

## Assignment 10: Impediments Preventing Use of the Web to Address Your Needs

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<i>Possible barriers to use of Web in education</i>	<i>What is the effect of this possible barrier on...</i>		
	<i>You?</i>	<i>People for whom you are responsible?</i>	<i>People to whom you are responsible?</i>
<b>Access to services</b>	Erroneous web filtering can inhibit access to needed information	Erroneous web filtering can inhibit access to needed information	Excessive filtering can unnecessarily raise flags due to “false positives”
<b>Equipment and software to access the Web</b>	Unable to access the Web without the necessary hardware, software, and connection	Unable to access the Web without the necessary hardware, software, and connection	Unable to access the Web without the necessary hardware, software, and connection
<b>Equipment and software to present results of Web access</b>	Unable to make practical application or presentation of resources, materials, or tools found on the Web	Unable to make practical application or presentation of resources, materials, or tools found on the Web  Not provided with enriched deliverables that would have made use of information and resources from the Web	Unable to make practical application or presentation of resources, materials, or tools found on the Web
<b>Physical requirements</b>	This currently does not apply; however, if it did, I would be unable to access the Web without accessibility software and/or devices	Unable to use the equipment to access the Web	Unable to use the equipment to access the Web  Potential discrimination issues due to not providing accessibility options for people with disabilities

	<i>What is the effect of this possible barrier on...</i>		
<i>Possible barriers to use of Web in education</i>	<i>You?</i>	<i>People for whom you are responsible?</i>	<i>People to whom you are responsible?</i>
<b>Training / Expertise</b>	Lack of knowledge of how to use Web resources and apply them on the job	Lack of knowledge of how to use Web resources  Low comfort level leading to lower motivation	Lack of knowledge of how to use Web resources and how they can enhance the learning experience for my audience  Considerations of resources necessary to train users on basic Web skills
<b>Time factors</b>	This currently does not apply; however if it did, this would limit availability for Web use	Customer Service audience has time restraints and is required to adhere to schedules strictly, limiting time for Web use	Performance management considerations must be made as to how Web use will impact productivity  Limited availability for Web use

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	<i>How would you attempt to minimize the effect of this possible barrier on...</i>		
<i>Possible barriers to use of Web in education</i>	<i>You?</i>	<i>People for whom you are responsible?</i>	<i>People to whom you are responsible?</i>
<b>Access to services</b>	Avoid sites that I know cause erroneous filters  Request access to harmless sites that are flagged in error by the Web filter	Incorporate web resources into training deliverables without the users accessing the content directly  Avoid sites known to cause false positives	Request access to harmless sites that are flagged in error by the Web filter

	<i>How would you attempt to minimize the effect of this possible barrier on...</i>		
<i>Possible barriers to use of Web in education</i>	<i>You?</i>	<i>People for whom you are responsible?</i>	<i>People to whom you are responsible?</i>
<b>Equipment and software to access the Web</b>	<p>Purchase necessary hardware, software, and ISP connection at home</p> <p>Request proper equipment &amp; software in the workplace</p>	<p>Provide necessary equipment &amp; software for accessing the Web</p> <p>Work with technical support staff to ensure proper equipment &amp; software are available to all users</p>	<p>Provide details about the equipment &amp; software that users will need to in order to use the Web as part of training</p> <p>Request proper equipment &amp; software</p>
<b>Equipment and software to present results of Web access</b>	<p>Purchase necessary equipment &amp; software for home use</p> <p>Request proper equipment &amp; software (such as MS Office) in the workplace</p>	<p>Provide training and support on using MS Office and other productivity tools</p> <p>Work with technical support staff to ensure users have the necessary tools</p>	<p>Provide training and support on using MS Office and other productivity tools</p> <p>Request proper software &amp; equipment</p>
<b>Physical requirements</b>	<p>Ensure all content (including that from the Web) meets accessibility standards</p>	<p>Ensure all content (including that from the Web) meets accessibility standards</p> <p>Work with technical support &amp; building staff to ensure users have the necessary equipment</p>	<p>Ensure all content (including that from the Web) meets accessibility standards</p> <p>Request proper equipment to support the users</p>
<b>Training / Expertise</b>	<p>Stay up-to-date on the latest Web technologies</p> <p>Apply concepts learned in the ITMA program and other valuable resources</p>	<p>Provide training content for users as needed</p> <p>Provide support to staff</p>	<p>Provide training content as needed</p> <p>Provide support to staff</p>

	<i>How would you attempt to minimize the effect of this possible barrier on...</i>		
<i>Possible barriers to use of Web in education</i>	<i>You?</i>	<i>People for whom you are responsible?</i>	<i>People to whom you are responsible?</i>
<b>Time factors</b>	<p>Maintain focus on projects &amp; consider Web use a resource requirement</p> <p>Use effective and efficient Web surfing practices</p>	<p>Work with and train users on prioritizing tasks and effectively using the Web</p>	<p>Work with management to ensure productivity requirements align with business and training goals, allowing time for educational Web use as appropriate</p> <p>Work with and train users on prioritizing tasks and effectively using the Web</p>