

College of Business Intranet Training

ID Brief

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Problem analysis

In a survey of College of Business staff and faculty, many reported that they felt unprepared when starting at the College of Business as employees. Some even found that that lack of preparation caused them to take longer to come “onboard” as fully functional employees.

This has likely been due to two factors: a lack of any structured formal training for new employees (including staff, tenure/tenure track faculty, lecturer faculty, and student assistants) and the lack of resources to work on or teach courses that would otherwise help new employees come on board.

A interactive multimedia e-learning product is the best approach to solve this problem for a variety of reasons:

- No Instructor-led classroom time lends well to self-guided learning
- Asynchronous lessons allow students to take them when it's convenient for them and allow new employees to join when they come on board (which may or may not be at the same time as other employees). This also allows the lesson to be hosted with limited resources and no need to pay an instructor for the time.
- Once an update procedure is established or the data is sourced, it can be fairly straightforward to update the information - and it will all be shared in a central location or repository. With how frequently and quickly university policy can change, this is a critical component to a successful onboarding program.

Target Audience

This lesson will be directed at new College of Business employees. By-and-large staff and faculty of the college of business typically:

Some commonalities between the target audience:

- Working professionals either in academia or the private sector
- Typically have higher education or are working towards higher education
- Have varying levels of comfort with technology but are familiar with LMS systems, either from state required previous trainings or from having to work with them extensively (in the case of faculty)
- Many have been through onboarding before and will have completed some interactive learning modules in joining the university through their onboarding system.
- All are working above and beyond in a very resource deficient environment - making the ROI a critical piece of this puzzle. The training will need to feel worth the time that is spent taking it- and the student will need to feel a sense of worth or value.

However, the target audience does have varying levels of:

- Knowledge or comfort with computer systems or hardware
- Experience using an LMS for something like onboarding or as a student
- Varying levels of willingness to participate in a training that would not be required by the university

As , the audience will be familiar with baseline educational concepts and will have some inherent understanding of why the lesson is structured a certain way.

Because the lesson is being offered by CSUMB, there is ample space and resources available to host the lesson, and there will be plenty of help if the user runs into trouble with the

lesson- though depending on when the student takes the lesson, the help may not be immediate. The lesson will be completely Asynchronous, meaning that assistance will have to be sought if they run into issues. This will need to be something that is taken into consideration in the design of the lesson.

Objectives

On completion of the lesson, participants will be able to:

- Find and access the College of Business (CoB) Intranet via web browser
- Access the CoB Contact List
- Use the Search Feature of the College of Business Intranet to Find Procedures and Policy
...with 100% accuracy and no outside help.

Additionally, Participants will be able to:

- Identify the correct contact given a new problem that they can not solve personally using the “Who to Contact” list on the intranet with 80% accuracy.
- Accurately explain the technical layout of the college of business intranet, specifically citing that it is supported by a google drive in general terms without support.

Assessment

Learners will be assessed through a combination of multiple choice questions at the end, skills tests where the user will be asked to go find something on the CoB Intranet and return with the correct answer, and short answer questions regarding the structure of the intranet or figuring out who to contact.

This lesson will follow Gagne’s 9 events, in that the students will be told what they are going to learn, information will be presented, they’ll be reminded what they just learned, and

then a real-world assessment will be conducted. The lesson will be part of a larger, connectivist inspired series of lessons that will be geared towards welcoming new employees into the College of Business.

The lesson will be created via AdobeCaptive, and I'm planning on hosting the lesson in an Ilearn shell or Canvas shell (CSUMB is transitioning to Canvas, but I'm unsure of when that shift is being enforced). I plan on using some in-house created video, photos, and screencaps. All the design will be done by myself. Hardware for the lesson will be provided by the university or learners can use their own hardware system.