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| Release certifications via DMDC | Abstract  To train newly hired personnel how to release their certifications to the government within their allowed inprocessing time, by using the DMDC web portal.  Joshuajuan Hinton  Jbrown75@vt.edu  Multimedia Program |

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**Multimedia Design for: Release certifications via DMDC**

**Section 1: Needs Assessment**

Personnel with industry level Information Technology (IT) certifications have to release these industry certification to the Department of Defense (DOD) for verification. The DoD has a web portal called the DoD Workforce Certification (DWC). The purpose of this portal is for a person that is in possession of a professional or industry level certification that is required for their job to be able to authorize the certification provider to release their certification to Defense Manpower Data Center (DMDC).

The learners will be newly hired personnel to the Information Technology Division at Fort Lee, VA. These learners will include both government and contracted personnel. Characteristics that will affect how this learning environment is developed will be that these learners are knowing of how to check that their professional certification is valid with the vendor and that they have all necessary Continuing Education Units to constitute validity of their professional certifications. All learners have some form of professional certification that are required for their specific IT position within the Information Technology Division on Fort Lee. All learners know that this will be a reoccurring requirement for their certification renewal and any updated or new certifications that are required for their position.

The instructional need is to give the learners the information they need to be able to replicate the training in their environment to be able to release these certification to the DoD. The learners will need to know how to get this done as it is required to be done during their onboarding process. The learners cannot get this done due to never having had worked for any federal government agency or have transitioned into a position that requires professional certifications. After this instruction the learners will be able to take the information and be able to complete the mandatory actions.

The creation of a multimedia instructional program will allow a formalized forum and structured training to relay the requirement. This form of delivery can allow the learner to physically see and perform the actions versus reading text on what and how to perform. Multimedia instruction can also allow the learner to be able to go back to this form of learning and repeat if necessary to ensure the training has been learned. This program will be created to give the necessary actions and train the users what needs to be done and how. This need is a mandatory requirement for all personnel will need this training as soon as they are hired on to be able to complete the task while onboarding with the organization.

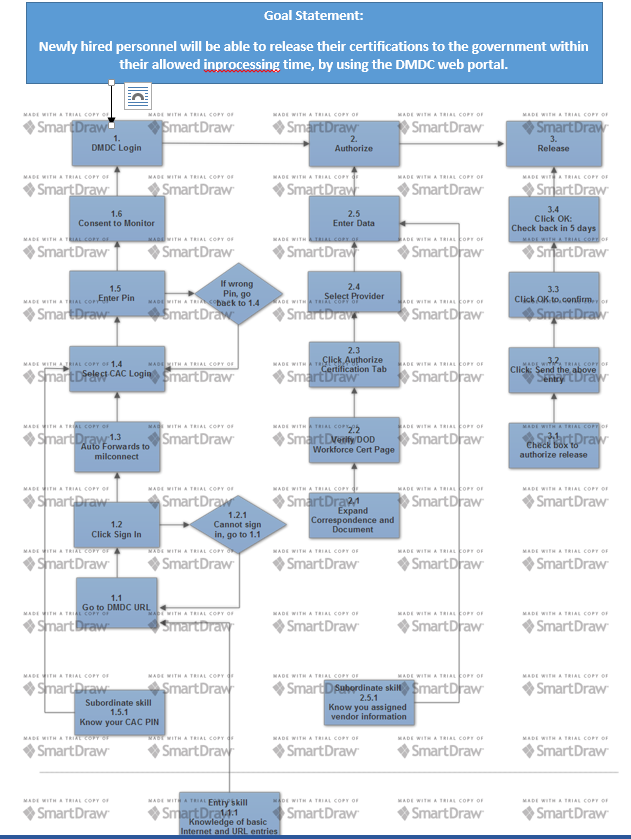
**Section 2: Goal Statement**

**Release certifications via DMDC**

Newly hired personnel will be able to release their certifications to the government within their allowed inprocessing time, by using the DMDC web portal.

**Section 3: Instructional Analysis**

**Release certifications via DMDC**

****

YES

NO

YES

NO

Figure 1: instructional Analysis

**Section 4: Learner Analysis**

The target population are individuals that are new to positions, both government and contracted personnel, within the Information technology realm. These individuals can range from the age of 22 years up to 60 and can be junior level technical staff or senior level technical staff. Some general entry behaviors that are not specific to this goal are to have basic computer navigational skills, know how to use the Internet, and basic understanding of data to place in mandatory fields on the websites. The learners already know that the CompTIA Security + certification is the DOD’s Baseline certification that is required for their Information Assurance level. The learners know their vendor information that will be required to enter to release their certifications.

The learner’s attitude towards the content and delivery are positive due to this being a mandatory requirement to begin their job. This is a task the learner wants to complete as soon as possible to be able to keep their employment with the DoD. The expectation is for the learners to learn and execute the task associated with the goal. This topic will be of importance due to if this is not done it could cause immediate removal from their position with the agency. This in itself will cause the academic motivation to be high. It is reasonable to expect the learner to learn the goal and associated tasks and to be able to conduct this activity in a live environment. This training is expected to serve as a turnkey training solution. Immediately after receiving the training the learner should be able to execute this live.

The learning preference would be visual learning and check on learning exercises/quizzes to validate understanding of the learning goal. The learner’s attitude towards the organization that is providing the training is positive in regards to the organization giving them the information they need to get the goals’ subordinate tasks accomplished quickly and within the onboarding time frame allotted. Characteristics that are important and identical across the group dynamics are all newly hired technical staff are required to have a DoD Baseline certification. The majority of the group will have this certification of CompTIA’s Security +. There will be a very small percentage (less than 2%) that will have a higher level baseline Certification, which the process will be the same in terms of releasing the certification to the DoD. These learner characteristics are the norm across DoD and policy dictates the CompTIA Security + is the lowest and standard baseline certification that is required for information assurance positions. In addition to DoD policy this is the minimal requirement listed in permanent employee’s position description and what is required contractually in the performance work statement for the contracted personnel.

**Section 5: Context Analysis**

**Performance Context**

Learners can expect to receive notification from the government permanent staff that the DoD is in receipt of their released certification. Once the certification has been vetted by the DoD it will show up in the career tracking systems for verification at the organization level in which the learner will be employed under. The use of this skill will depend on successful completion of these tasks in the DMDC site. If the user has problems completing these tasks in the live environment they will not be able to release the certification to the DoD, which again is mandatory. Using this new skill will be completed individually. No one else can conduct this skill for the learner. The learner will be required to log into DMDC with use of credentials that only the learner will have. The information that will need to be used will be specific to the learner.

The new skills will be relevant in the actual workplace and will be used in the performance setting. The learner will only have a specified amount of time to complete this skill and there will be no exceptions given. This requirement is per their job requirement and the learner could possibly be removed from the positon if this is not completed. This skill can be used in other areas, i.e., other certifications that have been gained by the learner (Microsoft, EC Council, ISC2, etc.). For any certifications the learner has this process will need to be conducted to release all necessary certifications per their job duties. The performance context was obtained from DoD requirements and policy mandates. With the amount of new hires there is a need to give this training to allow the leaners to know what and where to go to get this mandatory requirement completed.

**Learning Context**

There will be one site in which this skill will occur. This site will be the inprocessing location for the newly hired person. All inprocessing is conducted in a classroom environment due to other online tasks and training are completed during this inprocessing time. Desks, computers, internet, and a permanent staff member are available during this time. The classroom site has alternate computers available in the event the assigned computer is not working. Projectors and monitors to show on a larger screen the training, and a staff member that can answer questions the learner may have. The only time constraints that may affect this intent is completing the action within the specified inprocessing time frame.

The site is available to all new users and is used throughout the onboarding process. The site can be used at any time during the onboarding or can be completed while inprocessing into the government organization (this time frame is a part of the onboarding process). The site has space and equipment to be used by up to 40 persons at one time. The average use of the site has been no more than 15 persons at one time. The learning environment closely replicates the work environment in the framework of computer, network that has Internet available, desks to work on, and equipment that will allow the person to navigate and enter data into the website.

The learning context information was obtained from 9 years of similar sessions where the information was given to release certifications and the new hire was expected to figure out the correct way to get this done. Instead of relying on the new hires manager or supervisor to notify them on what to do, which in some cases did not get done in the required time, the Cyber Security Manager determined this would be best utilized and conducted in the new hires inprocessing time.

**Section 6: Objectives**

**Release certifications via DMDC**

**Terminal Learning Objective:**

With proper guidance, instruction, equipment with network connection, new hires will be able to successfully release their Information Technology industry certifications to the DoD.

**1. DMDC Login**

Performance: Learner will observe where to go to login in to the DMDC website properly.

Condition: With the multimedia program, the learner will be given information on where to go to conduct the login procedures for DMDC.

Criteria: Learner will observe how to verify the correct website and process to login to DMDC correctly.

Objective: With the multimedia program, the learner will be able to observe how to properly login to the DMDC website.

* 1. **Go to DMDC URL**

Performance: Learner will observe the correct URL for DMDC.

Condition: With the multimedia program, learner will observe this information to know how to correctly navigate to DMDC.

Criteria: The learner will observe the correct information that is used for the URL login.

Objective: Given the multimedia program, the learner will be able to identify the correct URL to navigate to DMDC.

**1.2 Click Sign In**

Performance: Learner will observe where to click the Sign In option.

Condition: Given the multimedia program, the learner will observe guidance on how to Sign In.

Criteria: Learner will observe where to click on the Sign In option on the screen.

Objective: Given the multimedia program, the learner will properly identify the option on the screen on where to click on the Sign In option.

**1.3 Auto Forwards to MilConnect**

Performance: Learner will observe that the page automatically forwarded to the MilConnect website

Condition: Given the multimedia program, the learner will observe if the previous step was properly conducted, the system automatically forward the connection.

Criteria: Learner will observe the connection automatically forwarded.

Objective: Given the multimedia program, the learner will accurately identify that the page will automatically forward to the MilConnect website, if the proper previous step was executed (1.2).

**1.4 Select CAC Login**

Performance: Learner will be observe the select CAC Login option.

Condition: With the multimedia program, the learner will observe the instructions to view the available options and select the correct login option.

Criteria: Learner will observe the correct the login option chosen (CAC Login).

Objective: With the multimedia program, the learner will adequately identify the available options and the correct login option chosen (CAC Login).

**1.5 Enter PIN**

Performance: Learner will observe entering their personal PIN in the PIN field.

Condition: Given the multimedia program, the learner will be observe guidance on entering their personal PIN in the associated field.

Criteria: Learner will observe where to correctly enter their personal PIN.

Objective: Given the multimedia program, the learner will identify how to accurately enter their person PIN in the associated field.

**1.6 Consent to Monitor**

Performance: Learner will observe how to complete the Self Service Consent to Monitor.

Condition: Given the multimedia program, the learner will observe how to agree to the Self Service Consent to Monitor by clicking the OK button.

Criteria: Learner will observe how to appropriately consent to the monitoring.

Objective: Given the multimedia program, the learner will identify how to appropriately consent to monitoring.

**2. Authorize**

Performance: Learner will observe how to conduct the process to authorize their data in preparation to release.

Condition: Given the multimedia program, the learner will observe what data is required for the authorization process.

Criteria: Learner will observe the process to input pertinent data for the authorization process.

Objective: Given the multimedia program, the learner will correctly identify the required data for the authorization process.

**2.1 Expand Correspondence and Document**

Performance: Learner will observe how to expand the Correspondence and Document and to click on the DOD Workforce Certification link.

Condition: Given the multimedia program, the learner will identify the steps to expand the Correspondence and Document section, and to click on the DOD Workforce Certification link.

Criteria: Learner will observe how to expand the Correspondence and Document section and how to click on the DOD Workforce and Certification link.

Objective: Given the multimedia program, the learner will properly identify how to expand the Correspondent and Document section, and how to select the DOD Workforce Certification link.

**2.2 Verify DOD Workforce Certification Page**

Performance: Learner will observe how to verify they are on the DOD Workforce Certification Page.

Condition: Given the multimedia program, the learner will observe how to verify being on the DOD Workforce Certification Page.

Criteria: Learner will identify how to verify the DOD Workforce Certification page.

Objective: Given the multimedia program, the learner will correctly identify how to verify that they are on the DOD Workforce Certification page.

**2.3 Click Authorize Certification Tab**

Performance: Learner will observe how to click the Authorize Certifications tab.

Condition: Given the multimedia program, the learner will observe all tabs and be shown the correct tab to click on the Authorize Certifications tab.

Criteria: Learner will observe the display of all tabs and identify the correct tab to Authorize Certifications selected.

Objective: Given the multimedia program, the learner will properly observe all tabs and identify the correct tab to Authorize Certifications.

**2.4 Select Provider**

Performance: Learner will observe steps to select the provider: Computing Technology Industry Association.

Condition: Given the multimedia program, the learner will identify the correct vendor- Computing Technology Industry Association.

Criteria: Learner will observe the correct vendor selected- Computing Technology Industry Association.

Objective: Given the multimedia program, the learner will correctly identify the steps to select the appropriate provider.

**2.5 Enter Data**

Performance: Learner will observe where to enter certification data and personal information that was registered with the provider.

Condition: Given the multimedia program, the learner will observe the input of the requested certification data and personal data that was registered with the provider.

Criteria: Learner will observe what data and where it is to be input.

Objective: Given the multimedia program, the learner will correctly identify data placement for certification and personal data that was registered with the provider.

**3. Release**

Performance: Learner will observe the release of information to the DoD via DMDC.

Condition: Given the multimedia program, the learner will be observe how to release certification information to the DoD via DMDC.

Criteria: Learner will observe the process to concur and release their information that is to be received and processed by the DoD.

Objective: Given the multimedia program, the learner will adequately identify how to release data to the DoD via DMDC by concurring to release information to be received and processed by the DoD.

**3.1 Check box to authorize release**

Performance: Learner will observe how to authorize release of information.

Condition: Given the multimedia program, the learner will observe the steps to authorize release of information.

Criteria: Learner will observe the guidance on steps and requirements to proceed to the -authorize of release of information.

Objective: Given the multimedia program, the learner will accurately identify the steps required to authorize release of information.

**3.2 Click: Send the above entry**

Performance: Learner will observe how to click the option on the web page to: Send the above entry.

Condition: Given the multimedia program, the learner will observe the step required to “Send the above entry” to DMDC.

Criteria: Learner will observe the step required to: Send the above entry.

Objectives: Given the multimedia program, the learner will correctly identify the step required to send the entry do DMDC.

**3.3 Click OK to confirm**

Performance: Learner will observe how to click the OK option to confirm process submittal.

Condition: Given the multimedia program, the learner observed the correct submittal process

Criteria: Learner will observe how to reaffirm the submittal by clicking the OK option.

Objective: Given the multimedia program, the learner will identify the correct process required to reaffirm their submittal by clicking the OK option.

**3.4 Click OK: Check back in 5 days**

Performance: Learner will observe the information statement displayed on the web page and click OK.

Condition: Given the multimedia program, the learner will observe the information statement and the correct step to clear the statement that is displayed.

Criteria: Learner will observe the information statement: Check back in 5 days, and how the clicking of the OK option will clear the screen of the message.

Objective: Given the multimedia program, the learner will identify the correct step to clear the message by clicking the OK option.

**Section 7: Assessment Items**

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|  | **Objective:** | **Assessment:** |
| **1** | With the multimedia program, the learner will be able to observe how to properly login to the DMDC website. | Learner will be given Check On Learning questions in section 2 for all sub steps. |
| **1.1** | Given the multimedia program, the learner will be able to identify the correct URL to navigate to DMDC. | Question: What is the Correct URL (website) for logging into DMDC? |
| **1.2** | Given the multimedia program, the learner will properly identify the option on the screen on where to click on the Sign In option. | Question: What should you click on to navigate to the Sing In option? |
| **1.3** | Given the multimedia program, the learner will accurately identify that the page will automatically forward to the MilConnect website, if the proper previous step was executed (1.2). | Question: If you are NOT automatically forwarded to the milConnect login option screen, should you go back to the previous step? |
| **1.4** | With the multimedia program, the learner will adequately identify the available options and the correct login option chosen (CAC Login). | Question: What is the correct login option that should be chosen? |
| **1.5** | Given the multimedia program, the learner will identify how to accurately enter their person PIN in the associated field. | Question: What data is entered in the PIN Field? |
| **1.6** | Given the multimedia program, the learner will identify how to appropriately consent to monitoring. | Question: Once you have read the information that is displayed, what needs to be done for consent to use the system? |
| **2** | Given the multimedia program, the learner will correctly identify the required data for the authorization process. | Learner will be given Check On Learning questions in section 2 for all sub steps. |
| **2.1** | Given the multimedia program, the learner will properly identify how to expand the Correspondence and Document section, and how to select the DOD Workforce Certification link. | Question: What are the steps to select the DOD Workforce Certification link? |
| **2.2** | Given the multimedia program, the learner will correctly identify how to verify that they are on the DOD Workforce Certification page. | Question: You have conducted the step to verify the DOD Workforce Certification page, what should you do if you are not on the correct page? |
| **2.3** | Given the multimedia program, the learner will properly observe all tabs and identify the correct tab to Authorize Certifications. | Question: Which tab will need to be clicked on to gain entry to the Authorize Certifications? |
| **2.4** | Given the multimedia program, the learner will correctly identify the steps to select the appropriate provider. | Question: To select the appropriate provider, I review the list of providers and then click on the provider I need (for this purpose-CompTIA)? |
| **2.5** | Given the multimedia program, the learner will correctly identify data placement for certification and personal data that was registered with the provider. | Question: What data and information is required to be entered? |
| **3** | Given the multimedia program, the learner will adequately identify how to release data to the DoD via DMDC by concurring to release information to be received and processed by the DoD. | Learner will be given Check On Learning questions in section 3 for all sub steps. |
| **3.1** | Given the multimedia program, the learner will accurately identify the steps required to authorize release of information. | Question: What is the next step after you have read the information displayed to authorize release of information? |
| **3.2** | Given the multimedia program, the learner will correctly identify the step required to send the entry do DMDC. | Question: What is the step that needs to be completed to: "Send the above entry" to DMDC? |
| **3.3** | Given the multimedia program, the learner will identify the correct process required to reaffirm their submittal by clicking the OK option. | Question: What is the process to reaffirm submittal? |
| **3.4** | Given the multimedia program, the learner will identify the correct step to clear the message by clicking the OK option. | Question: What is the final step to release a certification to the government with using the DMDC web portal? |

Figure 2: Assessment Items

**Section 8: Instructional Strategy**

Sequence and Clustering of Objectives

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| --- | --- | --- |
| **CLUSTER** | **OBJECTIVES** | **TIME** |
| 1 | 1. DMDC Login  1.1 Go to DMDC URL  1.2 Click Sign In  1.3 Auto Forwards to milConnect  1.4 Select CAC Login  1.5 Enter PIN  1.6 Consent to Monitor | 5 |
| 2 | 2 Authorize  2.1 Expand Correspondence and Document  2.2 Verify DOD Workforce Cert Page  2.3 Click Authorize Certification Tab  2.4 Select Provider  2.5 Enter Data | 10 |
| 3 | 3 Release  3.1 Check box to authorize release  3.2 Click Send the above entry  3.3 Click OK to confirm  3.4 Click OK; Check back in 5 days | 5 |

Figure 3: Instructional Strategy

Preinstructional, Assessment, and Follow-Through Activities

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| **PREINSTRUCTIONAL ACTIVITIES** |
| **Motivation**: This program will gain the learners attention at the beginning to directly relate what the program offers to why it will be relevant to them.  This block of instruction can be used a tool to assist you with how to release your industry technical certifications to the DoD. This is a mandatory requirement and is a condition of employment. This training will give you a step by step process on how this requirement is conducted.  The program will build the learners confidence by giving the learner a format to take the exact steps that they would complete in a live environment and detail what to look for, what to check, what data will need to be input and what to do to accomplish the steps and substeps that make up the learning goal. At the end of the training program the learner should be satisfied and confident that they will be able to take the skills learned and duplicate when needed to be done.  Gagne Event of Instruction: Gaining Attention; |
| **Objectives**: This multimedia program will present the information in a format that will encompass a step by step depiction on how to accomplish the Terminal Learning Objective. Once completed with this instruction you will be able conduct these steps to release your industry technology certifications to the DoD. This will be required to be conducted during your inprocessing that is performed within your onboarding process into the Information Technology Division.  Gagne Event of Instruction: Informing learner of objectives |
| **ASSESSMENT** |
| **Pretest**: No pretest required |
| **Posttest**: There will be Checks On Learning administered at the end of each section of objectives. The learner will be required to answer the questions at the end of each section.  Gagne Event of Instruction: Stimulating recall of prior learning |
| **FOLLOW-THROUGH ACTIVITIES** |
| **Memory Aids**: A link to this training will be given to use as a reminder of what steps, processes, and procedures that will need to be taken in the live environment. Throughout the multimedia program there will be screen captures which replicate conducting the task in a live environment. This can be utilized as memory aids that can assist the learner when replicating the task when needed.  Gagne Event of Instruction: Enhancing retention and transfer |
| **Transfer**: Will use these steps, procedures, guidance and instruction in the live environment and will need to release their certifications for their skillset to the DoD per federal guidelines. All sections in the multimedia program can serve and be useful with the transfer of learning in a live environment when this task needs to be completed.  Gagne Event of Instruction: Enhancing retention and transfer |

Figure 3: Instructional Strategy

Content Presentation and Student Participation

|  |  |
| --- | --- |
| **OBJECTIVE**: DMDC Login | 1 |
| **CONTENT PRESENTATION 5 Mins** | |
| **Content**: The training will be presented to the students by utilizing the training link with use of their computer. The learner will be given instruction or guidance on the steps and procedures contained within the DMDC Login section (Section 1):  The content for section 1 will reflect a step by step of what would occur in the live environment.  The learner will need to follow along with the training. Once they have gain the required information that is displayed on the screen, the learner will need to continue through the training until they have completed the section.  At the end of each sub step the learner will be given Check On Learning questions to validate the knowledge and retention of material.  Gagne Event of Instruction: Presenting the stimulus of material; Providing learning guidance. | |
| **Examples**: The material in the program will reflect he steps that will occur in the live environment, where the learner must input information, what and where to check to ensure they are in the correct location, and data that describes what must be done in the step. Content provided will be an exact replica of the live environment.  Gagne Event of Instruction: Presenting the stimulus of material; Providing learning guidance. | |
| **Media Selection**: Multimedia training program via a link provided to the learner. | |
| **STUDENT PARTICIPATION** | |
| **Practice Items**: Learner will be given Check On Learning questions at the end of each section to validate the comprehension of the material.  Gagne Event of Instruction: Stimulating recall of prior learning | |
| **Feedback**: All participants will be given an email address to send all feedback to. Feedback is highly encouraged.  Gagne Event of Instruction: Providing feedback about performance correctness | |
| **Media Selection**: Multimedia training via a link provided to the learner. | |

Figure 3: Instructional Strategy

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| **OBJECTIVE**: Authorize | 2 |
| **CONTENT PRESENTATION 10 Mins** | |
| **Content**: The training will be presented to the students by utilizing the training link with use of their computer. The learner will be given instruction or guidance on the steps and procedures contained within the Authorize section (Section 2):  The content for section 2 will reflect a step by step of what would occur in the live environment.  The learner will need to follow along with the training. Once they have gain the required information that is displayed on the screen, the learner will need to continue through the training until they have completed the section.  At the end of each sub step the learner will be given Check On Learning questions to validate the knowledge and retention of material.  Gagne Event of Instruction: Presenting the stimulus of material; Providing learning guidance. | |
| **Examples**: The material in the program will reflect he steps that will occur in the live environment, where the learner must input information, what and where to check to ensure they are in the correct location, and data that describes what must be done in the step. Content provided will be an exact replica of the live environment.  Gagne Event of Instruction: Presenting the stimulus of material; Providing learning guidance. | |
| **Media Selection**: Multimedia training via a link provided to the learner. | |
| **STUDENT PARTICIPATION** | |
| **Practice Items**: Learner will be given Check On Learning questions at the end of each section to validate the comprehension of the material.  Gagne Event of Instruction: Stimulating recall of prior learning | |
| **Feedback**: All participants will be given an email address to send all feedback to. Feedback is highly encouraged.  Gagne Event of Instruction: Providing feedback about performance correctness | |
| **Media Selection**: Multimedia training via a link provided to the learner. | |

Figure 3: Instructional Strategy

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| --- | --- |
| **OBJECTIVE**: Release | 3 |
| **CONTENT PRESENTATION 5 Mins** | |
| **Content**: The training will be presented to the students by utilizing the training link with use of their computer. The learner will be given instruction or guidance on the steps and procedures contained within the Release section (Section 3):  The content for section 3 will reflect a step by step of what would occur in the live environment.  The learner will need to follow along with the training. Once they have gain the required information that is displayed on the screen, the learner will need to continue through the training until they have completed the section.  At the end of each sub step the learner will be given Check On Learning questions to validate the knowledge and retention of material. | |
| **Examples**: The material in the program will reflect he steps that will occur in the live environment, where the learner must input information, what and where to check to ensure they are in the correct location, and data that describes what must be done in the step. Content provided will be an exact replica of the live environment. | |
| **STUDENT PARTICIPATION** | |
| **Practice Items**: Learner will be given Check On Learning questions at the end of each section to validate the comprehension of the material. | |
| **Feedback**: All participants will be given an email address to send all feedback to. Feedback is highly encouraged. | |
| **Media Selection:** Multimedia training via a link provided to the learner. | |

Figure 3: Instructional Strategy

Choice of Authoring Program and Delivery System

|  |  |  |
| --- | --- | --- |
| **AUTHORING PROGRAM** | **DELIVERY SYSTEM** | **POTENTIAL LIMITATIONS** |
| Easygenerator; eLearning media creator | Online via link to complete on the learners computer | Not allowing audio or video content to play automatically when the screen opens up. All audio and video must have user interaction. |

Figure 3: Instructional Strategy