



Capacity Building Programme for Academic and Technical Staffs on Development of eContent to Deliver Digitally



Organized by

Commonwealth Educational Media Centre for Asia (CEMCA),

Commonwealth Of Learning (COL), New Delhi

In collaboration with

Bangladesh Open University, Dhaka (BOU), Bangladesh

**Training Performed by
*Ashutosh Taunk***



Table of Contents

EXECUTIVE SUMMARY	3
PROGRAM SCHEDULE	5
INTRODUCTION WITH BACKGROUND AND METHODOLOGY	6
OBJECTIVES	7
DATE OF EVENT & VENUE	7
SESSION DAY 1	8
THE INAUGURATION SESSION	8
MOODLE INTRODUCTION	9
SESSION DAY 2	10
SESSION DAY 3	11
COURSE DEVELOPMENT & USER ENROLMENT	12
MOODLE STRUCTURE & COURSE CONFIGURATION	12
A SCREENSHOT OF THE COACH.EDUMOOT.COM USED FOR PRACTICING	13
PARTICIPANTS & TRAINER WORKING ON TOGETHER TO DEVELOP COURSES	13
SESSION DAY 4	14
COURSE DEVELOPMENT & USER ENROLMENT	14
A SCREENSHOT OF THE INITIAL HOMEPAGE OF BOU MOODLE PAGE	16
SOME COURSES DEVELOPED BY THE PARTICIPANTS	16
SESSION DAY 5	19
THE VALIDATION, TIME OF JUDGMENT	20
TECHNICAL & ONLINE SUPPORT APPLICATION	20
CONCLUSION	21
VICE CHANCELLOR, WITH TREASURER ADDRESSING THE VALIDATION	21
ASHUTOSH'S RECOMMENDATION TO ELEARNING CENTRE	22
ANNEXURE	24
LIST OF PARTICIPANTS	24
FEEDBACK FORM	25
BOU DIAGNOSTIC	26



Executive Summary

Commonwealth Educational Media Centre for Asia (CEMCA), New Delhi partnered with Open School Unit, Bangladesh Open University (BOU), Gazipur, Dhaka, towards developing e-content using Moodle platform for the faculty of the University.

The purpose of the workshop was to train the faculty in providing them hands on experience about the development of online courses. Since the University has decided to develop online courses under Open School program, the programme was intended to train the faculty in developing online courses. I was chosen by CEMCA as a trainer because of my year's international experience at HE level at several business schools and universities.

A list of 30 faculty members was announced as participants for the training programme. The workshop on Capacity building programme for academic and technical staffs on development of eContent to deliver digitally which held between 19th – 23rd January 2016.

The coordinator of the workshop Prof. Mostafa Azad, organized the inauguration of the workshop in the elearning development center room also the training hall for remaining days, in the presence of Dr. Sadia, Dean at Open School of BOU, welcomed me Ashutosh Taunk, as trainer and Dr Manas as CEMCA representative. Prof Mostafa opened the session to participants introducing the objectives of the workshops and giving a brief detail about the university, followed by Prof Shafiqul Asst Director elearning centre, who provided an insight on the objectives and vision of BOU elearning center. Dean Open School, then briefed us about the vision she had for open schooling in Bangladesh, who wanted her staff to be trained on elearning platform, followed by Dr Manas, who made participants aware about the collaboration of CEMCA with BOU. Dean Open School, then thanked the trainer, Ashutosh Taunk, enlisting some of the achievements he has gained during his elearning tenure in UK and India.

The 5 day training programme on developing e-content was organized in the elearning media center room which is equipped with computer systems, projector and with some media amenities. This 5 day training session was focused primarily on making teachers aware about the change in learning and teaching trends, using Moodle as an standalone LMS and also about using OER. Using Moodle and other online resources was scheduled for 4 days, whereas understanding on OER was for 1 day. The session started by Ashutosh, with a brief introduction on LMS and need for implementing it in educational institution like BOU. The trainer helped the participants in gaining hands on experience on how to install Moodle, helped elearning centre team install Moodle 3.0.2 on BOU server, creating Admin page, to enroll users and to assign student and teacher roles and also trained the participants on creating a course by uploading files such as PDF, videos, PowerPoint, creating quizzes, assignments, workshops, questions, forums, etc. The training was made very interactive and went further than described in the session structure. The Vice Chancellor at BOU requested the technical person to install Moodle on the server, but IT team struggled with some system issues and also because of knowledge on the application, so



trainer who is also a practitioner helped IT to provide the remedy to the issue and successfully created an IP address which was materialized with a dedicated IP for moodle. The objective is to use this IP within and outside the BOU campus. The global propagation of the IP needs to be completed, once the server and hardware issues are resolved in elearning center server room. The University IT setup at elearning center is not stable, the server does not respond on time, and internet keeps failing. Continuous meetings were conducted with team and trainer to understand the structure, and then some recommendations were made to the team to initiate Moodle LMS which are also shared in the report. The trainer also found that the people capacity to handle the LMS is not equipped, the IT staff needs to understand the server structure and keep the uptime to maximum, trainer observed that the server crashed often during the sessions, and also highlighted that people should learn and equip skills to efficiently manage both server and LMS.

Trainer made sure that the IT challenges should not let participants navigate away from the session and kept them engaged and motivated. Trainer made them work on 2 LMS sites with individual logins and courses. Out of the 2 LMS Sites used, 1 belonged to the trainer and another one to BOU, this was required because the BOU server was often down and hence trainer had to use the alternative. Doing this the participants were kept motivated and this has made their basics strong as the activities were often repeated. All the participants were also assigned a course and have been made as a teacher to the course on local server and also on KTS cloud. All have the logins to each, so that they can prepare the required content anywhere possible.

The 5 day workshop was concluded by the Vice Chancellor and the treasurer at BOU. The validation ceremony was actually verified in presence of VC and treasurer. VC chose 6 participants from the list of participants and made them present their respective courses. This has not only given the clear indication to the trainer's capability but also has motivated participants. Chief Guest of the ceremony, the VC at BOU, addressed the participants by stating that technology is the future medium of instruction and suggested all the participants to keep in pace with the changing technology to face the challenges ahead. Dr Sadia closed the ceremony with Vote of Thanks statement, showing gratitude to VC, treasurer, participants, trainer, CEMCA, and the support staff. Post the ceremony trainer was held for meeting with Dean Open School and elearning center including IT, where they cleared respective doubts on using server and LMS, also some of the best practices were shared by the trainer. Trainer also designed a road map of list of activities to perform to make Moodle LMS at BOU a success.



Program Schedule

Day 1 (Jan 19 2016, Tuesday) Session		Day 2 (Jan 20 2016, Wednesday) Session	
Inaugration		Moodle Recap	
Usage of ICT in Learning		Login	
<i>Lunch</i>		Moodle Course Configuration	
Pre Diagnostic		<i>Tea Break</i>	
Moodle Features		Develop Docs and conversions	
Usage in education		Adding Resources	
People's Activity		<i>Lunch</i>	
Showcase Moodle Installation		Recap Resources Upload	
<i>Tea Break</i>		Activity Modules	
ID creation and allotment		<i>Tea Break</i>	
Moodle Structure		Activity Creation	
Login and page activities		Differences in Logins	
Session Closure		Session Closure	
Day 3 (Jan 21 2016, Thursday) Session		Day 4 (Jan 22 2016, Friday) Session	
Recap Activity		Recap DIY Day 3	
Demo Quiz Feaurest		DIY Course with resources and 2 activities	
Show Quiz Highlights		Adding YT Videos	
<i>Tea Break</i>		Addin Web Pages, Open Resources	
Develop Quiz Activity		<i>Tea Break</i>	
Adjust Quiz Settings		Assigning Users	
<i>Lunch</i>		Modes of Commuincation	
Methods to Develop Quiz		<i>Lunch</i>	
Access Quiz		Managing Groups	
Gradebook		Orphaned Activities	
<i>Tea Break</i>		Badges	
Designing a course		Do's and Don'ts	
Configuring Sections & Formats		Best Practices & QA	
Day 5 (Jan 23 2016, Saturday) Session			
Understanding OERs			
Application of OERs			
Using OERs under Creative Commons			



Introduction with Background and Methodology

Bangladesh Open University of Dhaka, Bangladesh has been established in Ghazipur, Dhaka, Bangladesh. This newly set up University (BOU) is poised to write new alphabet on the academic horizon of Bangladesh. It is gearing up to provide proper institutional leadership to the emerging demands of access, equity, relevance and quality in the mainstream University system. The University dynamically and creatively respond to the shifting paradigms in education in tune with the changing needs of society. The University has participatory delivery techniques facilitated through seminars, group discussions, off campus visits, online support, web, multimedia, live projects, field studies, demos, team presentations, skill workshops, etc.

BANGLADESH OPEN UNIVERSITY You are not logged in. (Log in)

ONLINE CAMPUS


MAIN MENU

- Site news

NAVIGATION

- Home
- Site news
- Courses

Supported by CEMCA



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CALENDAR

February 2016


Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29						

Course categories

▼ Collapse all

- ▶ **Miscellaneous** (12)
- ▶ **Open School** (20)
- ▶ **Demo Courses** (2)

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Moodle Hosting by KeyToSchool

The University got assistance from CEMCA for providing training on Moodle for the faculty who are going to develop online courses. We encountered has been a list of 26 courses to be developed online by 30 faculties from different centres who will be developing the courses very soon. Considering the need of the University, a five-day workshop was planned in consultation with Dr. Manas, Program Officer of CEMCA and the date was finally decided between 19th – 23rd Jan 2016. The workshop was materialized with the help of Prof. Mostafa Azad, elearning Center Director at BOU and recommended by Dean at Open School of BOU, all approved by Honorable Vice Chancellor at BOU.

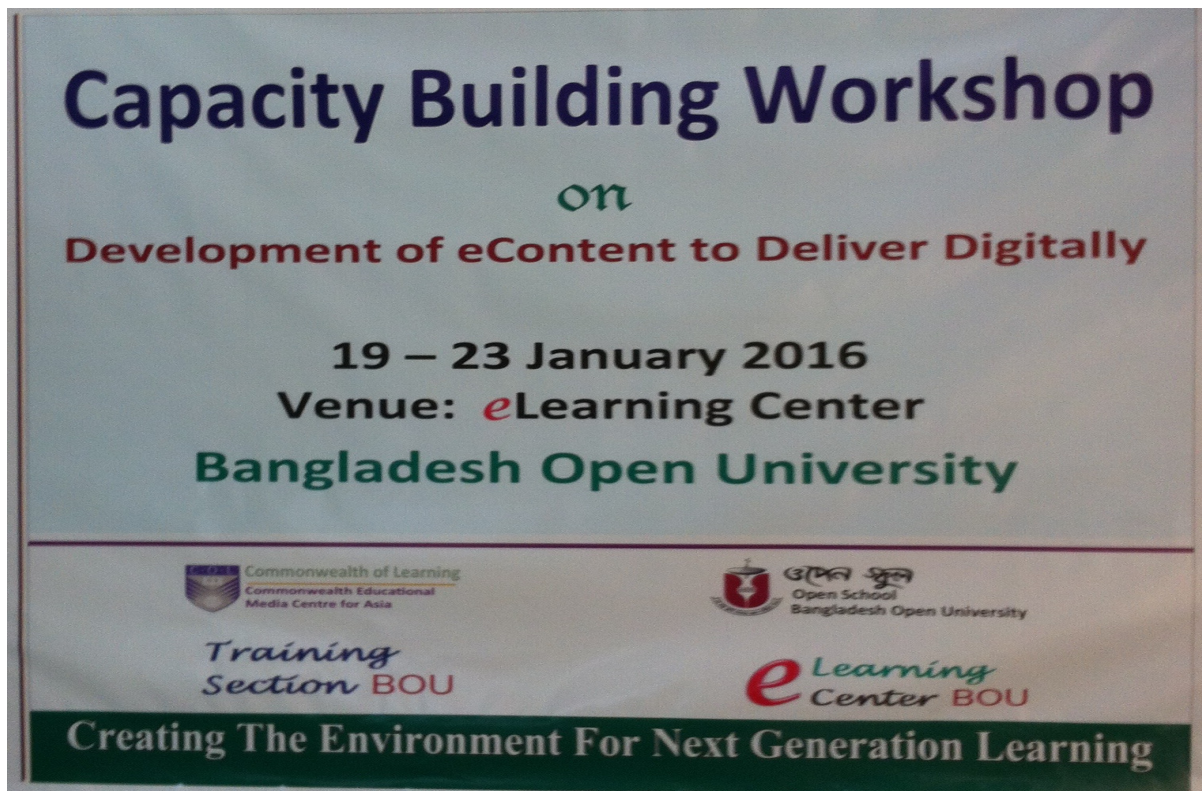


Objectives

The following were the objectives of the workshop session:

- To make university and faculty aware about elearning environment
- To make participating faculty members know about LMS Moodle
- To make participants understand technical requirements for moodle set up
- To help university's IT Team understand Moodle and install application on local server
- To make Faculty understand and adopt Moodle courseware and configuration
- To make faculty know about available OER's and other moodle support application available online
- To help university and faculty make online courses for students using available at all times

Date of Event & Venue



Jan 19th Tuesday – Jan 23rd 2016 Saturday, 0900 – 1430 HRS, ELearning Centre, BOU, Dhaka.

Session Day 1

The Inauguration Session



Moodle as adopted LMS

The workshop was organized in elearning center, which was equipped with 30 desktops, and participants brought their personal laptops too. The session started at 11:00 AM with a brief on LMS and other names it is known and the need of implementing it in education institutions.

Moodle Introduction



The first section covered was to get to know about **Moodle, Code and Installation** on individual machines (desktops and laptops). The version used was Moodle 3.0.2. Along with the introduction the basics behind Moodle, Development and the usage on institutions were explained.

Day 1 was full of ice breaking, knowledge sharing, interaction about individuals with background and the discussion about elearning, usage its achievements and benefits. It was made sure that, the moodle set up and guide shall be shared with them, also along with that, moodle site and learning site for training was shared with the participants.

It was ensured that every individual should be able to go to the portal and understand the sign in process. Every 35 participants in the training room have successfully signed up on moodle site and created their individual profiles along with their picture, specialization and other details.



ONLINE CAMPUS

Dashboard > Site administration > Users > Accounts > Browse list of users

Blocks editing on

NAVIGATION

- Dashboard
- Site home
- Site pages
- My courses

ADMINISTRATION

- Site administration
 - Notifications
 - Registration
 - Advanced features
 - Users
 - Accounts
 - Browse list of users**
 - Bulk user actions
 - Add a new user
 - User default preferences
 - User profile fields
 - Cohorts
 - Upload users
 - Upload user pictures
 - Permissions
 - Courses
 - Grades
 - Badges
 - Location
 - Language
 - Plugins
 - Security
 - Appearance
 - Front page
 - Server
 - Reports
 - Development
 - Assignment upgrade helper
 - Get Key
 - Vm Chat

Search

ADMIN BOOKMARKS

Bookmark this page

37 Users

Page: 1 2 (Next)

New filter

User full name contains

Add filter

Show more...

First name / Surname	Email address	City/town	Country	Last access	Edit
Adiba Anis	adiba10mkt@gmail.com	Dhaka	Bangladesh	22 hours 43 mins	X
Admin User	2uashu@gmail.com	Noida	India	37 secs	X
Amirul Islam	amirul202@yahoo.com	Dhaka	Bangladesh	23 days 11 hours	X
Ananya Laboni	laboni0202@yahoo.com	Dhaka	Bangladesh	24 days 1 hour	X
Asma Shelly	shellyasma26@gmail.com	Dhaka	Bangladesh	9 days 22 hours	X
Bangladesh Open University	bou@gmail.com	Dhaka	Bangladesh	26 days 22 hours	X
chenggish khan	chenggish@gmail.com	dhaka	Bangladesh	6 days 3 hours	X
Dr. Shirin Sultana	ssultana20@gmail.com	Dhaka	Bangladesh	26 days 23 hours	X
Iftekhar Khalid	khalidfac@yahoo.com	Dhaka	Bangladesh	25 days 22 hours	X
Iqbal Husain	ihusain1979@gmail.com	Dhaka	Bangladesh	6 days 2 hours	X
jafaur ahamed	jafaur@yahoo.com	dhaka	Bangladesh	6 days 3 hours	X
Kazi Sharmin Pamela	kazisharmin.du@gmail.com	Dhaka	Bangladesh	26 days 23 hours	X
Kazi Sharmin Pamela	kazisharmin@bou.edu.bd	Dhaka	Bangladesh	23 days	X
kutub uddin	kutub_bou@yahoo.com	Dhaka	Bangladesh	23 days	X
Masud Talukder	tmasud82@gmail.com	Dhaka	Bangladesh	22 days 17 hours	X
Md. Abdus Sattar	sattardu85@gmail.com	Dhaka	Bangladesh	6 days 3 hours	X
Md. Anwarul Islam	mdanwarul@gmail.com	Dhaka	Bangladesh	6 days 2 hours	X
Md. Mizanoor Rahman	mizan2006@yahoo.com	Dhaka	Bangladesh	22 days 23 hours	X
Md. Moshir Rahman	moshi_cse408@gmail.com	Dhaka	Bangladesh	20 days 23 hours	X
Md. Shafiqul Alam	shafiqul_bou@yahoo.com	Gazipur	Bangladesh	26 days 3 hours	X
meherin munjarin	meherin2010_bou@gmail.com	dhaka	Bangladesh	6 days 3 hours	X
Mostafa Azad Kamal	mostafa_azad@yahoo.com	Dhaka	Bangladesh	25 days 1 hour	X
Najnin Jahan	najraj_bou@yahoo.com	Dhaka	Bangladesh	24 days 3 hours	X
Nazneen Akhter	nazneen.bou.12@gmail.com	Dhaka	Bangladesh	5 days 1 hour	X
Ridita Tasmin	riditatasmin@gmail.com	Dhaka	Bangladesh	22 days 23 hours	X
romana kader	romana.hrm@gmail.com	Dhaka	Bangladesh	23 days 23 hours	X
Rubaia Rahman	rubaia Rahman@gmail.com	Dhaka	Bangladesh	8 days 3 hours	X
Runu Biswas	runu_biswas@yahoo.com	Dhaka	Bangladesh	6 days 3 hours	X
sadia sadia	sadia1974f@gmail.com	Dhaka	Bangladesh	Never	X Confirm
sadia sadia	sadia_afroze@yahoo.com	Dhaka	Bangladesh	25 days	X

Page: 1 2 (Next)

Add a new user

Moodle Docs for this page

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Session Day 2

Day 2 was based on **OER**, its usage, policy, how to get the files and benefit to the education community. The session was led by Dr Manas who with his PPTs and attractive style, developed everyone interest within. He also shared the OER and CC link so that participants can to the test online and gets Certificate. We found that by the end of the session 6 participants got their respective certificates too.



Simultaneously, another consultant Mr Ashutosh was **Assisting BOU IT** team to understand server structure. It was observed that the server which had **Moodle and Korean LMS** installed was not appropriate. Along with IT team, we tried re-instating the moodle server, but the server firmware kept denying the configuration. Looking at the requirement, it was suggested to the head elearning and IT team to install moodle on a local computer and assign it with a public IP. This was approved and IT teams were given instructions on how to do the setup and other stuffs to make the moodle available online other than the premises.

Session Day 3

Day 3 was more focused on moodle training and giving participants a good experience on the platform. The first thing the trainer did was to rebrush the process of Day 1. All the participants were made to go to the link again and recreate their logins and change their profiles. So the steps were repeated and everyone re-created their logins.

Next in the line was, introducing the course features. Trainer made it very simple for all participants to learn and work at the same time. The instructions were slowly shown so that each once creates their courses. With the help of trainer, every participant created a course for themselves and configured the settings as they wished. A few had them in Weekly format with 5 sections, a few used Collapsed format with 10 sections and a few with Topics format.



Course Development & User Enrolment

During this session, participants grabbed good hands on experience in creating a course again, although this activity was performed on Day 1, but because we had to work on local server 172.16.60.55, participants were happy to recreate the course. This not only helped them clear doubts but also remember the key points. This process actually made them well acquainted to the Moodle platform. The participants learnt about **Course Permissions and Enrolment**, what happens when a wrong enrolment is done, how to remove a faulty enrolment, limiting enrolment etc. They discovered the entire course administration menu, and used different course formats, changing the language file, etc. The participants were trained on back-up of activities and resources and also the entire course **Back-up and Restore function**.

Moodle Structure & Course Configuration

During this time the participants were busy working on creating their logins and users on individual machines. By this time participants actually understood the moodle roles hierarchy as everyone was on admin role from individual machine. With an unsatisfactory note the lunch was called by the trainer so that internet and infrastructure problems can be fixed in the meanwhile.

Post lunch, I brought a **New Moodle Instance** on KTS cloud (<https://coach.edumoot.com>) and created participants individual logins with teacher role. By now the internet was also getting connected, and with the common moodle instance participants started communicating together using moodle message system and enrolling each other to the course.

Participants also learnt how to **Upload Resource** files like PDFs, PPTs, and other normally used files for education. Some have also uploaded the media files with pictures. The day was called at 16:30 HRS and everyone created their first moodle course with resources, and activities like quizzes, looking at gradebook, different marking criteria, assignments and forums.



A screenshot of the coach.edumoot.com used for practicing

BANGLADESH OPEN UNIVERSITY Admin User

Admin User

Dashboard

NAVIGATION

- Dashboard
- Site home
- Site pages
- My courses
 - Aashold1
 - TLDC
 - BUSCOMM
 - বাজারজাতকরণ =>
 - Agricoassc
 - Mean, Median, Mode and Range

ADMINISTRATION

- Site administration

COURSE OVERVIEW

Ashutosh OLD

Teaching Learning and Curriculum Development

There are new forum posts

Business Communication

There are new forum posts
You have quizzes that are due

বাজারজাতকরণ শীতিমালা

There are new forum posts

Agriculture

Mean, Median, Mode and Range

ONLINE USERS (last 5 minutes)

Admin User

CALENDAR February 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29						

Moodle Docs for this page
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Home

Moodle Hosting by KeyToSchool

Participants & Trainer working on together to develop courses





Session Day 4

The day started well again, we started recapping everything from Day 3. Each participant went to respective courses, recreated sections, and uploaded files. These files were a mix of powerpoint, word, pdfs, youtube, mp3s and other video formats.

Later after the tea break, trainer showed the entire class on how to work on quizzes using Moodle. The framework of the quiz was explained at every step and designed the quiz as in requirements with BOU. Then the questions were added as required, the questions were created using different format, the type of questions the participants were exposed to were, Long Answer Questions, Short Answer Questions, Multiple Choice Questions, True False Questions, Match the Followings and Image Mapping Questions and Fill in the Blanks.

Then it was shown on how to create questions categories, add questions to the category and later how to add questions to the quizzes.

The different layout were also shown, for example how these question will appear to students, how to teachers and how to admin. Participants were also exposed to other features and possibilities students and teachers will face.

Post Lunch session was in continuation from the above, later the time was allowed to participants to practice quizzes and create questions from their courses content. Every participant was made to create quiz and add questions to the quiz. Then trainer, showed them on how to use other activities like assignment framework and submission page. The assignment was created explaining each step over several times. And then it was showed on how to have a option of file upload and direct writing the draft and submitting. All the participants, successfully, uploaded their papers on the assignment page with pdfs, ppt and word files.

In the last few minutes, everything was recapped, so that participants can write all the things covered. Then during the closing minute a final task was given to participants, to create a demo course with all the features of activities and resources, from the Director eLearning centre. It was informed that the VC shall randomly pick these courses and participants may have to present the case as required.

Course Development & User Enrolment

During this session, participants grabbed good hands on experience in creating a course again, although this activity was performed on Day 1, but because we had to work on local server 172.16.60.55, participants were happy to recreate the course. This not only helped them clear doubts but also remember the key points. This process actually made them well acquainted to the Moodle platform. The participants learnt about **Course Permissions and Enrolment**, what happens when a wrong enrolment is done, how to remove a faulty enrolment, limiting



enrolment etc. They discovered the entire course administration menu, and used different course formats, changing the language file, etc. The participants were trained on back-up of activities and resources and also the entire course **Back-up and Restore function**.

Post lunch session also focused was on **Moodle Mobile**, the application, the working and a live installation on Itunes and android store. Participants were also introduced to **Official Moodle Song**, also known to be as moodle anthem. Then the learners were introduced to the **OERs** like OCW, Moodle HUB, Creative commons License, logos, Copyright issues, plagiarism, similarity index, and other VLE tools. All the participants were also assigned a course and have been assigned teacher role to the course on local server and also on KTS cloud. All have the logins to each, so that they can prepare the required content anywhere possible. Participants were also told about Paypal, Microsoft, Google Integrations and SSO capability. Participants were also introduced to guest access with or without pass-code, so that un-enrolled students/ visitors' can access the course. How to restricting an activity was introduced to them so that they can restrict and make an activity at particular time of the month/ year etc.



A screenshot of the initial homepage of BOU Moodle page

Some courses developed by the participants

BANGLADESH OPEN UNIVERSITY

Admin User

Ashutosh OLD

Dashboard > Miscellaneous > Ashold1

Turn editing on


NAVIGATION

- Dashboard
- Site home
- Site pages
- Current course
 - Ashold1
 - Participants
 - Badges
 - General
 - Introduction
 - Files & Folders
 - Topic 3
 - Topic 4
 - Topic 5
 - My courses

ADMINISTRATION

- Course administration
 - Turn editing on
 - Edit settings
 - Users
 - Unenrol me from Ashold1
 - Filters
 - Reports
 - Grades
 - Gradebook setup
 - Badges
 - Backup
 - Restore
 - Import
 - Publish
 - Reset
 - Question bank
- Switch role to...
- Site administration

BBC FEEDS



Report from Australian Open on Andy Murray

- Discussion Board
- Submit Assignment
- Fill in the Blanks Question

Introduction

Topic Objective



- ,koejhl jjiit
- slkehkl hkj
- liurloe o

Files & Folders

Upload Word/ PDF File



Topic 3

Assessment Basics

Topic 4

Topic 5

[Moodle Docs for this page](#)

You are logged in as Admin User (Log out) Home

Teaching Learning and Curriculum Development

Dashboard > Miscellaneous > TLDC

NAVIGATION

- Dashboard
- Site home
- Site pages
- Current course
 - TLDC
 - Participants
 - Badges
 - What is Teaching -Learning?
 - Learning Domains
 - Why curriculum needed in teaching?
 - How curriculum can be developed?
 - Why assessment needed in teaching learning?
 - Different types of assessment
 - My courses

ADMINISTRATION

- Course administration
 - Turn editing on
 - Edit settings
 - Users
 - Unenrol me from TLDC
 - Filters
 - Reports
 - Grades
 - Gradebook setup
 - Badges
 - Backup
 - Restore
 - Import
 - Publish
 - Reset
 - Question bank
- Switch role to...
- Site administration

OER

- link <https://www.oercommons.org/>
- Open Resources for education <https://www.oercommons.org/>

TEACHING-LEARNING

<http://www.facultyfocus.com/articles/effective-teaching-strategies/effective-teaching-strategies-six-keys-to-classroom-excellence/>

What is Teaching -Learning?



Unit-1: What is Teaching and Learning?

Teaching is a common practice for the teacher. But still we like some teacher's teaching very much and some are not. To make the teaching and learning effective teacher should know some pedagogic theories and technics of teaching. Every teachers are practicing teaching learning in the class. This unit is designed to refresh our thoughts and practice of teachers or going to be a teacher.

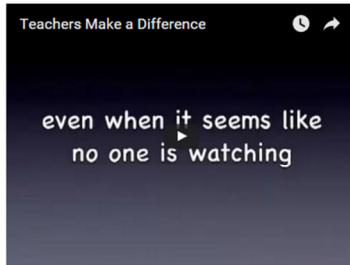
Learning outcomes of the unit are:

After completion of the unit learners will be able to

- Explain teaching -learning process
- Identify different styles of learning
- Make their teaching-learning effective and interactive.
- Create an environment of active teaching-learning in their practice
- Change their attitude for effective teaching and learning.

Ice Braking Discussion

additional videos for unit-1



- Teaching Learning
- Teaching-learnig
- Making learning effective
- Quick test
- Assignment-1
- Discussion on Teaching -Learning

Learning Domains

Assessment
Unit-1

Why curriculum needed in teaching?

How curriculum can be developed?

Why assessment needed in teaching learning?

Different types of assessment

Turn editing on

SEARCH FORUMS

[Advanced search ?](#)

LATEST NEWS

Add a new topic...

Teaching learning
21 Jan, 23:37 Nazneen Akhter

[Older topics ...](#)

UPCOMING EVENTS

There are no upcoming events

[Go to calendar...](#)
[New event ...](#)

RECENT ACTIVITY

Activity since Saturday, 13 February 2016, 2:18 AM

[Full report of recent activity ...](#)

No recent activity



CEMCA

Business Communication

Dashboard > Miscellaneous > BUSCOMM

NAVIGATION

- Dashboard
- Site home
- Site pages
- Current course
 - BUSCOMM
 - Participants
 - Badges
 - Business Communication
 - Lesson 1: Fundamentals of Business Communication
 - Topic 2
 - Topic 3
 - Topic 4
 - Topic 5
 - Topic 6
 - Topic 7
 - Topic 8
 - Topic 9
 - Topic 10
 - Topic 11
 - Topic 12
 - Topic 13
 - My courses

ADMINISTRATION

- Course administration
 - Turn editing on
 - Edit settings
 - Users
 - Universal role from BUSCOMM
 - Filters
 - Reports
 - Grades
 - Gradebook setup
 - Badges
 - Backup
 - Restore
 - Import
 - Export
 - Reset
 - Question bank
- Switch role to...
- Site administration

Business Communication



Ice Breaking Forum

Discussion Forum

Assignment 1

This is a compulsory Assignment for all learners. Prior to starting your coursework, through this assignment, we can assess your initial ideas and understanding of communication dynamics. You must submit within **31st January, 2016**, a penalty will be set for anyone submitting after that. If you this you need an extension, inform your teacher and ask for it.

The Assignment

Kim Dae Ju is a Korean IT engineer.

Problem:

Recently Kim got posted his New York. He found out that he had problems in his English being understood and in expressing himself about his job in IT. It took his team too much of an effort to understand what he was saying and then work with him too. Once they found a bug in the software, they wanted Kim to debug it, but it took a long time to get at what he wanted to do and how he wanted to be assisted.

People working under Kim's supervision, international professionals from Denmark, therefore, tried to skip meeting with him as they felt they lost too much time. Thus, he was out of the picture very often and missed key pieces of information.

Task:

Your Task is to help Kim plan and work his way out of this problem.

Lesson 1: Fundamentals of Business Communication

Your success in the world of work depends to a large extent on your ability to communicate. This course will provide you with practice in occupational writing, both correspondence and reports. Half of the course deals with correspondence, with particular emphasis on employment letters, customer relations and sales messages. The remaining units focus on report preparation, with practice in writing descriptions, instructions, progress reports and proposals.

The material is interesting, and the exercises are relevant to most administrative, supervisory and managerial positions. The approach to study should make your work really enjoyable. If you are motivated and can commit yourself to doing a good job of the course, you will derive a great deal of benefit from it.

Lesson 1 Powerpoint File 322.1 KB Powerpoint presentation Uploaded 21/01/16, 00:41

Barriers in Business Communication and their Remedies

Adobe Reader Files for Lesson 1 3 KB PDF document Uploaded 21/01/16, 00:46

Introduction to Business Communication http://



Quiz

Assorted Quiz

Topic 2



Lesson 2 Fundamentals of Business Writing

Topic 3

Topic 4

Topic 5

Topic 6

Topic 7

Topic 8

Topic 9

Topic 10

Topic 11

Topic 12

Topic 13

Session Day 5



The final day was the day of motivation and problem solving. Each participant was nervous of the presentation, there was no new thing explained, but the recap of entire thing they did during all the previous 4 days. Questions were asked about the quiz questions and labels and how to make course more lucrative and appealing. The trainer as desired answered these. The facilitators informed that the session has to be closed by the tea break. So, participants had enough time to create their demo courses, and trainer helped them achieve their goals. Along with that while participants were working on courses, the courses from KTS site was pushed to BOU server and everything went of smoothly.

Post Tea Break, we started with some more of recap and **Final close up work**. Soon, in some 20 minutes Honorable VC came with Treasurer. This event was all anchored by Laboni, one of the participant of the session. Laboni, introduced, CEMCA, Dr Manas, Trainer; Mr Ashutosh, Honorable VC and the Treasurer, along with Dr Sadia and Prof Mostafa as main lead of the entire program.



The Validation, Time of Judgment

VC was very moved by the presentation and seeing the entire work on the BOU server. Then on the final day, VC asked the list of all participants, with the program session schedule including the list of learning granted. VC started pointing out the names, the so called jury, called 7 different names, with 7 different list of learning to be shown.

Each participant was motivated by the trainer while presenting, a few did some goof-up because of nervousness but explained as required. A few explained the entire course in Bangla language, which was a lot appreciated by the VC and the Treasurer. It all went very well and the satisfaction could be seen on everyone's face. The seminar room was all with claps and congratulations.

Closing Theme was chaired by Prof Mostafa, he welcomed Dr Manas and Mr Ashutosh and then greeted BOU VC and Treasurer. Prof Mostafa, wanted to thank the trainer because of the brilliance in training observed, so Ashutosh, took the opportunity and thanked everyone including the participants. He mentioned about bringing the change, he mentioned about the presenting the things differently, also about bringing the change to society from the petty steps. Then Dr Manas congratulated everyone, with his short note on the project and success observed. Then Prof Mostafa, invited honorable VC to say few words, on the session. The VC again congratulated everyone with great remark and suggested that eLearning centre should start in full swing from Feb 1st 2016. Every participant should come to centre and prepare courses. VC also thanked Dr Manas and Mr Ashutosh, with a token from the university as a gesture and moment to remember.

The Vote of Thanks came from Dr Sadia, she thanked everyone and especially wished sincere thanks to CEMCA and the participants. She was honored by the presence of Honourable VC and the Treasurer.

The validation was actually well tested by most supreme authorities of the BOU. VC distributed the certificates to the participants and room was again full of celebration and claps. Later, post distribution, everyone moved towards the lunch room and the 5 day session came to an end.

Technical & Online Support Application

Post lunch session was on **Moodle Mobile**, the application, the working and a live installation on Itunes and android store. Participants were also introduced to **Official Moodle Song**, also known to be as moodle anthem. Then the learners were introduced to the **OERs** like OCW, Moodle HUB, Creative commons License, logos, Copyright issues, plagiarism, similarity index, and other VLE tools. All the participants were also assigned a course and have been assigned teacher role to the course on local server and also on KTS cloud. All have the logins to each, so that they can prepare the required content anywhere possible. Participants were also told about Paypal, Microsoft, Google Integrations and SSO capability. Participants were also introduced to guest access with or without pass-code, so that un-enrolled students/ visitors' can access the course. How to restricting an activity was introduced to them so that they can restrict and make an activity at particular time of the month/ year etc.



I took the initiative, to actually, let everyone work collaboratively, as they felt, and use creativity/ imagination to build a course according to oneself. In light to administrator settings, the csv uploads for users, courses, short codes were shared with IT Admin at BOU, so that they are can manage it of their own, first with local IP and then when it goes live for students.

Conclusion

The five day workshop was concluded in a Valedictory session with Hon. Vice Chancellor, Chief Guest addressing and assessing the participants by stating that technology is the future medium of instruction and suggested all the participants to keep in pace with the changing technology to face the challenges ahead.

Hon. Vice Chancellor, the Treasurer distributed the certificates to all the participants. This was also announced that every participant should come to elearning centre and start working on the online courses. The university shall support the participants in maximum possible ways.

At the end Registrar, Dr. Sadia, Dean Open School at BOU closed the ceremony with Vote of thanks appreciating the overall success of the workshop. The day ended with loads of learning on Moodle application ad satisfaction by each one. The feedback forms are attached herewith.

Vice Chancellor, with Treasurer Addressing the Validation



The five day workshop on on Capacity Building of Higher Education Teachers on e-Content Development using Moodle helped the participants to gain hands on experience on working with moodle platform and creating courses. It also helped in installing Moodle onto the server of BOU and the courses will be developed in the IP address. The participants responded that the training programme was very much useful and will help them in improving their online skills in developing online courses.

Ashutosh's Recommendation to ELearning Centre



Through-out the session and a detailed meeting was conducted with the entire elearning and LMS team, which was post validation, this involved following recommendations:

1. LMS has to be installed on the separate server and it must be accessible outside BOU premises as well.
2. If webserver and Data drive keeps crashing at the inhouse server, the LMS should be installed on the third party server, so that it is never down.
3. Server maintenance is mandatory; either LMS team should learn moodle setup or give it to third party maintenance team.
4. An annual maintenance should be signed with the party, for example for a period of 3 years or so, so that while constructing courses online, the servers are never down and in the meantime LMS and elearning center shall learn and will be stable.
5. Korean, if not being used, has to be on the separate server and not on the same moodle server.
6. Moodle continuous back up to be kept on different server and also on disposable drives.
7. LMS team should understand moodle framework and not rush on creating courses.
8. Not more than moodle 3.0 should be used, a lower version is good to go with.



9. Server Admin should be shared with elearning center head and with LMS head, minimum 2 people should have it.
10. A new account should be used to handle server, admin account should not be used at all.
11. Moodle Admin should be shared with elearning center head and LMS head.
12. Admin account should not be used for Moodle, each user should use individual username accounts.
13. Created a rough plan and shared with team, steps should be followed religiously.
14. Nothing should be done directly on moodle site; a rough template should be created and shared with decision makers.
15. Admin roles should not be shared with many, role integrity is important.
16. Usernames should follow a unique name structure for all accounts, for teachers, students and managers. Admin should be very sincere while handling these accounts.
17. A moodle policy is must for users and usage as well.
18. A right pedagogy is to be adopted. ID team should design the courses on paper and a rough template to be decided.
19. Admin should not install plugins and softwares on moodle server just like that.
20. Any new application and integration should be avoided unless required.
21. A detailed research should be made before integrating any piece on moodle.
22. A test moodle site and server should run parallely for all these testing purposes.
23. Ashutosh has suggested to share the work as and when required, he will be happy to support the organization on a fix role basis, including pedagogy, IT, ID and even crucial and quiz test uploads.
24. A detailed site chart and map is prepared with the configuration, work plan, user accounts, enrolments and course creation.
25. Baby steps are the crux of this for learners and a rough work is very important.



ANNEXURE

LIST OF PARTICIPANTS

Firstname	Lastname	Email Address
Adiba	Anis	adiba10mkt@gmail.com
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Umasree	Dhar	umasree_cu@yahoo.com



FEEDBACK FORM

Date

Title of Training

Trainer

No.	Question	Strongly Agree	Agree	Neutral	Disagree
1	Objective of the Training were known				
2	Participation was encouraged				
3	Topics covered were relevant				
4	Content was easy to follow				
5	Adequate IT/ Infrastructure available				
6	Training experience will be useful				
7	Trainer knew about the stuff				
8	Trainer was well prepared				
9	Objectives were met				
10	Time allotted was sufficient				

11. What did you like most about this training?

12. What aspects of the training could be improved?

13. How do you hope to change your practice as a result of this training?

14. What additional adult trainings would you like to have in the future?

15. Please share other comments or expand on previous responses here:



BOU Diagnostic

Analysis Day 1, Jan 19th 2016

Pre Training Diagnostics Analysed for 28 Participants

Questions	Best Thoughts	Max Answered	Analysis
Why are you Here?	To Enhance Teaching Capabilities at BOU	To Learn Moodle/ To Participate in Workshop	Max had no much clue
What do you Hope to Learn from this course?	Prepare econtent for blended and online format	To work on Moodle	Same as above
What type of teaching and lerning do you work on or intend to produce?	F2F Currently, move to Online/ Blended	To Learn elearning and get certificate	Same as above
What do you think is the most difficult thing about bringing content online?	Develop content based on Learner Psychology and no lms training	IT/ Lack of knowledge/ No Training	Max required a robust IT and support system in place
What are your weak points for point 4?	Not good in Computer and conversions	No platform and trainings provided	Max require support and guidance with equip LMS
What are your strengths to achieve point 4?	Teaching/ work experience	Teaching/ work experience	Participants Teaching/ work experience
What are your expectations from this workshop?	To Develop courses for online media	To learn elearning and prepare courses	To just do the job, no calls for skill development
What will you do after this session?	Practice and ask for BOU LMS logins	Prepare courses	Same as above
What do you think you require to do?	LMS / IT support and link with trainer	Prepare courses online	Same as above
How will you do it	Ask suport from Uni and Peers	Work on Moodle	Good to know they believe in learning from peers
Who can help you?	Uni, Trainer and seniors with experience	Uni, Trainer and seniors with experience	Same as above
Recommendation	<ol style="list-style-type: none"> 1. A new instruction plan to be abopted, 2. To make participants enthusiastic about creating something new and feel that they have enriched thoeer skills respective rather than just taking it like a job. 3. Strangely University had a Korean LMS from years and moodle from 4 months, but no one knew about it 4. Need for a Robust ICT, so that Open University serves it purpose which it should. 		