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.

Context Analysis

Information Categories	Data Sources	Performance Site Characteristics
Managerial/Supervisory Support	Interviews and Observations	Supervision from the facilitator of this program is minimal and is mainly provided as support personnel to be contacted by e-mail or phone for questions that arise. Students will be completing this self-instructional module own their own and in their classrooms. Rewards include personal growth, improvement in organizational skills and an increased ability to stay current with information provided by the New Hanover County Office.
Physical Aspects of Site	Observation	Students will be using any computer within the New Hanover School System, but likely one within their daily classroom setting. The GroupWise E-mail Program used by the county is the focus of the instruction and the program is on any network computer..
Social Aspects of Site	Observation	Students will be completing this module independently. However, they are encouraged to share their ideas and questions with other students for further learning and support. Other members of the teaching staff who have more proficient skills regarding GroupWise, are encouraged to serve as support staff.
Relevance of Skills	Observations and Interviews	GroupWise E-mail Program is available on every networked computer with the New Hanover County School System. Students will be able to apply the skills used in this module to their everyday activities and use them to stay current with and organize the information sent from the County office. Future applications may include an interest to further explore the GroupWise Program, learning how to maintain shared folders of information between teachers within a given field (math, science, art).