

Job Aid Analysis Report

By C. Michael Pedersen

Introduction and Analysis

The Serra Academy of Information Technology (AoIT) provides multiple off campus events for students. These events require parental and teacher signatures. The Academy Director (A.D.), Chris Timmins has repeatedly complained “our students are not being responsible” about turning their completed permission slips in on time or informing us of their inability to go on these events. She is concerned about “losing face” with these companies by not sending the number of students who were invited. Gap Analysis included surveys and interviews with students, the A.D. and school staff combined with an extensive recreation of the actuals for the number of times students did not meet the event deadline revealed some startling results.

The Performance and Audience Analysis determined the following major barriers:

- An average of 77% of the students invited to attend events turned their completed paperwork in by the deadline yet 94% of the students invited were allowed to attend the events. Students were contacted throughout the process and reminded to complete their paperwork and allowed to go on these events despite missing the set deadline. (**Motivation & Incentives**)
- Students were forced to create a “business appropriate” e-mail address. 65% of the students surveyed possessed a separate primary e-mail address they checked more frequently than the “business” address. Students lacked motivation to access their e-mail accounts since the A.D. would call them if they didn’t respond to the e-mail notifications. (**Motivation & Incentives**)
- Of the students surveyed, 48% had experienced one or more problems opening the various attachments; 20% had issues related to lack of internet connection or access to a printer; 40% did not know what to do if they were unable to print, gather the appropriate signature or why they needed to communicate their inability to attend the events. (**Skills/Knowledge & Environment**)

Job Aid Analysis and Considerations

The primary barriers to performance involve a lack of motivation/incentives of the students coupled with some Skills and Knowledge barriers. The motivation/incentive barriers are significantly intertwined thus making it difficult to determine which one is causing the other. Nearly all of the interviewed students answered yes to a follow up survey question that asked “From now on, if you knew you were not going to be allowed to participate in these events if you do not meet the deadlines, would this motivate you to turn the Permission Slips in on time?” While changing the performance of the A.D. does not lend itself to a Job Aid, the Skills/ Knowledge and Environment drivers can be addressed.

To address the motivation issue of students not checking their “business appropriate” accounts, I propose using the students primary e-mail address as the primary avenue to distribute event notifications directing them to a central Permission Slip website which ties into the *technology* theme of the academy.

The Skills/Knowledge and Environment issues will be addressed using a central Permission Slip website that contains a list of frequently asked questions (this will address the most common errors), a flowchart illustrating the steps and possible pitfalls of the Permission Slip process (this will address the best approach), and a Permission Slip form allowing students to create and print a customized Permission Slip.

Objectives

A goal analysis was conducted with the A.D. and the E.O.S. to determine four student objectives.

1. When given a notification e-mail message indicating the availability of a new field trip, the student will choose to visit the AoIT Permission Slip web site within two days.
2. If the student will not be attending an event, the student will inform Ms. Timmins within three days from the release of the notification e-mail.
3. Using the Permission Slip form on the website, the student will complete and print the form for every posted event they are attending.
4. Using the website, the student will be able to find answers (or whom to contact) for any questions they have about the Permission Slip procedure.

Job Aid Creation

The Subject Matter Analysis included the following experts: Lead Teacher (Michael Pedersen), the A.D. (Chris Timmins) and two exemplary students who had met every deadline (Alyssa Casiple, Matt Blaisdell). We determined the sequence of events in the Permission Slip process for a student who encountered no problems. Using the student surveys from the Performance Analysis, I compiled a list of the most frequent problems students encountered during the Permission Slip process. Each problem was analyzed, “answers” were determined and a F.A.Q. (Frequently Asked Questions) list was created. The existing paper based Permission Slip form was analyzed to determine which information could be supplied by each student to produce a personalized permission slip.

Using Dreamweaver, I created a black and white, three page website; one page as a Welcome screen with a link to a flowchart image created in Visio illustrating the Permission Slip sequence, one page with a form for the students to enter their personal information to create and print a personalized permission slip, and one page with a list of frequently asked questions and answers.

Pilot Test Procedure

I posted the pilot test website to a school server and contacted my pilot test team which consisted of six academy students (2 water walkers, 2 random students and 2 “repeat offenders”), the A.D. and the E.O.S. In a computer lab at school I gathered my pilot testers, explained the preliminary nature of the site, the goal of the site and provided a feedback sheet for each tester to complete (**See Appendix A-1**). I demonstrated how to access the site and instructed them to individually visit each page and fill out the feedback sheet without discussing their thoughts with the other testers. I circulated through the room and watched to see what problems the testers were having. When the testers completed their feedback sheets I opened the floor to discussion.

Pilot Test Results

Key comments about the Job Aid included “Easy to navigate!”, “I think the questions and answers were useful.”, and “The flowchart seemed complicated but I think it should eliminate a lot of questions we might have at each step”. Almost all of the students were enthusiastic about having a form that contained their information already printed so they didn’t have to fill it out (Apparently some teachers questioned the students about the authenticity of the poorly photocopied forms we’ve used in the past and the students felt that a cleanly printed form would assuage their teachers concerns). The A.D. and the E.O.S. were pleased with the ease of navigation and the redundancy built into the F.A.Q. and the flowchart which they felt would reduce the frequency of student questions, excuses and problems.

During the discussion I compiled the following “wish list” of items from the student feedback forms and comments:

- Include the purple color the Academy and the logo,
- Include text list of Permission Slip sequence for students who had no problems and only needed a simple list instead of the flowchart,
- Include a smaller flowchart image directly on the page instead of separate image link, Include the deadline for events with the Event Name drop down list,
- Include fields for entering 2nd-4th period teacher names,
- Include e-mail links to Ms. Timmins in the FAQ as well as a contacts page.

I shared with the students the four objectives created from the Goal Analysis and we discussed their confidence in being able to reach these goals. All of students felt they could easily check their personal accounts and would be able to access a website and print out the permission slip based on the website job aid. They also felt confident that the most common problems students may encounter were addressed on the site.

Job Aid Revision and Future Improvements

I incorporated all of the wish list items identified by the pilot test into my revision of the Job Aid. I created a template which included color, the AoIT logo, school address and phone number. I added an list detailing the permission slip sequence and embedded a smaller version of the flowchart into the page. I added the teacher fields into the Permission slip form and created a separate contacts page for contacting the A.D. as well as including e-mail links in the F.A.Q. (See Appendix B1-B6)

In future revisions I would include the following:

- Set up the code to automatically fill the information into the Permission Slip
- Include a page showing past events with pictures and student comments about the field trips
- Include information about what the events are and what the company does
- Set up a procedure and job aid for the A.D.’s assistants to update and maintain the site.
- Include a backend database to track the number of students who meet the deadlines

Solution System

This job Aid is only one piece of the final solution system. The incentive problem created by the A.D.’s setting false deadlines will require more work. During this analysis I have begun to address her concerns about why she allows students to go on events despite not meeting deadlines. She now understands that setting a student deadline far enough in advance will allow her to accurately inform the companies of the exact number of students who will attend each event so we do not “lose face”.

In addition to setting strict deadlines and adhering to them, we will need to include a full academy student meeting at the beginning of the school year that provides all academy students with an introductory packet and a power point demonstration detailing the Permission Slip process, accessing the website and the importance of why we are doing this.

A database will be used to monitor the number of students who meet the deadlines. This will allow us to track the actuals and determine if the objectives we set are being achieved. A formative evaluation after the first two events should be done to verify if the system is working as well as a summative evaluation at the end of the first semester. These evaluations will provide the information needed to correct the system or determine a need for further performance analysis.

Appendix A1: Pilot Test Form

Website Pilot Test Feedback Form

Student Name: _____

Thank you for taking the time to help us test the new Academy Permission Slip website. Your input will help us improve all of the AoIT students experience with our off campus events. Feel free to use the back of this form if you need additional space to write. Please do not talk to the other testers or share your response until everyone has completed their feedback forms. Once everyone is done we will have a full group discussion about the site and share our thoughts and concerns. Thank you again for helping us!

1. Were there any steps missing? Were there times that you needed more information?
2. Were there any typographical errors?
3. Was there anything that you think may confuse you or other students?
4. What things could have improved your experience in using this site?
5. In a perfect world what would you like to see included on this site?
6. If this Permission Slip scripting actually worked and you knew you would not be allowed to go on the event if you did not complete the form by the deadline, is there anything missing that would make not allow you to meet the deadline? If so, what?
7. Any comments, concerns, complaints or general thoughts about this site or process?

Appendix B1: Main Page Screen Shot

This page serves as the starting point for students who have been informed about an upcoming event. The menu is located to the left and in text form along the bottom. The main text portion explains the purpose of the site and the details about the links.

The screenshot shows a Mozilla Firefox browser window displaying the Serra AoIT Home Page. The browser's address bar shows a file path: file:///D:/Documents%20and%20Settings/Michael%20Pedersen/Desktop. The browser's menu bar includes File, Edit, View, Go, Bookmarks, Tools, and Help. The browser's toolbar includes navigation buttons (back, forward, home, stop, refresh) and a search bar. The browser's status bar shows "Done" and "Adblock".

The main content area of the page features a large, stylized logo for "Serra AoIT" on the left. To the right of the logo, the following text is displayed:

Serra High School
Academy of Information Technology
5156 Santo Road
San Diego, CA 92124
858-496-8342 x112

Below the logo and contact information, the page has a navigation menu on the left with the following links: [HOME](#), [F.A.Q.](#), [PERMISSION SLIP](#), [FLOWCHART](#), [PAST EVENTS](#), and [CONTACT US](#).

The main heading of the page is "Welcome to the Serra AoIT Permission Slip Page". Below this heading, the text reads: "This site will help walk you through the process of accessing, downloading and completing all of the steps necessary to participate in the exciting off campus events that are available only to Academy students."

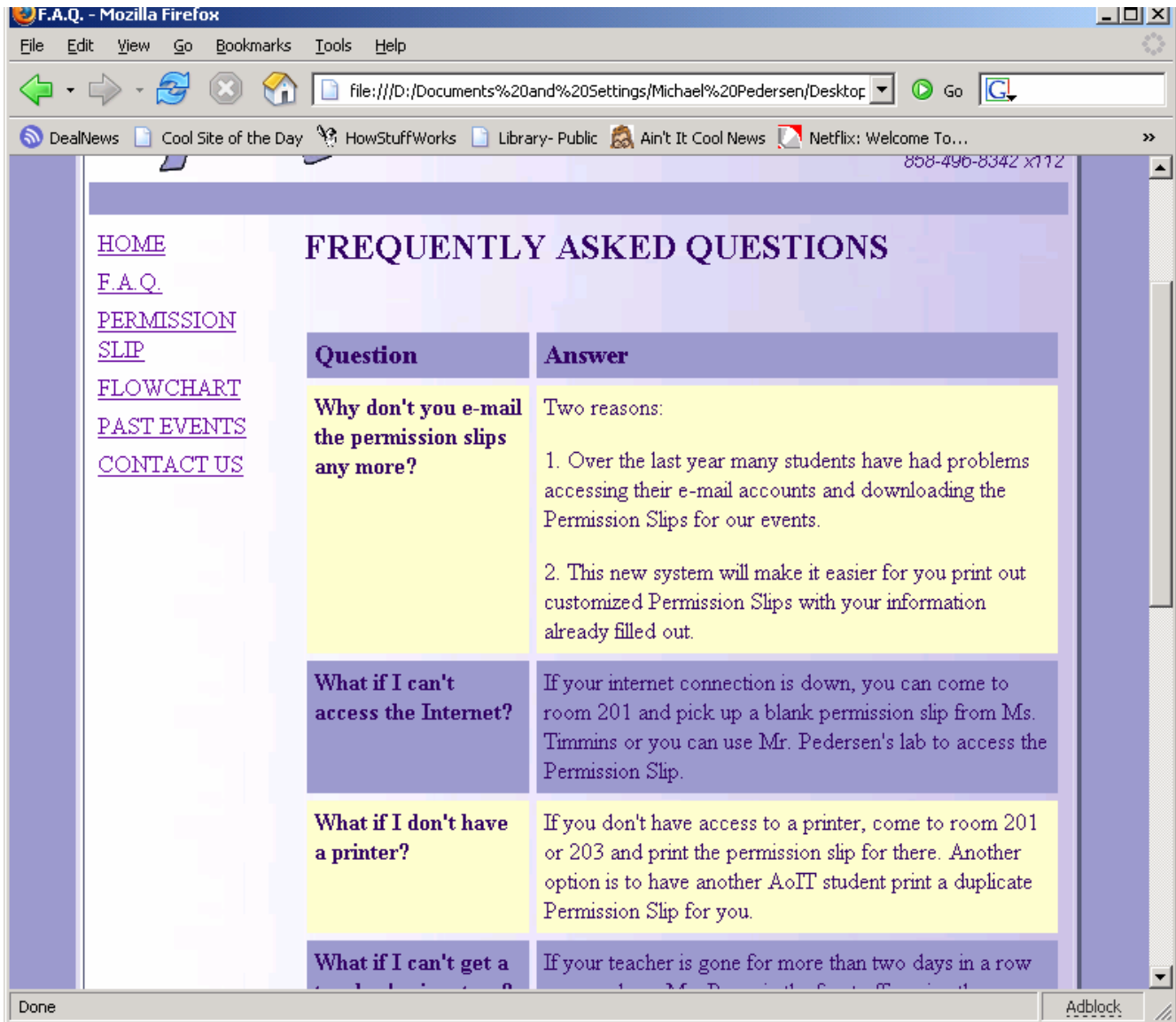
Below the text, there is a section titled "On the left you will find the following links:" followed by a bulleted list of links:

- ◆ FAQ lists the most frequently asked questions about the Permission Slip process
- ◆ PERMISSION SLIP is where you access a customized Permission Slip to print
- ◆ FLOWCHART illustrates the steps necessary to complete the process
- ◆ PAST EVENTS displays images and student comments about previous field trips
- ◆ CONTACT US is where you can send us any problems or concerns you have

At the bottom of the page, there is a footer with the following text: [Home](#) | [F.A.Q.](#) | [Permission Slip](#) | [Flowchart](#) | [Past Events](#) | [Contact Us](#). Below the footer, the text reads: "All Content ©2005 Serra AoIT".

Appendix B2: F.A.Q. Page Screen Shot

This page contains a list of the most frequently asked questions as determined by the surveys and personal interviews during the Performance Analysis. The answers were created during a group discussion with Subject Matter Experts and during Task Analysis. The actual site contains eight questions and answers and the same layout as the rest of the site however the screen shot only shows a portion of the page.



F.A.Q. - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///D:/Documents%20and%20Settings/Michael%20Pedersen/Desktop Go

DealNews Cool Site of the Day HowStuffWorks Library- Public Ain't It Cool News Netflix: Welcome To... 858-496-8342 x112

[HOME](#)
[F.A.Q.](#)
[PERMISSION SLIP](#)
[FLOWCHART](#)
[PAST EVENTS](#)
[CONTACT US](#)

FREQUENTLY ASKED QUESTIONS

Question	Answer
Why don't you e-mail the permission slips any more?	Two reasons: <ol style="list-style-type: none">1. Over the last year many students have had problems accessing their e-mail accounts and downloading the Permission Slips for our events.2. This new system will make it easier for you print out customized Permission Slips with your information already filled out.
What if I can't access the Internet?	If your internet connection is down, you can come to room 201 and pick up a blank permission slip from Ms. Timmins or you can use Mr. Pedersen's lab to access the Permission Slip.
What if I don't have a printer?	If you don't have access to a printer, come to room 201 or 203 and print the permission slip for there. Another option is to have another AoIT student print a duplicate Permission Slip for you.
What if I can't get a...	If your teacher is gone for more than two days in a row...

Done Adblock

Appendix B3: Permission Slip Page Screen Shot

This page contains the form used to create a customized permission slip based on input from the student. The drop down menus contains information related to the events and teachers involved. The name text box and grade level radio buttons included. The submit button should eventually make a call to a JavaScript program that takes the entered information and feeds it directly into a permission slip form for the students to print out.

Permission Slip - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

file:///D:/Documents%20and%20Settings/Michael%20Pedersen/Desktop/ Go

DealNews Cool Site of the Day HowStuffWorks Library- Public Ain't It Cool News Netflix: Welcome To... 858-496-8342 x112

[HOME](#)
[F.A.Q.](#)
[PERMISSION SLIP](#)
[FLOWCHART](#)
[PAST EVENTS](#)
[CONTACT US](#)

PERMISSION SLIP

By completing the form below you will be able to create and print a customized permission slip for any of the upcoming events. After you press the submit button a new page will load with a completed permission slip for you to print out.

Make sure to turn in the completed permission slip by the deadline listed in the EVENT drop down menu. As a reminder, this deadline will also be printed on the permission slip.

Select the Event: Choose an Event

Enter Your Name:

What Grade are you in? 10th 11th 12th

Select your 2nd Period Teacher: 2nd Period

Select your 3rd Period Teacher: 3rd Period

Select your 4th Period Teacher: 4th Period

Submit Reset

NOTE: The submit only displays an image. Once the coding is complete, the information from above will automatically fill into the permission for you to print out.

Click on the Submit button to view a mockup of where the information will eventually filter into.

Done Adblock

Appendix B4: Permission Slip

This is an image of the existing paper-based Permission Slip form which serves as a model for what the JavaScript program would create from the information entered by the student on the Permission Slip page:

San Diego City Schools
REQUEST FOR STUDENT PARTICIPATION
ONE-DAY OR SEASON ACTIVITY

Name and Grade would fill in Here → _____ wishes to participate in

Event would fill in here → Job shadow @ Kyocera America for AAIT

Dates and Times would fill in here based on the event → on 01/12/05 from 9:00 ^{a.m.} to 12:30 ^{p.m.}
or during _____ from 01/12/05 to 01/12/05

Transportation will be by School Bus
(Charter bus, private car driven by school employees, parents or students)

Timmins (Activity Sponsor) Paul Mall (Principal/Administrator)

PARENT REQUEST FOR STUDENT PARTICIPATION

If you wish your son/daughter to participate in the above described activity, please complete the Request for Student participation form below and return it to the school immediately.

Supervision for this event will be furnished by the school, but parents should understand that supervision will end at the time stated above. The school will take every precaution to assure the welfare and safety of your son/daughter participating in this activity. You should understand that the school cannot assume financial or legal liability in case of injury or accident. Only students covered by personal accident insurance may participate. This insurance may be furnished if needed. If you are satisfied with the extent of your present insurance, please sign the Insurance Waiver form as well as the Request for Student Participation.

I. **PARENT REQUEST FOR STUDENT PARTICIPATION:**

Name and Grade would fill in here → I, the undersigned, request that my son/daughter _____ be permitted to participate in Job shadow @ Kyocera America.

Event info would also fill in here → scheduled 01/12/05 from 9:00 ^{a.m.} to 12:30 ^{p.m.}
or during _____ from 01/12/05 to 01/12/05

California law (Education Code 1081.5) provides that any person making a field trip or excursion waive all claims against the school district and the State of California for injury, accident, illness, or death occurring during or by reason of the field trip or excursion. ACCORDINGLY, I/WE HEREBY WAIVE ALL CLAIMS WHICH I/WE MIGHT HAVE AGAINST THE SCHOOL DISTRICT OR THE STATE OF CALIFORNIA, their officers, agents, and employees for injury, illness, or death occurring during or by reason of the above described activity.

X _____ (Signature of Parent or Guardian) _____ (Date)

II. **PARENT INSURANCE WAIVER:**

I do not wish to have my son/daughter _____ join the student insurance, as I contend that he/she is adequately protected with our present coverage. I hereby state that my insurance (medical, hospital and accidental death) is adequate to fully protect my son/daughter.

X _____ (Signature of Parent or Guardian) _____ (Date)

TEACHER EXCUSE FROM CLASS (Secondary)

Timmins (Activity Advisor) requests permission for above named student to be absent from the periods checked below for the above reason.

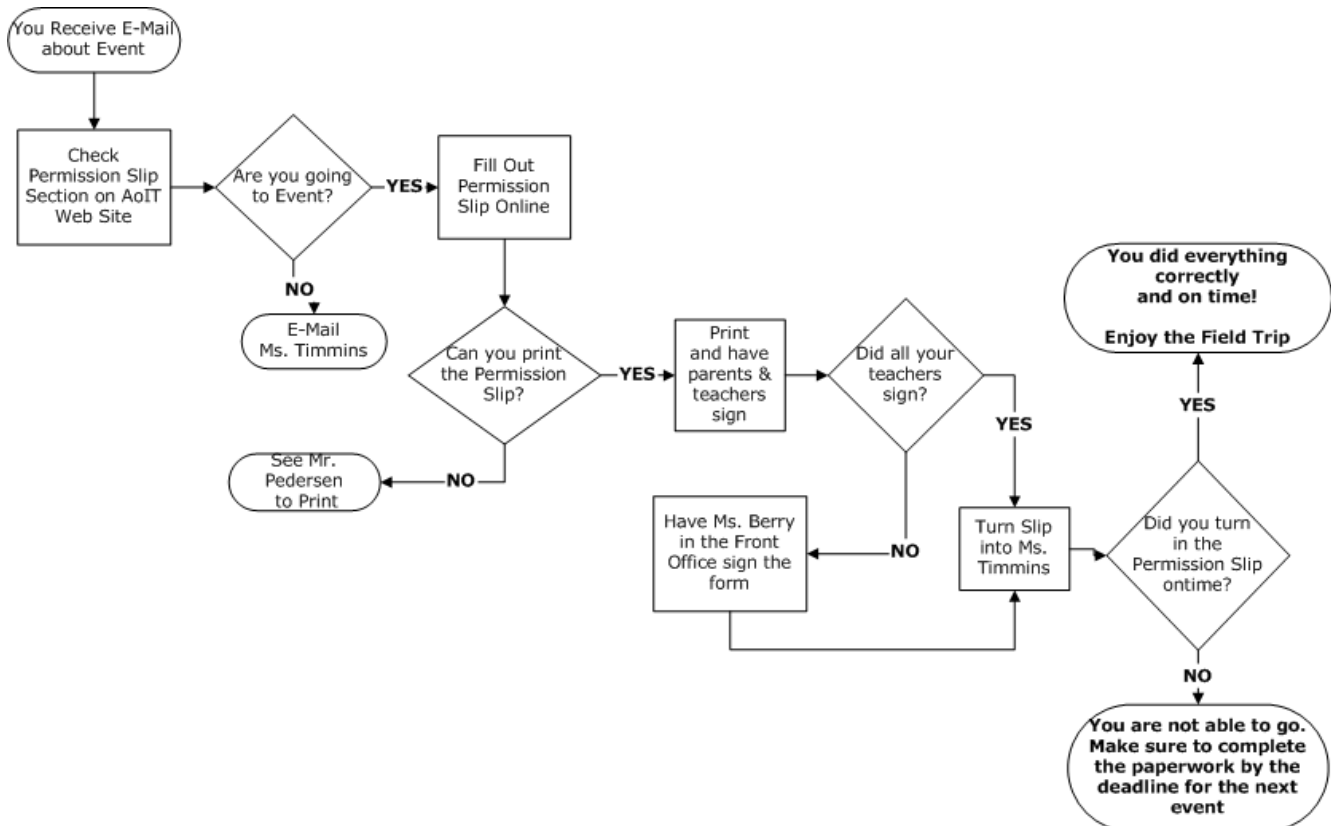
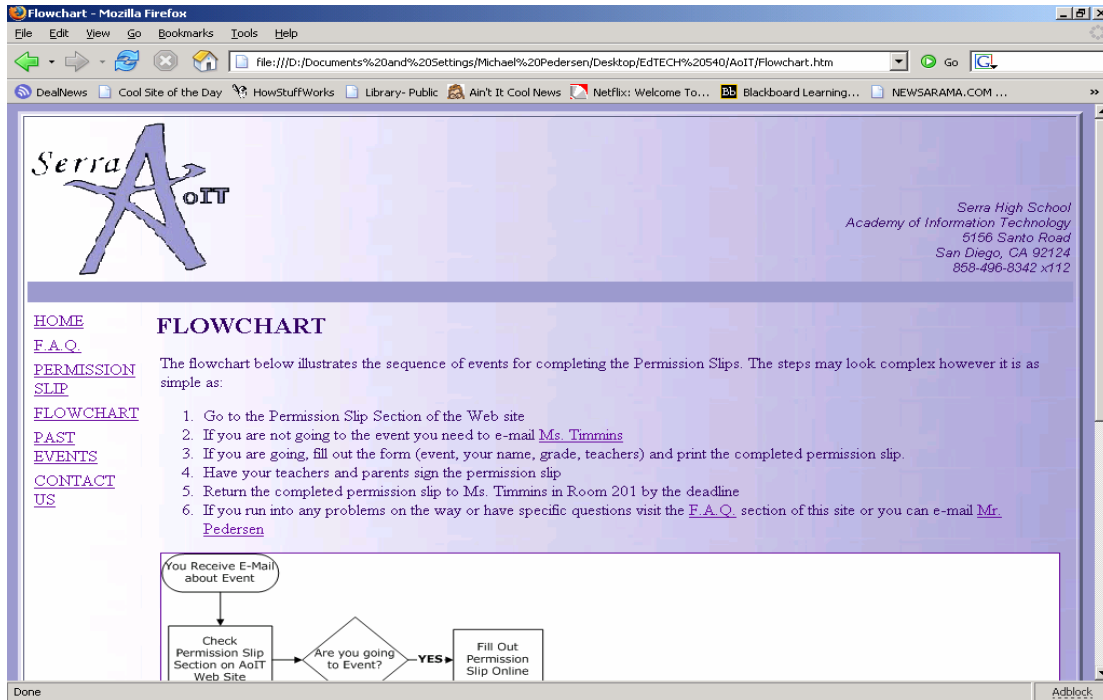
Period 1 Period 2 _____ Period 3 _____ Period 4 _____ Period 5 _____ Period 6

Administrator's Approval: Paul Mall Date: 1/06/05

Teacher names would fill in here → _____

Appendix B5: Flowchart Page Screen Shot

This page contains the text steps for completing the Permission Slip Process and a flowchart detailing the entire process. The 2nd image shows the complete flowchart.



Appendix B6: Contact Us Page Screen Shot

This page allows students to contact the Academy Director with any questions or concerns they may have.

The screenshot shows a Mozilla Firefox browser window titled "Contact Us - Mozilla Firefox". The address bar contains a file path: "file:///D:/Documents%20and%20Settings/Michael%20Pedersen/Desktop/EdTECH%20540/AoIT/Conl". The browser's toolbar includes navigation buttons (back, forward, home, stop, refresh) and a search bar. Below the toolbar, there are several bookmarked sites: DealNews, Cool Site of the Day, HowStuffWorks, Library- Public, Ain't It Cool News, Netflix: Welcome To..., and Blackboard Learning... The main content area has a purple background. On the left, there is a logo for "Serra AoIT" featuring a large blue letter 'A' with an arrow pointing right. To the right of the logo, the contact information for Serra High School is listed: "Serra High School, Academy of Information Technology, 5156 Santo Road, San Diego, CA 92124, 858-496-8342 x112". Below the logo and contact info, there is a navigation menu with links: [HOME](#), [F.A.Q.](#), [PERMISSION SLIP](#), [FLOWCHART](#), [PAST EVENTS](#), and [CONTACT US](#). The "CONTACT US" section is titled "CONTACT US" and contains the text: "For any questions, comments, or concerns please complete the form below and click on Submit." The form includes: "Name: [text input]", "Grade Level: 10th 11th 12th", "E-Mail: [text input]", and "Message: [text area]". Below the form are "Submit" and "Reset" buttons. At the bottom of the page, there is a footer with links: [Home](#), [F.A.Q.](#), [Permission Slip](#), [Flowchart](#), [Past Events](#), and [Contact Us](#), followed by the copyright notice: "All Content ©2005 Serra AoIT". The browser's status bar at the bottom shows "Done" on the left and "Adblock" on the right.