Needs Assessment

What is happening?

The University is in the process of phasing out computers with floppy drives. Faculty are expected to keep up with the technology changes and learn how to use other resources for saving their files. However, there are a good number of faculty members who do not know how to burn a CD. They feel this process is hard and believe that saving their files onto a floppy disk or a USB drive is easier and will be able to last during long-term storage. Both the computer consultants and TAC no longer have time to help these faculty by burning CD-ROMs for them because they have more important things to do. They believe that the faculty should know how to do this task already and will no longer help them in the future.

What should be happening?

Faculty should know how to burn their files onto a CD-ROM using the Roxio program not only for short-term usage but for long-term storage as well. CD-ROMs are more reliable than floppy disks and USB drives. The information concerning how to burn a CD using Roxio should be made available for them so they no longer have to bother calling TAC or having somebody from ITSD come out and do it for them. They also will be more technologically competent and will no longer need to bother their colleagues for help with another basic task.

The Gaps

- The university is phasing out computers with floppy drives
- Faculty can no longer call TAC or have somebody from ITSD come out and help them through the process of burning a CD-ROM
- Colleagues of the faculty do not have the time to walk them through the process
- There is nothing for faculty to follow to help them learn how to burn a CD

Strategies for closing the gap

- Development of training materials for faculty to refer back to
- Publish these materials on a CD-ROM so faculty can complete training on their own time and access them anytime they feel necessary
- Give these faculty the confidence and resources so they are able to learn this task on their own and will no longer have to rely on others to help them with it

With our self-instructional module and the CD-ROM format we created, we have been able to meet all the strategies we found necessary. The CD-ROM self-instructional training module has helped to teach the faculty how to do this task and solve the problems of having them contact others to help them out.