

MIT 542: Internship

Data Survey Instrument
Data Analysis Results

Context and Conditions

My internship was completed in the summer of 2007 with the supervision of Helen Coleman (site manager) and Dr. Sue-Jen Chen (course instructor).

New Hanover Regional Medical Center has over 4000 employees with varying levels of computer skills. GroupWise e-mail system classes are offered on a monthly basis, however, many employees are unable to leave their busy schedules to attend a class. The Education Department was in the process of creating a computer-based instructional module, using Captivate, which could be placed on their internal website and easily accessed by all employees desiring further instruction. Topics included in the module at the time of the evaluation were Help features, the address book, sending and receiving e-mail, and a discussion of the mailbox, including how to create e-mail storage files.

I worked with Department of Education at New Hanover Regional Medical Center to plan, design and conduct a formative evaluation of a GroupWise instructional module that was in the process of development.

Scope

I worked directly with two members of the Department of Education to plan and conduct the formative evaluation of the draft of their GroupWise instructional module. Education department personnel solicited individuals to participate in the one-on-one evaluation process, based on availability, manager approval and the need to obtain participants with varying skill levels in regards to the use of the e-mail system. Initially 10 participants were selected and agreed to participate. I reviewed the current instructional module and developed a brief survey and post performance checklist to be completed by each participant. The survey and performance checklist were reviewed by Department of Education personnel and revisions were made prior to implementation.

The surveys, post performance checklist and CD containing the GroupWise module were delivered to each participant, along with written instructions for completing and returning. The participants viewed the module and completed the surveys individually with the approval of their department managers. The fourth of July holiday and multiple departments moving their location to a new building, resulted in only 5 participants completing and returning the surveys. As a result of the low numbers, the data were analyzed without the use of electronic software and the information was presented to the Department of Education for review and discussion.

Role

In the context of the formative evaluation, I served as instructional designer in the planning, design, development, implementation and analysis of the GroupWise instruction module. I worked closely with the members of the Department of Education to complete all tasks.

Reflection

The personnel within the Department of Education provided valuable guidance during the process and were eager to have the internship experience work for all. The internship exceeded the confines of the summer session due to various difficulties encountered in receiving completed surveys. However, the experience validated many of the components of the evaluation process recently presented in the classroom setting. The internship allowed me to practice those skills in the context of a real-world setting, providing reinforcement and practical application for the skills and knowledge.