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| EDT 8250 |  |
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| SIMULATION STORYBOARD | |
| OVERVIEW | |
| 1) Workshop simulation title | Appropriate or Inappropriate Use of Email in the Workplace |
| 2)Field/discipline | Human Resource Management will be the field of interest. The simulation fits into the field of human resources (HR) because HR is responsible to discipline and/or terminate employees when the use of email has been deemed inappropriate, unethical, or illegal. In addition, it is HR that will develop, implement, and communicate such policies to oversee the use of technology by employees.  The simulation will help to provide understanding and education to HR professional about what is inappropriate and what is appropriate in the use of email by their employees. This is very important especially with the increased use of email by individuals. It is the responsibility of HR professionals to train and educate their company’s employees about the use of email in an appropriate, ethical, and lawful manner and therefore it is imperative that they understand this topic. |
| 3) Topic of simulation | The use of email in the workplace is the context for this simulation. The focus is whether or not the use of email in each scenario is inappropriate and appropriate. The hope here is to educate individuals on the proper use of email in the workplace, considering improper use can lead to potential liability in the organization. Since HR professionals will be responsible for educating and training employees on this subject, it is important to gauge their current levels of knowledge. This will help HR professionals see the importance of policies in this area. |
| 4) Environment and characters of simulation | The environment in which the simulation will take place is a workplace setting with employees.  The authentic characters that I will use will be female HR professionals and female employees. (Unfortunately, there will be no male voices around to recruit for this project.) I will also try to vary the races of the characters (if available). |
| 5) Short Summary of simulation | The simulation will cover appropriate and inappropriate use of email in the workplace. This simulation will provide various scenarios that lead to appropriate consequences or inappropriate consequences based on the chosen answer. The individual will receive additional information after the consequences are revealed that will lead them to remedial information or another scenario to build on their information. |
| 6) Target Audience | The target audience are HR professionals (adult learners) in corporate settings. The knowledge level of this audience is at a basic level in regards to the implications of email use in the workplace. Their educational levels will vary from High School diploma to Masters’ degree. Most will probably have experience using emails in their professional and personal lives, However, they may not understand the implications when email is used in the workplace. |
| 7) Big Idea | The "big idea" that HR professional should understand that email can be used in appropriate and inappropriate ways in the workplace. When used inappropriate, there are serious consequences that may include lawsuits, criminal charges, and terminations. Since the responsibilities of developing polices for such use and the training and education of employees fall on HR professionals, it is imperative that HR professionals understand what choices are good and what choices are to be avoided when using email in the workplace. |
| 8) SMART Learning Objectives | 1. Identify one way an individual can use email in an appropriate way in the workplace.  2. Identify one way an individual can use email in an inappropriate way in the workplace.  3. Explain the two consequences of inappropriate use of email the workplace. |
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| SIMULATION STORYBOARD | | | |
| SCENE 1: Introduction to Email | | | |
| Slide #1 | VISUAL: Title of simulation, HR professional character welcoming the learners. | |
| INTERACTION: Employees will select “Next” button on the lower right corner. | |
| AUDIO NARRATION SCRIPT: Welcome! During our time together, you will be introduced to information about the appropriate use and inappropriate use of email in the workplace. More specifically, we will go over what is appropriate and what is inappropriate and the resulting consequences. Please click on the next button at the bottom of the page to begin. | |
| SLIDE TEXT: Emails: Appropriate and Inappropriate Use in the Workplace. | |
| BRANCHING: None | |
| RESOLUTION: None | |
| Slide #2 | VISUAL: Person at computer sending email. A world globe behind the computer | |
| INTERACTION: Question being asked with options to select. Character on screen, smiling with correct answer, frowning with wrong answer. | |
| AUDIO NARRATION: The predicted amount of email users in the world by 2017 will be. Please select the answer you think is correct. (Upon selection of correct answer I will state)  A recent study by the [Radicati Group](http://www.radicati.com/) study from January 2017, states there will be more than [3.7 billion email users](http://www.radicati.com/wp/wp-content/uploads/2017/01/Email-Statistics-Report-2017-2021-Executive-Summary.pdf) worldwide by the end of the year. That means that nearly 54% of the entire planet is currently using email. (Tschabitscher, 2017). | |
| SLIDE TEXT: The predicted amount of email users in the world by 2017 will be:  Answer  1) 25.7 million users  2) 100.4 million users  3) 3.7 billion users  4) 12.3 billion | |
| BRANCHING: None | |
| RESOLUTION: None | |
| Slide #3 | VISUAL: Person at computer sending email. | |
| INTERACTION: Question being asked with options to select. Character on screen, smiling with correct answer, frowning with wrong answer. | |
| AUDIO NARRATION: What percentage of people check their personal email at work? Please select the answer you feel is correct. (Upon selection of correct answer I will state) A recent survey found that about 90% of individuals admit to checking their personal emails while at work. Further, individuals admit to spending on average 6.3 hours a day checking emails, 3.2 hours devoted to work emails and 3.1 devoted to personal emails. (**Reaney, 2016).** Therefore, the use of email plays a great part in most people’s day so it is important everyone is aware of the appropriate use in the workplace. | |
| SLIDE TEXT: What percentage of people check their personal email at work?  Answer  1) 90%  2) 75%  3) 54%  4) 38% | |
| BRANCHING: None | |
| RESOLUTION: None | |
| SCENE 2: Email Scenario #1 – Forward from Friend | | |
| Slide #1 | VISUAL: Character of an employee at a desk on a computer, text box with "Scenario #1" and the options to choose from. | |
| INTERACTION: Employee will read the scenario and make a choice based on what they think the correct answer is. | |
| AUDIO NARRATION: Now you will receive common workplace situations that involve the use of email. You should select the normal course of behavior that fits what you would do or have done in the workplace. The first scenario deals with receiving an email from a friend at a different company. You will be given a few choices and depending on the choice you make, you will find out the ramifications of your actions.  Here is the 1st scenario: | |
| SLIDE TEXT: Scenario: You receive an email on your work email from a friend at another company that you often do business with. When you open the email it is joke that contained sexual content. The joke asked you to forward this on to three friends to keep the joke going and for good luck in your romantic life. Three options will be displayed for the employee to choose from. | |
| BRANCHING: Option #1- Employee forwards the email on their work email to three friends. Option #2- Employee responds to the friend and ask them to stop sending jokes to your work email. Option #3- Employee deletes the email and does not forward it. | |
| RESOLUTION: None | |
| Slide #2 | VISUAL: Character of employee sending email and character of people receiving emails. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: Option #1- Employee forwards the email on their work email to three friends is not a good decision for several reasons. 1) The joke contains material of a sexual nature and may offend someone. Since it is from your work email, it may open your company up to liabilities (possible sexual harassment claim depending on the content) and you may be disciplined. 2) you open up the company network to viruses and potential hacking by opening such emails and allowing others into your company’s system.  When receiving any forwarding email (jokes, chain letters, images, etc) from friends on your work email account, it is best to not forward them and request that your friends do not send them to you at work. | |
| SLIDE TEXT: Bulleted list of resulting actions for the choice made. | |
| BRANCHING: None | |
| RESOLUTION: None | |
| Slide #3 | VISUAL: Characters of employee sending an email. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDION NARRATION: Option #2- Employee responds to the friend and ask them to stop sending jokes to your work email is the best decision. By asking your friend to stop sending jokes to your work email you have a record that you did not encourage this behavior although this may not deter your friend’s behavior in the future. You have not open your company up to liability since you have opted not forward it to others, especially with the content. Further you have acted responsibly by not subject the company’s network to viruses and potential hacking. | |
| SLIDE TEXT: Bulleted list of resulting actions for the choice made. | |
| BRANCHING: None | |
| RESOLUTION: None | |
| Slide #4 | VISUAL: Character of garbage can. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: Option #3- Employee deletes the email and does not forward it is a decent choice but it doesn’t address your friend directly. Also, since you still open it, it would be better to show you try to stop this with a reply. Further, you have not open your company up to liability since you have opted not forward it to others, especially with the content. Lastly, you have acted responsibly by not subject the company’s network to viruses and potential hacking. | |
| SLIDE TEXT: Bulleted list of resulting actions for the choice made. | |
| BRANCHING: None | |
| RESOLUTION: None | |
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| SCENE 3: Email Scenario #2 – Company Softball Tournament | | |
| Slide #1 | VISUAL: Character of softball player, text box with "Scenario #2" and the options to choose from. | |
| INTERACTION: Employee will read the scenario and make a choice based on what they think the correct answer is. Drag -n-drop will be used here. | |
| AUDIO NARRATION: Here is second scenario for you. | |
| SLIDE TEXT: Scenario: You need to recruit players for the softball team for the annual tournament your company sponsors. You are wondering if using the company email would be one of the best ways to get this message out since there is a list-serv internally you could use. You are not sure if these is appropriate since it has to do with softball and not your current project . What do you do? | |
| BRANCHING: Option #1- You use your work email to recruit players since this is a company sponsored event. Option #2- You check with HR to make sure it is ok to use your company email. Option #3- You decide not to use your company email and look for other options to get the word out. | |
| RESOLUTION: None. | |
| Slide #2 | VISUAL: Picture of email. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: Option #1- You use your work email to recruit players since this is a company sponsored event is a good choice since this is a company event. | |
| SLIDE TEXT: Option #1- You use your work email to recruit players since this is a company sponsored event is a good choice since this is a company event. | |
| BRANCHING: None | |
| RESOLUTION: None | |
| Slide #3 | VISUAL: Character of employee making a phone call. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: Option #2- You check with HR to make sure it is ok to use your company email is always the right choice if you are unsure about your company policies. HR is there to help. | |
| SLIDE TEXT: Option #2- You check with HR to make sure it is ok to use your company email is always the right choice if you are unsure about your company policies. HR is there to help. | |
| BRANCHING: None | |
| RESOLUTION: None | |
| Slide #4 | VISUAL: Character of employee at a bulletin board. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: Option #3- You decide not to use your company email and look for other options to get the word out. This is not the best decision. It may be a waste of your time. You may want to contact HR to seek advice about the communication of this event. HR is there to help. | |
| SLIDE TEXT: Option #3- You decide not to use your company email and look for other options to get the word out. This is not the best decision. It may be a waste of your time. You may want to contact HR to seek advice about the communication of this event. HR is there to help. | |
| BRANCHING: None | |
| RESOLUTION: none | |
| SCENE 4: Email Scenario #3 – Phishing Scam | | |
| Slide #1 | VISUAL: Character of an employee with a computer, text box with "Scenario #2" and the options to choice from. | |
| INTERACTION: Employee will read the scenario and make a choice based on what they think the correct answer is. Drag -n-drop will be used here. | |
| AUDIO NARRATION: Here is your next scenario. | |
| SLIDE TEXT: Scenario: You received an email on your work account that appears to be from the IT department at your company asking you to verify your login and password. What do you do? | |
| BRANCHING: Option #1- Employee opens the email and provides the information. Option #2- Employee calls the IT department to verify this is a legitimate email. Option #3- Employee deletes the email and provides no information. | |
| RESOLUTION: If the employee picks option 1 or option 3 they will be sent back to the original scenario. If they pick option 2 they will move onto the next scenario. | |
| Slide #2 | VISUAL: Picture of a ransomware on a screen. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: Option #1- Employee opens the email and provides the information is a very bad decision. If you provide the information, you may allow someone to hack into your company or use ransomware on your company. | |
| SLIDE TEXT: Option #1- Employee opens the email and provides the information is a very bad decision. If you provide the information, you may allow someone to hack into your company or use ransomware on your company. | |
| BRANCHING: None | |
| RESOLUTION: None | |
| Slide #3 | VISUAL: Character of employee making a phone call. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: This is the best decision. By calling the IT department to verify this is a legitimate email, you are alerting the IT dept about this email. Also, you are not providing sensitive data. If you delete the email and provides no information than someone else may fall for this email and put the company at risk. If you provide the information, you may allow someone to hack into your company or use ransomware on your company. If you are not sure what to do or who to contact, HR is always there to go over existing policies. | |
| SLIDE TEXT: Bulleted list of resulting actions for the choice made. | |
| BRANCHING: None | |
| RESOLUTION: None | |
| Slide #4 | VISUAL: Character of employee deleting the email. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: This is not a good decision. If you delete the email and provides no information than someone else may fall for this email and put the company at risk. In addition, IT will not be aware. | |
| SLIDE TEXT: Bulleted list of resulting actions for the choice made. | |
| BRANCHING: None | |
| RESOLUTION: none | |
| SCENE 5: Email Scenario #4 – Communication with your Attorney | | |
| Slide #1 | VISUAL: Privacy icon with "Scenario #3" and the options to choose from. Employee will read the scenario and make a choice based on what they think the correct answer is. | |
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| AUDIO NARRATION: Here is your next scenario | |
| SLIDE TEXT: You want to send an email to your attorney about filing a discrimination claim against your current employer. What do you do? | |
| BRANCHING: Option #1- Send the email from your work email while in the office. Option #2- Wait until you get home and use your personal email on your personal computer. Option #3- Send the email when you get home from your personal email on your company-issues laptop. | |
| RESOLUTION: If the employee picks option 1 or option 3 they will be sent back to the original scenario. If they pick option 2 they will move onto the next scenario. | |
| Slide #2 | VISUAL: Employee using a computer in their office. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Try scenario again" | |
| AUDIO NARRATION: This is a very bad decision. If you send the email from your work email while in the office, then you actually may waiver the privilege you would expect with your attorney since you used your work email. Never use your work email for communicating about sensitive matter to outside parties where privilege may enter the picture. There is usually no expectation of privacy in the workplace if you are using a work email account or a work-issues computer. | |
| SLIDE TEXT: This is a very bad decision. If you send the email from your work email while in the office, then you actually may waiver the privilege you would expect with your attorney since you used your work email. Never use your work email for communicating about sensitive matter to outside parties where privilege may enter the picture. There is usually no expectation of privacy in the workplace if you are using a work email account or a work-issues computer. | |
| Branching: None | |
| RESOLUTION: None | |
| Slide #3 | VISUAL: Picture of a employee at home using their own computer. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: This is the best decision. Waiting until you get home and use your personal email on your personal computer does not allow your employer access. It keeps the privilege between you and your attorney. | |
| SLIDE TEXT: This is the best decision. Waiting until you get home and use your personal email on your personal computer does not allow your employer access. It keeps the privilege between you and your attorney. | |
| BRANCHING: None | |
| RESOLUTION: None | |
| SLIDE #4 | VISUAL: Picture of at home on a computer from work. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: This is a bad decision. If you send the email when you get home from your personal email on your company-issues laptop than it is no different than if you sent it from your office. There is usually no expectation of privacy in the workplace if you are using a work email account or a work-issues computer. | |
| SLIDE TEXT: This is a bad decision. If you send the email when you get home from your personal email on your company-issues laptop than it is no different than if you sent it from your office. There is usually no expectation of privacy in the workplace if you are using a work email account or a work-issues computer. | |
| BRANCHING: None | |
| RESOLUTION: None | |
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| SCENE 6: Email Scenario #5– Checking your Personal Email at Work | | |
| Slide #1 | VISUAL: Privacy icon with "Scenario #5" and the options to choose from. Employee will read the scenario and make a choice based on what they think the correct answer is. | |
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| AUDIO NARRATION: Here is your next scenario | |
| SLIDE TEXT: You have some downtime at work and think about checking your personal email account. What do you do? | |
| BRANCHING: Option #1-You go ahead and check your personal email account. After all, it is a personal account. Option #2- You decide to wait until you get home to check your personal account on your own computer. Option #3- You decide to check your personal email on your smartphone during your lunchbreak. | |
| RESOLUTION: None | |
| Slide #2 | VISUAL: Employee using a computer in their office. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Next scenario" | |
| AUDIO NARRATION: Option #1-You go ahead and check your personal email account. After all, it is a personal account. This would be the worse decision since there is no expectation of privacy in the workplace and your employer could monitor this account since you are on a work computer and on a work network. | |
| SLIDE TEXT: Option #1-You go ahead and check your personal email account. After all, it is a personal account. This would be the worse decision since there is no expectation of privacy in the workplace and your employer could monitor this account since you are on a work computer and on a work network. | |
| Branching: None | |
| RESOLUTION: None | |
| Slide #3 | VISUAL: Picture of a employee at home using their own computer. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: Option #2- You decide to wait until you get home to check your personal account on your own computer. This is the best option since there is no expectation of privacy in the workplace and you are not on the company’s equipment or network. | |
| SLIDE TEXT: Option #2- You decide to wait until you get home to check your personal account on your own computer. This is the best option since there is no expectation of privacy in the workplace and you are not on the company’s equipment or network. | |
| BRANCHING: None | |
| RESOLUTION: None | |
| SLIDE #4 | VISUAL: Picture of at home on a computer from work. Text box describing the ramification of this choice. | |
| INTERACTION: Button saying "Click for next scenario" | |
| AUDIO NARRATION: Option #3- You decide to check your personal email on your smartphone during your lunchbreak. This is a good choice if you are on your service provide network. If you are on your company’s wi-fi then they could monitor this account since you are on their network and there is no expectation of privacy when using company owned resources. | |
| SLIDE TEXT: Option #3- You decide to check your personal email on your smartphone during your lunchbreak. This is a good choice if you are on your service provide network. If you are on your company’s wi-fi then they could monitor this account since you are on their network and there is no expectation of privacy when using company owned resources. | |
| BRANCHING: None | |
| RESOLUTION: None | |
| SUMMATIVE ASSESSMENT | | |
| Q#1 | VISUAL: A computer in an office and question 1. | |
| QUESTION: If you use your work email to communicate with your physician or attorney, would the client privilege would apply to the email? | |
| ANSWERS:   1. Yes, communications with such professionals is always privileged 2. No, the use of the work email on a company’s computer waives privilege 3. Yes, but only if the work email was used through your own personal computer 4. No, the use of any email (personal or work) regardless on computer (company or personal) waives the privilege | |
| RESPONSE FEEDBACK: Student will get red X for wrong answers and green check for right answer (2) | |
| ADVANCEMENT OPTIONS: If the employee get the question wrong they will proceed to Q2. | |
| Q#2 | VISUAL: HR professional character and question 2 | |
|  | QUESTION: Most employees are granted an expectation of privacy from their employers in a corporate setting for computer use and email use. Is this statement: | |
|  | ANSWERS: 1) True, 2) False | |
|  | RESPONSE FEEDBACK: Employee will use drop and drag the correct answer on a board. Character will smile for correct answer (false), and frown for incorrect. | |
|  | ADVANCEMENT OPTIONS: If the employee get the question wrong they will proceed to Q3. | |
| Q#3 | VISUAL: Suspicious looking email and question 3. | |
|  | QUESTION: If you receive an email, which appears to be from your IT department, asking you for sensitive information (e.g. your login or password), you should always call IT to confirm the legitimacy of the email. This statement is: | |
|  | ANSWERS: 1) True, 2) False | |
|  | RESPONSE FEEDBACK: Employee will use drop and drag the correct answer on a board. Character will smile for correct answer (true), and frown for incorrect. | |
|  | ADVANCEMENT OPTIONS: If the employee get the question wrong they will proceed to Q4. | |
| Q#4 | VISUAL: Person on a cellphone at home, question 4 | |
|  | QUESTION: If you check your personal email at work on your company computer, it cannot be monitored by your employer since it is a personal email account. This statement is: | |
|  | ANSWERS: 1) True, 2) False | |
|  | RESPONSE FEEDBACK: Employee will use drop and drag the correct answer on a board. Character will smile for correct answer (false), and frown for incorrect. | |
|  | ADVANCEMENT OPTIONS: If the employee get the question wrong they will proceed to Q5. | |
| Q#5 | VISUAL: Person at work meeting with others, question 5 | |
|  | QUESTION: If you are in charge of a company sponsored event (e.g., softball tournament, blood drive), it would be inappropriate to use your company email to communicate with colleagues about such events. This statement is: | |
|  | ANSWERS: 1) True, 2) False | |
|  | RESPONSE FEEDBACK: Employee will use drop and drag the correct answer on a board. Character will smile for correct answer (false), and frown for incorrect. | |
|  | ADVANCEMENT OPTIONS: The employee will then click continue to see their overall score. If the grade is less than 80% the employee will be sent back to the beginning to start the simulation over again. If the grade is 80% of higher, they will be congratulated for successfully completing the simulation. | |