutoff date for required assignments. Learners will no longer see the course as an assignment after this date.
event	A "session" within a classroom course
event roster	Shows who is enrolled in the classroom event and allows administrators to enroll learners in the event.
event schedule	The day, time, and location the event is taking place.
external interface	Our content-only clients use external LMSs to access our content. This is an external interface, as they do not use our system to access the content.
external training credit	Administrators can create approval agents that allow learners to request credits for training they have already completed outside of the system. This will appear on the learner's transcript.
external training registration	Administrators can create approval agents that allow learners to request external training.
featured news	Appears on the learner's home page when they first log in. Administrators can use this for upcoming announcements, training announcements, etc.
follow-up activity	A content item that is to be completed after the selected, initial learning. This is set by administrators.
inactivate	Use deactivate.
instructor	As administrators schedule classroom training, they have the option of specifying who will deliver that training. This person is known as the instructor.
learner report	Reports within a learner profile. This pulls data over the one individual.
learner's activity	All progress within a learner's account, such as logins, launches, and completions.
learning initiatives	Learning initiatives are content bundles closely representing learning tracks. Within each learning initiative, an administrator has the ability to create multiple stages (or phases) which contain a set of courses.
learning insights	Administrators can use learning insights reporting to view their learners' utilization of the system and to compare it to teams within the organization, even other organizations entirely.

move	The act of moving a team or learner from one team to another. This removes the team or learner from any other team they may be a part of.
news	Appears on the learner's home page when they first log in. Administrators can use this for upcoming announcements, training announcements, etc.
organizational report	Reports that pull data for the entire organization can be found on the admin home page.
parent team	The main or top level team that other teams reside in.
prerequisite	A required content item that must be completed first in order to take the desired learning. This is set by administrators.
privileges	Granted to a learner in the system, giving them specific administrative rights in the system
reports	We have two types of basic reports in the learning platforms for teams and learners. Status reports which show available, in progress, complete, due soon, and overdue status for a content item. Additionally, these reports show available, no show, in progress, and complete for classroom events. Activity reports show logins, launches and completions for teams or learners.
retire	This makes older content unavailable to learners; they will not be able to see or access this content but the administrators can still report over the content.
status reports	Found on the status tab within a learner or team profile and the on admin home page. It is a downloadable report administrators can run over content that has not been started, is in-progress, or completed.
sub-team	A team within another team.
supervisor	A designated within the system that allows an individual to receive certain scheduled if the supervisor box is checked
team report	Reports within a team profile. This pulls data for all of the learners within the team.
team(s)	Groups of learners that administrators create based on their assigning and reporting needs.
time in course	How long the learner has spent in the video/course
user	Old term - use learner when possible. Externally, user is a term used for credentialed individuals within a system.
user group	Old term - use teams.
username	The name/ID learners use to log into the system. Typically email address but doesn't have to be

Content Library Terms

admin how-to videos	Instructional videos for administrators to help guide them in using the learning platform.
BizLibrary Learner Welcome Library	A free library providing instructional videos on features and functionality within the learning experience platform and learning management system.
BizLibrary Productions (BLP)	The portion of the BLC that is produced in-house by our content department (BizLibrary Productions)
boostable	Content that allows learners to opt in for additional reinforcement boosters to be sent out via email, promoting learning retention.
catalog	old term - use library
classroom	Instructor-led training that an administrator can create an event for and monitor within our LMS platform
Client Program Support Library	A free library available to administrators with materials to help market their learning programs, including email templates, fliers, activities, and more.
closed captions	A display of text on lessons that provides additional or interpretive information.
closed caption settings	Caption settings on the content player allow a learner to adjust color and transparency of text, background, and window, as well as the font size, text edge style, and font family. These help assist the hearing impaired and enable visual learners
comments	Learners are able to provide comments on courses after viewing.
content	Video lessons, video courses, interactive videos, and elearning available in the system. Courses within the system could also be documents, surveys, links, etc.
content application	For BizLibrary clients utilizing content only, content is sorted, managed, and exported through this application.
content library	This is a collection of content within the learning platforms. The main library in the system is The BizLibrary Collection. Clients can also have custom libraries.
content player	Our own internal player that plays our content. All courses for our content-only clients will launch in our player.
course code	The unique identifier for courses within the system. All courses must have this. Custom content clients get their own unique three letter identifier to use as a prefix for their content.
curated learning path	Targeted groups of content selected by our content team to help a learner quickly and easily find content related to a certain subject. This provides 1-2 hours of learning content.

custom content	Content that an administrator has uploaded into the learning management system.
crash course	A collection of videos focused on one topic that range from 20-35 minutes in length.
documents	Downloadable or linkable document. Learners must use "mark as complete" to track completion in system. Acceptable formats include .pdf, .xls, .ppt, .doc, etc.
external link	Administrators can link an outside course into our system and track completions and launches. Learners must "mark as complete" to track completion in the system.
interactive videos	Video lessons that include interactive pop-up polls, web links, and quiz questions to promote retention
lesson	aka video lesson
library	A collection of courses that are available for a learner to browse and take at will. Libraries are also tied to licensing in the client's contract.
playback	When the course plays after launching
producer partner	To create a robust content product, we partner with other companies that create content. We call these companies our producer partners.
quiz	Attached to any Bizlibrary-produced video lesson or course. Administrators can also create their own quizzes with their content to test learners' knowledge.
ratings	This is out of a 5-star rating. Learners have the option to leave their rating on each course, once completed. We only allow one rating per learner on a piece of content and it's required to be accompanied by a comment to help ensure we are getting true learner feedback.
registration	When a learner registers for a classroom course
resource	This term is used to describe support materials like handouts and transcripts. When referring to a video/course use content or content item.
self-register	When a learner registers for a classroom course
SME	This is an acronym for subject matter expert.
streaming video	Term used when one is watching a video from an online source.
support materials	Documents included with video lessons, video courses, interactive videos, and elearning to help support the learning objectives. Support materials include handouts, transcripts, and (sometimes) other worksheets.
SVL code	Every content item in our system receives a unique code.
SVL player	Old term. Use content player.

toolkit	A collection of videos focused on one topic that can be watched individually.
topics	Used to organize content so it is easily searchable and accessible in a content library.
video course	A package of video lessons that provide learners with a full learning experience on a specific topic area.
video lesson	A single video that provides learners with training for one aspect or targeted skill of a larger topic area.
withdrawal	When a learner removes their name from the roster on a classroom course.

General System Terms

administrator(s)	One who administers training via the learning platforms. Could also be referred to as a learning administrator, program administrator, or a training administrator. Refrain from abbreviating as admin.
facet	Criteria used to filter or narrow down content in the content library when searching. This is more of a term used by the development team and we should refrain from using this term to clients.
featued playlist	These are playlists selected by administrators that are displayed to learners.
filter	Found inside the content library, this allows learners to quickly and easily search through the content that is available to them.
formats	We offer four different learning formats in The BizLibrary Collection. These includes video lesson, video course, elearning, and interactive video.
inline help	This appears in the top right corner of the system. This has technical articles related to functions and items within the system, both administrators and learners and learners can access these articles.
learner(s)	Each account within the system is deemed a learner. Learners log in to interact with the system's features. All administrators are also learners. Not all learners are administrators.
leaderboard	Will allow learners to see where they stand in terms of points compared to others that are a part of the game.
main menu dropdown	This is the dropdown menu at the top of the page in the learning platforms. This houses all of the pages the learner has access to.
modal	Modals are layout elements that appear on top of the page you are on after clicking an action. Typically modals in our system are used to provide forms for entity creation (new teams, new learners, new content, etc.)
my playlists	A curated list of lessons that the learner can watch. This curation has a unique commonality deemed by the creator. Could be videos they commonly access, favorite videos, or videos that will help them excel at a specific task or topic.

recent learning	These are content items that the learner has recently viewed or completed.
recommended for you	Courses that the system recommends for learners based off their past learning history, past searches, and preferences they set in their profile.
search bar	The search bar is located on the top right of every page and allows learners to search for content they would like to take on their own.
search recommendation engine	Built within the learning platform, the search recommendation engine suggests content based on a learner's assignments, recent learning activity, and profile preferences.
shared playlists	Playlists that are shared between learners.
team playlists	Features playlists based on team membership.
sidebar menu	This menu only appears under the Administration area on the left. Holds all of the different pages/functions for an administrator.
your to-do list	Appears on the learner's home page and displays courses coming due that must be completed

Learning Reinforcement Terms

BoostedBLC	Refers to content in the BLC that has off-the-shelf boosters included in their licensing.
booster	aka reinforcement booster - Boosting is the act of reinforcing the memory of a recent training with short interactions, or boosters, in the days and weeks following training. At BizLibrary, boosters take the form of scheduled email interactions including quiz-like questions such as, polls, multiple choice (including true/false), fill-in-the-blank, and short answer/thought questions. Typically delivered after training takes place. The word 'boost' is only be used as a verb, and the noun and adjective forms are 'booster.' I boost a student's knowledge with a booster program, which consists of a series of boosters. After this, they have been boosted.
booster program	Within the BoosterLearn platform, administrators can create programs that they enroll learners in after training.
BoosterLearn	BoosterLearn is BizLibrary's product that enables trainers to design, schedule, send, and track boosters for their learners. Access to this tool is ideal for clients who want to reinforce live trainings, or custom or blended content. BoosterLearn stands separate from the learning platforms.
burst	Bursts are useful for delivering core information before embarking on a reinforcement program. You can decide to start any program with a burst experience and the burst must be completed before the booster program is commenced. For example, you could send a YouTube burst to your learners. Each participant's booster experience would begin only after they view the video. Bursts can include a variety of experiences such as announcements, videos, and quizzes.

learning reinforcement aka post-training reinforcement - Data shows that memory of a training experience degrades rapidly over time. This loss of information follows a consistent, measurable pattern that we call the "forgetting curve." Learning reinforcement enhances the training experience and improves ROI on the overall training delivered. This is done by forcing a learner to recall the training in the days and weeks following. We promote learning reinforcement by boosting content in the BLC and by offering BoosterLearn.

My Learning Terms

accredited content Content that is accredited by a certification body of authority and provides a learner with certification credits upon completion.

activity Sections within a certification stage that content is added to. There can be multiple activities in one stage and each is required to be completed before the other unlocks.

badges When creating games for learners, administrators reward learners with points which accumulate towards game levels that have corresponding game badges.

bookmarked content A way of bookmarking content is to save a content item to a playlist so learners can refer back to the video later. This term can also be used to describe saving your place within a video - this is not currently offered by BizLibrary.

completion certificate Learners get a certificate for any completed content item in the system.

Learning Initatives An organized list of courses that administrators can create and assign to learners. They can set an expiration date if the courses must be completed multiple times.

playlists Functionality that allows a learner to curate multiple videos into a group for viewing.

precertification content Content that helps you prepare for the actual certification process.

stage Sections within the learning initiative that are "locked" until the content from the previous stage is completed.

transcripts As learners complete content, the platform tracks the content title, duration, due date (if it was assigned), completion date, the overall time spent with the content, quiz score (if there was an available quiz), ratings and comments for that content item, and their completion certificate.

Industry Terms

accessibility
If you create online learning content, making it accessible to all learners is crucial. Accessibility means that content can be used by people with varying abilities and disabilities, from the sensory to the intellectual or technological. Elearning content developers and instructional designers should aim to make courses clear, easy to understand, and simple to use. Trainers and instructors should provide assistive technology to those who need it in order for their courses to be considered accessible.

active learning
Strategy focused on encouraging learners to actively participate in training. Active learning was popularized by Bonwell and Eison. The approach prompts learners to read, discuss, and solve problems in order to synthesize content. Examples of active learning activities include practical tasks and problem solving conducted in small groups.

ADA compliance
ADA compliance refers to the Americans with Disabilities Act Standards for Accessible Design, which states that all electronic and information technology (like websites) must be accessible to people with disabilities.

ADDIE
An acronym made up of the words: Analysis, Design, Development, Implementation, and Evaluation. The ADDIE process for developing learning solutions has gone through a number of iterations since it was first used in the 1950s. When implementing ADDIE, the outcomes from each phase are fed into the phase that follows. In today's fast-paced learning environments, the agile method is often seen as more efficient than ADDIE.

ADL
Advanced distributed learning - An initiative established by the US Department Of Defense in 1999, aiming to make the delivery of online training consistent across content formats, technologies, and organizations. One outcome of the project was SCORM, an interoperable content standard that's still very popular today.

agile learning
Often contrasted with the ADDIE process, the Agile design method emerged in the 1970s and became widely adopted in the 1990s. Unlike ADDIE, the Agile method dives straight into a project, producing small pieces of content very quickly. Results are then refined over multiple, quick iterations.

AICC
This is an industry acronym for aviation industry CBT (computer-based training) committee. AICC standards apply to the development, delivery, and evaluation of training courses that are delivered via technology, i.e., more often than not, through learning management systems.

API
application program interface - Provides an interface that allows developers to interact with programs and applications, including learning management systems. An API includes a set of credentials, known as keys, that are used by administrators and developers. Similar to a username and password pair, the key allows developers to access the API and interact with data in an LMS. Integrating with a vendor's API can speed up elearning processes by automating time-consuming manual tasks like updating, deleting, or exporting lists of users.

assessment
Often takes the form of a test included at the end of a course to evaluate learner performance. Assessments should be aligned with the objectives of a course to accurately measure learner progress.

assimilation Incorporating new ideas, concepts, or experiences into an existing mental schema. Assimilation can also describe the association of new information with preexisting knowledge. Many factors can influence the rate of assimilation, including distractions, a learner's traits, and motivation levels.

ATD Association for Talent Development (formerly ASTD), is the world's largest association dedicated to those who develop talent in organizations.

authoring tool Software used to develop content for online learning and training programs. There are many commercial authoring tools on the market, including Elucidat, Articulate Storyline, Adobe Captivate, iSpring Pro, and Camtasia. Based on their requirements, some organizations choose to build an authoring tool in house instead. To create content in the SCORM format, check that the authoring tool you select is compatible with all relevant parts of the standard's specification. Which authoring tool you select should be determined by your requirements, skills, and the resources available to build a course.

benchmark A standard used for comparative purposes. Elearning materials will benchmark a user against a specified mastery level. Generally the user will be rated against a benchmarked expert who has a certain skill level.

blended learning The combination of traditional face-to-face (or synchronous) learning methods and technology-based online learning (asynchronous) methods. Blended learning shouldn't be used just for the sake of it. The selection of face-to-face or online learning techniques must serve course objectives. When creating blended learning, consider how each goal might be best achieved in either an online or offline setting.

branching navigation An adaptive learning technique that gives learners control over outcomes. Learners are prompted to choose from multiple solutions to given scenarios. Different outcomes are presented for each challenge encountered along the way.

certification A certificate confirms that a learner has completed a training program to a pre-defined standard. Many professional bodies require registered members to be recertified at regular intervals.

CEU Continuing education unit. A CEU is a unit of credit equal to ten hours of participation in an accredited program designed for professionals with certificates or licenses to practice various professions.

chunk A small unit of a larger piece of learning content designed to make assimilation more manageable for learners. Chunking content also helps to combat learner fatigue.

classroom-based training Also known as face-to-face training. A traditional training method during which an instructor guides learners in a real-world classroom environment.

cloud LMS A web-based platform that helps companies to deliver, track, and report on elearning. The main difference between a cloud-based LMS and other solutions is that learning content and tracking and reporting data is stored in the cloud. One benefit of a cloud LMS is that it's quicker and more cost-effective to install than self-hosted learning solutions. Cloud-based learning management systems also tend to require less in-house technical expertise to maintain and run.

cognitive load	A theory developed by John Sweller that describes the strain working memory experiences when information is being processed.
competency	Combination of observable and measurable knowledge, skills, abilities, and personal attributes that contribute to enhanced employee performance and ultimately result in organizational success.
compliance training	Mandatory and often legally enforced training that's particularly common in highly regulated industries. Compliance courses must typically be completed one month after an employee takes up a post. They're often followed by refresher periods of 1-3 years. Compliance learning content usually includes online text, audio and video elements, with a corresponding risk assessment.
CPD	continuing professional development - CPD programs aim to help professionals stay up-to-date with developments in their field after tertiary or postgraduate training has ended. Also known as Continuing Professional Education (CPE), professionals use CPD to maintain knowledge and skills throughout their working lives. CPD obligations are common across professions and include formal, informal, structured, and self-directed learning approaches.
curriculum	The courses, lessons, learning objectives and activities that frame your entire online training program.
customer user data	Describes the custom data fields added when an LMS is configured. Examples include "location," "job role," or "department." The use of custom fields allows you to deal with groups of learners as a unit, and to assign all learners in that group to a specific assignment or learning path. Custom fields can be used as filters to return detailed information for reports.
data export services	Transfer data from our learning platform to another system
data feed	Sending structured, current, and up-to-date information between two websites, applications, or other online tools.
data import services	Upload data from external sources and combine it with data our learning platform
e-commerce	Online lessons that are available for sale for learners or organizations.
elearning	Elearning is learning utilizing electronic technologies to access educational curricula outside of a traditional classroom. Elearning can be delivered in a package and is considered legacy click-to-advance content that may or may not contain video and/or audio. This is typically a more time-consuming training style, taking approximately 60 minutes or longer for completion.
enhancements	These are improvements made to a learning platform.
feedback	Feedback can be provided while a learner completes a course, an exam, or assignment in an LMS. Types of feedback include showing the learner if an answer submitted is correct or incorrect, or displaying correct answers after submission.

Flash

Adobe Flash technology has supported the delivery of multimedia content for nearly twenty years. Three popular elearning formats rely on Flash technology: SCORM, Tin Can (xAPI), and video. That's one reason why the decline of Flash technology is a concern for many of us working in the elearning industry. Although the movement away from Flash technology will generate cost and complexity for elearning professionals.

forgetting curve

In the late 19th century, psychologist Hermann Ebbinghaus pioneered research that built the foundation for our modern understanding of memory. Data shows that memory of a training experience degrades rapidly over time. This loss of information follows a consistent, measurable pattern that we call the "forgetting curve." This is the way memory is supposed to work—if the brain doesn't get an indication that a piece of information is particularly important, it purges this information to preserve storage capacity.

formal learning

A type of learning that is planned, structured, and guided by an instructor/teacher

FTP

file transfer protocol - A standard network protocol used for the transfer of computer files between a client and server on a computer network

gamification

The application of typical gaming elements like points, scoring, competition, and rules of play. Gamification within a learning platform encourages engagement with the product. It also gives clients the opportunity to incentivize teams for specific accomplishments.

GDPR

General Data Protection Regulation - Legislation governing the personal and sensitive data of individuals from the EU. Any organization processing any personal data connected with EU citizens needs to meet the regulations.

HRCI

HR Certification Institute - The premier credentialing organization for the human resources profession

HRIS

Human resource information system. A software or online solution that is used for data entry, data tracking, and the data information requirements of an organization's human resource management, payroll, and bookkeeping operations.

HTML5

HTML5 technology provides many tools to fill the gap left by the decline of Flash. HTML5 enables video and audio content to render directly in the browser. It's also more efficient than Flash because it requires less processing power.

informal learning

An ongoing process of gaining new skills and knowledge through peer and colleague observation, reading blogs and news sources, communication on forums, watching YouTube videos, etc.

integration

For SaaS organizations, integration refers to the ability for two operating websites, applications, or other online tools to work together. Types of integrations include authentication methods, data feeds, import services, and other custom solutions.

instructional design

Applies a methodology based on cognitive psychology and instructional theory to create learning content. An instructional designer also needs to balance the needs of an organization and its learners to develop effective content that delivers learning objectives.

instructor-led training aka ILT training - Modules delivered by an instructor either in a classroom or web-based conference setting

intentionality The act of doing something with purpose. Every action is aimed at achieving a specific outcome. For example, an employee might intentionally complete a scenario because they know it will help improve their professional performance.

interactive Interactive content aids learning by encouraging users to actively engage with it. An authoring tool can be used to transform static content in formats like PowerPoint into an interactive course. Techniques to make elearning content more interactive include adding drag and drop elements and prompting learners to make a decision before progressing.

interoperability The extent to which hardware and software elements work together. Elearning standards like SCORM, Tin Can (xAPI), and AICC were developed to enhance the interoperability of online learning content and technologies.

JavaScript Scripting language used in elearning to add interactivity to webpages. Commands in JavaScript allow tasks to be completed by a browser when a user views a webpage. JavaScript also manages communications between standards like SCORM and xAPI and an LMS.

just-in-time learning Having appropriate learning available at the time a learner wants to use it. It usually takes the form of bite-sized courses that learners can access and complete while on-the-job. Support for mobile learning (or mLearning, see below) is an important factor in the delivery of just-in-time learning.

Kirkpatrick Evaluation Model Kirkpatrick Evaluation Model refers to the four step training evaluation methodology developed by Donald Kirkpatrick in 1975. Level one refers to the students' to reaction to the training (derisively called "smile sheets"). Level two refers to the measurement of actual learning (i.e., knowledge transfer). Level three measures behavior change. Level four measures business results.

kinesthetic learning Aka tactile learning - a learning style in which learning takes place by the students carrying out physical activities.

knowledge construction Making learners aware of how the absorption of knowledge is influenced by their belief system, experience, and background. Online learners benefit when they can apply preexisting knowledge to assimilate new material.

knowledge-base Specialized repository used to store information and knowledge assets.

LCMS learning content management system - Once distinguished from the term Learning Management System (LMS), the two are now mostly interchangeable. Like an LMS, an LCMS manages the creation, storage, and delivery of elearning content.

LDAP Lightweight Directory Access Protocol - an open, vendor-neutral, industry standard application protocol for accessing and maintaining distributed directory information services over an Internet Protocol network

learning path   Learning paths are useful for instructors who need to build structured learning programs. They allow admins to control the timeframe in which courses are made available and the order in which they're completed. For example, a "New Hire Learning Path" could include all courses a new employee needs to take during induction, starting with Orientation and moving through things like Policies and Procedures or Health and Safety.

learning retention   Transferring new information into a learner's long term memory.

LEP   Learning experience platform – aka LXP - A learning and collaborative platform that uses a personalized user experience to put learning in the hands of the learner, rather than an administrator.

library   A library is a repository of reusable content, like videos, documents, question pools, SCORM and Tin Can files, from which a course can be created.

linear course   Presents information in a simple page-by-page order. Linear courses are now often viewed as inferior to other course types. The structure is still suited to delivering information with simple objectives that a learner needs to assimilate quickly.

LMS   learning management system - A software platform that manages the delivery and reporting of online training. There are now more than 600 learning management systems on the market, including self-hosted and cloud-based learning solutions. The features included with a good LMS allow you to deliver course content in a range of elearning standards, sell online courses, assess and evaluate learner performance, deliver blended learning, brand or white label your LMS, integrate with existing systems and the vendor's API, and much more.

localization   The process in which a program is converted for delivery in a different country. Unlike "translation" which connotes a simple re-writing of words, localization includes re-writing for cultural and social differences as well.

LRS   learning record store - A system that works with the Tin Can API to collect, store and retrieve statements that track learning experiences. Data stored by an LRS can be presented in a way that's accessible and easy to interpret.

LXP   Learning experience platform – aka LEP - a learning and collaborative platform that uses a personalized user experience to put learning in the hands of the learner, rather than an administrator.

manifest file   The manifest is a nitty gritty detail of SCORM. The SCORM package itself is a zip file that contains all of the media contents a course is made from, including things like SCOs, HTML and Flash files. The SCORM package also includes the manifest file which determines the structure and contents of the course. The name of the manifest is always imsmanifest.xml and the file must be located in the root of the package. If the manifest file isn't located in the root of the zip, the course isn't a valid SCORM content package at all, and you will likely run into issues importing it into your LMS.

mastery score Defines the score a learner must achieve to pass a SCORM module. A mastery score isn't compulsory, as some SCORM modules don't include a quiz and some quizzes don't require a passing score. For example, knowledge checks and practice quizzes are two types of assessments that typically don't require a mastery score.

microlearning A way of teaching and delivering content to learners in small, very specific bursts. The learner is in control of what and when they are learning.

micro-videos A term used to reference learning videos that are less than 10 minutes in length.

mLearning mobile learning - Learning that's conducted on a mobile device, like a smartphone or tablet. mLearning can occur anywhere at anytime. Many instructors and course developers feel that it's essential to offer learners mobile options. The movement from desktop to portable devices has had a big impact on the development of online learning content. Content that works on desktop isn't always suited to mobile learning. Instructional designers increasingly need to develop responsive mobile learning content that can adapt to the many devices learners now use. The rise of mLearning has also driven adoption of the Tin Can xAPI elearning content standard, which can track far more learning activities than older standards like SCORM.

MOOC massive open online course - An online course aimed at unlimited participation and open access via the web.

Moodle modular object-oriented dynamic learning environment - Open source learning platform mostly implemented in education settings. One of the main benefits of open source platforms like Moodle is that they're free and can be highly customized. Companies should be wary of the value a "free" learning platform can deliver and alert to the costs quickly accrued in maintaining, updating and supporting an LMS without a vendor. Despite its low cost and flexibility, Moodle's weaknesses can make it a costly choice for companies with conflicting needs and requirements.

MSA master service agreement - A contract reached between parties, in which the parties agree to most of the terms that will govern future transactions or future agreements.

multi-factor authentication aka two-step verification - multi-factor authentication is an authentication method in which a computer user is granted access only after successfully presenting two or more pieces of evidence

multiple intelligences Theory introduced by Howard Gardner defining eight types of intelligence: logical-mathematical, musical, spatial, bodily/kinesthetic, linguistic, interpersonal, intrapersonal, and naturalist intelligences. Instead of viewing intelligence as a general ability, the multiple intelligences theory asserts that different learners can excel in different areas.

navigation Describes how learners move through a course, website, or document. Good instructional design should make navigation clear, simple, and engaging for users.

NDA	non-disclosure agreement - A legal contract between at least two parties that outlines confidential material, knowledge, or information that the parties wish to share with one another for certain purposes, but wish to restrict access to.
NPS	net promoter score - A management tool that can be used to gauge the loyalty of a firm's customer relationships. It serves as an alternative to traditional customer satisfaction research and claims to be correlated with revenue growth.
objectives	Course or learning objectives define the knowledge or skills learners are expected to gain from a training program. The development of course content should be goal-driven. Understanding who learning content is created for, and what they should learn from it, will shape how it's designed and presented. Defining clear objectives also helps to assess the effectiveness of a course after its completion.
online learning	Often used interchangeably with elearning and web-based training. Any form of learning conducted on a computer and usually over the internet.
open source software	Software for which the source code is publicly available for use and development free of charge. Moodle is an example of open source software that's used widely in specific kinds of elearning environments, like universities.
outcomes	Describes the knowledge or skills learners are expected to gain from engaging with course content. While objectives describe what an instructor intends students to learn, outcomes record what students actually learned.
PDU	professional development unit
pedagogy	Derived from the Greek for 'to lead,' pedagogy is a teacher-centered approach to educational activities in online and face-to-face environments. In elearning, pedagogy involves selecting the best methods to convey information to learners.
PII	Personally identifiable information - Any data that could potentially be used to identify a particular person.
PMI	Project Management Institute. A US non-profit professional organization for project management
PMP	Project management professional. An internationally recognized professional designation offered by the Project Management Institute (PMI). There are currently more than 770 thousand active PMP certified individuals.
podcast	Digital audio files used by millions of listeners to learn about a huge range of subjects. One popular elearning podcast is hosted by Connie Malamed and started in 2013. Many instructors and course developers have started to create podcasts to share their expertise with learners and the elearning world in general.
problem-based learning	A learner-centered approach that's similar to scenario-based learning. In this approach, learners are presented with a problem and gain knowledge from the development of a solution.

question pool	A pool of reusable questions from which an exam or survey can be created
resources	Learning materials often stored in an LMS. Learners can use resources like help guides or dictionaries to support their learning independently.
responsive design	Type of web development that allows the appearance of a website to dynamically adapt to a range of screen sizes. Responsive design is essential for software and courseware intended for use on mobile devices. A good LMS should be mobile responsive for the convenience of users. Although considering responsiveness requires extra planning and production time, it also means you won't need to produce the same course in multiple formats for different devices.
RFI	request for information - A document prepared by organizations to help assess LMS vendors in the marketplace. Usually will send an RFP or RFQ after.
RFP	request for proposal - A document prepared by organizations to help assess LMS vendors during a selection process
RFQ	request for quotes - A document prepared by organizations to gauge pricing for learning platforms and content providers.
roadmap	A strategic plan that defines a goal or desired outcome and includes the major steps or milestones needed to reach it.
ROI	return on investment - A ratio of the profit accrued by an investment versus the cost of the investment. Training professionals are now often required to demonstrate the ROI of learning programs and software to leadership teams. In learning departments, ROI is sometimes calculated by comparing the cost of providing training to the tangible results of training. For example, a decrease in accidents or increase in number of payments processed. The ROI of an LMS is often calculated by comparing the reduced costs of elearning to historical costs of face-to-face training.
SaaS	software as a service - Software hosted in the cloud by an LMS vendor so that customers don't need to install the system locally. Eliminating the installation of an LMS reduces demands on the customer for software maintenance and in-house technical support. Deciding between a cloud LMS and self-hosted solution should be done early in a selection process. If a self-hosted solution is selected, the team must decide how major applications, like servers, databases, and load balancers are resourced and budgeted. Choosing a cloud-based LMS eliminates costs generated by purchasing and installing hardware and allocating resources to manage it. A self-hosted platform can be a better fit in scenarios where every application in an organization must follow the same architecture.
SAML	Security Assertion Markup Language (SAML, pronounced sam-el) is an open standard for exchanging authentication and authorization data between parties, in particular, between an identity provider and a service provider.

scaffolding　Resources given to online learners to help them achieve their goals. That can include praise, dividing a task into manageable steps, or offering tips to help them overcome an obstacle. As the online learner progresses, resources are slowly removed. The goal is to provide a learner with the guidance they need to become confident and empowered. The result is that they are able to participate in self-guided learning activities without assistance.

scalability　Extent to which an LMS can expand to handle a growing number of courses, concurrent users, and request response times. Scalability is an important requirement for organizations that intend to grow or have unpredictable usage patterns. Most companies need an LMS that's flexible enough to adjust as numbers of administrators and learners rise and fall. With a self-hosted LMS, that means the technical team must ensure the platform is powerful enough to manage surges in usage for anything from 1,000 users per month to 1,000,000 users per day. Most cloud-based learning management systems are now flexible enough to adapt to those kinds of agile environments.

SCO　shareable content object - The elements of the SCORM package that can be reused across a range of tools and platforms. When all of the elements of the package are SCORM compliant, the content should be understood by all compatible learning platforms and tools.

SCORM　This is an industry acronym for shareable content object reference model, which is a set of specifications that, when applied to course content, produces small, reusable elearning objects.

SCORM package　Zip file created for upload to a SCORM compliant LMS. The package is created by selecting the export to SCORM option in the authoring tool used to create course content. All the elements of the course (like text, images, video, navigation settings, quizzes) will be used to create the SCORM package. The package understands the SCORM protocol and can be reused and imported to any learning platform that supports SCORM.

Section 508　Requires federal agencies to make their information and communication such as technology, online training, and websites, accessible for everyone.

self-paced learning　Asynchronous instruction that allows learners to control the pace and timing of their progress through course materials

self-regulation　A primary component of self-guided elearning. Self-regulation involves thinking and acting without relying on the opinions of others. It usually requires determination, focus, and self-control, as the learner must overcome challenges and apply the knowledge they've gained in order to achieve their objectives.

SFTP　Secure File Transfer Protocol - a protocol packaged with SSH that works in a similar way as STP over a secure connection.

SHRM　Society for Human Resource Management. SHRM is the world's largest HR professional society, representing 285,000 members in more than 165 countries.

simulation	Highly interactive application that allows learners to model or role-play a scenario. Simulations are designed to allow learners to practice skills in a risk-free environment.
skill gap analysis	Compares a person's skills to those required to do a job they have been, or will be assigned to.
SLA	service level agreement - Drafted by an organization and LMS provider (or any two parties) to record expectations about the service to be delivered. Should include expectations about the implementation, hosting, performance, maintenance, and support of an LMS. An SLA must also document the consequences of not meeting expectations. Could also be used for intradepartmental collaboration
SME	subject matter expert - An individual with specialist knowledge about a topic or subject area covered in a course. Instructional designers collaborate with subject matter experts to develop engaging content that's informed and accurate beyond the expertise of their own domain.
social learning	Learning that integrates social tools a learner is likely to use. For example, Facebook, LinkedIn, Twitter and Skype. It's important that online learning platforms provide support for social learning.
specification	A plan or protocol agreed on by a number of bodies or organizations. In elearning, a specification usually describes an established approach to the development of content or software. Once a specification has been recognized by an official body, it becomes a standard, like AICC, SCORM, or Tin Can xAPI.
SSO	single sign-on - A single set of credentials that allows users to access multiple applications in your organization while only needing to login once. When SSO is implemented, users don't need to login to access applications, like your LMS, separately.
standard	Once an elearning specification has been recognized by a governing body like IEEE or ISO, it becomes a standard. Popular elearning content standards include AICC, SCORM, and xAPI.
storyboard	Key part of the process of developing elearning courseware. Originated in cartoon animation as illustrators would roughly sketch frames for approval by stakeholders before drafting final content. Storyboards are usually mapped with tools like PowerPoint, Word, and Visio.
synchronous learning	Allows learners to train individually at the time, place, and pace that suits them. Similar in meaning to online learning, computer-based and web-based training.
token authentication	A security technique that authenticates the learners who attempt to log in to a server, a network, or some other secure system, using a security token provided by the server.
Tin Can (xAPI)	Developed by Rustici Software at the request of ADL to support the concept that "learning happens everywhere." Also known as the Experience API (xAPI), the Tin Can API is often seen as the next evolution of SCORM. Tin Can redefined some of the fundamental practices of tracking learning experiences. The major difference between Tin Can and SCORM is the type of learning each can track. While SCORM is limited to recording online learning, Tin Can can track almost any activity. Tin Can delivers a far more detailed view of learner progress, both online and offline. The kinds of learning Tin Can can track include reading a webpage, attending an event, borrowing a library book, playing a game, blended learning, and team-based learning.

VILT	virtual instructor lead training – training that is delivered in a virtual or simulated environment.
virtual classroom	Online learning environment in which learners and teachers interact via the technical tools provided by the software.
virtual reality (VR)	Virtual reality, or VR, is a perception of being physically present in a non-physical world. It is created by surrounding the user of the VR system with an environment, sound, and other stimuli that provide an engrossing environment of immersion, imagination, and interaction to increase engagement. VR is starting to become more prevalent in elearning as instructional designers work towards making more engaging content that learners will enjoy completing.
VPAT	Voluntary Product Accessibility Template - A document which evaluates how accessible a particular product is according to the Section 508 Standards.
WCAG	Web Content Accessibility Guidelines 2.0 - Defines how to make web content more accessible to learners with disabilities.