The Evaluation Process

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Though the technology is successful in its launch to customer homes, the training of support representatives has been less so. The survey of support representatives after the training program and several weeks of calls has revealed a number of gaps in the training curricula that should be addressed. First, it is worthwhile to discuss the results of the survey and what the support representatives had to express regarding the training they received on the DVR and Cloud storage technology. Then, discussion will continue into the topic of what can be done about the gaps in the training program.

A majority of the representatives surveyed – 13 out of 25 – expressed an interested in additional training in the new technology. Twelve of the 25, or 48%, of the representatives, showed a marked need for the additional training whether they were interested in it or not. In an interesting quirk of numbers, 2 of 25 indicated they felt uncomfortable with the technology, but showed a good call to service visit ratio, while another 2 of 25 indicated the opposite – comfort with the technology, but a poor call to visit ratio. When asked to speculate on the cause of most issues with the new technology, 9 support representatives said that synchronization between the DVR and the Cloud was the problem, while 5 indicated signal issues, and 4 felt poor initial installations were to blame. Nine of the 25 representatives felt unsure of scheduling service visits or knew that there was more that could have been done on their calls, but scheduled a technician to the customer’s home anyway. Twelve of the 25 indicated use in their own home, and of the other 13, only five were considering installing the tech at home.

First, there is a willingness by the representatives to present themselves for additional training opportunities. This is a positive step for the representatives who do truly need the extra assistance. There does seem to be some confidence and success with some of the employees who have the technology in their homes, but with the employees who do not have the technology in their homes, they do not seem to be interested in acquiring it, despite the apparent correlation between use in the home and success on the job. While the 12 representatives who have declared a desire for additional training are waiting, there can be a peer program implemented, tips can be shared between support representatives, and job aids can be drafted using that information.

Using the information that the support representatives have provided, combined with the information from calls, and feedback from customers and technicians involved with service visits, a cross-section of what issues are actually coming up with the technology and how to troubleshoot them effectively, along with documentation to support those steps. When those issues are resolved, support representatives have been properly trained on them and provided for with database entries, job aids, and training materials, as well as support from management, trainers, and their peers, that is when the company will see an effective drop in the number of service calls to customer homes.