

# Internet Learning Solutions Group E-Learning Glossary

---

## Overview

This document is a collection of the most commonly used words, terms, and conventions that relate to e-learning. For information on Cisco's e-learning strategy, refer to the Cisco E-Learning Toolkit at <http://www.in.cisco.com/training/e-learning/toolkit/>. For information on this glossary, contact [kdunne@cisco.com](mailto:kdunne@cisco.com).

For a comprehensive listing of internetworking terms, see the Cisco *Internetworking Terms and Acronyms* resource at <http://www.cisco.com/univercd/cc/td/doc/cisintwk/ita/index.htm>.

**A B C D E F G H I J K L M N O P Q R S T U V W X Y Z**

### **A B C**

#### **assessment**

The process used to evaluate a learner's skill or knowledge level compared to the expected skill or knowledge for a person in the same job, position, or assignment.

#### **assessment item**

A question or measurable activity used to determine if the learner has mastered a learning objective.

**asynchronous learning**

Any learning event that is delivered after the original live event. Also used to indicate a learning event where the interaction is delayed over time, such as a correspondence course.

**audio on demand (AoD)**

See [content on demand](#).

**authoring tool**

Software application used to produce media-based learning content.

**broadcast**

Method of transferring learning content to many learners simultaneously. Variants are IP multicast and satellite broadcast.

**Business Operations Services**

The component of the [Cisco E-Learning Solution Architecture](#) that will provide the ability for the training organizations to continue to manage their businesses with the tools and applications they have, but begin providing services that will consolidate those requirements shared by all organizations.

**certification**

Program and process where a learner completes prescribed training and passes an assessment with a minimum acceptable score. To increase validity and assure authentication, the certification process should be proctored by an independent agent.

**Cisco Connection Online (CCO)**

The external Cisco website.

**Cisco E-Learning Solution Architecture**

This architecture is the unified IT infrastructure that enables the implementation of an enterprise-wide e-learning solution for Cisco, our ecosystem partners, and our customers. The Cisco E-learning Solution Architecture moves Cisco toward a goal of internally deploying a single, global e-learning platform. The architecture is comprised of [Business Operations Services](#), [Content Management Services](#), [Delivery Management Services](#), and [Learning Management Services](#).

**Cisco Employee Connection (CEC)**

The internal Cisco website.

**Cisco Networking Academy Community Server (CNACS)**

A website that creates a virtual community for the public sector with portals to offerings, assessment, and administration applications.

**Cisco Networking Academy Management System (CNAMS)**

The Cisco Networking Academy Program Management System for the public sector.

**Cisco Networking Academy Program (CNAP)**

Cisco's public sector offering for the CLN strategy.

## **Cisco Online Testing (COLT)**

A database-driven system that allows for the authoring, delivery, administration, and reporting of assessment items.

## **cognitive level**

A designation that identifies the skills (mental or physical) and knowledge that the learner is required to display in order to prove mastery of a given [Reusable Information Object \(RIO\)](#). A two-level hierarchy is being used based on the work of David Merrill's component display theory and Bloom's Taxonomy (a classification of levels of intellectual behavior).

## **computer-based training (CBT)**

Any instructional event that can be accessed via a standalone computer.

## **content item**

A small piece of information that is stored in a database and is used to communicate skills or knowledge in support of a RIO. It can be in any media format including text, graphics, animation, video, audio, and HTML plugin. It is combined with practice items and assessment items to create a RIO.

## **Content Management Services**

The component of the [Cisco E-Learning Solution Architecture](#) that enables authors to register, assemble, manage, and publish learning content for delivery to the web, print, or CD. Authoring in objects assembled into learning offerings enables content authors to reuse, repurpose, or model learning objects authored elsewhere at Cisco. Content Management Services (CMS) will incorporate content from any Cisco IT-supported authoring tool.

## **content on demand (CoD)**

Delivery of an offering, packaged in a media format, anywhere, anytime via a network. Variants include audio on demand (AoD) and video on demand (VoD).

## **curriculum**

A predefined or dynamic path of learning events with an end goal such as certification or achieving required job skills and knowledge. A variant is track.

## **D E F**

## **delivery type**

Any method of transferring offerings to learners. Variants are instructor-led training, web-based distance learning, online laboratory, CD-ROM, and books.

## **Delivery Management Services**

The component of the [Cisco E-Learning Solution Architecture](#) that will optimize the learning experience, and be based on the learning styles of the learner as well as learning objectives. Content Management Services and Learning Management Services do not have to deal directly with the technology. An author indicates a technology by its link; Delivery Management Services will support an API that talks to any delivery system seamlessly.

**distance learning**

Any learning event where the learner is not required to travel to a specific location, ideally delivered electronically.

**e-book**

Offerings that organize text and graphics into lessons or chapters like traditional print books.

**e-coach**

A Cisco implementation of a networked feedback system that provides either prepared question-and-answer pairs or asynchronous human interaction from a virtual instructor. A variant is e-mentor.

**e-learning**

Internet-enabled learning that encompasses training, education, just-in-time information, and communication.

**e-lecture**

One of Cisco's implementations of a virtual classroom.

**electronic classroom**

A traditional classroom that has any number of active multimedia devices used to augment the learning experience.

**engine**

The component in a system responsible for the delivery of content.

**evaluation**

Any method of gathering information about the impact or effectiveness of a learning event. Results of the measurements can be used to improve the offering, measures if the learning objectives have been achieved, and determines if the offering has been of value to the organization.

**feedback**

A two-way communication between the instructor or system and the learner to increase the quality of the learning experience.

**G H I****globalization**

The tailoring of an offering to show clear, grammatically correct text with slang, gender references, and cultural or generational idioms eliminated.

**instance**

Any scheduled or on-demand learning event that can take place at a central location.

**instructional designer (ID)**

An individual who applies a systematic methodology based on instructional theory to create content for learning events.

**instructor-led training (ILT)**

A scheduled event conducted by an instructor, either in a classroom or through network delivery. Sometimes called leader-led training (LLT) or lecture/lab training (if the course includes hands-on lab exercises).

**IP multicast**

Delivery of a learning event over the network using the Internet Protocol from a single source to multiple participants.

**IP/TV® broadcast**

Cisco implementation of video offerings over an IP network. [See broadcast.](#)

**J K L****lab**

A physical or virtual hands-on learner interaction to meet skills-based learning objectives.

**learner**

Anyone who accesses information to increase their skills and knowledge.

**learning event**

The process used by the learner to increase skills and knowledge.

**Learning Management Services**

The component of the [Cisco E-Learning Solution Architecture](#) that provides the user experience as well as the back-end systems to manage training transactions. This is where learners access their e-learning environment. All interactions are managed here, including navigation, selection of learning offerings, and connects to Delivery Management Services for delivery of selected learning offerings.

**learning object**

A granular, reusable chunk of information that is media independent. Variants are [Reusable Information Objects \(RIOs\)](#), educational objects, content objects, training components, nuggets, and chunks.

**learning objective**

A statement that establishes a measurable behavioral outcome, which is used as an advanced organizer to indicate how the learner's acquisition of skills and knowledge is being measured.

**Learning Objective (title)**

A collection of [Reusable Information Objects \(RIOs\)](#), overviews, summaries, and assessments that supports a specific learning objective. See [Reusable Learning Object \(RLO\)](#).

**localization**

The tailoring of an offering to meet the specific needs of a geographic area, product, or target audience. For example, the United States uses avoirdupois weight units whereas Europe uses metric units.

## **M N O**

### **meta data**

Information about content that allows it to be stored in and retrieved from a database.

### **offering**

Any learning event or service. Variants are on-demand event (a learning event that is accessed and taken by the learners at any time they choose) and scheduled event (a learning event that occurs at a predetermined time.)

### **on-demand event**

See [offering](#).

## **P Q R**

### **portal**

A specific view into a website that matches a person's requirements to the available offerings.

### **practice item**

A self-assessed question or learning activity that allows learners to test whether or not they can apply the skills and knowledge just learned in a Reusable Information Object (RIO).

### **practices**

Reinforcement activities that give the learner an opportunity to apply skills and knowledge. Often the system provides mentoring and feedback. Performance may or may not affect the learner's overall assessment. Variants are case study, learning activity, practice quizzes, practice test, testing quiz, and practice labs.

### **prescriptive learning**

A process through which the learner's knowledge and skills gaps are matched with appropriate offerings.

### **private sector**

Any business or organization that is not categorized as public sector (public education or government agency).

### **product**

See [offering](#).

### **public sector**

Any public education or government agency.

### **remediation**

A process using feedback in order to raise a learner's knowledge and skills relative to the learning objective of the offering.

### **remote lab**

A lab that is accessed from a distance through the network.

### **Reusable Information Object (RIO)**

A collection of content, practice, and assessment items assembled around a single learning objective. RIOs are built from templates depending on what you want to communicate: concept, fact, process, principle, or procedure. (Pronounced “REE-O”)

### **Reusable Learning Object (RLO)**

A collection of RIOs, overview, summary, and assessments that supports a specific learning objective. (Pronounced “R-L-O”)

### **Reusable Learning Object (RLO) strategy**

Cisco's e-learning development methodology that allows authors to publish to multiple delivery media using the same input. In other words, author once, deliver many.

## **STU**

### **scheduled event**

See [offering](#).

### **self assessment**

Process where the learner determines a personal level of knowledge and skills.

### **self-paced learning**

An offering designed such that the learner determines the pace and timing of content delivery.

### **simulation**

A lab that is accessed offline either by download or on CD.

### **subject matter expert (SME)**

An individual who is recognized as having proficient knowledge and skills about a topic or subject area.

### **synchronous learning**

Learning event delivered in real time to the learner that can include immediate, two-way communication between participants.

### **template**

A predefined set of tools or forms that establishes the structure and settings necessary to create content quickly.

### **testing quiz**

See [practice](#).

### **track**

See [curriculum](#).

### **translation**

Word-for-word conversion from one language to another.

## V W X Y Z

### **video on demand (VoD)**

See [content on demand](#).

### **virtual classroom**

Delivery of a scheduled offering to multiple locations (either desktop or classroom) via a networked solution.

### **web-based training (WBT)**

Any instructional event that can be accessed via the web.