



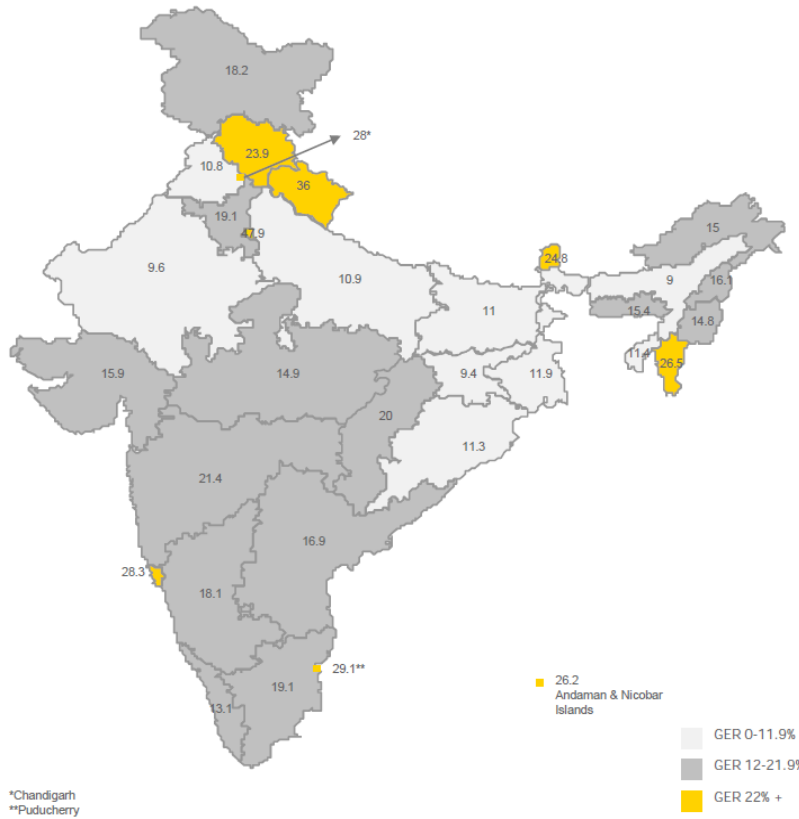
**A Design for
Quality Improvement
in Remote Higher Educational Institutions
using Technology and Knowledge Management
– an **Indian** Experience**



U Thiruvaazhi S Shanthi



The Issue

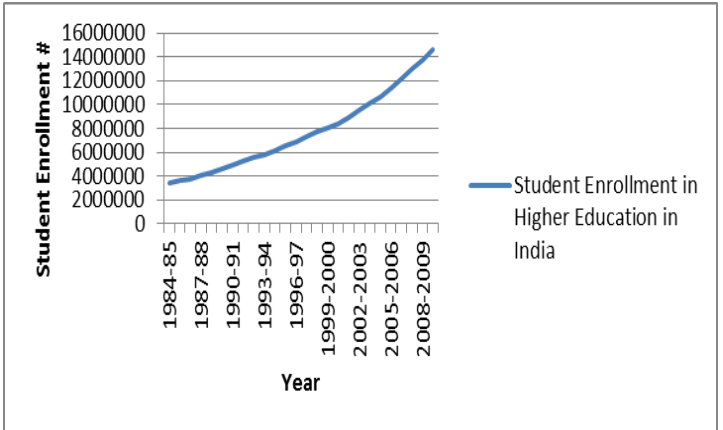


Source: FICCI Higher Education Summit 2012 Report

Only GER increasing

National Employability Report says

- Less than **18%** employable in IT Service Sector
- Less than **3 %** in IT Product Sector



Expansion

Equity

Excellence



The Good News

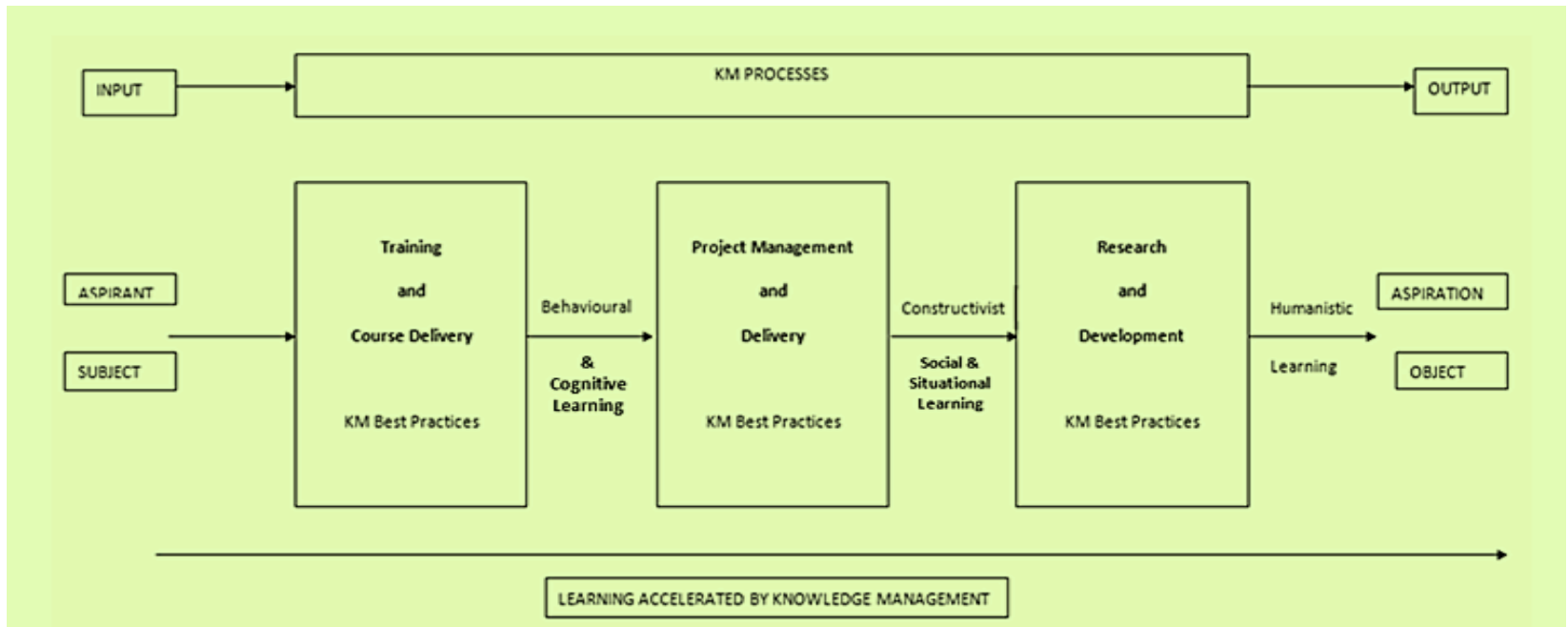
Internet Usage Statistics India 2012			
Description	Quantity		Source
Population	1205	Million	Internet World Stats
Internet Users	137	Million	Internet World Stats
% of Internet Penetration	11	%	Internet World Stats
% of world users	5.7	%	Internet World Stats
Mobile Subscribers	904	Million	IAMAI & IMRB /TRAI
Mobile Internet Users	78.7	Million	IAMAI & IMRB /TRAI
Age Group 15+	62.6	Million	Comscore
% of Youth (15 to 35 Age) of 15+	75	%	Comscore
% of Yearly Growth	41	%	Comscore

The Cegos Asia Pacific survey reports that **India is the greatest user of smart phones for learning**

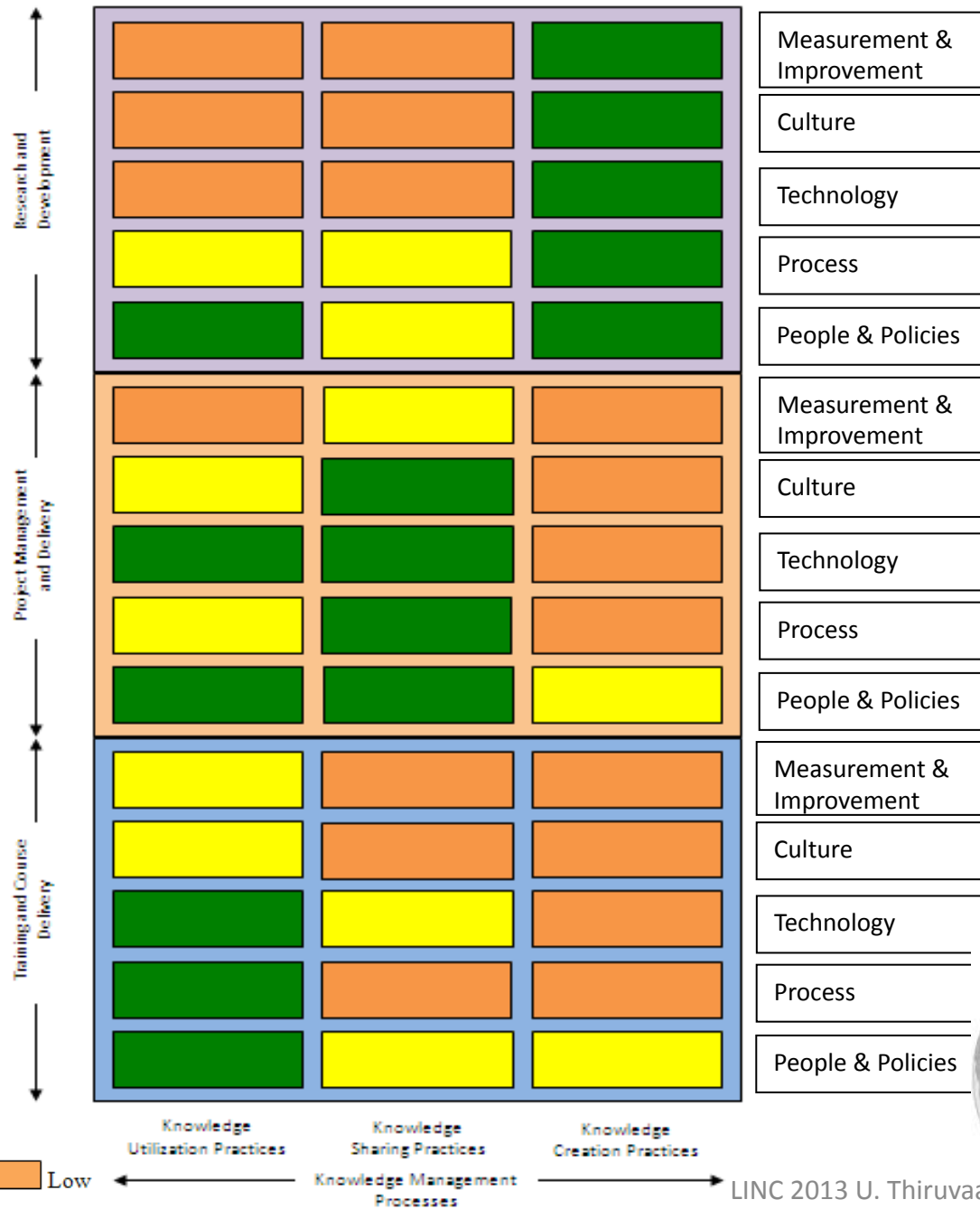
With connectivity there is scope for using technology for learning...



Learning & KM



KM Best Practices



Index Very High High Low

← Knowledge Management Processes →

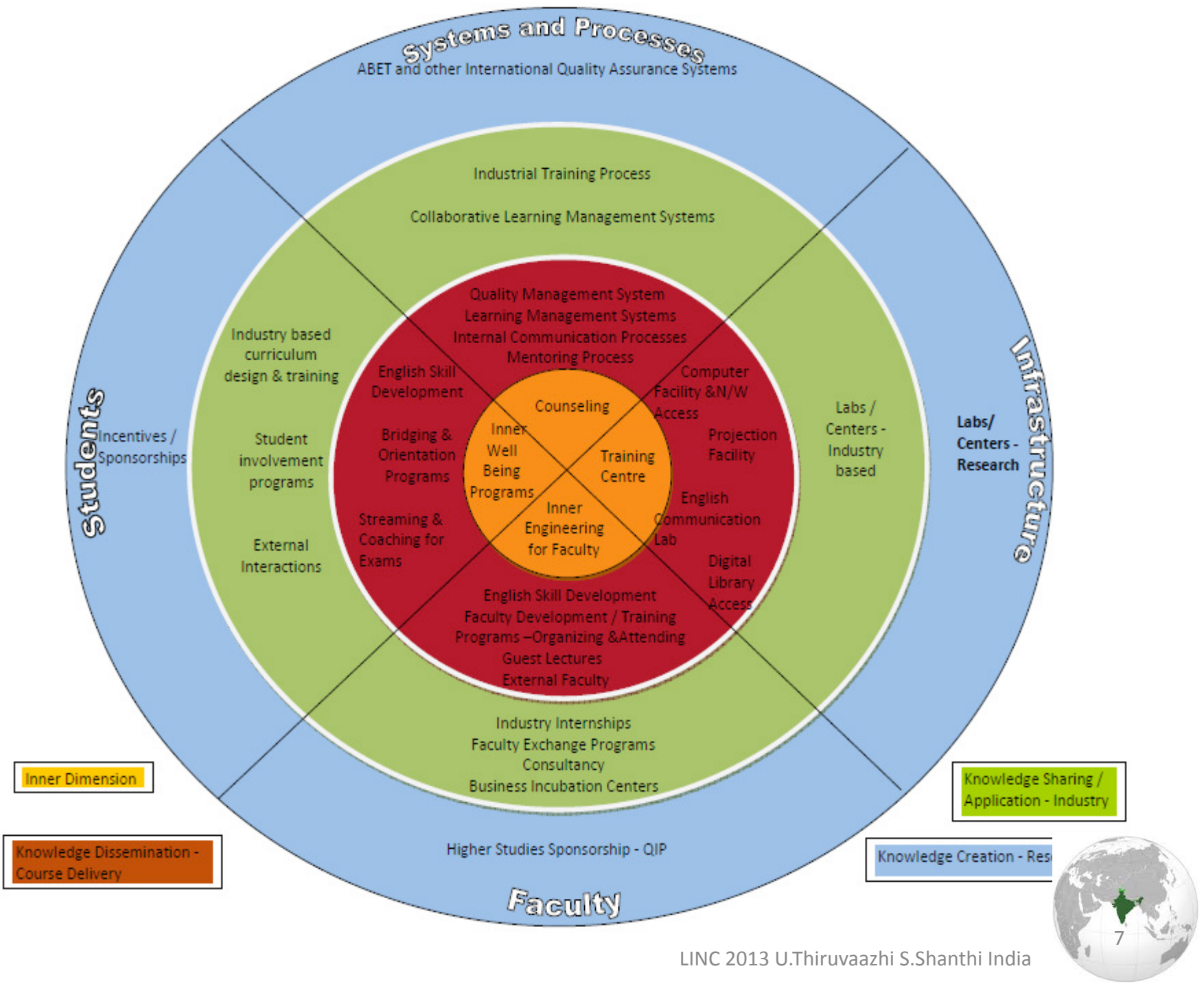


KM Best Practices

Knowledge Dissemination Practices From Educational Media	Knowledge Sharing Practices From IT service Industry	Knowledge Creation Practices From R&D Organizations
Prominent Subject Matter Experts Identification facilitates easy high quality content generation and distribution	Committed leadership to drive Knowledge Sharing initiatives. Clearly defined KM roles and structures	Thought Leadership, driven by intellectual pursuit and peer recognition – recognized by publications, awards and other Intellectual Property Rights
Wide variety of distribution mechanisms empowered by technology for access	Leadership demonstration of commitment & competence, open communication, conversations in common language	Policies and practices to partner with premium institutions and colleagues across regions
Servers with mirror sites and advanced search options for structured and unstructured knowledge	Distributed model of creating knowledge – crowd sourcing, encouragement to seek and share, transparency	Periodic informal team meetings and variety of brainstorming formats
Availability of tools to do easy content / document management and distribution of knowledge	KM seen as potential enabler of every function of the organization KM driven by Communities of Interest, Purpose	Allocation of adequate funds for long term new research domains, that does not warrant immediate results
Relatively high centralization enables easy monitoring, measurement, control and continual improvement	Encouragement for collaboration, organizational KM campaigns – awareness, promotional activities and recognition	Sponsorship and encouragement for higher studies, conferences / seminars, sabbaticals, visits to other R&D organizations etc...
Open and free content. Subject level expert groups to harmonize curriculum. Ensuring quality of content , Governance	Heavy adoption of interactive technologies including web2.0, pulling together to achieve shared objectives	High degree of flexibility, support for learning from mistakes
Setting up of separate committees for policy making, decision making on funds allocation, interacting with teachers and dedicated coordinators	Periodic analysis and reporting of trends. Intelligent Just In Time Knowledge Guidance/Recommendations	Culture facilitating innovation and supporting co-creation.



Design for Quality Improvement



Objectives for Enhancement of the learning ecosystem:

- Inner (Dimension) Way / Isha Yoga for Inner well being / Clarity
- Delivery / Knowledge Dissemination
- Industry Practices / Knowledge Sharing and Application
- Research and Development / Knowledge Creation

For each of the following:

- Faculty - Orientation
- Students – Awareness, Motivation
- Systems and Processes- Part of Assessment, reflecting on key expectations – employability / foundation for higher studies
- Infrastructure

Utilizing effectively the technology empowerment

For it to work it has to be designed and implemented with all components (Inner Development, English, Faculty Orientation, Assessment and Employability) addressed appropriately in a particular sequence and depth



Summing up....

- Challenges of **Quantity, Quality and Equity**
- **TECHNOLOGY** offers the opportunity
- Enhance learning by providing the right ambience using **KM** best practices
- Quality Improvement Plan that does not miss any single critical component
- To sustainably scale, we need to look at **PEOPLE** (faculty and student awareness & orientation, English skill development) and **PROCESS** (assessment and credentials) aspects with much care and dedication.



Thank you

Please share your thoughts, experiences and expertise

We look forward to listening, responding and working with you



All the necessary ingredients are there.

We just have to combine it appropriately to let it happen...

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