Business Continuity with eLearning@SP (eSP)

SINGAPORE POLYTECHNIC

About Singapore Polytechnic

- 1st polytechnic set up in 1954 – over 150000 graduates
- 17000 students enrolled in 80 diploma and post-diploma courses offered by 10 Schools
- Offers a combination of broad based and practice oriented courses, leadership programmes, co-curricular activities and overseas opportunities for a well rounded education.

http://www.sp.edu.sg

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- **SP Scholars programme**
- **SP Outstanding Talent (SPOT) programme**
- **Co-curricular activities**
- **Institutional modules**
- **Local and international competitions**
- **Overseas immersion and internship**
- **Conceive - Design - Implement - Operate (CDIO™)**
- **Multi disciplinary projects**
- **Design Thinking**

Holistic Education

RoboCup 2010 SINGAPORE

design thinking @SP

IWF 2010 Singapore International Water Festival

cdio™

Key drivers for SP Learning Technologies

- Good SPICE infrastructure
  - eSP integrated to other enterprise systems (student admin, digital library, staff/student portals, digital asset management, video streaming
- Committee for ICT in Teaching & Learning
- eLearning champions
- Innovation in education projects
- Professional Development
- Certification (CITT, CEDAP)
- Special Events – eLearning Weeks, Business Continuity

Sharing our experiences …

SP eLearning Weeks

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1st eL week [Dec 2nd eL

2nd eL week [June 3rd eL

3rd eL week [Nov 4th eL

4th eL week [May 5th eL

5th eL week [Nov 2007]

SP eLearning weeks

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Objectives of the eLW exercises

- To provide staff and students with a learning experience that is fully online.
- To test readiness for continuation of learning during crisis situations such as pandemic flu or unforseen campus closure.
- To test the infrastructure for supporting learning technologies for further IT planning.

eLW implementation

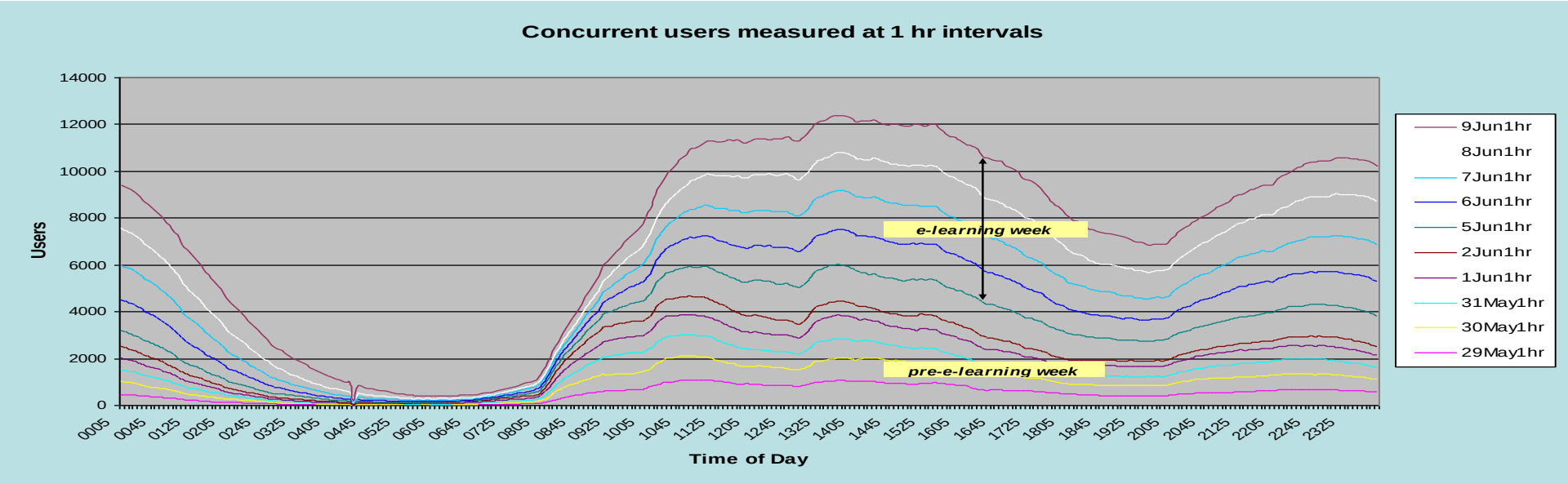
- Target group – all full-time courses only
- One week per semester – campus wide basis
- Prior to eLW
  - Communication to staff (objectives, guidelines, sharing sessions)
  - Staff readiness (design online lessons and activities, develop learning resources, attend trainings)
  - Communication to students (clear instructions, contacting their lecturers
  - Learner support (publish contact details, availability for teacher-student interaction, help desk),

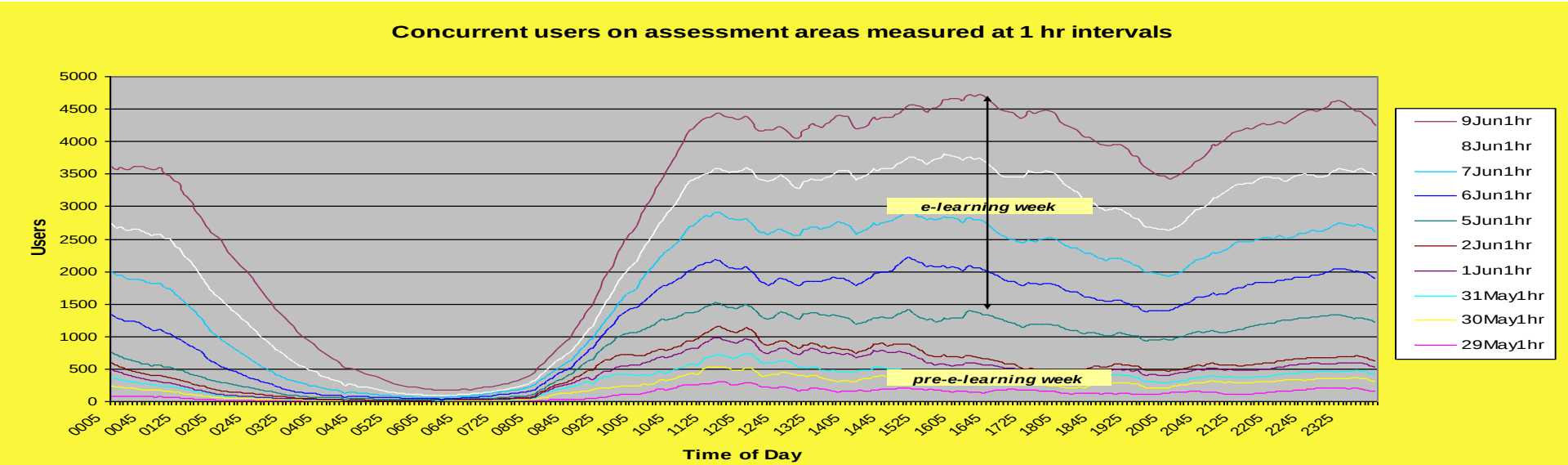
eLW implementation

- During eLW
  - Ensure good helpdesk support
  - Student learn on their own and submit assessments and discussions thru eSP.
- After eLW
  - Staff conduct lessons that are not possible thru eLW.
  - Post event surveys and focus group discussions
  - Evaluation reports and recommendations

Concurrent usage @ 1 hr intervals

[patterns are quite similar in all 5 eLWs]





Staff Poll on readiness for business continuity (in 2008)

e-Learning Week Poll for staff

SP has already conducted 5 e-Learning Week exercises since Dec 2005. How confident or ready are you now, if the campus were really closed (without due warning)for a prolonged period of time, say 2 weeks? Will you be able to continue your teaching and delivery of learning, off campus?

Ready	18 / 41.86%
Can do, given some help	22 / 51.16%
Not ready at all	2 / 4.65%
Cannot do by myself - need a lot of help	1 / 2.33%

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Student Poll on workload

eLearning WeeK Poll for students

How do you find your combined workload for the e-Learning Week compared to what you would get normally when you attend lessons in SP? Your workload for the scheduled lessons would be the timetabled hours for all lessons, plus additional hours on your homework and other assignments.

Very Light - quite free	113 / 2.94%
Lighter by around 10% to 30% lesser than a normal week	368 / 9.57%
About the same	800 / 20.8%
Heavier by around 10% to 30% more work	1244 / 32.34%
Very heavy - too many assignments & assessments	1322 / 34.36%

Satisfaction survey questions (Student)

Qn 1 The learning activities were interesting.

Qn 2 I can complete my lessons, assignments and tests within the time and resources given to me.

Qn 3 Instructions on what I was required to do were clear and adequate.

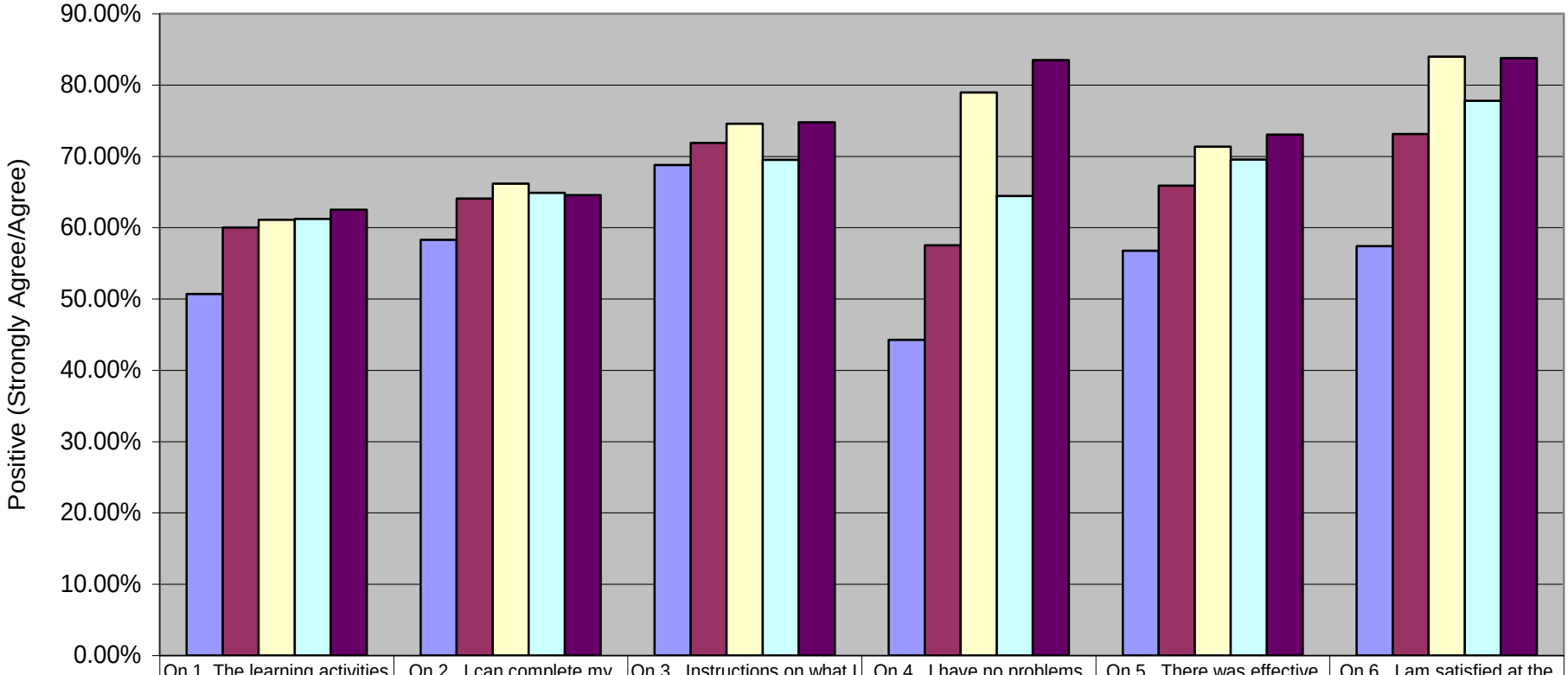
Qn 4 I have no problems using my PC/notebook to access my lessons on the web

Qn 5 There was effective communication with my lecturers and classmates to support my learning.

Qn 6 I am satisfied at the level of support provided by the technical support teams.

STUDENT Satisfaction Survey

Chart Date : 5th Dec 2007



	Qn 1 The learning activities (e.g. case study, web lesson, study assignments)	Qn 2 I can complete my lessons, assignments and tests within the time and	Qn 3 Instructions on what I was required to do were clear and adequate.	Qn 4 I have no problems using my PC/notebook to access my lessons on the	Qn 5 There was effective communication (eg. email, forum discussions and	Qn 6 I am satisfied at the level of support provided by the technical support teams
EL Week 1	50.68%	58.30%	68.76%	44.25%	56.76%	57.39%
EL Week 2	60.01%	64.07%	71.89%	57.54%	65.88%	73.10%
EL Week 3	61.11%	66.17%	74.56%	78.97%	71.35%	83.99%
EL Week 4	61.21%	64.88%	69.50%	64.45%	69.55%	77.79%
EL Week 5	62.50%	64.55%	74.76%	83.50%	73.02%	83.76%

Satisfaction survey questions (Staff)

Qn 1 Sufficient resources were available to effectively implement the planned learning activities.

Qn 2 There was appropriate information on what I was expected to do.

Qn 3 The learning outcomes for the week were achieved.

Qn 4 The students participated actively and positively to the learning activities.

Qn 5 There was effective communication with students to support their learning.

Qn 6 I feel competent in designing and managing online learning activities.

Qn 7 I felt more able to conduct learning outside the campus for an extended period of time

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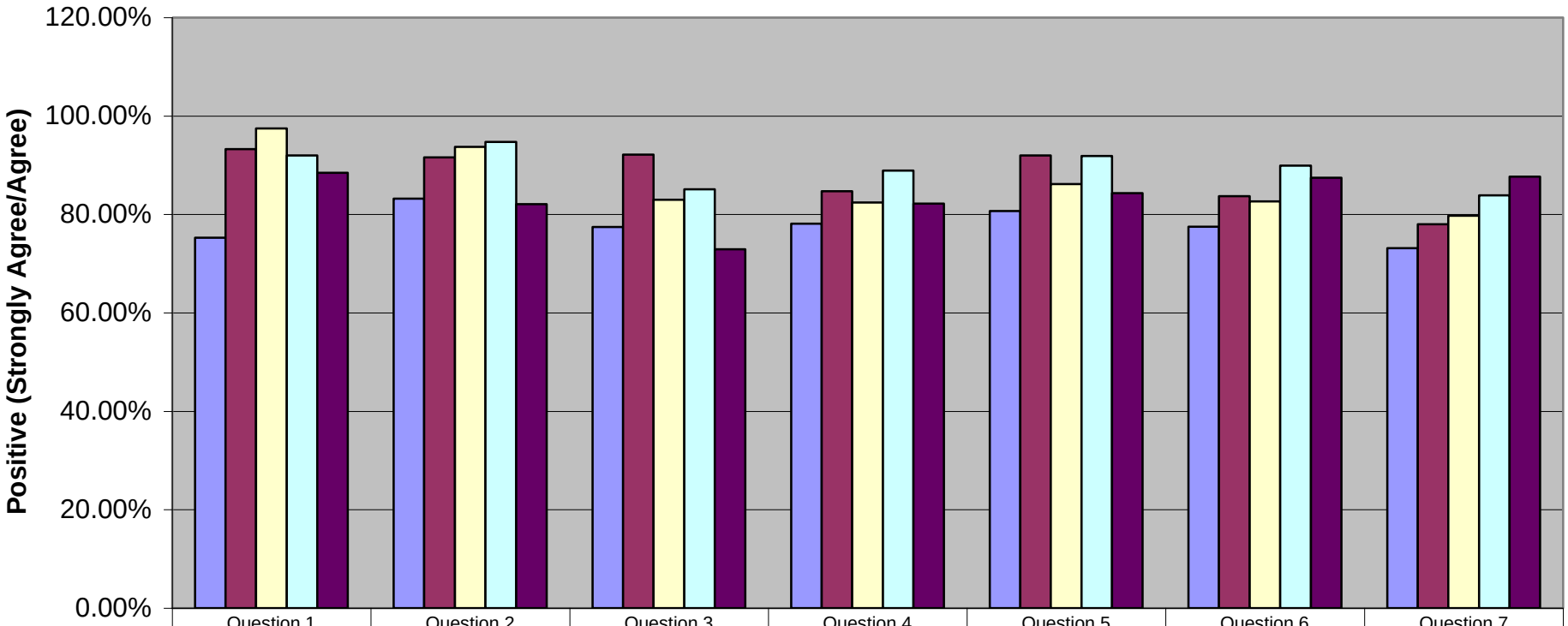
STAFF Satisfaction Survey

Chart Date : 5th Dec 2007



	Question 1 Sufficient resources were available to	Question 2 There was appropriate information on what I	Question 3 The learning outcomes for the week were	Question 4 The students participated actively	Question 5 There was effective communication with	Question 6 I feel competent in designing and	Question 7 I felt more able to conduct learning
EL Week 1	75.29%	83.23%	77.46%	78.12%	80.71%	77.49%	73.14%
EL Week 2	93.25%	91.61%	92.17%	84.74%	91.99%	83.69%	78.03%
EL Week 3	97.49%	93.72%	82.97%	82.44%	86.17%	82.65%	79.73%
EL Week 4	92.00%	94.70%	85.10%	88.90%	91.90%	89.90%	83.90%
EL Week 5	88.44%	82.11%	72.89%	82.22%	84.33%	87.44%	87.67%

Lessons from the Edge

- Stepping out of the comfort zone (take risks!)
- Greater understanding of e-teaching and e-learning concerns and challenges
- Teacher centric to student centric strategies
- Appropriate affordances in use of learning technologies
- Lesson design and learning activities to be more authentic and built on more e-Pedagogy approaches

Business Continuity

… we stopped eLearning Week exercises since 2008 and allowed Schools to conduct their own … but then in mid 2009, another episode starts…

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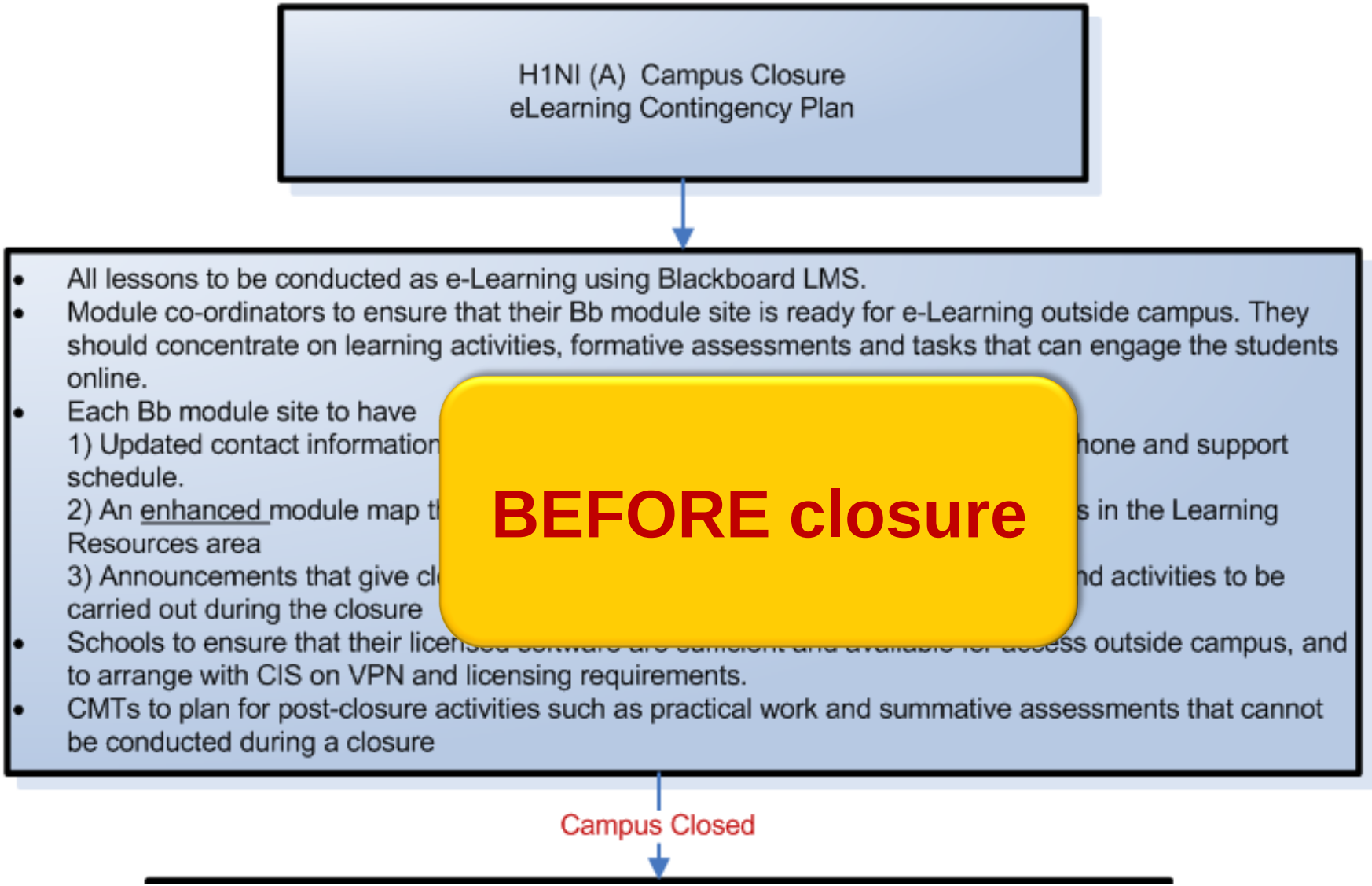
The H1N1 flu pandemic in 2009

- BCM plans activated (contact tracing, temperature taking, travel restrictions, etc)
- Preparation for protracted campus closure include the use of eSP for business continuity.
- No Business Continuity plans are available, but from the lessons of the past eLearning Week exercises, the team drafted “eLearning Contingency” plan.

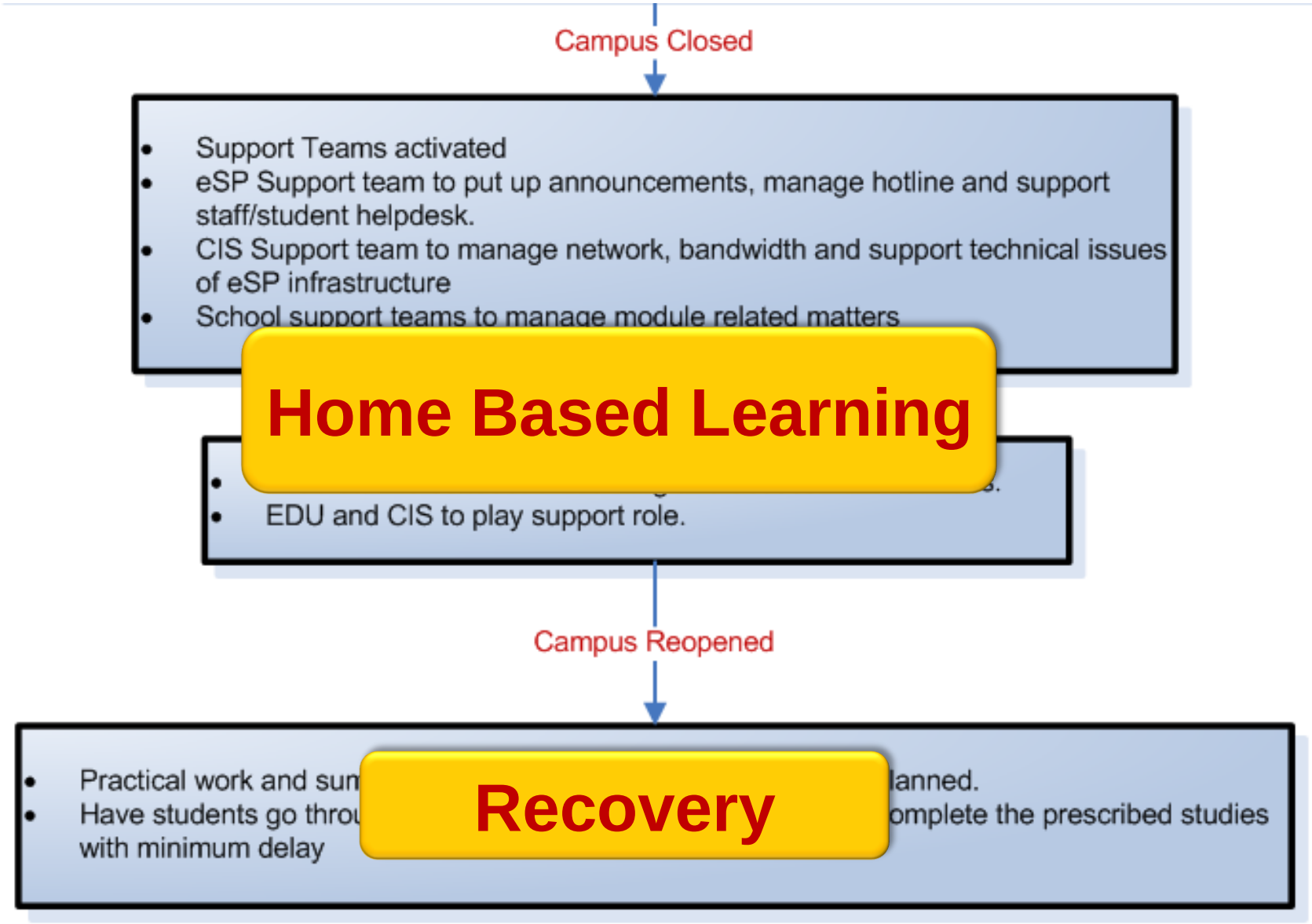
Key elements of the eLearning Contingency plan :

- Communication plans to staff / students including contact info and applications to support student engagement and learning.
- Weekly learning plans to ensure proper spread of learning load, co-ordination of lessons delivery and submissions of assessments.
- Checklists for pre-closure, home based learning (HBL) and post closure (curriculum recovery)
- Must make use of Bb module sites

E-learning Contingency Plan



E-learning Contingency Plan



BEFORE – module preparation

- Module Learning Resources
  - Enhanced for out-of-classroom learning (eg. Narrated slides, flash video)
  - Encourage use of free learning apps, social media
  - Standard module layout and organisation

SoftChalk
Software for Teaching

Respondus

voicethread

Powered by Centra

LAMS
Learning Activity Management System

YouTube
Broadcast Yourself ™

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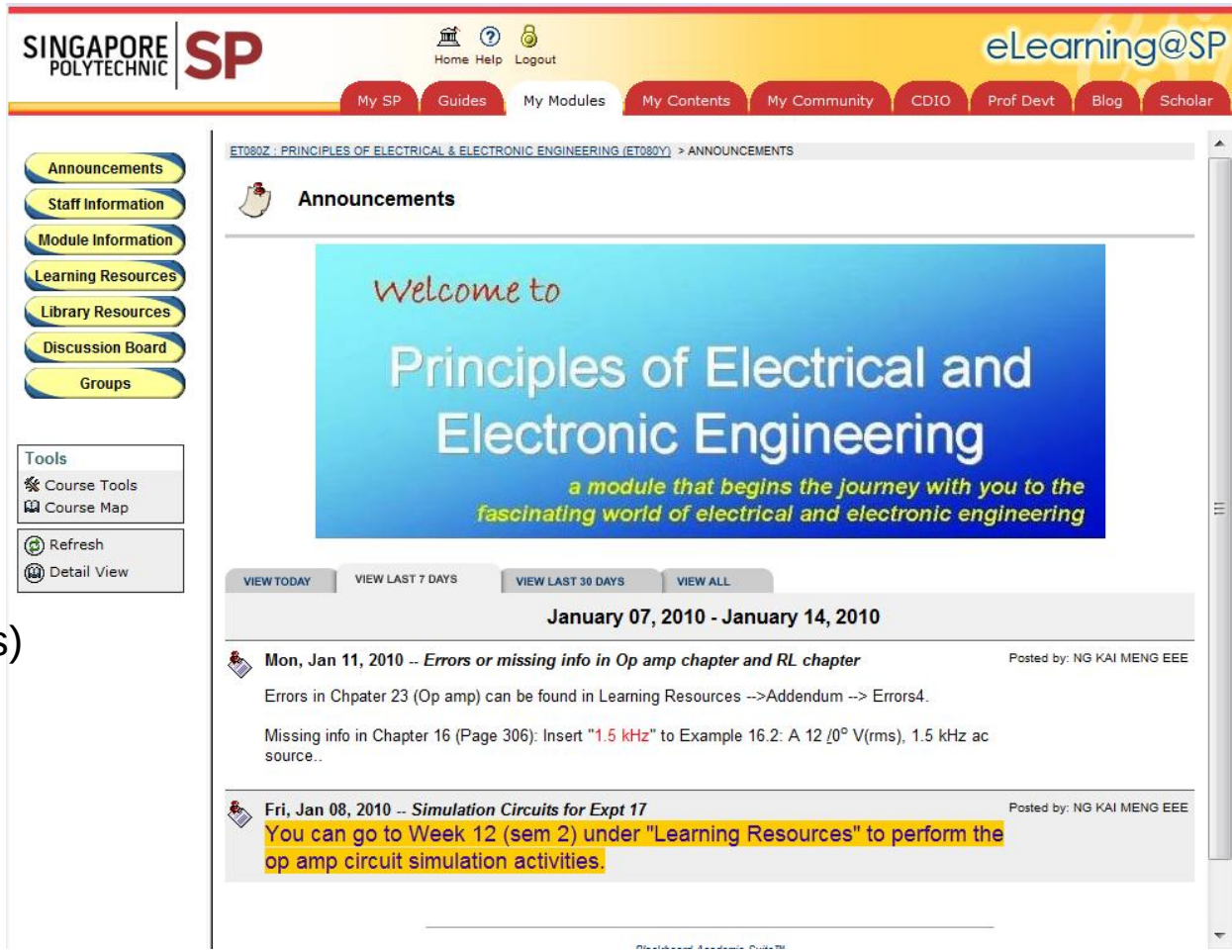
A typical module site will include :

1. **Announcements** or notices posted by your lecturer.
2. Staff Information – contact and availability
3. Module Map (lesson schedule, assessment and learning activities) within **Module Information**
4. **Learning Resources** (slides, videos, additional readings, assignments, tests and quizzes)
5. **Library Resources**
6. **Groups** that allow you to discuss and collaborate with your classmates



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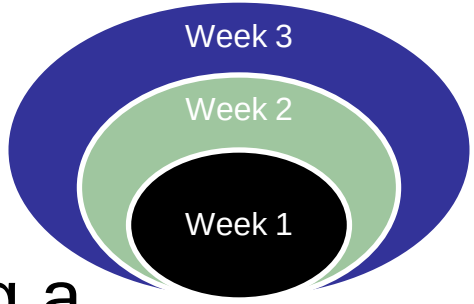
DURING – Home Based Learning

- Learner support through School teaching teams
- Helpdesk and technical support by eSP
- Ensure network and bandwidth are well managed.
- Use of social media, Web 2.0 and live conferencing tools
- Less emphasis on assessment outcomes
- Design lessons that result in less traffic on LMS

AFTER – Recovery phase

- Catch up on practicals and studio based lessons
- Affected students to complete the rest of course with minimum delay.
- Summative assessments may need to be re-designed taking into account the closure periods and type of home-based learning.
- Conduct reviews of HBL action plans

A “3 weeks campus closure” scenario



- Briefings to all School mgt and staff using a

Week 1

Bb module sites are HBL ready with enhanced learning materials, formative assessments and self-learning activities, supported by basic communication and collaboration tools.

Week 2

Add on the use of Web 2.0, social media tools, etc for higher order interaction and student engagement.

Week 3

Add on the use of live conferencing / virtual classroom tools to emulate classroom delivery and exchange.

Student

Blackboard Academic Suite - Windows Internet Explorer

http://esp.sp.edu.sg/webapps/portal/frameset.jsp

Blackboard Academic Suite

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Home Help Login

eLearning@SP

Login to e

Username:

Password:

Announcements

1. For the latest information from your lecturer, go to the announcement page in the module websites
2. The contact information of your lecturers are available at the staff information button in the module websites.

eSP Support

GO Getting started with eSP

HELPDESK

E-TUTORIAL

We welcome any suggestions and feedback from you.
email:bb@sp.edu.sg

Blackboard Academic Suite 8

Academic Suite 8

Blackboard Academic Suite 8
Learn more about new Blackboard version 8 features.

Read More

NoteBook PC Corner

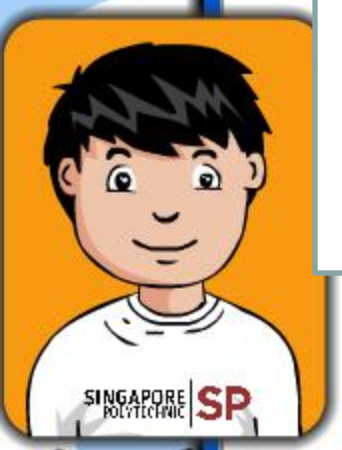
Notebook PC Corner

Notebook PC Corner
Missed the roadshow? Don't worry, you may still place your order online via the vendor website indicated in the Specifications & Promotions page.

Read More

start

Helene Leong-... Microsoft Powe... Quarterly Dept... 5 Microsoft O... Singapore Polyt... Blackboard Aca...



Student

Announcements

1. For the latest information from your lecturer, go to the announcement page in the module websites
2. The contact information of your lecturers are available at the staff information button in the module websites.
3. For self help guides and downloads of selected software, go to www.sp.edu.sg/downloads.
4. If you need technical help, call 67721505 or email bb@sp.edu.sg or skype bb.sp.edu.sg

Thu, May 07, 2009 -- *MUST READ - Module Instruction during School Closure*

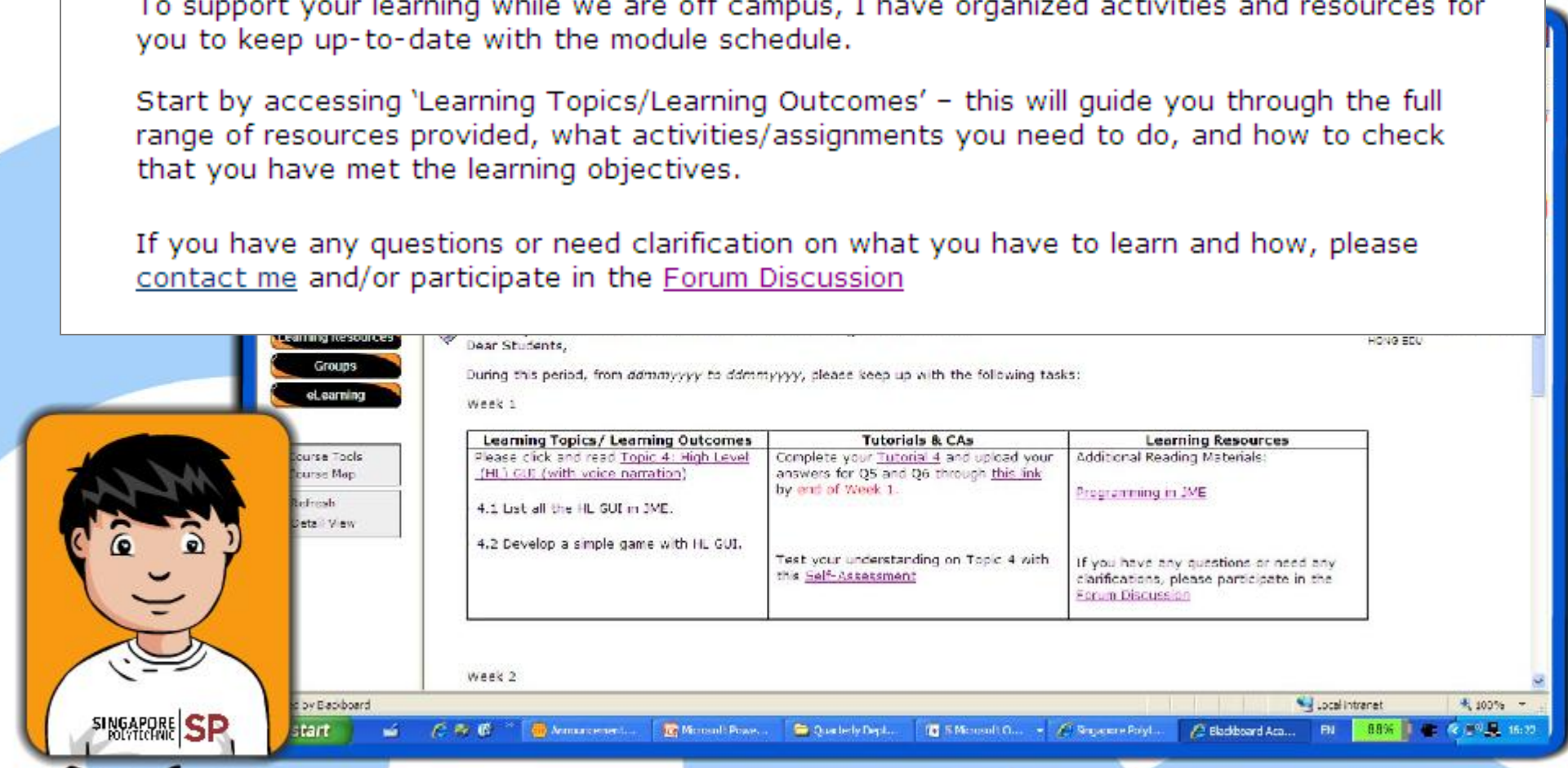
Poste
HONG

Dear Students,

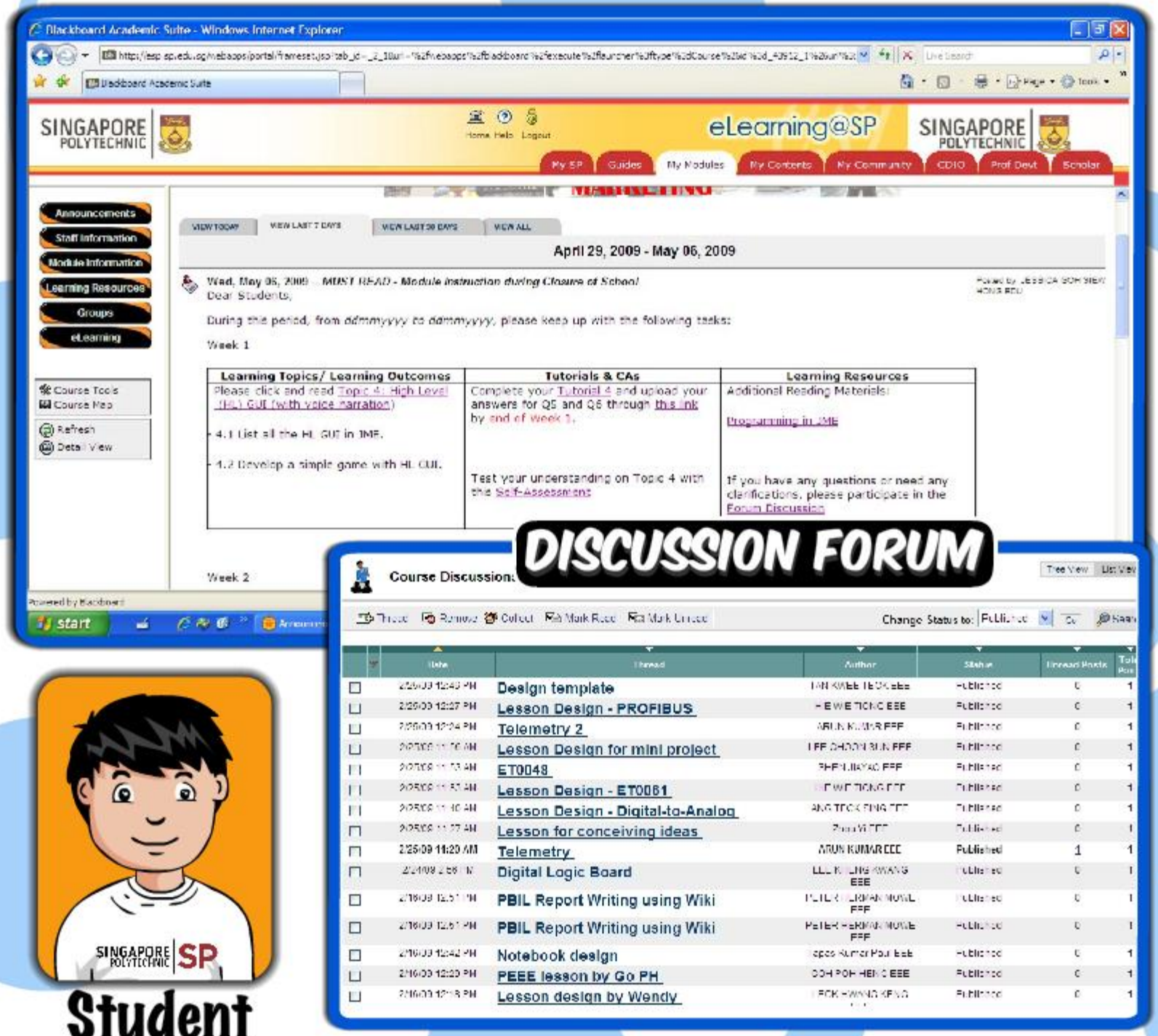
To support your learning while we are off campus, I have organized activities and resources for you to keep up-to-date with the module schedule.

Start by accessing 'Learning Topics/Learning Outcomes' – this will guide you through the full range of resources provided, what activities/assignments you need to do, and how to check that you have met the learning objectives.

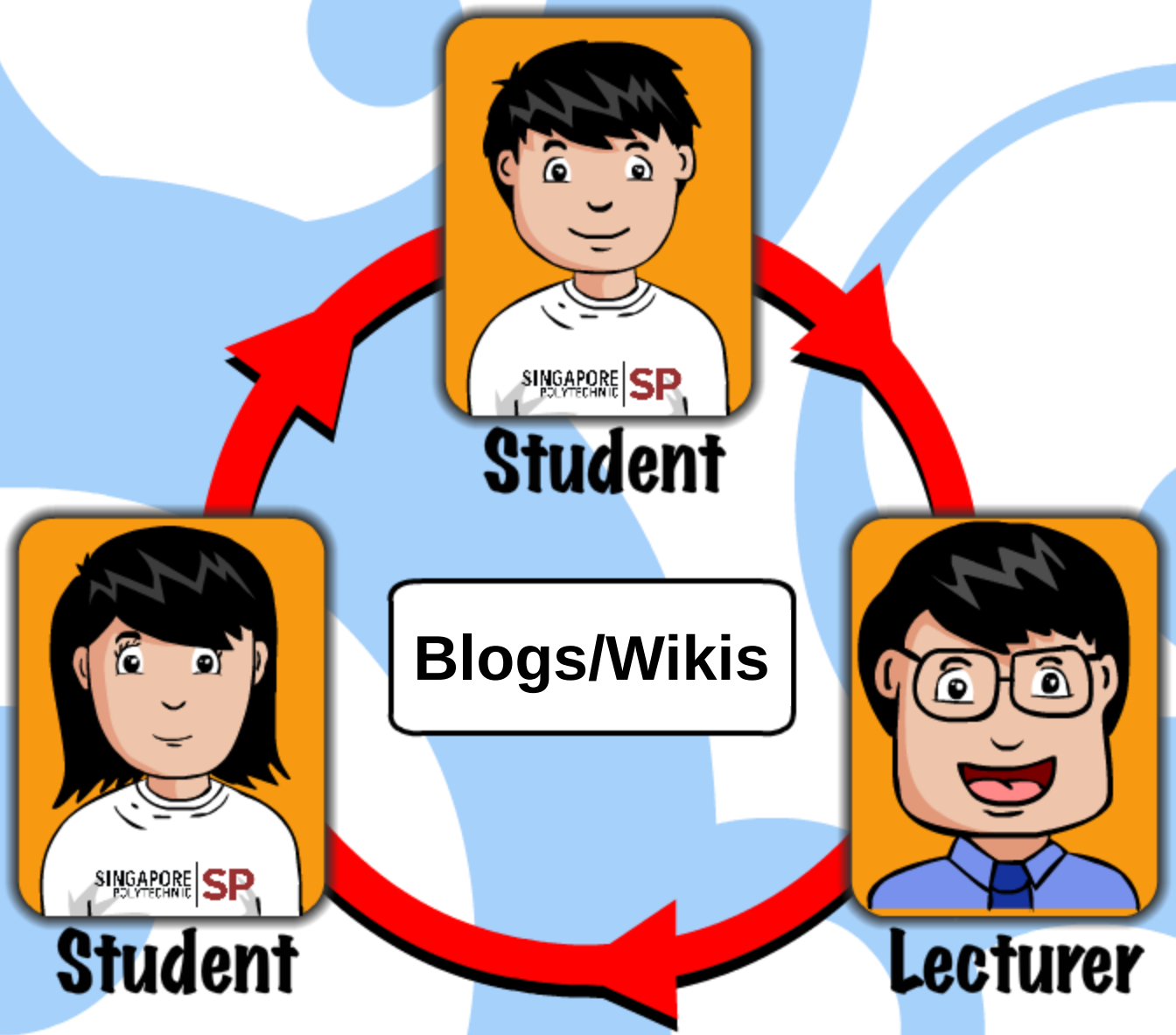
If you have any questions or need clarification on what you have to learn and how, please contact me and/or participate in the Forum Discussion

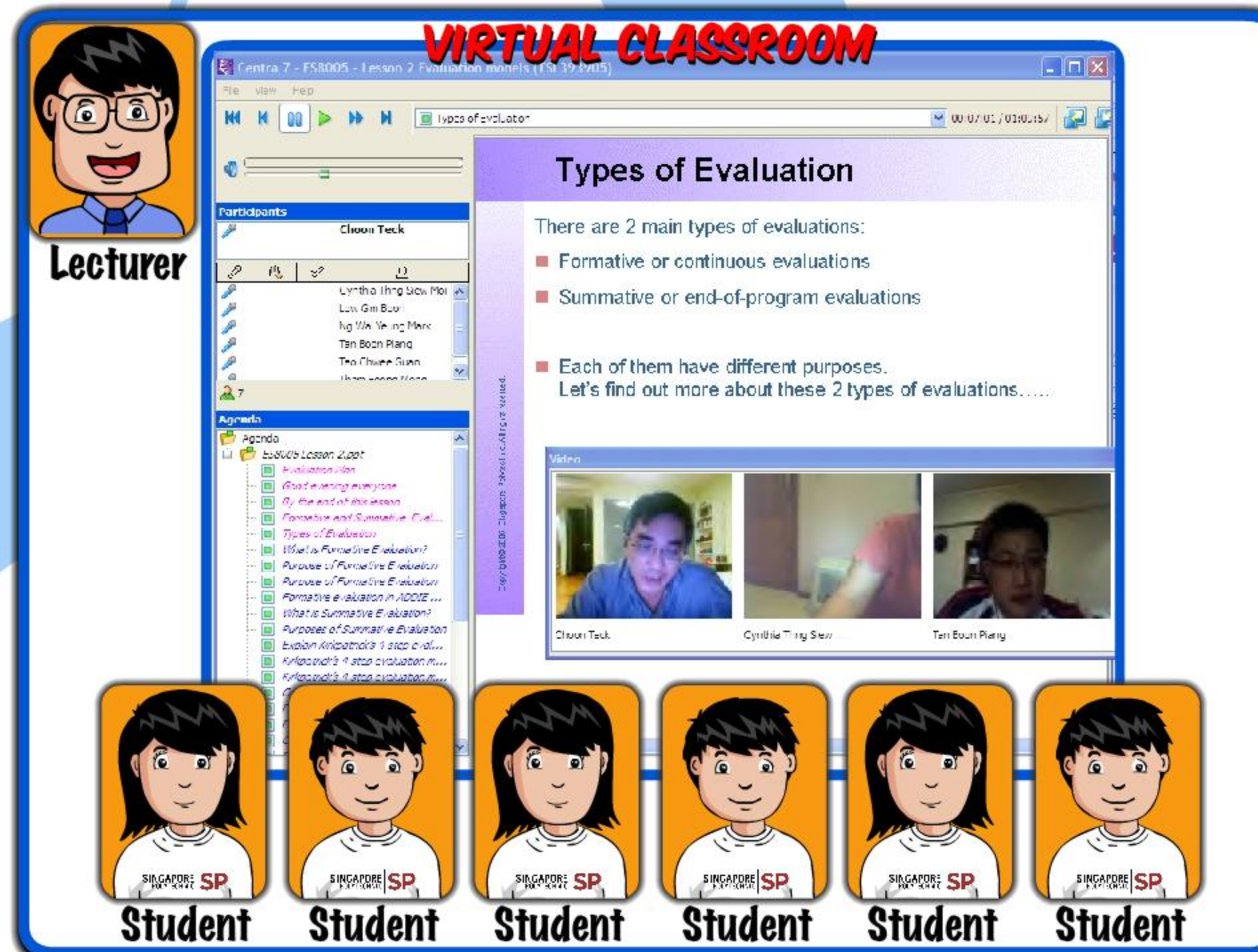


Student


Blackboard Academic Suite - Windows Internet Explorer
SINGAPORE POLYTECHNIC
eLearning@SP
My SP
Guides
My Modules
My Contents
My Community
CDIO
Prof Devt
Scholar
Announcements
Staff Information
Module Information
Learning Resources
Groups
eLearning
Course Tools
Course Map
Refresh
Detail View
April 29, 2009 - May 06, 2009
Learning Topics/ Learning Outcomes
Tutorials & CAs
Learning Resources
Week 2
DISCUSSION FORUM
Course Discussions
Design template
Lesson Design - PROFIBUS
Telemetry 2
Lesson Design for mini project
ET0048
Lesson Design - ET0061
Lesson Design - Digital-to-Analog
Lesson for conceiving ideas
Telemetry
Digital Logic Board
PBIL Report Writing using Wiki
PBIL Report Writing using Wiki
Notebook design
PEEE lesson by Go PH
Lesson design by Wendy
SINGAPORE POLYTECHNIC SP
Student

SOCIAL COLLABORATION




VIRTUAL CLASSROOM
Lecturer
Centra 7 - ES8005 - Lesson 2 Evaluation models
File View Help
Types of evaluation
Participants
Choon Teck
Cynthia Thng Siew Mor
Low Gim Boon
Ng Wai Yeung Mark
Ten Boon Piang
Teo Chwee Guan
Agenda
Agenda
ES8005 Lesson 2.ppt
Evaluation Plan
Good evening everyone
By the end of this lesson
Types of Evaluation
What is Formative Evaluation?
Purpose of Formative Evaluation
Purpose of Formative Evaluation
Formative evaluation in ADDIE ...
What is Summative Evaluation?
Purposes of Summative Evaluation
Types of Evaluation
There are 2 main types of evaluations:
Formative or continuous evaluations
Summative or end-of-program evaluations
Each of them have different purposes.
Let's find out more about these 2 types of evaluations.....
Video
Choon Teck
Cynthia Thng Siew
Ten Boon Piang
Student
Student
Student
Student
Student
Student

Future plans

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After the H1N1 episode …

- Schools to develop HBL action plans not just for 3 weeks, but for entire semester
- Evaluate staff competencies and develop professional development programmes for faculty, mgt and support staff
- Develop a Learning Technology roadmap, in line with SP strategic thrusts : holistic education, global orientation, building capabilities and creating learning/social spaces.

THANK YOU

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Email : ongct@sp.edu.sg

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