**Training Needs Analysis Template**

**Step 1: Collect Background Information**

When a training request comes in, ask the requestor to give you some information in advance of the Scoping Meeting. You can use this information to prioritize the development of the training

**Desired Delivery Date:** October 21st, 2021

**Business Owner/Department Contact Name:** Amanda Hewitt, MPA

**What is the training topic/title?**

Managing Cohesive Groups in Higher Education-The Ultimate Staff Course Coordinator Guide (from Project Management Higher Ed lens)

**In two to three sentences, describe the training and problem you are trying to solve**. A staff course coordinator in higher ed is often overwhelmed with several simultaneous projects such as co-course coordination with faculty course coordinators.

**Which key performance indicators/business objective does this training support?**

Internal Process Quality, Customer Satisfaction, and Productivity

**Course length?** 1-2 hours

**Course lifespan?**  On Demand course- Revisit as needed (Will think this one over as I develop)

**Repeated? How often?** The course will serve as an interactive job aid. Learners may revisit the course and review resources as needed.

 **Who are the Subject Matter Experts?** LMS Administrator/Designer in Higher Education (Amanda Hewitt)

**What are the success metrics for the training?** How will you know if the goals and learning objectives have been achieved?

* The number of employees who successfully complete training (stats will be collected and analyzed)
* How well training solutions map to job functions (pre and post course surveys will be administered, and responses will be archived. Learner will be encouraged to reach out to course creator with questions and follow up feedback)
* The pass (80%) /fail rate of knowledge assessments and knowledge checks
* Students will be expected to successfully draft a preliminary workflow management plan in the presented Work Case Scenario (Key and feedback will be given).

**Step 2: Schedule the Scoping Meeting**

When is the date of your scoping meeting?

TBD, I will be doing the scope meeting on my own.

My colleague has a tight schedule, but I plan on requesting an interview to pick her brain as an SME.

**Instructional Design & Tech Accelerator Program Training Needs Analysis Template**

**Step 3: Conduct the Scoping Meeting**

What are the goals of the training?

1. Apply concepts in realistic work scenarios (best answer multiple choice)

2. Analyze the 3 core workstyles in higher ed (matching question with work life scenario and justification short answer)

3. Examine 3 core task manager tools

3. Create a preliminary workflow management plan. Plan will derive from the workflow management techniques taught in the course.

4. Execute preliminary workflow management plan (Student will be asked to explain their workflow management plan and describe the initial steps in the plan and justify their step-by-step application)

**Who is the audience for this training? Tell me about them – what do they know, not know, how receptive will they be to this training? (If you have personas, use those.)**

Bonnie Burnout is a staff course coordinator for a private health science college. She enjoys her job, but she is feeling overwhelmed with her workload and the ever-changing work environment her role poses. While Bonnie can put on a thick skin, she is going to need some tools to add to her toolbox when navigating course coordination. Bonnie has a fundamental grasp on how to track her workload tasks (she makes lists and sets simple calendar reminders).

**What should the learner be able to do following the training? Be specific. This information will become your learning objectives.**

1. The learner will create a project management plan that fits the learner’s job scope as a staff course coordinator
2. The learner will be able to successfully implement workflow management solutions to simultaneous projects (tracking simultaneous projects and master collaboration with different personalities/styles)
3. The learner will tactfully track simultaneous projects and maintain ever changing expectations in a pressured work environment Apply course training to real life work situations

**How will you know if the goals and learning objectives of the training have been achieved (e.g., increased sales, less accidents, improved morale, post-course exam, etc.)**

1. Increased competency when facing a workplace management challenge (pre and post course surveys) Knowledge checks and questions during course
2. Post quiz at the end of course that can be revisited for course refresher
3. Ability to analyze realistic workflow management problems (project management plan creation submission at end of course with feedback provided)

**Which delivery method will be used (Face-to-Face, Live, Webinar, LMS/OnDemand, Blended, etc.)?**

If face-to-face, a webinar, or blended, who will facilitate the training? **LMS/OnDemand**

**Will a participant or facilitator’s guide be needed? If yes, what needs to be included in guide?** **A course index and outline of topics covered will be provided as an attachment and presented at the beginning (As a slide) for learner’s reference.**

If it is an LMS/OnDemand course, who will serve as voice or on-screen talent? **Amanda Hewitt**

Are there existing training materials or supplemental resources? **Not currently. All materials will need to be created.**

**Will there be an end of course assessment? If yes, what do they NEED to be tested on? Be specific.**

* Analyze 3 core workstyles and 3 personalities the learner may encounter in the workplace
* Evaluate work scenario and select possible solution (drop down or multiple choice-immediate automated feedback available)
* Identify and classify 3 common task manager tools

**What is the implementation/promotional strategy?**

PPT (main course delivery) and Microsoft forms (Forms for assignments and quizzes)

Camtasia recording of lecture with PowerPoint.

**What is required to deliver this training?** (Access to systems, equipment.)

LMS (I may use Moodle or Storyline 360). To record voice over audio, I may use Camtasia or Panopto. Standard office software such as sticky notes and snipping tool, MS office and Google chrome/explorer/Firefox

**Will there be any impact to policies or manuals with the development of this training?**

No. The training will not discuss any actual individuals (only work scenarios).

**Who will review and sign off on all materials?**

I will be signing off myself, but I will ask for some feedback from my colleague.

**What is a reasonable expectation to set for the review period?** (Suggest two days.)

2-4 business days