

LEVELS OF USE (LoU)

Full reference	Hall, G. E. and Hord, S.M. (2001) <i>Implementing Change: Patterns, Principles and Potholes</i> . Boston: Allyn and Bacon
Aims and purpose	The Concerns-Based Adoption Model (CBAM) was first developed in the late 1970s. This section of the book outlines how people use an innovation.
Method	The ideas, research findings, and case examples presented represent the authors' cumulative understanding of the change process after more than thirty years of first-hand experiences, as participants, facilitators, and researchers
Key findings/ ideas presented	<p>Levels of Use (LoU) of an innovation</p> <p>“Eight classifications, or levels, of how people act or behave with a change have been identified and verified through our research”.</p> <p>Levels 0-II are non-users, and III to VI are users</p> <p>VI Renewal: The user re-evaluates the quality of use of the innovation, seeks major modifications of or alternatives to present innovation to achieve increased impact on clients [pupils/students], examines new development in the field, and explores new goals for her/himself and the system.</p> <p>V Integration: The user is combining her/his own efforts to use the innovation with related activities of colleagues to achieve a collective impact on clients within their common sphere of influence.</p> <p>IVB Refinement: The user varies the use of the innovation to increase the impact on clients [pupils/students] within immediate sphere of influence. Variations are based on knowledge of both short- and long-term consequences for clients [pupils/students].</p> <p>IVA Routine: Use of the innovation is stabilised. Few if any changes are being made in ongoing use. Little preparation or thought is being given to improving innovation use or its consequences.</p> <p>III Mechanical use: The user focuses most effort on the short-term, day-to-day use of the innovation with little time for reflection. Changes in use are made more to meet user needs than client needs. The user is primarily engaged in a stepwise attempt to master the tasks required to use the innovation often resulting in disjointed or superficial use.</p> <p>II Preparation: The user is preparing for first use of the innovation.</p> <p>I Orientation: The user has recently acquired or is acquiring information about the innovation and/or has recently explored or is exploring its value orientation and its demands upon user and user system.</p> <p>0 Nonuse: The user has little or no knowledge of the innovation, no involvement with the innovation, and is doing nothing towards becoming involved.</p>