Is student training in web-supported learning justified?

MJ Rammupudu
B Vilakazi
GN Jacobs

Outline of the presentation

1. Introduction
2. Context
3. clickUP Training
4. Findings
5. Student Support
6. Conclusion
Introduction

• WebCT implemented in 1998
• BlackBoard Vista in Jan 2007
• In-house brand name “clickUP”

Context

• Data from 3 training sessions
• Economic and Management Sciences / Education Faculties
  - ±75 students
• Training: Discussions and Assignment tools
During Training

- Logon procedures
- Student Online Services
- Overview of clickUP
- Course Tools
- Student support
  - Help Desk
  - Web site
Is student training in web-supported learning justified?

- **Research Methods**
  - Quantitative
  - Qualitative

- **Data Collection Methods**
  - Observation
  - Questionnaire
    - 8 closed
    - 1 open-ended

- **Data Analysis**
  - Findings
We observed that ...

- clickUP is an unfamiliar environment
- Students need training in
  - web-supported environment
  - basic computer skills
- Students are eager to learn

We found that ...

- The Discussions tool is an interesting tool for communicating with lectures and fellow students
- The tool can support their learning activities
- Students are prepared to learn required skills and apply them to other environment
- Students need support and availability of trainers
The students said ...

- "Very interesting presentation. I am sure that it will assist me greatly with my studies at UP. Thank you"

- "You people have been great to us! Please keep it this way!"

- "Useful info and friendly people Nice tool and lekker"

- "The presentation is quite helpful, thank you".

- "The training was interesting and challenging".

The students said ...

- "I'm a bit confused as usual when it come to computers, but I have a fairly good understanding of what you have tried to teach"

- "I experienced problems however, but these are unrelated to the actual presentation"

- "I think the lecture was fantastic and I will be able to use it in future"

- "Great introduction with clear steps on how to work the click up. Well presented just difficult to hear all the time but had a lot to do with latecomers talking".
Training: Do they need it?
Yes

- Students skills and abilities in the use of technology influence their engagement with learning environment

- They are empowered with skills to navigate their web-supported learning or "paperless class" environment with ease and independence

- Motivates them to acquire computer skills

- Their computer skills improved

Sheard & Lynch, 2003
Rammupudu, 2006 (unpublished dissertation)

Student support

http://www.click.up.ac.za

Computer Literacy courses (CIL)
Thank You

jaqueline.rammupudu@up.ac.za
+27 12 420 4377

bellav@uj.ac.za
+27 11 559 3555

gretchen.jacobs@up.ac.za
+27 12 420 4378

References

• Cultivate Learning material (WebCT tools)
• Education Innovation: Student surveys