

Approaches to inter-cultural settings & online learning: Keys for facilitators about the attainment gap

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Transgenic Learning

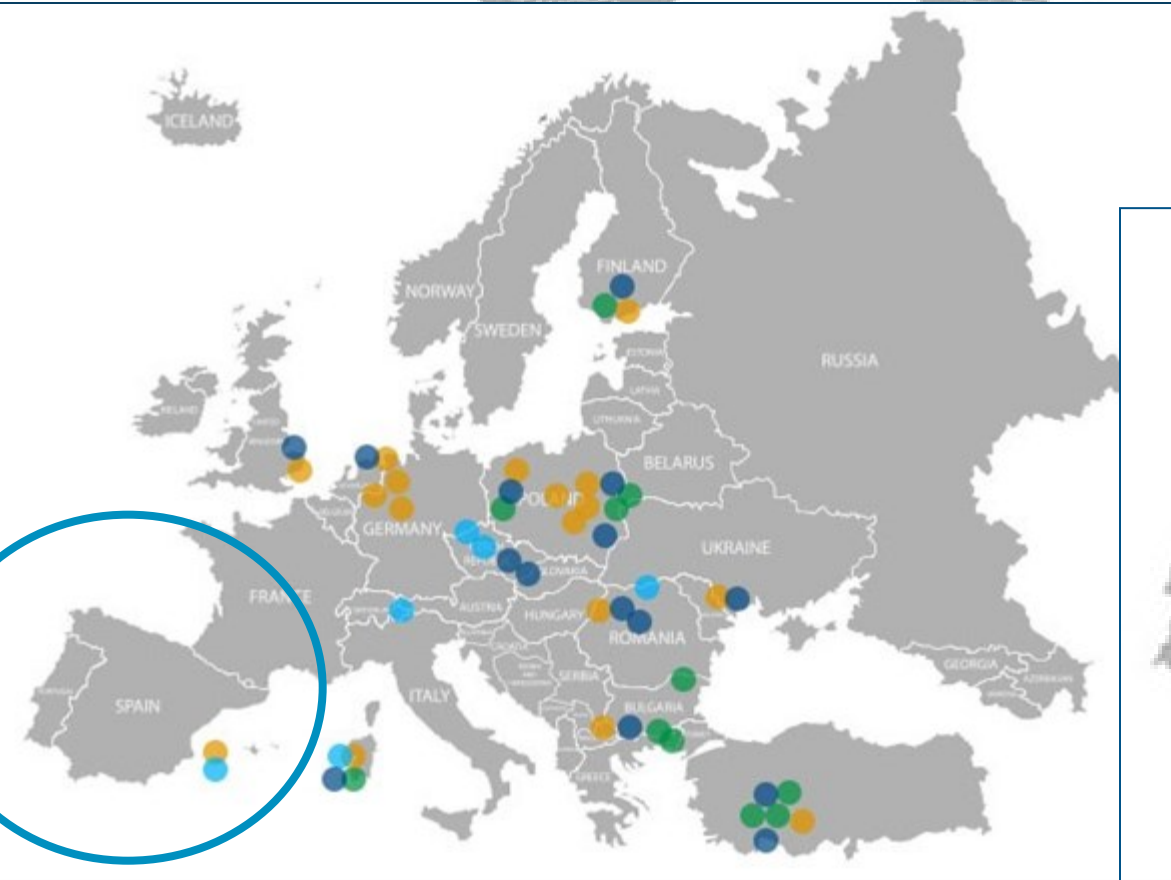
#transgeniclearning

Daniel Burgos



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Coventry Univ, UK
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Some figures about UNIR

- 27.000 students, 1.000 lecturers, 500 staff
- 140 undergraduate and graduate programmes
- 100% online (except examinations)
- Premises in Spain, Latam (CO, BO, AR, EC, MX) and USA
- 17 EU-funded projects, 12 self-funded, 10 contracts
- +100 research agreements
- Chairs with UNESCO, ICDE, Telefónica, IBM, etc.

Educational Technology

Educational Innovation

Tutoring support

Formal-informal learning

Educational methodology

Lecturing methodology

Learning analytics

Personalised learning

Learning Management Systems

Educational tools

User interaction

Gamification

eLearning specifications

Open Education

Student behaviour

Performance estimate

Open Educational Resources

Better Learning – Better Teaching

SDGs are about Online Education too

SUSTAINABLE DEVELOPMENT GOALS



What attainment means in the academic context?

What problems come with the attainment gap?

Potential PROBLEMS from the lack of attainment

- **Academic:** Drop-out, miss-achievement, miss-placed objective
- **Transferability:** Unemployment outcome, miss-employment outcome
- **Psychological:** Personal toll (frustration, depression)
- **Financial:** Economic impact (wrong investment in an academic programme)
- **Institutional:** Liability (potential sue)

What are the challenges of attainment in different cultures?

Likely CHALLENGES from cultural diversity

- Disparity of technical concepts
- Different glossary of common terms
- Different understanding of behaviour or attainment
- Diversity in the status of graduate, as a concept
- Role of the family and significant others
- Logistic challenges

What are the required
actions to do, in order to
solve those problems?

The solution is a CAKE!



Potential ACTIONS to work on the problems

ICT & Support Online Services (S.O.S.)

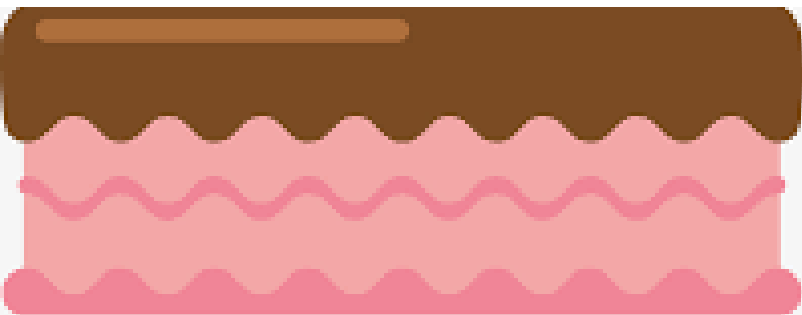
Administrative staff: Friendly and efficient

Tutors: Periodic check, psychological support

Professors: Technical subject, proximity, frequent live interaction

Peer network: Fellows, getting along

Student: Scheduled, real-time user tracking (activity, performance, goal match, support contacts)



Potential ICT-based ACTIONS to COMBINE

- **Clustering:** group analysis based on
 - Individual goals
 - Technical background
 - Personal profile
 - Competence match
- **The more, the better**

Potential ICT-based ACTIONS to COMBINE

- **Support Online Services (SOS):** 3 levels based on
 - **Descriptive:** What is happening?
 - **Predictive:** What will happen?
 - **Prescriptive:** What can we do to this respect?

Descriptive



Predictive



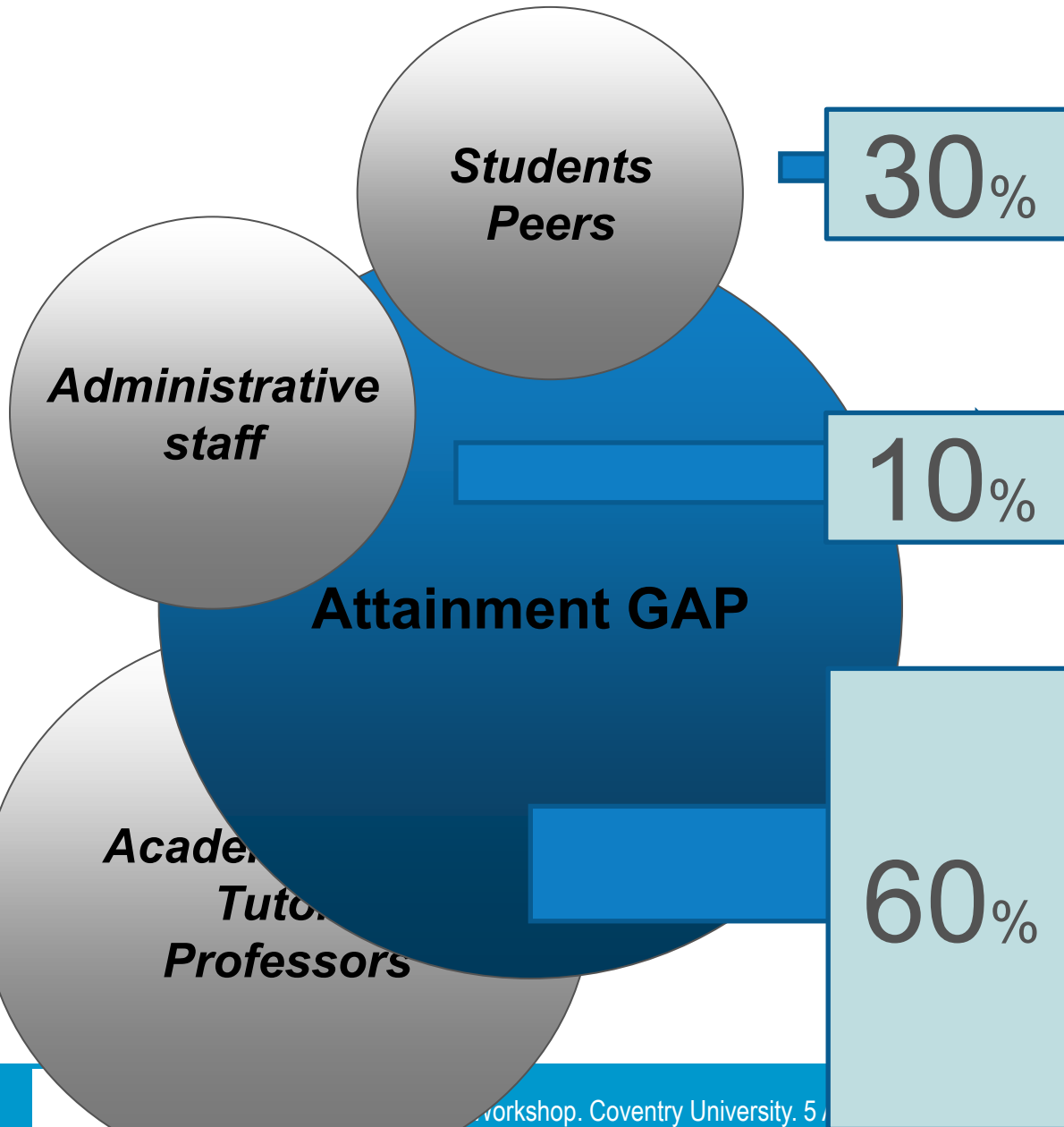
Prescriptive



Support Online Services (SOS)

- **Support to students:**
 - Personalization – Individualization: based on clustering, learning itineraries, competence achievement, user performance
- **Support to academics:**
 - Semi-automatic services based on personal progress, group progress, and historical progress, user performance. Every time of comparison
- **Support to administrative staff:**
 - Estimate of potential drop-out, user satisfaction, 1-stop support desk (centralization of support services), user performance
- **Support to economic committees:**
 - Personal recommendation to friends, conversion ratio potential costumer/registered student, impact on turnover

Attainment: A promising FORMULA



ICT & Support Online Services:

- Learning itinerary*
- User performance*
- Semi-automatic grading*
- Drop-out estimate*
- Etc.*

A few more aggressive strategies

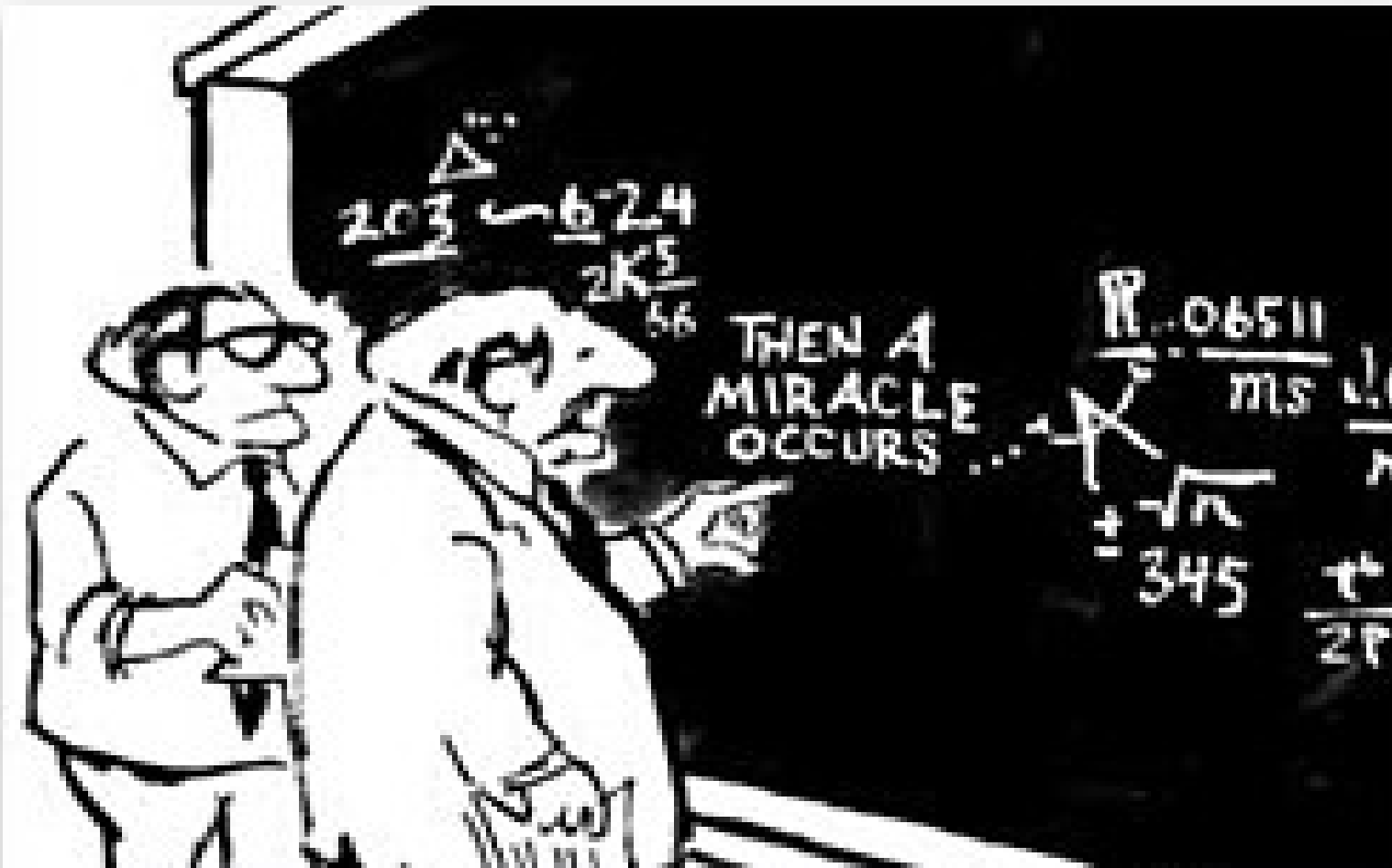
- Tip-off the successful graduates:
 - % Tuition back
 - Extra, exclusive training or info or access for free
 - A secured job
- Reject any incoming profile below a 80% match
- Penalty any annual record with +2 no-pass
- Expel any repeat-penalty student

Final thought



Attainment is a key for
success,
but contextualization is the
means
for a significant progress

Thanks!



Professor: "And then a miracle occurs..."

Academic manager: "I think that you should be more specific here"



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Abstract: Addressing the attainment gap in education: considerations for both online-only and campus-based learning

Attainment is a real challenge in education. Furthermore, attainment based on personal goals, group features and cultural similarities and differences, seems a large objective. Diversity is always an asset, even disparity inside the classroom, when the facilitator take them as a tool to boost learning and the right attitude in the student. However, how to make it? How easy or difficult or cost-effective or do-able is to make a virtue out of something that complex? Clustering seems to be a perfect tool to address common singularities in a group. Personalization does not mean individualization, necessarily, and yet, it comes with a large load of goods for every student. In this seminar, we will address the individual and the group, the power from the cluster and the ways to support attainment based on those very factors. Because attainment is a key for success, but contextualization is the means for significant progress.