Questions to Help Determine the Fit and Feasibility of Using New Media for Delivering Training and Technical Assistance

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What is the capacity of your organization to produce and distribute the media?

To what extent is the new media a sound choice for delivering your specific INSTRUCTIONAL CONTENT in terms of:

- The KNOWLEDGE that you want your audience to attain?
- The ATTITUDES that you want your audience to have?
- The SKILLS that you want your audience to be able to perform?
- The actual PERFORMANCE that you desire back on the job?

In general, to what extent is the proposed new media COMPATIBLE with your organization and the department in which you are located in terms of:

- Budget
- Organizational culture
- Logistical resources
- Technology

To what extent does your organization have access to (or have the ability to recruit) the required HUMAN RESOURCES?

- Project manager who can oversee the design, development, dissemination, implementation, and evaluation of the media
- Training personnel who have the instructional design knowledge to “package” the content effectively in the new instructional format
- Technical personnel who have (or can attain) the know-how and skills to create the media
- Information Technology personnel to help design and support the posting, dissemination, and maintenance of the media
- Evaluators to help design and implement an evaluation system of the media and learner’s performance
- Technical assistance personnel to provide users with support
- Administrative support staff for logistical maintenance

To what extent does your organization have ACCESS to (or have the ability to obtain) the required computer resources?

- Hardware
- Software
- Internet connection and bandwidth
## What is the capacity of your audience to use the media?

### Required Hardware, Software, and Bandwidth

**To what extent does your intended audience have adequate access to (or the ability to acquire) the required computer resources:**

**Hardware**
- (Specify)
  - All do
  - Most do
  - Some do, some don’t
  - Most don’t
  - All don’t
  - Not sure

**Software**
- (Specify)
  - All do
  - Most do
  - Some do, some don’t
  - Most don’t
  - All don’t
  - Not sure

**Internet connection and bandwidth**
- (Specify)
  - All do
  - Most do
  - Some do, some don’t
  - Most don’t
  - All don’t
  - Not sure

### Computer Literacy

**To what extent does your intended audience have the computer literacy required to:**

**Navigate the WWW**
- All do
- Most do
- Some do, some don’t
- Most don’t
- All don’t
- Not sure

**Download software and files**
- All do
- Most do
- Some do, some don’t
- Most don’t
- All don’t
- Not sure

**Use media players**
- All do
- Most do
- Some do, some don’t
- Most don’t
- All don’t
- Not sure

**Troubleshoot or obtain help when encountering problems**
- All do
- Most do
- Some do, some don’t
- Most don’t
- All don’t
- Not sure
## Acceptability

To what extent might your intended audience PERCEIVE the media to be acceptable in terms of:

<table>
<thead>
<tr>
<th>Question</th>
<th>Acceptable:</th>
<th>Implications:</th>
</tr>
</thead>
<tbody>
<tr>
<td>How it compares with the ways that they have been receiving training in the past?</td>
<td>☐ To all ☑ To most ☐ To some, not others ☐ Not to most ☐ Not to all ☐ Not sure</td>
<td></td>
</tr>
<tr>
<td>It being an effective way to learn?</td>
<td>☐ To all ☑ To most ☐ To some, not others ☐ Not to most ☐ Not to all ☐ Not sure</td>
<td></td>
</tr>
<tr>
<td>Having adequate (paid) time to use it?</td>
<td>☐ To all ☑ To most ☐ To some, not others ☐ Not to most ☐ Not to all ☐ Not sure</td>
<td></td>
</tr>
<tr>
<td>It being complex or difficult to understand and/or use?</td>
<td>☐ To all ☑ To most ☐ To some, not others ☐ Not to most ☐ Not to all ☐ Not sure</td>
<td></td>
</tr>
<tr>
<td>Knowing that they will have access to support to solve problems?</td>
<td>☐ To all ☑ To most ☐ To some, not others ☐ Not to most ☐ Not to all ☐ Not sure</td>
<td></td>
</tr>
<tr>
<td>Having ways to evaluate the results of using it and giving feedback?</td>
<td>☐ To all ☑ To most ☐ To some, not others ☐ Not to most ☐ Not to all ☐ Not sure</td>
<td></td>
</tr>
</tbody>
</table>