

## 9.NIE

### **E-learning & CoPs at the National Institute of Education : challenges & successes**

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#### **The Background and Purpose of the KM Effort in the Case**

Problem: CITE needed support from the lecturers at NIE to push eLearning, organization wide.

The National Institute of Education set-up the e-learning champions committee to assist in the sharing of resources and assist in the professional development of academic staff in efforts to tap on the affordances of e-learning technologies for teaching and e-learning purposes.

Problem: We wanted a common platform accessible to all NIE staff

We wanted to identify staff with expertise and those who needed this expertise and then to create a platform to link the two. Hence the Teaching and Learning Resources site as a common platform for all the staff to access resources created by the staff for the staff. The main purpose of the site is to create eLearning resources for lecturers apart from linking the experts with the novice in educational tools.

#### **What We Did**

At the organization level, the e-champions were nominated from each Academic Group as a link between the eLearning committee at NIE and the other faculty members.

An infrastructure has been provided for the e-champions to partner the Centre for IT in Education (CITE) in our pursuit of encouraging e-learning in the organization. This infrastructure involves face-to-face communication through regular meetings as well as a virtual space to communicate and collaborate. During the face to face meetings the e-champions and the CITE staff share and exchange the latest developments in terms of technology for eLearning.

At the department level, CITE has its own system of managing information and knowledge pertaining to eLearning resources. A Teaching and Learning Resources site has been set up as a knowledge repository which is accessible to all the NIE staff. The purpose is to organize information and knowledge for easy retrieval by the lecturers. It is also a platform for lecturers to share their expertise and for the technologists and the Instructional designers to create innovative ideas and creative solutions to the eLearning needs of the lecturers

#### **Lessons Learned**

We are currently at the very beginning stage of developing a Knowledge Management System at NIE. The e-champions have helped CITE reach out to the various academic groups. The Teaching and Learning resources site has been accessible to all the NIE staff, however we will need to promote it further to create awareness about this site and the benefits to the lecturers if they are a part of this community.

#### **Impact and Benefits**

As we are at the beginning stage of create a knowledge management system, it would be difficult to measure the impact at this stage

**Insights and lessons learned from case study discussion**

1. In order for the Knowledge Management system to be successful, everyone (lecturers/ admin and professional staff at the centre for IT) must be willing to share.
2. Challenge is getting lecturers to use the current LMS platform to share their expertise or to ask queries related to eLearning
3. What is required is to focus on changing the culture in order to ensure the success of the system.
4. Rewards and recognition for participation/sharing could be considered to encourage participation from lecturers
5. Encourage lecturers to post their queries in the discussion forum rather than email so that those with the expertise could answer it.
6. Auto-update personal homepages when new 'knowledge outputs' are contributed to the Knowledge Management system.