

COURSE STORYBOARD

PII Compliance: Protecting Personal Information in the Workplace

Scenario-Based eLearning | Articulate Storyline 360

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Authoring Tool	Articulate Storyline 360
Target Audience	Employees in regulated industries (banking, insurance, manufacturing, healthcare)
Estimated Duration	13–15 minutes
Delivery Format	SCORM 1.2 / LMS-hosted

COLOR KEY — Storyboard Row Shading

Correct / Positive Feedback	
Incorrect Feedback	
Scenario / Decision Point	
Standard Content / Instruction	
Storyline Technical Notes / Trigger Logic / Narration	

ADDIE DESIGN RATIONALE

A — Analysis

- Audience: Frontline employees in regulated industries who handle personal, financial, or health-related data. No assumed prior compliance training.
- Performance Gap: Employees expose organizations to regulatory risk by sharing, accessing, disclosing, transmitting, or storing personal information beyond what their role requires — often unintentionally.
- Regulatory Context: PII compliance obligations exist under HIPAA (healthcare/insurance), GLBA (banking), FERPA (education), and state/federal privacy law (CCPA, etc.). This course addresses the shared core of those obligations.
- Delivery Constraints: Self-paced, LMS-hosted. Completable in a single session. SCORM 1.2 for broad LMS compatibility.
- Needs Assessment Outcome: Scenario-based approach selected to address realistic decision-making rather than abstract rule-recitation.

D — Design

- Instructional Strategy: Three branching scenarios covering identity verification, safe transmission, and correct storage. Each scenario uses a try-again loop for incorrect responses.
- Sequencing: Awareness (What is PII) → Principles (minimum necessary, transmission, storage) → Application (3 scenarios) → Assessment (5 questions) → Closing.
- Assessment Strategy: Five knowledge check questions aligned directly to the five learning objectives.
- Feedback Design: Immediate, specific, non-punitive. Correct feedback reinforces the principle. Incorrect feedback explains the error and restates the rule.

D — Development

- Authoring Tool: Articulate Storyline 360. Selected for native branching, trigger/layer system, and SCORM output.
- Narration: TTS voiceover generated via TTS Maker. Exported as MP3 and inserted into Storyline timeline. Animation cues synced to audio on animated slides.
- Branching Logic: Show/Hide Layer triggers on button clicks. Jump to Slide triggers for navigation. Try Again loops via Hide Layer trigger returning learner to base slide.

I — Implementation

- Published as SCORM 1.2. Completion triggered by passing the knowledge check (70% = 4 of 5 correct).
- Tested across desktop and tablet browsers. Articulate Review 360 used for stakeholder review.

E — Evaluation

- Level 1: Learner reaction via post-course survey (not included in this build).
- Level 2: Knowledge check results tracked in LMS. Score and completion reviewed at 30 days post-launch.
- Level 3: Compliance incident data reviewed at 90 days to assess on-the-job transfer.

LEARNING OBJECTIVES

Upon completing this module, learners will be able to:

1. Identify what constitutes Personally Identifiable Information (PII) in their work context.
2. Apply the minimum necessary standard when accessing, using, or sharing personal information.
3. Recognize situations that require identity verification before disclosing information.
4. Handle and transmit PII securely, including verifying recipients before sending.
5. Store and dispose of PII correctly in accordance with organizational policy.

Bloom's Taxonomy Level: All objectives are written at the Application level. Scenarios and assessment questions require application of rules to novel situations, not recall of definitions.

LESSON 1 — WHAT IS PII AND WHY IT MATTERS

SLIDE 1 — Title Screen

LAYOUT SKETCH: Dark navy full-width background. Large centered course title in white bold text. Logo placeholder top-right. Continue button bottom-right in footer bar.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Title	Text Box — Heading	PII Compliance: Protecting Personal Information in the Workplace	Large centered heading. Arial 36pt bold. White. Center-aligned on dark navy background.	
Continue	Button — Next Slide		Trigger: Jump to Slide 2 when clicked. Style: filled rectangle, medium blue.	
Narration	Audio — TTS Voiceover	Welcome to PII Compliance: Protecting Personal Information in the Workplace. In this module, you'll learn how to identify, handle, transmit, and store personal information correctly in your role. Select Continue when you're ready to begin.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 2 — Learning Objectives

LAYOUT SKETCH: White background. Dark blue header bar. Five numbered objectives with dark blue circle numbers. Footer bar with course title and Continue button.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Header Bar	Rectangle + Text Box	Learning Objectives	Dark blue rectangle. White bold text. Arial 17pt.	
Intro Line	Text Box — Body	By the end of this module, you will be able to:	Arial 13pt. Dark blue.	
Objectives 1–5	Text Boxes + Numbered Circles (x5)	1. Identify what constitutes PII in your work context. 2. Apply the minimum necessary standard. 3. Recognize when identity verification is required. 4. Handle and transmit PII securely. 5. Store and dispose of PII correctly.	Dark blue numbered circles. Arial 12pt. No interactions.	
Continue	Button — Next Slide		Trigger: Jump to Slide 3 when clicked.	
Narration	Audio — TTS Voiceover	By the end of this module, you will be able to identify personally identifiable information, apply the minimum necessary standard, recognize when verification is required before disclosing information, transmit PII securely, and store and dispose of it correctly. Let's	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
		get started.		

LESSON 2 — PERSONALLY IDENTIFIABLE INFORMATION

SLIDE 3 — What Is PII?

LAYOUT SKETCH: Heading at top. Definition in shaded callout box below. Four-item click-to-reveal interaction. Each button reveals a layer with category details. Continue button hidden until all four items visited.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Heading	Text Box — Heading	What Is Personally Identifiable Information?	Arial 28pt bold. Dark blue.	
Definition Callout	Rectangle + Text Box	PII is any information that can be used to identify a specific individual — on its own or combined with other data.	Light blue fill. Dark blue border. Arial 20pt.	
Item 1 Button	Button — Custom State	Identifying Details	Trigger: Show Layer "Item 1". Change state to Visited.	
Item 1 Layer	Slide Layer	Name, address, date of birth, government ID numbers.	Layer over base slide. Auto-hides when another item clicked.	
Item 2 Button	Button — Custom State	Account & Financial Data	Trigger: Show Layer "Item 2". Change state to Visited.	
Item 2 Layer	Slide Layer	Account numbers, transaction history, credit or loan information.		
Item 3 Button	Button — Custom State	Health & Coverage Records	Trigger: Show Layer "Item 3". Change state to Visited.	
Item 3 Layer	Slide Layer	Medical history, claims, plan details, treatment information.		
Item 4 Button	Button — Custom State	Contact Information	Trigger: Show Layer "Item 4". Change state to Visited.	
Item 4 Layer	Slide Layer	Phone numbers and email addresses when linked to a person's account or personal record.		
Trigger Logic — Continue	Variable + Button State		T/F variables: Item1Seen, Item2Seen, Item3Seen, Item4Seen. Set each to True when its corresponding button is clicked (via Adjust Variable trigger on each button). SLIDE TRIGGERS for Continue gate — you must create FOUR separate triggers, one watching each variable. Click empty canvas space so nothing is selected. For each trigger: Action: Change state of, Object: Continue button, State: Normal, When: Variable changes. Create four triggers with When set to Item1Seen changes, Item2Seen changes, Item3Seen changes, and Item4Seen	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
			changes respectively. All four triggers use the same four AND conditions: Item1Seen = True AND Item2Seen = True AND Item3Seen = True AND Item4Seen = True. This ensures the Continue button appears regardless of which button the learner clicks last. CONTINUE BUTTON INITIAL STATE: Click the Continue button, go to States tab, set initial state to Hidden so it is invisible until all four variables are True.	
Continue	Button — Next Slide		Jump to Slide 4. Initial state: Hidden.	
Narration	Audio — TTS Voiceover	Personally identifiable information — or PII — is any data that can be used to identify a specific person, either on its own or combined with other details. Select each category to explore what types of information fall under PII.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 4 — The Minimum Necessary Standard

LAYOUT SKETCH: Heading at top. Body paragraph. Three numbered rule cards below, Rule 3 visually emphasized with light yellow fill. Continue button bottom-right.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Heading	Text Box — Heading	The Minimum Necessary Standard	Arial 28pt bold. Dark blue.	
Body	Text Box — Body	Privacy law requires that you only access, use, or share the minimum amount of personal information necessary to complete your work. More than that is a violation — even if unintentional.	Arial 20pt.	
Rule 1	Text Box or Shape	1. Do not look up personal records unless your role specifically requires it.	Numbered card. Icon: magnifying glass with X.	
Rule 2	Text Box or Shape	2. Do not share more information than the situation requires.	Icon: file with arrow, crossed out.	
Rule 3	Text Box or Shape — Emphasized	3. When in doubt, share less and verify first.	Bold. Light yellow fill. Key takeaway.	
Continue	Button — Next Slide		Jump to Slide 5 when clicked.	
Narration	Audio — TTS	Privacy law doesn't just require	Generate via TTS Maker	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
	Voiceover	you to protect personal information — it requires you to limit how much you access, use, or share in the first place. This is the minimum necessary standard. Don't look up records you don't need. Don't share more than the situation calls for. And when you're unsure, the rule is simple: share less, and verify first.	(TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 5 — Transmitting PII Safely

LAYOUT SKETCH: Heading at top. Brief body intro. Three rule cards, Rule 3 emphasized. Continue button bottom-right.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Heading	Text Box — Heading	Transmitting PII Safely	Arial 28pt bold. Dark blue.	
Body	Text Box — Body	When PII must be shared, how you send it matters as much as what you send. A misdirected email, an unsecured attachment, or an unverified recipient can expose personal information just as surely as sharing it verbally.	Arial 20pt.	
Rule 1	Text Box or Shape	1. Always verify the recipient before sending anything containing PII. Do not rely on email autofill.	Numbered card. Icon: envelope with checkmark.	
Rule 2	Text Box or Shape	2. Do not send PII over unencrypted or personal email. Use approved organizational channels only.	Icon: lock/shield.	
Rule 3	Text Box or Shape — Emphasized	3. If you send PII to the wrong recipient, report it immediately to your supervisor or privacy officer.	Bold. Light yellow fill. Key takeaway.	
Continue	Button — Next Slide		Jump to Slide 6 when clicked.	
Narration	Audio — TTS Voiceover	When you need to share personal information, how you send it is just as important as what you send. A single misdirected email can be a reportable privacy incident. Always verify the recipient before sending — don't trust autofill. Use only approved channels. And if a mistake does happen, report it immediately. A fast response can significantly reduce the	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
		impact of a disclosure error.		

SLIDE 6 — Storing PII Correctly

LAYOUT SKETCH: Heading at top. Brief body intro. Three rule cards, Rule 3 emphasized. Continue button bottom-right.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Heading	Text Box — Heading	Storing PII Correctly	Arial 28pt bold. Dark blue.	
Body	Text Box — Body	PII must be stored in approved, secure systems — not in personal folders, local drives, email inboxes, or shared spaces where unauthorized individuals could access it. Correct storage protects the individual and protects your organization.	Arial 20pt.	
Rule 1	Text Box or Shape	1. Store PII only in systems approved by your organization. Never save it to personal drives, desktops, or unauthorized shared folders.	Numbered card. Icon: server/database with checkmark.	
Rule 2	Text Box or Shape	2. Lock your screen when leaving your workstation. Do not leave documents containing PII visible or unattended.	Icon: screen lock / clean desk.	
Rule 3	Text Box or Shape — Emphasized	3. Dispose of PII correctly. Shred physical documents. Follow your organization's retention and deletion policy for digital files.	Bold. Light yellow fill. Key takeaway.	
Continue	Button — Next Slide		Jump to Slide 7 when clicked.	
Narration	Audio — TTS Voiceover	Where and how you store personal information matters. PII should only live in systems your organization has approved for that purpose — not in personal email, desktop folders, or shared drives that others can access. Lock your screen when you step away. And when information is no longer needed, dispose of it correctly — shred paper documents and follow your organization's policy for deleting digital files.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

LESSON 3 — APPLYING WHAT YOU KNOW

SLIDE 7 — Scenario 1 Setup

LAYOUT SKETCH: Left side: SCENARIO 1; label in accent color. Below: situation text. Speech bubble callout shape with caller/situation quote. Bold prompt question below. Right side: neutral character image. Continue button bottom-right.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Label	Text Box — Small Uppercase	SCENARIO 1	Arial 14pt uppercase. Accent blue. Positioned above main text.	
Situation	Text Box — Body	You are handling a customer inquiry. A caller says:	Arial 20pt.	
Quote/Context	Shape — Speech Bubble	"Hi, I'm calling about my mother's account. She's not available right now and asked me to call. Can you confirm her account balance and tell me if her last transaction went through?"	Storyline callout shape. Fill: light gray. Border: dark gray. Arial 20pt italic.	
Prompt	Text Box — Bold	What do you do?	Arial 22pt bold.	
Character Image	Picture	[Placeholder: neutral workplace image]	Source from Unsplash/Pexels or Storyline built-in characters.	
Continue	Button — Next Slide		Jump to Slide 8 when clicked.	
Narration	Audio — TTS Voiceover	Now let's put that knowledge to work. In this scenario, you're handling a customer inquiry when you receive the following call. Listen carefully — then decide how you would respond.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 8 — Scenario 1 Decision Point

LAYOUT SKETCH: Three large response buttons stacked vertically. Situation recap at top in small text. No Continue button — each button triggers a feedback layer.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Situation Recap	Text Box — Small	A caller is asking for account information on someone else's account, claiming that person asked them to call.	Arial 18pt. Top of slide. Reminder context.	
Option A	Button — Custom	A. Answer the questions. The caller sounds genuine and you want to be helpful.	Trigger: Show Layer "Feedback A" when clicked.	→ Layer A
Option B	Button — Custom	B. Ask the caller to verify their identity and confirm they are authorized to access the account before sharing anything.	Trigger: Show Layer "Feedback B" when clicked.	→ Layer B

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Option C	Button — Custom	C. Tell the caller you cannot discuss any accounts and end the call.	Trigger: Show Layer “Feedback C” when clicked.	→ Layer C
Trigger Logic	Slide Layers		Three slide layers: Feedback A, Feedback B, Feedback C. Incorrect layers (A/C) have Try Again buttons. Correct layer (B) has Continue button.	
Narration	Audio — TTS Voiceover	A caller is asking for account details on someone else’s account. They claim that person asked them to call. What’s the right response? Select the option that best reflects proper PII handling.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 8 — Layer A: Incorrect Feedback

POPUP LAYER BUILD INSTRUCTIONS: (1) **LAYER PROPERTIES:** Click gear icon → check “Dim the base layer” and “Prevent user from clicking on base layer” → Allow seeking: No. (2) **WHITE BACKGROUND RECTANGLE:** Insert → Shape → Rectangle. Draw it roughly 65% of slide width and 60% of height, centered on the canvas. Fill: White (#FFFFFF). No border. Add drop shadow (Format → Shadow). Right-click → Send to Back so all text sits on top of it. This is what creates the popup effect — without it, text will float over the dimmed base slide unreadably. (3) **ON TOP OF THE WHITE RECTANGLE ADD:** Header “Not quite.” — centered, Arial 20pt bold, dark red (#C00000). Explanation text — left-justified, Arial 14pt normal. Rule callout box — light red fill (#FCE4D6), dark red border. Try Again button — white fill, dark navy text, trigger: Hide this layer when clicked.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Header	Text Box	Not quite.	Arial 24pt bold. Dark red (#C00000).	
Explanation	Text Box — Body	Sharing account information without verifying the caller’s identity and authorization is a privacy violation — even when the caller’s intentions seem genuine. Family members and third parties are not automatically authorized to access another person’s account.	Arial 20pt.	
Rule Restatement	Shape — Callout/Box	Always verify identity and authorization before sharing any personal information.	Bold. Light red fill. Border: dark red.	
Try Again	Button		Trigger: Hide Layer “Feedback A” when clicked. Returns learner to base slide.	
Narration	Audio — TTS Voiceover	Sharing account information without verifying who you’re speaking with is a privacy violation — even when the caller seems trustworthy. Select Try Again to reconsider.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 8 — Layer B: Correct Feedback

POPUP LAYER BUILD INSTRUCTIONS: (1) **LAYER PROPERTIES:** Click gear icon → check “Dim the base layer” and “Prevent user from clicking on base layer” → Allow seeking: No. (2) **WHITE BACKGROUND RECTANGLE:** Insert → Shape → Rectangle. Draw it roughly 65% of slide width and 60% of height, centered on the canvas. Fill: White (#FFFFFF). No border. Add drop shadow (Format → Shadow). Right-click → Send to Back so all text sits on top of it. This is what creates the popup effect — without it, text will float over the dimmed base slide unreadably. (3) **ON TOP OF THE WHITE RECTANGLE ADD:** Header “That’s right.” — centered, Arial 20pt bold, dark green (#3E7817). Explanation text — left-justified, Arial 14pt normal. Key takeaway callout box — light green fill (#E2EFDA), dark green border (#3E7817). Continue button — white fill, dark navy text, trigger: Jump to next slide when clicked. (4) **COPY TIP:** Build Layer A first completely. For Layer C, copy all objects from Layer A (Ctrl+A, Ctrl+C), switch to Layer C, paste (Ctrl+V) — this ensures identical positioning. Then update only the text content.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Header	Text Box	That’s right.	Arial 24pt bold. Dark green (#3E7817).	
Explanation	Text Box — Body	Before sharing any personal information, you must verify the caller’s identity and confirm they are authorized to access the account — either as the account holder or as a verified authorized representative on file.	Arial 20pt.	
Key Takeaway	Shape — Callout/Box	Even after verification, the minimum necessary standard still applies. Share only the information required for this specific request — not the full account history.	Bold. Light green fill. Border: dark green.	
Continue	Button		Trigger: Jump to Slide 9 when clicked.	
Narration	Audio — TTS Voiceover	That’s right. Before sharing any personal information, verify the caller’s identity and their authorization to access the account. And remember: even after verification, share only the minimum necessary.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 8 — Layer C: Incorrect Feedback

POPUP LAYER BUILD INSTRUCTIONS: (1) **LAYER PROPERTIES:** Click gear icon → check “Dim the base layer” and “Prevent user from clicking on base layer” → Allow seeking: No. (2) **WHITE BACKGROUND RECTANGLE:** Insert → Shape → Rectangle. Draw it roughly 65% of slide width and 60% of height, centered on the canvas. Fill: White (#FFFFFF). No border. Add drop shadow (Format → Shadow). Right-click → Send to Back so all text sits on top of it. This is what creates the popup effect — without it, text will float over the dimmed base slide unreadably. (3) **ON TOP OF THE WHITE RECTANGLE ADD:** Header “Not quite.” — centered, Arial 20pt bold, dark red (#C00000). Explanation text — left-justified, Arial 14pt normal. Rule callout box — light red fill (#FCE4D6), dark red border. Try Again button — white fill, dark navy text, trigger: Hide this layer when clicked.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Header	Text Box	Not quite.	Arial 24pt bold. Dark red (#C00000).	
Explanation	Text Box — Body	Refusing to assist without attempting verification is not the right response. Authorized representatives have a legitimate right to access account information. Ending the call without offering a path forward fails both the caller and	Arial 20pt.	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
		your organization.		
Rule Restatement	Shape — Callout/Box	The correct step is to verify identity and authorization first. If confirmed, assist with the minimum necessary information.	Bold. Light red fill. Border: dark red.	
Try Again	Button		Trigger: Hide Layer "Feedback C" when clicked. Returns learner to base slide.	
Narration	Audio — TTS Voiceover	Refusing to help without attempting verification isn't the right approach. Authorized representatives have a legitimate right to account information. Verify first, then assist with only what's needed. Select Try Again.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 9 — Scenario 2 Setup

LAYOUT SKETCH: Left side: SCENARIO 2; label in accent color. Below: situation text. Speech bubble callout shape with caller/situation quote. Bold prompt question below. Right side: neutral character image. Continue button bottom-right.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Label	Text Box — Small Uppercase	SCENARIO 2	Arial 14pt uppercase. Accent blue. Positioned above main text.	
Situation	Text Box — Body	You are preparing to email a document containing a customer's account information to a colleague for a routine review.	Arial 20pt.	
Quote/Context	Shape — Speech Bubble	"You begin typing your colleague's name — Sarah Miller — and the email autofills to Sarah A. Miller. You glance at it and it looks right. You're about to hit send."	Storyline callout shape. Fill: light gray. Border: dark gray. Arial 20pt italic.	
Prompt	Text Box — Bold	What do you do?	Arial 22pt bold.	
Character Image	Picture	[Placeholder: neutral workplace image]	Source from Unsplash/Pexels or Storyline built-in characters.	
Continue	Button — Next Slide		Jump to Slide 10 when clicked.	
Narration	Audio — TTS Voiceover	Here's your second scenario. You're about to send a document containing customer information by email. Pay attention to what happens next — then decide what to do.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 10 — Scenario 2 Decision Point

LAYOUT SKETCH: Three large response buttons stacked vertically. Situation recap at top in small text. No Continue button — each button triggers a feedback layer.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Situation Recap	Text Box — Small	You are about to email a PII document to your colleague Sarah R. Miller. The email autofills to Sarah A. Miller — a different person in the same department.	Arial 18pt. Top of slide. Reminder context.	
Option A	Button — Custom	A. Stop, delete the autofilled address, manually verify the correct email address, then send.	Trigger: Show Layer "Feedback A" when clicked.	→ Layer A
Option B	Button — Custom	B. Send it — both names look almost identical and you're in a hurry.	Trigger: Show Layer "Feedback B" when clicked.	→ Layer B
Option C	Button — Custom	C. Forward the document to your own personal email first so you can double-check from there.	Trigger: Show Layer "Feedback C" when clicked.	→ Layer C
Trigger Logic	Slide Layers		Three slide layers: Feedback A, Feedback B, Feedback C. Incorrect layers (B/C) have Try Again buttons. Correct layer (A) has Continue button.	
Narration	Audio — TTS Voiceover	You're about to send a PII document to Sarah R. Miller, but the email has autofilled to Sarah A. Miller — a different colleague in the same department. The names look nearly identical. What do you do?	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 10 — Layer A: Correct Feedback

POPUUP LAYER BUILD INSTRUCTIONS: (1) **LAYER PROPERTIES:** Click gear icon → check "Dim the base layer" and "Prevent user from clicking on base layer" → Allow seeking: No. (2) **WHITE BACKGROUND RECTANGLE:** Insert → Shape → Rectangle. Draw it roughly 65% of slide width and 60% of height, centered on the canvas. Fill: White (#FFFFFF). No border. Add drop shadow (Format → Shadow). Right-click → Send to Back so all text sits on top of it. This is what creates the popup effect — without it, text will float over the dimmed base slide unreadably. (3) **ON TOP OF THE WHITE RECTANGLE ADD:** Header "That's right." — centered, Arial 20pt bold, dark green (#3E7817). Explanation text — left-justified, Arial 14pt normal. Key takeaway callout box — light green fill (#E2EFDA), dark green border (#3E7817). Continue button — white fill, dark navy text, trigger: Jump to next slide when clicked.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Header	Text Box	That's right.	Arial 24pt bold. Dark green (#3E7817).	
Explanation	Text Box — Body	Stopping to verify the recipient before sending is exactly the right response. Autofill errors are a leading cause of	Arial 20pt.	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
		accidental PII disclosure. Taking a few extra seconds to confirm the address protects the customer and your organization.		
Key Takeaway	Shape — Callout/Box	Always manually verify the recipient's email address when sending documents containing PII. If you send to the wrong person, report it immediately to your supervisor or privacy officer.	Bold. Light green fill. Border: dark green.	
Continue	Button		Trigger: Jump to Slide 11 when clicked.	
Narration	Audio — TTS Voiceover	That's right. Stopping to manually verify the recipient before sending is exactly the right call. Sarah A. Miller and Sarah R. Miller are two different people — a single middle initial is easy to miss. Always verify before sending anything containing PII.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 10 — Layer B: Incorrect Feedback

POPUP LAYER BUILD INSTRUCTIONS: (1) **LAYER PROPERTIES:** Click gear icon → check “Dim the base layer” and “Prevent user from clicking on base layer” → Allow seeking: No. (2) **WHITE BACKGROUND RECTANGLE:** Insert → Shape → Rectangle. Draw it roughly 65% of slide width and 60% of height, centered on the canvas. Fill: White (#FFFFFF). No border. Add drop shadow (Format → Shadow). Right-click → Send to Back so all text sits on top of it. This is what creates the popup effect — without it, text will float over the dimmed base slide unreadably. (3) **ON TOP OF THE WHITE RECTANGLE ADD:** Header “Not quite.” — centered, Arial 20pt bold, dark red (#C00000). Explanation text — left-justified, Arial 14pt normal. Rule callout box — light red fill (#FCE4D6), dark red border. Try Again button — white fill, dark navy text, trigger: Hide this layer when clicked. (4) **COPY TIP:** Build Layer B first completely. For Layer C, copy all objects from Layer B (Ctrl+A, Ctrl+C), switch to Layer C, paste (Ctrl+V) — this ensures identical positioning. Then update only the text content.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Header	Text Box	Not quite.	Arial 24pt bold. Dark red (#C00000).	
Explanation	Text Box — Body	Sarah A. Miller and Sarah R. Miller are two different people — a single middle initial is easy to miss when you're in a hurry. Sending PII to the wrong person is a reportable privacy incident regardless of intent.	Arial 20pt.	
Rule Restatement	Shape — Callout/Box	Always manually verify the recipient's email address when sending documents containing PII. If you send to the wrong person, report it immediately to your supervisor or privacy officer.	Bold. Light red fill. Border: dark red.	
Try Again	Button		Trigger: Hide Layer “Feedback B” when clicked. Returns learner to base slide.	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Narration	Audio — TTS Voiceover	Sarah A. Miller and Sarah R. Miller are two different people — separated by just one middle initial. That's easy to miss when you're in a hurry. Sending PII to the wrong person is a reportable privacy incident. Select Try Again.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 10 — Layer C: Incorrect Feedback

POPOP LAYER BUILD INSTRUCTIONS: (1) **LAYER PROPERTIES:** Click gear icon → check “Dim the base layer” and “Prevent user from clicking on base layer” → Allow seeking: No. (2) **WHITE BACKGROUND RECTANGLE:** Insert → Shape → Rectangle. Draw it roughly 65% of slide width and 60% of height, centered on the canvas. Fill: White (#FFFFFF). No border. Add drop shadow (Format → Shadow). Right-click → Send to Back so all text sits on top of it. This is what creates the popup effect — without it, text will float over the dimmed base slide unreadably. (3) **ON TOP OF THE WHITE RECTANGLE ADD:** Header “Not quite.” — centered, Arial 20pt bold, dark red (#C00000). Explanation text — left-justified, Arial 14pt normal. Rule callout box — light red fill (#FCE4D6), dark red border. Try Again button — white fill, dark navy text, trigger: Hide this layer when clicked.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Header	Text Box	Not quite.	Arial 24pt bold. Dark red (#C00000).	
Explanation	Text Box — Body	Forwarding documents containing PII to a personal email account is itself a privacy violation — regardless of your intent. Personal email is not an approved channel for handling organizational data.	Arial 20pt.	
Rule Restatement	Shape — Callout/Box	Never use personal email to handle, review, or verify PII. Use only approved organizational systems and channels.	Bold. Light red fill. Border: dark red.	
Try Again	Button		Trigger: Hide Layer “Feedback C” when clicked. Returns learner to base slide.	
Narration	Audio — TTS Voiceover	Using personal email to handle organizational PII is itself a violation — regardless of your reason. Personal accounts are not approved channels for this type of data. Select Try Again.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 11 — Scenario 3 Setup

LAYOUT SKETCH: Left side: SCENARIO 3; label in accent color. Below: situation text. Speech bubble callout shape with caller/situation quote. Bold prompt question below. Right side: neutral character image. Continue button bottom-right.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Label	Text Box — Small Uppercase	SCENARIO 3	Arial 14pt uppercase. Accent blue. Positioned above main	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
			text.	
Situation	Text Box — Body	You have finished processing a customer request that required you to access their personal account record.	Arial 20pt.	
Quote/Context	Shape — Speech Bubble	"A coworker glances at your screen and says: 'Hey, can you just save that record to the shared team folder? It'll be easier for everyone to reference later.'"	Storyline callout shape. Fill: light gray. Border: dark gray. Arial 20pt italic.	
Prompt	Text Box — Bold	What do you do?	Arial 22pt bold.	
Character Image	Picture	[Placeholder: neutral workplace image]	Source from Unsplash/Pexels or Storyline built-in characters.	
Continue	Button — Next Slide		Jump to Slide 12 when clicked.	
Narration	Audio — TTS Voiceover	One more scenario. You've just finished working with a customer record when a coworker makes a request. Think carefully about what you've learned about storing PII before you decide.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 12 — Scenario 3 Decision Point

LAYOUT SKETCH: Three large response buttons stacked vertically. Situation recap at top in small text. No Continue button — each button triggers a feedback layer.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Situation Recap	Text Box — Small	A coworker has asked you to save a customer's personal record to a shared team folder for easy access.	Arial 18pt. Top of slide. Reminder context.	
Option A	Button — Custom	A. Save it to the shared folder — it's only your internal team and the intention is helpful.	Trigger: Show Layer "Feedback A" when clicked.	→ Layer A
Option B	Button — Custom	B. Decline, close the record, and explain that customer PII must be stored only in approved systems, not shared folders.	Trigger: Show Layer "Feedback B" when clicked.	→ Layer B
Option C	Button — Custom	C. Save a copy to your own desktop so at least it's not in a shared space.	Trigger: Show Layer "Feedback C" when clicked.	→ Layer C
Trigger Logic	Slide Layers		Three slide layers: Feedback A, Feedback B, Feedback C. Incorrect layers (A/C) have Try Again buttons. Correct layer (B) has Continue button.	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Narration	Audio — TTS Voiceover	Your coworker has asked you to save a customer's personal record to a shared team folder. What's the right response?	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 12 — Layer A: Incorrect Feedback

POPOP LAYER BUILD INSTRUCTIONS: (1) **LAYER PROPERTIES:** Click gear icon → check “Dim the base layer” and “Prevent user from clicking on base layer” → Allow seeking: No. (2) **WHITE BACKGROUND RECTANGLE:** Insert → Shape → Rectangle. Draw it roughly 65% of slide width and 60% of height, centered on the canvas. Fill: White (#FFFFFF). No border. Add drop shadow (Format → Shadow). Right-click → Send to Back so all text sits on top of it. This is what creates the popup effect — without it, text will float over the dimmed base slide unreadably. (3) **ON TOP OF THE WHITE RECTANGLE ADD:** Header “Not quite.” — centered, Arial 20pt bold, dark red (#C00000). Explanation text — left-justified, Arial 14pt normal. Rule callout box — light red fill (#FCE4D6), dark red border. Try Again button — white fill, dark navy text, trigger: Hide this layer when clicked.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Header	Text Box	Not quite.	Arial 24pt bold. Dark red (#C00000).	
Explanation	Text Box — Body	Saving PII to a shared folder — even an internal team folder — expands access beyond what is necessary and approved. Not everyone in a shared folder is authorized to view that customer's information, and shared folders are typically not secured to the same standard as approved systems.	Arial 20pt.	
Rule Restatement	Shape — Callout/Box	PII must be stored only in systems approved by your organization. Convenience does not override compliance.	Bold. Light red fill. Border: dark red.	
Try Again	Button		Trigger: Hide Layer “Feedback A” when clicked. Returns learner to base slide.	
Narration	Audio — TTS Voiceover	Even internal shared folders are not approved storage locations for customer PII. Saving records there expands access beyond what's authorized. Select Try Again.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 12 — Layer B: Correct Feedback

POPOP LAYER BUILD INSTRUCTIONS: (1) **LAYER PROPERTIES:** Click gear icon → check “Dim the base layer” and “Prevent user from clicking on base layer” → Allow seeking: No. (2) **WHITE BACKGROUND RECTANGLE:** Insert → Shape → Rectangle. Draw it roughly 65% of slide width and 60% of height, centered on the canvas. Fill: White (#FFFFFF). No border. Add drop shadow (Format → Shadow). Right-click → Send to Back so all text sits on top of it. This is what creates the popup effect — without it, text will float over the dimmed base slide unreadably. (3) **ON TOP OF THE WHITE RECTANGLE ADD:** Header “That's right.” — centered, Arial 20pt bold, dark green (#3E7817). Explanation text — left-justified, Arial 14pt normal. Key takeaway callout box — light green fill (#E2EFDA), dark green border (#3E7817). Continue button — white fill, dark navy text, trigger: Jump to next slide when clicked. (4) **COPY TIP:** Build Layer A first completely. For Layer C, copy all objects from Layer A (Ctrl+A, Ctrl+C), switch to Layer C, paste (Ctrl+V) — this ensures identical positioning. Then update only the text content.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Header	Text Box	That's right.	Arial 24pt bold. Dark green (#3E7817).	
Explanation	Text Box — Body	Declining to save PII outside of approved systems is the right response. Shared folders, even internal ones, are not approved storage locations for customer records. Closing the record and redirecting your coworker protects the customer and keeps your organization compliant.	Arial 20pt.	
Key Takeaway	Shape — Callout/Box	When asked to store PII incorrectly, decline clearly and explain the requirement. If the coworker persists, escalate to your supervisor.	Bold. Light green fill. Border: dark green.	
Continue	Button		Trigger: Jump to Slide 13 when clicked.	
Narration	Audio — TTS Voiceover	Well done. PII must stay in approved systems — full stop. Shared folders, even internal ones, don't meet that standard. You handled this correctly by declining and explaining the requirement.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 12 — Layer C: Incorrect Feedback

POPOP LAYER BUILD INSTRUCTIONS: (1) **LAYER PROPERTIES:** Click gear icon → check “Dim the base layer” and “Prevent user from clicking on base layer” → Allow seeking: No. (2) **WHITE BACKGROUND RECTANGLE:** Insert → Shape → Rectangle. Draw it roughly 65% of slide width and 60% of height, centered on the canvas. Fill: White (#FFFFFF). No border. Add drop shadow (Format → Shadow). Right-click → Send to Back so all text sits on top of it. This is what creates the popup effect — without it, text will float over the dimmed base slide unreadably. (3) **ON TOP OF THE WHITE RECTANGLE ADD:** Header “Not quite.” — centered, Arial 20pt bold, dark red (#C00000). Explanation text — left-justified, Arial 14pt normal. Rule callout box — light red fill (#FCE4D6), dark red border. Try Again button — white fill, dark navy text, trigger: Hide this layer when clicked.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Header	Text Box	Not quite.	Arial 24pt bold. Dark red (#C00000).	
Explanation	Text Box — Body	Saving PII to your personal desktop is not an approved storage location. Local drives are not secured, backed up, or audited in the same way as organizational systems, and personal copies of customer records create additional compliance risk.	Arial 20pt.	
Rule Restatement	Shape — Callout/Box	Never save PII to personal drives, desktops, or any location outside of approved organizational systems.	Bold. Light red fill. Border: dark red.	
Try Again	Button		Trigger: Hide Layer “Feedback C” when clicked.	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
			Returns learner to base slide.	
Narration	Audio — TTS Voiceover	A personal desktop is not an approved storage location for PII. Local copies create compliance risk and are outside organizational controls. Select Try Again.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

ASSESSMENT — KNOWLEDGE CHECK

Build as a Storyline Results Slide with five Graded Question Slides preceding it. Passing score: 70% (4 of 5 correct). Use Storyline's built-in quiz slide layouts.

SLIDE 13 — Knowledge Check Introduction

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Heading	Text Box	Check Your Understanding	Arial 28pt bold.	
Body	Text Box	Answer the following five questions to complete this module. You must answer at least 4 out of 5 correctly to pass.	Arial 20pt.	
Continue	Button — Next Slide		Jump to Slide 13-Q1.	
Narration	Audio — TTS Voiceover	You've covered the key concepts. Now it's time to check your understanding. Answer the following five questions. You'll need to answer at least four correctly to complete this module.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

SLIDE 13-Q1 — Question 1: PII Identification

LAYOUT SKETCH: Storyline graded question slide. Multiple Choice. Question top. Four answer choices. Submit button. CORRECT LAYER: Header text "That's right." — centered, Arial 20pt bold, dark green (#3E7817). Explanation text below — left-justified, Arial 14pt, normal weight, black. INCORRECT LAYER: Header text "Not quite." — centered, Arial 20pt bold, dark red (#C00000). Same explanation text below — left-justified, Arial 14pt, normal weight, black. Both layers use Storyline's built-in Correct/Incorrect feedback layout. Click each layer in the Slide Layers panel, replace default text with the header and explanation as described.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Question	Graded Question — Multiple Choice	Which of the following is an example of PII?	One correct answer.	
Option A	Answer Choice	A coworker's preferred parking spot	Incorrect.	
Option B ✓	Answer Choice	A customer's account number	CORRECT.	
Option C	Answer Choice	The name of a customer's employer	Incorrect — alone, does not identify the individual.	
Option D	Answer Choice	A customer's preferred language	Incorrect — does not identify on its own.	
Feedback	Storyline Feedback Layer	PII includes any information that identifies a specific person. An account number directly identifies an individual's financial record. A preferred language or employer name alone does not meet that	CORRECT LAYER: Header text "That's right." — centered, Arial 20pt bold, dark green (#3E7817). Explanation text below — left-justified, Arial 14pt, normal weight, black. INCORRECT	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
		threshold.	LAYER: Header text "Not quite." — centered, Arial 20pt bold, dark red (#C00000). Same explanation text below — left-justified, Arial 14pt, normal weight, black. Both layers use Storyline's built-in Correct/Incorrect feedback layout. Click each layer in the Slide Layers panel, replace default text with the header and explanation as described.	

SLIDE 13-Q2 — Question 2: Minimum Necessary Standard

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Question	Graded Question — Multiple Choice	A coworker asks you to pull up a customer's record so they can quickly check something while their computer is loading. What should you do?	One correct answer.	
Option A	Answer Choice	Pull it up — it will only take a second.	Incorrect.	
Option B ✓	Answer Choice	Decline and ask them to wait until their own computer is available.	CORRECT.	
Option C	Answer Choice	Pull it up but stay nearby to monitor what they look at.	Incorrect.	
Option D	Answer Choice	Report the request to your supervisor immediately.	Incorrect — not warranted for a first occurrence.	
Feedback	Storyline Feedback Layer	Each employee must access personal records only through their own credentials and only when their role requires it. Sharing access, even briefly, creates an audit trail problem and violates the minimum necessary standard.	CORRECT LAYER: Header text "That's right." — centered, Arial 20pt bold, dark green (#3E7817). Explanation text below — left-justified, Arial 14pt, normal weight, black. INCORRECT LAYER: Header text "Not quite." — centered, Arial 20pt bold, dark red (#C00000). Same explanation text below — left-justified, Arial 14pt, normal weight, black. Both layers use Storyline's built-in Correct/Incorrect feedback layout. Click each layer in the Slide Layers panel, replace default text with the header and explanation as described.	

SLIDE 13-Q3 — Question 3: Identity Verification

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Question	Graded Question	A caller says they are locked	One correct answer.	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
	— Multiple Choice	out of their account and need you to reset their access immediately. They sound frustrated and say they don't have time for verification questions. What do you do?		
Option A	Answer Choice	Reset the access — the urgency sounds genuine.	Incorrect.	
Option B ✓	Answer Choice	Explain that you must verify their identity before making any account changes, regardless of the situation.	CORRECT.	
Option C	Answer Choice	Transfer to a supervisor to handle the urgency.	Incorrect.	
Option D	Answer Choice	Ask for their name and account number only, then proceed.	Incorrect.	
Feedback	Storyline Feedback Layer	Verification is required before any account changes — regardless of how urgent or genuine the situation seems. Urgency is a common social engineering tactic. Asking for a name and account number alone is not sufficient verification. Always follow your organization's full verification procedure before taking any action on an account.		

SLIDE 13-Q4 — Question 4: Approved Transmission Channels

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Question	Graded Question — Multiple Choice	Which of the following is an approved way to send a document containing PII?	One correct answer.	
Option A	Answer Choice	Your personal Gmail account	Incorrect.	
Option B ✓	Answer Choice	Your organization's approved email system	CORRECT.	
Option C	Answer Choice	A text message to the recipient's personal phone	Incorrect — text messaging is not an approved channel.	
Option D	Answer Choice	A shared public cloud folder	Incorrect — public cloud folders are not approved channels.	
Feedback	Storyline Feedback Layer	PII must only be transmitted through systems your organization has approved for that purpose. Personal email accounts, text messages, and public cloud folders are not approved channels — regardless of convenience. Always use your organization's official systems.	CORRECT LAYER: Header text "That's right." — centered, Arial 20pt bold, dark green (#3E7817). Explanation text below — left-justified, Arial 14pt, normal weight, black. INCORRECT LAYER: Header text "Not quite." — centered, Arial 20pt bold, dark red (#C00000).	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
			Same explanation text below — left-justified, Arial 14pt, normal weight, black. Both layers use Storyline's built-in Correct/Incorrect feedback layout. Click each layer in the Slide Layers panel, replace default text with the header and explanation as described.	

SLIDE 13-Q5 — Question 5: Correct Storage

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Question	Graded Question — Multiple Choice	You need to reference a customer's record later today. What is the correct way to make sure you can access it when needed?	One correct answer.	
Option A	Answer Choice	Copy the key details into a personal notebook for quick reference.	Incorrect.	
Option B	Answer Choice	Screenshot it and save it to your desktop.	Incorrect.	
Option C ✓	Answer Choice	Access it again through your organization's approved system when you need it.	CORRECT.	
Option D	Answer Choice	Email it to yourself so you can access it from anywhere.	Incorrect — personal email is not an approved storage location.	
Feedback	Storyline Feedback Layer	Personal notebooks, desktop screenshots, and personal email are not approved storage locations for PII. The correct approach is to access the record again through your organization's approved system when you need it. PII should never be copied, saved, or transmitted outside of approved systems — even temporarily and even with good intentions.		

RESULTS SLIDE — Pass / Fail

LAYOUT SKETCH: Storyline built-in Results Slide. Customize Pass and Fail layers. Pass: completion message + score. Fail: encouragement + retry button.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Pass Layer	Results Slide — Pass	You've completed this module. Your score: [score]%. Thank you for your commitment to protecting personal information.	Storyline auto-populates score. Add Continue to Closing Slide trigger.	

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Fail Layer	Results Slide — Fail	Your score: [score]%. A passing score of 70% is required. Please review the content and try again.	Add Retry Quiz button. Trigger: Jump to first question slide.	

CLOSING

SLIDE 14 — Closing Screen

LAYOUT SKETCH: Clean minimal layout. Completion heading centered upper third. Body paragraph. Key takeaway in shaded callout. Disclaimer text bottom in small gray. No navigation buttons.

Element	Storyline Component	On-Screen Content	Notes / Triggers / Layers	Branch
Heading	Text Box — Heading	Module Complete	Arial 32pt bold. Dark blue. Centered.	
Body	Text Box — Body	Protecting personal information is not just a legal requirement — it is a professional responsibility. The decisions you make every day shape the trust that customers and colleagues place in your organization.	Arial 20pt.	
Key Takeaway	Shape — Callout/Box	If you are ever unsure whether sharing, sending, or storing information is appropriate, verify first and consult your supervisor before proceeding.	Bold. Light blue fill. Dark blue border.	
Disclaimer	Text Box — Small	This module provides a foundational overview of PII compliance principles. Refer to your organization's specific policies, procedures, and applicable regulations for role-specific guidance.	Arial 14pt. Gray (#595959). Bottom of slide.	
Completion Trigger	Storyline Variable		Use Storyline's built-in completion tracking via Results Slide. Confirm LMS completion triggers here.	
Narration	Audio — TTS Voiceover	Congratulations on completing this module. Protecting personal information is more than a policy requirement — it's part of how you maintain the trust of everyone your organization serves. Remember: identify PII correctly, apply the minimum necessary standard, verify before disclosing, transmit securely, and store only where approved. Thank you for your commitment to doing this right.	Generate via TTS Maker (TTS). Export as MP3. Insert into Storyline slide timeline. Sync animation cues to audio where noted.	

STORYLINE BUILD REFERENCE NOTES

Slide Master Setup

- Create one Slide Master: header bar (dark blue rectangle), footer bar with course title, logo placeholder top-right.
- Apply to all content slides. Use blank layout for title/closing slides.

Trigger Summary

- Slide 3 Continue gate — FOUR SLIDE TRIGGERS required (not one): Click empty canvas space so nothing is selected. Create four identical triggers each with Action: Change state of Continue to Normal, When: Variable changes — one watching Item1Seen, one watching Item2Seen, one watching Item3Seen, one watching Item4Seen. All four triggers have the same four AND conditions: Item1Seen = True AND Item2Seen = True AND Item3Seen = True AND Item4Seen = True. This ensures the gate fires no matter which button the learner clicks last.
- Slides 8, 10, 12 (Decision Points): Show Layer [Feedback A/B/C] when button clicked.
- Incorrect layers (A/C): Hide layer when Try Again clicked. Returns to base slide.
- Correct layers (B): Jump to next slide when Continue clicked.
- Results Slide: Jump to Slide 14 when Continue clicked (Pass layer only).

Variables Used

- Item1Seen, Item2Seen, Item3Seen, Item4Seen — True/False. Default: False. Used on Slide 3 to gate Continue button.
- Results.PassPercent — Storyline built-in. Set passing threshold to 70%.
- Results.ScorePercent — Storyline built-in. Displayed on Pass/Fail layers.

Audio Notes

- All narration scripts written in complementary style — they elaborate on or frame on-screen content, not read it verbatim.
- Generate all audio in a single session in TTS Maker. Name files sequentially: Slide01_narration.mp3, Slide02_narration.mp3, etc.
- Insert MP3 files into each slide's timeline in Storyline. On animated slides, sync animation cue points to audio.

SCORM Publishing Settings

- Publish to LMS (SCORM 1.2 for broad compatibility).
- Tracking: Quiz result from Results Slide.
- Completion: Passed/Incomplete.
- Test in SCORM Cloud before uploading to production LMS.

Note: This storyboard was designed for Articulate Storyline 360. All component names, layer references, trigger descriptions, and variable names use Storyline-native terminology. This document serves as both a development blueprint and a portfolio artifact demonstrating instructional design process.