



## **E-Learning Readiness Assessment**

This job aid is divided into eight sections, corresponding with e-learning readiness factors. Select one response for each question. After completing a section, mark the number (in parentheses) next to each of your answer, and tally the total at the bottom of each section. When you have completed all sections, calculate your cumulative total and see how your readiness is rated. In the below questions, the acronym TPP stands for Targeted Participant Population.

## E-Learning Needs Assessment

This assessment is divided into eight sections, corresponding with the e-learning readiness factors. Within each section questions designed to stimulate thought on a particular aspect of that factor. Select only one response for each question, sure the response is the one most representative of the reality of your situation. You should resposnd to all of the without regard to the order in which they appear below.

There is a number in parenthesis (point value) to the right of each response. After selecting a responsael for each question, your points for the section. Write that number in the space allotted at the bottom of each section. When you have completed all the questions, total the section points for a cumulative score.

### Psychological Readiness

1. Are the TPP's learning styles well suited for e-learning?

- Yes (1)
- Most (2)
- Some (3)

2. What has been the response of the TPP to any conversions to computer systems, such as reorganizations, mergers, management changes, and so on?

- Most embrace it (1)
- Most accepted it in time (2)
- Most resisted (3)

3. Where would you place most of the TPP on Michael Porter/Geoffrey Moor'se Technology Adoption Curve?

- Most are innovators/enthusiasts (2)
- Most are early adopters/visionaries (1)
- Most are pragmatists (3)
- Most are conservatives (4)
- Most are skeptics/luddites (5)

4. What has been the involvement of the TPPs in the plan-ning and design process?

- Most directly involved (1)
- Most opinion leaders involved (2)
- A few representative members involved (3)
- None are involved (4)

Psychological Readiness Score

Combine the point value corresponding to your responses, place here

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## **Sociological Readiness**

1. Has a pilot been included in the plan or completed?

- Pilot completed (1)
- Included in plan (2)
- Not planned (3)

2. Have managers been heard to say anything similar to the following:

- This is great! They can take classes in their free time or at home!
  - I just want to make sure they don't spend all day on the Internet or sending emails.
  - As long as it does not affect their productivity.
- Nothing similar to this (1)
  - Something similar to one phrase (2)
  - Something similar to most phrases (3)

3. How is the TPP currently monitored or appraised?

- Anonymously (2)
- Not appraised or no records maintained (3)
- Records kept confidentially in HR department (2)
- Records kept confidentially with manager/ department (3)
- Emails and Internet use monitored (2)
- Phone calls monitored and recorded (1)

4. Is there a noticeable tendency to embrace homogeneity? (for example, in dress, hobbies, possessions, conversation)

- Yes, much overlap between individuals (3)
- 50/50 (2)
- No, the group is very diverse in many ways (1)

### **Sociological Readiness Score**

Combine the point value corresponding to your responses, place here \_\_\_\_\_

## **Environment Readiness**

1. Are there any large external political or legal need to surmount before you can any part of your e-learning program (for barriers you example, unions)? implement

- Yes, numerous large barriers (3)
- Yes, some large barriers (2)
- Yes, a few large barriers (1)
- No barriers we have not surmounted in the past (1)

2. Does the target audience include people who speak significantly different languages?

- Yes, many speak different primary languages (3)

- A few speak different primary languages (2)
- Most speak the same second language fluently (2)
- A few speak the same second language fluently (3)
- Most speak the same primary language (1)

**3. Does your gut instinct tell you the time is right for e-learning?**

- Yes (1)
- No (2)

**4. What is the organization's attitude towards training?**

- It is an unnecessary cost center (4)
- It is a necessary evil (3)
- It helps us indirectly (2)
- It is a critical part of our success (1)

**5. What is the revenue model of the planned e-learning initiative?**

- There is no model yet (3)
- A cost funded by HR (3)
- A cost funded departmentally (2)
- A source of revenue (1)

Environmental Readiness Score

Combine the point value corresponding to your responses, place here

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## **Human Resources Readiness**

**1. Does the vendor have the people in place to create and support your project?**

- Yes, well staffed, impeccable service (1)
- Yes, reasonably staffed, good service (2)
- No, poorly staffed or poor service (3)

**2. Is there an e-learning champion on board who has both the informal and formal power to make the project happen?**

- Yes (1)
- No (2)

**3. Is there a help desk or tutor available for TPP?**

- Yes, immediately available to TPP (1)
- Readily available to TPP (1)
- Available with a wait (3)
- No dedicated resource (4)

4. Does the vendor (or your internal department) have adequate human resources earmarked to provide user training on the new system?

- Yes, surplus resources (1)
- Yes, adequate resources (2)
- No, but currently staffing up (3)
- No (4)

Human Resources Readiness Score

Combine the point value corresponding to your responses, place here

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## Financial Readiness

1. Has a budget appropriate to the endeavor scope been provided?

- Yes, exceeds needs (1)
- Yes, meets needs (2)
- Budget provided but inadequate (3)
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2. Have you created macro objectives demonstrating e-learning will help your organization reach its current and near-future goals? how

- Yes, effective and convincing (1)
- Initial ones created, need improvement (2)
- None created (3)

3. Did the goals originate with the CEO or another high- influence individual?

- Yes (1)
- No (2)

4. Are other technical initiatives being due to their cost-saving potential conferencing)?

Implemented (for example, Web

- Yes, many (1)
- Yes, some (2)
- Yes, very few (2)
- No, this is a first (3)

Financial Readiness Score

Combine the point value corresponding to your responses,  
place here \_\_\_\_\_

## Technical Skills Readiness

1. Does the target audience know how to type?

- No (2)
- Yes (1)

**2.** Does the TPP know the basics of how to use a computer (for example, save, open folders, launch programs)?

- Yes (1)
- No (4)
- Some (3)
- Most (2)

**3.** How long have the TPP been using computers?

- Less than 1 year (4)
- 1-2 years (3)
- 2-5 years (2)
- 5+ years (1)

**4.** Has your prospective vendor previously created exactly what they are creating for you?

- No (2)
- Yes (1)

**5.** Is research and information discovery a regular part of the TPP's current job?

- No, their jobs are mostly routine (3)
- Yes, often need to solve simple problems in a group (2)
- Yes, often need to solve complex problems in a group (1)
- Yes, frequently need to solve complex problems by themselves (1)

Technical Skills Readiness Score

Combine the point value corresponding to your responses,  
place here \_\_\_\_\_

## **Equipment Readiness**

**1.** Does the TPP have better than adequate equipment?

- No (3)
- When we get budget (3)
- Plan to receive it soon (2)
- Already have it (1)

**2.** Does the system require anything that is "on its way" but not readily available yet (for example, broadband)?

- No, most elements exist (1)
- Most elements have been in existence for a while (proven track record) (1)
- Some we have, some are being developed (2)
- Most are yet to have widespread availability (3)

**3. Does your facility have online access capabilities that exceed what the vendor suggested?**

- Yes, far exceeds (1)
- Yes, exceeds moderately (2)
- Meets vendor requirements (2)
- No, does not meet vendor requirements (3)

**4. Have you created a plan that outlines the details of acquiring, maintaining, and upgrading equipment?**

- Created, sign-off from all key stakeholders (1)
- Created, pursuing buy-in (2)
- Rough draft created (2)
- Not created (3)
- Not planned (3)

Equipment Readiness Score

Combine the point value corresponding to your responses,  
place here \_\_\_\_\_

## **Content Readiness**

**1. Does the curriculum involve a great deal of subjectivity and judgment calls (for example, diversity training), or is it fairly straight-forward and objective (Newtonian physics)?**

- Very subjective and discretionary (3)
- Advanced content subjective, intro is straightforward (2)
- Objective and straight-forward (1)

**2. To what format does the T'sP Presponse to the subject matter lend itself ?**

- Rigid compartment (for example, multiple choice) (1)
- Unstructured response, verbal/prose (2)
- Strictly quantitative (1)
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**3. Is the TPP accustomed to learning this specific subject matter with a live instructor?**

- Always (1)
- Usually (2)
- Only exposed to e-learning (3)

**4. What are some of the characteristics of the existing content that you intend to port into e-learning?**

- Already chunked into small pieces (1)
- Already contains metatags and Learning Object format (1)
- Non-linear (2)
- Linear and/or one rigid/established teaching method (1)

**5.** Will you require competency assessment upon completion of instruction?

- Yes, for all (1)
- For some (2)
- No (3)

**6.** Is the subject matter meant to be personalized by the student?

- Yes, extensively (1)
- Yes, in a few areas (2)
- No (3)

**7.** Does the desired competency goal require improvement of motor skills (with the exception of typing)?

- Yes (3)
- Somewhat (2)
- Very few to none (1)

**8.** What phase of its lifecycle is the desired subject matter in?

- Not yet developed (1)
- Exists, just need to be ported (2)

**9.** How much of the subject matter is already in multimedia format (for example, audio, video)?

- More than 80 percent is multimedia (1)
- More than 50 percent is multimedia (1)
- Less than 30 percent is multimedia (2)
- Less than 10 percent is multimedia (3)

**10.** How quickly does the subject matter change?

- Constantly (1)
- Frequently (2)
- Often (2)
- Very rarely (3)

**Content Readiness Score**

Combine the point value corresponding to your responses,  
place here \_\_\_\_\_

After totaling your section points for a cumulative score, refer the scale on the following page to determine your e-learning readiness.

## Job Aid Scale

### Score: 40-60

What are you waiting for? You are the envy of every learning professional alive today. An overall score this low means you have much more flexibility and choice. Given the ideal system surrounding your initiative, you have considerable leeway in determining what methods to use, when to introduce each one, which business objectives to target, and so on. You also have the luxury of making a few mistakes without derailing the project. You do not, however, have the luxury of inertia. Even in an ideal situation, there are things that can and will go wrong. Continue monitoring the factors that can most affect your project, and continue to plan as far in advance as possible.

### Score: 61-99

It could be worse. Most e-learning projects fall somewhere in this zone. The best way to proceed is to carefully dig deeper into each factor, trying to pinpoint exactly what issues are cause for concern and which advantages you can magnify. Modify your plan to account for or leverage those areas. You do not have a significant margin for error: You should address the factors that are within your control and carefully and frequently monitor factors that are out of your control.

### Score: 100-122

Red flag time. Take a moment to reevaluate your goals and objectives, and ask this question: Is e-learning the best way to accomplish our goals? If the answer is yes, select your methods and introduction order carefully. Your situation is sensitive: Any issue that might normally be insignificant can easily become a showstopper. First, alert relevant and influential stakeholders to the risks you are facing and enlist their support. Here are some possible next steps:

1. Pinpoint and prioritize the areas of concern. Create a plan to minimize or eliminate the highest 5 or 10.
2. Switch your implementation plan to introduce only those methods that will be least intrusive and different.
3. If you have not already created at least one contingency plan, do so now.