Goodman School of Business

Goodman Group

Brock University

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Welcome to Business Breathers

**Digital by Design
Education for the Post-Pandemic World**

Robert Luke
eCampusOntario

Taking businesses, careers and ideas to the next level

Digital by Design:
Education for the Post-Pandemic World

The COVID-19 pandemic forced us all to scramble to put everything online swiftly. Following this pandemic pivot, our focus in education can now shift to Digital by Design: to more mindfully and artfully design digital learning environments that support all learners. The future of digital learning must be about options: options to facilitate learning in distributed, online environments, to scaffold face-to-face and in situ learning via mediated communities of practice, and to provide ways for learners to access education that support iterative learning and ongoing career progression.

Objectives:

- Identify ways in which technology exacerbates existing social biases;
- Use the principles of Human Centred Design to ameliorate social biases in digital education;
- Support the creation of inclusive, digital by design educational environments; and
- Support engagement and collaboration for sector transformation.

5

The future of learning is the future of work;
That future is now

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eCampusOntario is a not-for-profit organization that supports Ontario's colleges, universities and Indigenous institutes that connects our campuses to the future of learning.

We build systems that are open, collaborative, and responsive to shifts and opportunities in the educational landscape.

From the education of business, to the business of education

+ Social Imperatives
+ Digital By Design
+ Human Centred Design
+ Design for Inclusion
+ Collaborating to compete together

8

Social Context

+ Join the fight against anti-Black racism and anti-BIPOC racism
+ Support Equity, Decolonization, Diversity and Inclusion in everything we do
+ Create high quality learning and social experiences for all of our learners.

We will seize this moment to rebuild and support an environment that prioritizes inclusion, representation and voice.
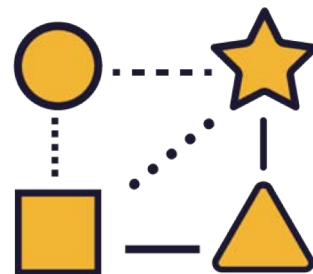
9

LEARNER CENTERED DESIGN

Digital by Design

Digital learning is about options to:

+ Facilitate learning in distributed, online environments,

+ Scaffold learning from online, hybrid and face-to-face via mediated communities of practice,

+ Provide ways for learners to access microcredentials that ladder into certificates, diplomas and degrees in support of ongoing career progression.

How can we work together to mindfully and artfully design digital learning environments that support all learners?

10

EDUCATION

No wrong door; No dead end

Digital by Design:

+ Greater learner control over learning

+ Increased learner access to learning: articulated; laddered

+ Increased collaboration and resource sharing across the PSE sector

+ Decreased total costs to the system/students

+ Prepared citizens to participate meaningfully in the economy

11

Digital by Design

Best practices for extensible online learning include providing options: from face to face to online, hybrid and scaffolding from learning to work

+ Structured supports for the *whole learner*

+ Iterative evaluation for formative and summative feedback

+ Staged content – let people dive deeper into content areas, access remedial detours as required, supported by communities of practice

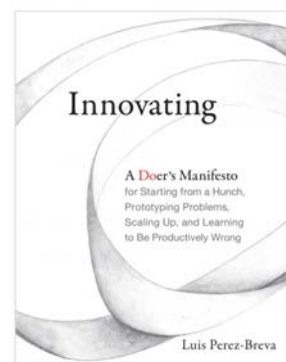+ Address issues of social isolation, support and mentorship

12

Human Centred Design

Putting the needs of the learner and the social contexts in which we all live at the centre of our curriculum design

+ Iterative, Agile, Participatory Co- Design

+ Talking to people

+ Personas and Use Cases
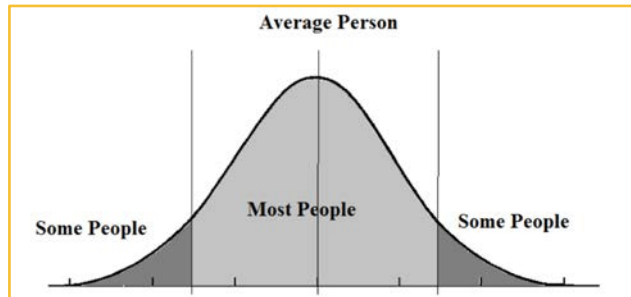
+ Done is better than perfect

Innovating: A Doer's Manifesto for Starting from a Hunch, Prototyping Problems, Scaling Up, and Learning to Be Productively Wrong
By Luis Perez-Breva

13

CONTEXT

Design for Resilience

There are issues with participatory models of research and design

Average Person

Some People   Most People   Some People

Inclusive Design: The Bell Curve, the Starburst and the Virtuous Tornado

By Jutta Treviranus - April 21, 2019

inclusive design research centre

The biggest difference between what we are articulating and what is now a hegemonic point of view with respect to "human-centered design" is *de*-centering the human to introduce a relational model where the human is just part of the wider ecosystem.

Respecting our Relations: Dori Tunstall on Decolonizing Design

https://medium.com/@JacobsDesignCal/respecting-our-relations-dori-tunstall-on-decolonizing-design-d894df4c2ed2

An intersectional approach to designing in the margins

Authors: Sheena Erete, Aarti Israni, Tawanna Dillahunt Authors Info & Affiliations

Publication: Interactions • April 2018 • https://doi.org/10.1145/3194349

ACM DIGITAL LIBRARY   Association for Computing Machinery

CONTEXT

Design for Inclusion

When we design for inclusion we must be mindful of methods and technologies that exclude, either by design or inadvertently

+ Design from the margins

Global Journal of Intellectual & Developmental Disabilities
ISSN: 2575-8586

JP Juniper PUBLISHERS
key to the Researchers

Opinion
Volume 1 Issue 2 - May 2017
DOI: 10.19080/GJIDD.2017.01.555561

Glob J Intellect Dev Disabil
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Are we Teaching our Machines our Biases, Presumptions and Stereotypes?

Jutta Treviranus*
Inclusive Design Research Centre, OCAD University, Canada
Submission: April 14, 2017; Published: May 05, 2017

Those at the margins of society aren't defined by any one category. They are those ignored by and underrepresented in decision making processes. They're dismissed by society due to age, race, class, sexual orientation, gender identity, citizenship, religious or ethnic identity, past failures and mistakes, physical disabilities, or even for holding non-mainstream opinions. Marginalized people are those whose interests are underserved and often silenced in traditional processes.
https://open.mit.edu/c/themove/zs/design-for-the-margins

Initially, some people worried that the unconscious—or perhaps conscious—biases of the programmers were being replicated in the technology. This has led to an erosion of confidence in AI, and even led to the city of San Francisco banning face-recognition technology. But the truth is far more complex and harder to fix, because it turns out that the bias creeping into AI is, in some ways, a reflection of embedded biases in our culture itself that manifest themselves in the data used to fuel AI.
https://www.d2l.com/blog/learning2030-is-bias-baked-into-ai/
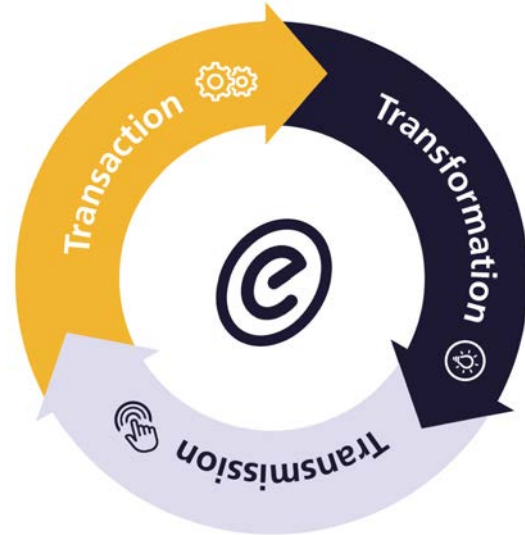
LEARNING2030

Is Bias Baked Into AI?

NOV 25, 2019 | 5 MIN READ

John Baker

15

Collaborating to compete together

The business of education is changing

Collaboration is a competitive advantage

+ Shared services
+ Collaborative development
+ Micro-credentials

16

Shared Services

ecampus Ontario

Educational Technologies Sandbox

In partnership with eCampusOntario's SXD Lab, the sandbox provides a testbed for potential long-term shared service offerings. This page includes a list of the educational technologies that are currently in our pipeline, either to pilot or undergo rapid review by our community.

https://www.ecampusontario.ca/sandbox/

17

Through the Central Virtual Learning Platform, member institutions can:

Connect with professional services to increase capacity across the system to support the development of digital learning materials

Promote licensing options and content repositories to support easy and effective content sharing across the province
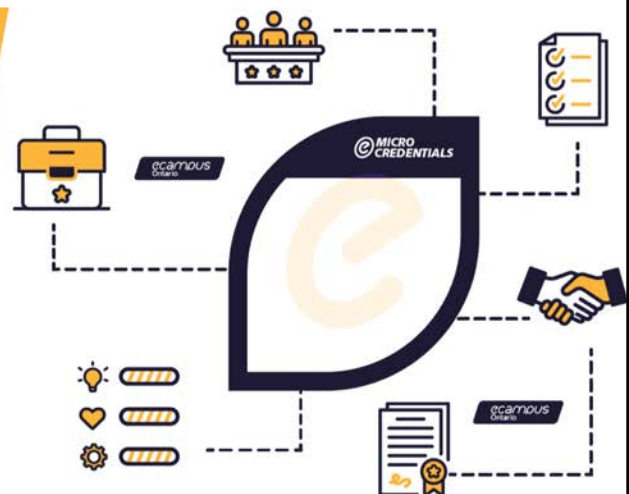
Access expertise to ensure that content generated is aligned to eCampusOntario digital repository requirements

https://vls.ecampusontario.ca/cvlp/

18

MICRO CREDENTIALS

https://micro.ecampusontario.ca/

19

Napster turns 20: How it changed the music industry

20

Micro-credentials

Competency-based: training for in-demand professions

Flexible: short, can be taken online, at your own pace

Job market relevant: co-created with employers to match industry needs

Stackable: complement other education

Trackable: digitally certified

Ontario

Fast, Affordable and Industry-Focused

21

OPENING DOORS
FOR ALL LEARNERS
OUVRIR DES PORTES POUR
TOUS LES APPRENANTS

Micro-Credential

Micro-titres de compétences d'eCampusOntario

FORUM 2021

📅 February 26, 2021

http://mcforum.ecampusontario.ca

22

The business of education has already been disrupted.

—

Robert Luke

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Access. Empowerment. eCampus Ontario

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Thank you for joining us.

Join us on February 24 for
"Has COVID Delivered to Death of Retail or
Kickstarted a Vibrant Renewal" with
Deepak Chopra, Former President and CEO
of Canada Post

Taking businesses, careers and ideas to the next level