

ICONLOGIC PRESS

iSpring Suite 10 The Essentials



Kevin Siegel



Version: 041421

Page Count: 148

9781944607746 (Perfect-Bound Print Book)

9781944607753 (Coil Bound and Vital Source PDF)

9781944607760 (eBook)

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iSpring Suite10: The Essentials

“Skills and Drills” Learning

Kevin Siegel



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Notes

Lined area for taking notes, consisting of multiple horizontal lines.



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"Skills and Drills" Learning

About This Book

During This Module You Will Learn About:

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- IconLogic, page vi
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The Author

Kevin Siegel is a Certified Master Trainer (CMT), Certified Technical Trainer (CTT+), and Certified Online Training Professional (COTP). Following a successful tour of duty with the U.S. Coast Guard (where Kevin was twice decorated with the Coast Guard's Achievement Medal), he has spent decades as a technical communicator, classroom and online trainer, eLearning developer, publisher, and public speaker. Kevin, who founded IconLogic, Inc., in the early 1990s, has written hundreds of training books for adult learners. Some of his best-selling books include "Adobe Captivate: The Essentials," "Articulate Storyline: The Essentials," and "TechSmith Camtasia: The Essentials." Kevin has also been recognized by Adobe as one of the top trainers worldwide.



IconLogic

Founded in 1992, IconLogic is a training, development, and publishing company offering services to clients across the globe.

As a **training** company, IconLogic has directly trained tens of thousands of professionals both on-site and online on dozens of applications. Our training clients include some of the largest companies in the world including Adobe Systems, Inc., Urogen, Agilent, Sanofi Pasteur, Kelsey Seybold, FAA, Office Pro, Adventist Health Systems, AGA, AAA, Wells Fargo, VA.gov, American Express, Lockheed Martin, General Mills, Grange Insurance, Electric Boat, Michigan.gov, Freddie Mac, Fannie Mae, ADP, ADT, Federal Reserve Bank of Richmond, Walmart, Kroger, Duke Energy, USCG, USMC, Canadian Blood, PSA, Department of Homeland Security, and the Department of Defense.

As a **development** company, IconLogic has produced eLearning and technical documentation for Duke Energy, World Bank, Heineken, EverFi, Bank of America, Fresenius Kabi, Wells Fargo, Federal Express, Fannie Mae, American Express, Microsoft, Department of For-Hire Vehicles, DC Child and Family Services, DCORM, Canadian Blood, Cancer.org, MLB, Archrock, NEEF, CHUBB, Canadian Natural Resources, and Hagerty Insurance.

As a **publishing** company, IconLogic has published hundreds of critically acclaimed books and created technical documents for both print and digital publication. Some of our most popular titles over the years include books on HTML, Dreamweaver, QuarkXPress, PageMaker, InDesign, Word, Excel, Access, Publisher, RoboHelp, RoboDemo, iSpring, Presenter, Storyline, Captivate, and PowerPoint for eLearning.

You can learn more about IconLogic's varied services at www.iconlogic.com.

Book Conventions

Learners learn best by doing, not just by watching or listening. With that concept in mind, instructors and authors with years of experience training adult learners have created IconLogic books. Each of our books contain a minimal amount of text and are loaded with hands-on activities, screen captures, and challenge exercises to reinforce newly acquired skills.

This book is divided into modules. Because each module builds on lessons learned in a previous module, it is recommended that you complete each module in succession.

Lesson Key

Instructions for you to follow look like this (the boxes are also used in bulleted lists):

☐ click this or do that

If you are expected to type anything or if something is important, it is set in bold type like this:

☐ type **9** into the **text field**

If you are expected to press a key on your keyboard, the instruction looks like this:

☐ press [**shift**]

Confidence Checks

As you move through the lessons in this book, you will come across the figure at the right. The figure indicates a **Confidence Check**. Throughout each module you will be guided through hands-on, step-by-step exercises. But at some point you'll have to fend for yourself. That is where Confidence Checks come in. Please be sure to complete each of the challenges because some exercises build on completed Confidence Checks.





System Requirements

This book teaches you how to use many, but not all, of the features of iSpring Suite 10. The iSpring Suite software does not come with this book. The software can be purchased and downloaded directly from iSpring (www.ispringsolutions.com/ispring-suite).

Although you need to have both **Microsoft PowerPoint** and **iSpring Suite 10** installed on your computer prior to starting the hands-on activities presented in this book, you **do not** need to purchase iSpring Suite to learn iSpring Suite. A free trial version of the software can be downloaded via iSpring's website. The iSpring Suite trial has a few limitations, but it will work for a few weeks from the day you first start the program. Keep in mind that eLearning lessons that you create using the trial version of iSpring Suite will no longer open once the trial period expires. Any projects you create with the trial will be available to edit and publish once you license the software.

Here are the system requirements for installing and using iSpring Suite.

Hardware	
Computer and processor	Intel/AMD 1 GHz or faster
Memory	1024 MB RAM, 2 GB recommended
Free disk space	500 MB available disk space
Display	Monitor resolution 1024x768 or higher
Video card	NVIDIA® GeForce® 8 series, Intel® HD Graphics 2000, or AMD Radeon™ R600 or higher with 512 MB memory for regular video and 1 GB for HD video, Direct3D 10.1/Direct 2D compatible graphics adapter is required for the correct work of iSpring Cam Pro.
Audio	Sound card and microphone (for narration recording)
Video	Built-in or external webcam (for video recording)
Software	
Operating System	Microsoft® Windows® 7/8/10 (32- and 64-bit)
Microsoft PowerPoint	Microsoft® PowerPoint® 2007/2010/2013/2016/2019/ Microsoft Office 365 subscription (32- and 64-bit)
Microsoft Word	Microsoft® PowerPoint® 2007/2010/2013/2016/2019/ Microsoft Office 365 subscription (32- and 64-bit)
Browsers	Microsoft Edge 81 and higher Internet Explorer 11 and higher Mozilla Firefox 74 and higher Google Chrome 81 and higher

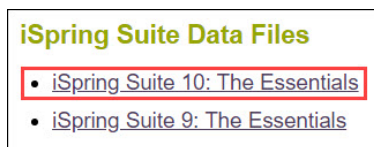
Data Files (iSpring Suite Project Assets)

You're probably chomping at the bit, ready to dive into iSpring Suite, and begin creating eLearning lessons. Not so fast. Do you have sample projects to work with? What about graphics and videos? How about voiceover audio? No? No worries. I've got everything you need—I call them data files—and they can be downloaded from the IconLogic website for free.

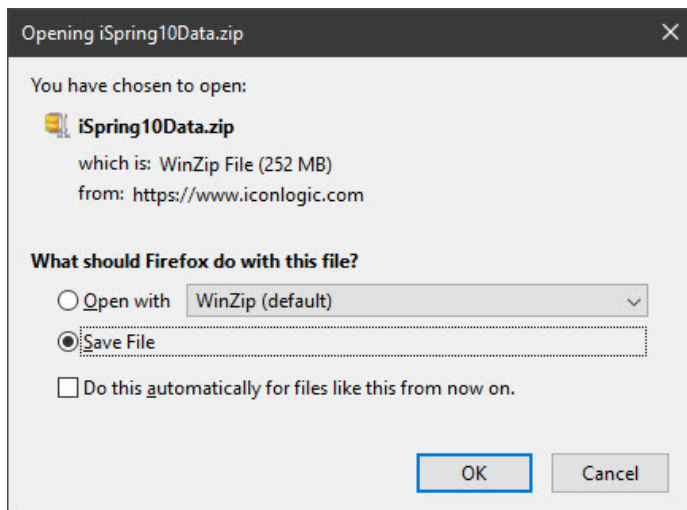
Download the iSpring Suite 10 Data Files

1. Download the student data files necessary to use with this book.

- ☐ start a web browser and go to the following web address:
<http://www.iconlogic.com/pc>
- ☐ under the **iSpring Suite Data Files** section, click the **iSpring Suite 10: The Essentials** link



The download is a zipped file containing several folders and files. On some web browsers, a dialog box opens asking if you want to Save or Open the file. The image below shows the dialog box you will see if you use Firefox. I've elected to **Save File**.



2. Unzip the **iSpring10Data** files.

- ☐ locate the **iSpring10Data.zip** file you just downloaded to your computer
- ☐ unzip the file



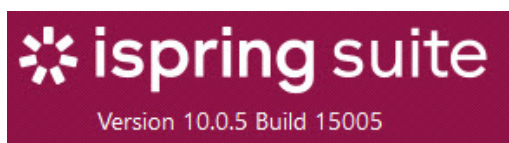
Note: You can keep the iSpring10Data folder anywhere on your computer, but for ease of access, I suggest working from your desktop so that it's easier to locate the project files as they are referenced during the guided activities in this book.





How Software Updates Affect This Book

This book was written to teach you how to use iSpring Suite **version 9** (you can check your version via the **iSpring Suite 10** tab on the Ribbon, **Help > About**). At the time that this book was written, iSpring Suite **10.0.5 Build 15005** was the latest and greatest version of the software available from iSpring.



With each major release of iSpring Suite, my intention is to write a new book to support that version and to make it available as soon as possible. Both Microsoft and iSpring frequently update their software to fix bugs and add functionality. Updated iSpring Suite versions could be called iSpring Suite **10.1.2** or **10.7.9** and so on. Usually minor updates have little or no impact on the lessons presented in this book. However, iSpring could make significant changes to the way the suite looks or behaves, even with minor updates. (Such was the case when Adobe updated its Adobe Captivate software from version 5 to 5.5—about a dozen features were added, and a few panels/pods were renamed, throwing readers of my books into a tizzy.)

Because it is not possible for me to recall or update existing printed books, instructions you are asked to follow in this book may not exactly match the patched/updated version of the software that you are using. If something on your screen does not match what is in the book, please visit the book errata page on my website (<http://www.iconlogic.com/skills-drills-workbooks/errata-pages.html>). If an iSpring software update has altered something that impacts the lessons in this book, I will address the issues on that page as they are brought to my attention.

Contacting IconLogic

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Phone: 410.956.4949, ext 711



Rank Your Skills

Before starting this book, complete the skills assessment on the next page.

Skills Assessment

How This Assessment Works

Ten course objectives for *iSpring Suite 10: The Essentials* are listed below. **Before starting the book**, review each objective and rank your skills using the scale next to each objective. A rank of ① means **No Confidence** in the skill. A rank of ⑤ means **Total Confidence**. After you've completed this assessment, work through the entire book. **After finishing the book**, review each objective and rank your skills now that you've completed the book. Most people see dramatic improvements in the second assessment after completing the lessons in this book.

Before-Class Skills Assessment

1. I can sync animations with voiceover.	①	②	③	④	⑤
2. I can use iSpring to edit an audio clip.	①	②	③	④	⑤
3. I can add a Dialog Simulation to a presentation.	①	②	③	④	⑤
4. I can add Characters to a slide.	①	②	③	④	⑤
5. I can add an interaction.	①	②	③	④	⑤
6. I can add a quiz to a project.	①	②	③	④	⑤
7. I know how to publish as HTML5.	①	②	③	④	⑤
8. I know what SCORM stands for.	①	②	③	④	⑤
9. I can publish an Accessible iSpring project.	①	②	③	④	⑤
10. I can create a screen recording.	①	②	③	④	⑤

After-Class Skills Assessment

1. I can sync animations with voiceover.	①	②	③	④	⑤
2. I can use iSpring to edit an audio clip.	①	②	③	④	⑤
3. I can add a Dialog Simulation to a presentation.	①	②	③	④	⑤
4. I can add Characters to a slide.	①	②	③	④	⑤
5. I can add an interaction.	①	②	③	④	⑤
6. I can add a quiz to a project.	①	②	③	④	⑤
7. I know how to publish as HTML5.	①	②	③	④	⑤
8. I know what SCORM stands for.	①	②	③	④	⑤
9. I can publish an Accessible iSpring project.	①	②	③	④	⑤
10. I can create a screen recording.	①	②	③	④	⑤



ICONLOGIC

"Skills and Drills" Learning

Preface

This Section Covers:

- iSpring Suite's Role in eLearning, page 2
- Designing Slides Within PowerPoint, page 3
- Fonts and Learning, page 4
- Planning eLearning Projects, page 7
- eLearning Budgeting Considerations, page 8
- Scripts for Software Demonstrations, page 10
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- The Value of Audio, page 16

NOTES

iSpring Suite's Role in eLearning

It's likely that you've used Microsoft PowerPoint at least a few times. As far as I'm concerned, PowerPoint is an awesome program, and you can easily create visually stunning presentations with the tool. Unfortunately, the vast majority of the presentations created with PowerPoint are not very good. I'm betting that you have seen your fair share of presentations containing too many slides packed with as much text and clipart as possible. There's often an obnoxious use of colors and fonts. The layouts are predictable and boring. Most of the slides have a main headline, a subhead, a bulleted list, clipart images, and copious amounts of animation (the bullets fly here, there, everywhere. There's a name for those kinds of presentations: *Death by PowerPoint*.

When learners are threatened with *Death by PowerPoint*, most will either avoid the presentation or quickly click from one slide to the next to end the misery as soon as possible. There's typically little interaction in those deadly presentations beyond clicking forward and back buttons.

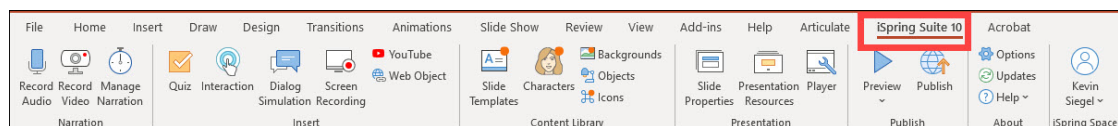
Given how PowerPoint gets most of the blame when someone presents a *Death by PowerPoint*, it's easy to be a PowerPoint hater. However, I am not a hater. I happen to think that in the hands of a creative person, PowerPoint can be used to develop great presentations. While I love PowerPoint, it cannot be used to create compelling, engaging eLearning—asynchronous training content is available online, 24-hours per day, 7 days per week.

Why can't you create awesome eLearning with PowerPoint? First, PowerPoint does not feature the kind of interactive tools necessary to engage learners. I know, you can animate anything and everything, and you can add interactive buttons to a PowerPoint slide. But animations and/or forward and back buttons do not constitute a high level of learner engagement. In most PowerPoint presentations, there's little to no opportunity to gauge learner comprehension of the content because most versions of PowerPoint do not include scoreable quizzes. Recent updates to PowerPoint do finally allow you to add quizzes via Forms, but the feature is limited.

When the time comes to deliver content created in PowerPoint to learners across the globe, there's no HTML5 output to allow for seamless viewing over a web browser. Learners either need to have PowerPoint installed on their computers or download the PowerPoint player from Microsoft. And although you can upload a PowerPoint presentation into a Learning Management System (LMS) as a course asset, there is no way to make the presentation SCORM or AICC-compliant so that learner progress can be tracked by the LMS or administrators.

So what do you do when the boss tells you to use PowerPoint to create the company's flagship eLearning course? You get yourself an eLearning development tool, and that's where the iSpring Suite comes in. The suite is a collection of awesome tools that work with PowerPoint to help you create killer eLearning courses.

After installing the iSpring Suite on your computer and then starting PowerPoint, you'll find that there's a new tab on the PowerPoint Ribbon: **iSpring Suite**. The image below shows the **iSpring Suite 10** tab, along with its specific set of eLearning tools.



At the **far left** of the **iSpring Suite 10** tab, you'll find recording tools for both audio and video. As you move right, you'll see tools for adding interactions, characters, and more. You'll be using most of the tools on the tab, along with the standard PowerPoint tools, as you move through the guided activities in this book.

Designing Slides Within PowerPoint

As mentioned earlier, working with iSpring Suite means you also need to work within PowerPoint. It stands to reason that the better your PowerPoint presentation looks, the more likely it is that your learners will want to consume the content you publish.

I saw a guy the other day wearing a t-shirt that read, “Guns don’t kill people, people kill people.” Often the same holds true for PowerPoint presentations. “PowerPoint doesn’t kill presentations; people kill presentations.”

It’s easy to point the finger at PowerPoint for making office meetings unsuccessful and presentations a snore, but the truth is that poor design is really to blame.

The good news is that you don’t have to be a seasoned designer to produce beautiful and effective PowerPoint presentations. Here are a few tips to get you started:

- ☐ There are certainly occasions when a bullet really is the most successful way to convey an idea. However, just because PowerPoint defaults to using a bulleted format doesn’t mean that you should go with the flow and present all your information with a bullet in front of it.
- ☐ Try splitting the bullets up into separate slides with a single image to illustrate each point, or forgo the text altogether and replace it with a chart, diagram, or other informative image.
- ☐ It is not necessary to have every bit of information you cover on the slide. Encourage your audience to listen and, if necessary, take notes based on what you say, not what is displayed on the slide.
- ☐ Nothing says “High School Presentation Circa 1997” quite like a dancing animated image clumsily plopped on a rainbow gradient background with a big, garish WordArt title (complete with myriad animation effects).
- ☐ Keep in mind that PowerPoint presentations are plentiful—particularly bad ones. Trust us, your learner will not be impressed with how many moving, colorful parts each slide contains.
- ☐ Consider using photographs on your slides instead of clipart. PowerPoint comes preloaded with photographs you can use. And there is an extensive set of backgrounds, images, and icons that come with iSpring Suite.

If you find the selection isn’t enough to suit your needs, try looking online for stock photos. There are many free sites, but keep in mind that to save time and frustration (and improve on the selection and quality), you might want to set aside a budget to pay for the photographs.





Fonts and Learning

There is no denying that the most important thing about eLearning is solid content. But could you be inadvertently making your content harder to read and understand by using the wrong fonts? Is good font selection really important? Read on to discover the many surprising ways fonts can affect your content.

Some Fonts Read Better On-Screen

eCommerce Consultant Dr. Ralph F. Wilson did a study in 2001 to determine if serif fonts (fonts with little lines on the tops and bottoms of characters, such as Times New Roman) or sans serif fonts (those without lines, such as Arial) were more suited to being read on computer monitors. His study concluded that although Times New Roman is easily read in printed materials, the lower resolution of monitors (72 dpi vs 180 dpi or higher) makes it much more difficult to read in digital format. Arial 12 pt was pitted against Times New Roman 12 pt with respondents finding the sans serif Arial font more readable at a rate of 2-to-1.

Lorem ipsum frangali puttuto rigali fortuitous confulence magficati alorem. Lorem ipsum frangali puttuto rigali fortuitous confulence magficati alorem.	Lorem ipsum frangali puttuto rigali fortuitous confulence magficati alorem. Lorem ipsum frangali puttuto rigali fortuitous confulence magficati alorem.
Times New Roman 12 pt	Arial 12 pt
520	1123
32%	68%

Wilson also tested the readability of Arial vs. Verdana on computer screens and found that in font sizes greater than 10 pt, Arial was more readable, whereas Verdana was more readable in font sizes 10 pt and smaller.

So should you stop using Times New Roman in your eLearning lessons? Not completely. For instance, you can still use Times New Roman for text content that is not expected to be skimmed.

Some Fonts Increase Trust

A study by **Sharath Sasidharan** and **Ganga Dhanesh** for the Association of Information Systems found that typography can affect trust in eCommerce. The study found that to instill trust in online consumers, you should keep it simple: “To the extent possible, particularly for websites that need to engage in financial transactions or collect personal information from their users, the dominant typeface used to present text material should be a serif or sans serif font such as Times New Roman or Arial.”

If you feel your eLearning content will be presented to a skeptical audience (or one you’ve never worked with before), dazzling them with fancy fonts may not be the way to go. I’m not saying that you shouldn’t use fancy fonts from time to time to break up the monotony of a dry lesson, but consider using such nonstandard fonts sparingly. Use the fancy fonts for headings or as accents but not for the bulk of your text.

The Readability of Fonts Affects Participation

A study done at the **University of Michigan** in 2008 on typecase in instructions found that the ease with which a font in instructional material is read can have an impact on the perceived skill level needed to complete a task.

The study found that if directions are presented in a font that is deemed more difficult to read, “the task will be viewed as being difficult, taking a long time to complete and perhaps, not even worth trying.”

Based upon the aforementioned study by Wilson, it is probably not a good idea to present eLearning material, especially to beginners, in a Times New Roman font, as it may make the information seem too difficult to process or overwhelming.

Most Popular Fonts

I polled my customers and former students and asked which fonts they tended to use in eLearning. Here is a list of the most popular fonts:

- ☐ Verdana
- ☐ Helvetica
- ☐ Arial
- ☐ Calibri
- ☐ Times
- ☐ Palatino
- ☐ Times New Roman
- ☐ Century Schoolbook (for print)





Fonts and Personas

If you are creating eLearning for business professionals, you might want to use a different font in your design than you would if you were creating eLearning for high school students. But what font would you use if you wanted to convey a feeling of happiness? Formality? Cuddliness?

In a Microsoft-funded study by **A. Dawn Shaikh, Barbara S. Chaparro, and Doug Fox**, the perceived personality traits of fonts were categorized. The table below shows the top three fonts for each personality objective.

	Top Three		
Stable	TNR	Arial	Cambria
Flexible	Kristen	Gigi	Rage Italic
Conformist	Courier New	TNR	Arial
Polite	Monotype Corsiva	TNR	Cambria
Mature	TNR	Courier New	Cambria
Formal	TNR	Monotype Corsiva	Georgia
Assertive	Impact	Rockwell Xbold	Georgia
Practical	Georgia	TNR	Cambria
Creative	Gigi	Kristen	Rage Italic
Happy	Kristen	Gigi	Comic Sans
Exciting	Gigi	Kristen	Rage Italic
Attractive	Monotype Corsiva	Rage Italic	Gigi
Elegant	Monotype Corsiva	Rage Italic	Gigi
Cuddly	Kristen	Gigi	Comic Sans
Feminine	Gigi	Monotype Corsiva	Kristen
Unstable	Gigi	Kristen	Rage Italic
Rigid	Impact	Courier New	Agency FB
Rebel	Gigi	Kristen	Rage Italic
Rude	Impact	Rockwell Xbold	Agency FB
Youthful	Kristen	Gigi	Comic Sans
Casual	Kristen	Comic Sans	Gigi
Passive	Kristen	Gigi	Comic Sans
Impractical	Gigi	Rage Italic	Kristen
Unimaginative	Courier New	Arial	Consolas
Sad	Impact	Courier New	Agency FB
Dull	Courier New	Consolas	Verdana
Unattractive	Impact	Courier New	Rockwell Xbold
Plain	Courier New	Impact	Rockwell Xbold
Coarse	Impact	Rockwell Xbold	Courier New
Masculine	Impact	Rockwell Xbold	Courier New

Source: <http://usabilitynews.org/perception-of-fonts-perceived-personality-traits-and-uses/>

Planning eLearning Projects

By the time you finish the last lesson in this book, you should be able to use the Suite to create some compelling, technically sound eLearning lessons. However, just because you will soon be able to publish technically sound content does not necessarily mean you will go out and create *good* eLearning. If you want to create good, useful lessons, you have to plan ahead. Before creating an eLearning lesson using iSpring Suite, ask yourself the following questions:

- ☐ Who is my audience? Are you training children or business professionals? The images you use and the interactions you create will need to take your specific audience into consideration.
- ☐ How is my eLearning content relevant to my learner? Will my content motivate my learners? Is there an appropriate amount of context?
- ☐ Is my content expected to bring about change? If yes, what specific change(s)? How do I plan to track that change?
- ☐ Do I want my lessons to contain images and background music? If so, where will I get those assets? While iSpring Suite comes with assets if you have a subscription, those assets may not be enough. In that case, you'll need a reliable source for gathering additional assets. For instance, I use pay services such as www.BigStock.com for many of the images I use in my eLearning lessons. I also rely heavily on eLearning resources, such as www.eLearningBrothers.com for assets appropriate for eLearning.
- ☐ Do you need to capture learner data such as quizzes? If so, you'll likely need an LMS. You'll learn more about LMSs beginning on page 120.

When planning projects, keep in mind that the most useful lessons contain the following basic elements:

- ☐ Title slide (telling the learner what they are going to learn)
- ☐ Lesson slides containing narration, music, and other sound effects
- ☐ Images and animations
- ☐ As much interactivity as possible (via interactions and buttons)
- ☐ A quiz (to gauge the effectiveness of the lesson)
- ☐ An ending slide (reviewing what the learner learned)

Above all, remember the mantra used in the best training courses world-wide: *tell them what you're going to teach them, teach them, and then tell them what you taught them*. If your eLearning content created with iSpring Suite takes this mantra into account, there's a very good chance you'll not just create eLearning content, you'll create successful eLearning content.





eLearning Budgeting Considerations

Many new eLearning developers underestimate the time needed to produce eLearning content with PowerPoint and iSpring Suite. The following table should help.

Project Size	Number of Production Hours
Small Projects (1-20 slides)	1-4 hours
Medium Projects (21-40 slides)	5-7 hours
Large Projects (41-70 slides)	8-10 hours
Bloated Projects (more than 71- slides)	Consider splitting lessons this large into smaller presentations.

What Production Does Not Include

I bet you're wondering what "production" means, especially considering that most of the projects you create will likely be in the medium or large categories (21-70 slides) and take you, on average, up to 10-hours to produce.

To begin, let's consider what "production" does **not** include. An effective 1-hour eLearning course will not play for 60 consecutive minutes. Given today's distractions, the perfect playtime for any one eLearning lesson is between 3 and 7 minutes (a 5-minute playtime is ideal). A 5-minute playtime means that a 60-minute eLearning course would consist of 12, 5-minute lessons.

Before you can even think about creating an eLearning course, you'll need a script and/or storyboard (see page 10). A general rule of thumb is that it takes up to 40 hours to write every 1 hour of eLearning. Depending on how fast you write, you could easily save some time here (if you're a fast writer). However, you could also double those hours if you're new to creating eLearning content (or perhaps you simply write slowly).

If you're going to include voiceover audio (see page 38), you'll first need to write a voiceover script. Many writers budget at least 50 percent of the time it takes to write a standard script to write a voiceover script. And some writers say that writing a voiceover script is just as difficult as, if not more difficult than, writing a step-by-step eLearning script. To be safe, you should budget the same number of hours to write a voiceover script as you budget for the eLearning script.

Production won't include creating a PowerPoint template, a completed shell project that you will use as the basis of all of your projects. It's not difficult to create a template, but it will take time. An ideal template contains placeholders, an introduction slide, transitional slides, a conclusion slide, and a quiz placeholder. I typically budget up to 10 hours to create a project template.

What Production Does Include

A single interactive PowerPoint/iSpring Suite eLearning lesson could take several hours to produce. What's part of the production process?

You'll spend a lot of time working with every PowerPoint slide. Adding the content and the images will take time. Beyond the slide content and images, you'll be adding interactive objects. You'll also likely be adding audio to the presentation (if you're lucky, the audio won't need any editing, but it's likely you'll need to spend time editing the audio).

To measure the success of your eLearning lesson, you'll need a quiz. It's going to take time to write the questions, the answers, and the distractors. If you've never written questions and answers for a quiz, it's not as easy as you think. And it's going to take time. You should budget 15-20 minutes per question (and keep in mind that the average eLearning lesson should contain no more than one question for each minute of eLearning playtime).

During the production process, you'll be previewing your project... a lot. That takes time (you cannot do any work in iSpring as the preview is created).

When your work is done, you'll publish the project and possibly upload the published assets files to a web server or LMS. You will be testing the lessons for scoring or interactivity errors. After that, you'll need to fix problems you run across (and there will likely be plenty of problems that need to be fixed). After fixing those problems, you'll need to republish, repost, and retest.

Add it all up, and your budget looks something like this (keep in mind that the timing below does not include the time it will take to record and edit your own voiceover audio):

- ☐ 40-80 hours to write an eLearning script or create the storyboard to support 12, 5-minute lessons for a 1-hour course.
- ☐ 120 hours to edit, produce and test 12, 5-minute lessons for a 1-hour eLearning course.
- ☐ 40-80 hours to write a narration script to be used by your narrator.





Scripts for Software Demonstrations

When developing eLearning for software demonstrations or simulations (using eLearning tools like Adobe Captivate), it's a great idea to begin with a script—a detailed list of step-by-step instructions. When I have created text-based eLearning scripts, or received them from clients, I've generally seen them in two flavors: paragraphs and tables.

Scripts in Paragraph Format: If you are creating a script for eLearning, your text should be formatted in a way that is easy to follow. You can format the script in paragraphs, but you will need to clearly label the parts. You may find that formatted paragraphs are all you need. However, I recommend a table or grid format for a script that will be developed into eLearning.

- ☐ **Step Number**
- ☐ **Screen:** Display the document
- ☐ **Action:** Move the cursor to the Format menu and click Format
- ☐ **Caption:** Click Format
- ☐ **Voiceover:** Now let's open the Format menu to get started with formatting the document.

Scripts in Table Format: Below is a picture of a sample script used to create an Adobe Captivate eLearning lesson. The script was created in Microsoft Word. You'll find the script among the assets within the iSpring10Data folder (the file is called **SampleScript**).



Sample Script for Creating Software Demo/Sim eLearning

Lesson Name: Print a NotePad File with Landscape Orientation

Step	Screen	Action to be Taken by eLearning Developer	Caption Text	Narrator Says
1)	A NotePad file should be open prior to recording. You can start NotePad by choose Start > Run and typing notepad. Any open NotePad document can be used for this simulation.	Pull a screen shot of the NotePad file do not click anything. This slide will contain some introductory narrative.	During this lesson you will learn how to print a NotePad document	During this lesson you will learn how to print a NotePad document in Landscape Orientation.
2)	A NotePad file is open. Nothing should be <u>selected</u> and no menus should be open.	Click the File menu	First, <u>let's</u> display the Print dialog box. Choose File > Print .	To begin, <u>let's</u> display the Print dialog box by choosing the Print command from the File menu.
3)	The File menu is open.	Click the Print command	Select the Print command	
4)	Print Dialog Box with NotePad in the background	Select the HP4000 printer icon	The Print Dialog Box appears. Before you can print, you will need to select the correct printer. Select the HP4000 printer icon.	The Print Dialog Box appears. Before you can print, you will need to select the correct printer. Select the HP4000 printer.

IconLogic Sample eLearning Script

Storyboarding


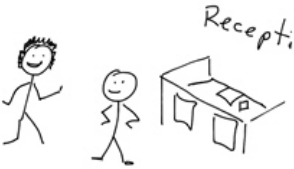

When the training objective is a soft skill, such as how to interact with others in the workplace or how to comply with legally required behavior, there may be no step-by-step process to spell out. Instead, you have to describe and demonstrate the behavior in a way that engages the learner. This is where the screen writing part of writing training materials comes into play.

You can present soft skills, which is typically what iSpring Suite is used to create, through slides or videos. Either way, the material must be both clear and engaging.

Here is a typical plotline for soft skills training.

- ☐ Statement of a real-world problem, challenge, or requirement
- ☐ Illustration of what happens on failure
- ☐ Demonstration and description of how to succeed
- ☐ Confidence check or evaluation

A visual storyboard allows you to plan what is pictured or acted out as well as what is said for each slide or scene. Even if you are not an artist, you can sketch the basics of the characters, setting, and behavior for each scene. In fact, take a look at the image below. I think that you will agree that the image is not a work of art. Nevertheless, you can tell that it depicts two people meeting in the reception area of an office. Even if the images mean something entirely different to you, you will be writing the script for these images in the Confidence Check that follows.

Slide/ Scene No.	Picture	Voiceover	Action	Dialogue
1				
2				
3				



Storyboard Confidence Check


Here are the visual storyboards for a training unit on how to greet a visitor to your office. Write the script for these scenes. Include a voiceover for each scene, briefly describe the action, and create dialog for the two actors in each scene as well. Some screens will have voiceover only.



Objective:


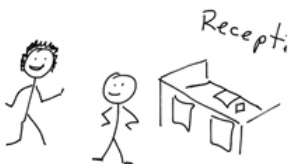



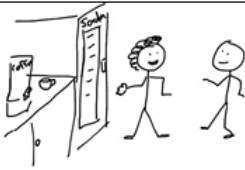
At the end of this lesson, you will be able to list at least four key behaviors in welcoming a guest to your office. In addition, you will have developed a specific plan for how to do this in your own office setting.


Slide/ Scene No.	Picture	Voiceover	Action	Dialogue
1				
2				
3				
4				
5				
6				

7				
8	Test Yourself List at least four things to do when welcoming a guest to your office. 1. _____ 2. _____ 3. _____ 4. _____			
9	Plan Ahead 1. Where is your coat closet or rack? _____ 2. Where in your office can you take a visitor to get coffee, soda, or water? _____			
10	Conclusion			

NOTES

Suggested Answers

1		Don't let social awkwardness keep you from making a good first impression on your client. When a client comes to your office, you'll want to make sure to put them at their ease. Knowing the social niceties and having a plan will help you welcome a guest to your office with confidence. That will put your mind at ease, too!	Ellen and Jeff look uncomfortable and unhappy.	None
2		When you enter the reception area to welcome your guest, make sure to smile.	Ellen enters the reception area and smiles Seeing her smile, Jeff also smiles.	Ellen: Hi! You must be Jeff.
3		Make sure to introduce yourself.	Ellen shakes hands with Jeff	Ellen: I'm Ellen Jones. <u>It's</u> nice to meet you. Jeff: Jeff Barnes. It's nice to meet you too.
4		A proper business handshake is firm and brief. The handshake is a very important part of a proper business greeting.	Focus on handshake	
5		If your guest has an overcoat, offer to take his coat or allow him to hang it on a rack or in a closet.	Ellen takes Jeff's coat and hangs it up in the coat closet.	Ellen: Here's our coat closet. May I take your overcoat? You can retrieve it here after our meeting. Jeff: Yes, thanks!
6		It is also customary to offer your guest coffee, water, or another beverage.	Ellen and Jeff enter the employee lounge, where Ellen points to the coffee and soda machines.	Ellen: Would you care for some coffee or a soda? Jeff: Oh, no thanks. I'm good.

7		Once you arrive at your office, make sure to offer your guest a chair.	Ellen and Jeff arrive in Ellen's office. Ellen gestures toward the guest chair.	Ellen: Please have a seat right over here.
8	Test Yourself List at least four things to do when welcoming a guest to your office. <ol style="list-style-type: none"> 1. _____ 2. _____ 3. _____ 4. _____ 	Now that you have seen Ellen welcome Jeff to the office, what did you observe? List here four things you can do to welcome a guest or client into your office.		
9	Plan Ahead <ol style="list-style-type: none"> 1. Where is your coat closet or rack? _____ 2. Where in your office can you take a visitor to get coffee, soda, or water? _____ 	Use this opportunity to plan how you will welcome clients into your office. Do you have a coat rack or closet? Where can you take your visitor to get coffee, soda, tea, or water?		
10	Conclusion	By having a plan for welcoming clients to your office, you will be all set to start each new business relationship on a comfortable basis and create a positive experience for each new client.		



The Value of Audio

You'll learn how to record, import, and edit audio files beginning on page 41. Research has shown that voiceover audio, even if it isn't highly produced, enhances the learning experience when compared to eLearning lessons with no audio. If your budget allows, the ideal way to approach audio is to write a voiceover script and then send the script to a voiceover professional. The cost to work with a professional can vary from state to state and region to region. I've seen audio cost as little as a few pennies per word, to several dollars per word. Still other voiceover professionals don't charge by the word at all, they charge by the page.

If you prefer to record the audio yourself, you do not need to have any prior experience recording audio. Nor do you need to have a deep, radio-personality voice. In fact, regular everyday people record perfectly wonderful audio every day. And you'll soon discover that recording audio (or importing audio files) from within iSpring Suite is very easy. All you really need to record audio is a microphone either hooked up to your computer or built-in. (While some built-in microphones record audio very well, you'll almost always get better results if you use an external microphone or headset.)

Should Voiceover Audio Match the Screen Text?

I spoke to a learner who relayed a frustrating experience she had with an eLearning course. She needed information about coding web pages using HTML5. She accessed a training site and played an eLearning demo that explained how to redefine an HTML tag. During the video, the learner found herself both listening to the voiceover audio and reading the text on the screen. She quickly realized that the slide text was identical to the voiceover audio. At about the same time, because she had been trying to figure out whether the voiceover really was the same as the slide text, she realized that she had not absorbed some of the content. She also noticed that she could read the text on the screen faster than the narrator, so she turned off the audio and just read the rest of the slide text.

In the end, the learner told us that the decision to turn off the audio was a mistake. She felt that she would have had a better learning experience if she had listened to the audio while focusing on the videos and ignoring the printed captions at the bottom of the screen.

The learner experienced first-hand what I have heard from others: screen text that is identical to the voiceover narration can be a distraction rather than an added value to the learning process. Ideally your slides will have graphics, animation, or video accompanied by voiceover—with little or no text on the screen at all. Because learners are trying to pay attention to the visuals, the need to move their eyes to focus on the accompanying screen text can be difficult. Having a voiceover explain the visuals enables the learner to absorb the audio and visual information at the same time.

Does that mean your PowerPoint slides should never include text or bulleted lists? Of course not. Sometimes screen text is required simply because there is no voiceover or the learner may not have access to the voiceover.

Other times when text should appear on screen are:

- ☐ When there is no visual graphic and the caption text is the only information being presented
- ☐ When the text is closely integrated with the graphics—as labels rather than separate descriptions
- ☐ When the information being covered is complex and benefits from both audio and visual presentation, as with math equations or chemical formulas
- ☐ When the information may be needed over time, as in instructions for a learning exercise where the learner may need to repeatedly refer to the instructions



ICONLOGiC

"Skills and Drills" Learning

Module 1: Getting Started with iSpring Suite

In This Module You Will Learn About:

- The iSpring Suite 10 Interface, page 18
- Characters, page 25
- Backgrounds and Templates, page 32

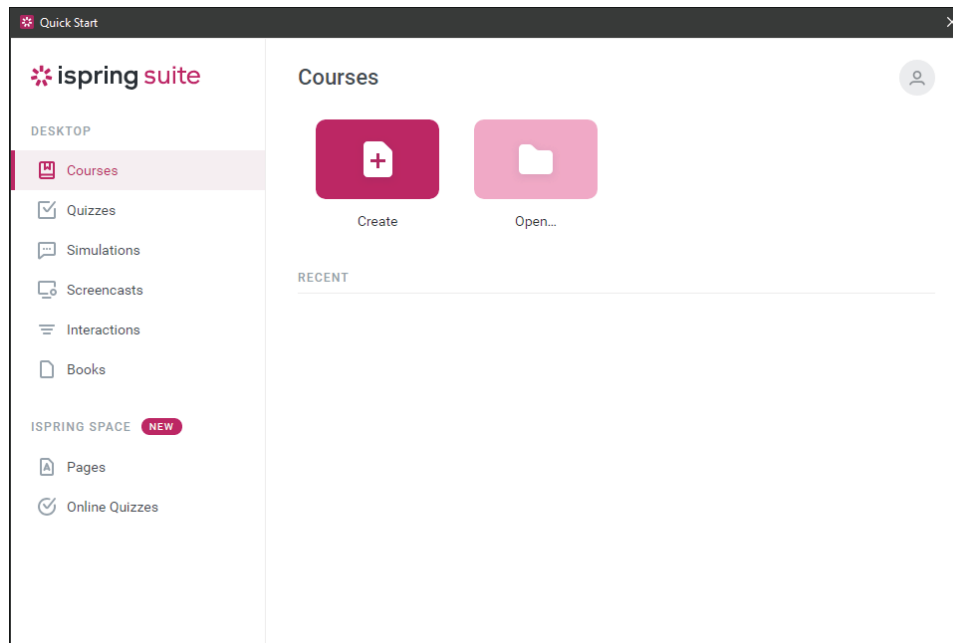
And You Will Learn To:

- Explore an Existing Project, page 19
- Publish Output to Your Computer, page 23
- Insert and Resize a Character, page 25
- Insert a Background, page 32
- Insert Template Slides, page 35



The iSpring Suite 10 Interface

As mentioned in the Preface (page 2), iSpring Suite is an eLearning development companion for Microsoft PowerPoint. You access the tools that comprise the iSpring Suite two ways: via the **iSpring Suite 10** tab on the PowerPoint Ribbon or start iSpring Suite's Quick Start via the Windows Start menu (shown below).



Courses: Creates a blank PowerPoint presentation. You'll create a course from scratch beginning on page 32.

Quizzes: Adds an interactive quiz to a PowerPoint presentation that can be set up to report scores to a Learning Management Systems (LMS). You'll learn about quizzes beginning on page 98.

Simulations: Creates branching scenarios/dialog simulations. You'll learn about this feature beginning on page 82.

Screencasts: Creates software video demonstrations including some nifty annotations. You'll learn about this feature beginning on page 91.

Interactions: Adds interactive objects to PowerPoint slides. You'll learn about interactions beginning on page 76.

Books: Creates a slick-looking book from a PowerPoint presentation, Word document, or PDF. You'll publish a book during a Confidence Check on page 126.

iSpring Space: A web-based platform for authoring collaboration and review.

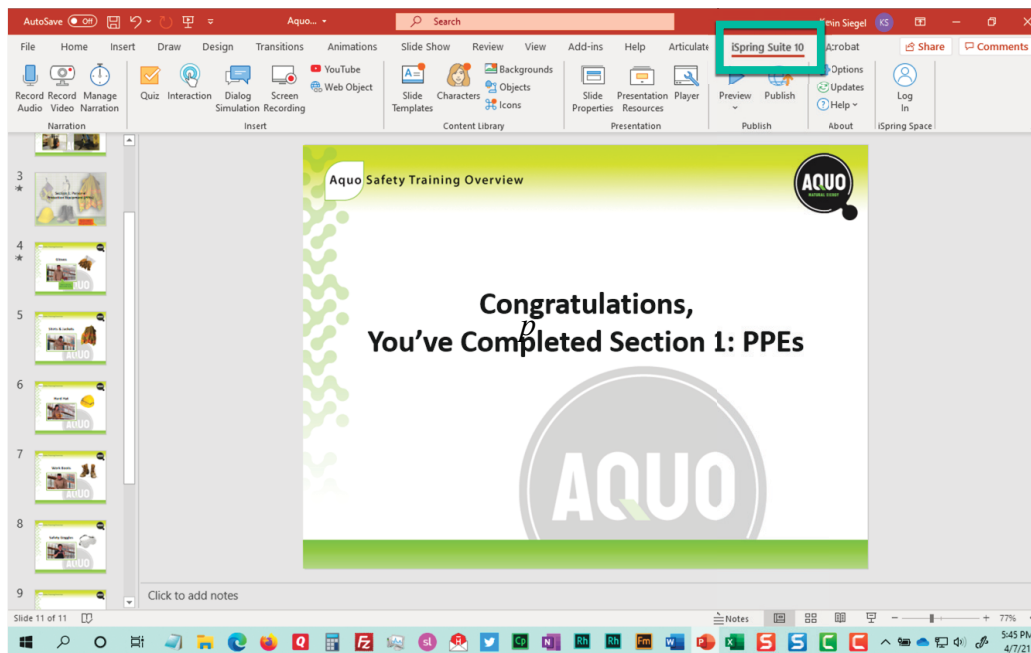
During the first few guided activities in this book, you'll open an existing presentation created collaboratively with PowerPoint and iSpring Suite. You'll then have an opportunity to get comfortable with some of the tools unique to the **iSpring Suite 10** tab on the PowerPoint Ribbon.

Note: Before moving forward, ensure that you have downloaded and installed the **iSpring10Data** assets as directed in the **About This Book** section of this book (page viii).

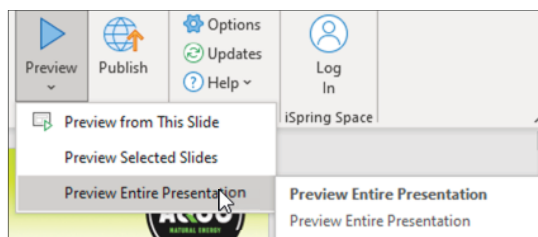
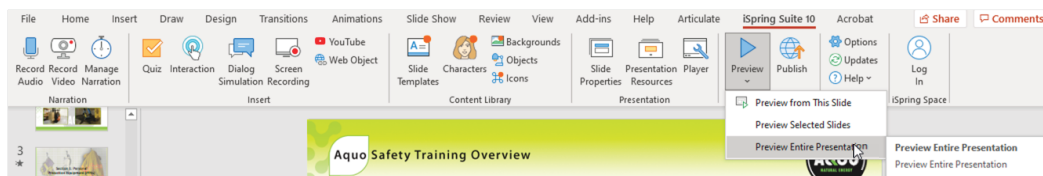
Guided Activity 1: Explore an Existing Project

1. Using Microsoft PowerPoint, open the **AquoSafetyDemo.pptx** presentation from the **iSpring10Data** folder.

The **AquoSafetyDemo** presentation was created using standard features found in PowerPoint combined with iSpring Suite's tools. At first glance, the presentation looks like any other PowerPoint presentation. As mentioned in the Preface of this book, iSpring Suite's relationship within PowerPoint seems subtle, as the only apparent change to the PowerPoint interface is the addition of the **iSpring Suite 10** tab on the Ribbon (shown highlighted below).



2. Use the **iSpring Suite 10** tab on the Ribbon to preview the eLearning lesson.
 - ☐ on the **PowerPoint Ribbon**, select the **iSpring Suite 10** tab
 - ☐ on the **iSpring Suite 10** tab, click the **Preview** drop-down menu and choose **Preview Entire Presentation**

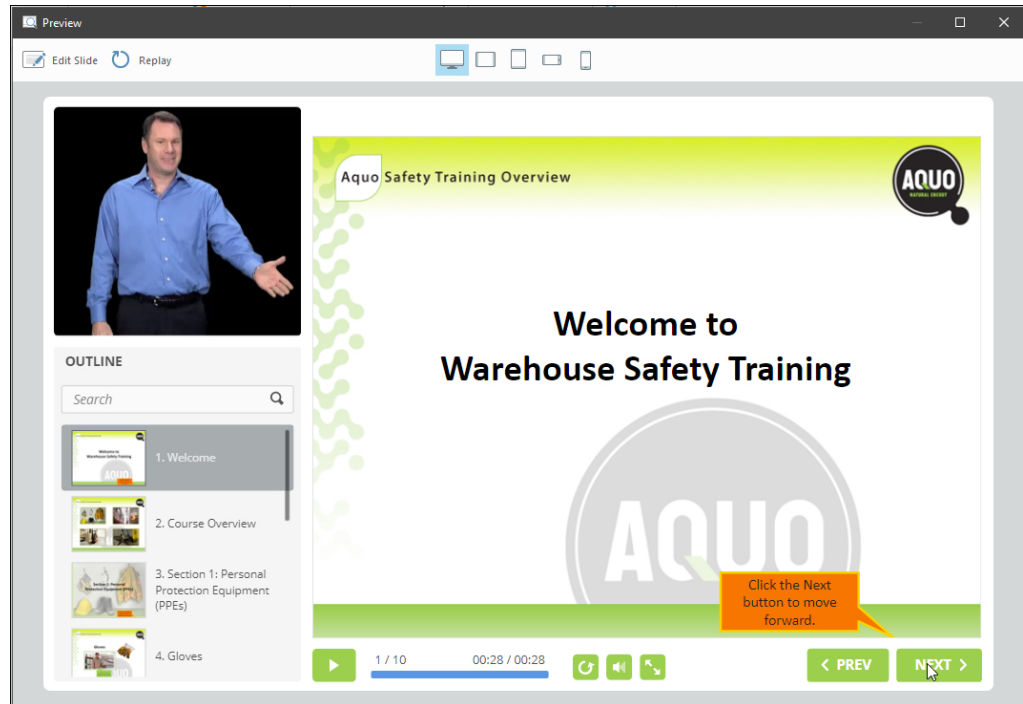


Generally speaking, when you click the bottom half of a tool within PowerPoint, you'll see menu items. If you click the top part of the tool, the most common item within the menu is selected for you.





A preview of the presentation appears that looks and behaves much as it would if you published the lesson.



The presentation contains images, videos, audio, and a quiz. You will learn how to work with these kinds of features as you work through the lessons in this book.

Note: If there are iSpring components in a PowerPoint presentation, such as an iSpring quiz or an interaction, they will not appear in the presentation if iSpring Suite is not installed on the computer. When it comes to previewing, iSpring components will not preview in a standard PowerPoint Slide Show. You can only preview iSpring components when the presentation is previewed using iSpring (via the **iSpring Suite 10** tab on the Ribbon > **Preview**.)

3. Spend a few moments going through the presentation.

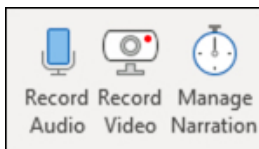
At the top of the window, notice that there are five icons. If you click each of the icons, you will see what a user might see if using a computer, tablet, or phone.



4. When finished previewing the project, close the preview window.

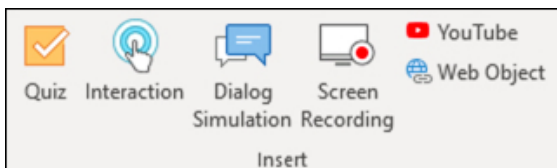
5. Explore the iSpring Suite tool groups.

☐ at the far left of the **iSpring Suite 10** tab, observe the **Narration** group of tools



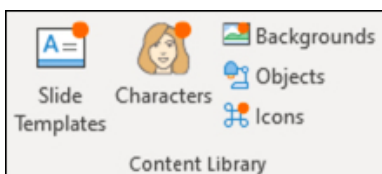
You'll use the tools in the **Narration** group to record, import, edit, and sync audio. You'll work with audio beginning on page 38.

☐ just to the right of the **Narration** group, observe the **Insert** group



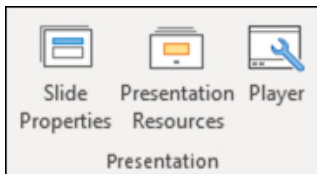
The **Insert** group gives you access to quizzes, interactions, screen recordings, and more. When it comes to adding some awesome interactive components to your project, this is the place to look.

☐ still working on the **iSpring Suite 10** tab, notice the **Content Library** group



As you build your projects, you'll come to appreciate the Content Library where you find a collection of templates, icons, and characters that you can use on your slide. Access to these assets is included with the iSpring Suite subscription (www.ispringsolutions.com/ispring-suite).

☐ on the **iSpring Suite 10** tab, notice the **Presentation** group

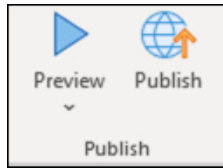


The Presentation group lets you control how each of the slides in the presentation behaves. Do you want them to be clickable? Do you want them to move forward by themselves? How about building a branching scenario? You'll control all of the options via Slide Properties. If there are resources you'd like to add to your presentation or you'd like to include your corporate logo, you'll find the options available in the Presentation Resources. And the Player allows you to include an Outline, Notes, and more.



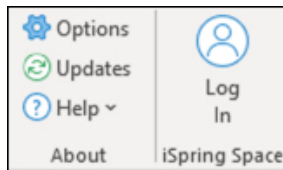
NOTES

- ☐ on the **iSpring Suite 10** tab, notice the **Publish** group



There are two options in the Publish group: Preview and Publish. You've already used the Preview icon to see how your eLearning content will look if you publish it. The Publish feature is something you'll use if your project is finished and you're ready to make it available for your learners.

- ☐ on the **iSpring Suite 10** tab, notice the **About** group

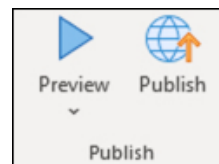


The **Options** icon allows you to set up your microphone and webcam. **Updates** helps to ensure that you're running the latest and greatest version of iSpring Suite. **Help** gives you access to, among other things, a wonderful Community of like-minded eLearning developers and professionals who answer iSpring Suite questions. The Help menu's **About** option lets you know which version of iSpring Suite you're currently using and provides information about the license. And if you have an account to iSpring Space, you can login via the Log in area.

Guided Activity 2: Publish Output to Your Computer

1. Ensure that the **AquoSafetyDemo.pptx** presentation is still open.
2. Open the Publish dialog box.

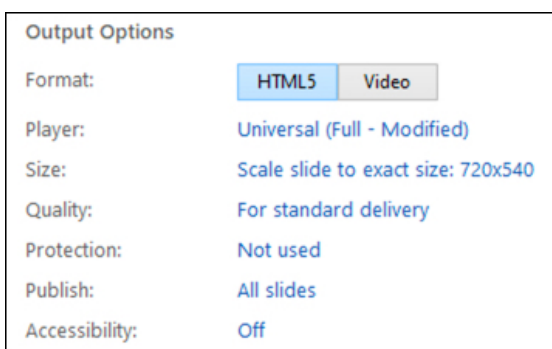
- ☐ from the **Publish** group on the **iSpring Suite 10** tab, click **Publish**



The **Publish** dialog box opens. This is the dialog box you will use once you have finished creating your eLearning lesson using iSpring Suite. To create eLearning content, you need both Microsoft PowerPoint and iSpring Suite. Before learners can use your output, you need to publish the presentation and then upload it to a web server, to iSpring Space, iSpring Learn, or to a LMS.

3. Review the options when publishing locally.

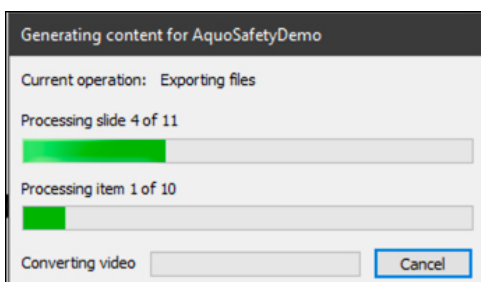
- ☐ from the categories at the left of the Publish dialog box, click **My Computer**



You can Output your project as **HTML5** or as a **Video**. If you publish your content as HTML5 and upload the output files to a server, it remains interactive when accessed by learners. If you publish as a video, interactivity that you've added to the presentation (such as a quiz) won't work.

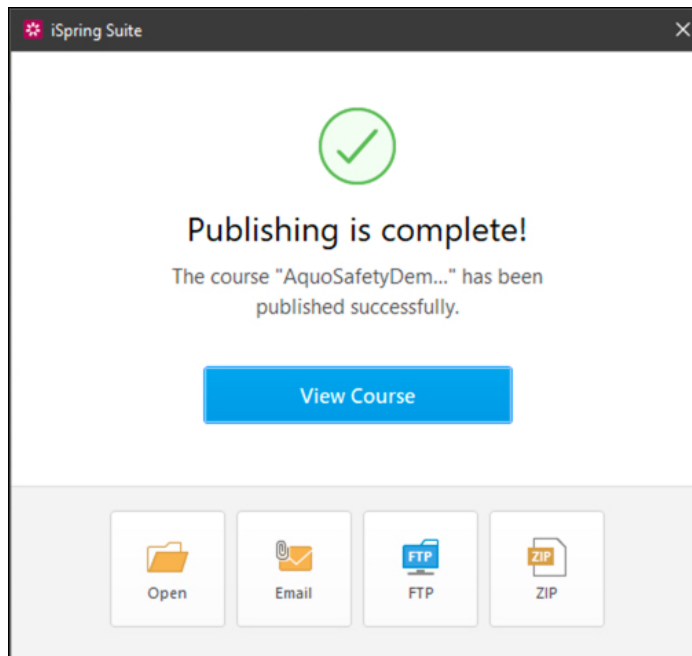
4. Publish output to your computer.

- ☐ from the categories at the left of the Publish dialog box, click **My Computer**
- ☐ at the right of the **Folder** area, click **Browse**
- ☐ open the **PublishProjectsHere** folder
- ☐ click the **Select Folder** button
- ☐ from the **Output Options** area, ensure **HTML5** is selected
- ☐ click the **Publish** button



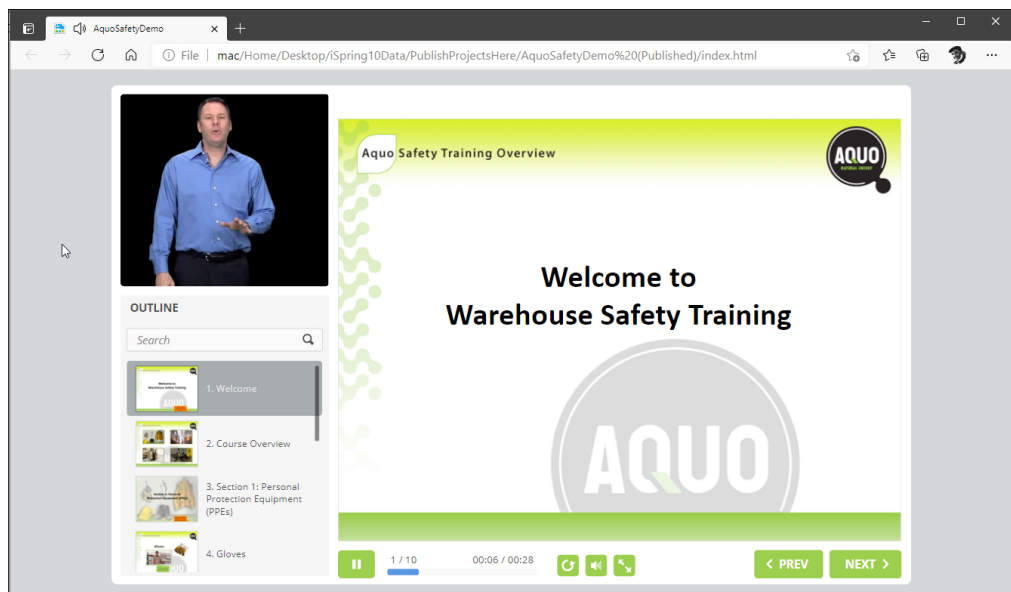
NOTES

The Publishing is complete dialog box appears. And just like that, you're a published eLearning author. Congratulations!



❑ click the **View Course** button

The output opens in your default web browser.



5. Close the browser window.
6. Return to PowerPoint and close the **Publishing is complete** screen.
7. Close the AquoSafetyDemo presentation. There is no need to save the presentation if you are prompted.

Characters

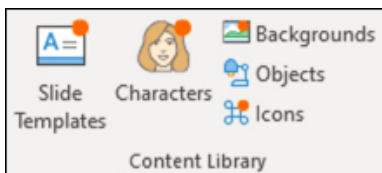
Finding quality, royalty-free photographs is always a challenge, especially if you're looking for people that you can use throughout your iSpring Suite projects as guides. Fortunately, iSpring Suite comes with a wonderful assortment of Characters that are free to use in your iSpring projects.

Guided Activity 3: Insert and Resize a Character

1. Using Microsoft PowerPoint, open **CharacterMe** from the iSpring10Data folder.

2. Insert a Character onto slide 2.

- ☐ go to slide 2
- ☐ on the Ribbon, click the **iSpring Suite 10** tab
- ☐ from the **Content Library** group, click **Characters**

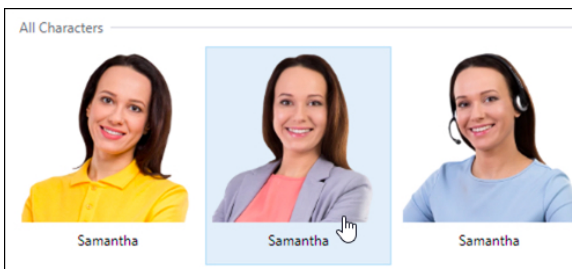
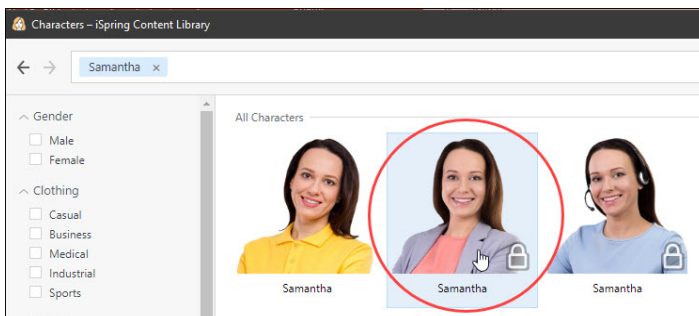


The **Characters — iSpring Content Library** window opens.

- ☐ in the Search box, type **Samantha** and press [enter]

The image catalog is filtered to show only those images labeled Samantha.

- ☐ select the **second** version of Samantha



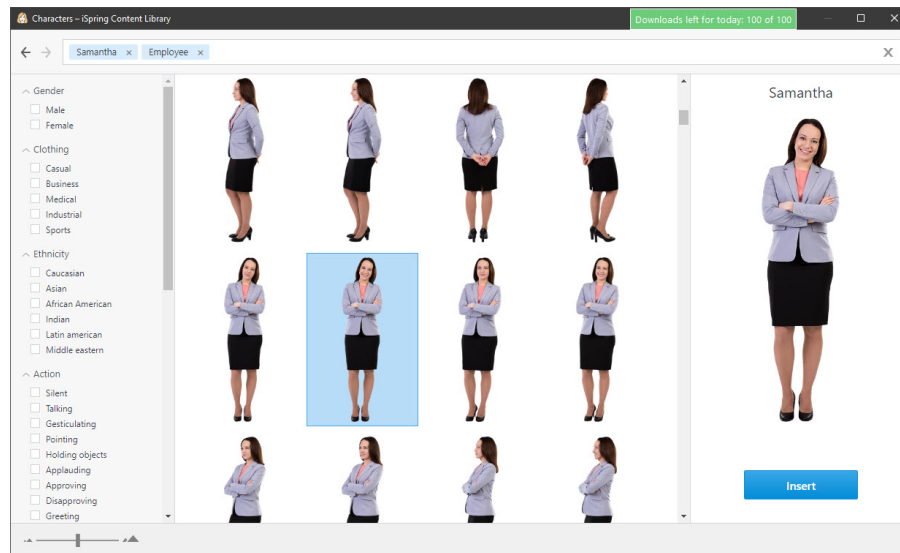
Note: In the first image above, notice that there is a padlock next to the character indicating that only one pose will be available for use. The full suite license to **iSpring Suite Max** is required to access all the Content Library assets. In the second image, I'm logged into iSpring Suite Max so the padlock is removed.





Several poses appear.

- ☐ select any pose that you think looks welcoming (if you're using the trial version of iSpring suite, only the first pose is unlocked and available for use)



- ☐ click the **Insert** button

The selected Character appears in the middle of the slide.

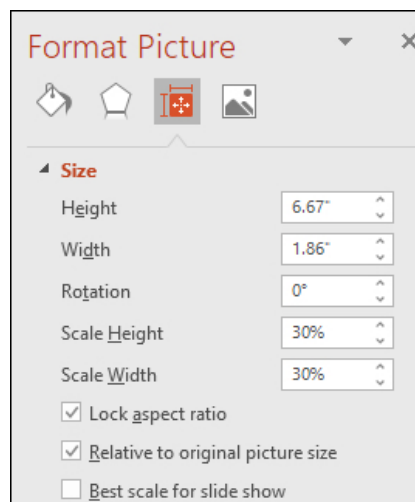
3. Resize an image.

- ☐ on slide **2**, **right-click** Samantha and choose **Size and Position**

The **Format Picture** panel appears at the right of the PowerPoint window.

- ☐ change the **Scale height** to **30** and then press [enter]

Notice that because **Lock aspect ratio** is selected by default, the **Scale width** of the image automatically changes to **30**.



4. Reposition the image.

☐ drag Samantha to the left side of the slide until your slide is similar to the image below



Characters Confidence Check

1. Go to slide 3 and add another version of the Samantha character.
2. Resize and position the character at the left of the slide, similar to the positioning shown below.

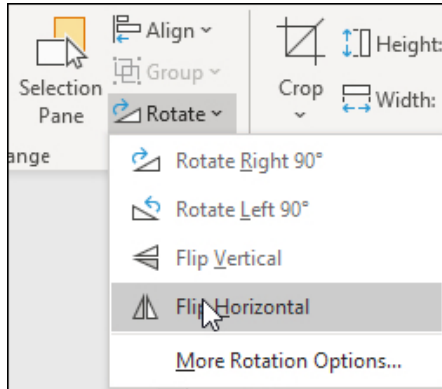


3. Go to slide 6 and add a picture of Samantha facing left.
4. Position the new character between the word **me** and the word **myself**.
5. Still working on slide 6, copy and paste the left-facing character to get a second copy.
6. Position the copied character directly on top of the original.



NOTES

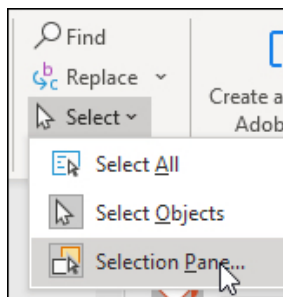
- On the **Picture Format** tab of the PowerPoint Ribbon, click the **Rotate** drop-down menu and choose **Flip Horizontal**.



- Position the two characters next to each other similar to the image below.

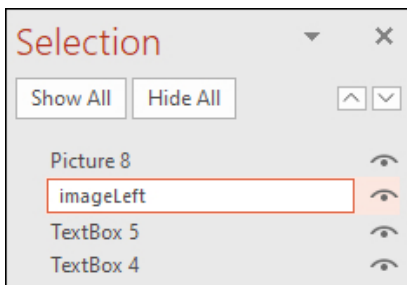


- Select the **Home** tab on the Ribbon and, from the **Editing** group, click the **Select** drop-down menu and choose **Selection Pane**.

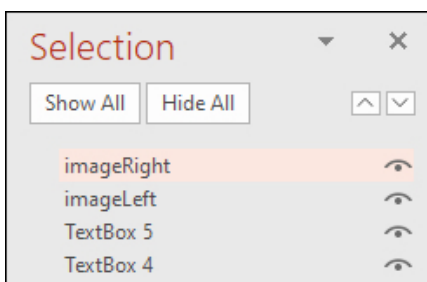


You will soon add animations to slide objects. Naming the objects first makes it easier to animate them later.

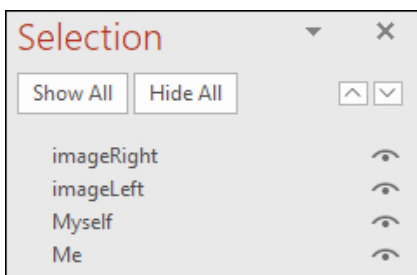
10. Select the first image and, on the Selection Pane, change the name of the image to **imageLeft**.



11. Change the name of the second image to **imageRight**.

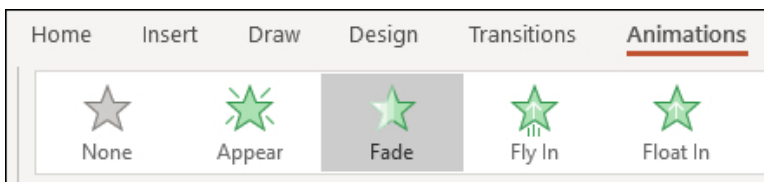


12. Change the name of the text box containing the word Me to **Me**.
13. Change the name of the text box containing the word Myself to **Myself**.



Next, you'll animate slide objects.

14. On the **Selection** pane, select both **imageLeft** and **Me**. (You can select noncontiguous objects by pressing [ctrl] and clicking the objects on the **Selection** pane.)
15. Select the **Animations** tab on the Ribbon and select the **Fade** animation.

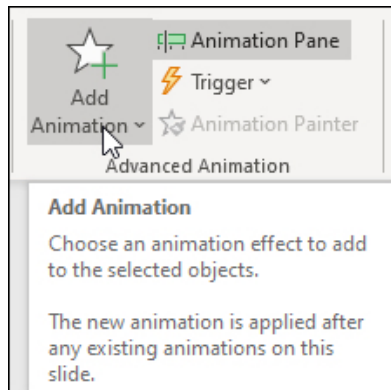


The selected objects now fade onto the slide. That'll be a nice effect but what will make it even better is to have both images fade out and then have the other two objects fade in. You'll take care of that next.

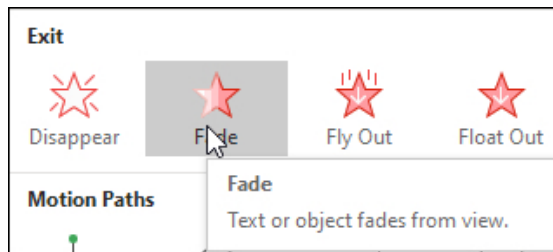




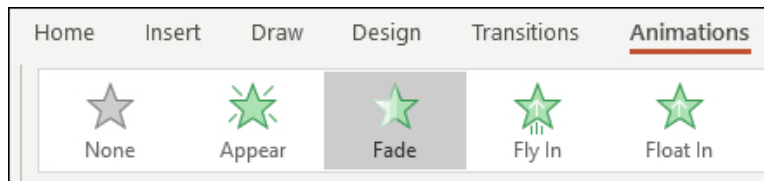
16. With both objects still selected, Select the **Animations** tab on the Ribbon and select **Add Animation**.



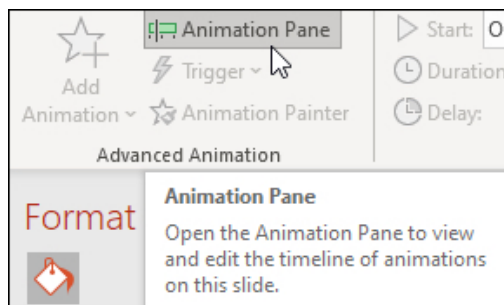
17. From the **Exit** animations, choose **Fade**.



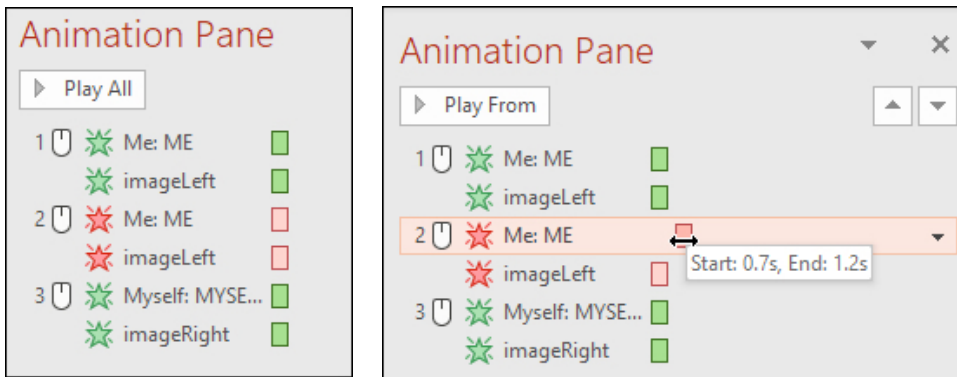
18. Using the **Selection** pane, select both **imageRight** and **Myself**.
19. Apply the **Fade** animation to both selected objects.



20. On the Animations tab, select **Animation Pane**.



The Animation Pane allows you to see and manage the animations on a selected slide. For instance, you can drag or stretch any of the squares next to each animation to either extend that animation's playtime or delay when the animation occurs.



21. On the slide, position the two Samantha images on top of each other similar to what is shown below.



22. From the **iSpring Suite 10** tab on the Ribbon, Preview the selected slide.

Each time you click the slide, you'll see the fade-in and fade-out animations. After you learn about audio during the next module, you'll be able to synchronize animations like these with audio.

23. Save and close the PowerPoint presentation.



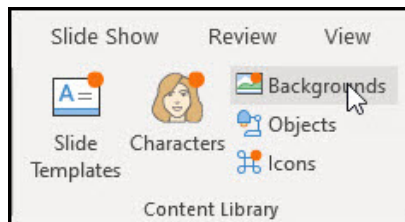
Backgrounds and Templates

You'll find iSpring's Backgrounds and Templates helpful as you kick-start your project. Backgrounds allow you to take any blank slide and enhance it with supplied background images. Templates let you add one or multiple slides to a project that, in addition to containing an assortment of theme-related background images, include helpful text placeholders that suggest content that you might want to incorporate.

Guided Activity 4: Insert a Background

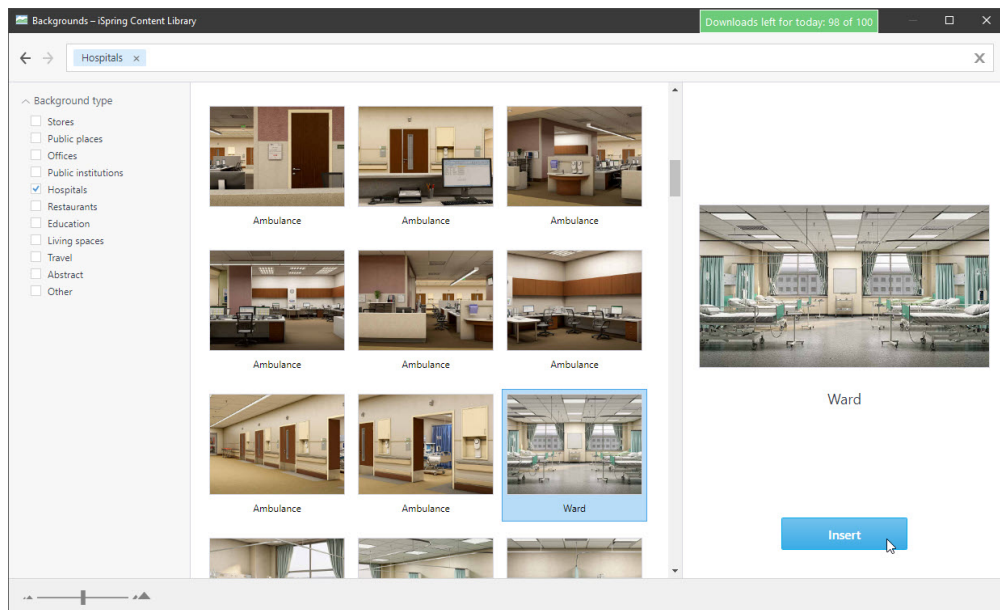
1. Insert a Hospital Background onto a slide.

- ☐ ensure that PowerPoint is open
- ☐ create a **new, blank** PowerPoint presentation
- ☐ select the **iSpring Suite 10** tab on the Ribbon
- ☐ from the **Content Library** group, click **Backgrounds**



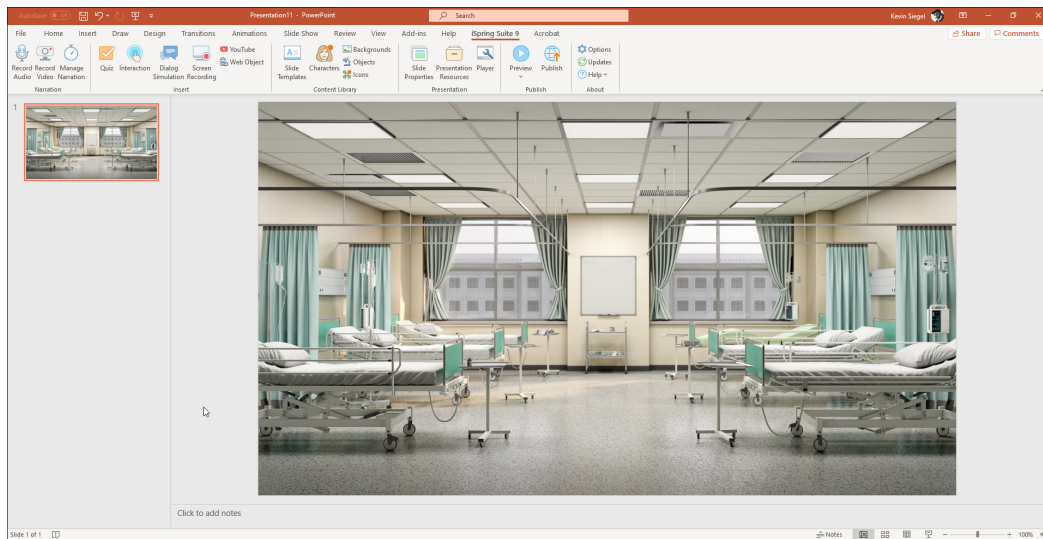
The **Backgrounds—iSpring Content Library** window opens.

- ☐ from the list at the left, select **Hospitals**
- ☐ select any of the background images



- ☐ click the **Insert** button

The selected image is added to the presentation and automatically sized to fit perfectly on the slide.



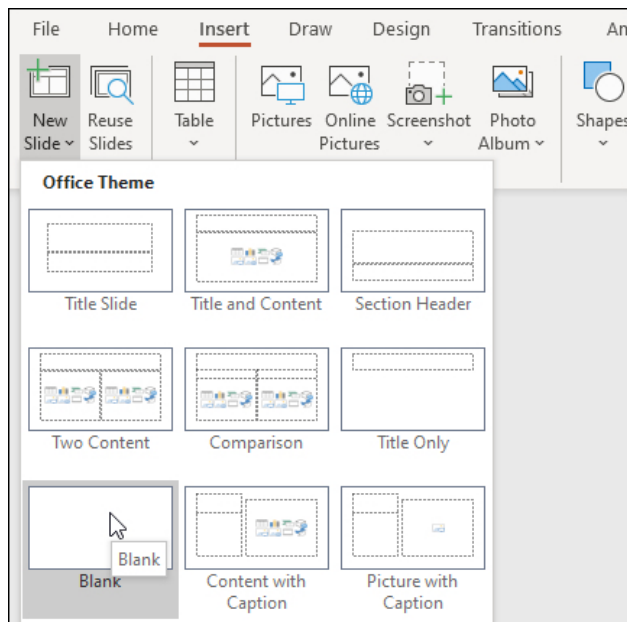


Backgrounds Confidence Check

1. Insert a Character from the **Medicine** category onto the background.
(You learned about Characters on page 25.)
2. Resize and reposition the Character as appropriate to work best with the Background image.



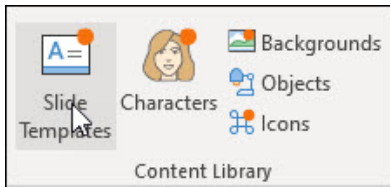
3. Insert a few blank slides into the presentation and then spend a few moments adding backgrounds and characters as appropriate.



4. When finished, save the presentation to the iSpring10Data folder as **MyScene**. Leave the project open for the next activity.

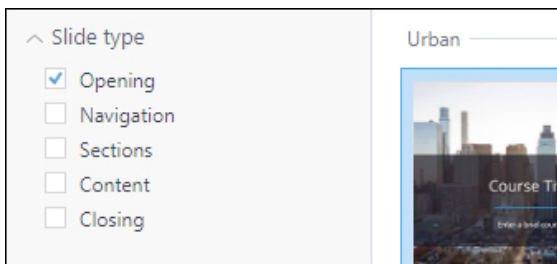
Guided Activity 5: Insert Template Slides

1. Ensure that the **MyScene** presentation you created during the last activity is still open.
2. Insert Template slides.
 - ☐ select slide 1
 - ☐ from the **iSpring** tab on the **Ribbon**, **Content Library** group, click **Slide Templates**

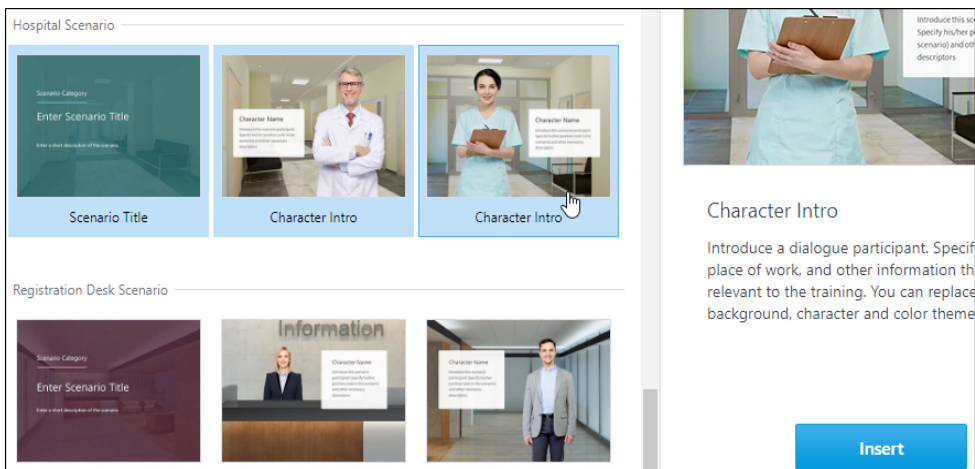


The **Slide Templates—iSpring Content Library** window opens.

- ☐ from the **Slide type** list at the left, select **Opening**



- ☐ from the middle of the Slide Templates dialog box, scroll down to the **Hospital Scenario** category
- ☐ select all three slides in the Hospital Scenario group



- ☐ click the **Insert** button

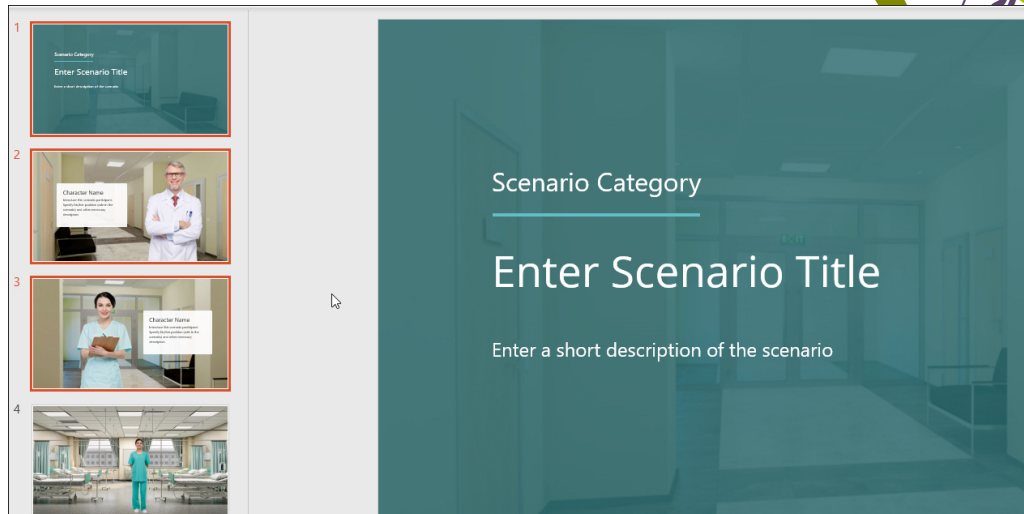
Three slides are added to your presentation.



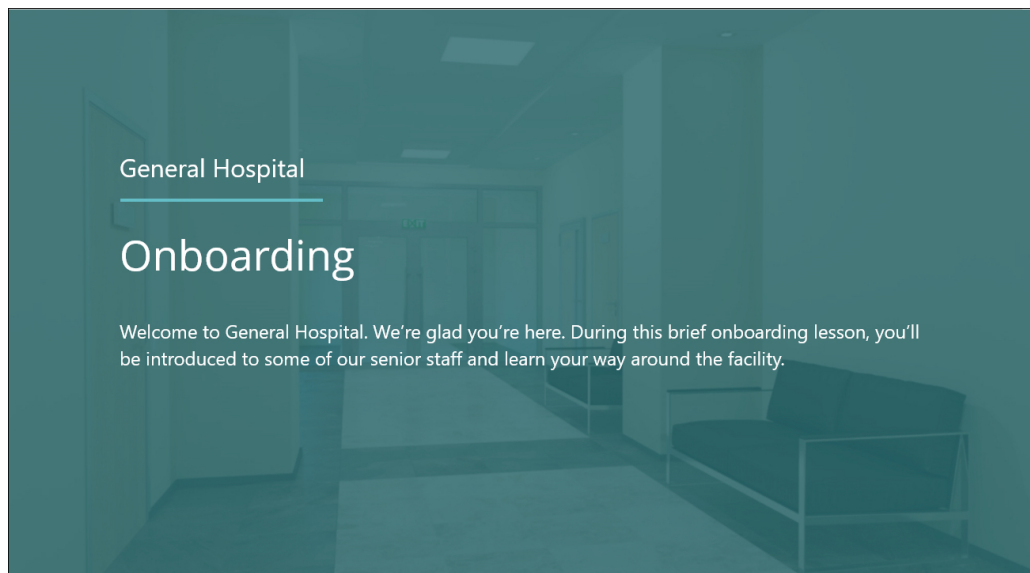


Templates Confidence Check

- Using the PowerPoint Filmstrip, drag the three new slides to the top of the other presentation slides.



- On slide 1, edit the placeholder text as shown below.



- On slide 2, edit the placeholder text as shown at the right.
- Spend a few moments adding some **Content slide types** from the **Hospital Scenario** templates.
- Save and close the presentation.

