ENHANCING THE LEARNING EXPERIENCE

Technology helps SAA Global Education boost teachers’ productivity, provide good service and enhance its education offerings to students.

In today’s technology-driven world, customers expect better, faster and more efficient service. Students of private education institutions are no different.

“Today’s students expect more from their education provider: higher quality, more interactivity, and the use of modern and innovative teaching techniques, just to name a few,” says Mr Kenneth Choo, Managing Director of SAA Global Education (SAA).

As a private provider of accountancy, business and finance education, SAA faces the added challenge of providing good service while dealing with rising costs and the need to address the bottom line. Controlling costs while enhancing the quality of its education offering is thus of critical importance for SAA.

To achieve this, SAA has, with support from SPRING Singapore, decided to introduce a virtual learning environment (VLE) – an online platform for delivery of e-learning, administration, documentation, tracking and reporting. The VLE is in its final stages of testing and will be rolled out in the coming months. It will facilitate the delivery of bite-sized lessons, online quizzes and collaborative learning tools, in addition to acting as a common online portal for tests and learning materials.

Improved learning quality

With this new system students will be able to readily access online resources and lessons, including short video clips that focus on key concepts, allowing them to engage in learning anytime and anywhere. They will also be able to catch up on lessons they have missed and review past lessons.

“The accessibility of these lessons, course materials and discussion forums is projected to reduce response time to student questions and help increase students’ learning effectiveness,” says Mr Choo. “Moreover, the concise online lectures will help students to better grasp key concepts and develop problem-solving skills, and at the same time improve knowledge retention while reducing study time.”

Another benefit will be the ability to form teams and working groups easily for academic projects, particularly as SAA has plans to expand into overseas markets. “In order to promote the development of students, SAA will use the platform to encourage teams from different parts of the world to work together for their academic projects. The diversity of perspectives will add value to the students’ group work,” notes Mr Choo.

SAA will also be able to improve its governance by leveraging the platform to perform quality checks, gather feedback and manage day-to-day operations. The effectiveness of the VLE will be tracked to ensure that the system continues to be tweaked to best serve students’ and teachers’ needs. Furthermore, by institutionalising a knowledge management and exchange system, SAA will also be able to improve the quality of its teaching materials.

More efficient operations

While delivering a higher quality learning experience is of critical importance to SAA, the ability to do so in a more efficient manner is also important. This is another area where the VLE will add value. Indeed, SAA expects to reap a number of operational benefits...
from the new system. For example, online activities and assignments will cut down on the man-hours required to monitor student participation for events and activities. Online submission of assignments and projects will also reduce the risk of errors or loss of assignments.

Being able to disseminate information and resources through the system will reduce the reliance on the traditional method of printing notes for each class, giving teachers more flexibility, as well as cutting down on the cost of printing and the impact on the environment.

With the streamlining of a wide range of processes, school administrators will be able to focus their attention on enhancing the student experience and the development of innovative new programmes. Teachers will also be able to spend less time on administrative matters. Automated grading of digital assessments will free up their time for higher value-add activities.

“It may seem counterintuitive, but as we move more of our learning online, students will benefit from more direct interaction with teachers as their administrative burden is reduced,” explains Mr Choo. “This epitomises the value of implementing the VLE: it will enhance teachers’ productivity, allowing them to spend more time improving their teaching strategies to ensure we meet the needs of 21st century learners.”

Mr Kenneth Choo, Managing Director
SAA Global Education

KEY TAKEAWAYS
• Improving productivity can free up time and resources to focus on higher value-add activities.
• To find out how SPRING can support your productivity efforts, please visit www.spring.gov.sg/CDG.