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e-Learning Services

Professor Kel Fidler
Vice Chancellor of Northumbria University

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Overview

- Changing Learner Role
- Impact on Universities
- Virtual Services
- Northumbria's approach
- Challenges

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Changing Learner Role

- Demand driven services
 - Goods
 - Business services
 - Education
- User centric view
 - User determines how, when, where
- Globalisation
 - Local, national, & international

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Impact on Universities

- Traditionally supplier led
 - We define what
 - We define how
 - We decide where (on campus) and
 - We decide when (Mon- Fri 9-5)

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Virtual Services

- Increasing flexibility
 - Targeted & accredited online courses
 - Corporate programmes
 - SME's
 - Accreditation of prior learning
- The web is driving change
 - Blended learning
 - Private sector content providers

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Northumbria

- Now
 - Corporate and professional programmes
 - E-Learning Experience
 - Virtual Learning Environment
 - E-Library facilities
- Soon
 - E-Business - Web self service access
- Northumbria Learning Ltd
 - E-Learning services to the corporate and education sectors

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Challenges



- Cost of content production
- Dealing with learner tutor support
- Cultural change within the University
- Shift towards facilitation and away from education?
- Remote learner support
- Engage the student or 'edutainment'
- Assessment approaches

Summary



- Learner needs are changing
- eLearning is a broad subject
- Universities are adapting
- Not all the answers are known.. yet!