



Training Development Plan

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1 OVERVIEW

1.1 Scope of Training Development Plan

This plan describes the development of training materials for the release of Kanisa5, including a description of the documents, the target participants of each class, resources and schedule. It will be used to gain agreement on the training materials, as well as to provide guidance for the training development effort.

1.2 Training Development Goals

The goals for training development are as follows. See also [Section 2.3](#) for details on each class.

- Develop a completely new set of training materials that are primarily role-based. Every effort will be made to make the materials as modular as possible, easing the efforts required to customize training for a particular customer/audience. The table in [Section 2.1](#) provides an overview of the new set of courses.
- Create a Student Guide and an annotated Instructor's Guide for each class. To streamline materials development, both versions will be generated from a single source of FrameMaker files: the annotated instructor's edition is the complete set of information, and the student version is set by "hiding" the instructor details.
- Combine lectures, discussion, and hands-on student exercises. Use best practices, tips and tricks, etc., to foster discussion, help students quickly grasp the power of the technology, and add value to the classes.
- Provide first-time users with information from the introductory Overview course to help them begin using the product quickly and successfully. [Section 2.3.1](#) describes the Kanisa5 Overview class in detail.
- Design the Functional Administration Training class to give administrators, analysts, content managers, agent supervisors, and other stakeholders the knowledge to work with the various parts of the system, manage users, workflow, and perform other administrative and/or managerial duties. [Section 2.3.2](#) describes the Kanisa5 Functional Administration Training class in detail.
- Commence work on the third class, Kanisa5 Operations Training. The amount of detail put into this class is variable, as work is expected to begin as approximately 80% of the initial two courses have been completed. The main thrust for this class is to educate administrators and IT personnel on how to install, configure, and maintain the system. [Section 2.3.3](#) provides what details are available at this time for the Kanisa5 Operations Training class.
- Incorporate a new design to the training material's layout. The look and feel will mirror existing Kanisa documentation guidelines, but be modified as appropriate for training and presentation materials. See [Section 2.4](#) for details.
- Ensure quality and accuracy of the training materials set through reviews and classroom testing. [Section 3.1](#) details the review process.

1.3 Delivery Mechanisms

Hard copies will be delivered in 8.5"x11" format, printed grayscale, single-sided and held in a Kanisa spiral binder.

Full-color electronic (PDF) versions of the course materials will also be available. [Section 3.2](#) provides complete Production details.

1.4 Limits to the Training Development

- This plan covers the complete development of the first two classes, plus the commencement of the third class. The completion of the third course (as well as development of additional courses) is not part of this particular development plan. Other coursework could be added at the completion of this plan.
- The courses will cover the breadth of the Kanisa5 system, but the depth may be limited. Examples:
 - The Overview class is expressly that: an overview. Students should realize that, while the bulk of the product will be introduced, the class is not designed to provide complete details about each area or feature.
 - Due to the nature of standardized classes, information in the Functional Administration class will be detailed and thorough, but may not be relevant to a particular individual's implementation. Expectations must be set concerning the nature of the material provided in the classes: Professional services and consulting are the traditional resources that handle demand for more advanced and/or site-specific information.

2 THE COURSES

2.1 Training Courses Summary

This section summarizes the three courses addressed in this development plan. Details about each class can be found in [Section 2.3](#).

The **Kanisa5 Overview** class is primarily oriented towards customer service agents and knowledge authors, introducing them to areas of the system where they will spend most of their time. Students interact with a fully operational Kanisa5 system that has been integrated with a CRM environment. Seed data, users and groups, interviews, and authoring workflows are all in place. Exercises are geared towards teaching the students how to obtain relevant information and streamline the support/resolution process. While attendees will *use* Guided Search, Interview, and Knowledge Authoring, they will *not* learn about how interviews are created or how to *manage* knowledge workflow. These types of issues will be resolved in the *Kanisa5 Functional Administration* course. [Section 2.3.1](#) provides the details of this class.

Kanisa5 Functional Administration is designed for system administrators and people who have various management responsibilities, including managing knowledge authoring and analyzing the system's (and agents') performance. The class begins with a fully installed and integrated platform, and as administrators, students will learn how to install seed data and set up users, groups, and roles. Once the system is up and running, attendees will be exposed to the full spectrum of management functionality, including designing ResolutionFlows, interviews, and authoring workflows, manage Knowledge maps, as well as designing response forms and document templates. Additional modules will address how to improve agents' knowledge with Training Gap alerts, reports, and programs, and a review of the system's analytics. [Section 2.3.2](#) describes this class in detail.

Kanisa5 Operations is for a technical audience, targeting people who perform IT administration and system integration functions. As opposed to the other classes, this course is more about successfully installing, integrating, and configuring Kanisa5 rather than working within the system. *Kanisa5 Operations* begins with a discussion of hardware and software prerequisites, then steps the students through the procedures they need to follow in order to correctly install and integrate their Kanisa5 system. [Section 2.3.3](#) provides details of this class.

The table below compares and contrasts the new set of courses:

Course	Concept	Focus	Functional Prereqs	Primary Audience
Kanisa5 Overview	"How do I use..."	"End-user" orientation: primarily focused on introducing the functionality that agents and knowledge authors use most.	1. Installed and integrated system with seed data. 2. Fully established set of users, articles, interviews, workflow, etc.	Customer Service Agents; Knowledge Authors
Kanisa5 Functional Administration	"How do I manage..."	Administration and management issues: importing seed data and user info; managing authoring, workflow, etc.	Installed and integrated system without seed data.	System Administrators; Content Managers; Agent Supervisors; etc.
Kanisa5 Operations	"How do I install..."	Assembling and configuring the hardware and software needed to successfully install Kanisa and integrate it with a CRM.	None	IT Administrators; System Integrators

2.2 Roles Involved

- **Network/IT Administrator:** The network administrator manages the computer network, handling firewall, IP, and other network issues. The network administrator is involved with installing, configuring, and to a certain extent, integrating the Kanisa system.
- **Kanisa Support Center Administrator:** This administrator is concerned with maintaining the Kanisa5 system's functionality. This administrator creates users, groups, etc., and ensures the system's operational integrity.
- **Customer Service Agent:** The customer service agent is the individual whose primary responsibility is to resolve customer issues. This person can be operating at any support level (e.g., Level 1, 2 or 3), and can either be resolving issues through e-mail or by taking telephone calls.
- **Knowledge Author:** Knowledge authors are people who write technical documents to help improve the scope and depth of the support system.
- **Agent Supervisor:** The agent supervisor manages a team of Customer Service Agents.
- **Content Manager:** Content managers manage teams of knowledge authors.
- **Knowledge Map Manager:** The Knowledge Map manager is responsible for maintaining the support system's knowledge map, removing obsolete references, adding new information, and potentially review Knowledge gap reports and creating Best Bets.

2.2.1 Role/Class Matrix

This role/class matrix outlines which classes are appropriate for each role type.

Role	Overview	Functional Administration	Operations Training
IT Administrator	X		X
Kanisa Admin	X	X	X
Customer Service Agent	X		
Knowledge Author	X		
Agent Supervisor	X	X	
Content Manager	X	X	
Knowledge Map Manager	X	X	

2.3 Course Details

2.3.1 Kanisa5 Overview

2.3.1.1 Target Audience and Summary

This class is primarily designed for customer service agents and knowledge authors, introducing them to areas of the system where they will spend most of their time. Students interact with a fully operational Kanisa5 system that has been integrated with a CRM environment.

Exercises are geared towards teaching the students how to obtain relevant information for a given customer case, and how to streamline the support/resolution process. As students are exposed to the various parts of the environment, the course book will have sidebar "tips and tricks" that hint at the related functionality that is available to managers (like "Tip: Want to know how your interview was created, and why your customer case was automatically directed to it? Learn about it in the *Kanisa5 Functional Administration* course.").

2.3.1.2 Logistics

Duration: 1 day

Class Size: Up to 10 students

Prerequisites: None

Location: Held either at Kanisa headquarters, or on-site at customer's request.

Cost: \$XXX for up to 4 students; \$XXX/additional student. An additional ½ day setup fee of \$XXX applies to classes held at customer's facility. Instructor's travel expenses are also extra.

2.3.1.3 Assigned Reviewers (TBD)

2.3.1.4 Outline

Agenda

Welcome

- About this Class

- Prerequisites

- Course Objectives

Key Concepts

- What is Your Pain?

- What is Kanisa?

 - Kanisa Support Center

 - Kanisa Self Service

Kanisa5 Functional Overview

- How to Get Relevant Information

 - Reviewing Background Details

 - Searching with Guided Search and Advanced Search

 - Stepping Through Interviews

 - Collaborating with Co-workers

- How to Streamline the Support Process

 - Response Forms and Case Notes

Best Bets
Document Templates
How to Add to the Knowledge Pool
Recommending Content
Knowledge Gap Recommendations
Authoring Documents
Class Wrap-up

2.3.2 Kanisa5 Functional Administration

2.3.2.1 Target Audience and Summary

This class is designed for administrators, analysts, content managers, agent supervisors, and others with administrative and managerial responsibilities in the Kanisa system. Students will gain hands-on experience working with the various managerial/administrative components of the system, including managing users, designing ResolutionFlows, authoring workflow, etc.

This course assumes the students have already attended the *Kanisa5 Overview* class, as it requires working knowledge of the environment (at an agent/knowledge author level) and a familiarity with general functionality and the system GUI. Additionally, exercises that students encounter in this class may dovetail with exercises and/or issues they experienced in the Overview class (e.g., build an authoring workflow in this class that controls how authoring was done in the Overview course).

This class is divided into three major sessions:

- "Getting Up and Running," which discusses how to install seed data, working with a Knowledge Map, and setting up users, groups, and roles. (~1 day)
- "System Management and Administration," which exposes the attendees to the full spectrum of management functionality, including designing ResolutionFlows, interviews, and authoring workflows, managing Knowledge maps, as well as designing response forms and document templates. Additional modules will address how to improve agents' knowledge with Training Gap alerts, reports, and programs, and a review of the system's analytics. (~1.5 days)
- "Advanced Issues and Techniques," where students will learn how to tune their Knowledge Map, use the Taxonomy Editor, and will also review some common troubleshooting issues and how to best resolve them. (~1/2 day)

2.3.2.2 Logistics

Duration: 3 days

Class Size: Up to 10 students

Prerequisites: Kanisa5 Overview Class

Location: Held either at Kanisa headquarters, or on-site at customer's request.

Cost: \$XXX/day for up to 4 students; \$XXX/day per additional student. An additional ½ day setup fee of \$XXX applies to classes held at customer's facility. Instructor's travel expenses are also extra.

2.3.2.3 Assigned Reviewers

XXX

2.3.2.4 Outline

Agenda

Welcome

- About this Class

- Prerequisites

- Course Objectives

Kanisa5 Review

- 5 Tabs

How to Get Up and Running (admin)

- Assumptions (prereqs, etc. Differentiate what's done here vs. what's in Operations class)

- Creating a Knowledge Map

- Deploying the Knowledge Map

- Adding Docs to the System

 - Knowledge Source Manager

- Creating New Users and Groups

- Creating and Assigning Roles

- How to Manage Knowledge Authoring

 - Users, Groups, and Roles

 - Managing Agent and Knowledge Gap Recommendations

 - Authoring Workflow

 - Assigning Tasks

 - ResolutionFlows

- How to Improve Agents' Knowledge

 - Training Gap Reports

 - Training Alerts

 - Training Programs

Analytics

Knowledge Management (content mgrs)

- Answer Forms

- Collaboration

- Defining Authoring Workflow

- Creating and Managing Document Templates

- Setting up Training Alerts and Programs

- Setting up and Using Knowledge Authoring

- Creating Best Bets

- Defining ResolutionFlows

Advanced Issues and Techniques

- Tuning Your Knowledge Map

- Troubleshooting

2.3.3 Kanisa5 Operations

2.3.3.1 Target Audience and Summary

This class is for technical administrators and IT personnel who are responsible for installing, configuring, and maintaining Kanisa5. It provides a more detailed picture of the product's architecture, and walks through examples of performing a complete preparation and system installation, making the product ready for use. This course also addresses advanced administration issues, including troubleshooting, security, and more.

2.3.3.2 Logistics

Duration: 2 days

Class Size: Up to 10 students

Prerequisites: Technical half of Kanisa5 Overview Class

Location: Held either at Kanisa headquarters, or on-site at customer's request.

Cost: \$XXX/day for up to 4 students; \$XXX/day per additional student. An additional ½ day setup fee of \$XXX applies to classes held at customer's facility. Instructor travel and expenses are also extra.

2.3.3.3 Assigned Reviewers

XXX

2.3.3.4 Outline

Agenda

Welcome

- About this Class

- Prerequisites

- Course Objectives

How it Works

- System Requirements and Prerequisites

- System Architecture

Soup-to-Nuts: Installing the System

- Installing Kanisa5

- Vertical Knowledge Map Installation

- Importing/Referencing User & Group Data

- Deployment

 - Support Center Data

 - Staging System

 - Production System

- Taxonomy Structures

 - Knowledge Map

 - Taxonomies

 - Concept Nodes

 - Evidence

Maintaining the System

- Backups

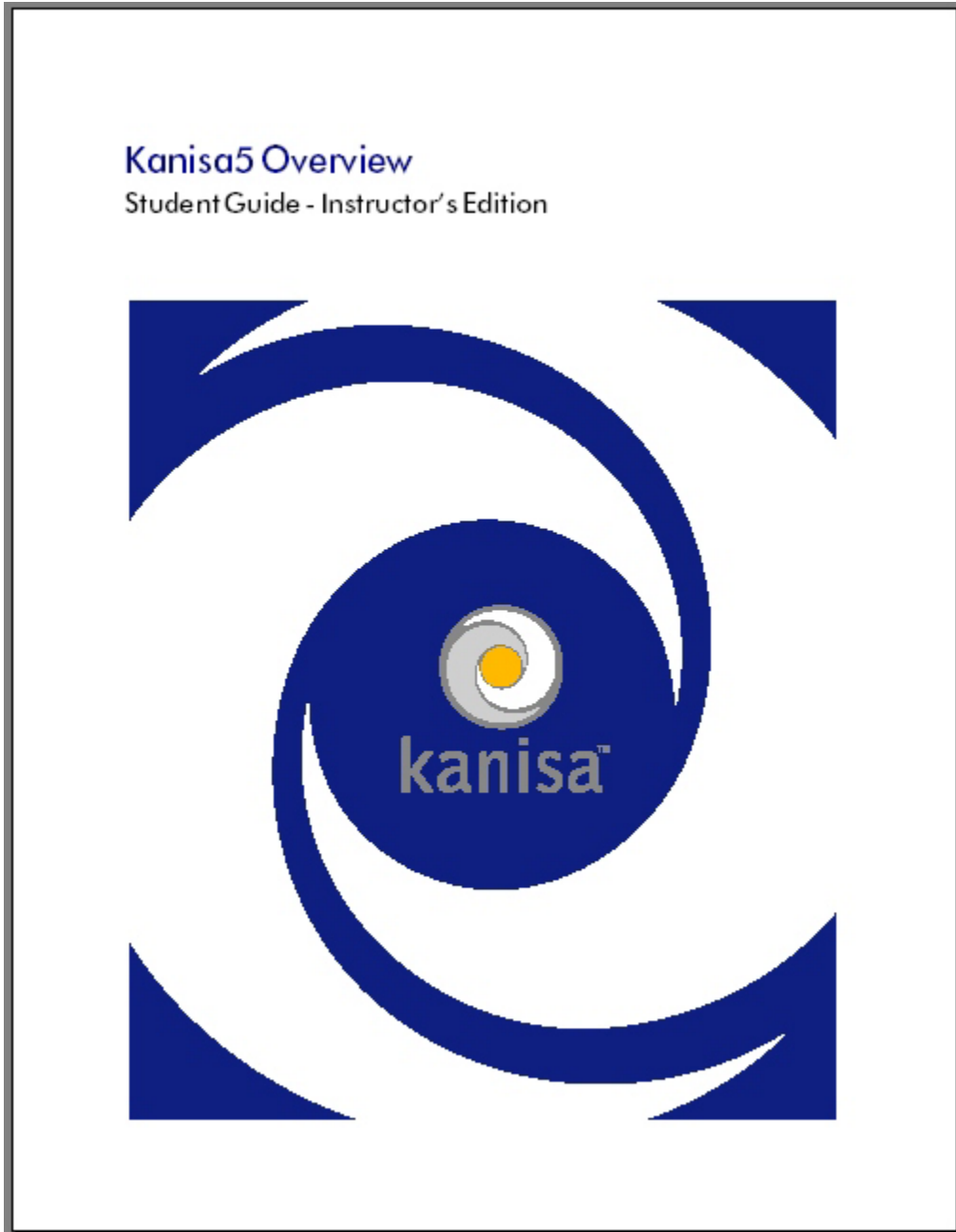
Monitoring
Advanced Issues
How to Scale a Kanisa System
Security

2.4 Document Layout

This section provides screen shots that illustrate the new training materials design. Each different page layout is listed separately.

2.4.1 Title Page Design

The following screen shot reflects the design for the title page.



2.4.2 Table of Contents Design

The following screen shot reflects the design for the Table of Contents.

2.4.3 Chapter Page Design

The following screen shot reflects the design for the first page of a new chapter/module.

2

Kanisa5 Functional Overview

Introduction to Kanisa Support Center

Tip: Want to know how this case brought up a particular interview? See how in the Kanisa5 Functional Administration class.

Case Response

Kanisa Support Center is a fully integrated workbench for case resolution. This application gathers together the tools necessary for an agent to resolve and respond to your customer's needs as well as the tools required by an agent manager to streamline the call center processes.

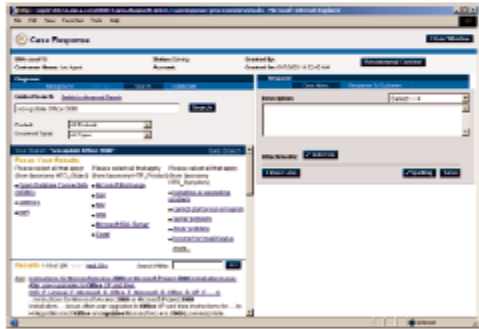


Figure 2-1. Broadly speaking, there are two steps to the case resolution process: *Diagnose and Solve*, and *Respond and Learn*.

Kanisa Support Center bundles all the capabilities needed for case resolution together in a single, integrated application that dynamically supports each step of the process.

There are a variety of means by which you can access this information:

- ❶ Step Number 2+
 - a. Step Alpha 1
 - b. Step Alpha 2+
 - 1. Step Number 1 Indent. This level of indent is too much; try to

KANISA5 OVERVIEW - STUDENT GUIDE1

2.4.4 Main Body Design

The following screen shot reflects the design for the main body of text.

CHAPTER 2 - MANAGING KNOWLEDGE AUTHORING Exercise: Create an Interview

Exercise: Create an Interview

Objectives

- Learn how to create interviews
- Review some interview development best practices

Scenario

As an agent supervisor, you will create an interview to help agents determine how to best help customers with MS Office 2000 upgrade issues.

Steps

- 1 Log in to Kanisa as agentsup/agentsup and navigate to the **Admin** tab.
- 2 Click the **Interviews** button, then click **New Interview**.
- 3 The Interview Script window appears, as shown below.

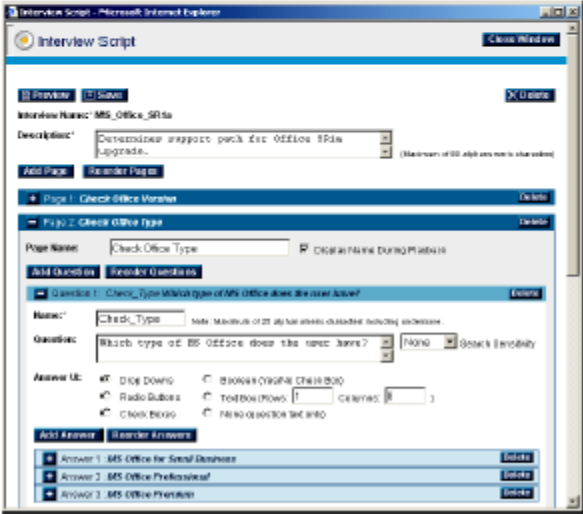


Figure 2-2. The newly created interview.

KANISA OVERVIEW - STUDENT GUIDE 2

2.4.5 Index Design

The following screen shot reflects the design for the index.



2.4.6 List of Fonts

This list describes the fonts that are planned for use throughout the document, and their respective use(s).

Font Name	Usage
Futura	All headings (from Chapter down to heading level 3), headers and footers, and bolded terms
Sabon	Main text body
MyriaMM	Figure caption text
Courier New	"Computer" style for data entry
European Pi	Special "hat", "light bulb", "note", and exclamation mark icons for Instructor's Note, Tip, Note, Caution, and Warning paragraphs, respectively. Also for special number icons in numbered paragraphs.

2.5 Distribution

Training materials will be delivered in 8.5"x11" format, printed double-sided and held in a 3-ring binder.

Full-color electronic (PDF) versions will also be stored in VSS.

2.6 Globalization

There is no globalization (localization) planned for this training development effort. All materials will be written in American English.

3 TRAINING DEVELOPMENT ACTIVITIES

3.1 Review Process

The training materials will be reviewed and tested as described below. See also [Section 2.3](#) for the areas in each course book that each reviewer will cover, and see [Section 4.5](#) for the complete list of reviewers.

3.1.1 Training Materials Review

- In an effort to minimize impact to the reviewers' work schedules and to speed the training materials process along as quickly as possible, initial reviews will comprise sections or modules, rather than entire course books. Only in the final review will complete course books be distributed.
- Bryan will provide sufficient notice of review periods to the review team. Reviewers will be tasked to read materials as they become available. Different subject material will be distributed to those on the reviewers list (see [Section 4.5](#)), according to their respective areas of expertise. Comments and corrections must be returned to Bryan in a timely manner in order to be incorporated into the next edition.
- Change management will be achieved by the use of versioning and "change bars." The change bars will help the reviewers focus only on areas that have been changed since their last review of the same document.

3.1.2 Classroom Dry-Run

- As the training materials approach final draft stage, a complete "dry-run" for both classes will be held. These classes will be run as closely as possible to the actual classes. Participants will be internal employees who should reserve the 1-3 days required to run through the complete class. Acting as students, the attendees will participate in class discussion and work through the exercises, just as the students in "real world" classes are expected to do.
- Feedback concerning the length of time to complete the classes, difficulty level of each module, and clarity will all be collected. These comments will be rolled into the final edition of the course, improving the materials' effectiveness.

3.2 Production

- Final production of the training materials is limited to cutting a master CD-ROM that contains copies of the final PDFs, instructor's PowerPoint slides, and the "source" FrameMaker files. All materials will also be checked into a special directory within VSS.
- As the product goes into production and units are sold, the training materials will be printed on demand, delivered in 8.5"x11" format, printed double-sided and held in spiral binders. Due to the double-sided printing and spiral binding, it is recommended that the print jobs be outsourced to a local photocopy service provider.
- Full-color electronic (PDF) versions will also be available in VSS if Professional Services deems it appropriate to electronically distribute training materials to clients.

3.3 Maintenance

3.3.1 Change Management

Significant changes to product functionality and/or discovery of serious errors mandate updates to the training materials. Each module is treated as a chapter in its course book. Because FrameMaker maintains each chapter in its own separate file, effecting these changes is manageable, given enough notice.

- A new Training Materials folder will be created in Kanisa's Visual SourceSafe library. FrameMaker files, graphics, and other supporting files will be checked in to VSS as a programmatic means of change management, as well as facilitating file sharing between stakeholders.
- If a course book is found to contain significant errors, it is possible to generate separate PDFs of the changed modules and email them to clients and/or post new versions to the Web site for download.

3.3.2 Feedback

Training materials feedback (as well as overall rating of the course) will be collected from students at the end of each class. This feedback should be collected and stored for reference for use by the training materials team when writing efforts commence on future editions.

4 RESOURCES AND SCHEDULING

4.1 Tools Required

The tables below list all software and hardware that will be required to complete the training materials project, as well as estimates of total cost for a "portable classroom", which will be required for on-site training.

Item	When	Cost	Status
1 copy of FrameMaker	Now	\$0	Bryan has his own copy.
Fonts	Now	\$0	Bryan has most; obtained others from Shelly.

Item	Description	Qty	Unit Price	Total	Retailer	URL
Student laptops	Dell Latitude C640 computer. 1.8GHz P4-M, 14.1" screen, 1G RAM, 40G HD, Internal 802.11b WiFi, 8X DVD-ROM	10	\$2,177	\$21,770	Dell	www.dell.com
Network hub	Netgear 802.11g / 54 Mbps Wireless Router/Access Point	1	\$95	\$95	Dell	www.dell.com
Projector	Dell 2100MP Projector	1	\$1,149	\$1,149	Dell	www.dell.com
Hard case	Hard shell case to hold 10 laptops & hub for travel	1	\$600	\$600	Cases Cases	www.cases-cases.com

Grand Total: \$23,614 (w/o tax & shipping)

Other Optional Items						
parallel cables	special cable to allow simultaneous use of floppy and CD-ROM	10		\$0	Dell	www.dell.com
laptop locks	Defcon CL-Notebook Cable Lock	10			Dell	www.dell.com
power strips	extra set of power strips for laptops	3	\$10	\$30	(various)	

4.2 Expenses

Aside from the approved contracting fees as estimated in the Kanisa Training Development Proposal, the only identified expenses are the cost of the hardware needed for the portable classroom.

Additional sundry expenses for paper, notebooks, etc., are not included because the documents will only be printed on demand.

Expense Area	Cost
Hardware	\$24,000
Software	\$0
Total	\$24,000

4.3 Schedule

The schedule table below divides the training development process into phases.

	Action	Estimated Duration	Actual Duration	Start Date	Finish Date
Phase I	Full-time immersion into Kanisa5 technology and Tier1 testing	2 weeks	15 days	6/5/03	6/20/03 (ongoing part-time)
	Finalize training development plan	5 days		6/20/03	
	Migrate existing Word docs to Frame and format as needed	2 days	2 days	6/23/03	6/24/03
Phase II	Complete first draft of Kanisa5 Overview course	5 weeks		6/20/03	7/28/03 (est)
	Complete first draft of Kanisa5 Functional Administration	8 weeks		6/20/03	8/18/03 (est)
	Reviews (as chapters are completed)	20 days (intermittent)		(variable)	(variable)
Phase III	Kanisa5 Overview Class dry-run	1 day		7/31/03 (est)	7/31/03 (est)
	Kanisa5 Functional Administration Class dry-run	3 days		8/20/03 (est)	8/22/03 (est)
	Final edits and incorporation of dry-run class notes	5 days		8/25/03 (est)	8/29/03 (est)
	Commence Kanisa5 Operations Training draft			8/11/03 (est)	
	Delivery of production Kanisa5 Overview and Functional Administration materials	1 day		8/29/03 (est)	8/29/03 (est)

4.4 Reviewers

Bryan will lead the training materials review process. The team will include:

- XXX
- XXX
- XXX
- XXX
- XXX
- XXX
- XXX
- XXX
- XXX

5 ASSUMPTIONS

- Product development adheres to a schedule with few functionality changes. Bryan will be promptly notified of functionality changes—especially those that affect UI.
- Specifications are accurate, complete and can be used as input to the training materials. All approved changes will be reported to the training materials team immediately.
- Bryan will have access to employees in order to interview them to better understand the technology and/or elaborate on functionality points that need to be addressed in the training materials.
- Kanisa will allocate time from key employees to review training materials. Bryan will provide sufficient notice of review periods and will receive comments in a timely manner.
- Kanisa will provide all necessary illustrations, photographs, technical drawings, and supporting materials as needed to complete the training materials and/or exercises.
- Any delay of required deliverables to Bryan may result in a corresponding delay in producing the completed docs.

6 DEPENDENCIES

- Training materials are dependent on the product. Updated versions of the software builds must be received on a timely basis.
- Access to subject matter experts.
- Any design modifications to the training materials that are based on Kanisa marketing designs are dependent upon receipt of appropriate images, logos, etc., in appropriate formats, from Marketing.

7 RISKS AND ISSUES

- Changes to the product functionality may have a significant impact on the training materials and course development. All changes should be assessed for schedule impact.
- The complexity of the classroom exercises could create schedule issues. Need to monitor closely.
- Review of coursework and attendance of classroom “dry-run” are imperative. Lack of time and attendance could be a problem.