

Community of Experts

eLearning

i-fundi

Agenda

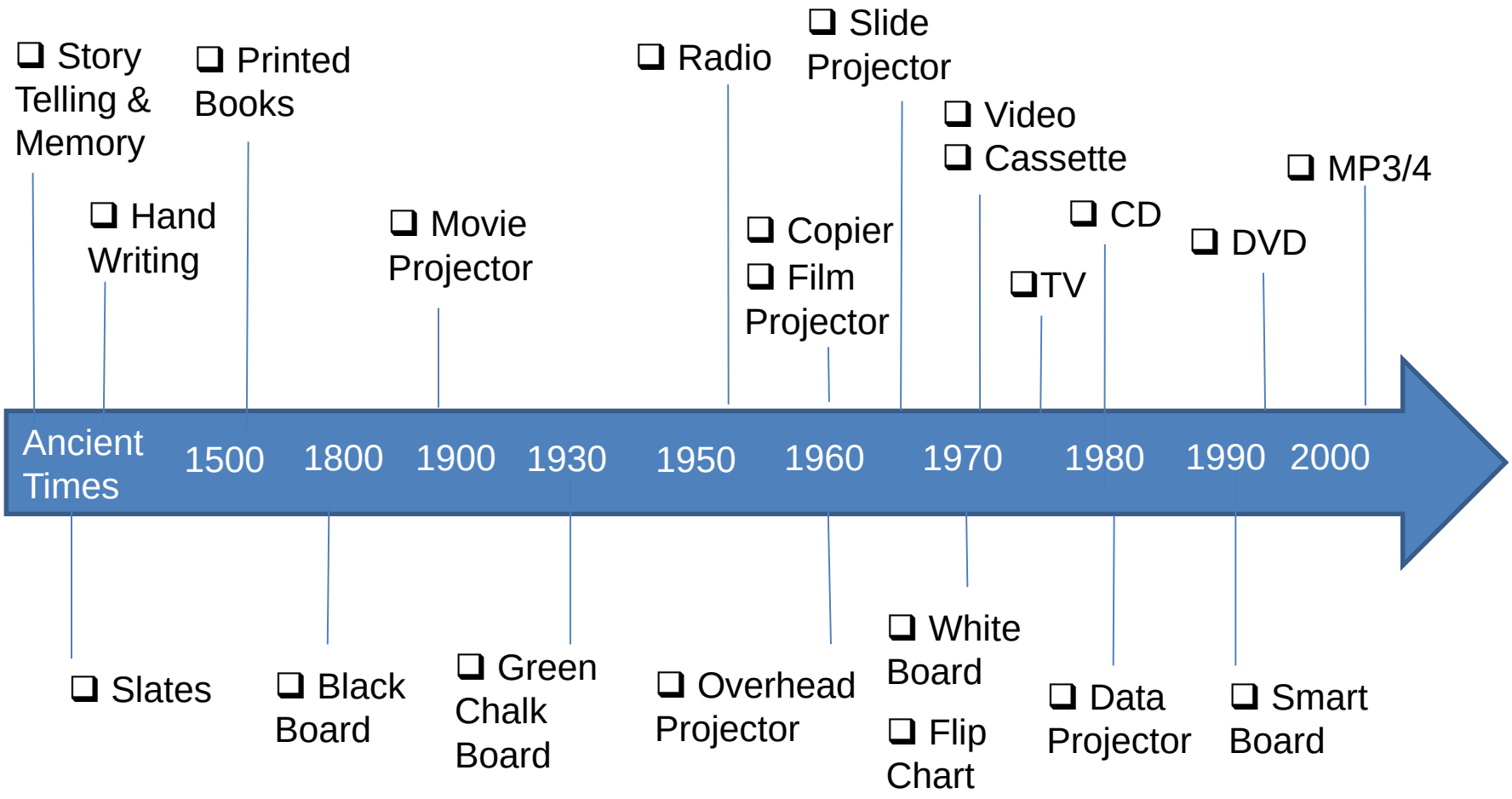
- Welcome
  - Community of Experts
  - Where are you at?
- Introduction
  - Timelines
  - Learning today & tomorrow
- Learning with Technology
  - Advantages & Disadvantages
  - eLearning trends
  - Major eLearning applications
- Making it work for you
  - eLearning in South Africa
  - Challenges & Solutions
- eLearning @ i-Fundi
  - LMS
  - ePortfolio
  - Messenger

Where are you in terms of eLearning & why?

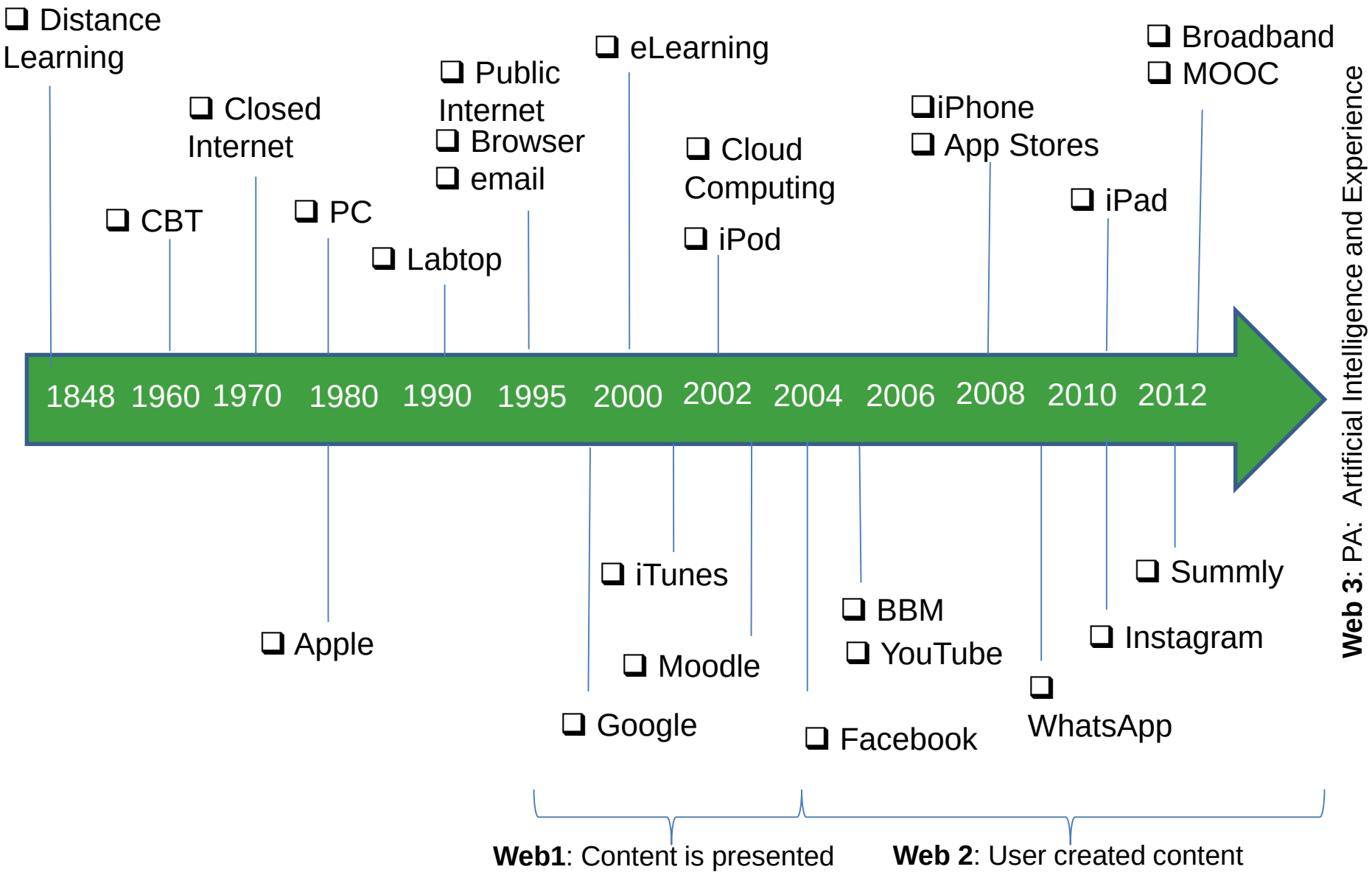
The future is sure to come,
whether you like it or not



Learning & Communications Timeline



eTimeline


❑ Distance Learning
❑ CBT
❑ Closed Internet
❑ PC
❑ Public Internet
❑ Browser
❑ email
❑ Labtop
❑ eLearning
❑ Cloud Computing
❑ iPod
❑iPhone
❑ App Stores
❑ iPad
❑ Broadband
❑ MOOC
1848 1960 1970 1980 1990 1995 2000 2002 2004 2006 2008 2010 2012
❑ Apple
❑ iTunes
❑ Moodle
❑ Google
❑ BBM
❑ YouTube
❑ Facebook
❑ WhatsApp
❑ Instagram
❑ Summly
Web 3: PA: Artificial Intelligence and Experience
Web1: Content is presented
Web 2: User created content

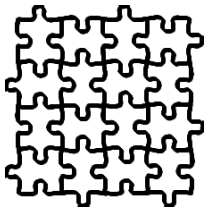
New eLearning technologies



Interactive walls & tables



Advanced simulation



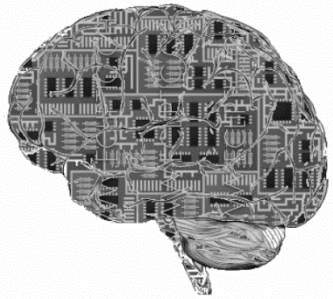
Integrated HR:
Admin,Compliance,Talent Mx
KM, Productivity, Collaboration



360 Video



Virtual reality



Artificial Intelligence:
Present, Create, Assess, Implant

Simplified, Personalised & Multi Sensory

From the past into the future

- The future happens, progress will never stop
- The pace of technological advancement is accelerating, we make now more progress in 5 years than in the previous 50 years
- Learning is part of society, as technology and society changes, new tools become part of how education is being delivered
- Education does not lead the way, it adapts as technology matures
- Past modes do not disappear, they get adapted. Its not a case of old vs new. It is rather old + new
- As new technology introduces a greater sensory range, it is being used to enrich the learning experience
- Many of the Web2 developments wait to be adapted to eLearning
- Web3 will use artificial intelligence to cut trough the information clutter, present information as we need it and provide a richer virtual experience
- There will be a continuous, relentless push to have better learning through the use of technology

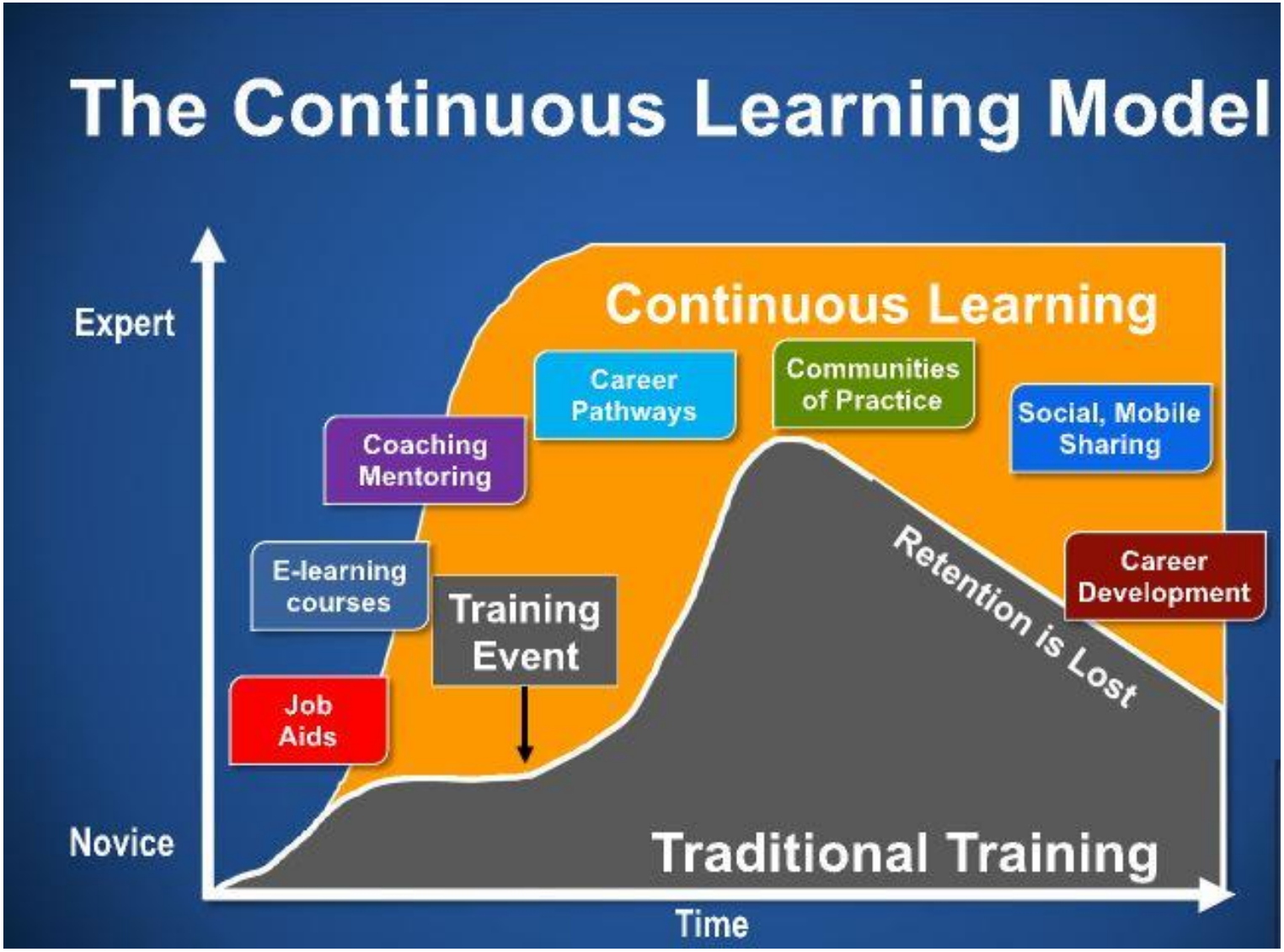
Learning will be easier, constant and for everyone

The future of work & learning

- **Technology** is changing the way we work, old jobs become obsolete, new jobs are born. Today, we do not even know how tomorrows jobs look like.
- Companies and people will need to **continuously reinvent** themselves and learn new skills.
- **"The Learning Curve is the Earning Curve."** Today our skills drive our earnings.
- To succeed companies need to attract, retain, engage and develop the best people. The opportunity for staff to grow and learn sets the **employer of choice** apart.
- Workers themselves have to be **mobile.** They need to become comfortable with contract work, be willing in able to work in new jobs and different locations, even countries. Employers need to be able to assess the value of foreign qualifications.
- eLearning solutions provide on-demand learning that fills **occupational skills** gaps. Is about practical skills and not degrees.

Traditional classroom model's are not enough. They are time consuming, expensive and have not enough impact.

Multiple pathways to competence



Advantages & Disadvantages of eLearning

Advantages	Disadvantages
• Cost effective to deliver	• Requires the learner to be self-directed ie needs self-discipline
• Quick to deploy	• Sense of isolation of learner
• Can be used anytime, anywhere	• Interaction with facilitator and peers not as rich
• Learners spends little time off work	• Difficult where hands on experience is needed
• Can be deployed from anywhere	• It can be cumbersome if poorly constructed
• Interactive, engaging, better retention	• Can be boring or irrelevant like all poor training
• Flexible	• Needs familiarity with online space
• Multisensory, multiple learning styles	• Its new, requires change from users and organisations
• Vast and rich access to online resources	• Requires new skills, investment and infrastructure

MEET THE MODERN LEARNER

As training moves to more digital formats, it's colliding with new realities in learners' jobs, behaviors, habits, and preferences.

Today's employees are overwhelmed, distracted, and impatient. Flexibility in where where and how they learn is increasingly important. They want to learn from their peers and managers as much as from experts. And they're taking more control over their ***own*** development.

OVERWHELMED...

Number of times online every day
early days of the Internet **5** | today **27**

41 % of time workers spend on things that offer little personal satisfaction and do not help them get work done.

DISTRACTED...

Knowledge workers are constantly distracted with millions of websites, apps, and video clips.

Most learners won't watch videos longer than **4** minutes

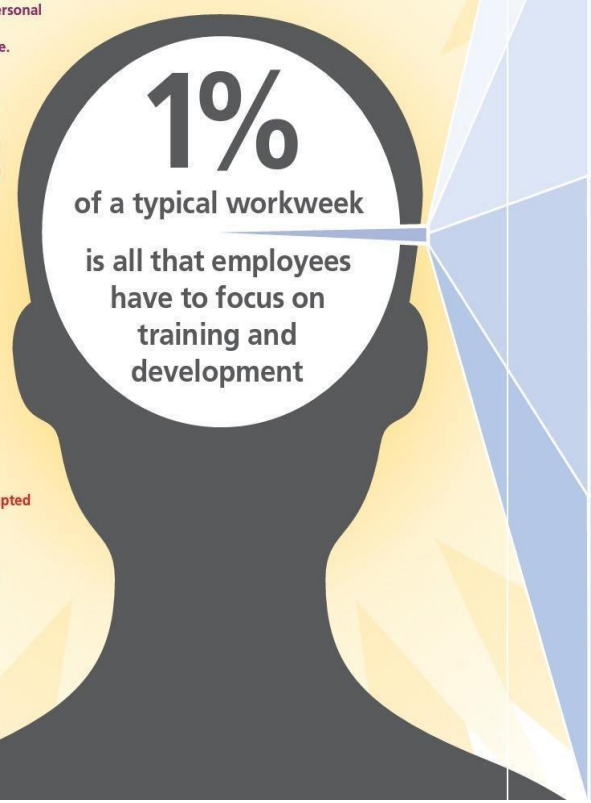
People unlock their smartphones up to **9** times every hour

2/3 of knowledge workers actually complain that they don't have time to do their jobs

IMPATIENT...

Online, designers now have between **5** and **10** seconds to grab someone's attention before they click away

5 Workers now get interrupted as frequently as every **minutes**— ironically, often by work applications and collaboration tools



Sources:
"The Overwhelmed Employee: Simplify the Work Environment" *Deloitte University Press*
"The Knowledge Worker's Day" *Basex*
"Make Time For the Work that Matters" *Harvard Business Review*
"Collaboration & Social Tools Drain Business Productivity, Costing Millions in Work Interruptions" *harmon.ie*
"We're Creating a Culture of Distraction" *Joekrauss.com*
"Study Says We Unlock Our Phones a LOT Each Day" *TIME*
"'Infobesity' Causes Distraction and Stress at Work" *HR Magazine*
"IT Training Gets an Extreme Makeover" *Computerworld*
"Network Performance: Does It Really Matter To Users And By How Much?" *University of Massachusetts*
"Worldwide Mobile Worker Population 2011 - 2015" *IDC*
"Ambivalence Is Not a Strategy" *Flex+Strategy Group*
"The Rise of the Extended Workforce" *Accenture*
"Engaging Disengaged Learners" *Towards Maturity*
"Just-in-time Information through Mobile Connections" *Pew Research*
"Here's a Google Perk Any Company Can Imitate:

Bersin by Deloitte.

UNTETHERED

Today's employees find themselves working from several locations and structuring their work in nontraditional ways to accommodate their lifestyles. Companies are finding it difficult to reach these people consistently and even harder to develop them efficiently.

37% of the global workforce is expected to be "mobile" by the end of 2015

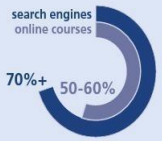
30% of full-time employees do most of their work somewhere other than the employer's location

20% of workforce comprised of temps, contractors, and freelancers

ON-DEMAND

Employees are accessing information—and learning—differently than they did just a few years ago. Most are looking for answers outside of traditional training and development channels. For example:

To learn what they need for their jobs, employees access:



People are increasingly turning to their smartphones to find just-in-time answers to unexpected problems

COLLABORATIVE

Learners are also developing and accessing personal and professional networks to obtain information about their industries and professions.

~80% of workforce learning happens via on-the-job interactions with peers, teammates, and managers

Learners are:
- asking other people
- sharing what they know

at Google, **55%** of training courses are delivered by an ecosystem of **2,000+** peer learners

EMPOWERED

Rapid change in business and organizations means everyone needs to constantly be learning. More and more people are looking for options on their own because they aren't getting what they need from their employers.

2½ to 5 Half-life (in years) of many professional skills

38% of workers who say they have opportunities for learning and growth at their workplace

62% of IT professionals who report having paid for training out of their own pockets

eLearning trends……

- **Cloud based & mobile learning**: Its going to be on the phone or tablet
- **Blended Learning:** Mix of classroom and elearning. Evaluation have shown that it has the greatest effect as learners can revisit and review learning material, the learning experience improves. Best of both worlds
- **Micro Learning:**
  - Responds to the short attention span of todays learner
  - There is only limited time for learners to be in class
  - Bit sized, short lessons
  - Presented when and where needed
  - At the learners own pace
  - Pushed to learner on request



- **Macro Learning:**
  - String together small modules to form a whole qualification
  - Certification within nationally & internationally recognised frameworks
- **Personalised Learning**
  - Learner determine pace and goals for themselves
  - The learner influences the what, when, where and how of learning
  - Use of artificial intelligence to make content more appropriate

If I had more time, I would have sent you a shorter letter – Winston Churchill

eLearning Trends

- **Social Collaborative Learning**
  - Use of social media channels such as messengers
  - Student interact with each other, teach each other
  - Does not need real time interaction
- **Continuous Learning**
  - Acquire practical skills to adapt to changing life and work environment
  - Support staff in their work and improve performance of organisation
  - Help people in their personal growth
- **Rapid Learning**
  - Material development on the fly
  - Use tools to create inexpensive content ie videos, slides
  - Material nevertheless has be engaging
- **Video Learning**
  - Ideal for practical demonstrations
  - Appeals to visual learners
- **Gamification**
  - High interaction = high engagement = high learning
  - Involved: time consuming, complex and costly to create







“The best teacher’s I ever had used technology, including Facebook pages for upcoming projects or planned online chats about books we read in class.”

3 Key eLearning applications

1. Learning Management Systems (LMS)



Administration

- Scheduling
- Enrolment
- Reporting

Delivery

- Content management
- PDFs & documents
- Video & Slideshows
- Webinars

Assessments

- Tests & quizzes
- Marking

Communications

- Messaging
- Social Media
- Forums & Chat

2. Content Authoring Tools



Adobe Presenter

articulate®

- An authoring system is a program that allows a non-programmer to easily create software with programming features.
- Generally authoring systems provide lots of graphics, interaction, presentations, videos and other tools educational software needs.

i.e they make our content come alive

3. ePortfolios



There are 2 uses:

- ePortfolios replace paper based Portfolios of Evidence (POE), the learner's work is assessed against SAQA Unit Standards, which lead to a certificate

- ePortfolios help with the collection, collation and organization of work highlights.

Portfolios have long been used in education to represent the learners best work.

What issues must we consider in South Africa?

South African issues in eLearning

- eLearning proves **access to quality** education irrespective of the environment
- Can bring training to remote areas with few participants, which traditionally have been hard to service
- **Massification:** It allows to teach lots of people in a short time, at low costs
- **Blended learning** is important because it offers a personal touch to people who need it
- **Bandwidth** is improving but it is still costly and slow
- BBBEE compliance is a requirement for corporate training. In order for it to count, the **training** needs to be **accredited**. The LMS needs to be designed to take that into account
- QCTO/SAQA and **SETAs** know that they have to move into eLearning but they operate in a **policy vacuum**.
- We are world leaders in outcomes based education. The National Qualification Framework **(NQF)** was designed for the knowledge economy. It **is being replicated** across Europe, India and Africa

eLearning can address many of SAs development challenge

What to consider when implementing eLearning?

Common challenges & solutions

Critical issue for implementing eLearning

1. Project Management
2. Choice of system
3. Content creation
4. Change management

Challenges & Solutions

1. Project Management

- **Clear goals and deadlines:** Have a strategy of how you can will get the most out of your system. Strategy first, technology later. Clearly define your project goals, plans and conduct regular status meetings to ensure that all is on track.

- **Right Project Manager:** A good project manager with plenty of eLearning development experience can anticipate problems and guide the team away from them.

- **In-house or external?** Do you have the right resources, be that people, skills or technology? Is it worth your while to build that capacity in-house or do you want to get external support? Will you host the system yourself or will you place it into cloud?

- **Sufficient budget:** Have you considered all cost, including those hidden and recurring. How much are you prepared upfront and when something goes wrong?

2. Systems Issues

- **Have a vision of the future:** Be clear where you are going and that the system you choose will get you there.

- **Choose the right system**: Determine what functionality you want from the system. It must be simple enough so that the users like it. Involve all the stakeholders, your IT team and actual users so that you can judge the total impact of the chosen system.

- **The right amount of customisation**: You will have to adapt to some degree your work processes to suit the system, while you should also be able to tweak the system to the way you work. Select a system that suits your needs exactly or needs only a little bit of customization. Use the 80:20 rule, customisation should not be more than 20%.

- **Learn from the mistakes of the past:** Before going big, pilot your system. Audience feedback is essential. Ask your learners to tell you what they appreciated most or least Try to correct whatever went wrong with some fine-tuning.

- **Sufficient IT support:** Whether you are opting for an open source system or a propriety solution, appropriate and skilled IT support has to be in place. If you do not have in-house teams, does the vendor offer support and how.

- **The right IT infrastructure:** Involve your IT team to make sure that you have the necessary infrastructure such as:

  - Bandwidth
  - Wi-Fi,
  - Choice of devices
  - Security concerns
  - Network issues

3. Learning Design

Good learning material is central to good training – be that online or in class

- **Turning traditional training into an eLearning course** :This is one of the most common mistakes made. eLearning has different instructional needs, requires different methods and means.

- **Vague objectives and outcomes:** A successful eLearning course should aim to the needs and requirements of its specific audience. A designer needs to develop a crystal clear set of objectives and outcomes.

- **Poor Content:** the source material or content drafts are simply bad – poorly written, poorly researched, or confusing. Spending time getting the source content before you build it in the course is crucial—word documents are easier to change than eLearning content

- **Poor Design:** Good visuals are essential. Graphics must be simple, illustrative, colours not be are jarring and the content be well organized and laid out.

- **Lack of Interactivity:** When learners passively watch or simply click through a program, they absorb less information. Incorporate interactive features like games, quizzes, scenarios and videos.

- **Not User Friendly:** Good material developers place the learners at the centre of everything. They do design the material and system to be user friendly.

- **Trying to Fit In Too Much Content:** Developers should focus on the most important information and ways of conveying it clearly.

- **Attempting to create an eLearning course internally:** Some companies might think that it's easy to create an eLearning course with what they have, in an attempt to save money and time. Truth is that instructional designers are out there for a reason. Don't sacrifice money over quality and efficiency, cause in the long-run this option will be costlier and eventually more time-consuming.

4. Change Management

You have to plan the transition from classroom to online training from the vey beginning. Active employee participation is key. Some of the key considerations are:

- **Visible leadership involvement:** You must have the buy-in from top management. They need to actively promote the new approach through all phases of implementation

- **Relentless communication and marketing:** Promote your eLearning courses by targeting the right audience, in the right places and at the right time. Highlight to the learners the benefit and address their concerns.

- **Train & support super & end users:** Decide how you will provide support to your end users, select and train key individuals who can provide support to others.

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- **Measure & Reward:** As they saying goes, if you can't measure it, you can manage it. Learners not completing the programmes is a common problem especially in the earlier stages. Therefore carefully track progress and uptake. Reward and celebrate success.

eLearning with i-Fundi

1. LMS
2. ePortfolio
3. Micro learning through FB Messenger

❑ Student Management (Enquiry, Enrolment, Debt Collections)

Student Application

Title	Mr
First Names*	David
Surname*	GITONGA
Initials	DKG
ID Type	RSA ID
Nationality	South Africa
RSA ID Number*	8401166139180
Date of Birth	16 Jan 1984
Mobile Number*	0733777732
Home Number	
Email*	gdavieh@yahoo.com
Do not send SMS's	*(if its checked you will **NOT** receive SMS's on the provided number)*
How Did You Hear About Us?*	Bedfordview/Edenvale news

Address	Please Send Printed correspondence to my: (•) Physical address ( ) Postal address below.
Physical Address	131 Westlake Avenue Weavind Park
Physical Address Postal Code	0184 — Same as Postal
Postal Address	131 Westlake Avenue Weavind Park
Postal Address Postal Code	0184
Postal Province	Gauteng
Postal Country	South Africa

This Information is required by StatsSA

Gender*	Male
Race*	Black African
Home Language*	English
Employment Status*	Employed
Are you disabled?*	None

Save & Proceed

❑ Student Portal

I / we want:	yes
students to have secure online access to their academic report & financial statement	☒
students to be able to access courseware, submit assignments and see their calendar	☒
students to be able to view and update their own contact information	☒
students access to their academic report to be limited if fees are in arrears	☒
students to be able to make fee payments or purchase and pay online	☒
news and messages (eg upcoming events) to be displayed per class, online	☒
Discussion forum interest or study groups can be set up.	☒

Programme (Syllabus) Management

I / we want SOL to:	yes
cater for short, provider programmes	☒
cater for SAQA unit standards based programs	☒
cater for QCTO OFO and SETA aligned programmes	☒
cater for CHE whole qualification programmes	☐
allow for weighted assignments, and their components, relative to one another	☐
import subjects / modules / courses with their assignments, and codes, from Excel	☒
provide for marking of POEs, assignments, exams, orals, project and theses	☒

A Learner Completing an Assessment Task



Assessor's Feedback



Status Result per Module

Class Report: Customer Service (CS01)

Student #	Name	CS011 (W 1)	CS012 (W 1)	CS013 (W 0)	Overall Result
15PGD01	GITONGA David	MR+	MR+	MR+	Competent
15PJB01	Jolimvaba Bonnita	NMR	MR+	MR+	Competent
15PKS01	Khalishwayo Sebenzile	MR+	MR+	NMR	Not Yet Competent
15PKN01	Khumalo Nompumelelo	MR+	MR+	NMR	Not Yet Competent
15PLM01	Lebogo Melita	DNS		DNS	Credit Accumulation Transfer
15PML01	Mahlungulu Loyiso			MR+	-- select achievement --
15PMN01	Makuba Nomfundiso			MR+	-- select achievement --
15PMS01	Mhlongo Sthembiso				-- select achievement --
15PMT01	Miya Tebugo				-- select achievement --
15PMK01	Mogale Kutumane				-- select achievement --
15PMT02	Mushwana Terry				-- select achievement --
15PNP01	Ndzobongo Pumeza				-- select achievement --
15PNZ01	Nhlapo Zandile				-- select achievement --

Back Save

Micro-learning through Facebook Messenger

Hi Stefan, it only takes a few minutes to learn a new skill. Try asking me about 'prototypes'!

Prototypes

We build 'prototypes' to help us understand the core of our idea, begin testing features, and get feedback from potential customers!

There are many great ways to prototype. A few of the best are:

> "A day in the life"

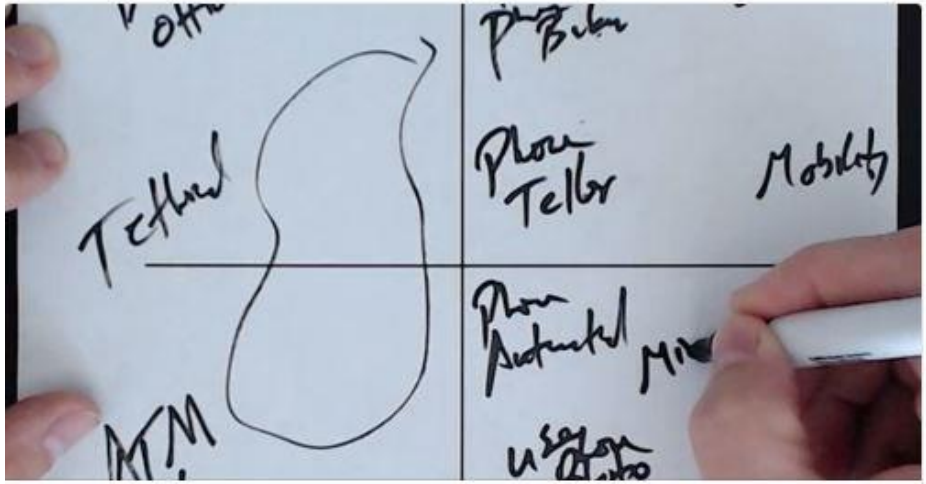
> Create our "experience prototype"

> Create our "funky prototype"

> Find customers for feedback, and

> Test our solution with customers

Does this sound like a good starting point?

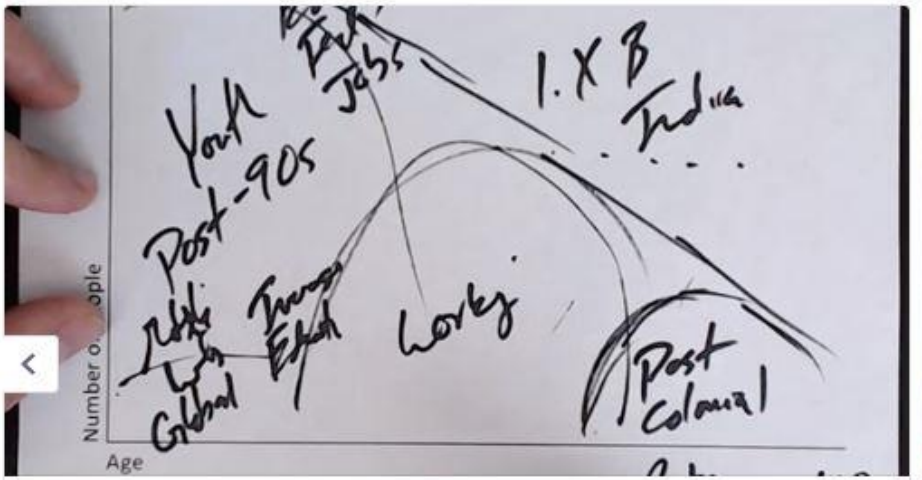


"A day in the life"

Lesson #16. Expand the storyboard into "a day in the life" of our customer.

Read (lo bandwidth)

Watch (hi bandwidth)

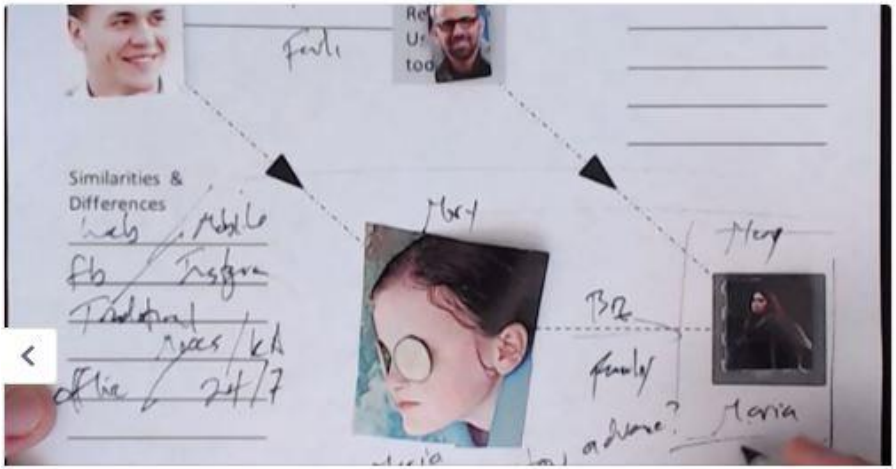


Create our "experience prototype"

Lesson #17. Create an "experience" prototype that solves the problem completely.

Read Lesson (lo band...

Watch Lesson (hi ban...

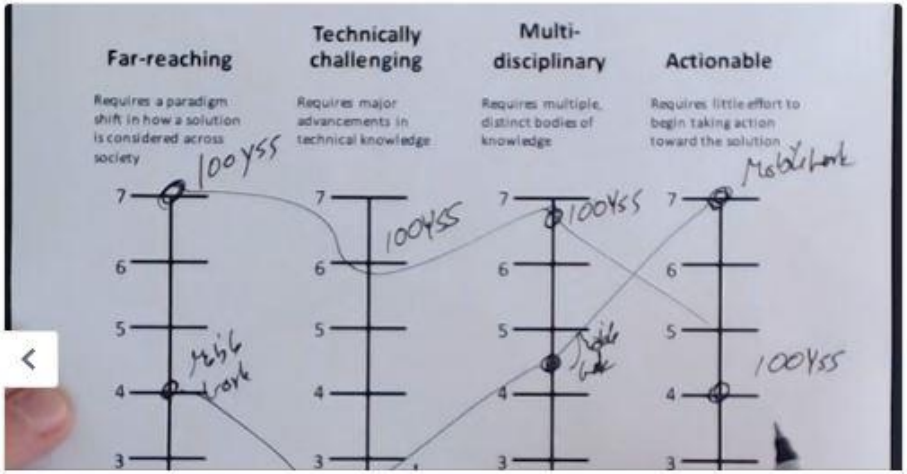


Create our "funky prototype"

Lesson #18. Build a "funky" functional prototype that proves our idea can be bui...

Read Lesson (lo band...

Watch Lesson (hi ban...



Find customers for feedback

Lesson #19. Create a list of potential customers who would pay for our solution.

Read Lesson (lo band...

Watch Lesson (hi ban...

Talk to me, I am glad to help

Question & Answers

In essence

- eLearning is changing training as we know it
- Take advantage of it for your organisation
- Be aware of the latest trends & best processes
- Don’t re-invent the wheel
- We have a unique solution for SA needs
- We are here to help you

The way forward

- Please complete evaluation
- You will receive email
- Join us on LinkedIn
- Schedule a follow up meeting