Running Head: COPIER 101 USER GUIDE

Self-Paced Tutorial: Copier 101 User Guide

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**Needs Assessment**

*Overview*

The Department of Curriculum, Instruction and Special Education (CISE) is the largest department within the College of Education and Psychology (CoEP). Its student enrollment numbers places it among the top three departments on the campus of The University of Southern Mississippi. The CISE faculty consists of thirty full time members including PhDs, master level instructors as well as several adjuncts. Serving the faculty’s administrative needs is a three person front office staff consisting of administrative assistants at the department, undergraduate and graduate levels. While a fourth staff member is being recruited, student workers often provide additional manpower to the front office staff.

*Needs Analysis*

As part of an annual review of administrative efficiency, it was determined that members of the front office staff are often called away from their desks to assist faculty members with the use of basic office equipment. While the varied functions of a copier are rather routine tasks to staff who use the equipment on a daily basis, most instructors are limited in their exposure to the different functions available on the machine. Budget plans allowed for the purchase of a new copier with the added capabilities of scanning to email and faxing directly from the copier. In order to assess the basic copier-use skill level of faculty members, a brief five question anonymous survey was given at a faculty meeting and each attendee was asked to list three questions they had about copier usage in addition to answering the survey questions.

*Results*

The survey results were shared with the front office staff members who agreed that the typical issues needing assistance were represented in the questions listed by faculty. The results showed that: 80% of respondents needed step by step instructions regarding copying from a one-sided document to a two-sided document and close to 70% needed help adding a watermark to copies from an existing hard copy. The third most asked question dealt with scanning to an email address and/or faxing. As far as accessing any type of copier tutorial, respondents indicated an overwhelming preference for having the information available via a link that could be placed in the CISE Communication Center shell in BlackBoard.

*Problem Statement*

The survey results indicated that some sort of tutorial or short manual provided to faculty members would most likely eliminate the need for front office staff to provide assistance to individuals using the copier. This tutorial was designed with the sole purpose of providing a ready resource that would increase faculty member familiarity with copier functions while increasing proficiencies and effectiveness of the entire CISE department.

**Goals and Rationale**

The primary goal of this tutorial is to teach CISE faculty members how to print documents to fit specific parameters and to scan/fax documents to identified destinations. After completing this tutorial, faculty members should be able to correctly use the copier without asking for assistance from the front office staff. Becoming a more efficiently run department could help to alleviate stress often associated with such large department. An additional bonus associated with this tutorial is that the training provided can translate into any office setting using this make and model of a copier by sharing the tutorial’s online link.

**Learner Analysis**

This tutorial’s primary audience is the faculty of CISE. After completing the tutorial, CISE faculty members will have the skills necessary to utilize the copier without the assistance of front office staff. Due to the fact that the administrative staff works typical 9 to 5 hours and classes are often held one the evenings, having this tutorial available 24/7 will solve copier issues and eliminate delays associated with afterhours use of the equipment that are typically left for the next business day.

**Context Analysis**

This tutorial was designed to be self-paced instruction and as a ready reference guide to be used as needed. Every CISE department member has access to the Communication Center and can view the tutorial at any time. Since access to the Communication Center is granted via one of the two Blackboard administrators, users can be added or removed as appropriate. The step by step instructions contained in the tutorial can also be printed by section(s) if hard copies for this who wish to have a manual of sorts on hand.

**Performance Objectives**

Since this tutorial was designed to eliminate the need for front office assistance related to typical copier functions, the following user objectives should be met after completing the lessons:

1. Users will learn the basic login procedures for the copier.
2. Users will be able to send printing needs directly from a computer mapped to the copier.
3. Given the needed parameters, users will be able to copy two-sided documents from one-sided originals.
4. Users will be able to insert a watermark onto a copy.
5. Users will add an email address into the copier’s address book.
6. Users will be able to scan/fax to different destinations.
7. Given the copier’s RUI, users will be able to monitor the status of print jobs from a computer.

**Concept Map**

The tutorial is set up as a series of lessons consisting of visual aids and brief text explanations. The course map identifies the title of the tutorial as well as the different lessons. Copier login is necessary for all printing jobs and is therefore listed directly under a short introductory page. The more involved lessons pertaining to special printing parameters such as watermarks, scan/fax setups, and using the Remote User Interface (RUI) are individual components found under the main menu tab.

Course Map

**Copier 101**

#1

Intro & Basic Login

Main Menu

#4

Remote User

Interface (RUI)

#3

Destinations

#2

Printing Parameters

**Lesson #1 and Main Menu**

#1

Intro & Basic Login

Copier Specifications

Login

Directions

Main Menu Options

Fax

Scan

Copy

Printing Parameters

**Lesson #2**

1 to 2 Sided

Watermarks

Finishing

**Lesson #3**

Destinations

Enter

Destination

Send to Destination

**Lesson #4**

Remote User

Interface (RUI)

Mapping

to the Copier

RUI

Access

**Formative Evaluation**

A formative evaluation was conducted by having staff members from another departments walk through the various lessons. This type of assessment gave critical insight and feedback and allowed the course designer to use more descriptive language when describing the steps necessary to complete each of the lessons. Based on suggestions from typical office staff members, lessons were designed for copier users with little or no experience. Staff members provided useful tips that they have encountered along the way. A pilot study consisting of three faculty members was conducted prior to making the tutorial available via the Blackboard course shell.

**Summative Evaluation**

A summative evaluation of the *Copier 101* *User Guide* tutorial was conducted via a brief questionnaire administered via SurveyMonkey. Respondents represented 75% of the CISE faculty and the results showed a 100% approval of the tutorial. Approximately 85% of the respondents ranked the tutorial as exactly what was what needed in regards to instructional support related to the use of the office copier. Since the main goal of this tutorial was to increase the efficiency of CISE, the summative evaluation illustrated the successfulness of posting the information presented in this tutorial to the department Communication Center.