

WUTNA
10/18/2005
Rev. 1

WUTNA

Web User Training Needs Assessment



Evaluator's Guide

Published by:

Electronic Publishing Service

Eugene S Williams
3665 S Needles Hwy, 57A
Laughlin, NV 89028
Email: pdfdesign@msn.com

Web User Training Needs Assessment (WUTNA) Evaluator's Guide

Introduction

Welcome to WUTNA, the Web User Training Needs Assessment. After collecting research data on the average employee usage of the World Wide Web (WWW) for work-related purposes, it was discovered that many of them did not know how to perform a substantial number of basic computer tasks, or performed them with difficulty. The purpose of WUTNA is to provide businesses, consultants, educational institutions, government agencies, non-profit organizations, and citizens with a systematic means of identifying and prioritizing the training needs of their web users. WUTNA employs a streamlined version of the Difficulty-Importance-Frequency (DIF) needs assessment model employed by the U.S. military and nuclear industry.

Instructions

- Review all of the tasks in the survey.
- Have each web user in your organization complete a survey.
- Allow them to add additional tasks as appropriate for your organization and technology.
- Collect the completed surveys. Go through each form scoring each task.

Example:

Accessing the Web Tasks	Difficulty					Importance					Frequency				
Access your web browser	1	2	3	4	5	1	2	3	4	5	D	W	M	Y	N

$$2 + 4 + 1 = 7$$

- Note that frequency is scored as follows:

$$D = 1 \quad W = 2 \quad M = 3 \quad Y = 4 \quad N = 5$$

- After you have scored each task on each survey form, determine the mean score for each task. To calculate the mean score, add all of the individual scores together for a given task and divide by the number of employees who completed the survey. The mean scores should be between 3.0 and 15.0, inclusive.
- Order the tasks from highest mean score to lowest mean score. You have just created a prioritized list of web user training needs using a systematic approach to training.
- As appropriate, use the following guide to determine the best type of training:

Mean Score

3-7 -- *No formal training necessary – address specific needs through informal On-the-job training (OJT)*

8-11 -- *Initial formal training necessary (train one time)*

12-15 -- *Initial and on-going formal training is necessary*