

Populations of IT Users and their Perceptions

Session #1

This is designed to organize a 50-minute presentation in which school and technology leaders seek deeper understanding of their systems.

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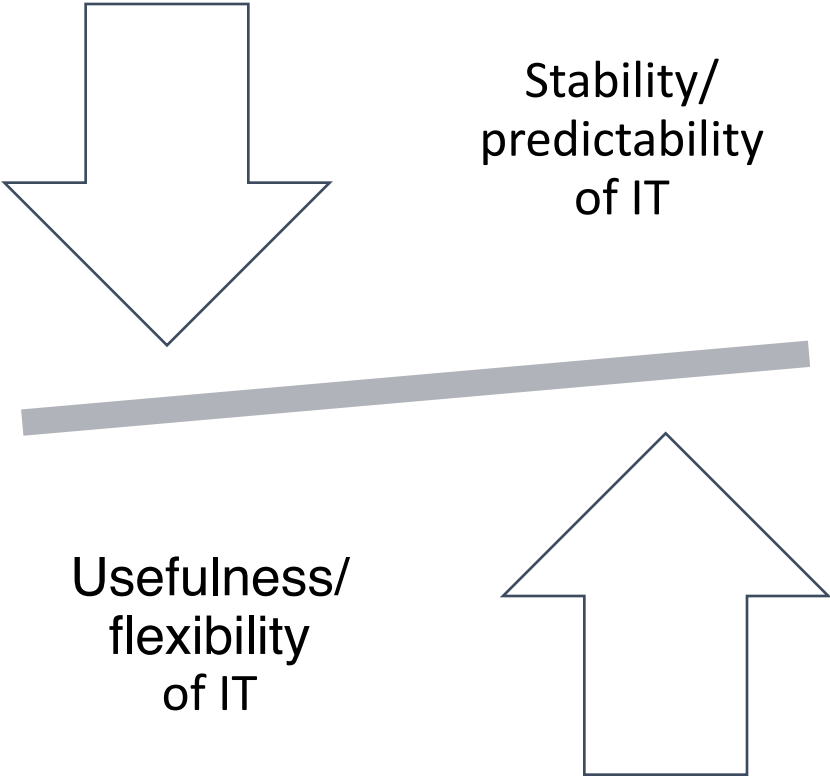
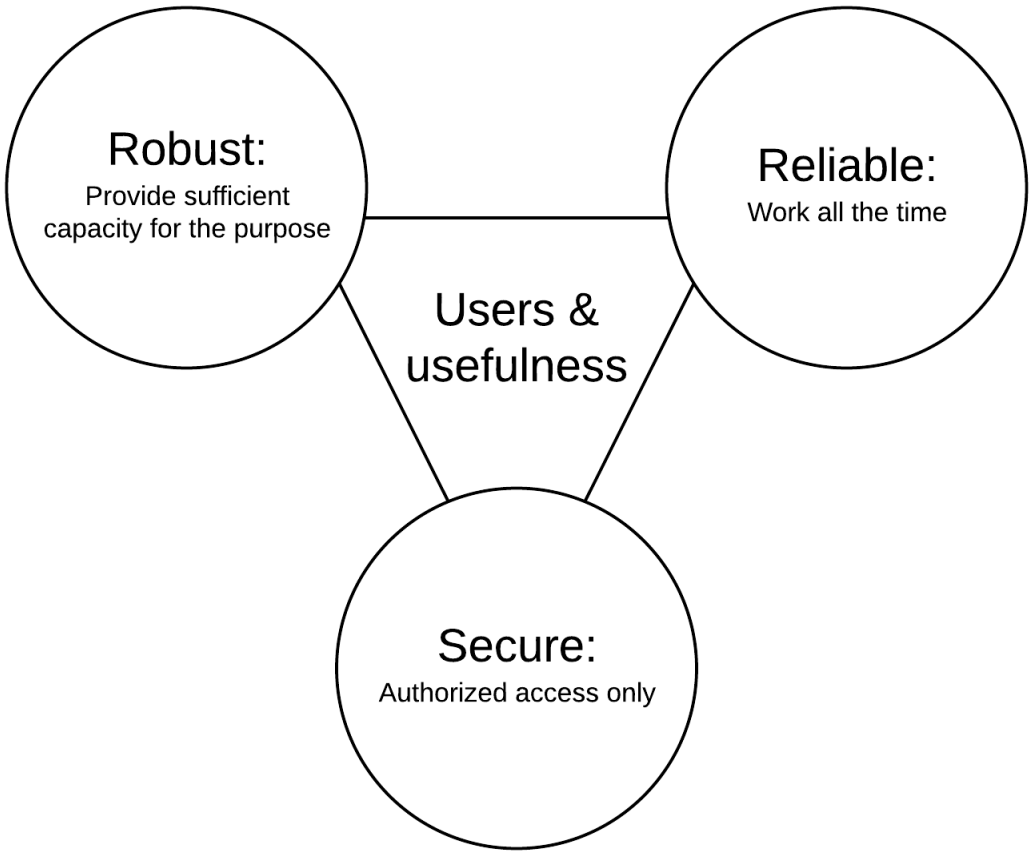
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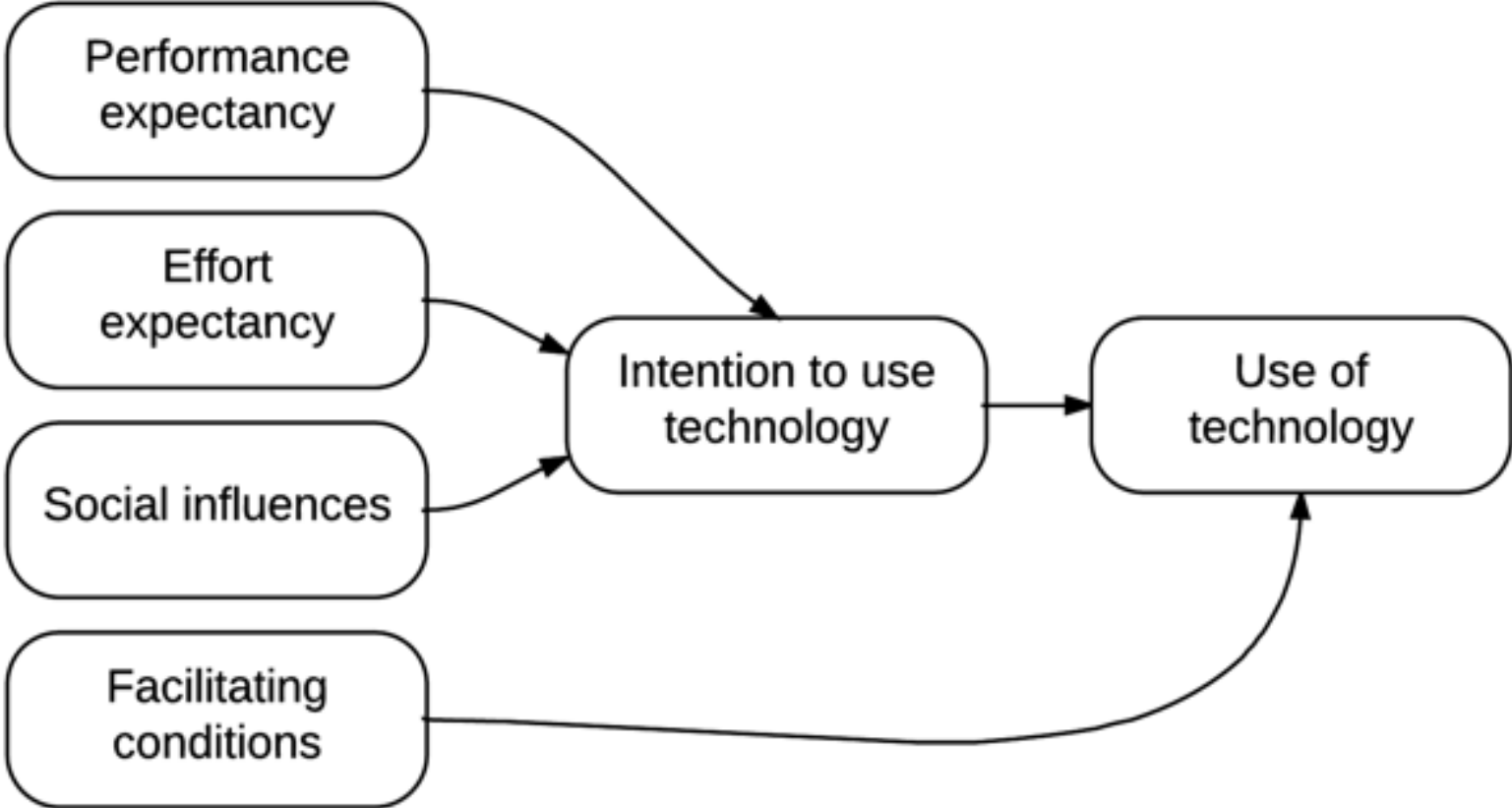
Outline

- What do we know about IT systems?
- What do we know about IT users?
- Business users who are adults vs. education users who are children
- A strategy to reflect users' needs in IT
- Deliverable

What do we know about IT systems?



What do we know about IT users?

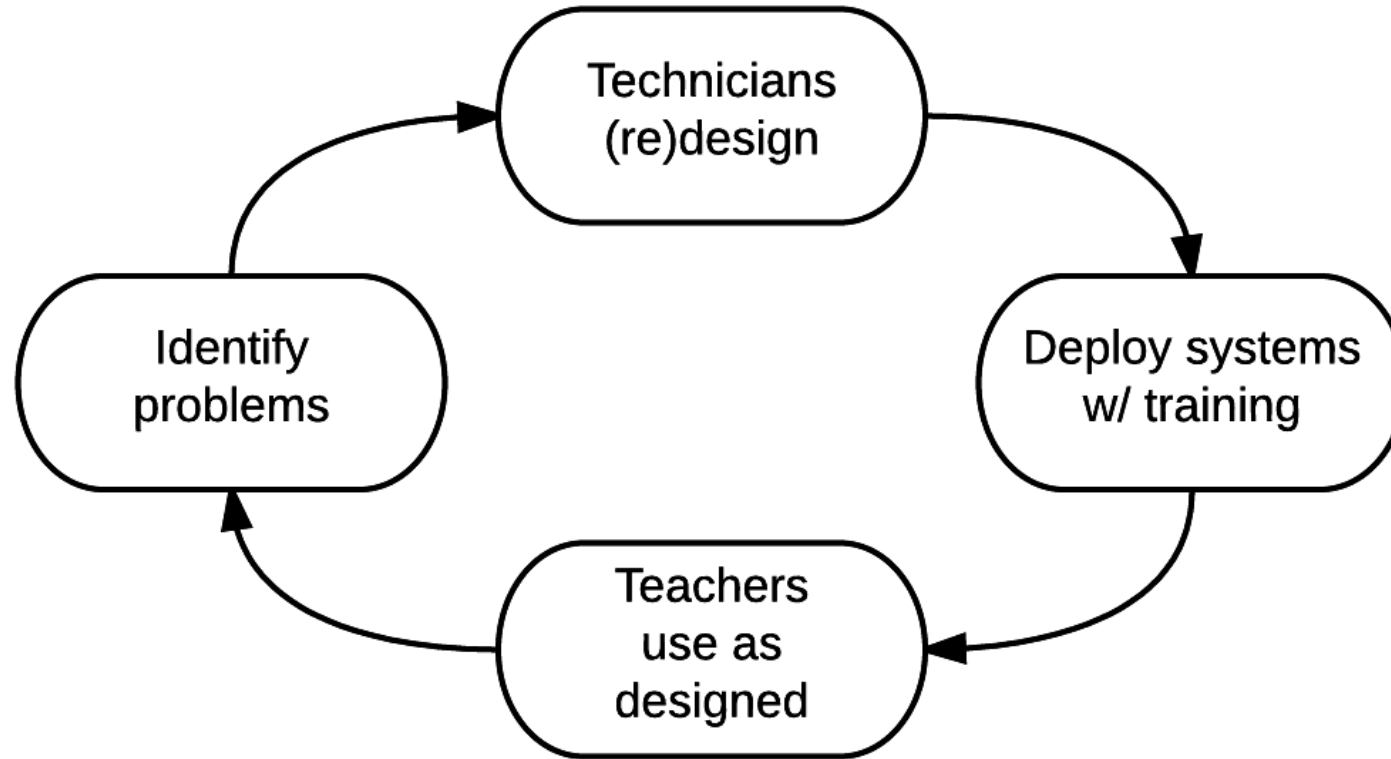


Business Users versus Education Users

Table 1. Comparing IT users in different organizations

Business and Industry	K-12 Education
<i>Competent users</i> Generally, adults have the general aptitude and literacy skills necessary for their jobs.	<i>Users with emerging competence</i> Especially in primary and elementary schools, users are first learning to read and write.
<i>Predictable skills</i> IT managers know what users can do.	<i>Unpredictable skills</i> IT managers do not know what users can do and very different users access the IT systems.
<i>At-will users</i> Users can be removed from situations in which their skills do not match the needs.	<i>Compulsory users</i> Attendance is generally mandatory for students, and schools enroll all students.
<i>Function-driven need</i> Needs are determined by the task each user is assigned.	<i>Interest-driven need</i> Students' and teachers' interests determine IT needs.
<i>Known and stable need</i> Users' need typically does not change.	<i>Unknown and unstable need</i> IT needs change as curriculum evolves and as users become more competent.

A Strategy to Reflect Users' Needs in IT



Deliverable

When Gary presents this to clients, there is a deliverable that participants will produce. Clients have access to the details of the deliverable, a rubric to assess the products, and feedback on each from Gary.

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