

APPENDIX 10 E-LEARNING WITH THE RHIP CD-ROM

Introduction

An important piece of the RHIP Case Studies training series is the electronic-learning or “E-learning” component. The entire RHIP Case Studies training program has been made available in an easy-to-use CD-Rom format. This document will provide guidance on navigating through the CD-Rom and accessing the training content.

Why Use E-learning?

E-learning is a form of self-study, using electronic medium rather than printed materials. As with other forms of self-study, E-learning requires a certain level of discipline and commitment. However, for the self-motivated learner, E-learning offers several unique advantages:

- E-learning is learner-centered and empowering. Learners are in charge of their own learning.
- E-learning is on-demand. Learners can complete the course work at a place and time that is convenient for them.
- E-learning is self-paced. Advanced learners can speed through or bypass content they are already comfortable with, while novices can take as much time as they like with any particular topic area.
- E-learning is flexible. Material can be accessed in a non-sequential manner. Learners can navigate content in different ways, focus on issues that are important to them, and approach the learning experience in an individualized, customized manner.
- The interactive nature of E-learning engages the learner, pushing them rather than pulling them through training.
- Content is consistent in quality and delivery, and not dependent on the skill or knowledge level of the instructor or the availability of learning materials and equipment.
- In general, E-learning is a less expensive alternative to other forms of training. E-learning means the elimination of costs associated with instructor's salaries, meeting room rentals, student travel, lodging, meals, as well as the reduction of time spent away from the job by employees.
- Studies have also show that the inherent advantages of learner-centered E-learning can result in increased retention of material.

Getting Started with the E-learning Program

To get started on the RHIP Case Studies E-learning training program, simply load the CD-Rom into the compact disc drive on your computer.

- In most cases, no additional actions will be necessary to start the program. Your computer should recognize the disc and the RHIP program should automatically open to the Module 1 Introductory screen.

If the program does not automatically start, you may need to open the program yourself.

- Open **My Computer** and identify the appropriate CD-Rom drive (generally, this would be your **D:** drive, **E:** drive or **F:** drive, depending upon the number of drives installed on your computer). The drive should show the RHIP disk as loaded. Double-click on the drive and the RHIP program should open.

In order to use the RHIP Case Studies E-learning program, you will need a compatible web browser (e.g., Microsoft[®] Internet Explorer – version 6.0 or newer, Netscape[®] Navigator – version 7.2 or newer) on your computer.

You will also need the following software tools in order to fully access all facets of the E-learning program:

- Adobe Acrobat[®] Reader – version 7.0 or newer
- Macromedia[®] Flash Player – version 7 or newer

If you do not have these tools already installed on your computer, copies are available on the CD-Rom. The RHIP **Introduction** page, discussed in the following section, includes links to the necessary software tools.

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The RHIP Introduction “Home” Page:

The RHIP Case Studies E-learning training program will open to an **Introduction** page, pictured below.



The page offers an overview of the entire E-learning program, training objectives, and the specific income and rent issues and topics to be addressed in the program.

The page includes links to the software tools – Adobe Acrobat[®] Reader and Macromedia[®] Flash Player – necessary for the E-learning coursework.

The **Introduction** page also serves as the “Home” page throughout the RHIP E-learning CD-Rom. At any point you may return to this page by clicking the word HOME in the Module Menus (discussed later in this Guide).

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The Menu Bar:

Because the RHIIP program uses your web browser, all course navigation pages will look similar to an internet web page.

At the top of each page you will see the main **Menu Bar**.



Use the **Menu Bar** to navigate to one of the six principle RHIIP Case Study training modules.

The modules are arranged as separate buttons on the Menu Bar, in order from left to right:

- Income/Rent Introduction (module 1)
- Consent and Citizenship (module 2)
- Interviewing Skills (module 3)
- Assets and Elderly/Disabled (module 4)
- Business and Other Income (module 5)
- Appendices and Q&As (module 6)

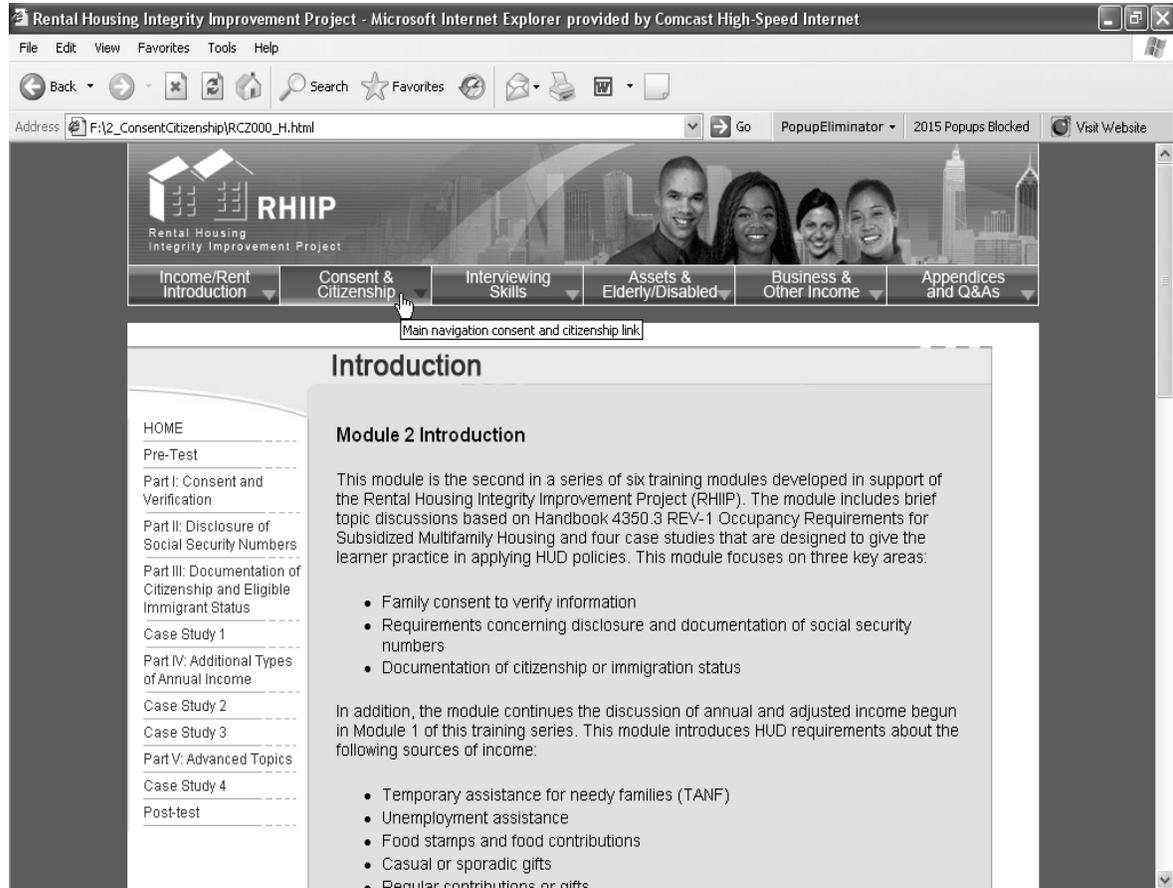
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Selecting a Module:

You select a module by using your mouse to click on the module button on the **Menu Bar** (or tab over to the appropriate button, and hit “Enter” on your keyboard).

In the example below, the **Consent and Citizenship** module (module 2) has been selected.



Once selected, the **Introduction** page for the specific module will appear. This page offers an introduction to the major topics to be addressed in the module. In addition, the page outlines the learning objectives for the module, as well as organization of specific topics within the module.

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Navigating the Module:

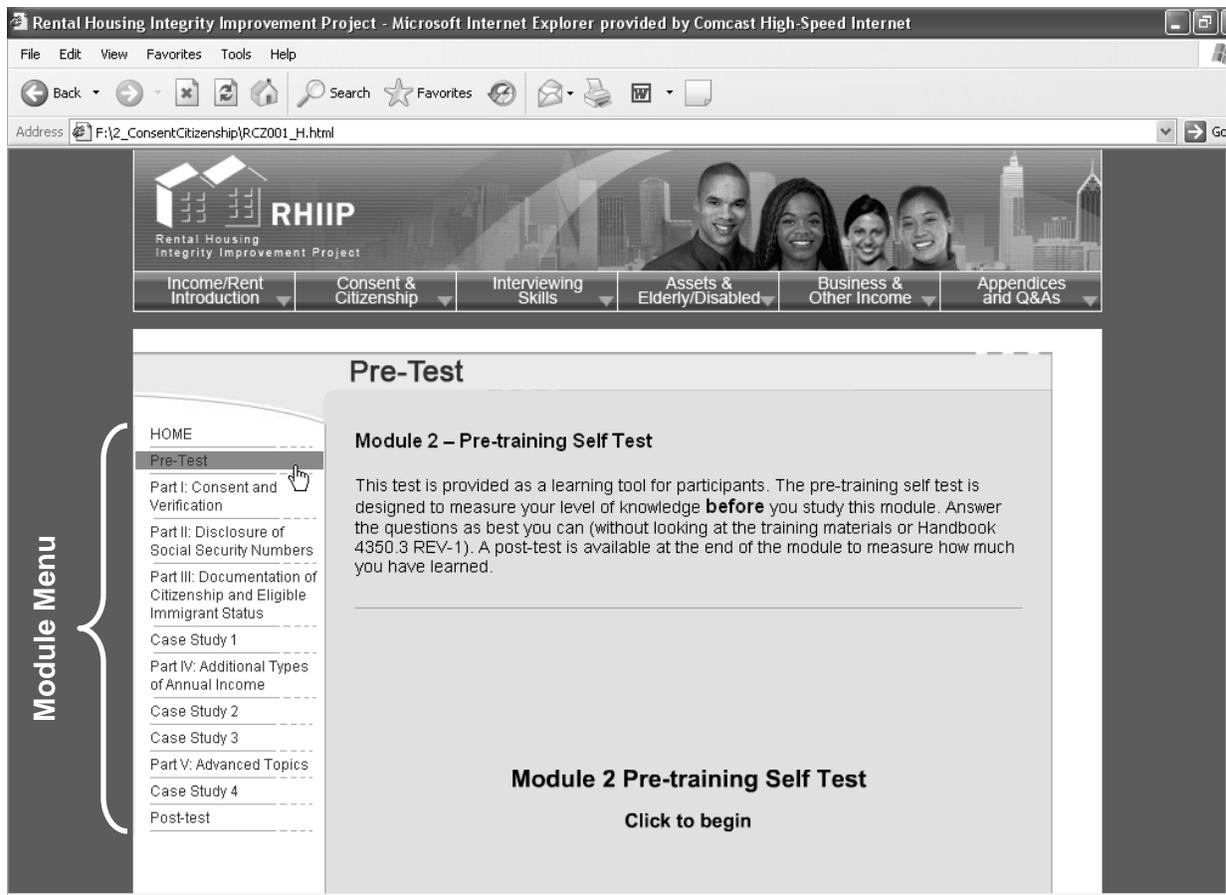
To the left of the module introduction screen, you will see the **Module Menu**. This menu lists each of the specific sections within the module – tests, narrative discussion and case studies.

Use the **Module Menu** to navigate and select specific areas to study within the module. You select a specific learning topic within the module by using your mouse to click on the learning topic on the module menu (or tab to the appropriate topic and hit “Enter” on your keyboard).

Tests:

Pre-tests and **Post-tests** are presented as interactive “flash” pieces on the CD-Rom.

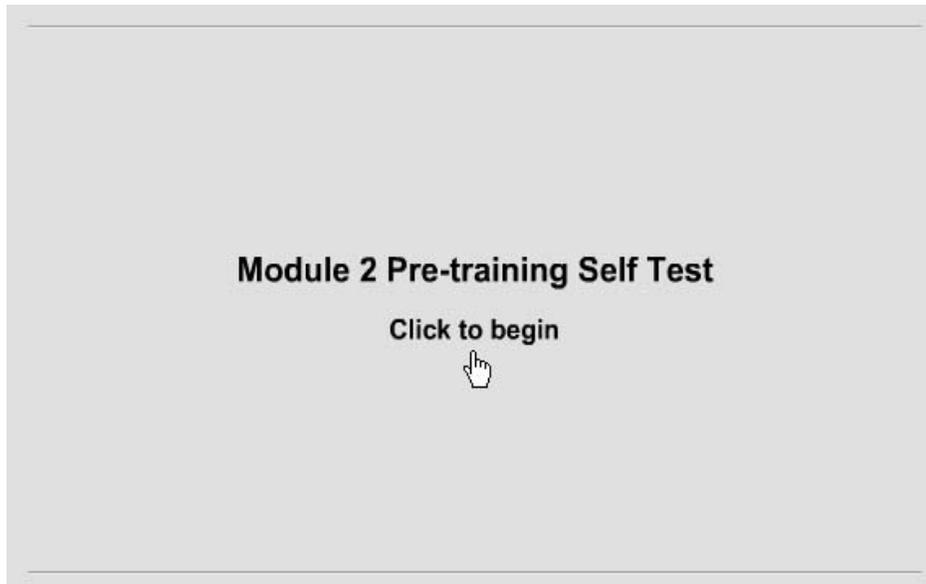
In the example below, the **Pre-Test** within the **Consent and Citizenship** module has been selected.



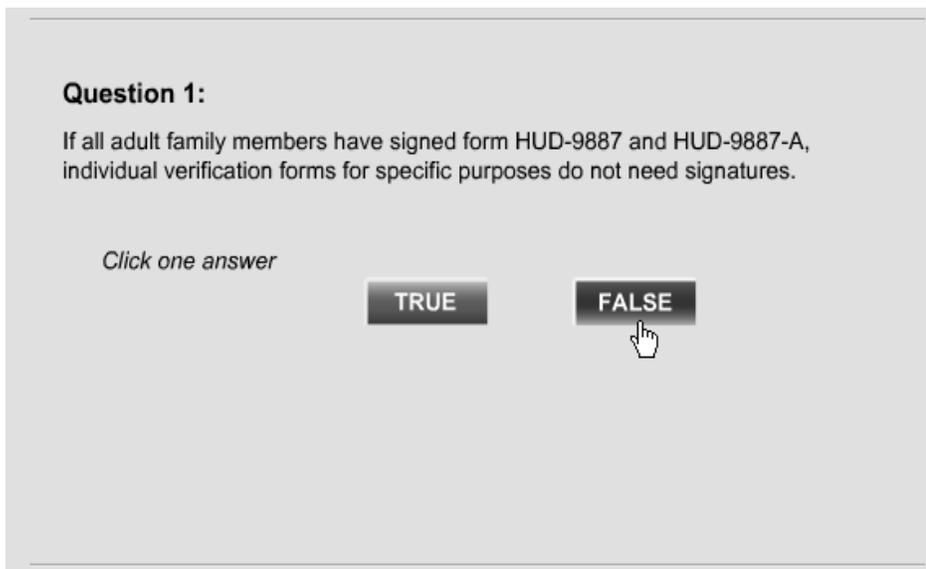
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The **Pre-Test** screen will appear. Click on the screen to begin the test.



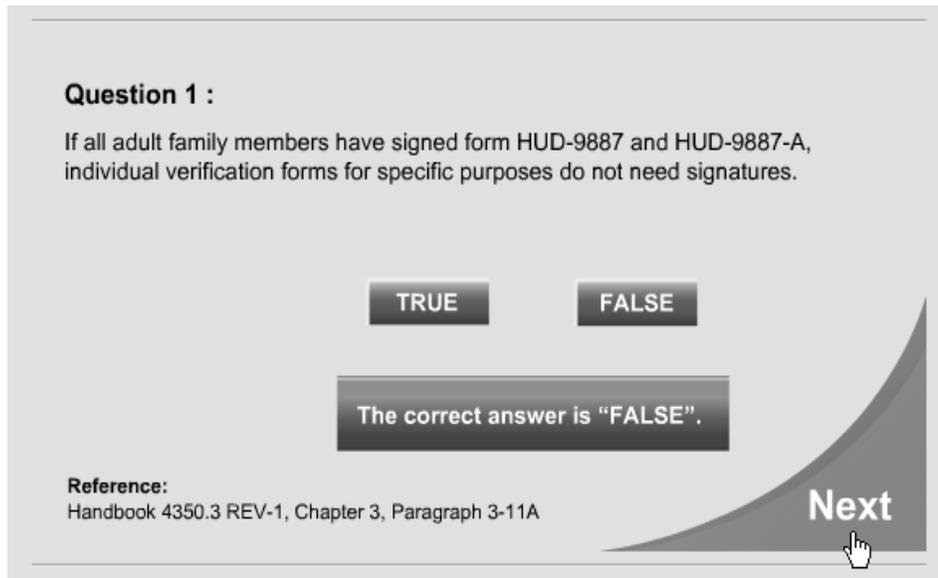
The first question for the pre-test will appear on your screen. Read the question and click on the correct answer.



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After selecting your answer, the system will give you both audio and visual feedback on the accuracy of your answer, and will display the correct answer.



Question 1 :

If all adult family members have signed form HUD-9887 and HUD-9887-A, individual verification forms for specific purposes do not need signatures.

TRUE FALSE

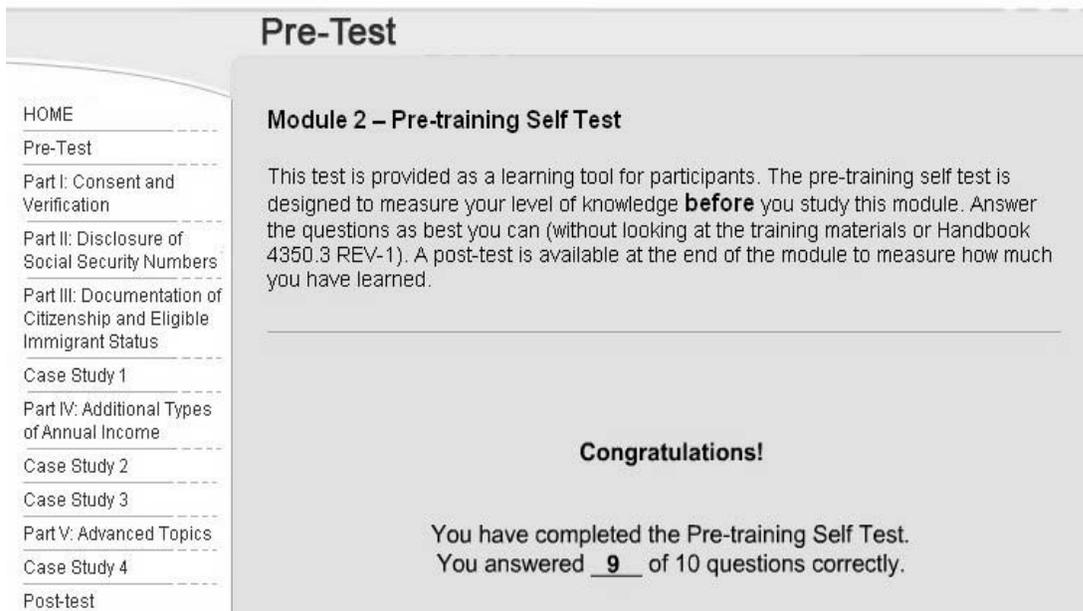
The correct answer is "FALSE".

Reference:
Handbook 4350.3 REV-1, Chapter 3, Paragraph 3-11A

Next

Click **Next** to move to the next question in the test.

Pre-test and post-test questions and answers are all handled in this manner by the RHIP program. The program will lead you through each of the questions, in series, until the test is completed. At the conclusion of the test, the program will display the number of questions answered correctly, as compared to the total number of questions in the test.



Pre-Test

- HOME
- Pre-Test
- Part I: Consent and Verification
- Part II: Disclosure of Social Security Numbers
- Part III: Documentation of Citizenship and Eligible Immigrant Status
- Case Study 1
- Part IV: Additional Types of Annual Income
- Case Study 2
- Case Study 3
- Part V: Advanced Topics
- Case Study 4
- Post-test

Module 2 – Pre-training Self Test

This test is provided as a learning tool for participants. The pre-training self test is designed to measure your level of knowledge **before** you study this module. Answer the questions as best you can (without looking at the training materials or Handbook 4350.3 REV-1). A post-test is available at the end of the module to measure how much you have learned.

Congratulations!

You have completed the Pre-training Self Test.
You answered 9 of 10 questions correctly.

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Because pre-tests and post-tests are presented in “flash” format, they do not *retain* your progress outside of the pre-test or post-test itself. Nor do they allow you to go *back* to an earlier screen, once you have moved on to a new screen.

Similarly, once you submit an answer for a single question, you cannot go *back* to the question and answer it again, without restarting the entire test.

Learners cannot pause in the test, exit to another place on the CD-Rom, then return to the test at the same place with their progress and score preserved. Exiting the pre-test or post-test at any point will erase the learner’s score to that point.

With this in mind, you should allow yourself sufficient time to complete the entire test once you start. Once you start a pre-test or post-test, you should finish the entire test if you wish to see your progress based on the entire test.

Of course, you will be able to take the test as many times as you like. In addition, if you wish to preserve a record of your answers for any given question, you should consider printing the screen for that question before moving on to the next question.

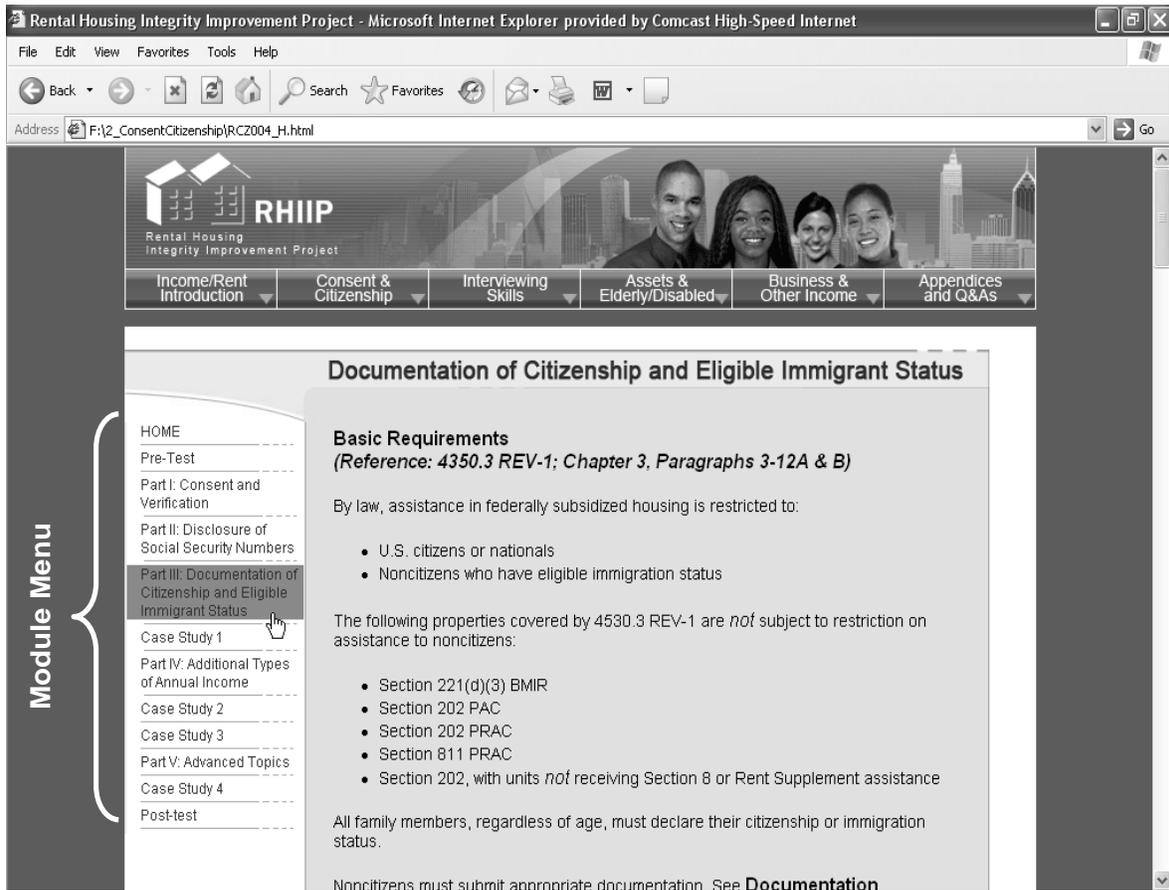
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Narrative Text

Each module includes detailed narrative text and discussion on the module topics. This narrative is also accessed via the left-hand **Module Menu**.

In the example below, Part III, **Documentation of Citizenship and Eligible Immigrant Status** within the **Consent and Citizenship** module has been selected.

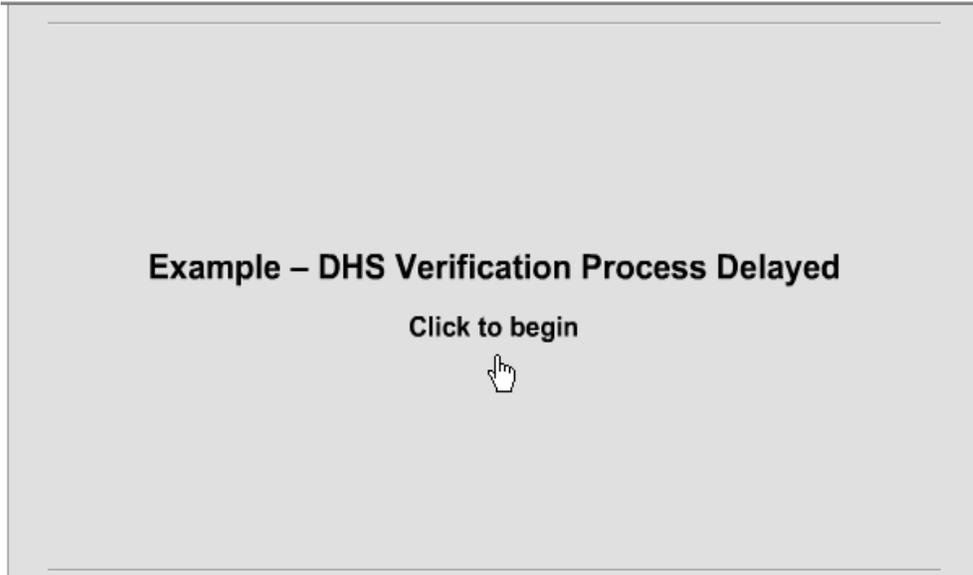


After selecting the specific module topic, the narrative text screen will appear. Use the scroll bar on the right of the screen to scroll through all of the text.

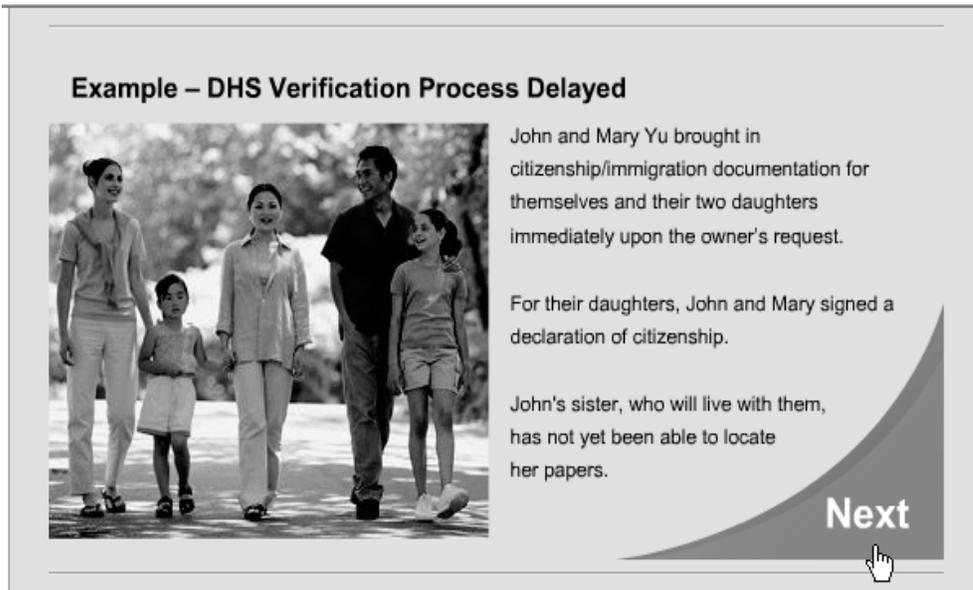
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Occasionally, embedded in the text, you will find learning activities in an interactive format. Following is an example embedded in Part III within the **Consent and Citizenship** module.



Click on the screen and the example will appear. The system will give you both the text of the example and audio narration of the example.



The image shows a rectangular interactive screen with a light gray background. At the top left, the text reads "Example – DHS Verification Process Delayed" in a bold, black font. Below this text is a black and white photograph of a family of five (two adults and three children) walking together outdoors. To the right of the photograph, there is a block of text: "John and Mary Yu brought in citizenship/immigration documentation for themselves and their two daughters immediately upon the owner's request. For their daughters, John and Mary signed a declaration of citizenship. John's sister, who will live with them, has not yet been able to locate her papers." In the bottom right corner of the screen, the word "Next" is written in a bold, black font, with a white hand cursor icon pointing at it.

Click **Next** to move through the example. The system will ask questions about the example, will offer audio and visual feedback on the accuracy of your answer, and will display the correct answer on the screen.

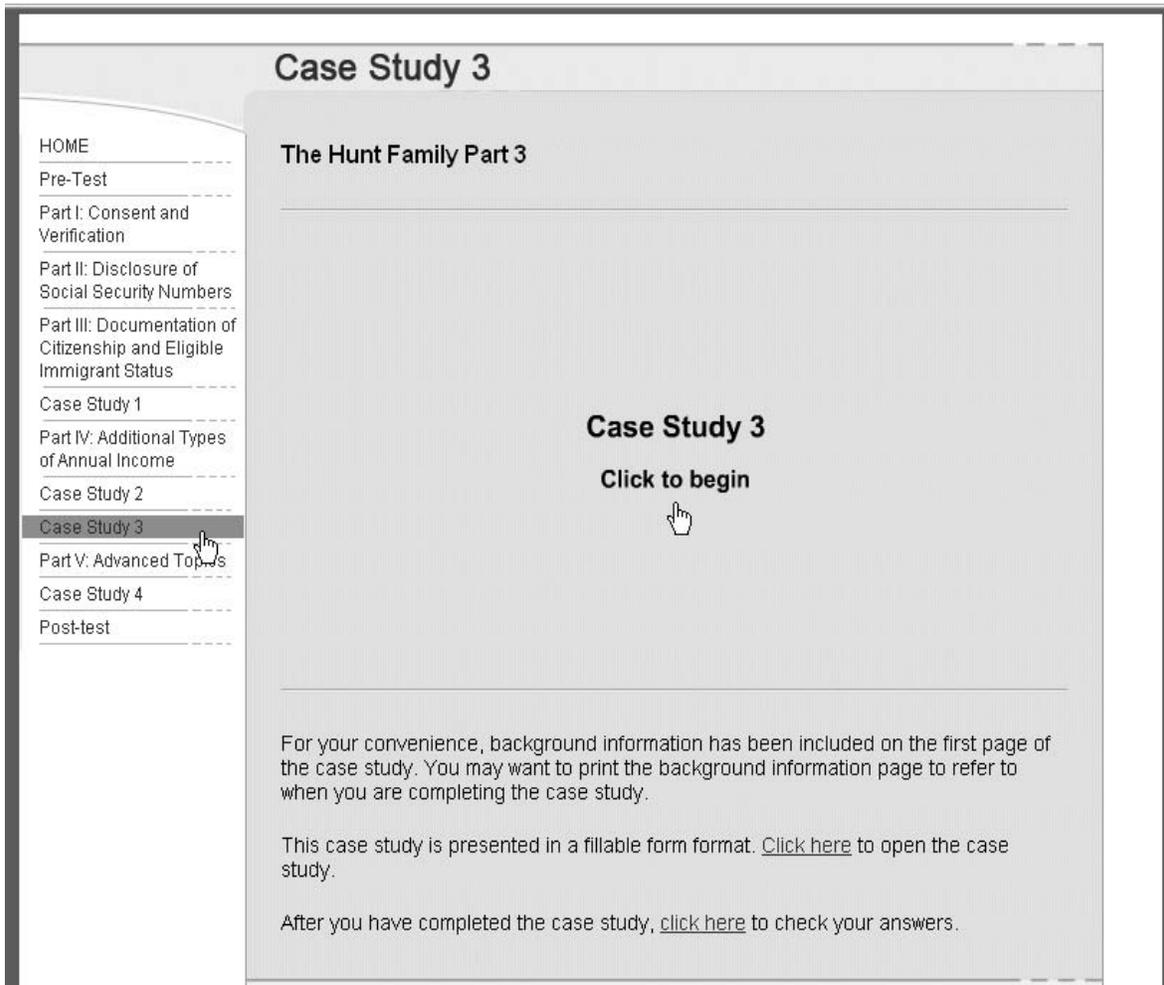
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Case Studies

Each module includes four separate case studies on the module topics. All case studies on the E-Learning CD-Rom are handled in a similar manner.

Case studies are also accessed via the left-hand **Module Menu**. In the example below, **Case Study 3** within the **Consent and Citizenship** module has been selected.



After selecting the specific case study, the case study screen will appear. Each case study has the following features:

- The case study itself, presented as a fillable PDF document to be completed on-line.
- Answers to all questions in the case study, presented as a PDF document.

Most case studies also feature an audio and visual introduction to the case study scenario.

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Where the case study has an audio and visual introduction, click on the screen and the case study will appear. The system will give you key details of the case study, in text format, as well as audio description of the case study details.

Case Study 3

The Hunt Family Part 3



Lucy Hunt	Head	37
Sara Hunt	Daughter	17
Susan Hunt	Daughter	5
Sammy Hunt	Son	13
Ricky Ricardo	Other Adult	38
Randy Ricardo	Other Adult	33

Next

For your convenience, background information has been included on the first page of the case study. You may want to print the background information page to refer to when you are completing the case study.

This case study is presented in a fillable form format. [Click here](#) to open the case study.

After you have completed the case study, [click here](#) to check your answers.

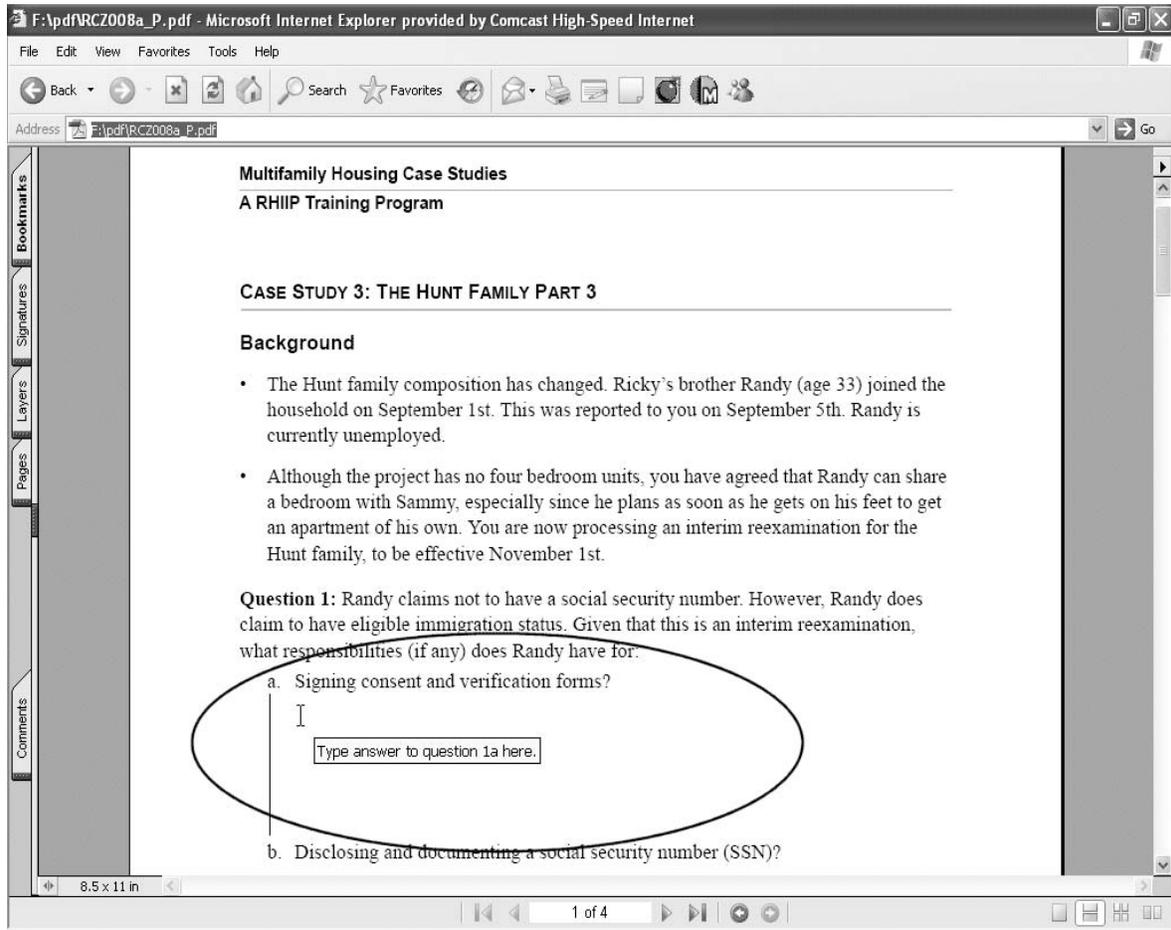
Click **Next** to move through the case study details.

To complete the case study questions, click the first Click here link to open the case study.

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In the example below, we see **Case Study 3** opened as a fillable PDF document in a new browser window. Position your cursor directly under any question and you will be able to type your answer directly onto the form.



Use the scroll bar on the right of the screen to scroll through the entire case study.

Note that the system will **preserve your answers on the fillable PDF document as long as you remain in the same working session and do not close the RHIIP program**. Once you end your session and close the RHIIP program, your answers will be lost.

Therefore, once you have completed your answers, you may wish to save the case study (with answers) to your hard drive, or print a copy of the case study (with answers), for future reference.

To return to the main case study screen, simply close the browser window that contains the PDF.

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To review the correct answers to the case study questions, click the second [click here](#) link to open the case study with answers.

Case Study 3

The Hunt Family Part 3



Lucy Hunt	Head	37
Sara Hunt	Daughter	17
Susan Hunt	Daughter	5
Sammy Hunt	Son	13
Ricky Ricardo	Other Adult	38
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Next

For your convenience, background information has been included on the first page of the case study. You may want to print the background information page to refer to when you are completing the case study.

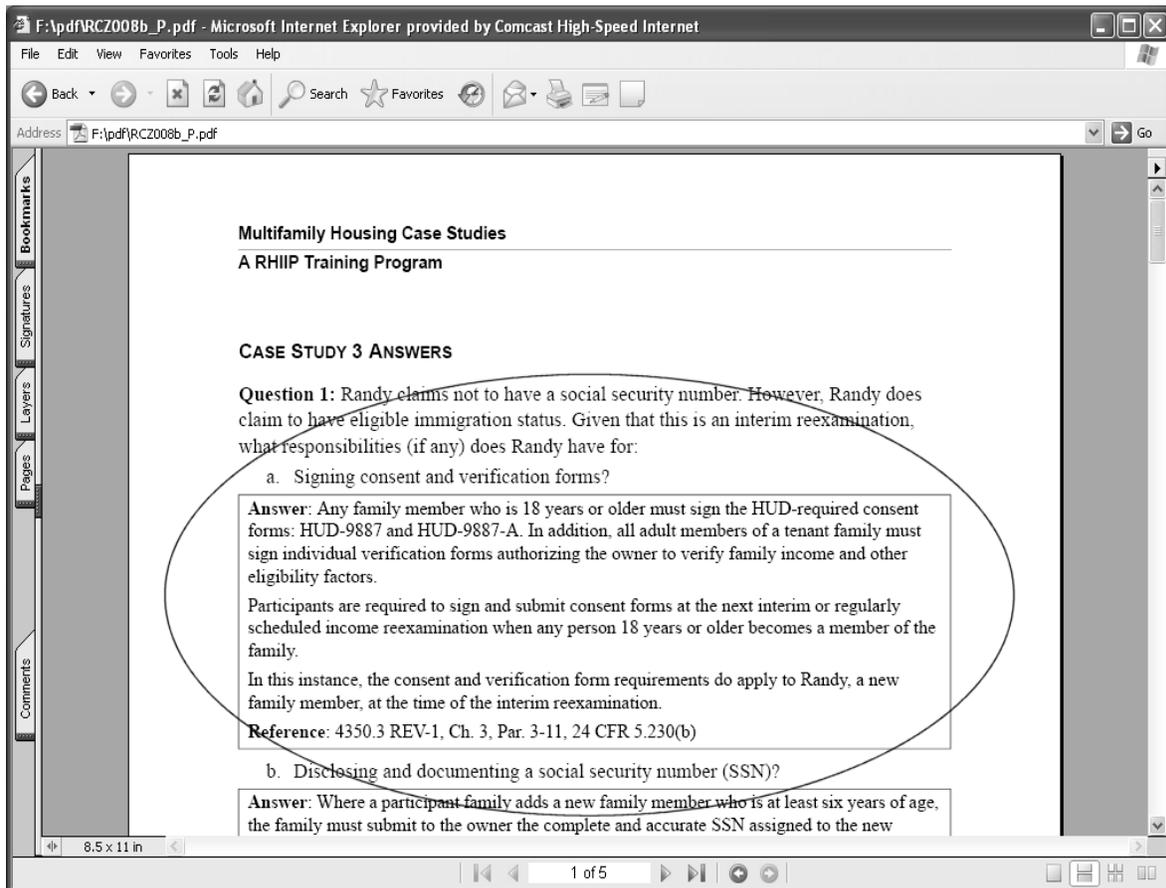
This case study is presented in a fillable form format. [Click here](#) to open the case study.

After you have completed the case study, [click here](#) to check your answers.

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In the example below, we see the **Case Study 3** PDF document with answers, opened in a new browser window. Use this document to compare with your answers.



To return to the main case study screen, simply close the browser window that contains the PDF.

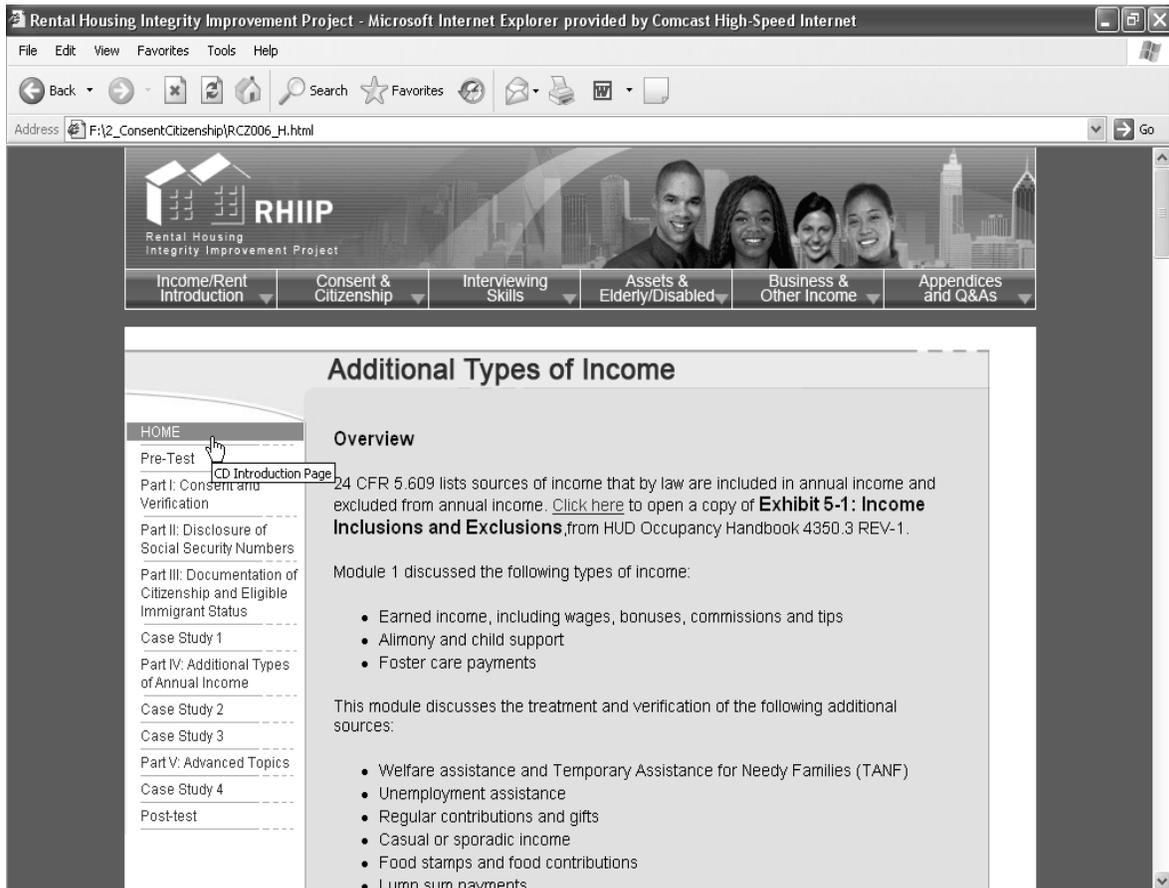
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Returning to the Home Page:

At any point in the program you may return to the RHIP **Introduction** (Home) page by clicking the word HOME in the **Module Menu** to the left of the screen.

In the example below, the user is in Part IV, **Additional Types of Income** within the **Consent and Citizenship** module. By clicking on the HOME link, the user will be returned to the RHIP **Introduction** (Home) page.



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Closing E-learning:

To close your E-learning session, simply close the browser window that contains the RHIP program.

When closing your E-learning session, keep these points in mind:

- Because the RHIP program is accessed via the CD-Rom, the program does not “remember” your work on the course from one session to the next. If you exit the course before you have completed the course, you will need to keep track of your place in the course so that you can return to that point when you resume the course at a later date.
- Similarly, the program will not “remember” your answers on case studies from one session to the next. Once you end a session and close the RHIP program, any case studies you have completed will be lost. To preserve your answers and your work for future reference, you should save the case study (with answers) to your hard drive, or print a copy of the case study (with answers).
- The CD-Rom is “readable”, but it is not “writable”. This means that the files on the CD-Rom cannot be altered, nor will you be able to add files to the disk. You may *copy* files from the disk to your hard drive, where you will be able to manipulate those copies. In addition, when saving PDF case study files that you are working on, you must save them directly to your hard drive. You may wish to set-up a sub-directory on your hard drive specifically for this purpose.