Appendix 1

Table 1
Learner Analysis

Information Categories	Data Sources	Learner Characteristics
Entry Behaviors	Interviews and Observations	Learners have experience with Lotus Notes and the basic skills required to navigate the Lotus Notes Workspace and a Windows OS environment
Prior Knowledge of Topic Area	Interviews and Observations	Learners have worked within Lotus Notes Mail and have navigated the Lotus Notes Workspace. Learners have placed the MarketBound icon onto their Lotus Notes Workspace and have created a local replica. Learners have been given a cursory overview of the MarketBound database system by a peer or by their manager.
Attitudes Toward Content	Interviews and Observations	Learners are anxious to be proficient and self-sufficient in the use of the MarketBound database system. Learners believe that mastering the basic skills within the system will increase their morale and therefore their motivation.
Attitudes Toward Potential Delivery System	Interviews	Learners are enthusiastic about using computer-based instruction for learning the basic skills needed to perform their jobs within the MarketBound system. Since learners are located throughout the world and are turning over at different rates, they are happy to be able to learn the skills on an as-needed basis.
Motivation for Instruction	Interviews	Learners see the application of the material for use during their daily tasks. Learners want to be able to implement the skills as soon as possible to improve their job performance and job satisfaction. Learners will be attentive to the module and satisfied with its use within tasks need to perform their jobs.
Education and Ability Level	Interviews and Posted Job Requirements	All learners have a minimum of a high school education with at least two years experience in a corporate environment. Most learners hold a bachelor's degree, although in varying fields. All learners meet the minimum technology requirements to work for IBM, which includes

		familiarity and proficiency with a Windows OS environment.

Table 2
Context Analysis

Information Categories	Data Sources	Learner Characteristics
Managerial / Supervisory Support	Interviews and Observation	Managers/supervisors/team leads/mentors will be available onsite after the training to serve as support to the learners as new skills are utilized. Managers/supervisors/team leads/mentors will also be available onsite during the training.
Physical Aspects of Site	Interviews and Observation	Learners will conduct the training on the same computer that is assigned to them at their workstation. The Lotus Notes software is loaded onto each workstation, and the MarketBound database icon is already in place on the desktop, along with a local replica of the database. Learners will utilize their new skills on the same computer on which they conduct the training.
Social Aspects of Site	Interviews and Observation	The learning environment is conducive to social aspects of learning. Each briefing center's staff works as a team, and the MarketBound administrator is an integral part of the teaming environment. The skills to be learned are already used proficiently by most others on each briefing center team.
Relevance of Skills to Workplace	Observation	Learners will easily be able to apply their new skills to their everyday activities because they will be utilizing them as a basis for their core job responsibilities, and they will be using their assigned PC or ThinkPad at their designated workstation.
Number / Nature of Sites	Interviews	There are currently 25 worldwide IBM briefing centers on the MarketBound system; therefore, there are 25 sites. Each site employs a MarketBound administrator who will use their assigned PC or ThinkPad at their designated workstation not only to complete the training, but also to carry out the skills learned in their daily activities.

Table 3
Task Analysis

Demonstrate reclassification of a backgrounder document (or Visitor Information Sheet, a.k.a. VIS) from new or pending status to confirmed status

Demonstrate opening the MB database and identifying the Status view (Rule)

1

Demonstrate locating the Visitor Information Sheet (VIS) in New or Pending status (Rule)

2

Is a shortcut appropriate to take in this instance? (Concept)

3

Yes →

Demonstrate changing the VIS status from New or Pending to Confirmed under the Actions menu (Rule)

4

Identify the Actions menu (CC)

4.2

Identify "by Status" view in MB navigation bar (CC)

1.3

Execute double-clicking on MB icon (MS)

1.2

Identify MB icon on Lotus Notes workspace (CC)

1.1

No

Demonstrate changing the VIS status from New or Pending to Confirmed in the drop-down menu within the VIS (Rule)

5

Demonstrate saving the VIS (Rule)

6

Identify the Menu bar (CC)

4.1

Execute clicking "Save and Continue" or "Save and Close" button (MS)

6.1

——————— Entry Behavior ———————

Execute clicking down arrow to open drop down menu (MS)

C

——————— Entry Behavior ———————

Execute opening Lotus Notes (MS)

A

Execute scrolling to bottom of VIS (MS)

B