ISSUE AND CHALLENGES IN MANAGING THE PSYCHOLOGY PROGRAMME VIA ODL

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INTRODUCTION

- In Malaysia, ODL institution has been established as an alternative for adults to further their tertiary education.,

INTRODUCTION

- OUM is owned by a consortium of the first eleven Malaysian public universities.

- OUM have the advantage to access to renowned subject-matter-experts help us to develop learning materials, supervise learners' and serve as tutors and facilitators.

INTRODUCTION

- OUM was established in 2001.
- The mission--- providing a "second" chance to those who have missed the opportunity to study at a university in the past.
- The mode of delivery is blended learning (face to f. classes, forum online and self-studies).

FACULTY OF APPLIED SOCIAL SCIENCES (FASS)

- FASS was established in September 2007
- The prograsm offered includes:
  - Islamic studies,
  - Psychology,
  - Communication,
  - Political sciences,
  - Applied social sciences,
  - Malay studies,
  - Counseling.

FACULTY OF APPLIED SOCIAL SCIENCES (FASS)

- The programs ranging from diploma to Ph.D level.

- Currently, psychology is offered at the diploma, bachelor, master and Ph.D level.

FACULTY OF APPLIED SOCIAL SCIENCES (FASS)

- Since previous studies very much concentrating on the learners' perspective and less emphasis given to the challenges face by the management.

- it is important to find out what constraints and difficulties encountered by the management.

RESEARCH QUESTION.

Two research questions to be answer and there are:

- What are key concerns issues in managing psychology programs via ODL?

- What are the challenges in managing psychology programs via ODL from administrators perspective?

OBJECTIVES.

There are as follow:

- To identify the key concerns issue in managing psychology programs via ODL

- To discuss the challenges in managing psychology programs via ODL from administrators perspective.

BASIC CONCEPT

ODL:

- --It refers to education and training in which using the learning resources, rather than attending classroom sessions, is the central feature of the learning experience as defined by Commonwealth of Learning (COL, 2003)

- COL's (2009) ---defined ODL as "a way of providing learning opportunities that is characterized by the separation of teacher and learner in time and or place; ...the use of a variety of media...; [and] the possibility of occasional face to face meetings between tutor and learners.

BASIC CONCEPT

- OUM have implemented friendly management learning system---My Virtual Learning Environment (MyVLE). Through MyVLE, Learners can interact with their peers, tutors and facilitators as well as to access course materials and the digital library as well as others e-services. They can access information---academic records, timetable and latest announcement. Learners can study from printed modules or access the online learning resources. video lectures and I-radio also can be obtained.

PSYCHOLOGY

- The term psychology is refered to the scientific study of human and animal behavior (Huffman, Vernoy & Vernoy, 1997).

- Psychology is both an applied and academic field that studies the human mind and behavior.

THE SIGNIFICANT

- to gain some insights on the challenges in managing psychology programs via ODL.

- Provide useful feedback to ODL providers

METHODOLOGY

- It adopted Interview method. The interview involved dean, faculty manager, program coordinator and the executive.

FINDING

- The interview outcomes were grouped into 4 categories. There are:

  ✓Executive perspective

  ✓Manager perspective

  ✓Program coordinator perspective

  ✓Dean perspective

FINDING

Answer the 2 research question :

- What are the key concerns issue face in managing psychology program via ODL?

- What are the challenges in managing psychology programme via ODL from administrators perspective?

EXECUTIVE PERSPECTIVE

- Key issue:

    1. Concerns on the enrollment. The number of learners enrolled in the psychology programs are low.

    2. Potential and existing learners lacking of career path information.

    3. Language challenges.

EXECUTIVE PERSPECTIVE

- Challenges:
  - 1. Worried that some learning information can not be reached accurately and clear to the learners. E.g., announcement. many learners' did not notice.
  - 2. Difficulty in accessing internet. So, certain limitation in communication with admin.

EXECUTIVE PERSPECTIVE

- 3. Centralize issue.
  - Many stuffs have to refer to HQ and most of the learning centre at the state level are not able to provide adequate and satisfactory support to the learners. E.g., when they failed to upload their assignment or regards to exam matters, they have to contact HQ for help.

MANAGER PERSPECTIVE

- Issue:
  - Credit transfer. This is the common issue. Many potential learners and those who has enrolled would like to apply for credit transfer. For those who successful is ok but, to those who had fail would like to find out why. faculty have to spend times to explain. The worse part is they did not deserved but, they insisted to have the credit transfer.

MANAGER PERSPECTIVE

- concerning career path after graduation. They wish to find out more career opportunity after the completion and the opportunity to further in the field of psychology.

MANAGER PERSPECTIVE

- Dealing with demanding learners. Psychology learners have various demands and they are very critical and ridiculous. So, we have to be more patience and do the best to serve them well.

MANAGER PERSPECTIVE

- The challenges:
  - ➢ Mindset. It is a great challenge to change the learners mindset to become more independent and their readiness as a ODL learners. ODL is different as compared to conventional learning. Therefore, faculty has to work harder with others department to provide adequate support service to them.

MANAGER PERSPECTIVE

➤ Using the E-services. Is a challenge to the faculty admin to educate the learners to use the ICT facility and the e-services as provided. Many of them are not aware that they can easily obtain needed information and document via MYVLE.

➤ They can easily download various form, module, e-books, e-journal, print out transcript, schedule, etc.

MANAGER PERSPECTIVE

- Program management. A particular staff have to ensure everything related to this program is going smoothly. They have to give attention to the nation-wide learners as well as others department requests. Thus, we have to coordinate and attention needs to be given to all aspects of administrative matters.

COORDINATOR PERSPECTIVE

- Issue:
  - concerning public perception on ODL graduates. Some public and conventional university have a negative perception on the ODL programs. They have little knowledge on ODL and this lead them to have missed understanding on ODL degree.

COORDINATOR PERSPECTIVE

- Recognition. Many believed that ODL degree is not recognized by the government. Actually, OUM did follow and tight up with MQA rules and regulation. Many people do not aware that OUM programs have to get approval and full accreditation from MQA.

COORDINATOR PERSPECTIVE

- DROP out learners. It is a reality that some learners are not able to continue their studies due to many reasons. As a result, they becomes dormant learners., It is a lost and we have to put a lot of effort to encourage them back.

COORDINATOR PERSPECTIVE

- Challenges:
  - The distribution of learners. Some learning centre especially those learning centre located out of Klang Valley have less learners. Therefore, it is difficult to have class due to the small numbers of student. It is not cost effective and many of them redraw and they went to our competitor.

COORDINATOR PERSPECTIVE

- Tutor/facilitators.---to provide good academic guidance, it is always a challenge to appoint suitable candidate. Therefore, universities have to advertise and search for many experience tutors through out the country. It is a reality for learning centre particular in the remote areas difficult to recruit tutor.

COORDINATOR PERSPECTIVE

- Capable writers.-- to provide a quality module in English, we have to work harder to look for the capable writers to produce a good module. That is part of our challenges.

DEAN PERSPECTIVE

- Issue:
  - Learning materials. The module for bachelor degree is ready but, the module especially for the master degree is not ready. Since, it is a new program so that, faculty are struggling in preparing the module.,

DEAN PERSPECTIVE

- Difficulty to get the competent module writers. The module is written in English then, it is even more difficult to get the writers.

DEAN PERSPECTIVE

- Develop examination question. We have limited internal academicians, we have to appoint external SME to assist us. Therefore, we have to coordinate and moderate the questions.

DEAN PERSPECTIVE

- Challenges:
  - Work across the department. we have to coordinate among several departments. Likely or unlikely, we need a clear policy within the university to implement the stuffs.

DEAN PERSPECTIVE

- Dealing with adults learners. They have a lot of commitment and responsibilities. Faculties have to be flexi and dynamic in handling learners problems.

- They might have thousand of reasons and excuse. As such, we need to be patient and help them. We need empathy.

DEAN PERSPECTIVE

- It is a great challenge to handle learners from different background within the nation especially in the remote areas. Our learning centre is far away from them and they also having slow internet access. We have difficulties in disseminating information.

- We have various learning centre at all state and some small town. Learning centre and faculty stuffs are able to assist them.

RECOMMENDATION

It includes:

- Require a total policy to support for good practice across the department.

- provide adequate career education/information specifically for psychology learners.

- emphasis on the professional development at all level including the learning centre.

- Emphasis on reputation or perception management of ODL programme.

(Thank you)