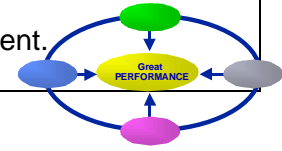


Performance Relationship Map (modified*)

Business Need: increase revenue by 10% within 3 years.
increase student learning in a blended learning environment.



Performer Group or Job: Instructors

On-job Performance

SHOULD

- Enhance learning experience with blended learning
 - Discussion posting environment that promotes critical and reflective thinking that can be accessed and re-accessed
 - Potential for more one on one relationships and personal feedback
 - Increase peer learning
 - Increase access to resources
 - Increase access to course materials; more real world
 - Gain comfort with using technology in the workplace
 - Accommodate different learning styles (images, audio, video)
 - Develops communities
 - Automation of help (smart tutors)
 - Develop own e-learning portfolios
 - Allows for learning concepts in class and re-affirming online
- Create courses using course management tools i.e. WebCT, Blackboard
- Deliver courses in blended environment

← Causal Link ←

Operational Results

SHOULD

- 100% of course should be in a blended environment within 3 years
- Revenue should increase by 10% within 3 years
- Satisfaction index should increase by 25% in 3 years

IS

→ Causal Link →

IS

- | | |
|--|---|
| <ul style="list-style-type: none"> • 10% of teachers are using blended learning • No technology support • Minimal experience in delivery of course • Fear of technology • Are not buying into process – see no value in improving learning • Absenteeism increase 50% • 30% increase in use of employee assistance plan | <ul style="list-style-type: none"> • Opportunity to maximize revenue • 10% of courses in blended environment • 30% of students saw advantages in blended environment over traditional learning |
|--|---|

Internal?

CAUSE
Factors driving the performance gap

External?

KNOW – no idea of cost benefit
ABLE – no idea of best practices
EQUIPPED – no technology help / computers
WANT – no rewards / consequences

- Decrease provincial funding
- Competition from other colleges