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MALAYSIA

Success Factors
for E-Learning Implementation

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University for All

E-learning Definition

E-learning refers to the use of Internet technologies to deliver a broad array of solutions that enhance knowledge and performance. It is intentionally broad enough to include the related fields of knowledge management, content management and performance support .

(Rosenberg, 2001)

The working definition . . .

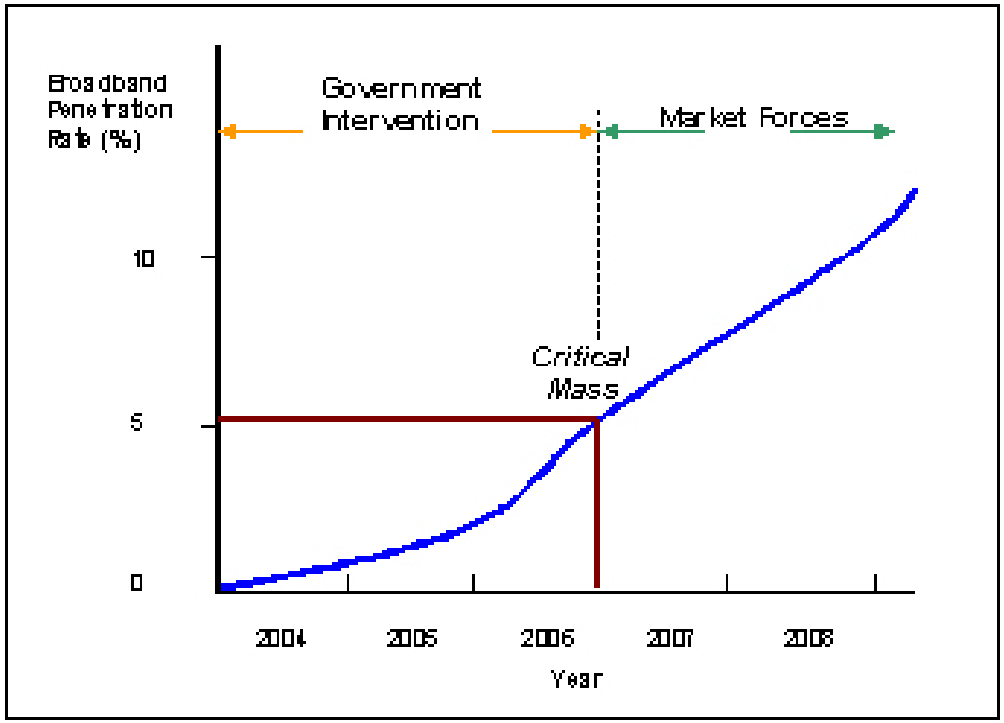
The use of network
and multimedia technologies
to improve the quality of learning
by enabling access to knowledge
and remote resources
for the development of a K-society.

- elR Research WG

Source: E-Learning Readiness in Malaysia 2004: A Joint Study by Ministry of Energy, Water and Communication & Open University Malaysia
Edited by Zoraini Wati Abas, Kuldip Kaur & Hairudin Harun

Enabling Factors for E-Learning

- Narrowing of digital divide
  - National Broadband Plan
  - Convenient
  - Affordable



Source: http://www.ktkm.gov.my/print_details.asp?Content_ID=475

Enabling Factors for E-Learning

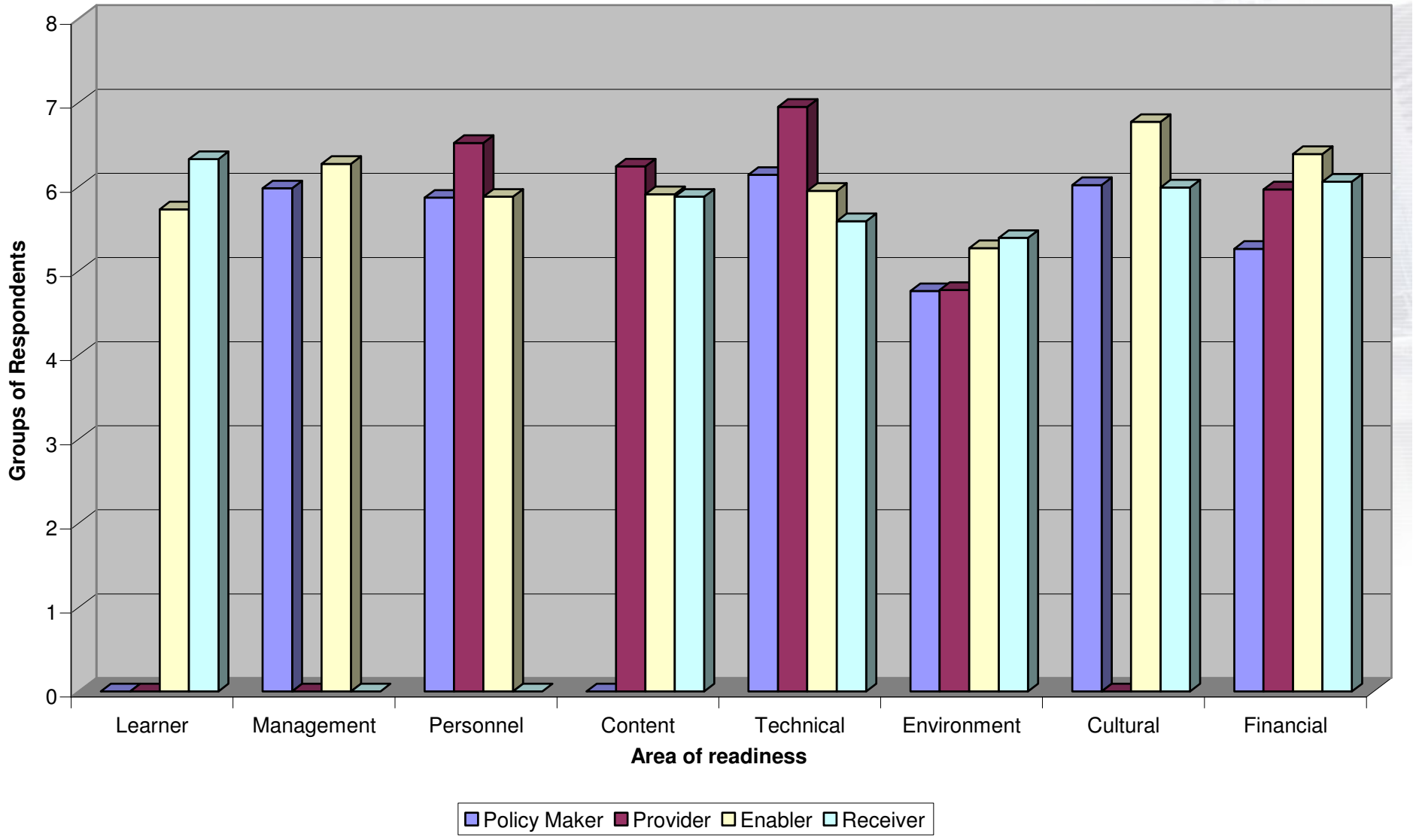
- Top-Down Support:
  - National Consultative Committee on E-Learning (NCCeL)
  - myGfL (Malaysian Grid for Learning)
  - National E-Learning Centre

www.mygfl.net.my

Enabling Factors for E-Learning

- E-Learning Readiness
  - Policy-makers
  - Providers
  - Enablers
  - Receivers

Overall Means for E-learning Readiness among Policy Makers, Providers, Enablers and Receivers



Summary of Ratings

Area of readiness	Policy Maker	Provider	Enabler	Receiver
Learner	-	-	5.73	6.33
Management	5.98	-	6.24	-
Personnel	5.87	6.52	5.88	-
Content	-	6.24	5.91	5.88
Technical	6.14	6.95	5.95	5.59
Environmental	4.76	4.77	5.27	5.39
Cultural	6.02	-	6.77	5.99
Financial	5.26	5.97	6.39	6.06

Source: E-Learning Readiness in Malaysia 2004: A Joint Study by Ministry of Energy, Water and Communication & Open University Malaysia
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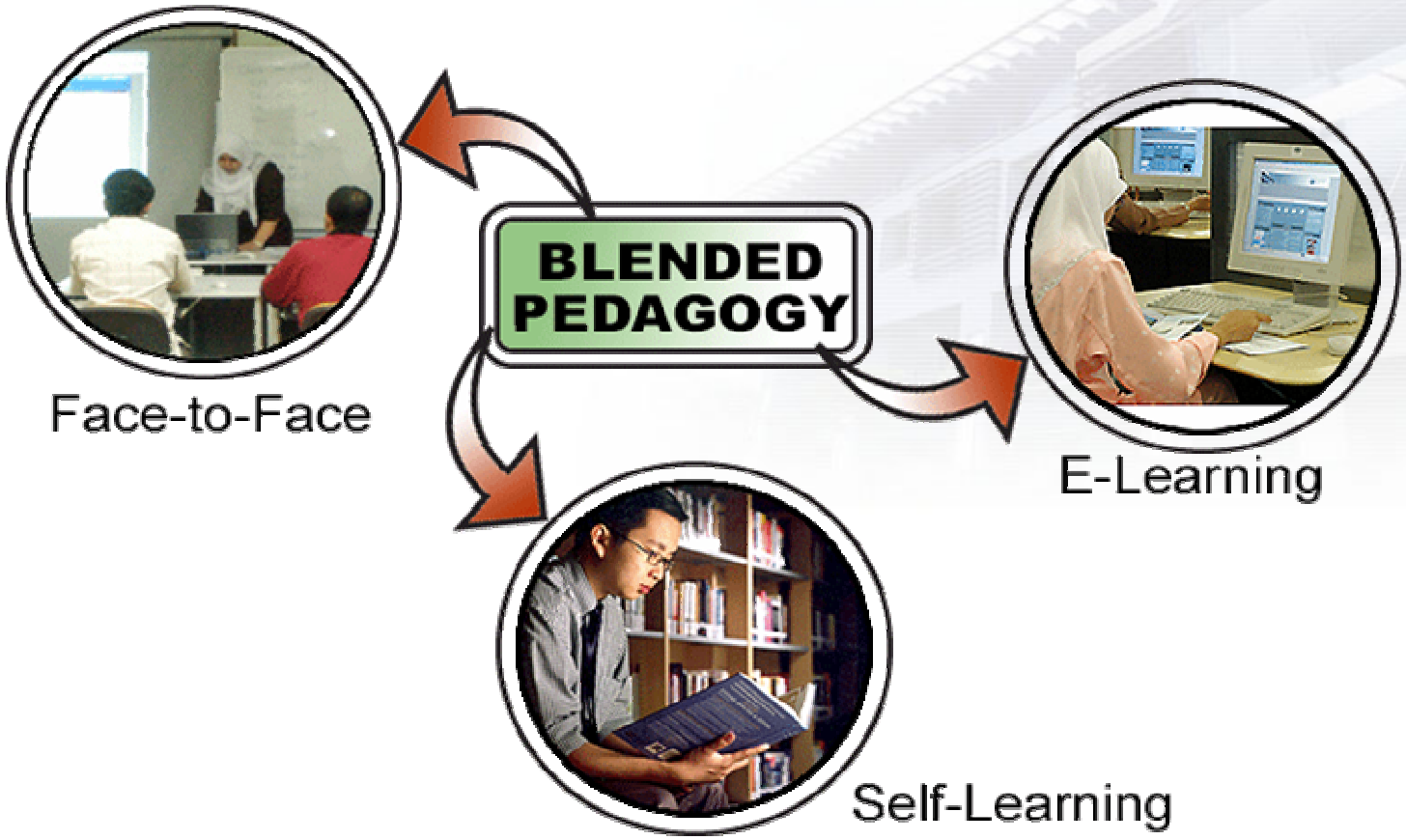
In the Context of OUM…

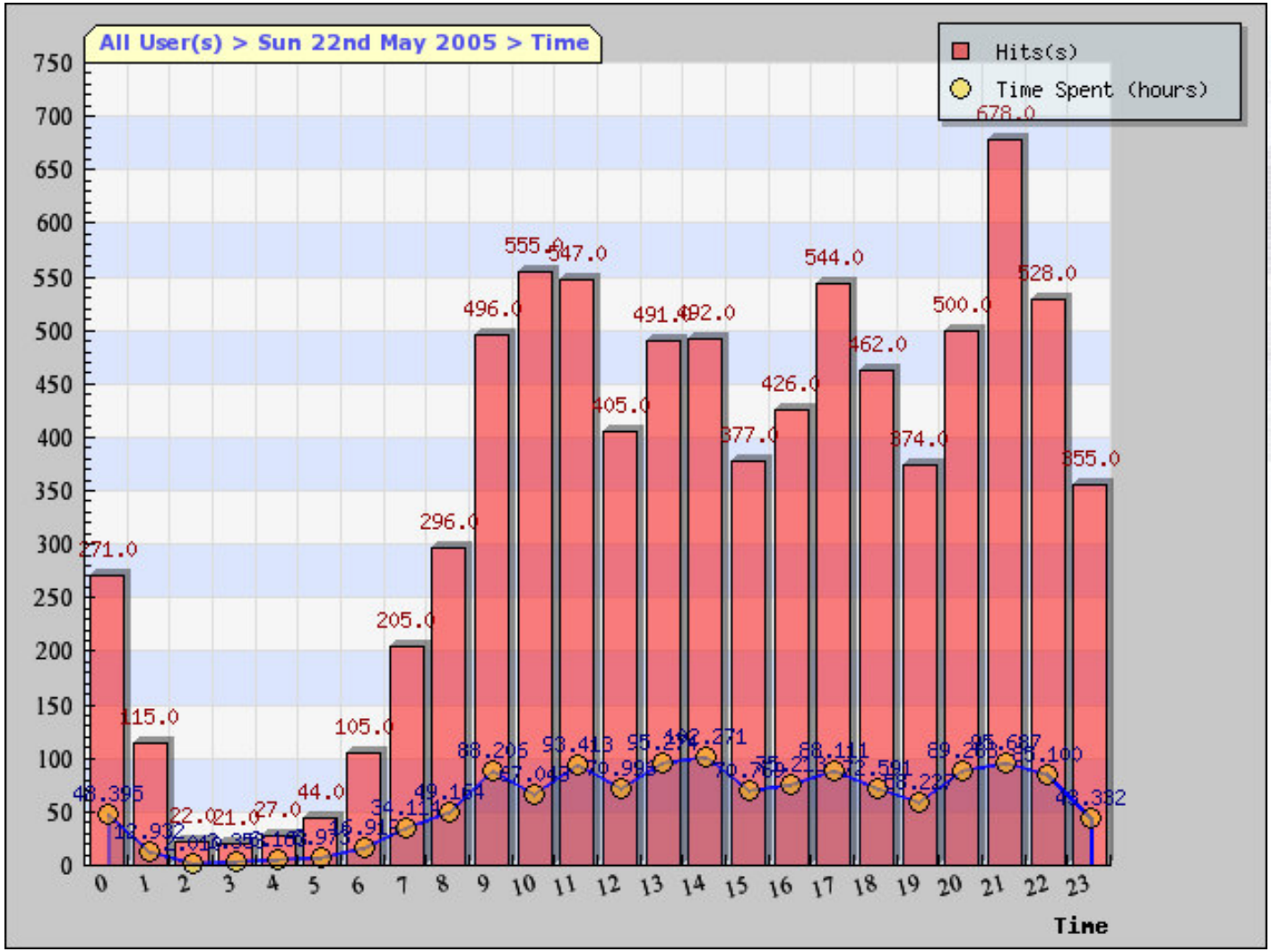
Delivery Modes



Successful E-learning: What does it mean?

- **High Access Rate**
- **Active and quality interaction between tutors and students**
- **Up-to-date, relevant & engaging content**
- **Promotes knowledge sharing culture**

Access Rate



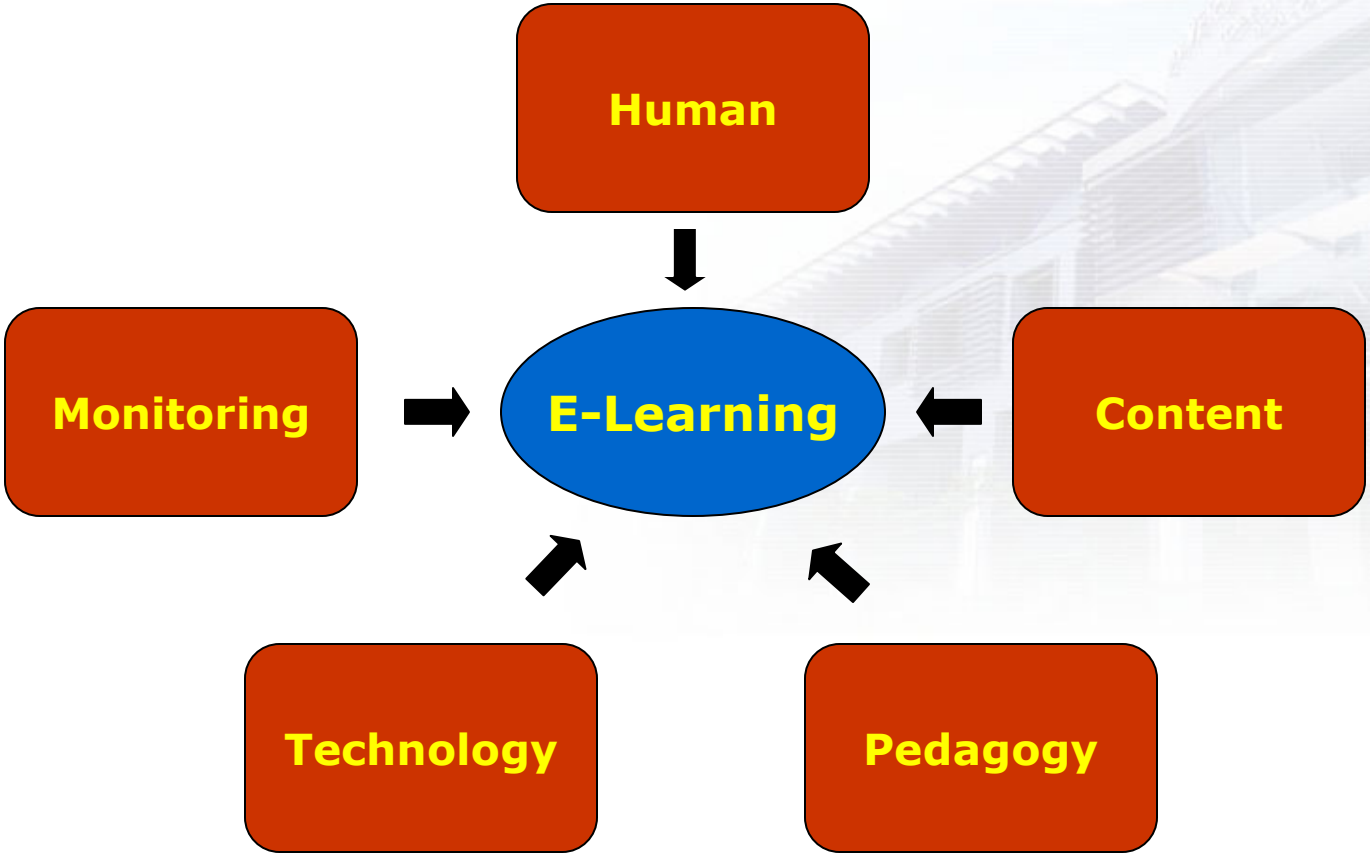
Students:
30,000

Tutors:
1,500

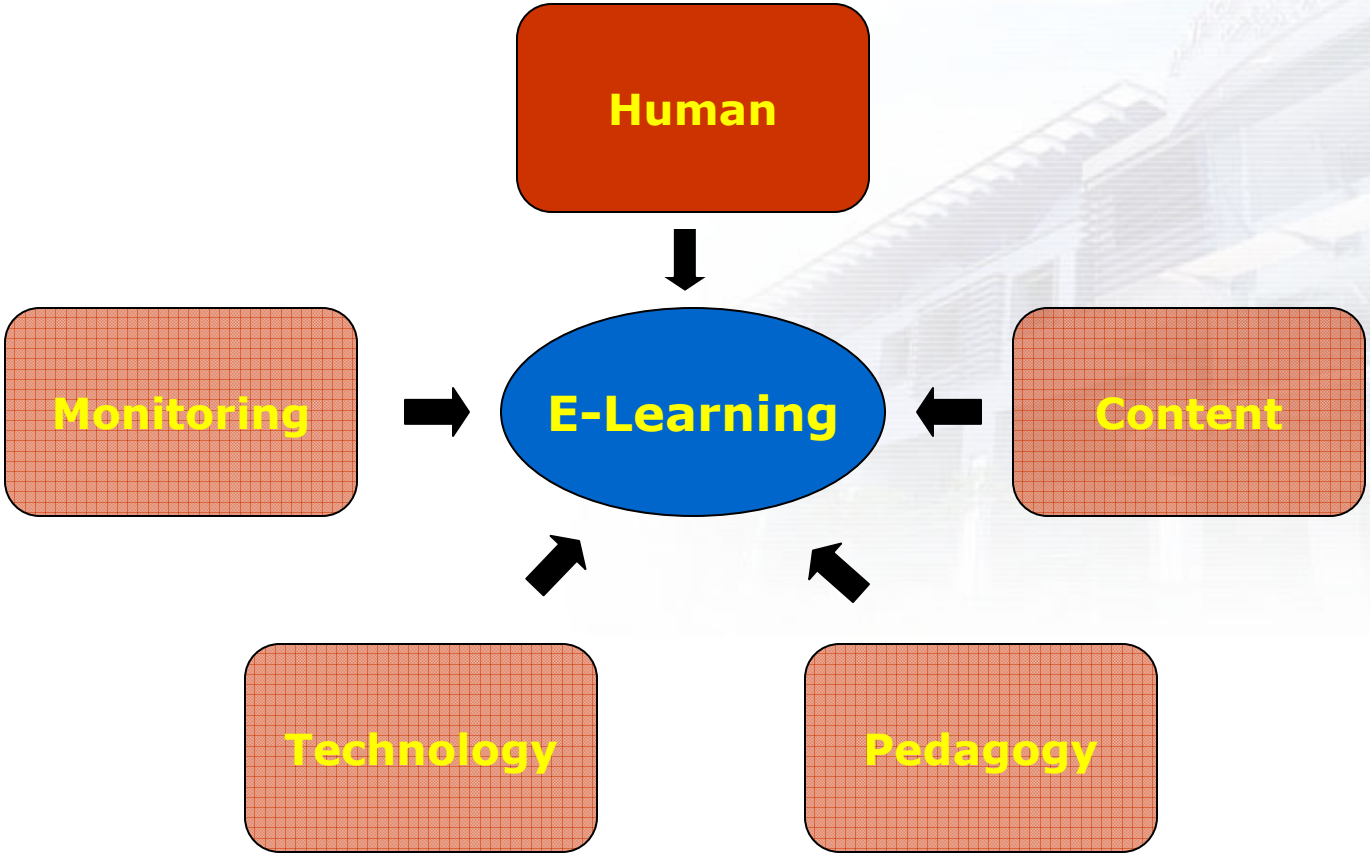
Average Access:
500 users/hr

Peak Access:
1,000 users/hr

E-learning Success Factors



E-learning Success Factors



Success Factors: Human

WHO?	HOW?
▪Students ▪Tutors ▪Lead Tutors ▪Subject Matter Experts ▪Faculty Coordinators ▪Tutor Management Unit ▪PPU Administrators	▪Adequate training ▪Roles and responsibilities ▪Motivation ▪Monitoring ▪Reward

Success Factors: Human

- Timeliness
  - ✓ Tutors are required to access forum at least 3 times a week for at least 1 hour per access
  - ✓ Postings by learners have to be responded within twenty-four (24) hours
  - ✓ Reply learners e-mails within twenty-four (24) hours
  - ✓ SME are required to response to tutor's posting within the timeline given
  - ✓ Lead tutors and faculties monitor tutors' and SMEs' participation on weekly basis

Success Factors: Human

- Training:
  - ✓ Induction/familiarisation
  - ✓ Workshop
- Learning Culture:
  - ✓ Compulsory Learning skills course
  - ✓ Important information is posted online
  - ✓ Online registration
  - ✓ Online community

Success Factors: Human

- Appointment letters
  - ✓ Online terms and references
- Training:
  - ✓ Appointment is subject to training outcome
- Learning Culture:
  - ✓ Online application
  - ✓ Online training
  - ✓ Online support
- Evaluation Criteria

Appointment Letter

ROLES AND RESPONSIBILITIES OF ONLINE TUTOR

General Role

Generally, an online tutor is to facilitate an effective virtual classroom discussion sessions. The facilitation is to be done in such a manner such that the personalised learners obtain similar benefits as that obtained by Blended Learning (BL) students from their face-to-face tutorial sessions.

Specific Responsibilities

To enable the above-mentioned general role the following specified activities needs to be performed:

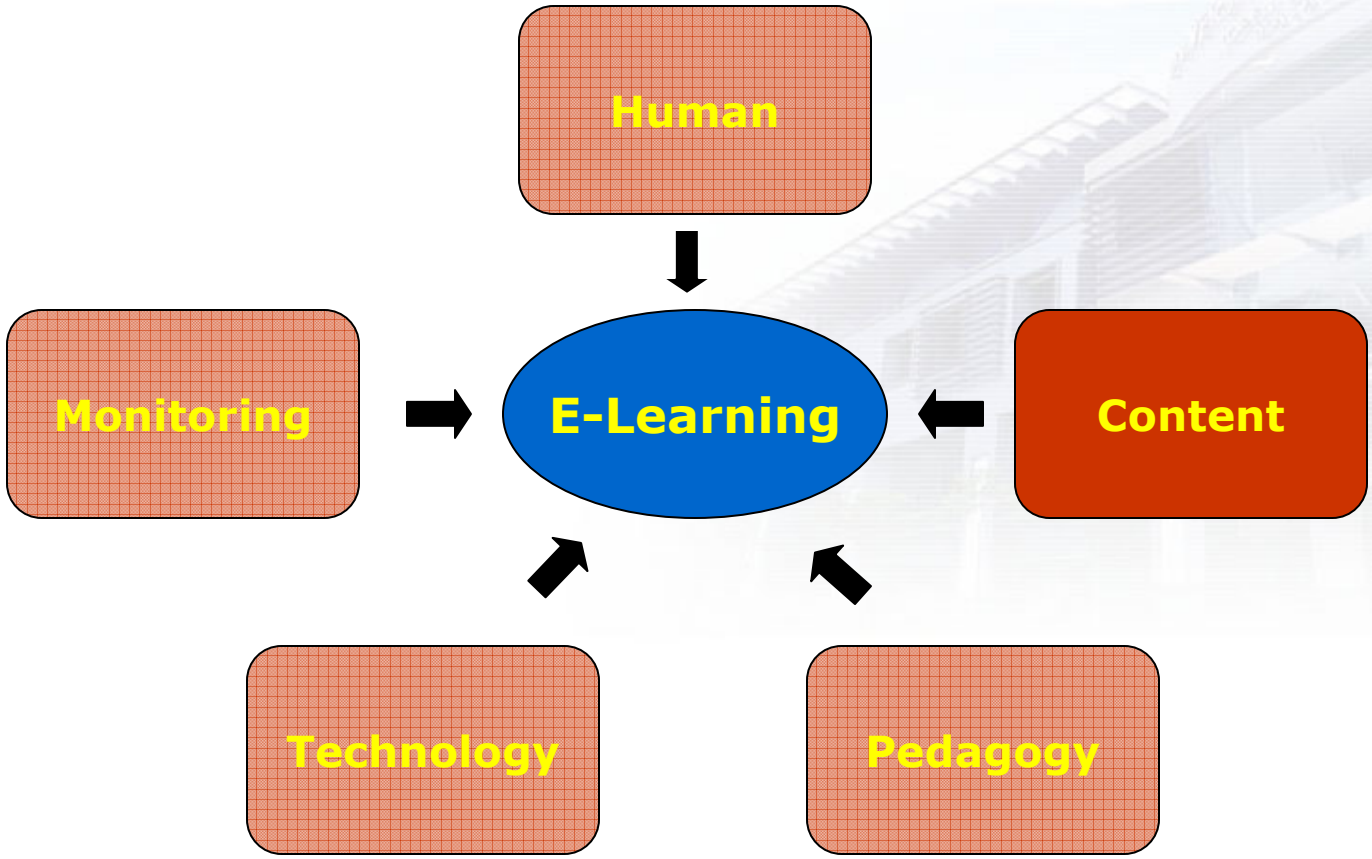
- facilitate, actively and promptly, the myLMS forum discussion. Postings made by learners have to be responded within twenty-four (24) hours;
- reply the learners e-mails within twenty-four (24) hours;
- marks test 1, test 2, mid-semester test and assignments for your personalised students, and undertaking related activities, such as after marking tests and assignments, tutors are required to enter the results of learners into Online Marking Entry System (OMES).

Evaluation Criteria

Category	Description	Points
Frequency of Contributions	Contributions have been regular and varied without long lapses between postings	2
	Learner has been present online but postings have been few and far between; student has been a lurker more than an active contributor	1
	Learner is rarely or never present online	0
Quality of Contributions	High quality contributions focused on task; strong evidence of learner having generated discussion, analysed information, drawn conclusions and helped create a lively debate	3
	Contributions have been focused on the task; some evidence of analysis, sharing and teamwork	2
	Contributions have been minimal with little evidence of sharing and teamwork	1
	Few or no contributions have been made toward the discussion or task	0

Every tutor will award the learner a maximum of 2 points for frequency of contribution and a maximum of 3 points for quality of contributions. Hence, the total will be anywhere from 0 to 5 points (that is, from 0 to 5 percent of total marks for the course).

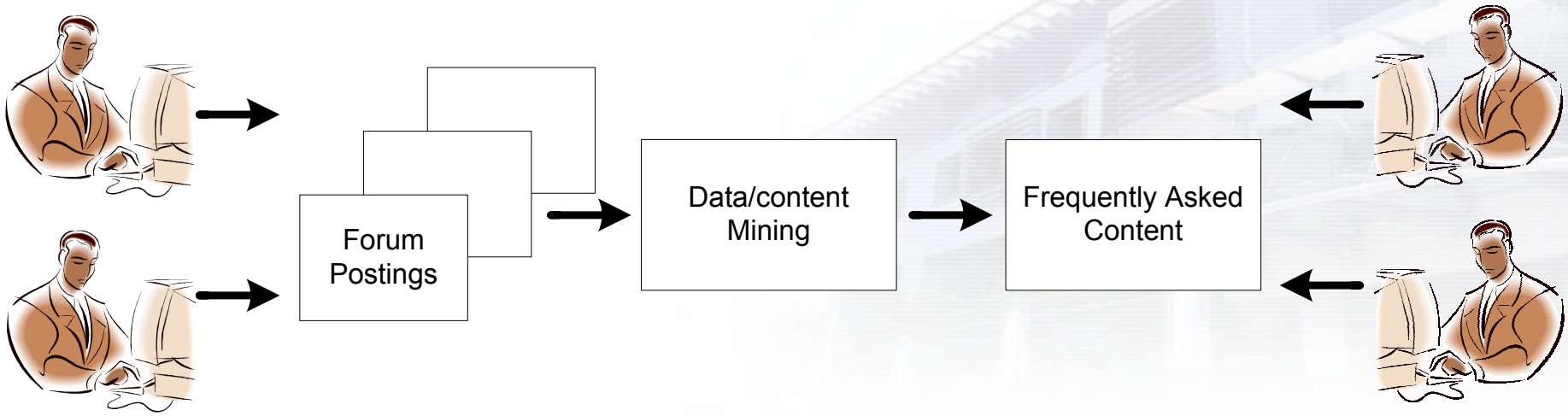
E-learning Success Factors



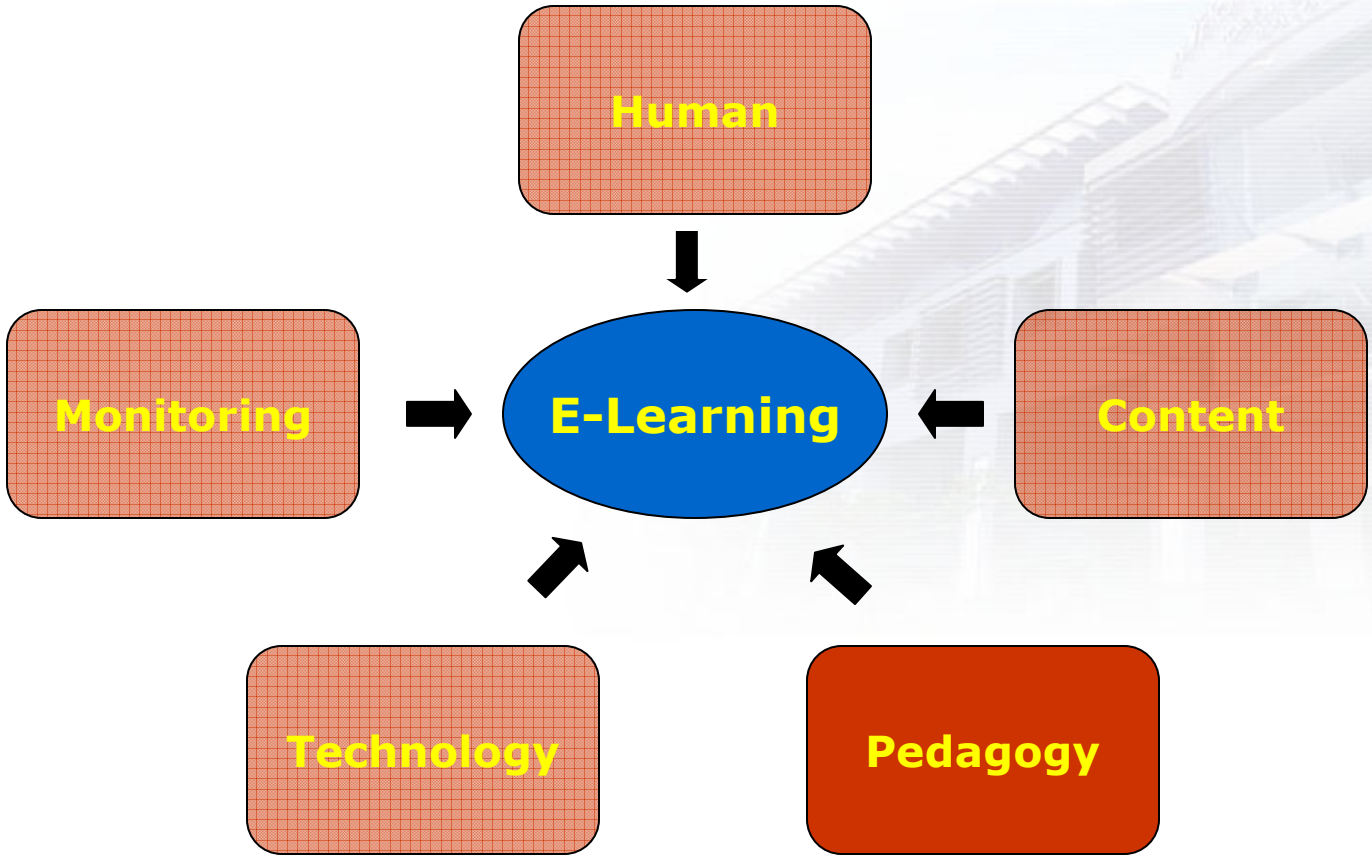
Success Factors: Content

- ✓ Reusable Learning Object
- ✓ Web-Based and CD-Based Interactive Content
- ✓ Links to relevant websites
- ✓ Digitized Printed Module
- ✓ Self-Assessment Tests
- ✓ Collaborative Content - Forum
- ✓ Leveraging on past learning discussions - FAQs

Leveraging on Past Content

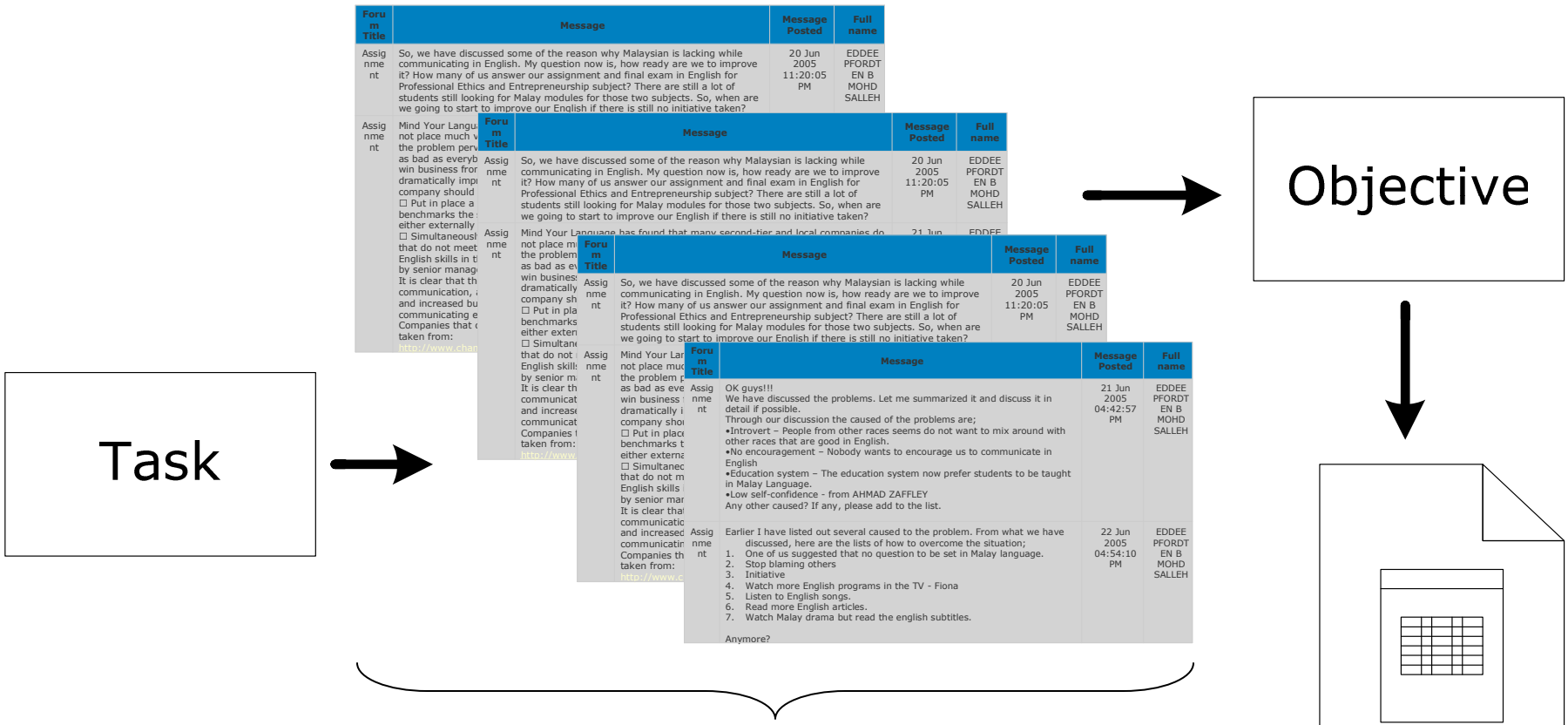


E-learning Success Factors



TASK
(Process)
1
GUIDANCE
• Tutors work with learners to show *how* something is done
• Tutors help with the use of print and online resources
• Tutors provide support through questions, leads and simplifying difficult subject matter
• Tutors model ways to work together
2
INTERDEPENDENCE
• Learners *collectively* solve problems or discuss solutions
• Learners use a variety of learning materials
• Learners help each other by answering questions and providing direction
• Learners recognize and use each other as a knowledge source
Feedback/ Input
(Active Tutor Role)
Online Interaction
Deliberation
(Active Learner Role)
• Tutors design goals based on ideas of *growth* and knowledge construction
• Tutors think of ways to inspirit learners' curiosity
• Tutors motivate learners to work toward defined goals
• Learners recognize need to *go beyond* current ability
• Learners think of ways to address challenges
• Learners focus on ways to resolve issues, define and solve problems
• Learners actively strive to complete tasks and to achieve goals
3
CHALLENGE
4
EXTENSION
KNOWLEDGE CONSTRUCTION
(Outcome)

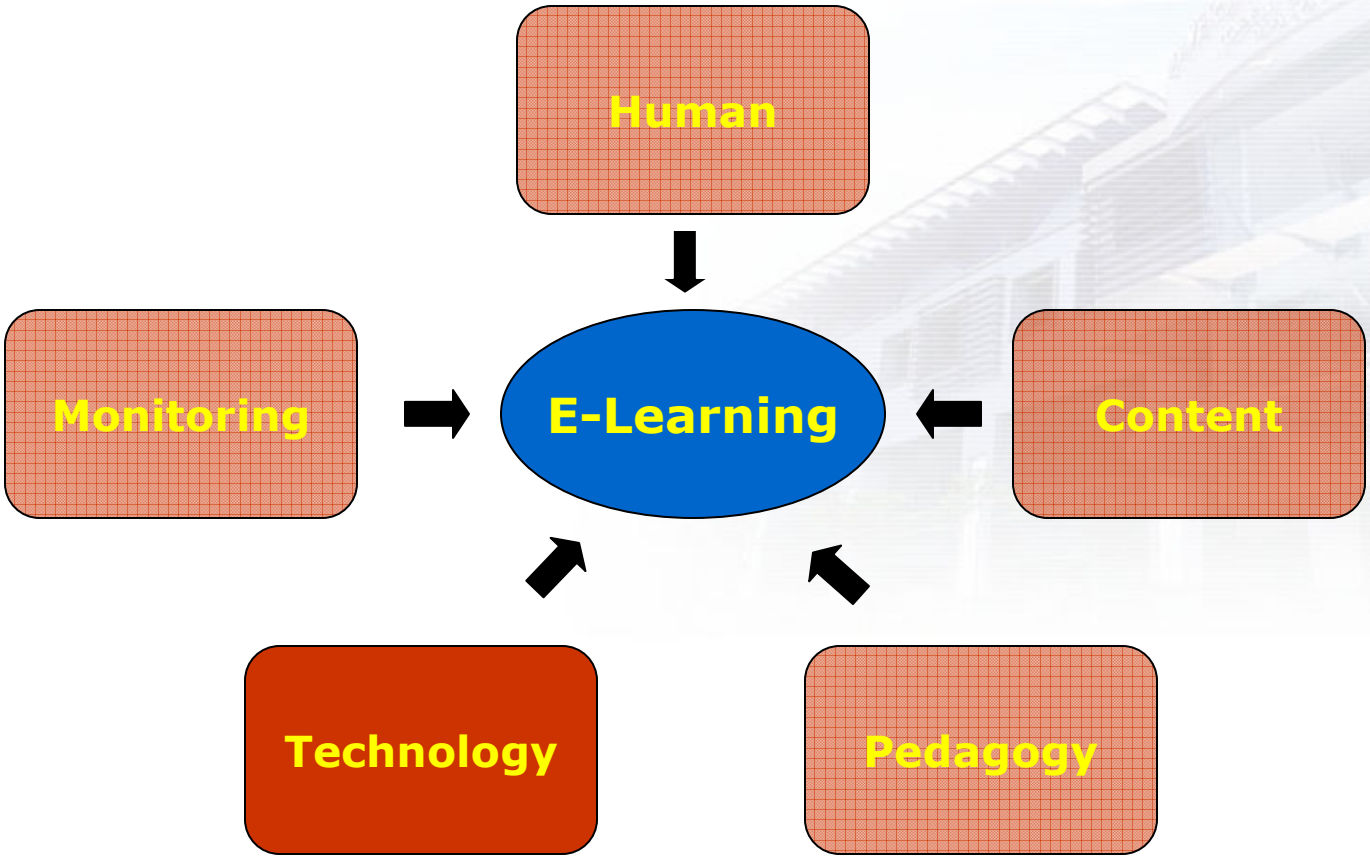
Collaborative online learning



Forum Title	Message	Message Posted	Full name
Assignment	So, we have discussed some of the reason why Malaysian is lacking while communicating in English. My question now is, how ready are we to improve it? How many of us answer our assignment and final exam in English for Professional Ethics and Entrepreneurship subject? There are still a lot of students still looking for Malay modules for those two subjects. So, when are we going to start to improve our English if there is still no initiative taken?	20 Jun 2005 11:20:05 PM	EDDEE PFORDT EN B MOHD SALLEH
Assignment	OK guys!!! We have discussed the problems. Let me summarized it and discuss it in detail if possible. Through our discussion the caused of the problems are; •Introvert – People from other races seems do not want to mix around with other races that are good in English. •No encouragement – Nobody wants to encourage us to communicate in English •Education system – The education system now prefer students to be taught in Malay Language. •Low self-confidence - from AHMAD ZAFFLEY Any other caused? If any, please add to the list.	21 Jun 2005 04:42:57 PM	EDDEE PFORDT EN B MOHD SALLEH
Assignment	Earlier I have listed out several caused to the problem. From what we have discussed, here are the lists of how to overcome the situation; 1. One of us suggested that no question to be set in Malay language. 2. Stop blaming others 3. Initiative 4. Watch more English programs in the TV - Fiona 5. Listen to English songs. 6. Read more English articles. 7. Watch Malay drama but read the english subtitles. Anymore?	22 Jun 2005 04:54:10 PM	EDDEE PFORDT EN B MOHD SALLEH

Collaborative Online Learning

E-learning Success Factors



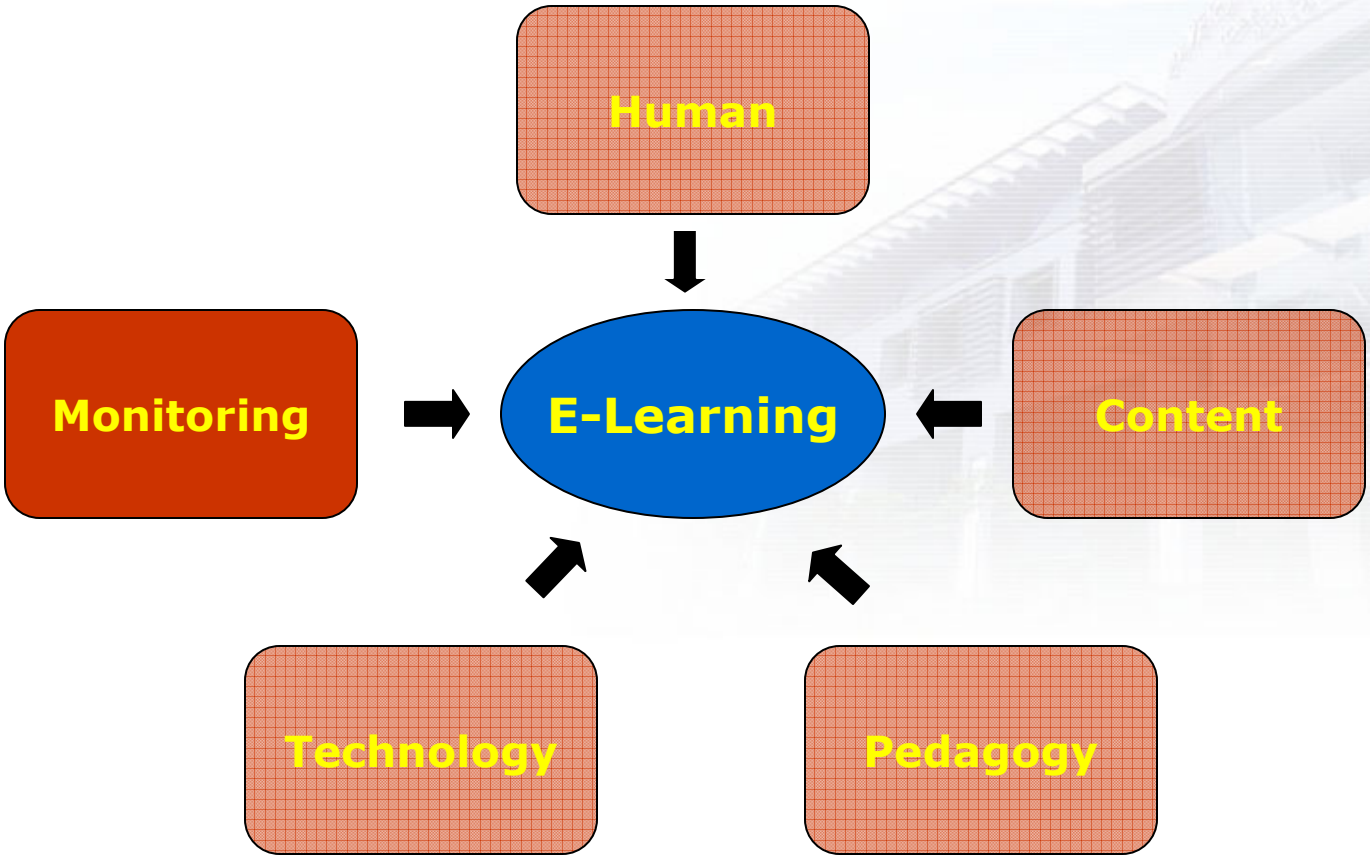
Success Factors: Technology

NETWORK
✓Reliable ISPs
✓Link Balancer
✓Broadband

HARDWARE
✓Scalability
✓Robustness

SOFTWARE (LMS)
✓Interactive
✓User-friendly
✓Light
✓Compatible
✓Integrated

E-learning Success Factors



Tutor vs Students

Announcement | Online Discussion | Digital Drop Box | Email | Members | Online Discussion Monitoring

	User Fullname	StudentID	General	COL Assignment	Tutorial 1 Discussion	Tutorial 2 Discussion	Tutorial 3 Discussion	Tutorial 4 Discussion	Tutorial 5 Discussion	Message Post by User	Total Message
☐	ABDUL ADIS BIN ABDULLAH	701230125071	0	0	0	0	0	0	0	0	268
☐	AISA BIN AG DURAMAN @ AG ABD RAHMAN	640113125519	0	3	2	0	0	0	0	5	268
☐	ANGELA @ ARITA SIMIN	771222125868	0	5	0	0	0	0	0	5	268
☐	AZMAN BIN MUSA	670706065117	0	2	2	0	0	0	0	4	268
☐	CHAI HON BIN CHONG KIAM	660328125629	0	3	0	0	0	0	0	3	268
☐	CHRISTINE SILVERIUS	810122125464	1	3	1	0	0	0	0	5	268
☐	DAYANG BINTI HUSSIN	660731125186	0	5	0	0	1	0	0	6	268
☐	DOLLYN ALOYSIUS @ ATTI	660709125120	2	11	2	2	1	0	0	18	268
☐	FLORANCE PAUL JACK	651217125234	2	2	9	6	4	0	0	23	268
☐	GURKHA AK FRANCIS ENDAWI	640217135017	4	2	3	4	2	0	0	15	268

Lead Lutor vs Tutors

Type of Forum : Forum
CourseID : OUMH2103
Forum Name : ALL
Keyword :
Course Role : Tutor
Search

Tips:
Keyword could be : Username / Fullname / StudentID / StaffID / IC Number / Forum Name.

189 record(s) founds - You are at page 1 of 4

Course ID	Forum Name	User Fullname	StudentID	Message Post by User	Open Forum Title Total Message
OUMH2103	ABDUL RAOF B HJ IBRAHIM	ABD RAOF BIN HAJI IBRAHIM	570626017037	10	66
OUMH2103	ABDUL RAZAK ABDUL KARIM	ABDUL RAZAK ABDUL KARIM	600721125073	0	0
OUMH2103	ABU BAKAR OTHMAN	ABU BAKAR OTHMAN	550215075541	24	157
OUMH2103	AFIZAL @ MOHD AFIZAL BIN MOHD ARIS	AFIZAL @ MOHD AFIZAL BIN MOHD ARIS	750401025405	0	0
OUMH2103	AHMAD BIN OTHMAN	AHMAD BIN OTHMAN	511114115119	35	84
OUMH2103	AHMAD ISKANDAR BIN HARON	AHMAD ISKANDAR BIN HARON	600518045297	41	102
OUMH2103	AHMAD ZULKIPLY HJ MOHD YASSIN	AHMAD ZULKIPLY B.HJ MOHD YASSIN	590621085995	26	67

Faculty/Tutor Management Unit vs Tutors

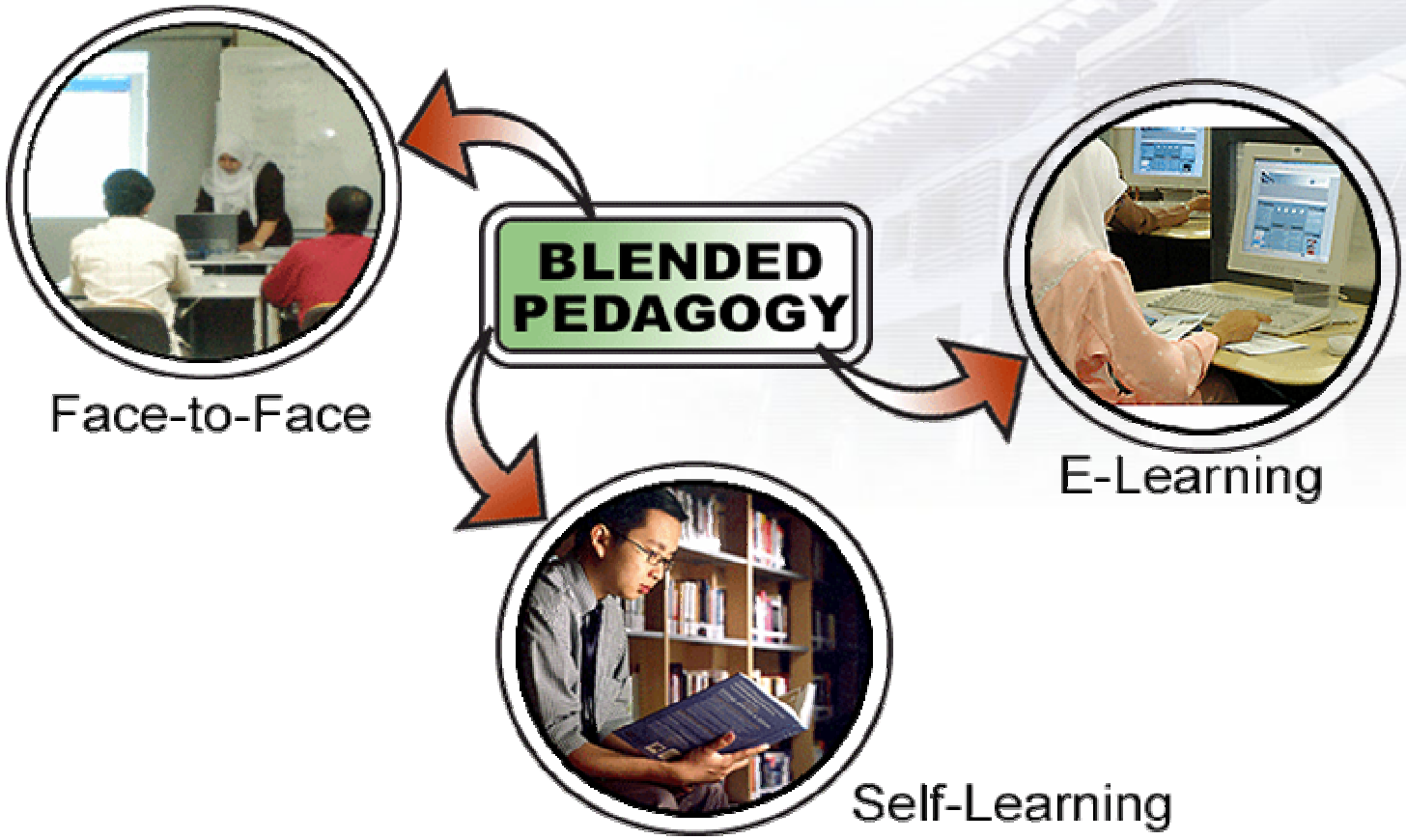
Tracking within Today (No Time Limit / Today / Last 7 days / Last 30 days)

Fullname		Date	Hours Spend	Frequency Access	Message Posted in Open Forum	Message Posted in Forum	Send Email
ODLPC1001							
RICHARD NG (DR)	580916085985	2005-06-22	0h 0m 0s	0	0/0	0/0	☐
		Total	0h 0m 0s	0	0/0	0/0	
ODLPC1002							
RICHARD NG (DR)	580916085985	2005-06-22	0h 0m 0s	0	0/0	0/0	☐
		Total	0h 0m 0s	0	0/0	0/0	
ODLPC1003							
RICHARD NG (DR)	580916085985	2005-06-22	0h 1m 32s	3	0/3	0/0	☐
		Total	0h 1m 32s	3	0/3	0/0	
OUMH1103							
RICHARD NG (DR)	580916085985	2005-06-22	0h 18m 44s	5	0/0	6/279	☐
		Total	0h 18m 44s	5	0/0	6/279	
OUMM2103							
RICHARD NG (DR)	580916085985	2005-06-22	0h 9m 14s	4	0/0	1/768	☐
		Total	0h 9m 14s	4	0/0	1/768	
						Select/UnSelect All	☐

Send Email

E-Learning at OUM - Recap

Delivery Modes



Conclusion: Success Factors

National Efforts

Institutional Efforts

Individual Efforts