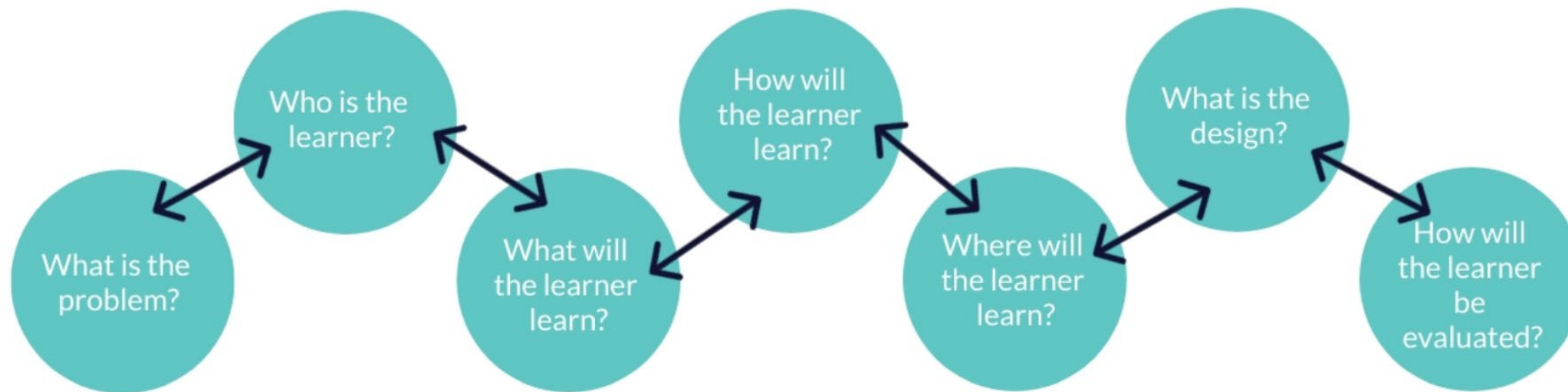


Question Evaluation Learning Model

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Question Evaluation Learning Model



 = Two Way Evaluation

Using the question evaluation model to design instruction for a new facilities management system.

Question 1: What is the problem

Answer: The company has recently gone through a merger and facilities employees need to learn a new facilities management system.

Evaluation: Do all facilities employees have access to the system?

Answer: Yes, they do

Question 2: Who is the learner?

Answer: The learners for this instruction are employees of both companies. A small few have some experience with the new system.

Evaluation: No additional questions at this time

Question 3: What will the learner learn?

Answer: When to use the system? How to schedule requests? How to reassign request? How to train employees in their locations? How to market the use of the new system?

Evaluation: No additional questions

Questions 4: How will the learner learn?

Answer: Employees will need to attend one of 4 2-hour sessions. The instruction will be divided into lectures, demonstrations and group work. The employees will be granted access to a beta or practice system that is identical to the real system.

Evaluation: How many employees can attend each session at a time?

Answer: No more than 10, this will allow for the group work.

Question 5: Where will the learner learn?

Answer: Instruction will take place using the Zoom conferencing system from the employees' desk.

Evaluation: No additional questions

Question 6: What is the design?

Answer: A Sway presentation to cover key talking points about the system. Live demonstrations in the beta system. Finally, group problem solving.

Evaluation: No additional question

Questions 7: How is learning evaluated?

Answer: Employees will demonstrate use of the system in breakout groups before leaving the training.

Evaluation: Should there be a metric-based evaluation system?

Answer: Using data analytics a report can be run to see if usage of the facilities system increases significantly (40% to 60%) at least 30 days after training.

Instruction Project Outline

Sway: Lecture Talking Points

- What is the new facilities management system?
- When to use the system?
- How to train employees in your respective locations
- How to market the new system to employees

Link to the Sway presentation: <https://sway.office.com/Q0YAjEhHWAsRoUu9?ref=Link>

Additional Materials: One Sheet reference guide to market to non-facilities employees

Training Demonstrations in the beta system

- How to request a move
- how to schedule a service
- how to reassign a task (this is only for facilities employees)
- how to close a task (facilities employees only)
- how to archive a task (facilities employees only)

Sample screencasts of instruction demonstrations:

- Part One: <https://youtu.be/PkqbzTMlpRA> (this video is protected for privacy)
- Part Two: <https://youtu.be/Wlm8Ap670wY> (this video is protected for privacy)

Guided Practice Problems (employees will be broken into groups of two)

- Problem 1: Request a move for yourself and assign the move to your partner. Your partner will need complete the move close it and archive it. Each employee in the group will need to complete both steps.
- Problem 2: Request a task and assign it to your partner. Your partner will need to update, close and archive the task. Each employee in the group will need to complete both steps.

Facilities Management System One Sheet (for non-facilities employees)



In the Facilities Management System you will be able to:

Request Maintenance

Schedule Moves

Locate Personnel

This system will replace email for facilities request

Maintenance Request

FACILITIES FM Interact Privacy Policy

1.00 New Service Request

Service Request Form

* Requested For: Welsh, Nikki

Requestors Emp ID: Welsh, Nikki [Select] [Clear]

Phone: [Text Box]

Room Needing Service: [Text Box] 1600 [Select] [Clear]

Department: [Text Box] [Select] [Clear]

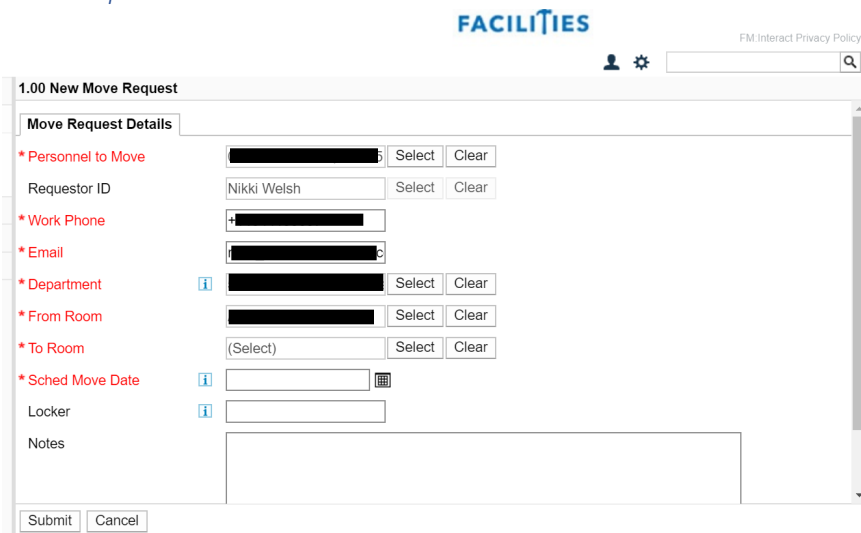
* Category: [Select One]

Problem Description: [Text Area]

Upload Document or Image: [Upload] [Clear]

[Submit] [Cancel]

Submitting a maintenance request is as simple as selecting the category, adding a description and clicking submit

Move Requests

The screenshot shows a web application interface for submitting a move request. At the top, the word "FACILITIES" is displayed in blue. To the right of the logo is a search bar with a magnifying glass icon and a link to "FM Interact Privacy Policy". Below the header, the main title "1.00 New Move Request" is shown. The form is titled "Move Request Details" and contains several fields with red asterisks indicating required information. The fields are: "Personnel to Move" (a dropdown menu with a "Select" button and a "Clear" button), "Requestor ID" (a text field containing "Nikki Welsh" with "Select" and "Clear" buttons), "Work Phone" (a text field with a plus icon), "Email" (a text field with an "i" icon), "Department" (a dropdown menu with an "i" icon, "Select" button, and "Clear" button), "From Room" (a dropdown menu with "Select" and "Clear" buttons), "To Room" (a dropdown menu with "(Select)" and "Select" and "Clear" buttons), "Sched Move Date" (a date picker with an "i" icon and a calendar icon), "Locker" (a text field with an "i" icon), and "Notes" (a large text area). At the bottom of the form are "Submit" and "Cancel" buttons.

FACILITIES FM Interact Privacy Policy

1.00 New Move Request

Move Request Details

* **Personnel to Move** [Dropdown] Select Clear

Requestor ID Nikki Welsh Select Clear

* **Work Phone** [Text Field]

* **Email** [Text Field]

* **Department** [Dropdown] Select Clear

* **From Room** [Dropdown] Select Clear

* **To Room** (Select) Select Clear

* **Sched Move Date** [Date Picker]

Locker [Text Field]

Notes [Text Area]

Submit Cancel

For a move request simply select a vacant location and click submit. The facilities department will handle it from there.

Integration Paper

The theoretical basis for my model is the ADDIE design model. However, my model takes the ADDIE model one step further by actually asking questions. The ADDIE model is designed to evoke certain questions from the user to help generation ideas for instruction. By simply stating the question out right, the Question Evaluation model eliminates the guessing process and leads to more straight forward results.

The target audience for this instruction are employees at a medium sized company with offices throughout the country. All of the employees work in the facilities department and some employees attending the training will need to train other employees in the company.

The objective of this training is to have employees demonstrate their ability to create a task in the facilities management system, dispatch that task to the appropriate employee and properly close the task.

I have attached the answers to the questions in my model as they relate to this instruction. As I worked my way through the questions, I found myself having to go back and adjust my responses in previous questions. This created additional questions that I added in the evaluation sections of certain questions. One thing I found difficult in using this model to create the instruction for my project was having to constantly reference the model because the questions were difficult to remember. With the ADDIE model the acronym is easy to remember. The question model, however, was extremely helpful in making sure the instruction I was creating fell in line with the intended goal. All I had to do was reference my answers to the questions and make sure the lined up.