

WSU Internet Training and Shopping Cart: An Evolution

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1996—Launch Internet Recertification at Enrolled Sponsor Locations

Two Internet courses were initially developed and housed on a **password-protected database** accessible to enrolled **Course Sponsors**. Course Sponsors signed a sponsor agreement ensuring they would check identification of applicators and provide computer support. A Sponsor logged an applicator into the Internet Course Database, using the persons' name, address, and license number. The course-offering database recorded the necessary information for each completed course: *applicator name & license number, sponsor name, location, date, course number, course name*. Quarterly credit reports were sent to the Washington State Department of



Agriculture (WSDA). Applicators had to go to the Sponsor location and use a Sponsor-provided computer and were not charged a course fee.

By 2003, Washington State University (WSU) had 12 Sponsors, primarily in rural areas, and offered 8 courses related to label reading and weed control. By the end of 2003, 60 licensed applicators were participating in Internet training annually.



Participation (and demand) was low because people had to schedule a time with the Sponsor and travel to a Sponsor location.



2004 — WSDA Accepts Self-verified Internet Recertification

By 2004 several states, including Washington, began accepting Internet recertification courses with applicators **self-verifying** they were the people taking the course. Private vendors entered the marketplace offering Internet recertification courses, mostly to professional pest managers.

WSU Urban IPM & Pesticide Safety Education program worked with the WSU Extension Computing & Web Resources unit to develop and launch a database system that offered Internet courses and was able to catalog, monitor, and report course completions.

2005-2009 — WSU Expands Internet Recertification to Other States

Today, **9 states** have approved one or more of the **22 WSU Internet courses** for their applicators. Applicators must check the course abstract to verify a course is approved in their state and if necessary for a specific category. WSU will be contacting other states for approving courses.

**AK, AZ, ID, MD, NV,
OR, PA, WA, WV**

2008 — WSU Expands with Internet Pre-License Training

WSU launched **8 curricula** for people wanting Internet-accessible training prior to taking state certification exams in Aquatics, Aquatic Irrigation, Public Health, PCO, Structural Pest Inspector, Insect & Disease (Ag/T&O), Weed Control (Ag, ROW, T&O), and several core modules. This has helped meet training needs that occur after WSU's winter classroom training season and for those with travel issues.

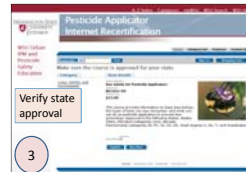
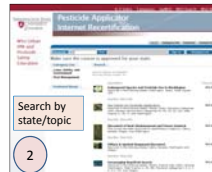
<http://pep.wsu.edu>

Applications & Platforms Behind the Current System

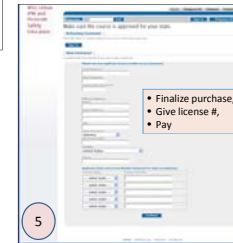
WSU developed courses using Macromedia® Breeze™ courseware, which has been updated to Adobe® Presenter™. Presenter™ uses Microsoft® PowerPoint™ and integrates narration and quizzes for a single course or multiple-module curriculum. It allows slides to be "locked", which **prohibits applicators from advancing** through the course. This "lock slide" feature has eliminated WSU's original need to **monitor the time each applicator spent** in the course to meet state recertification time requirements.

Each WSU course has 40 minutes of narrated presentation material and a minimum of 10 quiz questions that must be answered correctly. This meets most states' 50-minute training requirement per continuing education unit (CEU). If states have a 25-minute requirement, the course receives 2 credits. PDFs of PowerPoints™ are sent to SLAs for course approval.

WSU initially used Interchange™ for the shopping cart feature, but is currently converting to **peShop™**. Applicators purchase one or more courses. When they check out and pay, they enter their email address and state pesticide license number. Applicator information is populated into Presenter™ courseware and a WSU-developed Microsoft® SQL reporting database.



Shopping Cart Sequence



Applicator Course Account

Adobe® Presenter™ creates a courseware account for each applicator when a course is purchased. The courseware account provides access to the course and tracks course completions. Applicators can access anytime.



Monthly Reports to SLAs

A separate customized reporting database receives data for all completed courses. WSU reviews the customized reporting database monthly and sends verified, completed course records to the respective State Lead Agencies (SLA). WSU works directly with applicators if there are any access problems or reporting issues.



Self-Verification

Applicators must self-verify they are the person for the license number used to access the course. They self-verify by selecting the "I Agree" button prior to starting each and every course. WSU conducts random surveys on course satisfaction which serves to audit self-verification.



By selecting "YES," I verify that I am the person whose name and license number appeared in the course sign in dialogue box. Allowing someone other than the assigned licensed person to complete this module constitutes fraud under state pesticide law. Using fraud to obtain renewal of a pesticide license may result in enforcement action against the infractor that may include license suspension or revocation and/or a civil penalty.

Yes, I agree

Challenges of Internet Training

- Computer server shutdowns
- Software upgrade compatibility
- Detailed process for development of new courses
- Annual database maintenance, SLA approval & assignment for new course numbers
- Applicators with only slow, dial-up access

Benefits of Internet Training

- Opportunity for place-bound people
- Available any day during the year & any time of day to assist people with scheduling issues
- Some applicators need only a few credits
- Applicators cannot skip through courses **(Next Slide >>)** since courseware locks slide advance; if not, time must be monitored
- Self-sustaining revenue supports program and its growth



Recent Statistics

- WSU charges \$15 per recertification course and \$25-\$80 for multi-module pre-license curricula
- 1,734 recertification courses purchased and completed in 2008
 - 38% increase over 2007
- Fall 2009 – Add two Spanish courses to shopping cart