Parent Training Course Design Document

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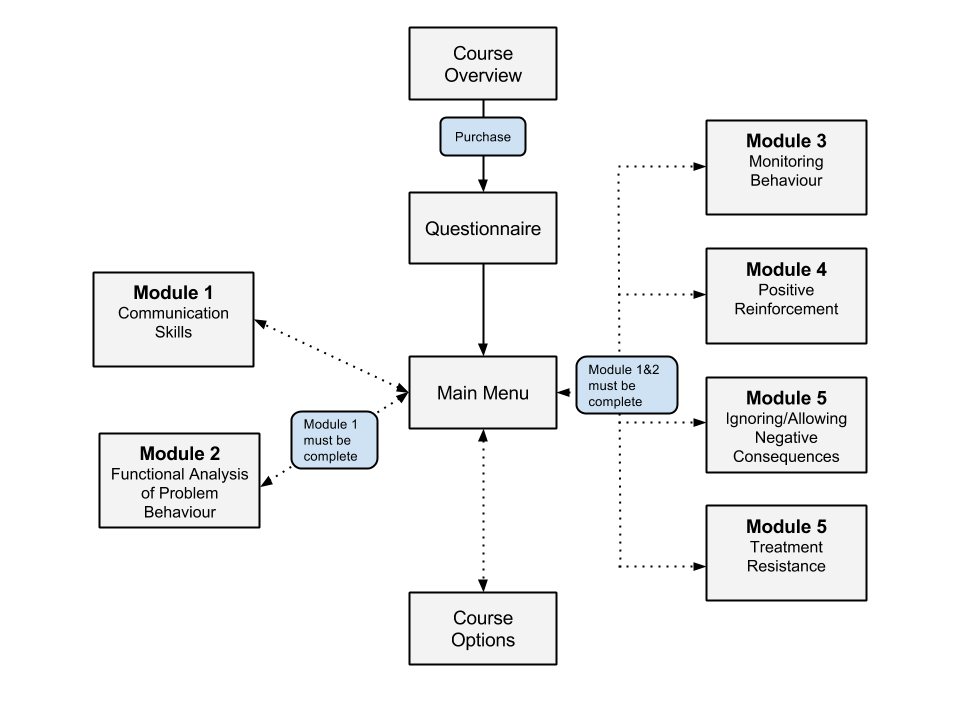
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# Overview

The Parent Training Course [PTC] is a comprehensive online (web-based) course designed to teach parents of children and adolescents the CRAFT method of guiding their kids gently to treatment. By providing high-quality video of expert therapists, acted scenarios of good and bad parent-child interactions, and interactive exercises, parents and caregivers will learn the skills needed to support their families.

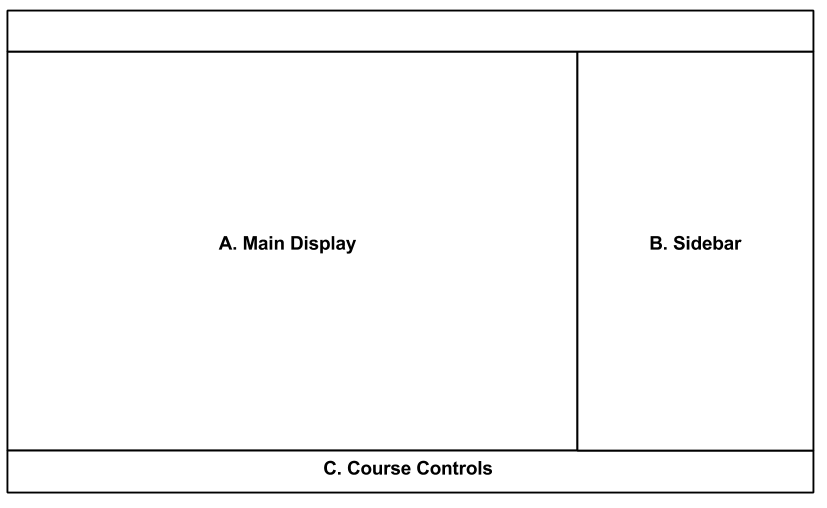
# Structure

The entire course is comprised for the most part of six **modules**, each covering a specific part of the CRAFT method. A module consists of certain skills that need to be identified and learned, along with reinforcements and practical exercises, all delivered through high-quality streaming video. Modules are accessed via the **main menu**, which allows navigation through the entire course as well as access to settings, profile options, etc. Before tackling the modules there is a **questionnaire** at the beginning of the course, which will ask parents a handful of questions to direct them to specific modules or provide feedback about how best to use the course. Additionally, an **overview video** at the very top level of the course will provide a holistic description of CRAFT, the course itself and the kinds of skills that parents will come away with (this will be the only part of the course that is accessible for free).



## Screen Layout

Throughout the course there will be three major sections of the screen; the **main display**, **side bar** and the **course controls (C)**. While the actually relational real estate will need to be finalized, the purpose here is to keep different kinds of content in the appropriate place on screen and to have a standard for users to understand throughout the course.



### Main Display

This is the biggest area and used for showing video, still frames or large amounts of text. For instance, during a practice quiz this area will have the video player, including controls.

### Sidebar

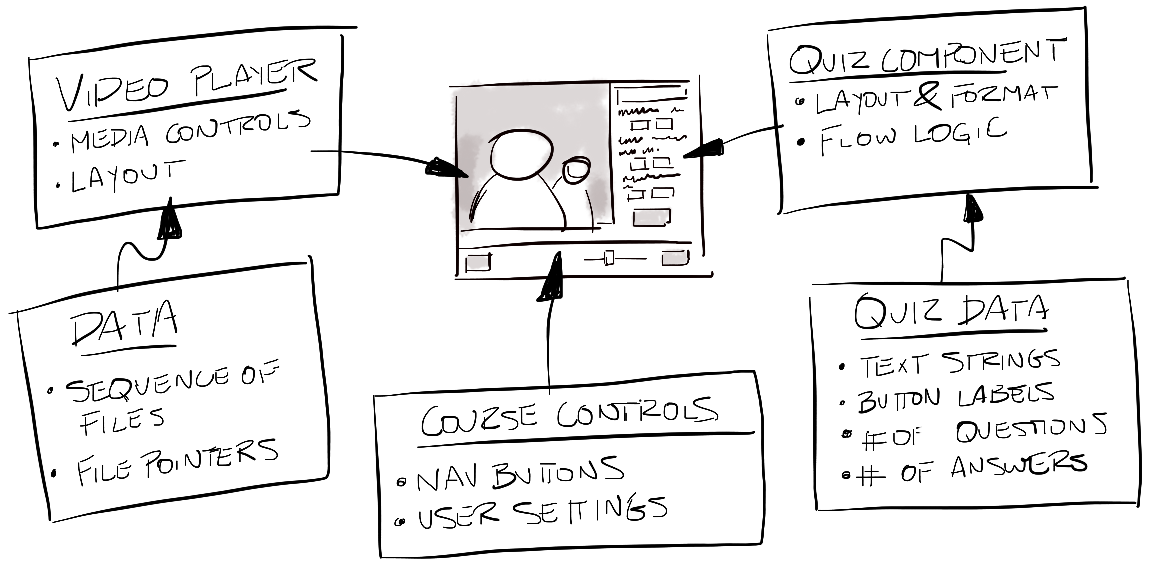
The sidebar is used to host any accompanying material or interactions in the main display, such as bullet points, small images or interactive exercises. During a practice quiz, the selection of answers would take place here. When a lecture video is playing, bullet points or supporting images may appear on the sidebar. The sidebar could be dynamic, sliding in when needed and off screen when dormant.

### Course Controls

The bottom of the screen will have a persistent toolbar that allows parents to navigate the course (return to home menu, move between sections, display captions, print the screen, etc.)

## Core Components

Each course will be different in the content and interactions that parents will engage with. However, all modules are built using common components in order to minimise UI/UX work and to make sure users can quickly feel comfortable with how to work within the course. Components should be thought of as modular pieces, or widgets; each has its own functionality and a data set it refers to for content. For example a Quiz component can be called to display an interactive quiz, which will determine the header, layout of information, number and types of buttons etc. The data set it points to will determine the number and text of the questions, button labels, feedback responses etc.



The concept for modular components allows us to build new content quickly, as well as edit or translate data (for example, for localization) without having to edit the underlying static code of the module.

### Media Player

The course will predominantly use video to teach parents, so a media player with basic, user-friendly controls is the first and foremost component needed. Parents who are using the course may often be less than technically savvy, and unfamiliar with standard media players so the presentation needs to be clear and simple.

The media player will almost always be the central focus so should be considered the primary occupant of the Main Display. A consideration is that videos may have corresponding, timed, content in the Sidebar (for instance, bullet points). This could be done through triggers within the video, but probably better to disambiguate media from metadata.

* Scales to course window and display device
* User friendly controls for stopping, starting, skipping etc.
* Seamless carry-through between videos
* Potentially use the media player to handle VO with text over backdrop images

### Notes

The Notes Player component would allow arbitrary text to be displayed using an embedded time schedule. This could be used to display bullet points alongside an introductory video, for example, with each bullet appearing at the appropriate time. It might also be used to pop up graphics too – small images or icons. The content needs to be rich to allow for text formatting and content placement.

Additionally, when text notes are presented, parents should have the opportunity to print out the notes to a local device. This would be through a dynamic “print” button either within the panel where the notes are displayed, or as part of the Course Controls component. Either way the functionality should be the same; when there’s nothing to print the button is greyed out or otherwise presented as unavailable. When a notes screen has finished building and is waiting on user input, the print button will highlight and be available. Clicking on it will dump the formatted contents to the parent’s choice of local printer devices.

* Support dynamic text and small image content, animated transitions and updates
* Timed triggers to build content over time
* Point to data files for easy editing, localization and content creation
* Allow printing to local device
* No scrollbars needed – content needs to fit standard panels

### Worksheet

Many modules have a **worksheet** component; where parents will enter text directly into one or more text-boxes within the Main Display. These components will need to be flexible in order to accommodate different layouts for different exercises. For instance, a simply worksheet might have parents typing in individual lines to create a customized list. Another worksheet may have two or more text boxes for users to submit answers to multiple on-screen questions. Additionally, there should be a control or button in the component that saves the input strings to a local file and allows that data to be used by bother components (see **List Editor** below). Parents should be able to come back to worksheets and edit previously entered data, re-submitting or saving their changes when finished and ready to move on. Worksheets will almost always include introductory VO.

* Flexible layout per worksheet
* Allow custom text input by user
* Multiple text boxes
* Submit or save button to confirm input and save to local file
* Allow created data files to be accessed by other module components
* Users can click to select a box for editing then immediately start typing
* Standard browser form control: highlight selecting, copy paste, etc.

### List Editor

There will be times where data entered in a worksheet is further manipulated, generally by compiling the data into a list and allowing parents to reorder, filter or adjust these lists though simple controls – drag/drop, checkboxes for filtering, etc. Worksheet data that is used to populate the lists should remain unaltered; effectively the list clones the data from a worksheet and allows unique modification (which, unfortunately, most likely needs to be stored separately) unless we can find a way for list operations to adjust flags or metadata on worksheet strings.

* Flexible layout, including more than one list per screen
* Clone and modify data from other modules
* Allow manipulation of data as a list – reordering, filtering, editing
* User-friendly interactions like checkboxes, dragging and dropping
* Control to save/submit list edits when done editing
* Formatted to allow printing

### Quiz

The Quiz component should be flexible enough to handle most practice sessions and simple-feedback interactions. A “quiz” can be considered a series of text questions with simple one-, two- or three-answer responses that are all predefined in a data file that each quiz points to. These responses could be toggles (where only one can be chosen), checkboxes for multiple answers, etc. depending on the type of quiz. The goal for the Quiz Player should be to provide a modular way to present different Q/A content easily throughout the course. Generally this component should have a button that allows parents to “submit” their answers when they’re ready as opposed to recording answers in real time.

* Stick to a Q/A format with a rich text string followed by custom labelled answer input
* Handle a variety of quiz or test scenarios
* Layout and content handled by pointing to data files for easy editing and cloning
* Pleasing transitions and clear feedback on choices

### Feedback

The feedback component would take over the Main Display, using the real estate to show data such as correct/incorrect answers, percentages of questions answered correctly, etc. This would be accompanied by VO or potentially windowed video. The core here is being able to present, and edit a variety of written and visual content for the parent to allow for detailed feedback on their participation and skills.

* Rich text and images
* VO and video narration
* Buttons to allow repeating of quizzes and practice sessions, or to open review panels

### Pop-up Panel

There will be times during the course where parents can access optional elements, or review information from other modules or sources, while in the middle of a module. This information would appear as a “pop-up” overlay or panel that pauses the current module and allows parents to review the optional information at their leisure. When the panel is closed, the module would continue as normal. The global Print button (see “Course Controls” below) would allow printing from this panel if the content is a hand-out or reminder list, for example.

* Pauses current module until closed
* Rich text and images
* VO but unlikely we’d have video here
* Scrollbar or paging feature would be handy for bigger content

## Course Controls (Global)

Throughout the course there will need to be a persistent set of controls – ideally at the periphery of the screen that allows parents to navigate through, and between, the various modules. Additionally it should provide access to global settings for the course; volume, closed captioning, etc.

The controls should also allow for a persistent print button that will become active when there is content on-screen that is available for printing to local device. Keeping the print button in one location and having a clear call-to-action when printing is available will allow parents to easily see when notes or on-screen text can be printed, and when the feature is unavailable.

* Persistent and unobtrusive
* Allow easy navigation of the current module and through the course (previous section, next section, bookmarks, etc.)
* Contains global settings and controls for user preferences (print button, volume, close captioning, etc.)

# Modules

The PTC will span seven **modules** (including a short introduction), each a self-contained lesson in one of the aspects of CRAFT, using video, VO, text and interactive elements to educate parents. Each module has unique content, and a different combination of components, but will always be prefaced with an **introductory video** and finish with a **wrap-up** by the course therapist. *The below order may change.*

## Module 1 – Introduction

TBD

## Module 2 – Communication

This module trains parents to converse effectively with their kids through seven core skills. This module contains the following components:

* Videos
  + Therapist Segments
  + Character Vignettes
* Quizzes
* Feedback

## Module 3 – Positive Reinforcement

This module helps parents understand the concept of negative vs. positive reinforcement, then has them create custom worksheets of effective positive reinforcers to promote positive behavior in their kids. The module includes:

* Videos
  + Therapist Segments
  + Character Vignettes
* Quizzes
* Feedback
* Worksheets
* List Editors
* Pop-up panels

## Module 4 – Allowing Natural Consequences

This module takes parents through demonstrations and extensive practice scenarios to look at their current pattern of consequences for their children, and uses worksheets to build better behaviours.

* Videos
  + Therapist Segments
  + Character Vignettes
* Quizzes
* Feedback
* Worksheets
* Pop-up panels

## Module 5 – Roadmap (Functional Analysis)

The Roadmap module discusses the parent’s situation, triggers and treatment options through the use of primarily instructional video and personalized worksheets to build a “roadmap” of their child’s own usage, triggers and recovery strategy. Components include:

* Videos
  + Therapist Segments
  + Character Vignettes
* Worksheets
* List Editors
* Pop-up panels [for contextual references and cross-module information]

## Module 6 – Treatment Entry

This module covers treatment options and takes parents through the process of picking the right treat for their child, talking to them about it successfully and supporting them through the treatment process. This is done primarily though lots of worksheets and practice scenarios. Components used include:

* Videos
  + Therapist Segments
  + Character Vignettes
* Quizzes
* Feedback
* Worksheets
* Pop-up panels

## Module 7 – Monitoring

TBD