

RUNNING HEAD: McNAMARA

Student Training Needs Analysis:
Basic Microsoft Windows User Interface, File Management, & Printing

Prepared for

Campus Academic Committee
National College of Business & Technology
Knoxville Campus

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1. Statement of the Need:

Students at National College of Business & Technology's Knoxville Campus (NCBT) must be proficient at basic Microsoft Windows user interface, file management, and network printing to reduce student and faculty stress; increase student, employee, and system efficiency and effectiveness; eliminate data loss; decrease equipment wear-and-tear, and obviate wasted network resources, paper, and printer consumables.

2. Can the situation be ignored?

No.

3. How often does the need or discrepancy occur?

Many times each day.

4. Company operations are slightly, moderately, heavily affected by the need (*i.e.*, business as usual, delayed, halted). In what way are company operations affected?

Moderate to heavy: data loss, student frustration and inefficiency

Moderate to heavy: extreme waste of printer resources and consumables

Moderate: instructor lost-time and frustration (helping students)

5. How many of each job category of personnel are involved in the need?

Two: Student and Instructor

6. Is the safety of the public or company personnel jeopardized by the need? If "yes," in what way?

No.

7. To what degree is company revenue affected by the need (*e.g.*, more expensive replacement power, excessive labor cost, governmental fines)?

High: Approximately 1/3 of paper, toner, equipment wear-and-tear, and network resources are wasted on unnecessary printing.

Moderate to high: Inefficient use of instructor time and increased instructor stress (frustration level) when dealing with the problem

Moderate: Student and instructor data loss is incalculable

Low: Lost storage media (floppy disks)

8. Is any related training mandated by regulating governmental agencies? If “yes,” identify by referencing the training requirements.

No.

9. Type of Need (check all that apply)

Human Resource Needs:

- ☐ New position(s) in company organization
- ☐ Vacancies in existing position(s)
- ☐ People with the skills are not available
- ☒ Other (describe)

Faculty stress levels are increased through their and students' frustration. Campus Director's stress level is increased as a result of budget overruns.

Change in Job Responsibilities

- ☐ The way business is conducted has changed (*i.e.*, new or extensively revised operating procedures are issued).
- ☐ Change in services performed by the company
- ☐ Change in equipment used by the company
- ☐ Other (describe)

Deviation from Desired Results

- ☐ Discrepancies noted in quality control
- ☒ Student and employee performance problems exist

Students and faculty lose data and face general frustration as a result of inability to effectively use the network and individual workstations.

- ☒ Recurrent equipment or system failures

Excessive printing bogs down network. Incorrect use of workstation hardware causes drive failures.

- ☐ Safety incidents
☐ Longer than expected or desired repair time occurring
☒ Other (describe)

Excessive costs resulting from wasted paper, printer consumables, and hardware wear-and-tear.

10. Team leaders' (departmental faculty) assignment of priority to the need

Based upon the answers to the questions 1 through 9 (above), select one of the priorities listed below:

- ☒ A. Highest priority – immediate development and implementation of a solution

Without an expedited training for ALL students and faculty, NCBT will continue to spend excessive amounts on printer consumables and paper; students will continue to lose data; and student and faculty stress levels will continue to increase.

- ☐ B. High priority – immediate development and scheduling of a solution
☐ C. Moderate priority – schedule work to formulate a solution sometime in the near future
☐ D. Low priority – redress need at some later date
☐ E. Lowest priority – no action will be taken

11. Team leaders' (departmental faculty) categorization of the cause(s) of the need

- ☒ A. Lack of skill or knowledge is evidenced by students and employees

Students, primarily, and some faculty

- do not have the requisite knowledge to locate and print to networked printers.
- do not know how to identify whether cables are connected to computer components properly.
- do not know how to print portions of a document or Web page.
- do not know how to copy and paste text from a Web page to a word-processor or click "printer friendly version" to

- conserve toner.
- do not know how to correctly insert and remove storage media.
- do not know how to use Windows Explorer to manage files.
- do not know how to create, delete, and/or maintain file storage directories.
- do not know how to use Web mail.

Primarily students, and a negligible number of faculty (whose job performance is not affected)

- do not know how to power on/off computer components.
- do not know how to start, shutdown, reboot, a computer.
- do not know how to login to or logoff from the network.
- do not know how to locate and select a networked printer.
- do not know how to manage a print queue.
- do not know how to execute a desktop shortcut.
- do not know how to use the desktop Recycle Bin, My Documents, Start Menu, or Task Bar.
- do not know how to activate, deactivate, move, resize, minimize, restore, and/or close windows and dialogue boxes.

- ___ B. Lack of motivation to perform a known skill or apply acquired knowledge is evidenced by students and employees
- X C. Inadequate written instructions or operating procedures exist for student and employee use

No written instructions and/or procedures exist at this time. Faculty are not formally oriented to the system. Students only receive instruction when they ask a faculty member or fellow student (who may or may not have had formal instruction).

- ___ D. Inadequacies of design and engineering
- ___ E. External, usually personnel, obstacles are preventing the desired performance or expected results from occurring