

Kara Kelley

EME6208-002

Assignment 3-1: Performance Problem Analysis

Problem analysis is the first step in the instructional design process. Analysis helps the designer understand what the problem is and how to solve it. A designer needs to thoroughly understand the problem to understand what deficits need to be addressed. A program cannot be designed without knowing what the problem is. The designer conducts research, including conducting surveys and interviews, to learn more about the organization and the parts that make up the organization. It is important to determine who will be participating in the learning and what the goal for them will be.

In my job as a virtual teacher, I have encountered many technical problems both on my end and on my student's end. My company has an online technical support that is usually very quick to respond. However, as the company has grown to the point that thousands of classes are ongoing simultaneously, the technical support team is not as quick to respond. This long response time leads to lost class time. Company policy dictates who is responsible financially for these technical problems. If the problem is on the student's end, the customer is still required to pay for the lesson. If the problem is on the teacher's end, the teacher does not get paid for the lesson, regardless of how many minutes they taught. If the problem is the result of a system issue on the company platform, then the company absorbs the cost. These costs can quickly add up if troubleshooting is not quick enough to solve problems.

This specific problem is important because in a 25-minute lesson, any loss of class time is important. Customers want quality classes for the amount they pay while teachers and the

company are both trying to maximize profits. Most teachers are proficient enough with technology to make it through the extensive hiring process so it is not necessarily a skills deficit. The company provides training when starting so most teachers are given the knowledge needed to understand the platform so it is not fully a knowledge deficit either. However, in the moment a technical problem is encountered, a teacher may not be immediately aware of what is causing the problem. I believe a job aid that is easily accessible and gives troubleshooting steps is the best solution. Having the teacher initiate the easy troubleshooting steps can often solve the problem. If it does not solve the problem, it can at least reduce the steps that technical support needs to take. This leaves them free to do deeper troubleshooting in ways the teacher cannot. Reduced calls to the technical support combined with completed troubleshooting steps reduces the demand on the technical support team. This creates a better experience for the customer, the teacher and the company. For this job aid, I believe the best visual would consist of images depicting what a teacher may encounter with the steps they can take. For now, I have tentatively planned to put 3-4 images on the left side that show the problems with arrows pointing to images on the right side that show a step to be completed.