

Needs Analysis

- **Problem Statement:** When administrators and teachers gather to discuss recent events, either by phone or in person, teachers are indicating that they are not aware or never received information that had been sent via GroupWise e-mail. Administration believes that the cause of this problem is due to lack of training in using the GroupWise system.

- **Actual Performance:** The GroupWise system is available to teachers allowing them to perform all email tasks. However, only 60% can perform basic functions within the program. The remaining 40% need further training to send and reply to emails and are unable to view/save attachments, forward, and send emails to groups.

- **Optimal Performance:** New Hanover County teachers will be able to open, send, and receive attachments, forward emails and use the address book to send mass emails to groups.

- **Needs:** Teachers need to be trained to provide optimal skills to perform functions of email. (The skills they need to possess are, working with attachments, forwarding and using the address book.)

- **Possible Solutions include:**
 - Providing a self instructional module to guide teachers through the process of performing the basic functions within the Groupwise system, including working with attachments.