

INNOVATE

TO RIDE THROUGH

the toughest Enterprise Learning Challenges

CHALLENGE STATEMENT #04

1. Challenge Owner Index and Pseudonym

#04– Education Provider

2. Challenge Statement

We are an organisation seeking a learning solution that effectively engages learners in virtual classrooms. Virtual classrooms have currently created a challenge for subject matter experts to maintain a one-to-one engagement with learners, assess skillset and identify learners who require additional guidance. Subject matter experts have adopted solutions currently available in LMS platforms and collaborative meeting tools to engage learners individually and provide guidance. But these are not effective as the subject matter experts might be engaged virtually with multiple learners and might not be able to cater to the individual learner's needs immediately. This can become a hindrance in learning process for learners. In addition, the process to engage learners individually is also time consuming for subject matter experts. The solution should ease the burden of the subject matter experts in having to maintain personal interaction with learners during remote delivery of learning sessions and facilitate clarification for learners at real-time. We envisage that the solution will enhance our learners' experience during remote learning, provide individual engagement and gather insights on learners' knowledge attainment and involvement. This will enable subject matter experts to ascertain learners' abilities

3. About the Challenge Owner Organisation

We are a provider of post-secondary training for working adults and school leavers. Organisation delivers training on employability skills in various trades and industry. Hence the profile of learners and the skills required to complete the course is also diverse.

4. Define the Challenge

Lessons are frequently conducted through online platform for Continuing Education and Full-Time learners. The Subject Matter Experts deliver the scope of the lesson to all the learners in the session which can vary from 40 – 80 learners. Most lesson delivery format includes module content delivery, Q&A session and self-reflection quiz.

1. Due to the remote mode of delivery, Subject Matter Expert has limited time to have a one-to-one interaction with the learners. The cues that are otherwise present during face-to-face interaction to identify the sentiments of the learners' learning is also missed during online lessons.

2. Learning through conversation is an untapped area of pedagogy that has been researched widely at various levels of classroom. When coupled with AI-conversational tools and assessment, it opens up potential for conversation-driven learning to grasp concepts as learners have the undivided one-to-one attention from an AI Subject Matter Expert.
3. The AI and sentiment analysis will provide Subject Matter Experts with insights on learner learning and performance.

5. Requirements

Due to the PDPA regulation, all systems should be properly secured and where possible learners' data should be stored in the Education Institution's premises. The solution should engage learners individually at real-time, assess knowledge attainment, gather performance insights and monitor involvement throughout the learning process.

6. Targeted Learners / Users

Primary learners: Adult Learners & Full-Time Learners

Users: Educators and organisation management

No of users (approx): 1,000

7. Deliverables

The solution should deliver the following

- AI tool to engage learners through one-to-one conversation.
- Remote learners will be engaged individually and get one-to-one attention through the AI conversation

8. Measures of Success

Following criteria will be considered for the solution proposal

1. Subject Matter Expert is able identify learners who need additional intervention and provide focused guidance;
2. Reduction in time and resource requirement from Subject Matter Expert to maintain one-to-one personal interaction in virtual lessons;
3. Learner's receive real-time personalised clarification and attention; and
4. Learners' engagement and experience during virtual lessons are enhanced.