

Massachusetts Department of Education
MassONE
Massachusetts Online Network for Education

MassONE Leadership Report
Review of Program Usage and Survey

October 16, 2006

Prepared For: Connie Louie, Director of Instructional Technology, Massachusetts
Department of Education

Prepared By: Knowledge Network Solutions, Inc.
Primary Consultant: Jon Beard

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Table of Contents

Acknowledgement	3
Reviewer Observations and Recommendations.....	6
Reporting Process	7
Areas of Review.....	8
Functionality Findings	8
Functionality Recommendations	9
Reliability Findings.....	10
Reliability Recommendations.....	10
Accessibility Findings.....	11
Accessibility Recommendations.....	11
Adoption Findings	11
Adoption Recommendations.....	12
Appendix – A – Survey of Registered Users	13
Appendix – B – Survey of Non-Registered Users	47
Appendix – C – Knowledge Network Solutions, Reviewer	55

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Executive Summary

The MassONE concept and effort by the State of Massachusetts Dept. of Education to provide technology tools for all school districts in the state is exemplary. Nationally, there is a lack of funding for these tools for many of our district teachers and students. The ability to have access to an online technology toolkit for supporting teachers and students in curriculum, teaching resources, and collaboration can have significant impact in our classrooms. Integrating technology into everyday curriculum delivered to our students is an important factor in student achievement and preparing our students for the future. Teacher and student access to these types of tools is critical.

Over the last few years, first with the VES system and now with MassONE, the Massachusetts DOE has made the investment to create and update the MassONE statewide program as the Commonwealth's set of web-based tools for communication, collaboration, and curriculum planning, designed to support PreK-12 standards-based teaching and learning. There are many lessons learned and additional steps which have been identified that can be instructional for other states to benefit in rolling out similar programs. It is hopeful that the results of this project review can be used in a constructive way not only for the Massachusetts DOE but for other national initiatives and collaborations, as well.

The review and surveys have helped develop a sense of the status of usage and effectiveness of MassONE for teachers and students in Massachusetts. Findings and recommendations have been identified for these key areas - functionality, reliability, accessibility, and adoption. The following dashboard is the reviewer's perspective of the status of each key area of findings, based on interviews and the two surveys (1- survey for educators with MassONE accounts and 2- survey for educators without MassONE accounts).

Dashboard: Good  Fair  Caution  Poor 

- Functionality 
- Reliability 
- Accessibility 
- Adoption 

(Please review the detailed survey findings and reviewer recommendations for further understanding following this Executive Summary.)

Only a small majority of Respondents indicate MassONE **Functionality** is “very” or “somewhat” useful and just a small percentage of respondents use a given tool of

MassONE with any frequency. This could be a result of insufficient training for the use of the MassONE features. A high percentage of users have had very little or no training on the MassONE tools.

A relatively large percentage of Respondents considered the **Reliability** of the system to be reasonably stable or better. Early users expressed concerns for the transitions and updates of the product. A significant increase in usage may create slippage in reliability without additional planning.

The Respondents indicated a high percentage felt **Accessibility** was “somewhat easy” or “better than fair” for the MassONE ease of use and support. System planning and modification may be necessary to simplify the registration process with any significant increase in usage. Currently, due to an involved process, most new users are registered by MassONE personnel.

Awareness is very low for MassONE and its capabilities. While almost all IT Directors are aware of MassONE, their knowledge is not being transferred to teachers and school leadership. As a result, **Adoption** is a concern with less than 3% of Mass. Educators (teachers and students) registered to use MassONE. Some districts have found and are using a variety of tools that duplicate MassONE capabilities and will be less willing to give up existing tools in the future. Insufficient training and marketing of MassONE has been identified as a contributing factor.

The following observations and recommendations have been made by the reviewer for this Executive Summary. To maximize the use and value of MassONE, its tools need to be integrated into teacher and student everyday practices and curriculum where it provides personal productivity gains for teachers and enhances learning for students. With the lack of adoption, the opportunity for the power of MassONE is severely minimized. With that said, a significant increase in usage without proper planning may create issues for accessibility and reliability. It is recommended that a comprehensive long-range tactical plan be developed to incorporate current and future goals/objectives for adoption, functionality, accessibility and reliability to insure the success of the program and the resulting positive impact on Massachusetts district teachers and students. MassONE is a powerful tool and has tremendous potential for many Massachusetts school districts.

Reviewer Observations and Recommendations

- Teachers and Principals are beneficiaries and should be leaders for the use of MassONE to enhance learning for students, but they are not aware of MassONE or its capabilities
- Most MassONE instruction is attended by District Tech Directors and a very high % of Tech Directors are aware of the capabilities, however, the knowledge is not getting transferred to the Teachers and Principals in the district (Tech Directors should not have the role of instruction for the district teachers and principals or driving MassONE usage)
- Deliver instruction of MassONE directly to the Teachers and Principals by qualified individuals or online showing ways to **INTEGRATE** the MassONE tools into everyday instruction – this will drive registrations and usage
- Use scalable delivery models to deliver knowledge of MassONE features and tools - 1) Online Overview – showing basic capabilities and benefits; 2) Online Detailed Course – showing tool functionality and integration ideas - with an assessment of knowledge to indicate awareness of all tools available – this will drive registrations and usage
- Teachers and Principals will be most interested in the Curriculum Tools and Teaching and Learning Resources – focus on these tools and the fact that MassONE offers a one stop shop for all capabilities
- Create a MassONE discussion forum for “best practices”
- MassONE awareness and usage is very low based on the potential target group (teachers and students) – it will require a planned awareness campaign to see change with a clear message of value for deliverables
- Create a solid implementation plan for targeting participants, updating and scaling instruction and support, and execution resources

Reporting Process

Knowledge Network Solutions (KNS) used the following process to obtain the data in this report.

- Gained Access to the MassONE System and became familiar with the offerings and functionality
- Conducted interviews with key stakeholders including – leadership, staff, registered and non-registered Massachusetts educators
- Prepared a PowerPoint review of initial research and recommendations as relevant to functionality, reliability, accessibility and adoption and reviewed with MassONE Leadership
- Assisted in developing surveys for registered and unregistered Mass. educators to define:
 - Mass. Educator awareness of MassONE
 - Participant feedback for functionality, support, instruction and stability
 - Usage of tools
 - Desired features
- Based on the survey, KNS prepared an updated PowerPoint Report of findings and recommendations along with survey results as the project deliverable
- Created Letter of Review
- Created a draft PowerPoint document for findings and recommendations
- Received feedback from MassONE leadership
- Created this final document

Direct questions or comments regarding this report to:

Reviewer - Jon Beard – Knowledge Network Solutions

- jonb@knowledgenetworksolutions.com
- Phone – 919-848-8972

Areas of Review

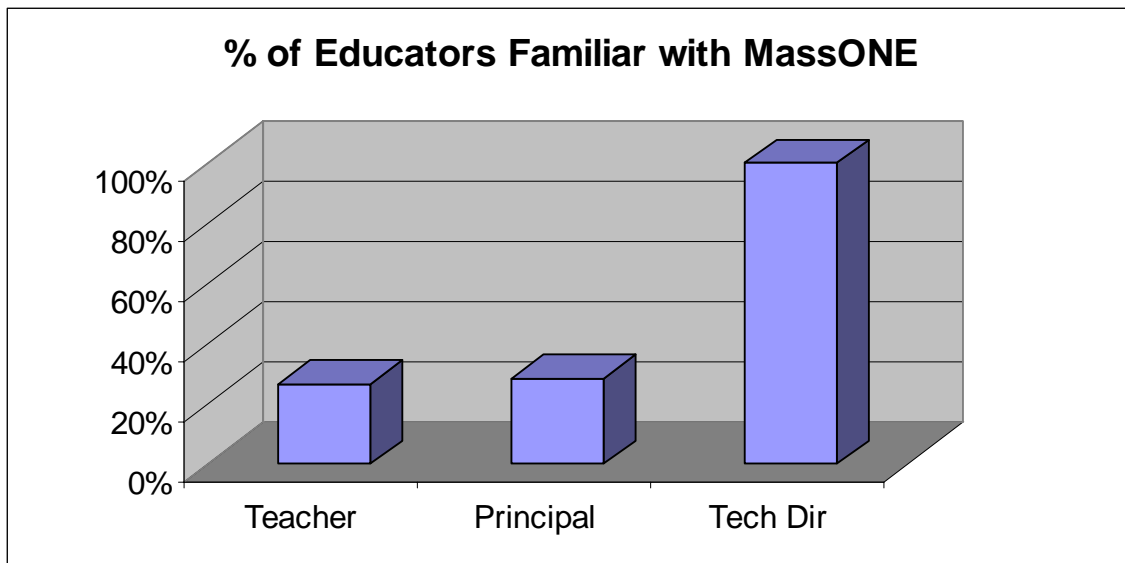
The reviewer was asked to complete a review and obtain survey results for the following key areas of the MassONE program.

- Functional
 - Features that are highly desirable by educators, students and parents for productivity and collaboration
 - Features that will have a positive impact on student achievement
- Reliable
 - Stable Internet access by participants
 - Stable MassONE system
 - Appropriate backups for participant data and conversion of data
- Accessible
 - Easy for participants to access the Internet (school, home, other)
 - Easy to get started with MassONE - register and setup groups
 - Easy to perform intended functions
- Adoption
 - All potential participants know of the system capabilities, and benefits they can expect
 - Participants have adequate instruction on registration and use of the system
 - Participants know how to register and begin usage
 - Participants have timely support for technical and operational questions or problems
 - The State, District, Schools and Teachers market and integrate the use of MassONE into everyday usage at all levels where practical

Functionality Findings

- Great and valuable tools for access by administrators, teachers and students
 - Other systems can do some of what MassONE does - need to promote “all-in-one” concept
 - Great low cost solution for Mass districts without the resources
- Limited use of all features by participants
 - 80% of registered users only use MassONE a few times each month or not at all
- Users do not understand all features
 - Only 15% of registered users use a given tool with any frequency – this indicates a lack of knowledge of the tools and how to apply; 86% of registered users feel more training would be helpful
- Integration of MassONE tools with Students in classes

- Only 5% of registered users integrate the tools of MassONE with students in classes - this statistic indicates a real miss in value for MassONE and academic achievement
- Often MassONE training is delivered to IT staff not Teachers
 - 100% of responding Technology Directors are familiar with MassONE
 - Only 26% of responding teachers and 29% of principals are familiar with MassONE functionality –Tech Directors may not have the instructional skills or education perspective to relay this knowledge to teachers and principals; training is currently Instructor led and not scaleable
- User Perspective of the Value of Functionality
 - Only 57% of responding registered users consider the system to be very or somewhat useful – this could be an indicator of the lack of training and knowledge of the MassONE tools, also some systems are using other tools



Educators Familiar with MassONE	Educator	%
	Teacher	26%
	Principal	29%
	Tech Dir	100%

Functionality Recommendations

- Develop MassONE instruction to be delivered directly to the teachers and school leadership via ILT (instructor led training) and the more scaleable online self-paced and virtually led instruction - Perhaps set up lead teachers in each district for a train-the-trainer model and local support

- Teachers show the most interest in the curriculum tools, teaching and learning resources and virtual hard disk - these should be a focus for instruction
- Core success factor - Instruct teachers on how to integrate technology into curriculum
- Teach “Best Practices” for integrating MassONE into classroom curriculum – using multiple tools in each lesson
- Establish a central site on MassONE for Teachers to place MassONE “Best Practices”
- Create lead users in each district, Teachers and IT personnel, and provide professional development
- Establish online courses for instruction on MassONE processes and integration
- Other tools to consider
 - Virtual online tool for online webinars and teacher/student collaboration
 - Provide course and presentation development tools for teachers and students
 - Provide access to MassONE for parents to review student work and to communicate with school and teachers

Reliability Findings

- 82% of registered respondents see the system as reasonably stable or better
- Frequent intermittent errors are encountered attempting to enter various functions of the system
- Long list of “too fix” items and proposed improvements – not ready for high increase in usage
- MassONE is better than VES with GUI interface
- Users report errors with changes and updates

Reliability Recommendations

- Prioritize fixes and improvements and schedule prior to a marketing initiative
- Insure testing processes are in place prior to updating the system
- Make sure any system changes will automatically update participant data – lower the impact on users for re-creating data
- Make sure MassONE participant data is backed up daily

Accessibility Findings

- 80% of registered users feel the system is somewhat easy to use or better
- 82% of registered respondents considered system support to be fair or better than fair
- Good support (customer support and instructional personnel very knowledgeable), but not scaleable for increased volume – interface mostly by phone or email
- Identify recommended system standards for successful Internet access and use of MassONE
- 68% of registered respondents indicated very little or no instruction on MassONE
- Interviewed registered users commented on lost data upon the update from VES to MassONE
- Group hierarchy and registration processes are difficult for participants and are typically done by MassONE staff

Accessibility Recommendations

- Plan and implement a scaleable support model to meet demand, which will likely increase as a result of more instruction and awareness
- Identify recommended system standards for successful Internet access and use of MassONE
- Prioritize fixes and improvements and schedule for completion
- Test all changes prior to “going live”
- Insure system changes will automatically update participant data
- Insure MassONE participant data is backed up daily
- Develop faster and more efficient processes for participant registration

Adoption Findings

- Only 5% of registered users are integrating the MassONE tools into the classroom with students
- Awareness
 - Over 90% of unregistered teachers and principals have not heard of or are not aware of MassONE benefits
 - 69% of respondents previously not familiar with MassONE would now be prompted to register after understanding the capabilities
 - 68% of respondents aware of MassONE have not registered because they do not know how
 - 75,000 teachers + 972,000 students in Mass, but only 36,000 registered users of which 41% don't use or seldom use (18,000 active users or 1.4% of the potential target users)
- Instruction
 - 43% of registered respondents do not consider instruction to be effective
 - 68% of registered respondents have had very little or no training on MassONE tools

- These instruction statistics have significant impact on awareness and usage of tools
- Good website
- No written plan of goals, priorities and implementation
- No written statewide strategy for increasing MassONE participation
- No required MassONE usage by State, Districts or Schools
- Some early adopters have left dissatisfied with “over-selling/under-performing”; stability

Adoption Recommendations

- Scale instruction via online self-paced and virtually led delivery
- Integrate use of MassONE throughout Dept. of Education for communication and collaboration with districts
- Use Functionality Survey to determine Marketing message
- Implement into all appropriate grants the use of MassONE
- Focus on one or two core “key” uses functions/features to get persons registered and using the system – build usage and participant knowledge from there - Need “drivers” – ways to insure usage (required or desired)
- Develop a long range strategic plan for MassONE – highlight goal alignment with State initiatives, priorities, additional feature development, resources required and an implementation schedule

Appendix – A – Survey of Registered Users

MassONE Survey for All Registered Users (approx. 450 respondents) (Question Explanations are in Worksheets)

Question 1 - My Login and use of MassONE is -

Frequent (More than 10 times/week)	17
Moderate (More than 2 times/week)	69
Low (More than 2 times/month)	174
Registered but don't use	181
Total	441

Analysis 80% of registered users do not use or only use a few times each month;

Question 2 - How Often Do you Use the Following:

	Never	Seldom	Sometime	Often
2a. Virtual Hard-Drive tool for use by teachers and students for collaboration and portfolios	288	68	54	14
2b. Surveys with students or other teacher	342	68	20	3
2c. Calendar to track my personal tasks and appointments and classroom assignments	360	43	16	7
2d. Teaching and learning resources, such as 1) ability to search GEM resources; 2) curriculum resources; 3) Library and research resources; 4) access to NetSmartz; 5) News and current events; 6) ability to search MarcoPolo	222	88	96	33

	230	101	93	37	
2e. Curriculum tools such as 1) ability to search academic frameworks; 2) ability to search vocational frameworks; 3) ability to view and create lesson plans; 4) ability to use Harvard HGSEs Collaborative Curriculum Design Tool					
2f. Technology Self Assessment Tool, for teacher personal technology proficiency and planning for needs	272	104	50	20	
2g. Discussion Boards/Forums	332	76	40	29	
2h. I integrate the use of MassONE into my classes with my students	384	29	15	6	
					434
2i. I use MassONE when collaborating with other educators	288	80	50	31	
Total	2718	657	434	180	449
					3989
Analysis	68%				

of registered users don't use the tools; need for more instruction and awareness; 86% of respondents indicate more instruction would be helpful

1.38%

of respondents integrate the use of MassONE tools into the student curriculum; **the power of MassONE is not reaching the students; need for more instruction on integrating the use of MassONE into instruction**

Question 3 - I find MassONE functionality to be:

Very useful 59

Somewhat useful	165
Not particularly helpful	171
Total	395

Analysis 57% find MassONE to be very or somewhat useful; the large number of "not particularly helpful" respondents may be due to the large number of participants that have not used the tools (see question #2); this could be an indicator for more instruction and better knowledge of how to apply these tools

Question 4 - List the 3 most useful tools of MassONE

Significant Choices	1st	2nd	3rd	Total
Virtual Disk	34	17	6	57
Forum	24	12	15	51
Teaching and Learning Resources	20	8	3	31
Curriculum tools	15	9	8	32
Survey	2	7	3	12

Analysis Taken together the Teaching and Learning Resources plus the Curriculum tools were about equal in interest as the virtual disk; forums were also considered important

Question 5 - List 3 tools that you wish MassONE had

Sampling of 1st Choices	
web page maker	Integrated calendar with existing outlook calendar to reduce redundancies

web page creator	Instructional Management System (similar to Blackboard)
transfer of files on MassOne	Improve colors/graphics choices on homepage
Survey	grouping ideas (per month-content area)
stream line lesson plan template	Gradebook
seamless forum integration	Gradebook
Rubric database	grade book tool
Research/Articles	grade book
real time discussion	Google box
Putting groups of images on the VHD	Free Online Course portal for PD
Professional Development Calender of Events	frameworks
Previous clasp lessons	Forum creator
On-line social bookmarks	finale
Online practice for students	Expand survey tool to be like quizstar.4teachers.org
online courses	Email
more websites for lesson plans	don't know yet
More tools!	discussion groups with other teachers in other districts
more outlook compatible calendar	Create own Forum for Workgroups
more on how to integrate technology into the classroom	Create a Forum
more links to lesson plans	Convert to PDF for any document; not just pre-programmed lesson plans.
More lesson plan websites	chat room
more intuitive interface	Cert rubrics
More forums!	can't think of any
MCAS tutorial for students	browser
MCAS ALT info	better survey tool
MassLearns	available courses
MA ELPBO document	Assessment Tools
links to other schools	access to test whiz

Let teachers input students

Ability to delete everything and start with a fresh slate as if they were logging in for the first time. Delete a workgroup my not be enough.

Larger HD

Analysis

Question 6 - How would you grade the stability of MassONE (try to separate the impact of any problems you have with your Internet access)?

Very Stable, very few errors encountered or frozen screens.	108
Reasonably Stable, encounter some errors, but not many.	160
Unstable, encounter many errors (please explain in next question).	58
Total	<u>326</u>

Analysis 82% of respondents see the system as reasonably stable or better

Question 7 - Explanation from previous question (see Worksheet for Question 7)

Question 8 - How would you grade the ease of use of MassONE?

Very easy to use	61
Somewhat easy to use	188
Difficult to use	63
NA. I'm registered, but I've never used MassONE	104
Total	<u>416</u>

Analysis 80% of user respondents feel the system is somewhat easy to use or better
 25% of respondents have registered but have not used

Question 9 - Would more MassONE instructional opportunities be helpful?

Yes	223
Somewhat	124
No	58
Total	<u>405</u>

Analysis 86% of respondents feel more training would be helpful

Question 10 - If online instruction for MassONE and "best practices" for use were available, would this information be helpful?

Yes	279
Somewhat	106
No	28
Total	<u>413</u>

Analysis 93% of respondents feel online instruction and best practices would be helpful

Question 11 - Is the current MassONE support effective?

Great Support, I can always reach effective support when I have questions or problems	96
Fair Support , I can usually obtain adequate support in an adequate timeframe	135

Poor Support, It is difficult for me to obtain support for my use of MassONE (please explain)	52
Total	283

Analysis 82% of respondents rated system support at fair or better

Question 12 - Explanation from previous question (see Worksheet - Question 12)

Question 13 - Have you had any instruction on the use of MassONE?

Comprehensive	25
Some	114
Very little	103
None	196
Total	438

Analysis 68% of respondents have had very little or no training on MassONE

Question 14 - Has the MassONE instruction been effective for your needs?

Yes	178
No	132
Total	310

Analysis

43%

do not regard present instruction as effective; this appears to be related to access to instruction versus quality based on the result of question 13 where 68% have had little or no training

Question 15 - Explanation from previous question (see Worksheet - Question 15)

MassONE Inside Survey 9-15-06Question 7ExplanationResults

- 1 "When I have used MassONE; during recent course work; certain parts of the site were down or unavailable."
- 2 "When I have tried to sign onto the website I have had no luck. I do not know who to call or what to do to get access. I think some people coming out into the schools to explain what the website offers and how we can incorporate it would be very helpful. I am very computer literate and I am having trouble; so I can't imagine the trouble others must be having."
- 3 "When I first started using MassONE in April; there were many page errors (page not found) and the system would "hang up" a lot. The forum section was also oddly "disembodied" from the rest of the system...poor design/functionality made it hard to use. MassONE has gotten a lot better since then!"
- 4 "When I first became involved in MassONE it was VES and never functional. I attended workshops; focus groups; etc... And it never came to be. So my interest in MassONE is minimal but am willing to investigate when I have the time."
- 5 "When a meeting was set up by a member; not all of the members received the information on their calendar. Plus for some reason; the information was different for several members of the committee."
- 6 "What little I've used it; it's been stable."
- 7 "Went to do my forum discussion question today and when I went to submit it did not post. I needed to rewrite what I had written and try again. This was the 2nd time on MassONE. The first time it was a survey for either MassONE or the DOE for a content course I am taking."
- 8 "We had a few problems earlier in the year such that students could access the teacher files; or other student files. It seems to be resolved now."
- 9 "Virtual hard drive uploading errors"
- 10 "VES has had so many changes that I can't keep up with them! All of the files; discussions; etc that I had used are GONE. It is very dismaying that an entire content institute's material would be wiped out without any warning to the participants."
- 11 "Very clunky and not user friendly. I am a technology integration specialist and find it difficult to navigate."
- 12 "Unable to access a function like the TSAT"

-
- 13 "Trouble logging on!!!!!!!"
- 14 "Too difficult and confusing to navigate in."
- 15 "This is the first email I have gotten from MassONE. I had forgotten my username and password*. If I can get that information I will try it out and be better able to answer these questions. *I was heavily involved with another project at the time I took the workshops..."
- 16 "There are Mac issues that you must address."
- 17 "The transition from VES to MassONE was smooth. The features seem to be running very smoothly."
- 18 "The tech assistant who worked my DOE Content Institute managed to work out any errors we encountered."
- 19 "the screen has frozen when going from one source to another"
- 20 "the only time I used it was to take the survey and it had numerous login problems"
- 21 "The only errors I sometimes get involve the Calendar. I get kicked out to a Sun web page and have to close the window and start again"
- 22 "The initial usernames and passwords given to teachers by MassONE were too cumbersome-too long; too confusing (trying to distinguish 1 and i and 0;o) was frustrating for many teachers at my school. It was an unfortunate introduction to MassONE. A generic password for each school should have been given and the user should have had the ability to change it upon the first login."
- 23 "The biggest problem with MassONE is that it has changed so many times since its inception. The changes have been sweeping to the point where you must relearn the site to use it. There is not time for that in a teacher's life. There are other available sites offering wonderful information available that do not constantly change."
- 24 "Technical issues with logging in."
- 25 "Teachers have complained that their discussion responses have evaporated."
- 26 "Staff helpful...online tools useful"
- 27 "Sometimes the log in to the site I required took more than one attempt; even though the information typed in was the same."
- 28 "Sometimes pages expire or are no longer available"
- 29 "Sometimes I experience loading errors; and messages which state that the page is not available. Usually a refresh or a change to a different page and then back straightens everything out."
- 30 "Some; not all; workgroup members can't see/use certain tools."

- 31 "Some aspects of MassONE don't work with others. You can't move items from My folder to the VHD. Nor can you save edits directly to either one. First it must go on the desktop then to the VHD then you need to erase the first revision. Too many steps. Also; making the homepage fit the screen would be nice. No one reads my announcements because they don't see them."
- 32 "Site timing out while writing in forum and losing what I'd just spent 30 minutes typing."
- 33 "Since we have just started to use this; I'm still learning how to best use it and what areas will be most helpful for me."
- 34 "Seldom use; very few problems."
- 35 "See question #4"
- 36 "Problems logging on. Not able to read discussion groups on all internet browsers. Slow."
- 37 "problems at home with VHD"
- 38 "Our district just got the mecnnet portal - I haven't had this email long enough to do anything with it yet."
- 39 "Often when screens come up; the only thing that shows is an error and you have to start over from the homepage."
- 40 "often times it doesn't work"
- 41 "no problems seen in the little I have used the system"
- 42 "never used -don't know"
- 43 "never use so I do not know"
- 44 "Never up when I've needed it."
- 45 "never had a problem"
- 46 "NA"
- 47 "My VHD would disappear; folders go away and reappear."
- 48 "My issue is with the user interface. I think MassONE would benefit from a new design."
- 49 "My account has experienced problems since day one; can't access various features without contacting tech support. The virtual hard drive was a great disappointment; does not work as advertised."
- 50 "Most of the time when I needed to use MassONE it was available and working properly. Sometimes I had trouble using the virtual hard drive or other tools; but the problems were addressed quickly."
- 51 "Most of the time I can't even get into the system to figure out if it works or not. This is both from home and from school. It is too unwieldy to figure out how it works."
- 52 "More often than not; it doesn't work. Tried to do surveys. It didn't work. Used Survey Monkey for free and it works great. Asked all educators in my district to take the TSAT. Half the time it was down and I got bombarded with phone calls."

- 53 "MassONE seems to be down the very time I want to use it"
- 54 "Many times I get errors; and it seems to be unpredictable. Other times I go to use a tool and it is unexplainably not available."
- 55 "Many changes since its beginning..."
- 56 "Lots of different problems over the years..."
- 57 "Log-in was difficult. very very slow system hard drive difficult to use"
- 58 "Login is stable. I am very new to MASSONE so I really don't know very much about MASSONE to be using the tools your offer."
- 59 "Log in takes a long time. Log in sometimes doesn't work. Do not find it easy to navigate the site."
- 60 "links do not always work"
- 61 "Just began using MASSONE. It seems to work well."
- 62 "I've never used MassONE; but should be using it this summer for a course that I'm going to take."
- 63 "I've never used MassONE"
- 64
- "I've needed to email MassONE with some tech questions... your tech support have been timely and clear. I've needed to email questions; because I could not find the information myself on the web-page. As an Administrator of our site; this has been somewhat frustrating--not knowing if I'm making a user error; or if the site is off-line; etc."
- 65 "I've heard from my peers that it has been undependable. I remember having problems with it the few times I tried to use it two years ago. I don't have time to deal with it."
- 66 "It's easy to navigate - but sometimes there are too many screens - becomes longer than anticipated."
- 67 "it is sometimes difficult to get into"
- 68 "It can be hard to log in onto the site. Also it skips around at times."
- 69 "Inconsistent page behavior; occasional page load errors."
- 70 "Inability to delete files"
- 71
- "In addition to our own internet problems; it was very frustrating trying to complete the TSAT without being able to retrieve usernames and passwords. I am not a classroom teacher; and as I work to support technology within the building; this posed a fairly major problem during the timeframe that all teachers needed to utilize MassONE. While I understand that technology sometimes has "a mind of its' own" problems such as these are frustrating."

- 72 "IF students are allowed to change their password; Administration personnel should be able to retrieve this information much quicker than emailing you. OR.....students shouldn't be allowed to change their password. Administration should also be able to edit teacher's workgroups from a remote location to help correct any problems they may encounter."
- 73 "I was using VES; but found it unreliable and difficult to manipulate; and slow"
- 74 "I wanted to set up a survey and twice ran into major blocking -- code-speak appeared and I ran!"
- 75
- "I tried to use the survey tool for Professional Development training. I made the survey but was not able to access the survey results. After several emails to MassONE tech support the problem was never resolved. So I gave up."
- 76 "I tried to use it but found out that it was quite complicated."
- 77 "I took a survey on MassONE that was supposed to be secure; yet when I had logged out successfully and another person logged in; he accessed MY survey; erased all my answers; and entered in his answers. Now; when I log in; MassONE will let me erase his answers; but it will not save mine. This not only is frustrating because I couldn't officially complete the survey; but it makes me feel that I cannot do anything on the site and have it be truly secure. Therefore; I will not use MassONE."
- 78
- "I signed up a while back (3 years?) And I went to lesson plans - for a while it worked then I couldn't get on so I never used it again. I did go on to look at workshops offered for the summer but none were applicable to my field."
- 79
- "I receive information about MassONE but I'm not sure what it is. I guess I am registered but have no recollection of registering. I can't really answer these questions because I don't know what I'm responding to."
- 80 "I only recently was given my MassONE account and user name. I will be using this for classes this summer and have not yet started them."
- 81 "I only learned about VES/MassONE during content institutes(ESL/English teacher type; older; non-tech); it has worked well at home; but the trainer has always had difficulties that required lengthy conversations with you; frozen screens; chatting teachers off-task eating bagels ect.; this year I found being able to download standards directly into units very helpful instead having to type them as last year; however; I tried to email unit to staff as exemplar and lost all links which were in blue; couldn't remember my password to give them; very silly; so; get stuck on uploading downloading; make a web quest; but it can't be saved forever; yet an exemplar would be nice for a unit for PD; I think somehow the on-going practice needs to build into PD to get comfort going; but I love all the curriculum resources--wonderful!"

- 82 "I occasionally have problems with the Virtual hard drive- largely I believe because I use it to transfer very large files."
- 83 "I need better understanding"
- 84 "I need a prompt to log in. If given a prompt; can I use it at home?"
- 85 "I haven't really used MassONE; because I didn't know what it was."
- 86 "I haven't had enough time to experience problems."
- 87 "I haven't had any problems with MassONE so far."
- 88
"I have tried over the past 5 years to use MassONE. I have wasted countless hours trying to learn it; access it; get my IT guy to upload students to it; create a discussion forum for myself; use the virtual hard drive with a class. It never gets past step one.... the desire. Just last Spring; I thought I had a discussion thing going for an English teacher; only to be told; I had to request MassONE to make the final step. How dumb is that!!@!!!!!!! Check out Nicenet.org. Now that's a user friendly and free web site. I have a Math teacher happy as a clam using it for 2 years now. Does everything himself; kids talk about AP calculus; no problem. If every kid is registered with MCAS # - why can't they automatically get into MassONE???? My IT Guy really doesn't want to export endless spreadsheets... well; in fact; he won't."
- 89 "I have seldom had a problem"
- 90 "I have recently signed on to Mass One (a few months ago) and have not yet explored or used all that it offers. I plan on using it and exploring the site in Aug. before school starts again in the fall."
- 91 "I have only used MassONE 2 or 3 times; and all were to complete the Technology Self Assessment with my school. During those times; the system was stable."
- 92 "I have only used Mass One through an on-line course (Project Focus Academy.) I had difficulty accessing the program then continued to have difficulty downloading my papers for the class."
- 93 "I HAVE NOT USED YET."
- 94
"I have not used MassONE for a few reasons...it never worked/not able to access...wrong username that never seemed to be corrected despite many attempts by professor & self...totally frustrated by this and as I was never able to complete my webpage from the course I completed through Framingham State last summer due to stubborn ridiculous 'obstacles' in my school system where I am a Library Media specialist....I do not live in MASS. Unfortunately; as CT is SO behind MA. What you offer seems wonderful!!"
- 95 "I have not used MassONE at all because of the problems I encountered with VES. I enrolled in several VES workshops and each time the instructor had problems connecting. The only time I tried MassONE; I could not access the site so I gave up."

- 96 "I have not had the time to learn the program."
- 97 "I have not had any trouble the little bit that I have used it."
- 98 "I have not had any technical issues with MassONE. I have been disappointed that the folks from our district do not post/use MassONE to full benefit."
- 99 "I have not encountered any unexpected problems."
- 100 "I have not answered the above questions because I have never used MassONE and therefore am unable to judge its utility or its effectiveness"
- 101 "I have no basis on which to judge"
- 102 "I have never used MassONE"
- 103 "I have never used MassONE"
- 104 "I have never used it."
- 105 "I have never really had a significant problem with MassONE"
- 106 "I have never encountered any problems when I have used it"
- 107 "I have navigated around MassONE but not "used" it at this time. Can't say I was very impressed."
- 108 "I have just learned how to use MassONE; so I have not encountered any errors yet"
- 109 "I have just been introduced to MassONE and have spent one week learning about what it has to offer. I find that it has valuable tools that I will definitely access as I begin the school 2006-2007 school years. My first exploration will be searching the lesson plans for in the various skill areas."
- 110 "I have had no issues yet with Massone.net"
- 111 "I have found the 'links' for curriculum to be clumsy and get the dreaded error that the site was not available. This turns me off! Also; most of the sites available on your site are available without logging in. The site would be more valuable if it focused on the Mass Curriculum Frameworks and Vocational Frameworks with lessons and ideas to help students of all ages master these standards."
- 112 "I have forgotten my password and have been unable to access my account could you please send it along as I would like to use some of the tools you describe very much. My email is fagane@lynnfield.k12.ma.us Thank you"
- 113 "I have been unable to figure out how to get a password so I haven't been able to access MASSONE."
- 114 "I have been to the site only a few times. The "last" time I went I think a link or two were not up or being worked on."
- 115 "I had difficulty viewing and taking an online survey for a curriculum institute. The problem was ultimately resolved and the people who responded from MassONE help desk were very helpful."

- 116 "I had attended a training session on using Survey tool. When I tried to set up a survey for my district; it would not work."
- 117 "I find the design of the web page to be confusing. It's difficult to find where things are located. I had information on the virtual hard drive but have been unable to locate it again?"
- 118 "I encounter errors at log in and when conducting the od for my school system it was a disaster. Participants had difficulty logging in and when they did they were automatically logged in to another participants log in. We also have tried in vain many times to use the VHD and have had limited success."
- 119 "I don't use it; so I don't know"
- 120 "I don't use it enough to say with certainty that it is very stable; yet I have had no issues with it."
- 121 "I don't feel it has been tested long enough in present form - seems improved from VES"
- 122 "I appreciate the advanced warnings. I also wasn't sure how much to pursue the virtual hard drive with my district until I saw that it was down very infrequently."
- 123 "I am the guidance counselor at my school. Accessing the data sheets for the Koplick Award is stressful. I believe YOUR server is the issue. It takes a very; very long time to complete the downloads and uploads."
- 124 "I am not sure where the problem in using the site lies. There are often disconnects and the no extra planning times to reconnect."
- 125 "I am not familiar with the tools. I have only completed the online computer skills surveys."
- 126 "I am a new user; having signed up to participate in content institute. I plan to use it more; and would like my school colleagues to be made aware of it."
- 127 "Have registered and been taught how to use several times. Changes were frequent and made prior knowledge useless."
- 128 "Have not encountered any problems."
- 129 "Great difficulty logging on."
- 130 "First time I tried to use site it did not work. I lost confidence in it."
- 131
- "Everything from enrolling new users to creating work groups and discussions.....everything generates errors."
- 132 "easy to get"
- 133 "During peak hours have found download time causes our Internet service to "time out" May be more a fault of our system than yours though"
- 134 "Don't use this enough to know."
- 135 "do not use it"
- 136 "Difficulty logging in - multiple attempts before connected"

- 137 "Difficulty adding attachment to lesson plans"
138 "currently a vast improvement from launch time which was a bit bumpy....i.e.: passwords that did not work; hard drive accessibility issues with group members"
139 "Connecting to pages that have *.doc files was less than easy. The whole structure makes one long for the return of DOS."
140 "clunky; not very user friendly; frequently down/unavailable"
141 "Because I use an old Mac at home and Windows '98 at school it's sometimes hard to do work at home and at school."
142
"Automatic logout is too short. Many times if a session logs out the user is taken to a web server error page which does not even have a link to where you can log in again - when a session times out rather than letting the apache server generate an intimidating error page - take the user back to a log in screen - or just prompt the user for their password. I've had discussion group errors that could be related to the time of day - if some functions are not accessible 24x7 then the hours of operation should be posted. The system needs to be built the way that people want to work. This will reduce training time trying to teach people how the system does work. Is the apache web server really the best tool to support this site? Sure it may power most of the free web sites of the world but is it going to be the most reliable for what you are trying to support?"
143 "all procedures that I used once explained what I was doing incorrectly worked well"
144 "Acrobat reader converter doesn't work sometimes"
145 "account problems"

MassONE Inside Survey 9-15-06

Question 12

Explanation

Results

-
- 1 "Working with Bob Kelly who has been absolutely terrific! Have just started using MassONE for my summer course for teachers and it is working very well."
 - 2 "Whenever I have sent an email regarding a problem I have received a very prompt and helpful (it solves my problem) response"
 - 3 "VERY helpful; and very kind!"
 - 4 "Took a week to correct a login problem but; the feature I wanted to use didn't work anyway and; I had found a workaround in the meantime."
 - 5 "To be fair - I have not reported problems to MassONE people at DOE; only some of the problems have been reported to leaders of the MassONE training I've had."
 - 6 "This may be more of an issue with my administration. I am not able to enter student names and have had a great deal of difficulty getting my classes setup."
 - 7 "This is my first time using MassONE. I go to the teacher of the course I am taking for any problems I have."
 - 8 "This entire website is poorly designed. It's impossible to find any contact information."
 - 9 "This doesn't fit anywhere; but please set up the VHD so that the instructor can delete multiple files using a selection with check boxes of some sort; not just one at a time."
 - 10 "There is not enough time allowed in school to use this resource."
 - 11 "There is no N/A response; so I chose the "middle ground." I never attempted to use the support."
 - 12 "The support within the context of my class has been good so far. However; I sent a suggestion/complaint email to the website and have yet to receive a reply or acknowledgement."
 - 13 "The support personnel are great!"
 - 14 "The help is not easy to access nor is it useful when accessed. The site needs to have the "look and feel" of most other sites that we're used to using."
 - 15 "Staff Kelley; Wong; and Lach very helpful and approachable Developers of MassONE very responsive"
 - 16 "Somewhat difficult for me to assess since I haven't had to request support yet."
 - 17 "Site not dependable when I've tried it several times. Many promises of dependability; none kept."
 - 18 "site has been frequently inaccessible during past few months"
 - 19 "see question 6"

-
- 20 "See question 6"
- 21 "See comment box above."
- 22 "see #6"
- 23 "See #6 above"
- 24 "Quick turn around time to email questions and stays with the issue until resolved."
- 25 "Please be sure to check your survey questions for errors; it looks really unprofessional to see typos as in the above question #10;-) I would like to see a self-paced video on how and why to use MassONE."
- 26 "People try to reply; however; they do not read the questions we ask and answer with the party line. I asked for lesson plans on the American Revolution for third grade; by Mass. teachers. There used to be dozens of them on VES. Now there are none. I sent this to online support. I got a very nice answer saying to search Am. Rev; all grades and I would get 11 hits. I did. Not one of them is third grade. I can search by myself for stuff I do NOT need. I asked for help with third grade; AM REV. So although I got an answer; and it was very "goal oriented" insofar as it got hits; when I said I could not; it did not get the hits I needed by searching for what I want. Online support is nice; but it takes too long and is not efficient. If I am working; I have 7 minutes between classes to check something and get back to work. PDFs take forever to download and then open."
- 27 "not worth the time when I can go somewhere else to get the information without the effort"
- 28 "not used"
- 29 "Not applicable - I have never asked for help"
- 30 "No; as all my experiences with the DOE; I was not able to find resolution or adequate help for my questions. Technology people blame the DOE and the DOE blames the computer you're working on. As a user; you just want an answer; not a thing/person to blame. It's frustrating that you can't manipulate Word files on the MassONE harddrive. I didn't like the template for the lesson plans either-- too complicated."
- 31 "No training has been provided. We don't even have a computer teacher."
- 32 "No one in my building has enough experience with it to be of assistance."
- 33 "No basis for judgment"
- 34 "never used the support"
- 35 "Never used support"
- 36 "Never used it. Our teachers cannot get on it from Fitchburg State class- Physical Science and Inquiry. Kind of hampers the situation using Mass One. They were requesting to be on many times."
- 37 "Never needed to contact support"
- 38 "Never have been able to gain decent support."
- 39 "NA"

- 40 "N/A would be a more accurate response for me since I have not tried to get support."
- 41 "Most of the time I get a very quick answer. Sometimes though the question is half answered or I need to wait a few days for assistance. Recently; these things have seemed to clear up."
- 42 "Most mechanisms for teachers are focused on generalists. I am a curriculum specialist and have to filter out all of the unwanted information that I'm given."
- 43
- "Massine's design is not intuitive and based on old technology models. It is difficult to navigate and easy to lose the user"
- 44 "MassONE Support responds quickly and efficiently."
- 45 "MassONE seems duplicative of all other options and software available. There were so many problems in the beginning that there seemed little reason to pursue further use."
- 46 "MassONE Help responds to my questions in a timely fashion. They're great!"
- 47 "LeRoy Wong has been a wonderful resource and coach!"
- 48 "LeRoy has been 100% responsive. Thanks. :)"
- 49 "Just received the account; have not really had the opportunity to use at school."
- 50 "I've never used MassONE"
- 51 "I've never had to use it."
- 52 "I've never asked for support"
- 53 "It took four days to correct a typographical error made in setting up my account."
- 54
- "It appeared that they had confused me with another student and although I & my professor tried to get it resolved; it never really was. I kept being logged in as a different person...or couldn't get in.??? I finally just gave up."
- 55 "Is there support provided?"
- 56
- "I'm a parent of a special needs child and enrolled in a course. I was discouraged by the fact that virtually all of the exercises required in school activities. Of course I could talk with my daughter and her friends; but my pool of students is far too small to complete the projects. I think that I could have contributed to the conversations as I taught elementary school (in Japan) for five years. I really encourage you to try to adjust the format a little to make it more parent friendly."
- 57 "I think they're pretty good. They remembered my password; which is certainly more than I can do."
- 58 "I registered awhile back and have lost my username. I emailed MASSONE and asked where/how to find or change it and never heard back. I'd love to use it but how can access it?"

-
- 59 "I ran an in-service for my faculty...when the launch of mass one occurred we had several times we had to call for service re passwords that did not work; vhd shared files that disappeared or were not accessible to all in the group...most of these were solved by a direct call and help from a live person immediately"
- 60 "I now have to have new users fax their paperwork straight to support. I can't even register people myself. Also the staff is under-manned and under-funded."
- 61 "I never had to ask a question yet."
- 62 "I missed the one chance at training; I did not go to the conference; therefore I never was trained"
- 63 "I just discovered the site this summer and have not had the opportunity to need support."
- 64 "I just deal with Richard Salus. He is great. Quick to respond."
- 65 "I haven't really used the support option."
- 66 "I haven't really needed to use support services"
- 67 "I haven't really explored support"
- 68 "I haven't needed support yet; but I hear it is good"
- 69 "I haven't had to use the support yet"
- 70 "I haven't had the opportunity ; or time to fully utilize MassONE with many of its different features"
- 71 "I have used the program minimally; but was able to access support at that time."
- 72 "I have read that I can use my MassONE Account to post my students homework assignments on but I can not even find where this is even though I now have visited many places and read many things that I do not understand."
- 73 "I have not used ""support" so there is no appropriate choice"
- 74 "I have not used MassONE."
- 75 "I have not used it enough to fairly answer this question"
- 76 "I have not tried to get support. I'm so busy right now. Online program would be the best for me. I would like to use it but have not had time to get to know it at all!"
- 77 "I have not really needed much support but when I did I have not had a problem"
- 78 "I have not needed it."
- 79 "I have not gotten responses to email I've sent to support"
- 80 "I have not accessed this option."
- 81 "I have never used support."
- 82 "I have never used MassONE"
- 83 "I have never used MassONE"
- 84 "I have never used it."
- 85 "I have never needed support."

- 86 "I have never asked for support."
- 87 "I have called/emailed MassONE help on several occasions and had no trouble getting through - talking directly to a "real" person without going through a complicated telephone menu was great! Email inquiries were also answered promptly - often within hours; at most within a day."
- 88 "I have been trying to find a way to let MassONE know my email address has changed."
- 89 "I have been to DOE training sessions that are held prior to the tools being fully functional such as the launching of MassONE. Why hold the launching when you have to take it down for extensive periods because it doesn't work properly? Test before you launch. I'd rather wait longer than get turned off by something that does not work!"
- 90 "I get frustrated and give up."
- 91 "I don't use MassONE because my school community has a very effective email system with forums and conferences."
- 92 "I don't use it that often; but when I have it has been helpful."
- 93 "I can't get into the system enough to be able to figure out if support is helpful or not."
- 94 "I can not say; since I have not had the opportunity or need to access support."
- 95 "I called with a password problem; and a person answered the phone right away! It was resolved instantly. Very impressive."
- 96 "I am not sure what it is and how it works. I am fairly new to the Salem system"
- 97 "Hi; I am new to MassONE and recently registered for a summer content institute. I have not been able to access my information and did not receive a call back when I phoned for assistance. Instructions are very vague and the contact person that signed me up for my content institute has offered no help. I hope I am registered and all set for my institute when I attend it on July 17th."
- 98 "Help Desk responds quickly."
- 99 "Haven't used MassONE. First and only experience at Mount Holyoke last summer was slow and did not yield info that I found useful for my project."
- 100 "haven't really had any problems"
- 101 "Haven't had to ask for support."
- 102 "Have not used support."
- 103 "Have never looked to get support."
- 104 "Have had no unresolved issues."
- 105 "Have had continuous trouble logging on. Have not been able to get resolution."
- 106 "Good about getting back; but ultimately the answer is either "the system is back up" or "we are working on the problem."

-
- 107 "Glenn is awesome. When ever you call he makes you feel that your request or question is of the utmost importance and he always gets back to you or resolves the problem immediately."
- 108 "Frankly I didn't know you had support? I don't think training on the use of a web site should be necessary and well designed site should be self explanatory and used friendly. MassONE is not either of those."
- 109 "For some reason; my password keeps changing. And no; I'm not the one doing it! So every time I'm requested to log into MassONE; I have to email support and they reset it for me."
- 110 "For me; help is great. What I find; however; is that many teachers are not computer literate; and it is challenging. I also find that many teachers need specific training on something. My point is that in order for this to get fully used by teachers; a certain percentage is going to have to be hand-held through the process."
- 111 "emailing with my questions and getting a response was very easy and responses were fast"
- 112 "Don't use it."
- 113 "do not use"
- 114 "Do not know how to access support. Need training in features and how to use them."
- 115 "Didn't know it existed."
- 116 "contacting an admin was possible"
- 117 "Can't respond to above as I have not used the site often enough to need support."
- 118 "As before; when I sought help none was helpful."
- 119 "Any problems I've had were taken care of in 48 hours or less"
- 120 "Again; I have not used this forum enough to know."
- 121 "Again; I have just learned how to use MassONE; so the support is here."
- 122 "Again; I am newly registered and have not used MassONE as of yet."
- 123 "Again - I am new to the account and cannot fairly rate its effectiveness. From what I have explored thus far - it appears quite effective and has a lot to offer."
- 124 "Actually I have not sought support; so I do not really know."
- 125 "Actually I have never tried to reach MassONE for support; but my instructor has and she said MassONE was very responsive."

126

".. I think that should be ""F-air" support. They were helpful over 2-3 days. I guess you'd call that fair. I did get bounced around between several people; and finally got told "No" Look - it's simple - go to any web application like Skype; del.icio.us; flickr; blogger.... it's not rocket science; they make it easy for anyone to use their sites. You don't need to be taught; you just need a clear; simple interface that is totally user friendly and has everything right there and totally available. Nothing grayed out.... and not available. [Why would you ever show something grayed out?????? - it's insulting - just don't show it] Yes; there was the choice to create a discussion forum on the screen; but it was grayed out. The reason came back that it was not ready yet. Oh brother... that's just teasing people."

MassONE Inside Survey 9-15-06Question 15ExplanationResults

- 1 "You haven't asked the real question; which is why I don't use MassONE. The answer is that the services are basically redundant; to what is already available on the web to a fairly savvy user. I really don't see a way for the DOE to much more than reorganize or buy into what is already out there on the web."
- 2 "You could learn a lot by viewing the University of Phoenix's on-line set-up. They are fully accredited and have been holding classes on-line since 1976!"
- 3 "yes for my needs; would like instructions (once my school utilizes MassONE-we are in the beginning phases) to have instructions geared to the specific uses teachers; administrators will be using them for"
- 4 "When you chose a work group you should ONLY see the forums and VHD associated with that particular work group. There should also be an announcement page for that particular work group too. I wish MassONE could be as user friendly as Blackboard."
- 5 "What I would use it for is not available. I want a private; easy to use discussion board. I was told that it was very like Blackboard. But it isn't. Blackboard is VERY user-friendly. Your site is not. A good website should need no instruction manual. It should be intuitive. I will not use your site unless forced to by my administration until you can make it more user-friendly and accessible."
- 6 "What I need is no longer on MassONE. I am looking for all the lesson plans that had been posted in the past. That GEM thing is useless. What is the point of making the thing so ridiculous that you have to provide instruction? It is apparent that whoever devised this also devised the DOE webpage which is equally useless. Did anyone ever tell you people that SIMPLE is good? QUICK is good?"
- 7 "We had an hour discussion on the use of MASS ONE"
- 8 "We had about a 20 minute in-service. We went over a number of the things; but it was in May. This is not a time when I am trying to explore new things. Between MCAS and wrapping up the school year; there wasn't time to explore MassONE. Also; the brief introduction did not seem adequate for all of the opportunities MassONE has to offer. If this is really going to be a tool for me to use; I need real training and resources I can have to refer to when necessary."

- 9 "We had a person from MassONE meet briefly with a small group of tech teachers. That's like preaching to the choir. A greater outreach to the 'masses' is needed. Also; REGISTRATION should be more user friendly rather than having to go thru a 'district' administrator = who may not be available during summer months ... this discourages teacher involvement! This site has the potential to become a valuable resource for teachers but in its existence of the year; just doesn't make it. It's not user friendly - directions on how to use the various tools aren't all that clear ... AND; I'm not sure the interface to all students and teachers to work as groups is all that necessary. That should be set up thru the school district and their staff."
- 10 "We did not have enough time to absorb it. At work I do not have enough time to teach myself and internet connections are sometimes interrupted."
- 11 "Used the site nicely while taking DI in Math this summer."
- 12 "Until I was told that I needed to be on it for the DOE workshop that I am participating in this summer I had never used it."
- 13 "there was nothing he could do about the system going down"
- 14 "The use of MassONE has been via my own exploration. I have not had any direct instruction on the variety of tools it offers. A lot of this is due to the time factor. I want to become more aware of what it offers and then apply it to my classes."
- 15 "The training sessions have been helpful. I believe that MassONE is a great opportunity for students and teachers. I was reluctant at first to use VES as I thought it would be one of those programs that once I learned how to use and got other teachers on board it would lose funding...just like MassEd Online and MCET. The teachers that I worked with utilized those two programs and then the funding was cut. I have attended three training sessions and feel all have been well done. The best one was the last one in Bourne. There were several MassONE users who shared their experiences."
- 16 "The only problem I see is getting teachers to see it as a useful tool. Until administrators use it regularly as a tool and require teachers to use it to get messages and such; at least at our school; I don't see it being used largely for awhile."
- 17 "The only instruction I received was on how to take the Technology Self Assessment. Beyond that; I am registered but have never used MassONE."
- 18 "The only instruction given was when it was VES. We were given the technology test but that was it."
- 19 "The instruction was an introduction to the site. All of the info. parts; and sections were not explained. I did my own navigations to find out what was available. I wish I had done this sooner."
- 20 "The instruction is too much of a sales pitch..."

-
- 21 "Still not quite sure how and when to use it... I am an arts teacher and haven't seen much I can use unless I have not found it yet!"
- 22 "Sorry I am unable to answer any of these questions as I have yet to use MassONE. I registered to use it in order to take the DOE sponsored Puerto Rican Cultural Experience this summer."
- 23 "see question 6"
- 24 "See question 12"
- 25 "See all of the above."
- 26 "see above note"
- 27 "see #6"
- 28 "see #12"
- 29 "Reliability is huge. When you sit a group down to introduce a new system; you want to know that the system will work. When it doesn't you get rolling eyes and your effort fails. Also; when other free portals do some of the same things much better; people wonder why they should use MassONE."
- 30 "Rare to have hands-on training. All visuals of static pages"
- 31 "Previous comments"
- 32 "People were having so many troubles that the instruction ended up being individual troubleshooting. It was really a mess and I don't think people learned much at all."
- 33 "Part of learning how to use the features of MassONE simply involves taking the time to "play around" with it. Anyone with basic computer skills should have absolutely no problem figuring things out after an initial training session."
- 34 "one session at school on how to access PBIS using MassONE"
- 35 "None has been provided. Our district received the address and instructions for logging in."
- 36 "No Mass ONE instruction for using MassONE except the yes from instructor for the forum discussion."
- 37 "no instruction"
- 38 "Never had the opportunity to understand how to use. I am pretty technologically savvy; but..."
- 39 "Never got any"
- 40 "NA"
- 41 "na"
- 42 "N/A. I've received no instruction."
- 43 "N/A"

44

"N/A Our district; Lowell; went from a full time tech coordinator that oversaw the technology and libraries; with 2 full time assistants and a secretary; to working alone for the past two years; and has now been cut. She was our only contact with the technology offerings available. I can't see us using MassONE; unless funding for training is provided and designated specifically to the use of MassONE. The budget cuts are killing technology use in our district."

45 "MY DISTRICT DOES NOT SUPPORT AND DOES NOT OFFER THIS TO US."

46 "MA DOE session devoted to MassONE helpful"

47 "I've never had any instruction."

48

"It's not the trainer's fault; he's very knowledgeable. I'm just not technical by nature and apt to forget passwords. I actually think that building of units as MassONE helps teachers do is incredibly helpful. I tried to use the forum sections; however; which I thought should be easy and neither I nor the trainer could access the forums and we didn't know why. I think technology often suffers from a mystery component that causes great discomfort and feelings of inadequacy to mount in non-technical people."

49 "Its introduction was only a small part of a 2 day workshop - I can not even remember my username or password - but you are faithful in sending me emails."

50 "It was too general and it was basically an advertisement vs. training."

51 "It was effective to a point but I feel I need more help with certain components."

52 "It is not the instruction; it is the functionality and workings of the Virtual Drive. Poor and clunky."

53 "Instructions (all) are generic. Format in which it is organized is poor. User can't "back-up"; folders contain links to other "dead" links. Servers are slow to respond. Often; I have a "not responding" situation. It is a start; but not to my level of functionality."

54

"Instruction re: where to click is not helpful--learning the ropes simply takes time; not necessarily instruction."

55 "I would use this more once I understand how to really use all the features."

56

"I would like to use MassONE for online collaboration with my school; however; the lack of a teacher computer in each classroom makes it difficult. Teachers need more access to the hardware to make this work."

57 "I would be able to use it; but I use other servers instead."

58 "I was given access to summer institute materials (lessons and pot presentations etc) which were very helpful. As I am very computer literate they were easy to follow; practice and use."

59

"I was able to navigate easily through it. I can not guarantee that I have taken advantage of everything to the fullest. I would like to say that I find our MassONE administrator to be terrible. I have tried very hard to get our entire math department signed up and he always drops the ball; doesn't reply to requests to sign people up; etc. This has been the biggest barrier for me. Teachers have so many things on their plate that constantly emailing him gets old and people give up. I think what you have here is incredible; and I see amazing potential in it. For our district; I can't fathom that there is no direct charge for this; and yet people are so slow to pick up and run with it. Another problem that I see is that we do not have computers in our classrooms; and the ones that we do have are the old green screen type of Apples. Hopefully we will have a computer in every classroom in the next few years; and that may help a lot. We have wireless access; just no computers... Thanks for giving me an opportunity for this survey. I think you are doing a great job."

60

"I want to set up accounts for all the kids in my school...the necessity for an email address is holding us up...."

61

"I used Mass One for my particular needs; but I would be interested in learning more about opportunities available on Mass One. In reading this survey; there are clearly many options I was not aware of."

62

"I really am not familiar with the Mass One website or what it does. Other than the Technology questionnaire; I have never been on the site."

63

"I only used MassONE for an online grad course."

64

"I never heard of it until I signed up for a class that requires that I use it. Maybe after the class I will be able to give you better answers."

65

"I need training"

66

"I need more instruction"

67

"I know how to use it and I want to recommend it to my staff; but it just doesn't work."

68

"I just registered for MassONE. It was required for a course. I have not received any instruction in potential uses. I also have not had a need to use this resource until now."

69

"I just recently heard of it. In theory it should be helpful; but during a busy 8 - 9 hour day of constant work; I do not find time to use it now that I know it exists. In theory it should be a great asset for teachers; But; what is it all about?"

70

"I just haven't used the instruction as a need of mine that should be met"

71

"I haven't yet used it! Can't answer these questions. Why not ask me AFYER the course I'm taking starts??"

72

"I haven't had any instruction; nor do I think I need any."

- 73 "I have used the virtual hard drive more than any other tool. I am also an administrator for our city. Making forums has become hard. It is also hard to sell people on the discussion forums."
- 74 "I have recently become my district's Administrator so could use some instruction for Administrator tools. A detailed instruction manual would be adequate in lieu of face-to-face instruction."
- 75 "I HAVE NOT USED YET"
- 76 "I have not received any training for MassONE."
- 77 "I have not had the opportunity to use and master MassONE"
- 78 "I have not had any instruction on its many features but would like some."
- 79 "I have never used MassONE"
- 80 "I have never had any training which is probably why I do not use the site beyond the Koplick reporting info. And retrieval."
- 81 "I have logged on once - it did not seem to be something I would use and too time consuming."
- 82 "I have learned to do what I needed to do; but I am not able to act as an administrator and that slows down setting up my classes."
- 83 "I have had no instruction."
- 84 "I have been to a total of 4 different trainings over the past 5-6 years. They are well intentioned; but always require way too many steps. I was so excited about the possibilities when it first came out. But I could never get teachers to adopt it. Basically I don't blame them. I kept going to the trainings; hoping things would improve... even gave the art teacher the logo contest flyer when there was a change of name. But this past Spring did me in. I have totally lost faith and interest in MassONE. Except for MarcoPolo which is a lovely collection of information resources. Check out Discovery's Unitedstreaming video site. Now that's useful and easy to use. And our district even decided to pay for it... at least for 2 years. Why isn't Massachusetts putting \$\$\$ into making that available for schools??? You're totally missing the boat. The Read/Write Web is out there. Go bring it to teachers. Make Moodle available for online course development... get a wiki and blog platform for schools to use - that's what's happening. I really wanted MassONE to happen for kids in my schools; and their teachers; too. But it's turned out to be a sham. I know there have been people who have made a go of it; I think that lovely lady in Marblehead (?); but to listen to her explain all the ways she figured out how to use it.... I was amazed at her persistence. No teacher would go through that just to hold a discussion group. I got kids talking Spanish this Spring with kids in Spain. Step 1 - load Skype. Step 2 log in and talk. Well; actually the hardest part is coaxing the teacher to try and finding the other teacher in Spain; but that's my job. The technical part was a piece of cake. And the IT Guy was totally behind the install on 2 different labs. Please make it RIGHT or make it go away. Do NOT spend money on training. If it's right it won't need training."
- 85 "I have been able to look at the past MCAS questions."
- 86 "I have applied the VES courses Matt Maennling offered to my exploration of MassONE. The HELP section and guides are excellent also."

- 87 "I have a tech certification and am an experience online user for both personal and professional activities."
- 88 "I have a dial-up at home so again if I don't have time at school; I will often not connect at home."
- 89 "I had some instruction during a class I took but since then things have been moved around or renamed and I'm lost again."
- 90 "I had a 5 min. instruction with no paper to help use MassONE at future times."
- 91
- "I got a sales pitch by being told what it could do. I never got any experience actually setting up classes or forums."
- 92 "I got a MassONE account to be able to post course materials for my class - as a supplement to the classroom. I could not figure out how to get a course of my own and it was very frustrating. Our district has Blackboard; which is much easier to use than MassONE. I can also get a free Moodle account which would serve my purposes. If MassONE was easier to use; I'm sure I would use it; and maybe with training I could figure out how to post the materials I want to."
- 93 "I find the MassONE site so cumbersome and difficult to navigate; I get so frustrated with it; that I rarely bother. I am involved with tech support and I find the feedback from staff similar. They hear about things on the site but when they go there the get frustrated even trying to log on. Clicking on "'Forget your Password?" often doesn't work they way it should. I am always amazed that some web sites are so logically laid out and easy to use while others; like MassONE; lead to nothing but frustration."
- 94 "I find MassONE to be a useful tool for high school teachers rather than for elementary teachers."
- 95 "I explained above."
- 96 "I downloaded a booklet on MassONE's features. That was really useful!"
- 97 "I don't really feel comfortable answering these questions because I have not had the time to investigate how this site could help me. Perhaps I will do so over the summer. I am particularly interested in accessing the curriculum frameworks and creating lesson plans."
- 98 "I don't know how to log in (username? password?)"
- 99 "I don't have any needs for MassONE right now. I had to come to the site for a course I took."
- 100 "I don't believe I have ever had training; or if I had; it was probably a long time ago! Through some training; I would love to find out exactly what MassONE offers to educators."
- 101 "I do not care for the Harvard HGSE compared to MassOne's lesson planner. I would need an additional course just in how to use it. MassOne's is simpler and uses language more familiar to me. I also find that sessions time out too quickly"
- 102 "I didn't know I could get instructional help to use the system."
- 103 "I can figure it out for myself"

- 104 "I am going to be using MassONE a lot starting September. It's a GREAT resource! THANK YOU!!!"
- 105 "I am not using the site to its full capacity. I would LOVE to see a survey monkey/formsite; type survey tool where the responses are collated for easy access/view. Check out formsite.com for ideas."
- 106 "I am currently taking the Intel Teach to the Future course given by Kathy Schrock at the Nauset Middle School and am learning many of the options made available through MassONE. I am sure these resources will be helpful as I become more familiar with them and have the opportunity to use them."
- 107 "I am beginning a course next week where we will be using MassONE and I expect to receive the instruction I need and I expect to use MassONE thereafter."
- 108 "I am an Instructional Technology Specialist and the Administrator for MassONE in my district. Although I rate the ease of use very high; it would be helpful to have handouts for teachers. Thanks."
- 109 "I am a specialist and your site is geared for classroom teachers. I find nothing on my subject- Creative Drama. So I stopped using it."
- 110 "I am a new user and any and all investigation has been done on my own. It is my hope to attend a training session to become more proficient in the resources supplied by MassONE."
- 111 "I am a curriculum specialist. Most of what is available is not pertinent to my subject area and my specific classroom management needs. I seek out the information; anyway; but I have to filter out SO much that I can't use. It is a very labor intensive exercise at times."
- 112 "I am a Clinical Social Worker so the class-oriented info in MassONE has not been particularly helpful to me. I teach one class --- I write the curriculum for that class because it addresses very specific needs of our Asperger; NVLD; and other Developmentally Delayed kids in our urban high school. It would be helpful if MassONE helped connect me to other Clinical Social Workers (LICSW'S) who were working in public schools in MA. I am already a member of a national association of school social workers; but I always like connecting to locals due to the emphasis on MCAS in our high schools now."
- 113 "How do I access this?"
- 114 "haven't used"
- 115 "Havens' used it much. Need more time to comment on it."
- 116 "Haven't had it long enough to use at school."
- 117 "Have not started using MASS!"
- 118 "Have not received any instruction."
- 119 "have had none"
- 120 "Have had experience with VES in the past so this was helpful."

- 121 "Google does many of the same things that your search engines do; and I must choose one" gem" etc. to get similar results. Some of the search engines are better than others. They may be useful for those who are not tech savvy."
- 122 "Features I wanted to use didn't work; spent too much time making excuses for shortcomings and not enough time showing what actually worked."
- 123 "Every time I have been shown something in a group - even by MassONE "instructors" it didn't work right. "
- 124 "Don't try to use it anymore."
- 125 "Does not apply."
- 126 "do not use"
- 127 "Direct instruction last summer at Mount Holyoke was very thorough. But; I have not used MassONE since because my experience searching for teaching info last summer was not time effective. In other words; the quality of the instructional info was not worth the effort. Much of what seemed available; I can access more quickly through other resources. Perhaps there are more resources now?????"
- 128 "Didn't know there were instructions. I primarily use for lesson plan searches and never go to the right place. Curriculum resources etc."
- 129 "Could use more on the new features that have come with MassONE. My training had been with the previous VES system"
- 130 "Can we just keep one format that works?"
- 131 "Bob Kelley did a workshop for teachers and he did a fabulous; easy to understand; most helpful job!!!! Now we have to see if it is used by teachers. Already there have been some obstacles with the tool not working due to glitches."
- 132 "as I said before; it was slow and difficult to load materials"
- 133 "As above; frequent changes for no apparent reason."
- 134 "Apparently; there is much more to MassONE than we were told. I'm fairly computer friendly; and I could use some of the services mentioned above."
- 135 "an online tutorial would be helpful"
- 136 "An account was created for me as part of a UMASS course. I was shown some of the potential that the MassONE site has for teachers. I spoke to several teachers at my school that had a) never heard of MassONE. b) Do not have an account for the site. I too would not have heard of the site if it had not been integrated into the UMASS course."

- 137 "Although I answered no; I really haven't given this site a fair chance. I like using the internet; but I haven't thought of using MassONE. This more my fault than yours. I cannot comment; complain; praise; etc. until I've checked it out further. This survey happened to be on my school's email. I decided to answer because it may prove helpful to you. Sorry; if it wasn't more informative."
- 138 "After log in to register I have not been able to log in again. I have changed my password and have not been able to access the summer course I'm supposed to refer to for information."
- 139 "...for the early stages of use....will require more ""hands"" on instructions to foster better implementation"

Appendix – B – Survey of Non-Registered Users

MassONE Survey Sent Outside to Tech Directors to Distribute (approx 50 respondents)

Question 1 - Do you have a MassONE Account?

No	19
Not Sure	8
Yes	<u>23</u>
Total	50

Analysis 54% do not have MassONE accounts or are not sure

Question 2 - What is your knowledge of MassONE?

Familiar	24
Have heard about, but don't understand	11
Never heard of MassONE	<u>15</u>
Total	50

Analysis 52% have not heard of MassONE or don't understand it

Question 3 - If you have not registered, why not?

Plan to	2
Don't know how	15
Too difficult	0
Tried but did not work	0
Don't think MassONE will help	<u>5</u>
Total	22

Analysis 68% have not registered because they don't know how

Question 4 - Please explain answers from question 3.

1. "I'd only heard of it briefly in reading about DOE Content Institute's. I don't know anything about it so don't know if I would benefit. Is there a cost? Who uses it and why?"
2. "I really do not know anything about MassONE."
3. "New to the system. Not sure if it applies to me."
4. "This is the first I've heard of it."
5. "Not aware of this"
6. "I have never heard about MassONE"
7. "I think I can do what I need to do with what I have at this time; however; I'm open to suggestions for its use."
8. "Not sure what it is about so have not considered registering."
9. "Fortunately; I have several staff who are both interested and competent in these areas;; so I give them the freedom and the responsibility to utilize MassONE"
10. "m new to my position"
11. "I don't even know what it is."
12. "I am no longer a teacher or tech coordinator. As a retiree; I have little use for the system. I only have an account because of the Tech Advisory Council on which I sit."
13. "As stated in question 2; I have never heard of MassONE"
14. "Seems like a redundant offering that is covered by what my school can offer--and centralized at the state level; it feels like it's being controlled from "on high" by people who want to over-standardize education."

<u>Question 5 - Rate functions for Usefulness</u>	Essential	Important			
		Very	Important	Somewhat	Not
Virtual Drive	9	8	4	9	10
Survey tool for teachers and students	9	4	15	8	10
Calendar for tracking appts and class schedules	5	5	8	9	13
Teaching & Learning resources	13	10	6	7	4
Curriculum Tools	18	7	6	6	5
Technology Self Assessment (TSAT)	5	8	10	10	8
Discussion Forums	5	8	13	8	6
Total	64	50	62	57	56

Analysis Curriculum Tools and Teaching and Learning Resources are perceived as most essential uses of the system
 Calendar, Tech Self-Assessment and Discussion Forums are least essential

Question 6 - If unaware of MassONE, are you now prompted to register?

Yes	18
No	8
NA	
Total	<u>26</u>

Analysis 69% of those unaware of MassONE would be prompted to register

Question 7 - Do you use other technologies for the factions described?

No	20
Yes	<u>26</u>
Total	46

Analysis 43% are not using any technologies as described in MassONE

Question 8 - Please explain your answers to question #7.

1. "Teachers store all files on network and work with files at home via jumpdrives or email. Not ready to comprehend the power of access to all files at all times. Some have mentioned not wanting to have their work on a "global server". I (Tech Director) need to do PD this year to show them the power of MassONE. However; all In-Service 1/2 days are booked with mandated presentations. This means it is voluntary for attendance which is not preferable. Others just want to communicate with professors. Email has calendar."

2. "I have looked at the functionalities a number of times but never used them. Various elements of the interface feel very clunky and hard-to-learn (for example; having icons for functions with no text means that I can't learn how to use them). Also; since the login isn't integrated with my other school logins; it means I have to remember a web address; a password; etc. -- MassONE looks useful; but it hasn't ever made it into the list of websites I visit and use daily; which means I'm not discovering the other functionalities. If any one of the functions came into regular use at my school; I might well start discovering and using the others."
3. "Microsoft applications"
4. "Not that MassONE is "bad"; but we have other things in place already that do a better job and are more appealing from an educator's point of view for our students."
5. "Quia for surveys; MS applications for calendar scheduling."
6. "We have "specialized" resources that handle most of these processes: our webmail from CELT allows for example for many collaboration tools and a VHD; we make extensive use of Moodle to host resources and conduct courses; and we use php and html forms to do online things like survey administrators and teachers for TSAT; we have software that combines lesson planning with curriculum mapping for state standards and local benchmarks..."
7. "I have Microsoft Outlook and other technologies that allow me to do what I need to do at this time."
8. "Not enough info about MassONE to consider using it."
9. "We use First Class Collaborative Communications software for email and related activities throughout the district. 10. This system provides all of the functionality of MassONE and we have been using it for several years."
10. "Colanders are great. Allow for coordination of events and meetings."
11. "I know where the other ones are. I don't know what MassONE is."
12. "I use a variety of other tools to meet my needs"
13. "Other tools provide more functionality at times."
14. "I use SharePoint"
15. "I am retired. If question 5 had been asked more hypothetically; asking me to imagine I am an educator; I would have judged them all quite important."
16. "I use many different services because I need to have my needs met. If MassONE were able to do that in one location without piecing together services; I'd use it."
17. "For several reasons. 1) I can control which particular programs; applications; and web-based offerings I use. 2) Its not the state offering them to me--sorry; no offense; guys; but it's a little Big Brother-ish. 3) I was already using other technologies before MassONE came along; and I don't really care to learn new things all over again when I was able to find ways to serve my needs elsewhere."
18. "In district sharing space is set up."

Question 9 - Are you aware of interactive sessions with audio and application sharing?

Yes	31
No	<u>20</u>
Total	51

Analysis 61% are aware of collaborative technologies

Question 10 - Is virtual technology important for teachers and students?

Yes	26
No	<u>20</u>
Total	46

Analysis 57% agree that virtual technologies are important for teachers and students

Question 11 - Is podcasting important?

Yes	20
No	<u>29</u>
Total	49

Analysis 41% feel podcasting could be an important function

Question 12 - Is it important to launch and track teacher PD?

Yes	25
No	<u>23</u>
Total	48

Analysis 52% agree MassONE would be important in launching and tracking PD

Question 13 - Describe other functions you would use not available in MassONE.

1. "Virtual hard drive - to be able to upload more than one file at a time would be quite beneficial."
2. "I've spent a few hours here and there on MassONE; and although I've looked; I've never been able to find a user's group or discussion forum dedicated to talking about MassONE itself; how we use it; how we'd like to use it; and what's keeping us from using it. It seems to me that having a user's group would be a good way for the user community to build a knowledge base of tips; tricks; Fads; bugs; feature requests; etc. while enhancing the sense of ownership; and perhaps even relieving some of the burden from the support staff. It could also help the developers and decision makers better understand their customers and their needs while fostering the relationship between the users and those developing and maintaining MassONE. Having a user's group for teachers; and another for MassONE administrators makes a lot of sense to me as a way to help generate ideas and momentum for MassONE."
3. "If they already exist (they could probably use some promotion) I'd appreciate being connected to them; and if they don't it might be worth considering setting them up; promoting them; and supporting them so that interested administrators and teachers can start talking; sharing; and problem solving. Additionally; being able to publish and subscribe via RSS would be a huge timesaver as we would no longer have to check for new information; it would come to us. I'm not sure that more features are the way to improve adoption; perhaps more ownership through more dialog would be more productive."
4. "It would appear that the previous questions (9-12) are seeding new tools w/in MassONE which all seem great BUT it's important that the existing feature set is as complete as possible. Please!"
5. "I thought VES now MassONE was going to be ""Blackboard on steroids"; would at least like to see Moodle as an integral adjunct for our teachers...Data Warehouse with appropriate tools for developers; power users and ultimately end-users..."
6. "group calendaring"
7. "curric mapping; ability to choose from more than one content for lesson plans. Interface all on one page; rather than a bunch of sections and attachments."
8. "A non-web interface would be wonderful -- or simply knowing if there were standard ways to plug-in to the technology using other programs (calendar sharing; etc.). I'm also a computer-science teacher; so if there are standard interfaces that can be used to access technologies; I could see working with students to design a custom application at our school to take advantage of functions. There are various things that could be useful in class -- blogging; forums; list-serves; or pod-casting (for foreign-language classes especially) -- for these things to become useful; ideally students could login with their school account: students sign onto a computer and click a button. If I have to tell students to register for an account; or to type in a URL; I'm likely not to bother."
9. "1. Surveys for stakeholders not registered in MassONE. 2. Function to aggregate (correct) survey (quiz) data. 3. 1 Calendar that aggregates appointments and announcements for all groups I belong to."

Question 14 - Position

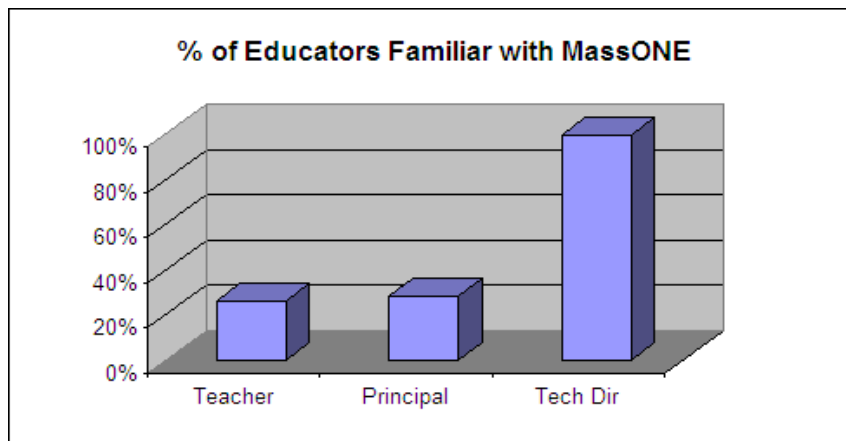
Teacher	20
Principal	9
District Tech Dir.	12
School Technology Dir	1
Superintendent	
Other Administrator	6
Total	<u>48</u>

Analysis

Good cross-section of educators

- 26% of teachers are familiar with MassONE
- 100% of Tech Directors are familiar with MassONE
- 29% of Principals are familiar with MassONE
- 79% of teachers would be prompted to register for MassONE, not aware of capabilities before
- 80% of Principals would be prompted to register for MassONE, not aware of capabilities before

Educators Familiar with MassONE	Educator	%
	Teacher	26%
	Principal	29%
	Tech Dir	100%



Educators Prompted to Register	%
Teacher	79%
Principal	80%

Appendix – C – Knowledge Network Solutions, Reviewer

Knowledge Network Solutions (KNS) provides strategic consulting for learning technologies in education, government and enterprise institutions. Formed in 2003, KNS has performed work with clients of Microsoft, Intel, Gateway, IBM, Riverdeep, LeapFrog Schoolhouse, and directly with numerous higher education and K-12 districts nationally and internationally.

Services have included facilitation of instructional technology plans, consulting for the use and integration of technology into the learning environment, assessment of institution knowledge transfer and associated use of technology, development and delivery of K-12 and HED professional development.

Jon Beard was the principal reviewer on this project. Jon is President and CEO of KNS. His background is in technology and consulting for both education and corporate institutions. Jon worked with Loews Corporation for 8 years as senior systems analyst and senior associate for management advisory services; owned and operated an IT training company, Computer Decisions, for 13 years prior to selling to Knowledge Universe; assisted in the startup and management of Teacher Universe, a Knowledge Universe company; Director for Innovatia, a Canadian company with a \$150mil contract conversion of ILT product instruction to e-learning. Jon has been directly involved in 100's of hours of instructional technology planning facilitation and creation with K-12 and HED. He has spoken at numerous technology conferences on best practices for instructional planning and integration of technology into the learning environment.