



8-9 APRIL 2014

interchange

National partnership



Project Objectives

1. Provide a measure of abilities and attitudes relating to e-learning (Milestone 1)
2. Provide an analysis of current e-learning technology and usage best practice (Milestone 2)
3. Shared e-learning resource (Milestone 3)
4. Collaboratively pilot an e-learning object (Milestone 4)

Today's presentation

- Milestone 1 – Benchmarking survey outcomes
- Milestone 4 – Collaborative e-learning pilot
- Masters research project outcomes
- Industry impact of the project

Milestone 1: Survey

E-learning climate and aptitudes survey

Benchmarking:

- Attitudes towards, and perceptions of e-learning
- Technological capability
- Perceptions of previous e-learning experiences
- Expected benefits, barriers and intention to participate in future e-learning

2011 1,268 completed surveys (1,149 online, 119 hard-copy)

7 organisations, 6 states

2013 1,801 completed surveys (1,671 online, 301 hard-copy)

5 organisations, 3 states

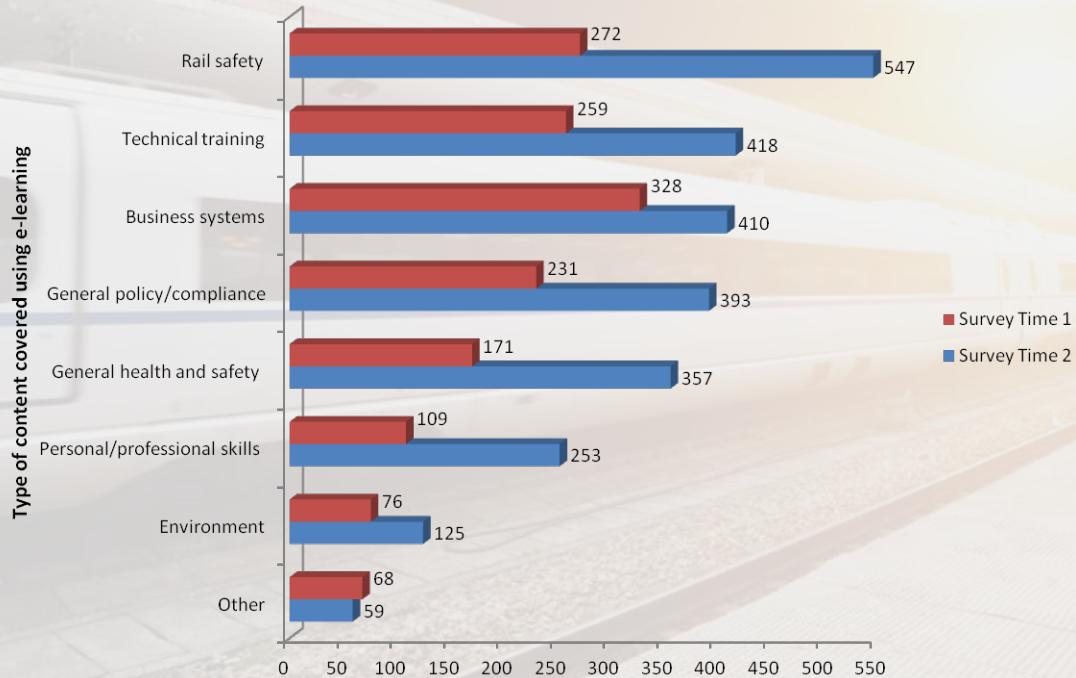
Some of the data collected

- Age
- Gender
- Length of tenure
- Position
- Computer usage at work
- Computer usage at home
- Openness to change
- Learning styles
- Technological self-efficacy
- Future use intentions
- Previous e-learning undertaken (and a range of measures of this)
- Perceived barriers and benefits

Key findings...

- Large percentage use technology both inside (87%) and outside work (67%)
- 68% had undertaken e-learning of some form (increased since 2011)
- Key benefits: Choosing a time and place, and doing at my own pace
- Key barriers: Not being given dedicated time and interruptions (lack of interaction and interest also an issue)
- Compliance training is a heavy focus – time to consider other types of content?

Types of content



Milestone 4: Collaborative e-learning trial

Overview

- To collaboratively pilot one e-learning course across multiple rail organisations
- National Track Safety Induction Course (One-Track) modules 2, 5 and 6 developed as e-learning
- External developer appointed to take existing content and develop into e-learning
- 3 rail organisations participated in the pilot

Feedback from participants

- A number of “technical issues” that impacted (browsers, sound/voice over, navigation)
- Some content questions around state differences
- Positive comments on interactivity, quality of the learning experience and the quality of content (SMEs, Worksite Protection project team, graduates, and operational representatives)
- “I thought e-learning was just a textbook on a computer - this is really cool” (Safety Advisor)
- “Much easier to use than expected, I didn't know the activities would be so interactive” (L&D administrator)
- “A great tool for those entering the rail industry & a good reminder for those who are already in it!”

Learnings...

Sharing the cost and the time to gain an industry-wide and accepted course is the ultimate goal but...

- Collaboration is not as easy as it sounds
- Even when content is agreed prior to e-learning development, once it is put online there are always questions raised and edits to be made
- Developing interesting and interactive content is a time-consuming and challenging process when it gets down to the detail
- The use of different learning management systems / different browsers / different corporate systems can prove challenging when it comes to loading and using the modules

Masters Research Project

Masters research project

- E-learning in organisations continues to be adopted at an increasing rate
- Choice of evaluation criteria in L & D critical
 - Integration of new technologies adds to the challenging nature of evaluation
- *What are the critical elements to evaluate the success of e-learning initiative in organisational settings?*

Key findings

- Traditional (L&D) evaluation + Information System (IS) evaluation = Holistic approach
- Need to consider evaluation at all stages of e-learning from design to implementation
- The process (system) is as important as the e-learning modules themselves

CRC to real world

- CRC: Opportunity to work on real world project
 - Worked with multiple stakeholders, project management, critical thinking and analysis, writing skills and time management
- Now: Instructional Designer / Consultant at Elmo Talent Management Software



Industry Perspective

Industry Impact

- The project provided an opportunity for organisational learning in the e-learning environment from design through to evaluation
- The survey results challenged existing industry perceptions
- The project has built upon a commitment by the industry to foster collaboration