

## **Needs Analysis**

### Clinical Experience Timesheet Verification Process

#### **Background**

The CalStateTEACH clinical experience (CE) timesheet allows candidates to log their CE hours. These hours are then verified by their school site mentor. This verification is accomplished by an automated weekly email.

#### **The Problem**

There are several reasons the automatic verification process may fail. Faculty can resolve most of these issues by entering and/or correcting information in CAM. Where updating CAM data doesn't solve the problem, several fall-back processes can be used to accomplish the CE hours verification.

When CE hour are not properly verified, several undesirable things occur:

- candidates grow concerned and reach out to faculty and site mentors
- site mentors scour their SPAM folders and try in vain to locate verification emails
- faculty reach out to regional staff, directors and tech support
- candidates create help tickets
- faculty create help tickets
- regional staff and directors reach out to tech support

#### **The Solution**

Faculty sit at the center of this problem, hence the most efficient solution is faculty training. Because of the remote and asynchronous nature of the faculty role, this training will be best accomplished by an online, self-paced training module.

#### **The Goal**

The goal of the training is to educate faculty regarding the problems and solutions of the CE verification process. The end result of this training will be:

- improved efficacy of the automated CE verification system
- reduced stress for candidates, site mentors and faculty
- reduced call and email volume to regional staff, directors and tech support
- fewer CE verification-related help tickets
- more accurate and timely site mentor data in CAM

#### **The Proposal**

Create an online training module for faculty focused on the CE verification process.