

Education Management Unit Campus Education Office



Monash University Malaysia

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Message from the Director of Education Management

The Education Management Unit is located in the Campus Education Office at Monash University Malaysia. The Education Management team works in partnership with Schools and departments on the Malaysian campus and the Office of the Vice-Provost Learning and Teaching at Monash Australia to facilitate learning and teaching enhancement. We offer a range of learning and teaching development programs and also provide one-on-one and team consultations to staff and students.

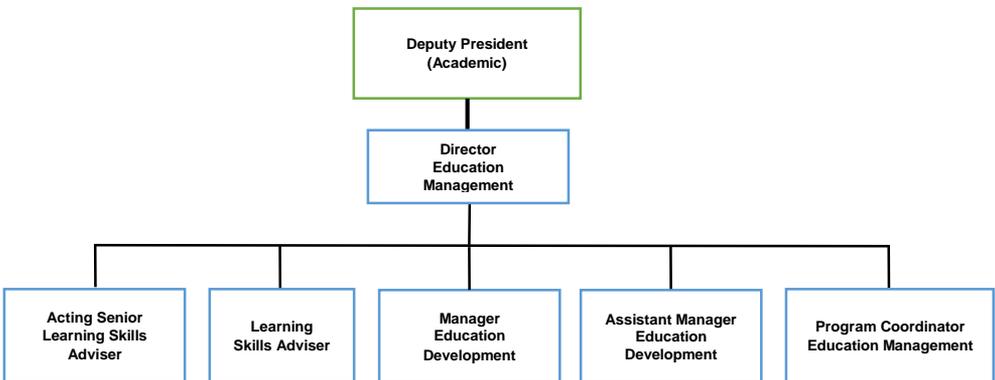
Collaborations, our monthly e-Newsletter, is an outcome of the first Education Innovators Forum that we hosted in 2014. We continue to host Education Innovation Forums as part of our education development strategy to encourage staff and students to raise pertinent matters for discussion and action. The e-Newsletter highlights learning and teaching collaborations and partnerships on a multidisciplinary level and recommends learning and teaching resources, conferences and websites.

We invite you to share your views, news and innovative learning and teaching practices through our various media (Glocalization of Learning Speaker Series, Education Management Unit website, Collaborations and Education Innovators Forum) and to contribute to our list of recommended education literature and research resources. We look forward to co-facilitating learning and teaching initiatives in partnership with teaching staff at School-based and central level.

Education Management: What we do

The Education Management (EM) Unit provides ongoing support for learning and teaching quality development to staff and students. The EM team complements the work of the Quality Assurance & Compliance Unit to ensure that learning and teaching quality strategies are aligned to the university education quality framework on a national and international level. The Education Management unit contributes to program accreditation by external agencies and to the self-accreditation process through the various education enhancement collaborations with Schools and departments in areas of curriculum development, technology enhanced and blended learning approaches, sessional teaching development, course and program review, student evaluation feedback processes, learning skills, student engagement, and learning and teaching education programs and forums. The Education Management Unit organizational chart below provides details of the different position roles of the team.

Figure 1: EM Organizational Chart



The Education Management Partnership Approach

The Education Management (EM) team adopts a partnership approach and works collaboratively with Schools and departments on the Malaysian campus to promote quality education development. The EM team, staff and students engage on a multidisciplinary level as part of their commitment to inclusivity, equity and diversity. Team members contribute to the effective design and implementation of generic and customized programs in partnership with relevant stakeholders. EM comprises three sub-units (Learning Skills, Education Development and Student Engagement) which provide a range of education resources for staff and students at Monash University Malaysia. Another major initiative undertaken in the last year was the EM partnership with the Library and Learning Commons team to develop a framework for the Multidisciplinary Integrated Skills Program (MISP). MISP consolidates the broad range of central and School-based skills development programs and projects.

Academic Liaison Partnership

The Academic Liaison Partnership (ALP) initiative that EM developed over the last year through negotiation with Schools and departments proved effective in disseminating relevant information, encouraging dialogue on learning and teaching matters, and in creating hospitable space for the campus community to interact effectively across disciplines and Schools. Academic Liaison Partners play an important role in embedding learning and teaching innovative practice in Schools. They also highlight challenges and work collaboratively toward identifying effective solutions.

Partnership with Monash University Australia (MUA)

The Education Management team plays a significant role in extending and supporting the *Better Teaching Better Learning* agenda at MUA. The team coordinates and organizes learning enhancement events and visits, virtual training for Moodle, engagement with the Learning Systems Reference Group, Unit Guide Manager Reference Group and other relevant learning and teaching support programs and projects using video conference and Zoom technology. Our programs and initiatives (for example, Glocalization of Learning, Blended Learning, Academic Liaison Partnerships, and PASS) extend the initiatives at Monash Australia and provide a contextualized approach to teaching and learning enhancement.

Learning Skills (LS)

The Learning Skills team conducts generic and customized learning skills programs (academic skills, English language proficiency and study skills) to promote the development of quality learning. The team offers academic writing and learning support for students. Higher Degree Research students are offered research skills and professional development programs in partnership with the Campus Research Management office. The Learning Skills team advisers assist students to acquire effective learning skills to enhance their university learning experience.

Student Engagement

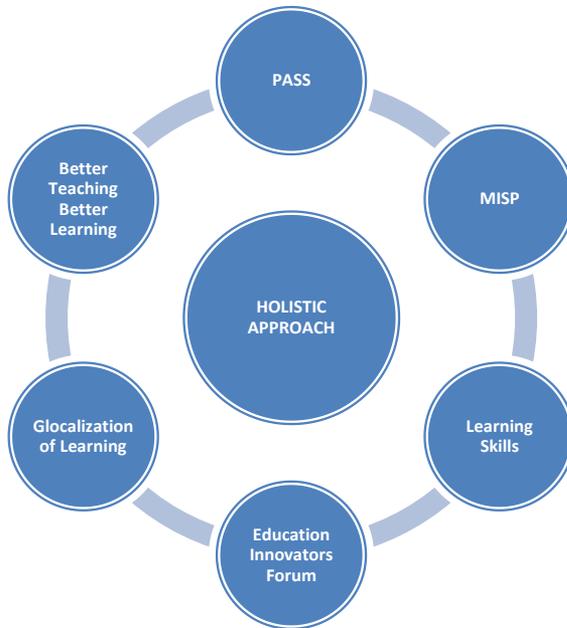
The Education Management Unit implemented the Peer Assisted Study Session (PASS) program in 2014 to support the further improvement of the student learning experience.

The Peer Assisted Study Session (PASS) program was implemented on the Monash Malaysia campus in Semester 2, 2014 in the School of Medicine. The 2014 cohort was trained by certified PASS trainers via video conference with Monash University Australia. Monash Malaysia now has a certified PASS Program trainer on campus who implemented the second iteration of PASS in Semester 1, 2015 in eight units for fifteen student leaders from four Schools (Science, Information Technology, Engineering and Business). In Semester 2, 2015 there are twelve units and 40 student leaders in six Schools (Business, Science, Information Technology, Engineering, Pharmacy and Medicine). The PASS program coordinator (and trainer) conducts a blended model of face-to-face and online training programs for PASS unit coordinators and PASS student leaders. Program implementation is carefully planned, monitored, and reviewed. The review process includes a mid-term PASS peer evaluation process for PASS student leaders and an end of term evaluation survey for students who attend the sessions each semester.

Holistic Approach to Learning and Teaching Enhancement

The programs and initiatives of the Education Management Unit reflect a holistic approach to learning and teaching enhancement as illustrated in Figure 2. The programs highlight the importance of continuous improvement of learning and teaching practice and are interlinked.

Figure 2: Holistic approach to Learning and Teaching Enhancement



Education Development (ED)

Education Development programs and initiatives in the Education Management Unit (listed below) are implemented through a number of campus-wide and School-based discussion forums and consultations. The Glocalization of Learning Speaker Series and the Education Innovators Forum are two initiatives which encourage staff to collaborate on multidisciplinary projects. Other programs include Learning Skills development workshops and the Peer Assisted Study Session program that focuses on learning effectiveness. The design and implementation of the various education development programs encourage the integration of communication technologies (Google Hangouts, Zoom, Skype, video conferencing, Camtasia, and Echo 360, for example). It is imperative that appropriate technology integration is aligned with learning outcomes to ensure that we make the intended pedagogical impact.

- **Glocalization of Learning Speaker Series**

This is a seminar series that invites local and international speakers to present their perspectives on learning and teaching design. The event provides staff and students with an opportunity to network and collaborate on education research projects. This is an open forum for discussion and debate in which critical questions are raised with the objective of collectively seeking context-based innovative solutions.

- **Education Innovators Forum**

The Education Innovators Forum is an adaptation of the World Café approach to facilitate discussions on matters of mutual interest and importance. Education Management adopted the open forum format in which participants set the agenda and facilitate discussion. Based on the World Café principles, the intention is to action change that will lead to modifications in a specific area of learning and teaching design and practice.

Seven Principles of World Café:

- Set the context
- Create hospitable space
- Explore questions that matter
- Encourage everyone's conversation
- Connect diverse perspectives
- Listen together for insights
- Share collective discoveries

- **Education Innovators Forum Resources**

The Education Innovators Forum resources in the form of short articles (for example, Answering exam questions, Creativity, Recording lectures and Be kind to those who ask) have been developed by members of the Education Innovators Forum team. These resources draw on key components of presentations in the Globalization of Learning Speaker Series and highlight the authors' perspectives.

- **PASS – Peer Assisted Study Sessions**

The PASS program promotes a culture of learner responsibility and encourages peer mentoring. It requires:

- volunteer participation
- commitment from students who enroll as PASS leaders
- unit coordinators to attend training sessions
- PASS peer review sessions during the semester

The PASS training program adapts design thinking principles to improve creative skills in peer mentoring as an effective learning strategy.

- **E-Newsletter - Collaborations**

The monthly e-Newsletter provides information on current and upcoming learning and teaching programs, recommends resources, conferences and seminars for learning and teaching enhancement. It became a regular communication medium since December 2014 and there has been overwhelming response from the campus community. The office receives staff and student queries on an ongoing basis about the events and resources announced in the e-Newsletter.

- **Learning and Teaching Symposium**

The first learning and teaching symposium was held in October 2014. More information is available at the following link: [Celebrating Innovative Learning Practice: Opportunity for Community Engagement and Collaboration - 29 October 2014](#). The symposium will be hosted every two years in partnership with internal and external stakeholders.

- **Learning Skills**

The Learning Skills Unit offers academic language and learning support for students of Monash University. The team assists students in developing their academic literacy skills and supports School-integrated skills development initiatives. The following links provide more information about LS resources and how to access them:

- [Academic Skills Workshops](#)
- [Professional Development for Future Graduates](#)
- [Higher Degree Research Learning Skills Program](#)
- [Unit-Integrated Classes \(Information for Academic Staff\)](#)
- [LEAP \(Learn English for Academic Purposes\) Program](#)
- [Drop-in Sessions](#)
- [Individual and Small Group Consultation Sessions](#)

- **Multidisciplinary Integrated Skills Program (MISP) Framework**

The Multidisciplinary Integrated Skills Program (MISP) framework is a campus wide initiative to enhance learning design and teaching practices. In some instances, the framework operates as an integrated School-based offering. In other cases, it operates as a central campus program. In all cases, the programs are the outcome of collaborations among the relevant stakeholders. For example, the Learning Skills Advisers, Education Management Program coordinator, Library staff, and the Campus Research Management Office review and plan programs together to enhance learning and teaching. MISP consolidates the diverse range of learning and teaching skills development support across campus.

- **Professional Development for Future Graduates**
This program aims to prepare future graduates for the world of work by inviting them to participate in discussions and activities that are aligned to real world work situations and experience.
- **Higher Degree Research Learning Skills Program**
The Learning Skills team conducts a customized Higher Degree Research Learning Skills Program for HDR students. In this program, students are encouraged to review the different research approaches, set a realistic research agenda and to conduct a thorough literature review.

Continuous Education Development

The Education Management team promotes a continuous education development approach. We invite you to visit our website for further information and updates on learning and teaching at: <http://www.monash.edu.my/ceo/education/about>.

Our interaction with campus staff and students provides multiple opportunities to enhance learning and teaching. Every moment in a richly diverse university campus such as Monash University Malaysia is a learning opportunity. We are committed to the University's motto "Ancora Imparo" (I am still learning).

The Education Management Team



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Note: The Education Management Unit booklet may be cited as a resource with full acknowledgement of the co-authors (Fay Patel, Purush Karu, Regina Chan and Fadhiyansah Saipul).