
Distance Learning in IBM Global Services

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Project Background

- 1 Pilot began in February, 1996
- 1 Cross organizational effort
 - » IBM Solutions Institute
 - » New York University
 - » IBM Education & Training
 - » IBM Global Network
 - » Lotus Institute
- 1 Delivery Platform
 - » OS/2
 - » IBM Global Network
 - » Lotus Notes
 - » Learning Space

Project Goals & Requirements

1 Goals

- » Pilot On-line, On-Demand, Asynchronous Education
- » Deliver 2 courses in the U.S..
- » Six month timeframe
- » Remote team

1 Requirements

- » Build infrastructure
- » Design, develop courses
- » Enroll students
- » Deliver courses
- » Implement support
- » Evaluate concept

Method

1 Students

- » 15 in Project Workbench course
- » 9 in Methodology course
- » All U.S.. based
- » No Lotus Notes experience

1 Courses

- » Project Workbench course
 - 4 weeks
 - independent study with instructor access
- » Methodology course
 - 5 weeks
 - self study & collaboration

Findings

1 Student Completion

- » Project Workbench course
 - 9/15 completed
 - 1/15 partial completion
- » Methodology course
 - 0/9 completed
 - 6/9 partial completion
- » Incompletion due to work schedules

1 Nature of study

- » Time of day 6 P.M. to midnight
- » 10-20 hours overall
- » Worked from home
- » Log-on varied (daily to every 3 days)

Findings

- 1 Student feedback
 - » Overwhelmingly positive
 - » Learning curves associated with software
 - » Relevant to job needs
 - » Improved ability
 - » Improved access to education
 - » Excellent potential for delivery system
 - » Positive experience
 - » Willing to take additional course

Findings

1 Design/ Development

- » No one/one mapping with traditional instructional design
- » Can personalize experience with technology

1 Challenges

- » Infrastructure
- » Expertise in course design/development
- » Support

Conclusions

- 1 Excellent potential for meeting certain educational needs of global services employees
- 1 Cost savings associated with travel
- 1 Less disruptive to work schedules
- 1 Addresses Just-in-time training needs
- 1 More robust educational experience when combined with traditional classroom education