

GAP Analysis Tool

Documentation

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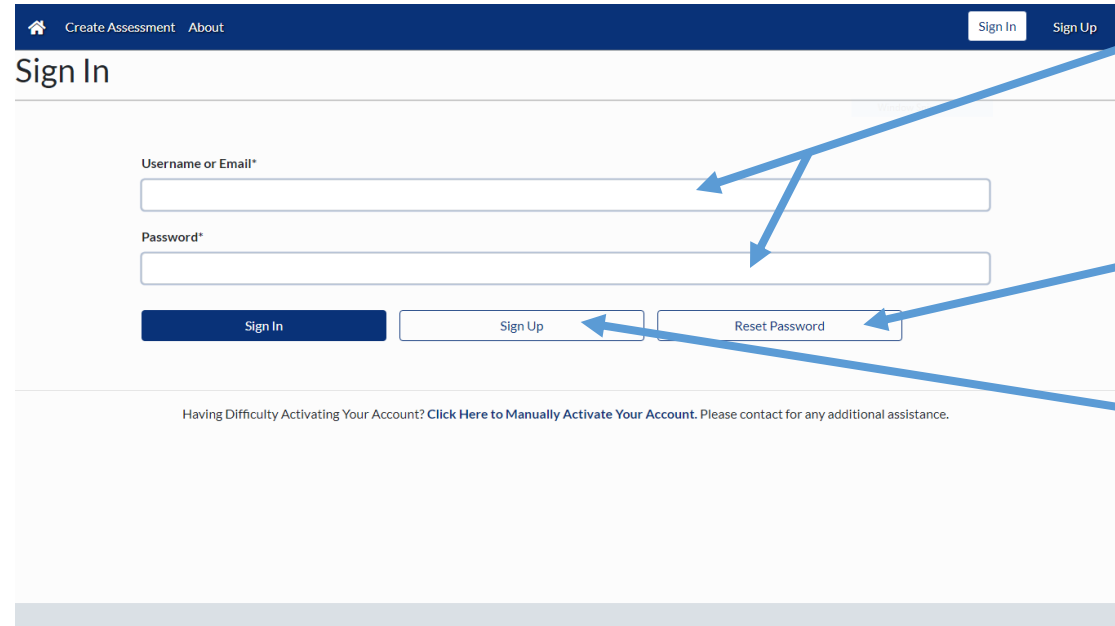
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Login Page

The login page prompts the user to enter their credentials to access the tool functionality. If a user has forgotten their login information, they are able to retrieve that information using the email address they associated with their account.

New users are also able to create a new account from this page.



The screenshot shows a web interface for a 'Sign In' page. At the top, there is a dark blue navigation bar with a home icon, 'Create Assessment', 'About', and 'Sign In' / 'Sign Up' links. Below the navigation bar, the page title 'Sign In' is displayed. The main content area contains two input fields: 'Username or Email*' and 'Password*'. Below these fields are three buttons: 'Sign In' (dark blue), 'Sign Up' (light blue), and 'Reset Password' (light blue). A link 'Click Here to Manually Activate Your Account' is present below the buttons. Blue arrows point from the text annotations on the right to the 'Sign Up' button, the 'Reset Password' button, and the 'Sign In' button.

Username and Password Fields: The GAP Assessment tool requires a username and password to create, save, and take assessments securely.

Reset Password: Allows users to reset their password if they forget it.

Create an Account: Allows a new user to create an account that they can use to create and take assessments

Home Page

After logging in, the user is brought to the home page. From this page, a facilitator can create new assessments, and participants can see assessments they've been assigned to can be created and previous assessments can be managed or taken. Here the user can view assessments that they have created or have been assigned to them.

The screenshot shows the home page of the TAM Gap Analysis Tool. At the top is a dark blue navigation bar with links for 'Create Assessment', 'About', 'My Assessments', 'My Account', and 'Sign Out'. Below the navigation bar is a light blue header area with the title 'Welcome to the TAM Gap Analysis Tool'. Underneath is a white box containing a 'Hide Instructions' link and a 'CREATE ASSESSMENT' button. Below this is a search bar with the placeholder text 'example|'. The main content area features a table with columns: 'Name', 'Description', 'Assessment Type', 'Created', 'Updated', and 'Assessment Action'. The table contains two rows of example assessments. The first row is for 'Example Assessment' (Participant type) and the second is for 'My own example' (Facilitator type). Each row has a 'TAKE INDIVIDUAL ASSESSMENT' button. The 'My own example' row also has 'MANAGE GROUP ASSESSMENT', 'RECORD GROUP CONSENSUS', and another 'TAKE INDIVIDUAL ASSESSMENT' button. Blue arrows point from text annotations on the right to these specific UI elements.

Name	Description	Assessment Type	Created	Updated	Assessment Action
Example Assessment	This is a helpful description for this example assessment.	Participant	Oct 11, 2023, 11:04 AM	Oct 11, 2023, 11:04 AM	TAKE INDIVIDUAL ASSESSMENT
My own example	This is an assessment I created myself.	Facilitator	Oct 11, 2023, 11:05 AM	Oct 11, 2023, 11:05 AM	MANAGE GROUP ASSESSMENT RECORD GROUP CONSENSUS TAKE INDIVIDUAL ASSESSMENT

Create Assessment: Click to begin creating a new assessment.

Search: Click to search the assessments by name or description

Sort: Sort assessments by Name, Description, Assessment Type, Created, and Updated

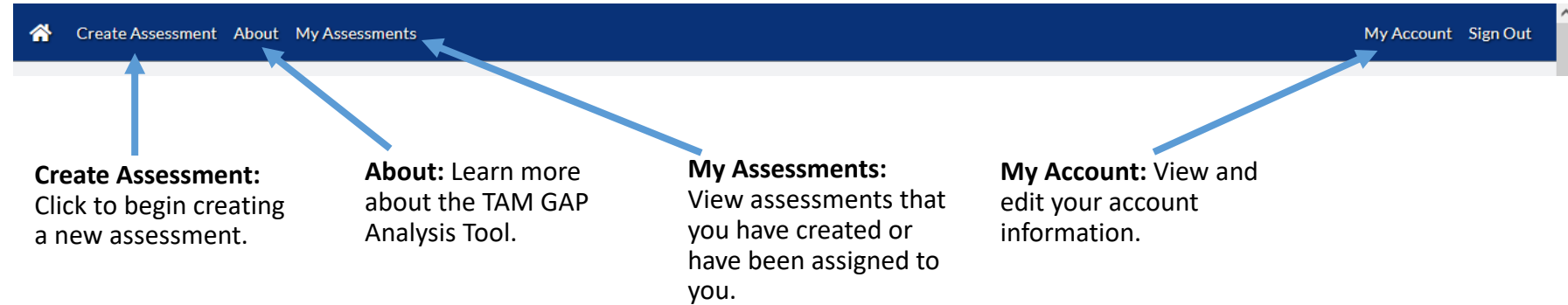
Take Individual Assessment: Click to fill out the assessment individually.

Manage Group Assessment: Click to edit an existing assessment.

Record Group Consensus: Click to fill out the group consensus for the assessment.

Navigational Menu

After logging in, the site has one main menu across each of the pages.



Take Assessment

Complete your individual assessment here. Open each area (1-8) and fill out each element's criteria by rating each on a scale from 1 to 5. Add additional context as needed. The assessment will autosave your answers, but you can also save and return to the assessment later to finish assessing or edit your response. Once finished, submit your assessment.

Welcome to your Individual Assessment Page

Gap Analysis Group Assessment (Target and Current Ratings): Example Assessment
This is a helpful description for this example assessment.

Hide Instructions

Welcome to your TAM Assessment. You've been assigned the following areas to assess. Each assessment area contains one or more elements, and each element contains a set of criteria for you to assess.

Please use the ratings matrix provided to the right, to assess each criteria. Determine the type of criteria you are assessing, and then use the relevant benchmarking mapping for ratings 1-5. You can provide context and feedback about your assessment in the notes field for each criteria. You may also skip criteria or mark them as top priority as you proceed through the assessment. The current element with facilitator-provided context and element-level improvement recommendations are displayed in the sidebar to the right of your assessment.

Additionally, there is a progress bar which keeps track of how many areas, elements, and criterias you have completed. Criteria are labeled with their status and ratings (Assessed/Skipped/Incomplete, Current/Target: 1-5) to the right of their alphanumeric identifier. Use the following symbols to track your progress:

- ★ Criteria marked "Top Priority" are denoted with a star.
- ☒ Complete criteria, elements, and areas are indicated with a check box.
- ☐ Incomplete criteria are red. Make sure to complete them before submitting your assessment!

Criteria Rating Matrix

Maturity Scale	Processes	Frequency	Sub-Element Emphasis	Process Formality	Data & Technology	Outputs & Results
1	Initial stages of inquiry; focus is on literature search and peer review/collab.	Occasionally do this	Receives minimal emphasis; some efforts underway	Done informally only; ad hoc procedures; minimal documentation; no organizational integration	Manual system exists; plans for automated system in place	Minimal results; long way to go
2	Identify nature/extent of capital assets; promoted by new financial reporting	Sometimes done on an as needed basis for critical programs and activities	Moderately emphasized; try to adhere to this	Semiformal process; some routine procedures exist; limited organizational integration	Automated system exists; meets basic needs	Some results; still low expectations
3	Processes identify, assess, and value infrastructure assets; focus on preservation and replacement / rehabilitation	Often do this on many programs and activities	Generally emphasized; something that is done and discussed	Formal process exists; modestly documented; good but still evolving; some organizational integration	Good system in place; widely available; meets all key user needs	Good results; getting there
4	Processes extend to life-cycle development and preservation	Usually do this; central only in exceptional circumstances	Strongly emphasized; used to measure and reward by	Formal documented process; well tested and well followed; considerable organizational integration	Strong system in place; fully integrated; meets nearly all user needs	Excellent results; still some room to improve
5	Fully integrated processes; across all functions; flexible to change	Always do this; standard operating procedure	Heavily emphasized; one of the principles by which business is done	Mastery of formal processes; well documented; standardized; full organizational integration	State-of-the-art system in place; always seeking betterment	Unparalleled results; fully engaged organization; a total success

1. Strategic Agency Goals and Objectives

SAVE SUBMIT

Hide/Show Instruction: Instructions will be provided at the start of every assessment. They can be hidden by clicking "Hide Instructions" or clicking the arrow.

Use the Criteria Rating Matrix from the AASHTO Digital TAM Guide to assess the criteria assigned to you in your assessment.

Take Assessment

Fill out your individual assessment here. Open each area to fill out each element's criteria by rating each on a scale from 1 to 5. Add additional context as needed. The assessment will autosave your answers, but you can also save and return to the assessment at a later date. Once finished, submit your assessment.

The screenshot shows a web interface for an individual assessment. At the top, there's a navigation bar with links: 'Create Assessment', 'About', 'My Assessments', 'My Account', and 'Sign Out'. Below this is a header 'Welcome to your Individual Assessment Page'. The main content area is titled 'Gap Analysis Group Assessment (Target and Current Ratings): Example Assessment' with a sub-note 'This is a helpful description for this example assessment.' and a 'See Instructions' link. A list of eight assessment areas is shown on the left, each with a dropdown arrow: 1. Strategic Agency Goals and Objectives, 2. Transportation Asset Management (TAM) Practices, 3. Planning, Programming, and Project Delivery, 4. Data Management, 5. Information Systems, 6. Transparency and Outreach, 7. Results, and 8. Workforce Capacity and Development. On the right, a progress bar shows 'Progress towards completion: Areas: 1/8 Elements: 2/18 Criteria: 8/82'. Below this, a section titled 'Current Element: None' contains fields for 'Facilitator-Provided Context' and 'Element-Level Improvement Recommendations'. At the bottom right, there are two buttons: 'SAVE' (blue) and 'SUBMIT' (green). A small 'x' icon is next to the 'SUBMIT' button.

Area: Click to open and begin filling out the assessment. Each area is comprised of section elements with criteria. It will automatically close once it is filled out and open the next section.

Save: While the assessment will autosave users progress, click "save" to verify your progress is saved before leaving the page.

Submit: Once completed, submit the assessment using this button.

Take Assessment

Fill out your individual assessment here. Open each area to fill out each element's criteria by rating each on a scale from 1 to 5. Add additional context as needed. The assessment will autosave your answers, but you can also save and return to the assessment at a later date. Once finished, submit your assessment.

The screenshot displays the 'Gap Analysis Group Assessment (Target and Current Ratings): Example Assessment' interface. At the top, a progress bar shows 'Progress towards completion: Areas: 1/8 Elements: 2/18 Criteria: 9/82'. The main content area is divided into sections: '1. Strategic Agency Goals and Objectives' and '2. Transportation Asset Management (TAM) Practices'. Under section 2, there are two tabs: '2.2 ASSET MANAGEMENT PLAN DEVELOPMENT' and '2.1 TAM IMPLEMENTATION'. The '2.2' tab is active, showing a list of criteria. The first criterion, '2.2.a (Assessed, Current: 5 Target: 4)', is expanded. It includes a 'Current Rating' section with a scale from 1 to 5 (5 is selected), a 'Target Rating' section with a scale from 1 to 5 (4 is selected), and a text box for 'Explain your rating or provide context:' containing the text 'All of us prioritize this'. Below the rating sections are checkboxes for 'Skip Criteria' and 'Top Priority'. At the bottom right, there are 'SAVE' and 'SUBMIT' buttons.

Progress towards completion: Displays user progress through the assessment.

Current Element: Displays what element the user is currently filling out.

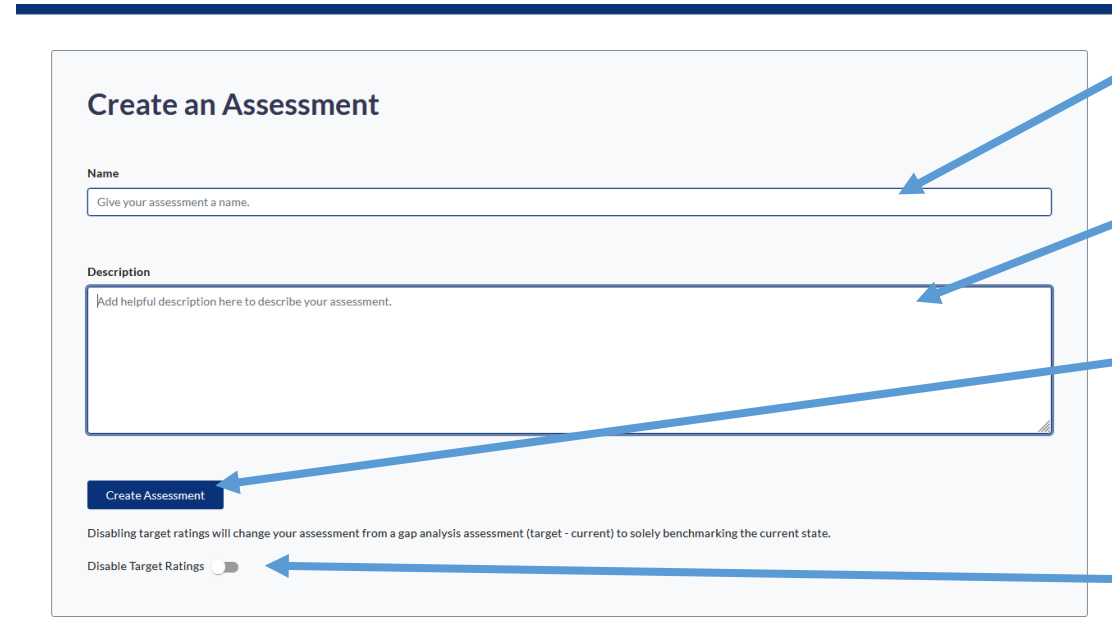
Rating: On a 1-5 scale rate how well your agency matches the criteria under "Current Rating" and then underneath it, record your agency's target rating. Adding more information to explain your rating or give context is Optional.

Top Priority: Mark important criteria by checking this box.

Skip Criteria: To avoid having an assessment element marked as "incomplete", check "Skip Criteria" when leaving criteria blank on purpose.

Create Assessment

This is where the user will create new assessments, including individual and group assessments. To create an assessment, first the facilitator must name it before editing the contents of the assessment. You can facilitate assessments that can examine the gap using target ratings or disable them to only benchmark the current state.



The screenshot shows a web form titled "Create an Assessment". It contains a "Name" field with a placeholder "Give your assessment a name.", a "Description" field with a placeholder "Add helpful description here to describe your assessment.", a "Create Assessment" button, and a "Disable Target Ratings" toggle switch. Blue arrows point from the explanatory text on the right to each of these elements.

Name: Add text to title the assessment. This field is Required.

Description: Add text to describe the assessment. This field is Optional.

Create Assessment: Click to create information and proceed to the next step where the user can edit the contents of the assessment.

Disable Target Ratings: Disabling target ratings will change your assessment from a gap analysis assessment (target - current) to solely benchmarking the current state.

Note: All assessment data can be edited at a later date.

Edit Your Group Assessment

Here facilitators can edit the details and contents of their assessments and create new roles. Roles can be used to create more customized assessments without needing to create more than one. Check boxes to select whether or not a criteria is included in the assessment. All edits are automatically saved. If changes are not immediately visible, refresh the page.

The screenshot shows the 'Edit Your Group Assessment' interface. At the top, there's a header 'Edit Your Group Assessment'. Below it, a box contains 'Group Assessment: Example Assessment' and 'Description: This is a helpful description for this example assessment.' with an 'Edit Name & Description' button. A 'Disable Target Ratings' toggle is also present. Below this is an 'Instructions' section with a paragraph of text. Underneath is a 'Role Name' input field and a 'CREATE NEW ROLE' button. The main part of the interface is a table with columns: 'Included?', 'Criteria', 'Element', 'Area', 'Engineer', and 'Manager'. The table has two rows of data. The first row has '1.1.a' in the 'Included?' column, a checkbox checked, and text in the 'Criteria' column. The 'Element' column has a pencil icon and the text 'GOALS & OBJECTIVES'. The 'Area' column has 'Strategic Agency Goals and Objectives'. The 'Engineer' column has a checked checkbox, and the 'Manager' column has an unchecked checkbox. The second row has '1.1.b' in the 'Included?' column, a checked checkbox, and text in the 'Criteria' column. Below the table, there are two buttons: 'Manage Participants' and 'Manage Group Assessment'.

Included?	Criteria	Element	Area	Engineer	Manager
1.1.a <input checked="" type="checkbox"/>	Agency goals and objectives are comprehensive, integrated with statewide plans, and supported by quantitative and measurable performance measures or criteria.	GOALS & OBJECTIVES	Strategic Agency Goals and Objectives	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1.b <input checked="" type="checkbox"/>	Agency goals and objectives are comprehensive, integrated with statewide plans, and supported by quantitative and measurable performance measures or criteria.			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Edit Name & Description: Quickly edit assessment name and description.

Create New Role: Define custom roles for user groups of your assessment to create a more specialized assessment.

Role: Use Roles to only show criteria relevant to each group of people.

Criteria: Click to edit the wording of the criteria displayed by your assessment.

Manage Participants: Edit who has access to the assessment and their role.

Edit Your Group Assessment

Edit criteria and select “Use alternate criterion text” to change the default criteria text.

The screenshot shows a web interface for editing group assessments. At the top, there is a 'Role Name' input field and a 'CREATE NEW ROLE' button. Below this is a table with columns: 'Included?', 'Criteria', 'Element', 'Area', 'Engineer', and 'Manager'. The table contains three rows of criteria. The first row, labeled '1.1.a', is selected and has a pop-up window open for editing its criteria text. The pop-up window has a checkbox labeled 'Use alternate criterion text:' which is checked, and a text area containing the alternate text: 'Agency goals and targets are straightforward, match statewide plans, and are supported by measurable evidence.' A blue arrow points from the text 'Use alternate criterion text:' to the right-hand text box. The second row, labeled '1.1.b', is also selected. The third row, labeled '1.1.c', is not selected. At the bottom of the table, there are two buttons: 'Manage Participants' and 'Manage Group Assessment'.

Included?	Criteria	Element	Area	Engineer	Manager
1.1.a <input checked="" type="checkbox"/>	<div>Agency goals and objectives are comprehensive, integrated with statewide plans, and supported by quantitative and measurable performance measures or criteria. Agency goals and targets are straightforward, match statewide plans, and are supported by measurable evidence.</div> <div>Use alternate criterion text: <input checked="" type="checkbox"/></div> <div>Agency goals and targets are straightforward, match statewide plans, and are supported by measurable evidence.</div>	GOALS & OBJECTIVES	Strategic Agency Goals and Objectives	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1.b <input checked="" type="checkbox"/>	Agency goals and objectives consider the costs over the whole life of an asset and encourage strategies to lower life-cycle costs, to reduce agency risk, and to provide long-term benefits.	GOALS & OBJECTIVES	Strategic Agency Goals and Objectives	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1.1.c <input type="checkbox"/>	Agency goals and objectives consider the costs over the whole life of an asset and encourage strategies to lower life-cycle costs, to reduce agency risk, and to provide long-term benefits.	GOALS & OBJECTIVES	Strategic Agency Goals and Objectives	<input type="checkbox"/>	<input type="checkbox"/>

Use alternate criterion text: Replace the criteria text with your own alternative by checking the box and adding text to the pop-up field below after clicking the pencil symbol.

Manage Participants

Edit the list of users who have access to the assessment. Roles can be assigned to specific participants here to customize what version of the assessment they will receive. Invitation emails will not be sent to participants until the assessment is opened by a facilitator.

Manage Participants:

Add Participant



participant email *

Role

ADD PARTICIPANT

Participants

Search participants...

Email	Role	Registered User	Action
zoemzeballos@gmail.com	Default Role (Assessment Facilitator)	<input checked="" type="checkbox"/>	N/A
zzeballos@spypondpartners.com	Engineer	<input checked="" type="checkbox"/>	 

IMPORT PARTICIPANTS EDIT ASSESSMENT MANAGE GROUP ASSESSMENT

Add Participant: Add the email of users you would like to invite to edit or take the assessment.

Search Participants: Search the table for specific users.

Edit Participants: Click the pencil to edit the participant's role or click the trash can to delete the participant.

Manage Group Assessment

Manage your assessment from a top level on this page. Here you can quickly edit the name and description, open or close the assessment for responses, and share results with participants. Information regarding the number of participants, roles, submitted, and progress by each participant can be viewed.

The screenshot shows a web interface titled "Manage Your Group Assessment:". It contains two main sections. The top section, "Group Name:" and "Group Description:", has a "QUICK EDIT" button. The bottom section, "Group Assessment at a Glance:", displays "Survey Closed for Responses", "Open/Close Survey:" toggle, "Share Results with Participants:" toggle, "Number of participants: 2", "Number of facilitator-defined roles: 2", and "Submission Count: 0". A note at the bottom of this section explains that participants won't receive an invitation email until "Collect Survey Responses" is turned on. At the bottom of the interface are three buttons: "MANAGE PARTICIPANTS", "EDIT ASSESSMENT", and "GO TO RESULTS".

Manage Your Group Assessment:

Group Name:
Example Assessment

Group Description:
This is a helpful description for this example assessment.

Group Assessment at a Glance:

Survey Closed for Responses

Open/Close Survey: ☐

Share Results with Participants: ☐

Number of participants: 2

Number of facilitator-defined roles: 2

Submission Count: 0

NOTE: Your participants will not receive an invitation email until you turn on "Collect Survey Responses" for your group assessment. If you've stopped collecting responses but want to add more participants, don't forget to turn back on response collection for your group assessment. The results page will also be hidden from participants until you enable results sharing.

MANAGE PARTICIPANTS **EDIT ASSESSMENT** **GO TO RESULTS**

Quick Edit: Edit the assessment name and description.

Open/Close Survey: Toggle the assessment open or closed for responses. Emails will be sent out to invited participants when opened.

Share Results with Participants: Toggle whether or not participants can view the assessment's results page.

Manage Group Assessment

Manage your assessment from a top level on this page. Here you can quickly edit the name and description, open or close the assessment for responses, and share results with participants. Information regarding the number of participants, roles, submitted, and progress by each participant can be viewed.

Survey is Collecting Responses

Open/Close Survey: ☒

Share Results with Participants: ☐

NOTE: Your participants will not receive an invitation email until you turn on "Collect Survey Responses" for your group assessment. If you've stopped collecting responses but want to add more participants, don't forget to turn back on response collection for your group assessment. The results page will also be hidden from participants until you enable results sharing.

Number of participants: 2

Number of facilitator-defined roles: 2

Submission Count: 0

Progress by Participant:

Filter by Role

Email	Role	Areas Completed	Elements Completed	Criteria Completed
zoemzeballos@gmail.com	Default Role (Assessment Facilitator)	0	0	0
zzeballos@spypondpartners.com	Engineer	1	3	19

X

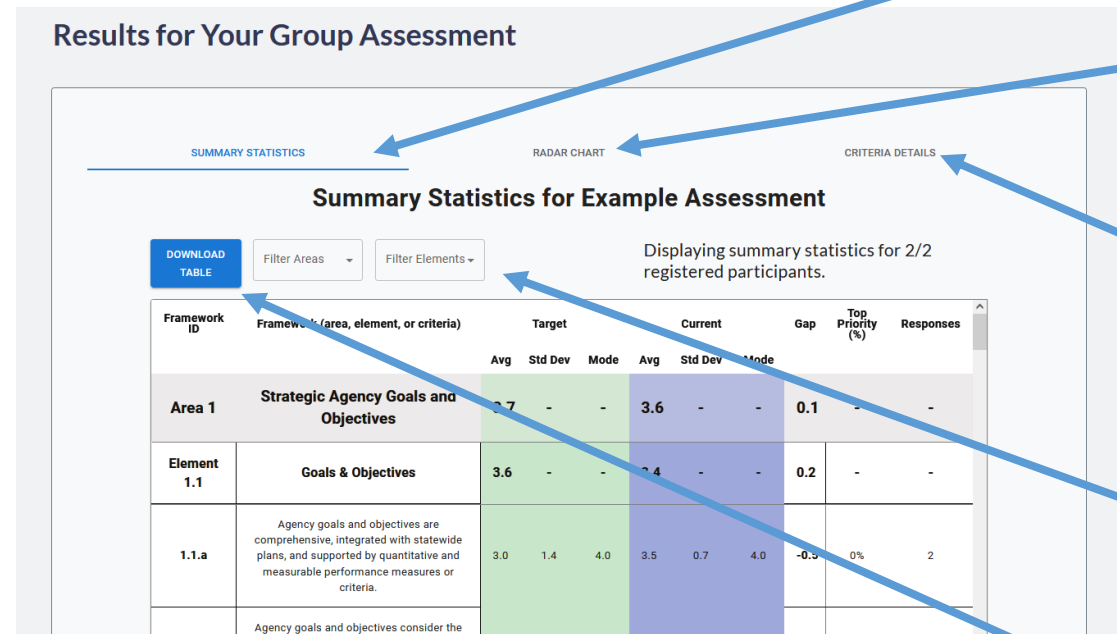
MANAGE PARTICIPANTS EDIT ASSESSMENT GO TO RESULTS

Filter by Role: Sort participants by role for easier organizing.

Progress by Participant: View the progress of each participant.

Results for Your Group Assessment

View the data collected from the assessment in multiple forms including a table and a radar chart. Facilitators have automatic viewing privileges, but participants can view as well if the facilitator switches the “Share Results with Participants” on the Manage Group Assessment page.



Summary Statistics: Displays overall data collected from the assessment.

Radar Chart: Uses a radar chart to display the difference between the target and current ratings reported.

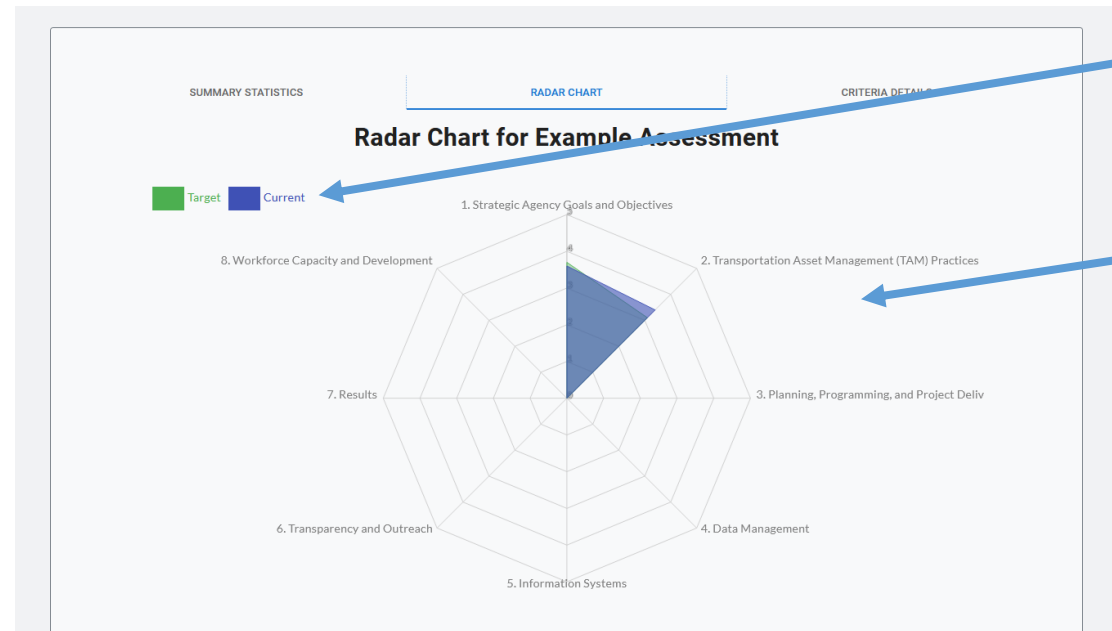
Criteria Details: Histogram of responses for target/current ratings for each criteria as well as their notes and how many times it was marked top priority.

Filter Areas/Elements: Filter what criteria sections are being displayed by filtering by the area or element.

Download Table: Click to download a PNG of the data collected.

Results for Your Group Assessment

View the data collected from the assessment in multiple forms including a table and a radar chart. Facilitators have automatic viewing privileges, but participants can view as well if the facilitator switches the “Share Results with Participants” on the Manage Group Assessment page.

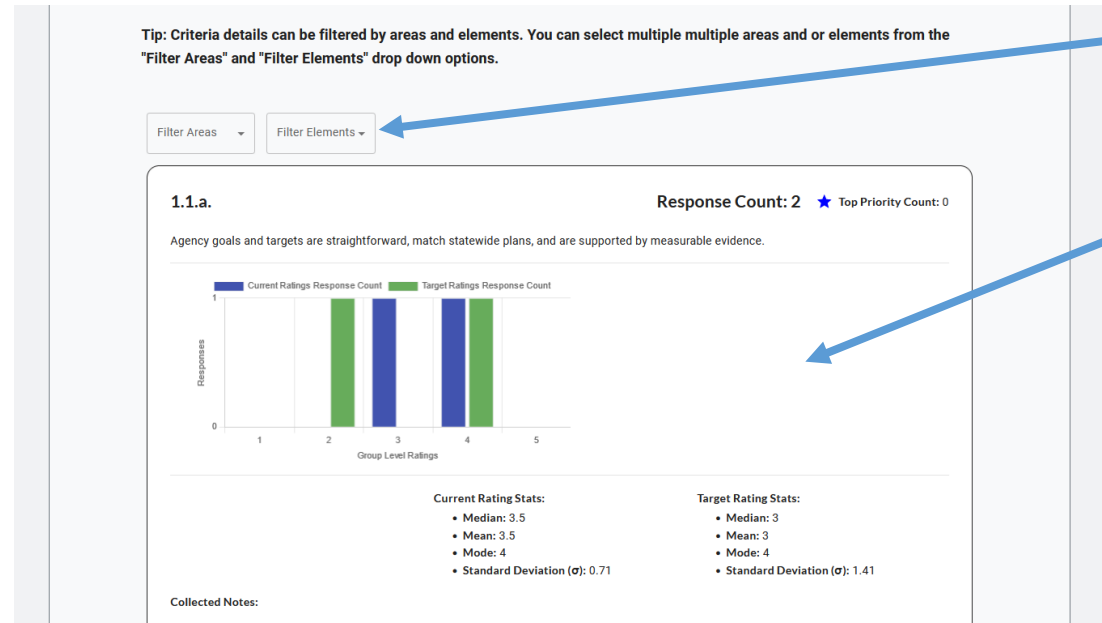


Key: The target ratings are displayed with green and the current ratings are displayed with blue.

Radar Chart: Each area is given a different corner of the shape and the average scores are projected onto it.

Results for Your Group Assessment

View the data collected from the assessment in multiple forms including a table and a radar chart. Facilitators have automatic viewing privileges, but participants can view as well if the facilitator switches the “Share Results with Participants” on the Manage Group Assessment page.



Filter by Area/Element: Use the drop-down menus to filter out which sections of the results are displayed.

Criteria Details: Histogram of responses for target/current ratings for each criteria as well as their notes and how many times it was marked top priority.