Learner Analysis

Information Categories	Data Sources	Learner Characteristics
Entry Behaviors	Interviews and Observations	Learners have experience working with computers. They are able to turn a computer on and sign in to Novell. Learners have little to no experience working with GroupWise email.
Prior Knowledge of Topic Area	Interviews and Observations	Learner have sent and received emails through other email systems such as "Yahoo" and "Hotmail." Learners have received training in terms of defining and using the Internet and the World Wide Web.
Attitudes Towards Content	Interviews and Observations	Learners believe that the use of email could greatly improve communication efforts between all New Hanover County School employees. Using email could also improve the communication with the parents/guardians of students. Learners also realize that the use of email to send messages helps alleviate problems due to paper shortage.
Attitudes Toward Potential Delivery System	Interviews	Most learners are thrilled to be using a self instructional module and a computer for instruction. Due to their busy schedules, this delivery system is most practical because the learners (teachers) can complete the module at their own pace and in their own time. In other words, they appreciate all materials but flourish

		with the SOI model. Though some learners are apprehensive in using the computer, they are still very eager to learn the material.
Motivation for Instruction	Interviews	Learners realize the importance of completing the module. Learners want to be able to implement their new skills as soon as possible to improve communication with other school employees. Learners will be confident that they will be able to open, reply, and send emails using GroupWise. They are also confident that they will be able open, send and save attachments. Learners will be attentive to the module.
Education and Ability Level	Interviews and Personnel Records	All learners are educators with at least a bachelor's degree in education. They have all passed Praxis I and II and have completed the computer competencies for their school system.
General Learning Preferences	Interviews and Observations	Learners prefer to learn by actually completing the modules on their own and learn from their mistakes. Also, they prefer less teacher-directed instruction and prefer to work at their own pace.
General Group Characteristics	Interviews and Observations	Learners vary in ages, race, as well as socio economic backgrounds. A variety of focus areas are represented within the learning group. Some learners have attained their Masters and/or Doctoral degrees various educational fields.

Attitudes Toward Training Organization	Interviews	Overall, students are extremely positive towards their school and the personnel within the school. They believe that this training will help them in the future to successfully show their ability to communicate via GroupWise email.