

Lyford Rome  
EdTec 540  
Final Project  
May 12, 2007

For my performance analysis, I studied an online system used by my employer. This school had hired me mid year to take over when their technology director went on extended medical leave. One of the most pressing problems facing the school was deployment of the GradeQuickWeb/Edline system to allow teachers to publish their grades online for parental access. On my first day, I was told that Edline "wasn't working right" and needed to be fixed. Since I was unable to communicate with my predecessor, I had to educate myself about the systems and the school before I could even begin to recommend a course of action. I soon came to realize that there were a whole constellation of issues that would need to be addressed before the system would be used successfully, some technical, some procedural, and some requiring staff training.

One of the major impediments was that the deployment of the software was partial and that different versions were in use by different teachers. There was no standard system on which to train anyone, since each teacher's grade books had been set up ad hoc without direction, often with incompatible results. For example, for the first quarter, the administration left it up to the individual teachers to decide in which format to post grades. Each presented it own set of problems.

For task analysis, I observed teachers in each division (Primary, Elementary and Middle School) to learn how each chose to use the software. I set up a test account with dummy data to practice on my own. I consulted with Edline tech support and plowed through the documentation.

As with many powerful applications, the system offered many features and options. Combine this with a technologically challenged faculty and a lack of clear direction from administration, and it was little wonder that the system was in chaos. My first job was to clean up the data and attempt some standardization, choosing one report format that would satisfy the needs of most of the users.

Since most of my users were older teachers who were technophobic, I realized that I could assume very little background knowledge; even concepts such as internet usage and common computer conventions such as save and print were new to some. I decided on individualized instruction for those with the most need, and set out to design a walkthrough to help them recall the steps of the process.

My objective was: *“Given a computer with a working internet connection, the walkthrough guide and no other assistance from the technology department, a teacher will be able to upload a progress report to Edline, so that a parent logging on will find them on their child's web page.”*

Unfortunately, even with a standardized procedure, the task was still complex. I counted 20 steps from installation of the grade book plugin to the final acknowledgement of a successful upload, each having to be done in the correct sequence. A step style guide was the obvious choice, with as many pictures and screen shots as I could fit to accommodate the computer wary. I limited this walkthrough to progress reports, a different series will be need for report cards

I tested my walkthrough with a teacher who had never used Edline and one who had used it regularly. The experienced teacher “only needed” the section that described which report to choose and the advanced options. I got the sense that her issues had been with a lack of clear communication of what was expected. Since Edline had been finally configured correctly, a simple email detailing which report template to use would have sufficed.

The newer teacher was a little confused by the first section describing the plugin installation. She appreciated the many illustrations and was able to complete the upload with no errors.

With this in mind, I think that I will develop the walkthrough a little more before I deploy it in the form of a laminated handout. I will split the installation (steps 1-5) into a separate document, and add a section about accessing Edline from a home Mac or PC. I will separate the tasks of entering grades and posting them online. For the posting walkthrough, I will add a few decision steps, perhaps in table or flow chart style, to let the it serve for progress reports as well as report cards.

As for the entire system, my goal is to integrate a new school database with the online component next year, taking care of many of the configuration issues before any teacher opens the program. I consider a great percentage of my responsibilities as Technology Director to be preemptive in nature; that is, by properly designing workflow, anticipating problems and pre-installing needed applications, I can help teachers use the tools instead of wrestling with them. By limiting confusing choices and pre-building report formats and class rosters, procedures will be the same for everyone. Training can be consolidated and the faculty can assist one another instead of requiring technical support.

I limited this particular walkthrough job aid to posting online progress reports. For the 2007-2008 school year different series will be needed for report cards, parents, office staff, permanent records, et cetera. One of tasks ahead of me is to convince administration that purchasing these technological tools is not the end of the story. A commensurate investment must be made in training and support if success is ever to be achieved. Only then will these “labor saving” systems benefit the school instead of increasing staff workload and straining morale.

*(Job aid walkthrough follows on the next 7 pages.)*

## GradeQuickWeb Walkthrough

GradeQuickWeb will allow you to access your grade books from any computer with an internet connection. This tutorial will guide you through the process of accessing your grade books and publishing a progress report to Edline. This guide assumes you are using a school issued laptop and have your received an Edline screen name and password already. If you are still using GradeQuick X, please see Lyford immediately.

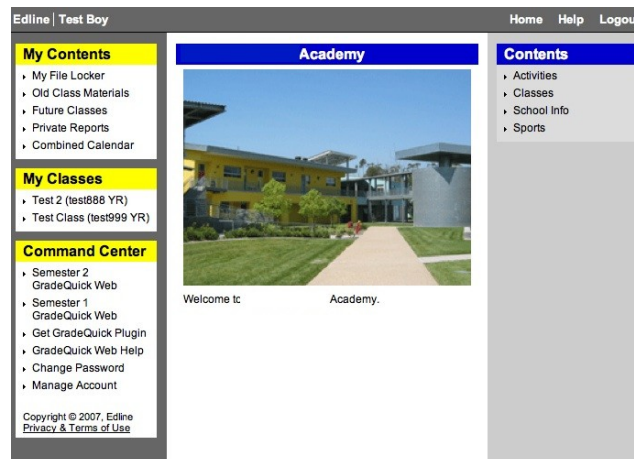
**If you already have GradeQuickWeb installed on your iBook, skip ahead to step 6.**  
**If you are just posting a report to Edline, skip ahead to step 10.**

1. Direct your internet browser to [www.edline.net](http://www.edline.net) and log in using your screen name and password. If you do not have your user name and password, please contact Lyford at extension 4106.



The image shows a 'Member Log In' form on a blue background. It features two input fields: 'Screen Name:' and 'Password:'. Below the password field is a 'Sign In' button.

2. You will be taken to the Academy Edline home page. Your classes will be listed on the left hand side of the screen under the yellow headers.

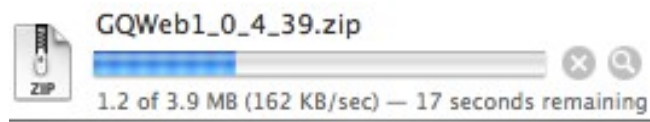


The image shows the Academy Edline home page. The page has a dark grey header with 'Edline | Test Boy' on the left and 'Home Help Logout' on the right. The main content area is divided into three columns. The left column has three yellow headers: 'My Contents', 'My Classes', and 'Command Center'. The middle column has a blue header 'Academy' and a large image of a school building. The right column has a blue header 'Contents' and a list of links: 'Activities', 'Classes', 'School Info', and 'Sports'. The footer contains copyright information: 'Copyright © 2007, Edline Privacy & Terms of Use'.

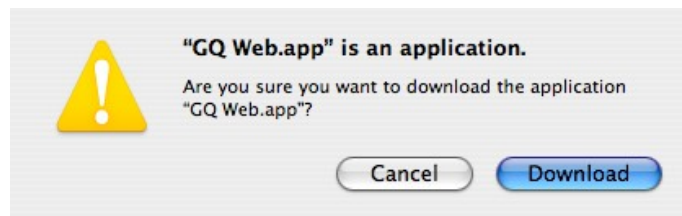
3. Click "Get GradeQuick plugin" on the bottom left in the Command Center.



4. GradeQuickWeb (GQ Web) will begin downloading to your computer.



5. Depending upon your settings, you may get the following warning:



Click "Download" to allow GQ Web to be installed. It will download to your default location, usually the Desktop.

6. Locate the GQ Web icon on your desktop. **Make sure that it is GQ Web and NOT your old copy of GradeQuick X!** Double click the icon to launch the application.



7. Sign in to GradeQuick Web using your Edline screen name and password.



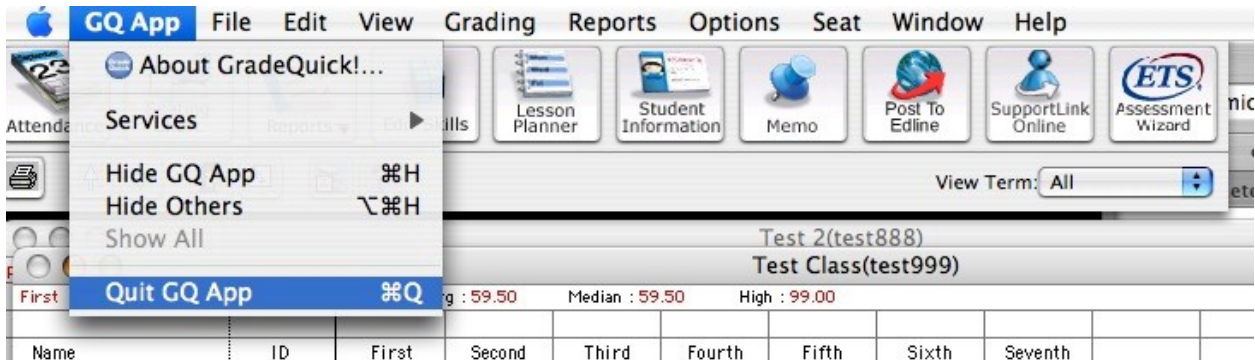
8. After a few moments, you will be taken to your grade books.

Test Class(test999)												
		Avg: 59.50		Median: 59.50		High: 99.00						
Name	ID	First	Second	Third	Fourth	Fifth	Sixth	Seventh	Test	HW	Avg	Grade
Long Name												
Term		1	1	1	1	1	3	3				
Category		**	**	**	**	**	**	**				
Date		1/24/07	1/24/07	1/24/07	1/24/07	1/24/07	5/21/07	4/2/07				
Possible		100	25	200	60	66	30	**				
1. Dovetonsils, Percy	percy	99.0	25.0	180	55.0	55.0	22.0	**	456	471	92.57	A
2. Dovetonsils, Emily	emilydove	20.0	20.0	180	20.0	50.0	10.0	**	300	471	63.69	D

8. Enter your grades just as you would in the old version of GradeQuick.

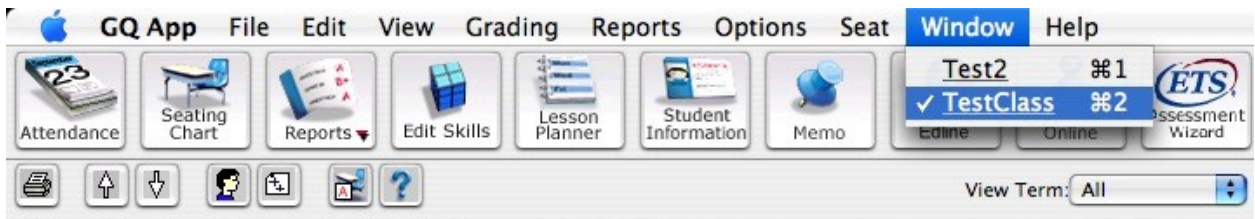
Name	ID	First	Second	Third
Long Name				
Term		1	1	1
Category		Test	HW	HW
Date		1/24/07	1/24/07	1/24/07
Possible		100	25	200
1. Dovetonsils, Percy	percy	99.0	25.0	180
2. Dovetonsils, Emily	emilydove	20.0	20.0	

9. When you are done entering your data, quit GQ Web to complete the process. **Due to a bug in the current version, you must do this even if you wish to continue uploading a progress report.** Go to the GQ Web menu and choose Quit GQ Web, or else use the key combination command-q.

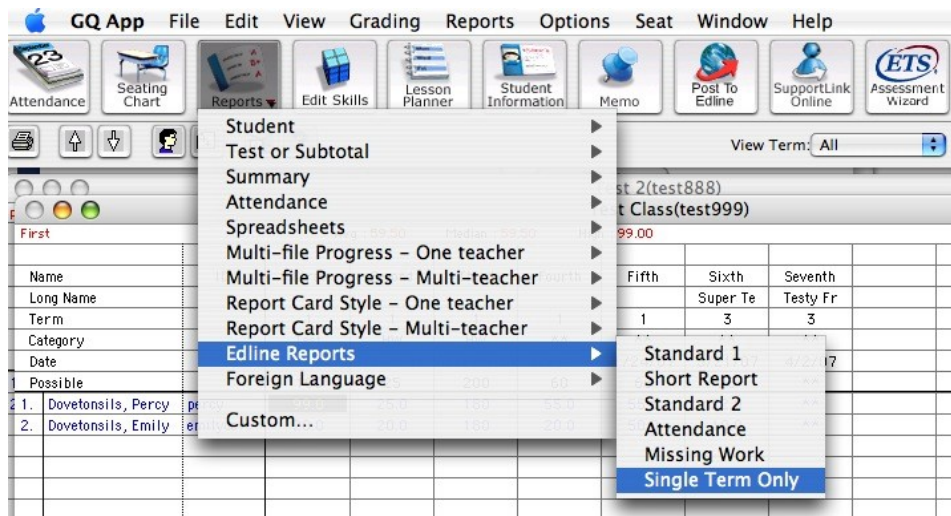


### Posting Progress Reports to Edline

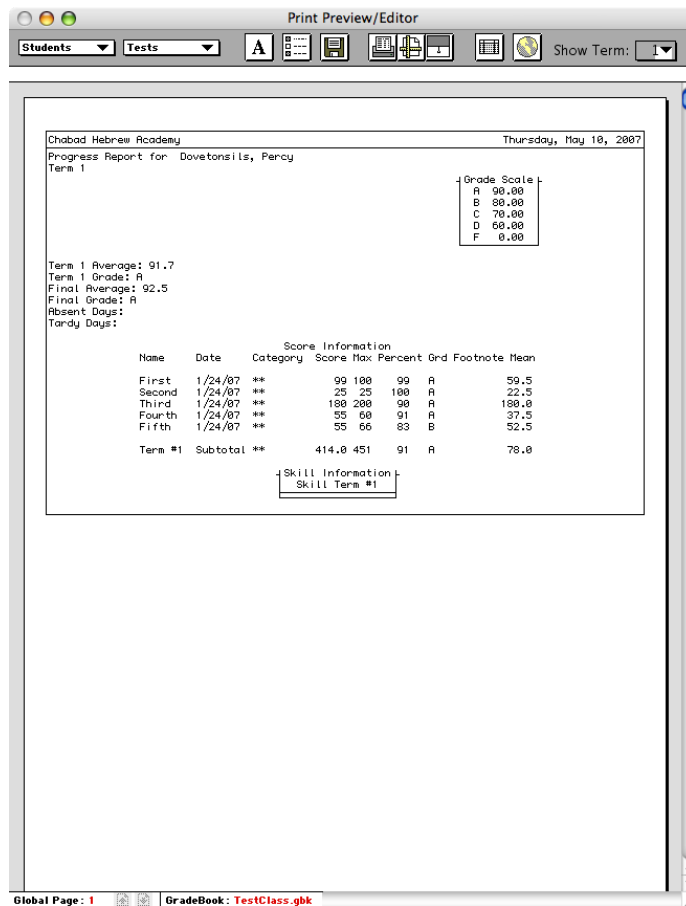
10. Relaunch GQ Web and sign in with your screen name and password. Choose the class for which you want to post a progress report from the window menu.



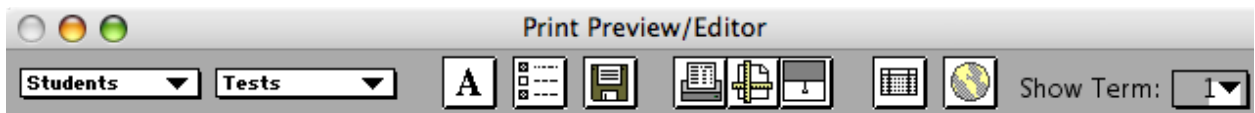
11. Click and hold on the Reports button to choose "Edline Reports - Single Term Only."



12. The Print Preview Editor screen displays how your progress report will look to parents after it is uploaded.



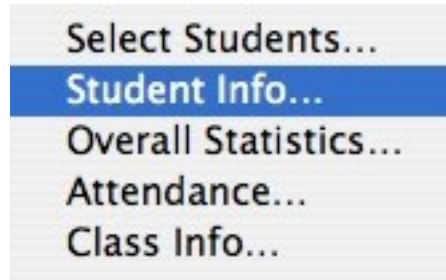
13. The icons at the top of the screen allow you to change different options in the report.



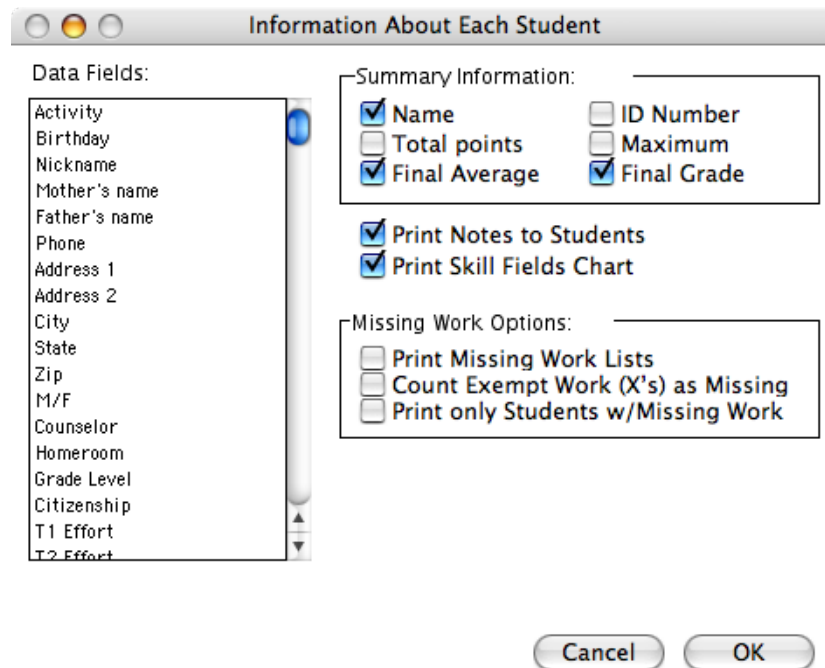
The Students pop up menu lets you choose which students to publish, and what student information to display, such as attendance. The Tests pop up menu will allow you to select which assignments and tests to include in the report.



14. Before you publish, you should check the Student Info in the Students pop up menu.



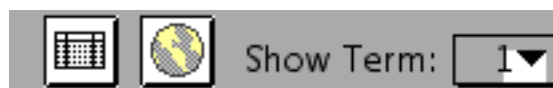
15. Make sure only items that you wish displayed are checked. Click OK to close.



16. The next buttons change formatting options and allow you to save and print the report. These can be left at their default settings.

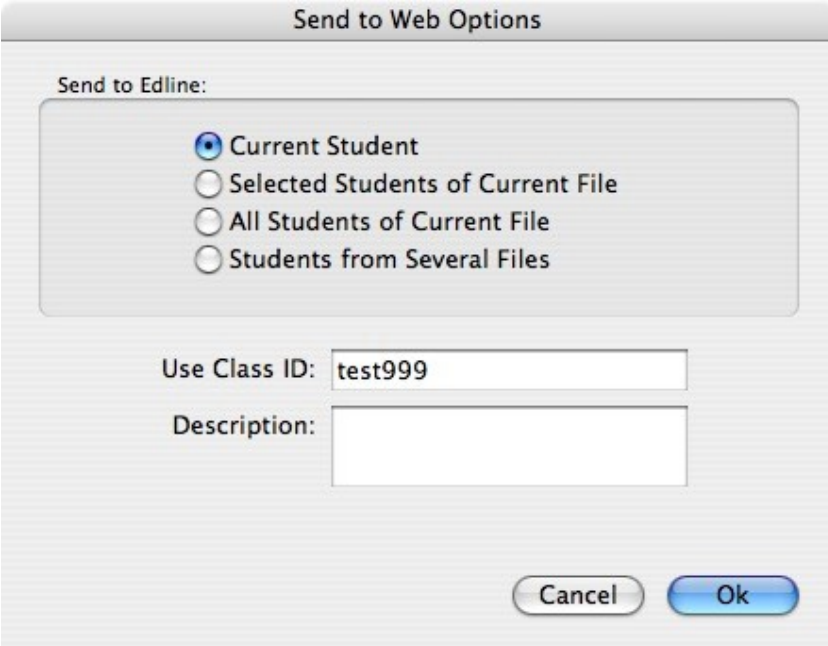


17. The icon that looks like a grade book will return you to your grade book. The globe icon will publish your report to Edline. The last pop up menu will select the term for the progress report.



18. Click the globe icon to upload your report. One final set of options are presented. Here is where you could select to upload for only one student or for several classes at once. Put a meaningful description in the field such as "2nd Term Spelling Progress

Report" Click OK.



The dialog box is titled "Send to Web Options". It contains a section labeled "Send to Edline:" with four radio button options: "Current Student" (selected), "Selected Students of Current File", "All Students of Current File", and "Students from Several Files". Below this is a text field for "Use Class ID:" containing the value "test999", and an empty text field for "Description:". At the bottom right are "Cancel" and "Ok" buttons.

19. Your internet browser will open and connect automatically to Edline.

Edline | Test Boy

**Processing reports. File 1 of 2...**

Please **do not** click the browser *Stop* or *Back* buttons during processing.

20. Edline confirms your successful upload. Click OK. You can now safely quit your browser and GQ Web. If you get an error instead, please make a note of the exact message and email it to Lyford at lrome@\*\*\*\*\*.org.

Edline | Test Boy

**Upload Results:**

1 Report(s) in Test Class (test999 YR) were added successfully.

OK