



Learning Knowledge Management Concepts via the Use of a Scenario Building Tool on an E-Learning Platform



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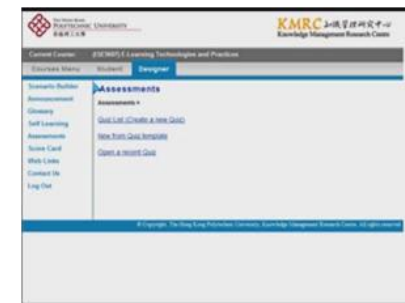
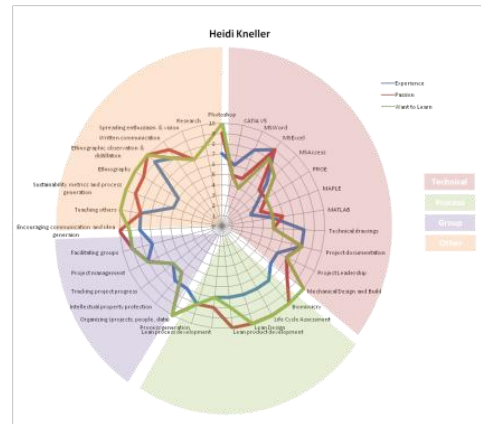
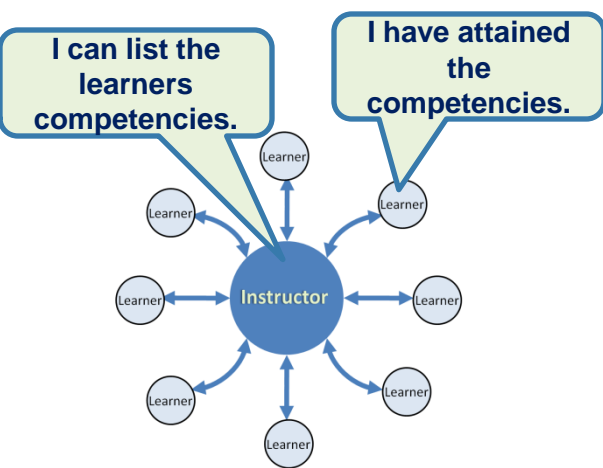
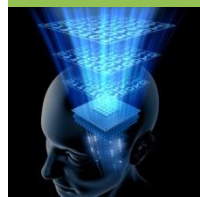
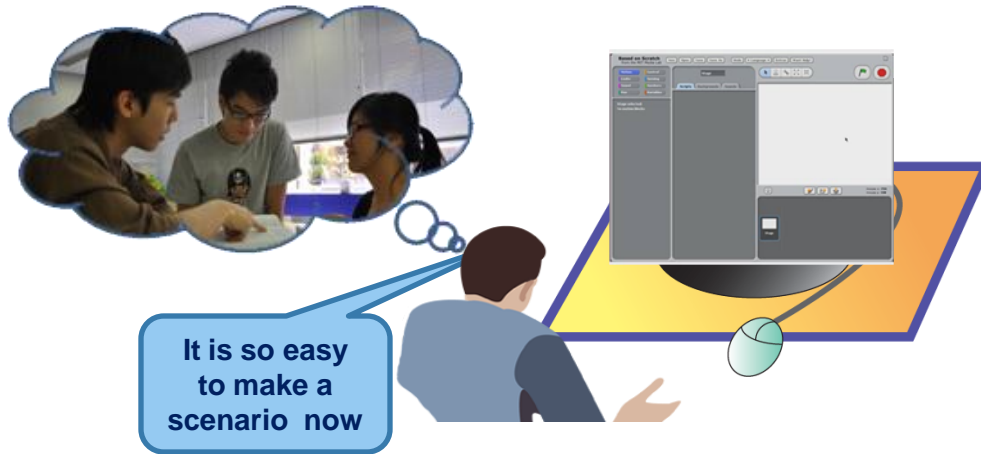
Conceptual Model

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Introduction



Introduction

How to ...

Record?

Apply?

Build and execute easily?

Encourage instructors?

Save Time?

Attract learners?

Problem Statements

1. **Lack of specific tools;** Most of E-learning objects are pdf, docs, HTML, ppt, simple flash files
2. **Many tools need special trainings or skills**
3. **Instructors cannot devote sufficient energy nor time** to develop flash or animations

Objective

To develop an instructional design tool for supporting Scenario-Based Learning of Knowledge Management concepts in an E-learning Platform

What is Knowledge Management?

- A range of practices used in organization to identify, create, represent, distribute and enable adoption of insights and experiences



What is a Scenario?



- Screenplay or outline or model of expected or supposed sequence of events
- Each scenario has a setting, a set of actors with specific activities/conversations

KM Scenarios

Example:

Setting:

- Office room with 3 persons sitting - CEO, IT Director, HR Director

Script:

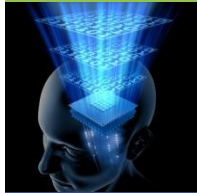
- CEO: I just came back from a seminar about KM technologies. In the seminar, the speaker mentions about Enterprise Portals. Portals can do a lot of things for us e.g. document management, collaborations, communications and process management. IT Director, please study this type of tool and implement one for our company ASAP.
- IT Director: We already have an Intranet, a ERP, a document management system and several search engines. Why do we still need an enterprise portal?
- HR Director: (Thinking...) Our staff are already overloaded and they would be most reluctant to take up another tool. Does the CEO know this? If so, why does he insists on implementing the portal? It seems that the IT Director is saying we already have these tools but not necessarily encapsulated as a portal. So are there any further benefits brought about by the introduction of a portal?

Pedagogy:

- Ask the learner - What are some of the issues surfaced in the above conversation? (List multiple choice answers)
- What do you think the IT Director is trying to mean? (MC answers)
- Do you agree with what the HR Director is thinking? (Yes. Reason? No. Reason? I do not know)
- Based on the identified issues, select up to three initiatives you would pursue in this situation. (Multiple choice to choose from)

Assessment:

- If MC question, system will mark it immediately. If texts input, it will be collected/stored and pass to the instructor for review/marking.



Sources of KM Scenarios

1. Common KM methods e.g. Method cards
2. Knowledge worker archetypes
3. KM competency framework
4. Existing scenarios in the HKCyberU M.Sc. in KM subjects
5. New/Simple scenarios e.g. collect from consulting practice
6. Composite scenarios (a combination of the above)



Evaluation

Tools

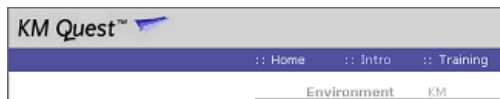
- E-learning Rapid Tools. E.g: Quiz Maker and etc.
- Other Tools. E.g: MIT Scratch, Alice, Adobe Flash, Google Sketchup, Turntool and etc.



Platforms

- Virtual World. E.g: Second Life, There, Active World, Opensim and etc.
- Tradition E-learning Platform. E.g: WebCT, SMILE

KM Simulation tool - KM Quest



Intro > Environment

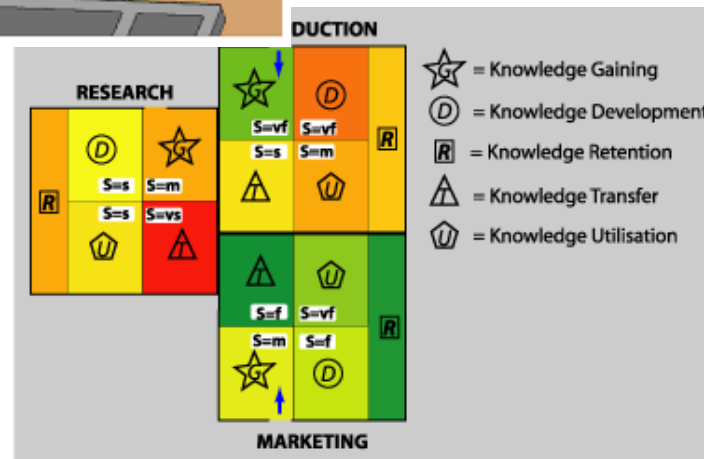
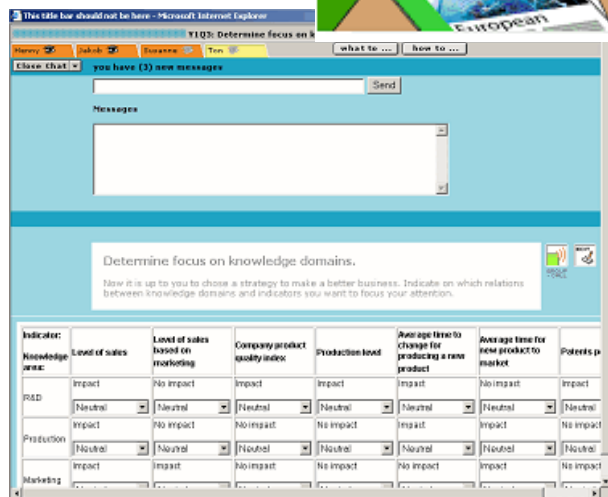
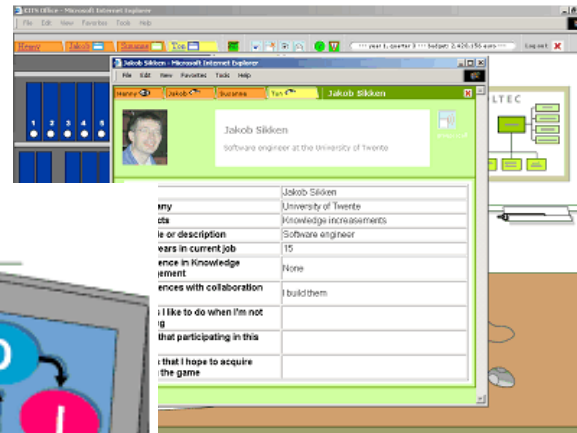


Who should use

KM Quest™ is ma
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What do you lea

The goal of KM Q



Ways to enact KM Scenarios

Build

- **Build actors and setting**
- **Construct scenarios**
- **Role play**
- **Design and refine KM Tools/KM Techniques**

Observe and Comments

- **KM Glossary**
- **KM Methods**
- **Prebuilt scenarios**
- **Videos**
- **Audios**

Conceptual Model – Tools + Platform



Build or Construct
Scenarios

Scenarios Building Tool

**KM Methods/
Glossary**

Interaction

**Scenarios
Database**

**E-Learning
Platform**

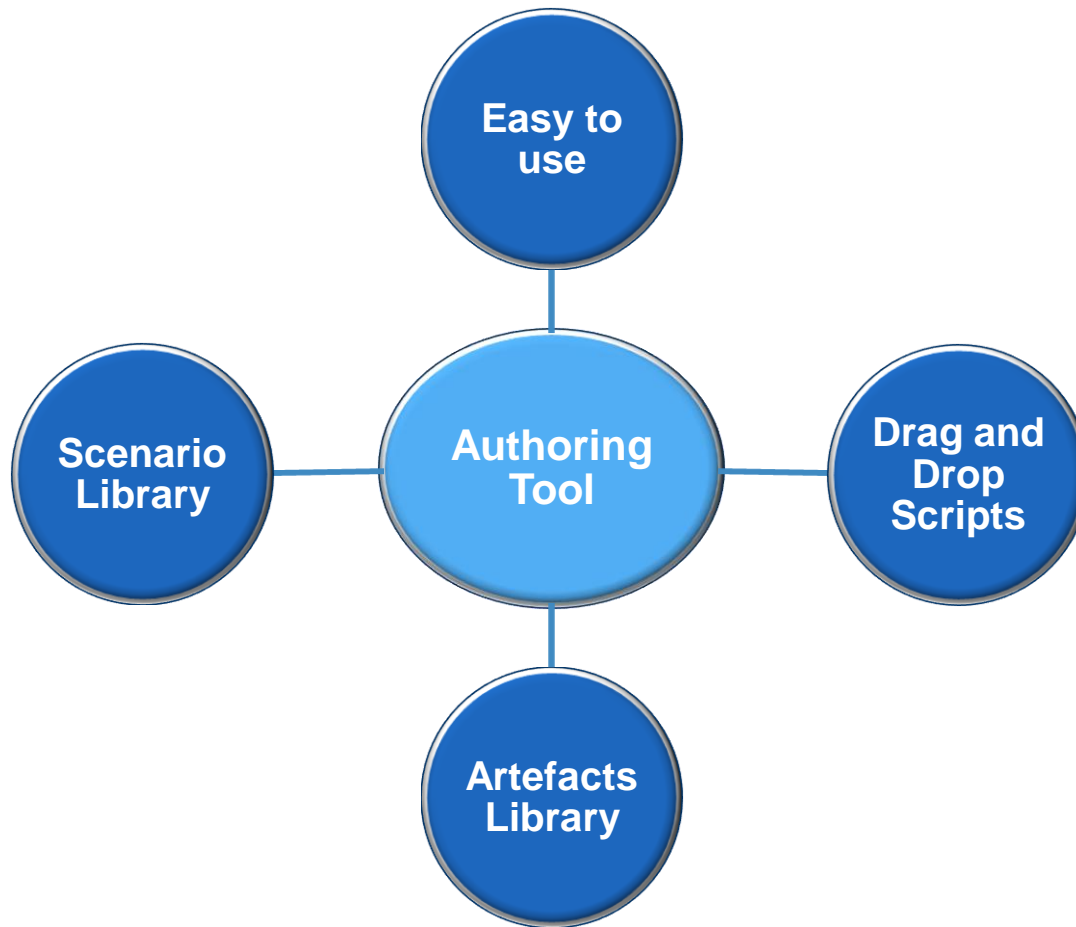
**Reconstruct
Scenarios**

Assessments

Score Card

Proposed Scenario Building Tool

❖ Requirements:



Proposed Scenario Building Tool



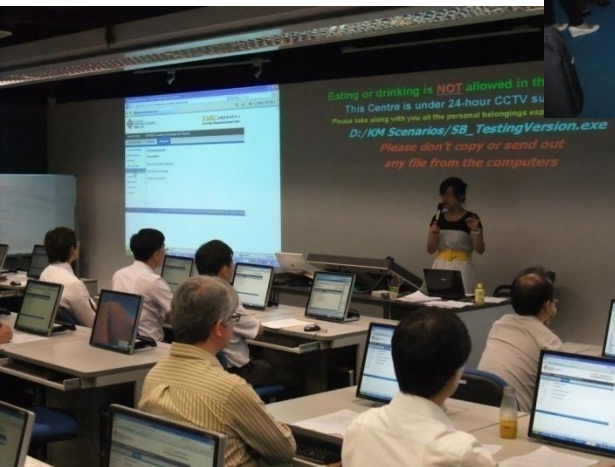
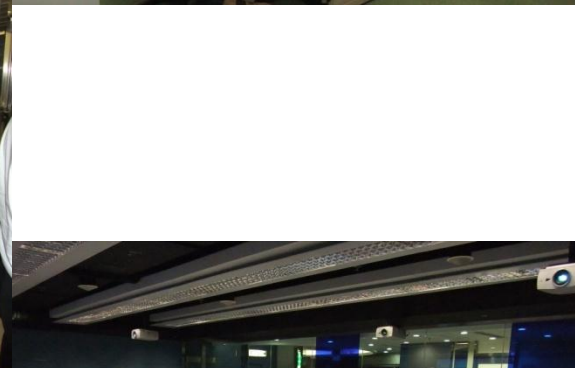
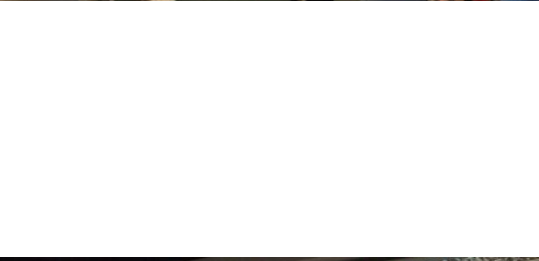
Pilot Testing – July 2009

❖ **During the month of July 2009, we had conducted our first pilot testing in CF 401, The Hong Kong Polytechnic University. In this 2 hour sessions, we covered the following:**

- An introduction of the tool, potential applications, demonstration and illustrations
- Hands on experience for every participant to use the tool to create/reconstruct KM scenarios
- Participant can create his/her own scenario for sharing
- Gathering of feedback on participants' experience about using the tool
- Discussion on further potential applications and improvements

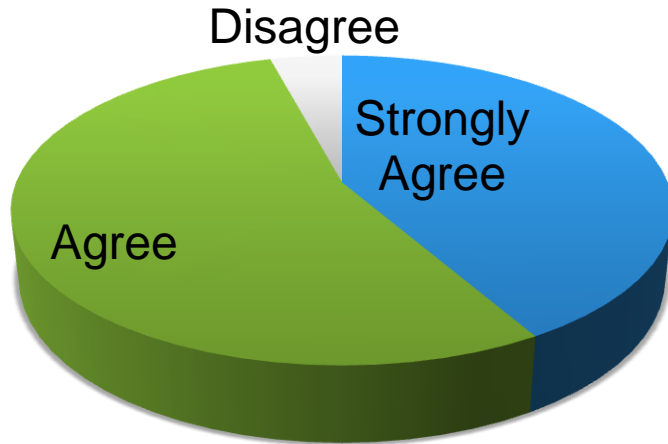


Pilot Testing at PolyU in July 2009

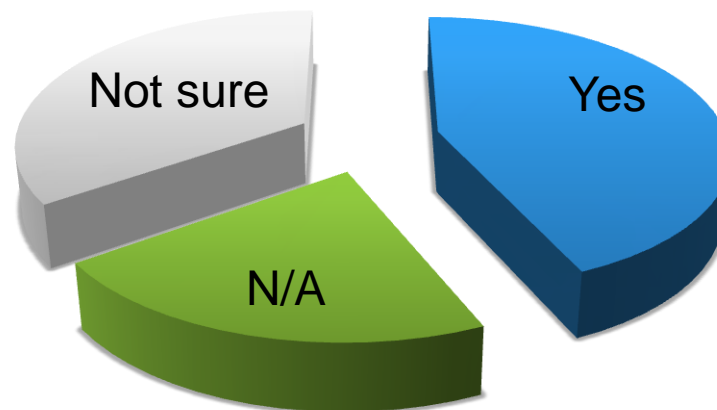


Feedbacks

Easy to use?



Usability in Organization?



Feedbacks



Participants like most:

- Easy to build real world scenario
- Drag and drop controls
- User friendly
- Can input conversation into the scenario easily



Participants dislike most:

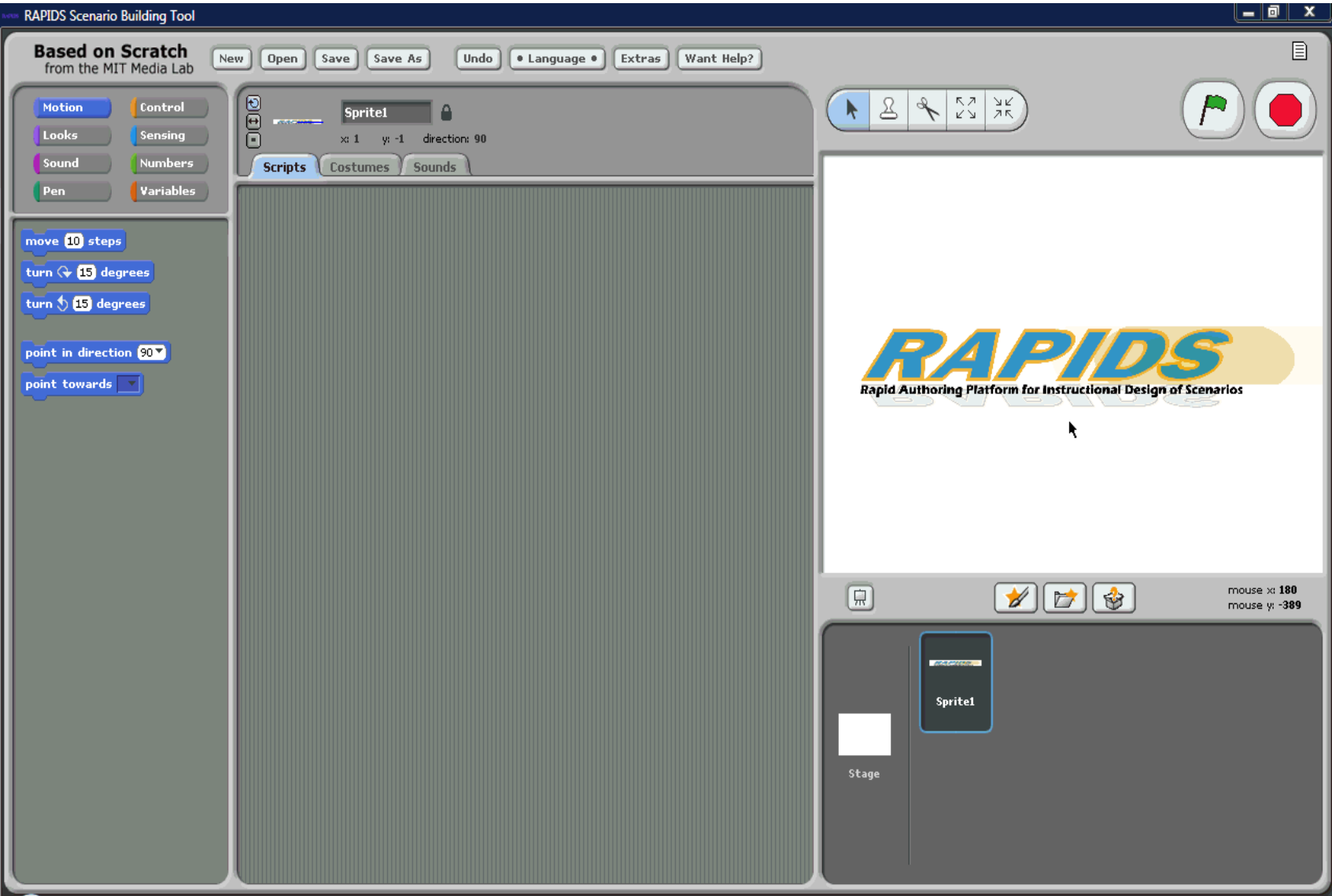
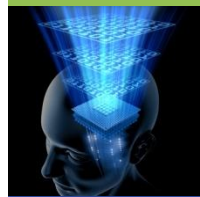
- The need to count the times when designing scenarios
- The text box of the “say” object better to have multiple line
- Cannot separate out the layer function and don't know how to arrange the position of the objects.

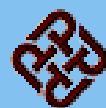


Features that recommended to be added:

- Crop function for picture
- Time control; Preview on timing
- Motion for objects
- Crop function for picture

Demonstration





Thank You !

Q & A ...



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