



QUALITY ONLINE FACILITATION: ARE WE THERE YET?

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THE BIG QUESTION

WHAT DO OUM
LEARNERS
WANT ?

QUALITY
LEARNING
EXPERIENCE

OUR MISSION

AS E-TUTORS

**TO PROVIDE
THE BEST
ONLINE
LEARNING
SUPPORT**

OUR NUMBERS

JANUARY SEMESTER 2015

LEARNERS

27481

FORUMS

929

E-TUTORS

535

HOW WE FAIR

QUALITY POINTS (MAX 10)	PERCENTAGE				
	SEPT 2011	SEPT 2012	SEPT 2013	SEPT 2014	JAN 2015
≥ 4	52.82%	69.64%	67.92%	76.47%	77.16%
< 4	47.18%	30.36%	32.08%	23.53%	22.84%
Total	100%	100%	100%	100%	100%

LET REPORT

LET = Learners' Evaluation of Tutors

TOTAL RESPONDENTS	45653
OVERALL	71178
%	64.14%

TOTAL NUMBER OF FORUMS EVALUATED	863
AVERAGE SCORE OF TUTORS	74.47%
NUMBER OF FORUMS WITH TUTOR'S AVERAGE SCORE BELOW 70%	214

CENTRAL ISSUE

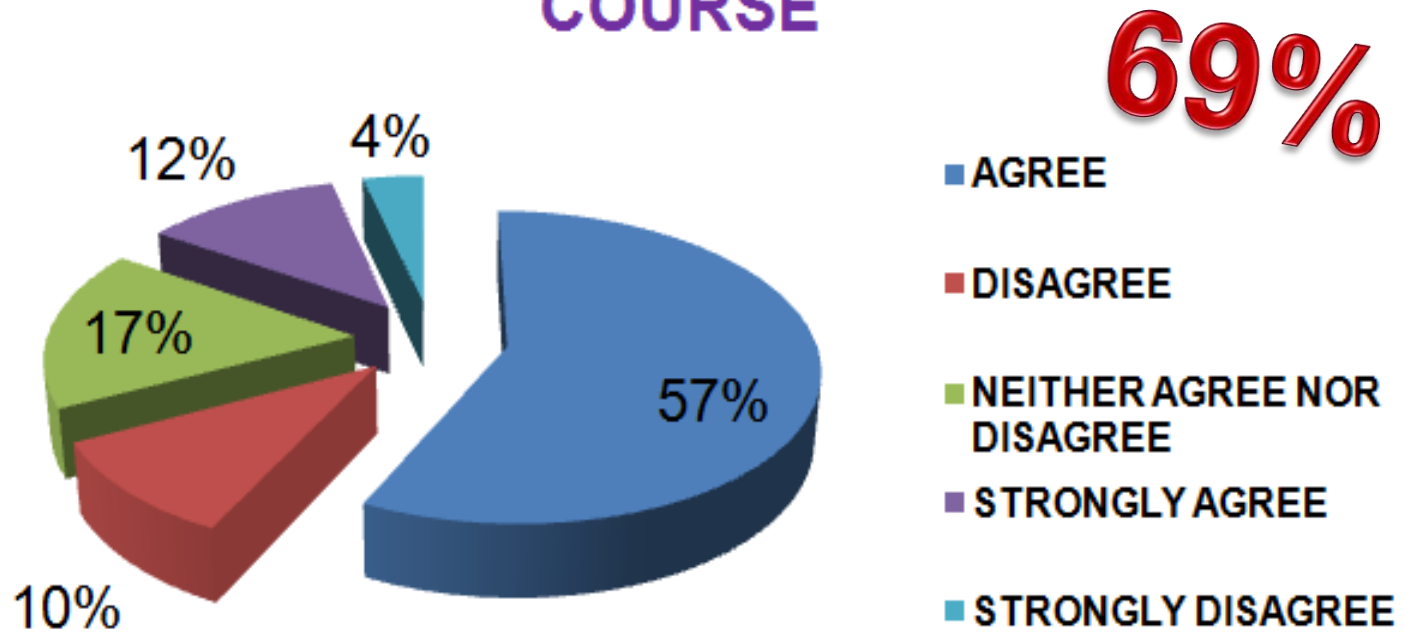
Where is my etutor?

I need HELP!!



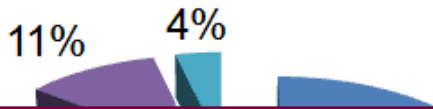
THERE IS HOPE..

THE E-TUTOR WAS ACTIVELY INVOLVED IN FACILITATING THE COURSE



THE E-TUTOR ENCOURAGED MY ACTIVE INVOLVEMENT IN LEARNING

65%



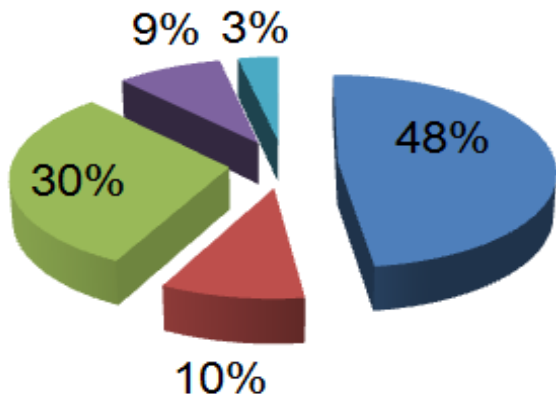
THE E-TUTOR EXPECTS ME TO BE RESPONSIBLE FOR MY OWN LEARNING

68%



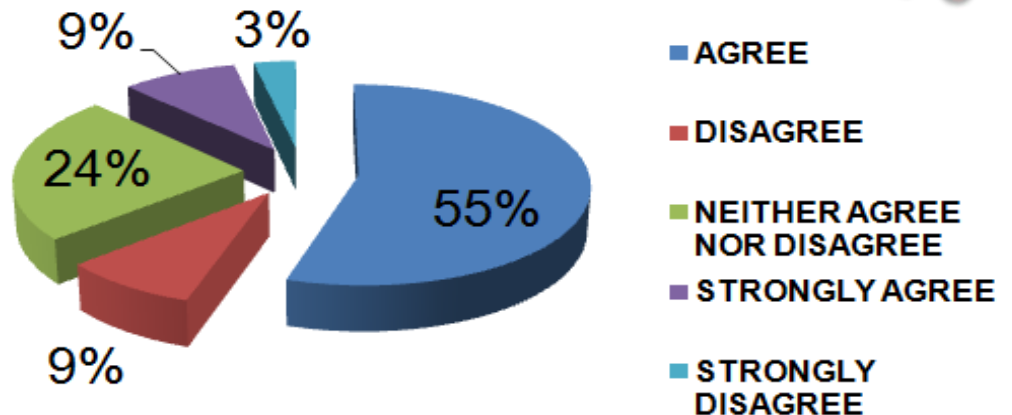
THE E-TUTOR CARED ABOUT MY INDIVIDUAL LEARNING IN THE COURSE

57%



THE E-TUTOR WAS RESPONSIVE TO MY CONCERNS FOR LEARNING

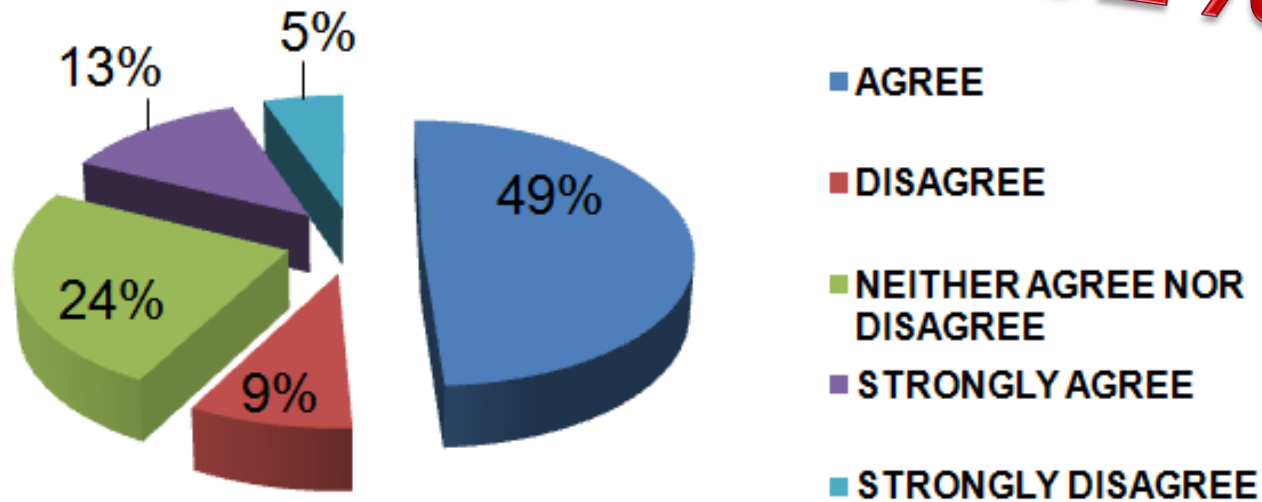
64%



YET THERE IS HOPE..

I WOULD RECOMMEND THIS E-TUTOR TO OTHER STUDENTS

62%



WAY FORWARD

Digitized Acceptance Slip For Tutor/E-tutor Appointment Letter

OUM Mobile Learning - For e-Tutors

NAG ME System for e-Tutors

PUSH System for e-Tutor Monitoring

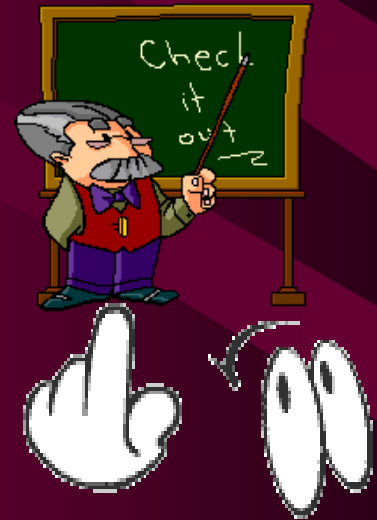
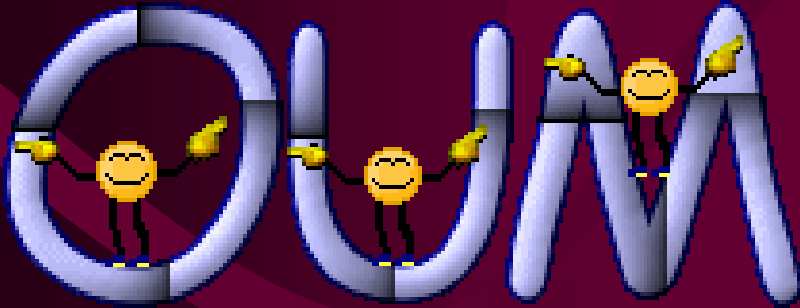
HOTLINE for Learners via Whatsapp

ITS – ITLA ONLINE TRAINING SYSTEM for Tutors/e-Tutors

WHO

DO WE REPRESENT

?



THANK YOU
&
ALL THE BEST