Context Analysis

Information Categories	Data Sources	Learner Characteristics
Managerial/Supervisory Support	Interviews and Observations	TAC and their department's computer consultant from ITSD. Also other colleagues are there if they need help.
Physical Aspects of Site	Observations	Either working on their office computer which includes all the relevant software needed to complete the module or at home if they have the required software.
Social Aspects of Site	Observations	The learners will be working on their own but if they are in need of help they can contact either TAC or their colleagues.
Relevance of Skills	Interviews	The learners will be meeting the skill levels of their colleagues so that they will no longer have to ask for help on how to complete this task.