
RR 01-39

A Scheme to Promote Web-based Education and Training for Human Resource Development

Sookyung Lee, Sookyung Byun

Yoon-Hee Park, Insook Lee

Young-soon Kim

I. Overview

This study intends to diagnose the operating status and problems of web-based education and training in Korea and identify the needs of those engaged in it. In so doing, methods for its quality improvement through rational and comprehensive development are sought.

Described below are the methodologies used in this study.

First, through relevant materials and documents, this study analyzed current policies and systems regarding web-based education and training, and identified hardware infrastructure and education and training institution operation status.

Second, to analyze web-based education and training institution operating status, this study examined nine distance learning colleges and 60 web-based education and training institutions.

Third, to identify Korean adult awareness of web-based education and training institutions, this study phone-surveyed 1,005 respondents and analyzed the needs of 2,261 web-based education and training learners.

Fourth, sessions of experts and others working in this area were convened to identify the current state and problems of web-based education and training overall.

Fifth, seminars with government agencies, related institutions, education and training institutions and industrial figures were conducted to collect opinions of those actively operating in this area on ways to improve web-based education and training quality.

II. Web-based education and training infrastructure level analysis

This study reviewed the policies, systems and hardware of web-based education and training to survey its infrastructure level.

1. Policies and systems

The analysis results of the policies and systems infrastructure regarding web-based education and training in Korea are as follows:

- Relevant laws and regulations should be improved so web-based education and training may apply, operate and expand efficiently in the development of human resources. To the present, government policies and systems for web-based education and training are similar to those for off-line education and training systems provided to classroom style assembled learners.
- Based on close, active cooperation between government agencies concerned, networks to share the resources of systems, personnel, materials, information and programs should be established and utilized to increase learner population and expand web-based education and training services.
- Evaluation systems must be introduced for the quality control of web-based education and training. They will have to reflect the special nature of web-based education and training and should not be restricted by the framework existing for off-line education and training of physically assembled learners.
- Government support is required to encourage attempts at web-based education and training service diversification and innovation.
- To identify and disseminate web-based education and training models, it is necessary to foster specialists in this area and systematic support is an imperative.
- In general, systematic conditions are steadily improving but the principle of equity has not been fully achieved in terms of beneficiaries and regions. Those excluded from off-line education and training programs are also excluded from web-based programs. This situation has been pointed out as an issue to be addressed and

government policies and countermeasures should be implemented.

2. Hardware infrastructure

The Korean web-based education and training hardware infrastructure analysis results are as follows:

- On the international scene, Korea is far ahead of other countries in terms of hardware infrastructure. In hardware utilization such as Internet access and contents, Korea is one of the most active countries in the world.
- Demographically, however, hardware infrastructure establishment and utilization leaves huge gaps between occupations, ages and educational backgrounds.
- Conclusively, Korea has built sufficient hardware infrastructure upon which web-based education and training may rapidly evolve into a medium for life-long education for human resource development. However, policies and systems still need to be refined and supplemented to minimize existing gaps between social and economic strata and realize information-user equality.

III. Web-based education and training operating status analysis

Analysis of the operating status of distance learning colleges supported by the Ministry of Education and Human Resources and education and training institution enterprises supported by the Ministry of Labor, reveals the following problems.

○Recipients of this education are relatively few. Despite the fact that web-based education and training can be an effective means of continued education, web-based programs are not very different from those of existing off-line education programs.

○Contents quality and education methods are not managed effectively. Instead of providing education befitting the nature of web-based programs, they currently offer the same contents as off-line programs.

○The roles of those engaged in web-based education and training such as lecturers, operators and government officials don't have yet to be clarified and they must continue

to enhance this expertise.

IV. Web-based education and training awareness and learner needs analysis

1. Awareness survey

Analysis of Korean adult awareness of web-based education and training obtained the following results:

- Generally, Korea adults are well aware of web-based education and training, express high expectations of it and a strong willingness to participate. At the same time, most individuals optimistically prospect on the future of web-based education and training and expect it will expand steadily in the future.
- Contrary to such this high level of awareness, the need for policies and systematic support for web-based education and training is not understood sufficiently and needs to be promoted to the general public more systematically.
- Given that Korean adults believe that both the effect and fee of web-based education and training would be lower than off-line education and training, the quality of web-based education and training should be improved in the future.

2. Learner needs survey

Web-based education and training learner needs analysis is as follows.

- Multi-faceted public relations activities are required. Currently, the main source of information on web-based education and training is the internal information network of those companies. To facilitate the web-based education and training market, a variety of public relations activities including advertisement through mass media are necessary.
- Recipient-oriented contents development is required. Contents should be designed and developed through accurate learner needs analysis.

-
- Job function-related advanced courses and certificate courses need to be established. It has been pointed out that most courses are general courses related to job functions. It is contrary to the survey results that a great percentage of learners want advanced courses related to job functions and certificate courses.

V. Web-based education and training development methods

The following are recommendations for developing web-based education and training based on the study results.

1. Basic principles

Described below are the basic principles on which web-based education and training may grow into a life-long education system for all Koreans.

First, the identity of web-based education and training should be established and opportunity for participation expanded.

Second, web-based education and training quality should be improved.

Third, the foundation of an operating system to maximize the potential of web-based education and training should be established.

2. Plan and strategy

- More people from more diverse backgrounds should participate in web-based education and training.
- Re-define the learners of web-based education and training and improve relevant systems and standards(admission standards, supporting standards, etc.).
- Conduct surveys on the needs and requirements of web-based education and training regularly to raise web-based education and training participation rates and to develop a variety of educational courses and contents accordingly.
- Set up active measures at the national level to increase the web-based education and training participation of those neglected.

-
- Establish diverse and active promotion systems for web-based education and training.
 - The quality of web-based education and training should be improved.
 - Lay groundwork for introducing an independent quality control system by strengthening the autonomy and accountability of web-based education and training institutions.
 - Improve the flexibility of structures, contents and systems of relevant institutions and laws in such a way that accommodates the nature and diversity of web-based education and training.
 - Establish various incentive and evaluation systems that encourage and enable education and training institutions to promote quality control on their own.
 - Support research on web-based education and training at the government level.
 - Operating systems should be established to make the most of the potential of web-based education and training through alignment, informatization and standardization.
 - Forge close cooperative ties among government, education and training institutions, industries and academia for efficient operation of web-based education and training.
 - Establish information systems that link human, physical and information resources related to web-based education and training efficiently and conduct competitions and exhibitions to this regard.
 - By standardizing web-based education and training, maximize its operating systems efficiency.
 - Based on systematic analysis of job functions, define the roles of those involved in web-based education and training and establish various training and certificate systems to foster and secure specialists in this area.
 - Develop efficient models such as for the operation of administration, school and academic affairs in relation to web-based education and training.