

**Joe Kim**

**Course:** IS\_LT 9474 Needs Assessment for Learning and Performance

**Instructor:** Dr. Rose Marra

**Term:** Fall 2016

**Performance Analysis Assignment:** Students Not Attaining Priority Registration Status at Graduate University Program

**Directions:** Complete this worksheet for a situation that is a performance problem.

### Performance Analysis Worksheet

1. Has a performance problem been identified?	
<b>Yes</b>	<p>If Yes, then state the problem briefly here and go on to Step 2</p> <p>The context of my Performance Analysis is at a Student Services department of a Graduate program. I am part of the staff which is responsible in communicating with and supporting students in our degree program in the process of registration for each 10 week term.</p> <p>I'd like to focus on the performance problem of students attaining Priority Registration status, which is our department's category of students who have the privilege of an early registration date. Less than 85% of students are able to attain Priority Registration status. The optimal is that 85% of students registering in the upcoming term will be able to attain Priority Registration status.</p>
<b>No</b>	<p>If No, then wait until you can identify a problem</p>
2. A- Identify Problem Sources	
<p>How do you know a problem exists? What evidence or symptoms indicate that there is a problem?</p>	
<p>The primary evidence is that each term, a number of students have reported to our department staff that they thought that they have done everything required to attain Priority Registration, but in fact have not been able to attain Priority Registration status. This evidence indicates that there are a number of students who are aware that Priority Registration status exists, but due to certain factors, are not fulfilling the requirements necessary to attain it. These reports from students are in the form of emails or phone calls with their designated Student Support Advisors. Student Support Advisors have all received comments from students that they were confused about how to attain Priority Registration status, or that they were confused about the registration process overall.</p>	

## 2. Identify Problem Performance

### **What are performers doing/not doing to cause the problem?**

There are two performers which may be involved regarding a student attaining Priority Registration status—the students and the Student Support Advisors who ultimately award a student with Priority Registration status.

On the Student Support Advisor performance side, Student Support Advisors are required to send students an email entitled, “Registration Survey”. This survey asks students to answer a number of questions regarding their upcoming class needs. Questions relevant for our Performance Analysis include:

- What classes do you need to take for the upcoming term?
- What is your best availability to take classes? (The choices include Monday – Saturday, morning through evening. To be best ability of our Student Services department, we will cater to students’ availability to take classes, so that we can have a class offering which will work with students’ schedules).

On the student performance side, students must submit the Registration Survey by the given deadline. The deadline is written inside of the email, at the beginning. If students are unsure of whether which classes they need to take in their upcoming term, they are welcomed in the email to reach out to their respective Student Support Advisor, and discuss what classes they need. If students fail to submit their Registration Survey by the deadline, or if the classes they submit are inaccurate and are not accurately resubmitted by the deadline, the student will not be granted Priority Registration status.

Since the deadline for the Registration Survey is critical, Student Support Advisors notify students a few weeks prior via email to expect the Registration Survey to be emailed to them in the weeks to come. No definitive date is given, in case the department needs to change something, but the timeframe of “in a few weeks” is given to students. As well, after the Registration Survey is emailed, each Student Support Advisor employs their own means of contact students with reminders to fill out the Registration Survey by the given deadline, which can entail follow-up emails and phone-calls to students who have not yet submitted their Registration Survey.

### *What Students Are Doing/Not Doing to Cause the Problem:*

- Certain students are not submitting the Registration Survey at all.
- Certain students are submitting the Registration Survey, but after the deadline.
- Certain students are submitting the Registration Survey with inaccurate classes.

### *What Student Support Advisors Are Doing/Not Doing to Cause the Problem:*

- It must be ascertained whether Student Support Advisors are properly communicating to

students that the Registration Survey will be sent out.

- It must be ascertained whether Student Support Advisors are sending out the Registration Survey email with clear instructions.
- It must be ascertained how Student Support Advisors remind students during the Registration Survey window, to submit the Registration Survey before the deadline.
- It must be ascertained how Student Support Advisors handle students who have submitted an incorrect set of classes for their upcoming term. If the student does not submit the correct set of classes before the deadline, they will not receive Priority Registration status.

### 3. Identify Performer

Who produces or has the problem performance? State:

1. Who produces problem – either the student or their Student Support Advisor.
2. What is their experience, age, or ability level – Our graduate students range in ages from mid-twenties to sixties. Our department has 3 Student Support Advisors—one is 26, another is 34, and another is 50 years old.
3. In what situations problem occurs.

From when the Registration Survey is emailed, to when the Registration Survey deadline closes.

### 4. A-Describe Goal/Ideal/Optimal Performance

Describe the standard performance for the problems stated in Step 3. How should the task be performed?

What are acceptable standards of that performance?

Describe (1) the task being performed, (2) what output should result from that performance, and (3) how well it should be done. Add more rows as needed.

Task being performed	Resulting output	Standard (how well)
Student Support Advisors email initial announcement of upcoming Registration Survey.	Upon interviewing the 3 Student Support Advisors, about 64 out of 633 students contacted Student Support Advisors in	All Student Support Advisors send this email notification 2-3 weeks prior to the Registration Survey email.

	<p>response to the initial email announcement for what classes they need for their upcoming term.</p>	<p>The percentage of students who contacted their Student Support Advisors after the initial announcement and prior to the Registration Survey amounts to about 10.11% of students who planned to register.</p>
<p>Student Support Advisors email students the Registration Survey, which includes the deadline to submit it by.</p>	<p>According to the last term's Registration Survey period, a total of 262 out of 633 students successfully attained Priority Registration status. Percentage wise, this is about 41.39% of students in the prior Registration Survey submitted their Registration Survey. This includes students who have submitted inaccurate class requests.</p> <p>About 50 students reached out to their Student Support Advisor for what classes they need for their upcoming term within the first week.</p> <p>Before the Registration Survey closed, the Student Support Advisors estimate that about 180 students have contacted them to discuss questions on their degree progress.</p>	<p>All Student Support Advisors email this on a date set by our department's Supervisor. All Student Support Advisors do this successfully, as this date is determined by our direct Supervisor.</p> <p>There is no set optimal that our department sets for what percentage of students we aim to attain Priority Registration, as the more students who attain it, the better for both students and staff. For this Performance Analysis, I am setting 85% as the optimal, allowing for 15% to entail errors and student negligence.</p>
<p>Student Support Advisors will email students follow-up reminders to submit the</p>	<p>A portion of students will take action and submit their Registration Survey.</p>	<p>Student Support Advisors vary in the way and frequency that they send reminders to students who</p>

Registration Survey by the deadline. The window for the Registration Survey is 3 weeks.	<p><b>Student Support Advisor Adam:</b> Sent a reminder by the end of Week 1, mid-week 2, and at the beginning of week 3.</p> <p><b>Student Support Advisor Eve:</b> Sent a reminder by the beginning of Week 2, and another by the beginning of Week 3.</p> <p><b>Student Support Advisor Abel:</b> Sent a reminder by the beginning of Week 2, another reminder by the end of Week 2, and another by mid-week 3.</p>	<p>have not yet filled out the Registration Survey. The primary way these reminders are sent is via email, and not phone, due to the large number of students that Student Support Advisors serve.</p> <p>There is no set standard that the department has set regarding how many reminders Student Support Advisors must send to students.</p>
Students should contact their Student Support Advisors by email or phone, to discuss any questions or confusions they have in submitting the Registration Survey prior to the deadline.	For students who contact their Student Support Advisors with questions on how to submit their Registration Survey, or what classes they need, will receive a response via email or phone to discuss the accurate selection of classes for their unique progression in the program.	<p>Student Support Advisors have each reported that they have successfully responded to every student who has reached out via email and/or by phone, to discuss what classes they need for the upcoming term.</p> <p>The successful responsiveness of each of the Student Support Advisors to students is 100%.</p>
Student Support Advisors check their respective students submitted Registration Surveys, to check for accuracy of the classes they have requested for the upcoming term. For any inaccuracy submissions, Student Support Advisors contact them to discuss the accuracy of their upcoming class needs. For students who accurately submitted the Registration	<p>Students who have submitted accurate requests for their upcoming class needs by the deadline will be given Priority Registration status by their Student Support Advisor.</p> <p>Students who do not submit their Registration Survey, or who submit inaccurate class requests on their Registration Survey and do not discuss with their Student</p>	<p>It varies between Student Support Advisor on how well they communicate with students who have submitted inaccurate class requests on their Registration Survey. There is no set department standard regarding Student Support Advisor outreach, except that we are expected to do so for every student that has submitted inaccurate class requests on the</p>

<p>Survey, they will be reported by the Student Support Advisor as successfully attaining Priority Registration status.</p>	<p>Support Advisor what classes they need within the deadline, do not attain Priority Registration status.</p> <p><b>Student Support Advisor Adam:</b> Sent an email to all students who have submitted inaccurate class requests by the beginning of Week 2.</p> <p><b>Student Support Advisor Eve:</b> Sent an email to all students who have submitted inaccurate class requests by the end of Week 2.</p> <p><b>Student Support Advisor Abel:</b> Sent an email to all students who have submitted in accurate class requests by mid-Week 2.</p> <p><b>Students who submitted inaccurate class requests on the Registration Survey:</b> 65 students were reported to have submitted inaccurate class requests, and never responded to their Student Support Advisor's email regarding their inaccurate submissions.</p> <p>Out of 262 students who submitted the Registration Survey, 180 students proactively reached out to their Student Support Advisor for assistance, and were able to successfully submit accurate class requests.</p>	<p>Registration Survey.</p> <p>In terms of students who submitted inaccurate class requests, the standard should be that 100% of students reply to their Student Support Advisors to discuss what their accurate classes should be.</p>
<p>A few days after the Registration</p>	<p>According to the 3 Student</p>	<p>This grace window for submitting</p>

Survey deadline passes (there is usually a 2-3 day grace period where any student who submits their Registration Survey after the deadline, can still be counted), the Survey is officially closed by our Supervisor, and students can no longer access the Survey.	Support Advisors, about 20 students submitted the Registration Survey 2-3 days after the deadline, prior to the official close of the Survey, and are still counted as attaining Priority Registration status by their Student Support Advisor.	the Registration Survey late is not announced, and is something that Student Support Advisors do for students who do submit the Registration Survey before the official closure.
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1. Transfer the output statements to Step 6
2. Describe the needs assessment techniques that you used to verify the standards at the top of the next page.

## 5. A-Describe Deficient Performance

Which are the outputs that are not meeting the standard (from Step 3)? What resulting outputs are occurring? Actual output not meeting standards:

**On the student performance side, students must submit the Registration Survey by the given deadline.**

371 out of 633 students have not submitted the Registration Survey at all, which amounts to 58.6%. If 85% of students is considered the optimal, 26.4% of students are not meeting the standard.

**If students are unsure of whether which classes they need to take in their upcoming term, they are welcomed in the email to reach out to their respective Student Support Advisor, and discuss what classes they need.**

An estimated 180 students have been reported by the 3 Student Support Advisors to have called/emailed to discuss and verify which classes they need for the upcoming term.

**Certain students are submitting the Registration Survey with inaccurate classes.**

65 out of 262 students who submitted the Registration Survey in the prior term submitted inaccurate class requests, and never responded to their Student Support Advisor's email requesting for further discussion.

1. Transfer the actual output statements to Step 7.
2. Describe the needs assessment techniques that you used to verify the actual output below.

## 6. Check Performance Components Determine Performance Discrepancy

So you have a standard performance stated in Step 5?

If Yes, then describe the difference between the standard performance outputs (Step 5) and the actual output (Step 6).

If No, then return to Step 5 and state a standard performance.

Do you have a statement of actual output in Step 6 for each standard output in Step 5?

If Yes, then subtract Step 6 outputs from Step 5 (standard) outputs and list the deficiencies below

If No, then return to Step 6 and complete the activity.

Standard (from step 5)	Output (from step 6)	Deficiency
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There is no set optimal that our department sets for what percentage of students we aim to attain Priority Registration, as the more students who attain it, the better for both students and staff. For this Performance Analysis, I am setting 85% as the optimal, allowing for 15% to entail errors and student negligence.	According to the last term's Registration Survey period, a total of 262 out of 633 students successfully attained Priority Registration status. Percentage wise, this is about 41.39% of students in the prior Registration Survey submitted their Registration Survey. This includes students who have submitted inaccurate class requests.	<b>Deficiency in students not attaining Priority Registration: 58.61%</b>
If 85% of students is considered the optimal for students attaining Priority Registration status.	371 out of 633 students have not submitted the Registration Survey at all, which amounts to 58.6%.	<b>85% (optimal) minus 58.6% = a 26.4% Deficiency of students are not meeting the standard.</b>
In terms of students who submitted inaccurate class requests, the standard should be that 100% of students reply to their Student Support Advisors to discuss what their accurate classes should be.	65 students were reported to have submitted inaccurate class requests, and never responded to their Student Support Advisor's email regarding their inaccurate submissions. If the students corresponded with their Student Support Advisor, the errors would be updated successfully.	<b>65 students out of 262 Registration Survey submissions did not respond to their Student Support Advisor's outreach to them regarding their inaccuracies. Deficiency: 24.8%</b>
<b>7. Identify Probable Causes of Performance Deficiency</b> What are the probable causes of the deficiencies listed in Step 7? Describe in the sections (A-C) below.		



A. Job performer deficiency problems:	
Problems caused by job performers lack of:	% of problem contributed by:
Information	I estimate that 20% of students are unaware of why the Registration Survey is necessary.
Skill/knowledge/ability	I estimate that 20% of the students may not have understood what to do with the Registration Survey.
Capacities (physical/mental/emotional)	I estimate that about 30% of the students who did not submit the Registration Survey at all did not do so due to being away on Summer Vacation, or simply did not check their emails due to being out of class session, or were simply negligent.
Estimated Total % problem attributable to job performer causes:	70% problem attributable to student performance, according to the above estimates.

8. B. Motivational Causes of Performance Deficiency	
Problems caused by Motivational problems:	% of problem contributed by:
Inadequate Incentives/rewards	I estimate that 10% of why students do not submit a Registration Survey is that they are unaware of the incentives/rewards of attaining Priority Registration

Conflicting motives/goals/expectations	status. I estimate that perhaps 5% of the students' expectations misunderstand what the Registration Survey is purposed for, and what they gain from it.
Estimated Total % of problem attributable to motivation:	15%

8. C-Identify Environmental Causes of Performance Deficiencies	
Problem Caused by environmental inadequacies:	% of problem contributed by:
Job design/Learning conditions	I estimate that 10% is due to how Student Support Advisors communicate the importance of Priority Registration status. Due to the small 3 week window for such a large project. It seems that students need more time than 3 weeks to determine their next term's class schedule. Perhaps this communication is inefficient due to it being sent during vacation sessions, when classes are out of session.
Inadequate resources (tools/materials/supplies)	I estimate that 5% is due to some kind of misunderstand with the content of the emails. The Registration Survey email is quite lengthy, which may contribute to cognitive overload, and deter successful results.

Estimated Total % of problem attributable to environmental causes:	15%
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