Just in Time
Lotus Notes Support

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Born and raised in Honolulu, Hawaiʻi
Wife to Scott and mom to Ethan
Computer Teacher and Technology Coordinator
OTEC Master’s Student at UH Mānoa
Born and raised in Honolulu, Hawaii

Wife to Scott and mom to Ethan

Computer Teacher and Technology Coordinator

OTEC Master’s Student at UH Mānoa
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OTECA Master’s Student at UH Mānoa
Where Are You?
Lotus Notes?
Hawaii Department of Education
Hawaii Department of Education

Email, Compile and Track Data, Schedule Appointments
School wide communication
School wide communication

Email, Weekly Bulletin, Service Requests, Meeting Minutes
Why This Study?
Why This Study?

- Databases are unique to each person and the computer they are assigned to.
- Resolving the plethora of Lotus Notes requests takes a lot of time.
Databases are unique to each person and the computer they are assigned to.

Resolving the plethora of Lotus Notes requests takes a lot of time.
### Technology Help

<table>
<thead>
<tr>
<th>Name</th>
<th>Room #</th>
<th>Describe Type of Help Needed</th>
<th>Urgency Level</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

**Urgency Level Explained (You = Annette)**
- High – need before students come or ASAP
- Medium – as soon as you can
- Low – not urgent, can wait till you have some time

---

**Why This Study?**
### Technology Help

<table>
<thead>
<tr>
<th>Teacher’s Name</th>
<th>Room #</th>
<th>Describe Type of Help Needed</th>
<th>Urgency Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>R. Scoville</td>
<td>Office</td>
<td>Need Airbook updated</td>
<td>Medium</td>
</tr>
<tr>
<td>Kory Wilson</td>
<td>212</td>
<td>Lotus notes onto MacBook pro</td>
<td>Low to Med.</td>
</tr>
<tr>
<td>Keri Davis</td>
<td>210</td>
<td>Lotus on Desktop &amp; Password when turning on computer</td>
<td>Low</td>
</tr>
<tr>
<td>Pat Grob</td>
<td>211</td>
<td>Configure Gr. level printer, wireless check</td>
<td>Med</td>
</tr>
<tr>
<td>Corrie Gomes</td>
<td>209</td>
<td>Lotus notes on Desktop</td>
<td>Low</td>
</tr>
<tr>
<td>Juana R.</td>
<td>A/office</td>
<td>Check if is Lotus notes on computer</td>
<td>Med</td>
</tr>
<tr>
<td>Jama Morris</td>
<td>E-4</td>
<td>Lotus Notes from wireless</td>
<td>Med</td>
</tr>
<tr>
<td>Mindy Stree</td>
<td>D214</td>
<td>Internet will not load</td>
<td>Med</td>
</tr>
<tr>
<td>Noni Thomas</td>
<td>E 6</td>
<td>Getting into Lotus</td>
<td>High</td>
</tr>
<tr>
<td>Susan Kais</td>
<td>E 112</td>
<td>Laptop?</td>
<td>High</td>
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<table>
<thead>
<tr>
<th>Name</th>
<th>Room</th>
<th>Task Description</th>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carrie Gomes</td>
<td>209</td>
<td>Lotus notes on Desktop</td>
<td>Low</td>
</tr>
<tr>
<td>Juanita R.</td>
<td>At office</td>
<td>Check if Lotus notes on computer</td>
<td>Med.</td>
</tr>
<tr>
<td>Jana Morris</td>
<td>E-4</td>
<td>Get Kathy's notes on wireless Lotus Notes from E4 computer</td>
<td>Med.</td>
</tr>
<tr>
<td>Mindy Shadie</td>
<td>E214</td>
<td>Internet will not load</td>
<td>Med.</td>
</tr>
<tr>
<td>Noni Thompson</td>
<td>E6</td>
<td>Getting into Lotus</td>
<td>High</td>
</tr>
<tr>
<td>Susan Kain</td>
<td>E112</td>
<td>Laptop?</td>
<td>High</td>
</tr>
<tr>
<td>Katrina Sorey</td>
<td>B106</td>
<td>Computer, everything</td>
<td>High</td>
</tr>
<tr>
<td>Sharon Selkirk</td>
<td>B202</td>
<td>New Mac for my desk</td>
<td>Low/mid</td>
</tr>
<tr>
<td>Claudia Kanyanka</td>
<td>B202</td>
<td>Check ESIS on laptop</td>
<td>Low/med</td>
</tr>
<tr>
<td>Marlene Deal</td>
<td>C-107</td>
<td>Check wireless</td>
<td>Medium</td>
</tr>
<tr>
<td>Janice Ho</td>
<td>C-108</td>
<td>Mac/Windows for wireless</td>
<td>Medium</td>
</tr>
<tr>
<td>Kumu</td>
<td></td>
<td>Bookmark - Compliance Videos</td>
<td></td>
</tr>
<tr>
<td>Sharon T.</td>
<td></td>
<td>Network Printer - install on air</td>
<td>Low</td>
</tr>
<tr>
<td>Denise</td>
<td></td>
<td>Remote for Promethean Board - broken</td>
<td>Low</td>
</tr>
<tr>
<td>Bev (see note)</td>
<td></td>
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</tbody>
</table>
What Would You Do?

a. Ignore All Requests
b. Kick and Scream
c. Create Mini Trainings
Mini Trainings for Lotus Notes
ADDIE

- Analysis
- Design
- Development
- Implementation
- Evaluation
Analysis
Most Requested Tasks

- Add a Lotus Notes Application
- Post Meeting Minutes
- Activate Workspace Tab
- Install Lotus Notes Software
- Remove User
Most Requested Tasks

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Analysis
Participants
Participants
The purpose of this project is to develop and evaluate an online series of “How To” mini trainings that provided just-in-time Lotus Notes support for Hawaii elementary teachers in order to aid in school wide communication.
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Content Analysis
Content Analysis

Instructional Goal

Just in Time Lotus Notes Support
Content Analysis
Instructional Hierarchy

Mini Training #1

Install Heeia SY13-14 Lotus Notes applications to workspace. (12)

Choose Committee
Minutes application. (9)

Choose Bulletin application. (10)

Choose Service Requests application. (11)

Locate and choose “HEEIA” from list. (8)

Locate and choose “D4” from list. (7)

Locate and choose “SCHOOLS” from list. (6)

Key:
- Terminal Objective
- Step
- Skill
- Sub Skill
Design
Development
### Instructions for Installing Heeia SY13-14

**Lotus Notes Application to Workspace**

1. Log into your Lotus Notes Account.
2. In your Workspace tab, locate File in menu bar at the top.
3. Locate and click on "Open" in drop down menu.
4. Locate and choose "Lotus Notes Application".

---

**ADDIE**

- **Analysis**
- **Design**
- **Development**
- **Implementation**
- **Evaluation**
A Closer Look

1. Log into your Lotus Notes Account.

2. In your Workspace tab, locate File in menu bar at the top.
DOWNLOAD DOCUMENT
(Can be saved to your computer and printed.)

installing_In_apps.docx
Download File
Screencasts

Installing Heeia SY13-14 Lotus Notes Applications to Workspace
Welcome to Just In Time Lotus Notes Support, an instructional design project that will include an online series of "How-To" mini trainings to support Hawaii elementary teachers who use Lotus Notes to participate in school wide communication. Please read the following consent form and continue from there.
Implementation
Email

- Online module link to participants.
E KOMO MAI

Welcome to Just In Time Lotus Notes Support, an instructional design project that will include an online series of "How-To" mini trainings to support Hawaii elementary teachers who use Lotus Notes to participate in school wide communication. Please read the following consent form and continue from here.

CONSENT FORM

This research project is being conducted to fulfill a requirement for a master's degree program in Educational Technology at the University of Hawai'i. The purpose of this instructional design project is to develop and evaluate an online series of "How-To" mini trainings that provide just-in-time Lotus Notes support for Hawaii elementary teachers in
Embedded Surveys

PRE-INSTRUCTIONAL SURVEY

Mahalo for agreeing to be a participant in this study. Please read and complete this Pre-Instructional Survey by scrolling to the bottom. Please click on the submit button when you are done.

Pre-Instructional Survey

This survey is intended to be anonymous, so please do not enter your name in any field. Instead, please put in a code word or number that you will remember, and re-enter the same code word or number when you have completed this module and return to take the post-survey.

* Required

Informed consent: By taking the survey, I have agreed that I am willing to participate in the study and have read the consent to participate form. If you do not agree, please close the survey and do not proceed. Mahalo *

I agree
Embedded Surveys

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- [ ] I agree
- [ ] I do not agree

Please create a code that you can remember and can enter the SAME code when you have finished with the mini trainings and take the Post-Instructional Survey.
Embedded Surveys

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- I agree
- I do not agree

If you can remember and can enter the SAME code when you have finished with the mini trainings and take the Post-Instructional Survey. *

Create a Code

Implementation

ADDIE
Goals and Instructions

**GOALS**

The broad goals of this project is to:
- provide a web-based Technology Help resource that focuses on Just in Time Lotus Notes support for elementary teachers.
- aid in helping elementary teachers to solve some of their Lotus Notes problems by themselves.
- reduce the number of technology service requests that relate to Lotus Notes.

The specific learning outcomes of the mini trainings are as follows:
- Given step-by-step instructions, the learner will be able to install a Lotus Notes application (e.g., Committee Minutes) onto their Workspace.
- Given step-by-step instructions, the learner will be able to post meeting notes to the
Mini Trainings

MINI TRAINING #1
INSTALLING HEEIA SY13-14
LOTUS NOTES APPLICATION TO WORKSPACE

VIDEO WITH STEP-BY-STEP INSTRUCTIONS
Pre-Survey

Comfort in Using Online Trainings to Learn

Participants

Comfort Level

- Comfort Level
## Pre-Survey

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Most Frequent Response</th>
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<tbody>
<tr>
<td>I understand how to add an application to my Lotus Notes workspace.</td>
<td>1 No Knowledge</td>
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<td>I understand how to add a Workspace tab in Lotus Notes 8.5.</td>
<td>1 No Knowledge</td>
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<tr>
<td>I understand how to post meeting notes to the Committee Minutes application.</td>
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Post Survey

16 Participants
Comfort in Using Online Trainings to Learn

Pre to Post

Participants

Comfort Level

Pre Survey

Post Survey

Evaluation
<table>
<thead>
<tr>
<th>Survey Question</th>
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</thead>
<tbody>
<tr>
<td>I understand how to add an application to my Lotus Notes workspace.</td>
<td>5 Very Knowledgeable</td>
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</tr>
<tr>
<td>Survey Question</td>
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</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>I understand how to add an application to my Lotus Notes workspace.</td>
<td>1 Knows Nothing</td>
</tr>
<tr>
<td></td>
<td>5 Very Knowledgeable</td>
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</table>
**Survey Question** | **Most Frequent Response**
--- | ---
I understand how to activate the Workspace tab in Lotus Notes 8.5. | 1 Knows Nothing | 5 Very Knowledgeable
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What Went Well
<table>
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<tr>
<th>Survey Question</th>
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</tr>
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<tbody>
<tr>
<td>The mini trainings were easy to follow.</td>
<td>5 Strongly Agree</td>
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“Mini trainings were very clear and easy to follow - good pacing of directions...This will be very beneficial for faculty and staff at Heeia to access.”

What Went Well
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<td>The screencasts (videos) were effective in helping me to learn.</td>
<td>5 Strongly Agree</td>
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“The pacing you used with the video was neither too fast or too slow which made it easy to follow…This was such a great idea. We don't need to continuously bother you for help :) even though you are always more than willing.
<table>
<thead>
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<th>Survey Question</th>
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<td>The text with images were effective in helping me to learn.</td>
<td>5 Strongly Agree</td>
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“I didn’t use the videos but I used the document with the text as I learn better with text. It was easy to follow, clear and explicit directions.”
“The website is aesthetically pleasing and not cluttered with too much text…”
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“I have used Lotus Notes for many years. I have new information and knowledge…”
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“I have used Lotus Notes for many years. I have new information and knowledge…”

“I think that providing this to teachers will be helpful since they can then do these actions on their own…”
Improvements
“There were no instructions on how to copy/paste your document to post committee meeting notes…”
“I would change the order of the trainings…”
Conclusions
Different learning methods (screencasts and a document with text and images) on a single website helped all participants to learn the concepts.

Participants of all ages felt more comfortable in using online trainings to learn.

The increase in knowledge level and positive feedback showed that these trainings were relevant and useful.

Feedback indicated that participants liked that they will be able to perform these task by themselves.

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Suggestions
Know How They Learn:

- Use a variety of methods to teach the concepts – short videos, documents with step-by-step instruction and images with arrows, and have an option for printing and saving.

Know What Their Needs Are:

- Assure the training topic is relevant.
- Design short, mini trainings to help with time and attention issues of busy teachers.
Know How They Learn:
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Thank You
Questions/Comments

heeiatechsupport.weebly.com