

**centre for  
applied learning  
and multimedia**



**CSS**

**assist**



**cAlm**

**learn  
unlearn  
relearn**

# Preface



The Centre for Applied Learning and Multimedia (CALM) is a centre that provides a variety of services to enhance the quality of both conventional and online teaching and learning processes among the academics and students in UNIMAS.

The mission of CALM is to promote a teaching and learning culture which breeds the best of scholarship; encourage the development of teaching as a profession and a scholarly activity; and nurture collaborative links among various learning communities at the university. In line with the above mission, the objectives of CALM are to:

1. Spearhead initiatives in the use of information and communication technologies in teaching and learning;
2. Implement quality assurance programs for UNIMAS's academic programs; and
3. Conduct professional development programs for UNIMAS academics.

CALM's strategy to achieve these objectives is carried out by planning and implementing programs and activities via its four major units, namely, the e-Learning Unit, the Academic Quality Assurance Unit, the Teaching and Learning Support Unit, and the Academic Staff Development Unit.

The strength of this centre lies in its team members' camaraderie and their efficiency in ensuring that the centre's role in supporting the university's core business of teaching and learning are met.

A handwritten signature in black ink, appearing to read 'Peter Songan'.

**Professor Peter Songan**  
**Dean**

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# Units at C.A.L.M

## E-Learning Unit

The e-Learning Unit was formed in February 2002, with the task of spearheading UNIMAS's initiative in applying e-Learning to complement and improve the teaching-learning experience of both the lecturer and the student while not replacing face-to-face sessions in any way. UNIMAS sees e-Learning as a support system to enhance and improve the quality of university education, particularly in:

- :: enhancing curriculum design, content and organizational objectives;
- :: empowering scholars by enhancing education and training at all levels using technology; and
- :: monitoring and benchmarking the quality of teaching and learning using learning technology support tools.

The unit also supports and trains lecturers and students in the use of the Academic Support System (ASSIST).

ASSIST was introduced to enhance the online learning system utilised on campus since 1999. The ASSIST upgrading project, which commenced on February 14, 2005, was an initiative launched to provide better online services to the lecturers, students and UNIMAS as a whole.

ASSIST is a comprehensive system that is able to increase the standard of university education. ASSIST puts together a list of requirements gauged from lecturers who were involved in teaching their courses online. ASSIST builds upon these experiences and the teaching practices that UNIMAS lecturers are accustomed to.

ASSIST, as the name implies, is a system to assist the lecturers and students in the teaching and learning process in UNIMAS.

ASSIST brings into the educational scene the following:

### **For lecturers**

- :: enables lecturers to efficiently distribute course materials to students;
- :: allows lecturers to better plan their course learning units within a virtual environment; and
- :: helps manage, coordinate and facilitate the teaching-learning process.

### **For students**

- :: permits "anytime, anyplace" access to course materials, assignments and learning activities;
- :: encourages interactive learning, through topical discussions and contextual learning activities; and
- :: improves learning in the specific course.

### **For UNIMAS**

- :: coordinates effectively the delivery of instruction and student-lecturer interaction;
- :: improves services to students and potentially reduce costs, especially in lower-level high-enrollment courses; and
- :: helps UNIMAS achieve more widespread instances of IT-enhanced courses.

### **Key Features of ASSIST :**

- :: creation of online content using a web-based WYSIWYG online editor that enables the publication of rich online content and SCORM compliant industry contents;
- :: integration to the Student Information System that enables instructors and students to be connected to the online courses;
- :: performance tracking of online activities by its users that enables reports to be printed and analyzed;
- :: collaborative workspace that can be used by the users for Synchronous Communication and Asynchronous Communication; and
- :: self-paced learning where students and lecturers can track their own learning progress and also test themselves using self-assessment tools that are provided.



# Teaching and Learning Support Unit

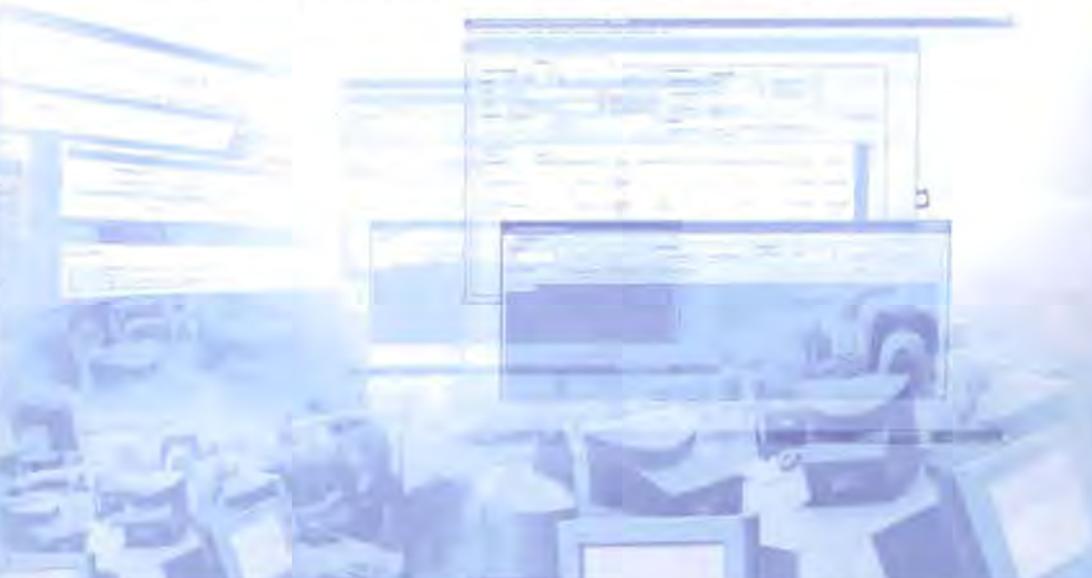
Teaching and Learning Support Unit (TLSU) or better known as *Unit Sokongan Pengajaran dan Pembelajaran (USPP)* is responsible for providing and managing classroom facilities, as well as technologies for teaching and learning.

The Teaching and Learning Unit deploys a Classroom Scheduling System (CSS), based on the *iSMART* technology. The technology is a comprehensive scheduling software that responds to the diverse needs of educational institutions such as schools, colleges and universities.

## Key Features of CSS:

***iSMART*** stimulates the performance of an organization with product features that are powerful;

- :: ***iSMART* Technology:** *iSMART* is powered by a sophisticated genetic-algorithm and fuzzy-logic based engine which automatically plans and assigns all the resources required by an educational institute;
- :: **constraint Handling:** *iSMART* engine unlike other products offers customizable constraint handling options which can be changed as the university's business logic changes; and
- :: **drag-and-drop interface:** *iSMART* includes an intuitive drag-and-drop interface for the manual re-allocation of resources if necessary (such as class cancellations) and customizable interfaces for data entry such as lecturer skills matrices or room allocation matrices.



## Key Functions of CSS:

**iSMART** helps in managing scheduling processes with the following key product functions:

- :: **course profile module:** Course details are captured including the various streams, term breaks, modules and exams associated with the course;
- :: **lecturer profile module:** Lecturers details are captured and used in resource allocation include their teaching history, skills, workloads and preferences;
- :: **constraint management:** Rules relating to non-obvious constraints are captured, for example the need to ensure that courses have at least one lecture a day (to make their journey to campus worthwhile), but no more than three lectures, and if there are two lectures then they are scheduled closely together (so students do not need to spend time waiting around);
- :: **room management:** Room details are captured, these mainly pertain to constraints such as the numbers of students and equipment (such as audio-visual) required;
- :: **exam management:** Exam details are captured including resource requirements and room capacities (for examination purposes rather than lecturing purposes); and
- :: **web component:** A web-enabled component holds information on course schedules, exam schedules and room reservation modules. Accessible to students and lecturers, this component caters to the user's needs online.



## *Academic Quality Assurance Unit*

The Academic Quality Assurance Unit looks into the aspects of enhancing the academic culture on campus. This unit defines the benchmarks and standards of each study program offered at the university. It coordinates all internal and external audit processes, as a strategy to systematically assess the quality of each academic program on campus.

Academic Quality Assurance Workshops are also conducted to orientate faculties and administrative divisions of the university to all aspects of academic quality requirements and the means to achieve the set goals. The purpose of the workshops is to provide hands-on exercises for those who are directly or indirectly involved in preparing documentations, coordinating or participating in the auditing process. CALM liaises closely with the Quality Assurance Department at the Ministry of Higher Education.

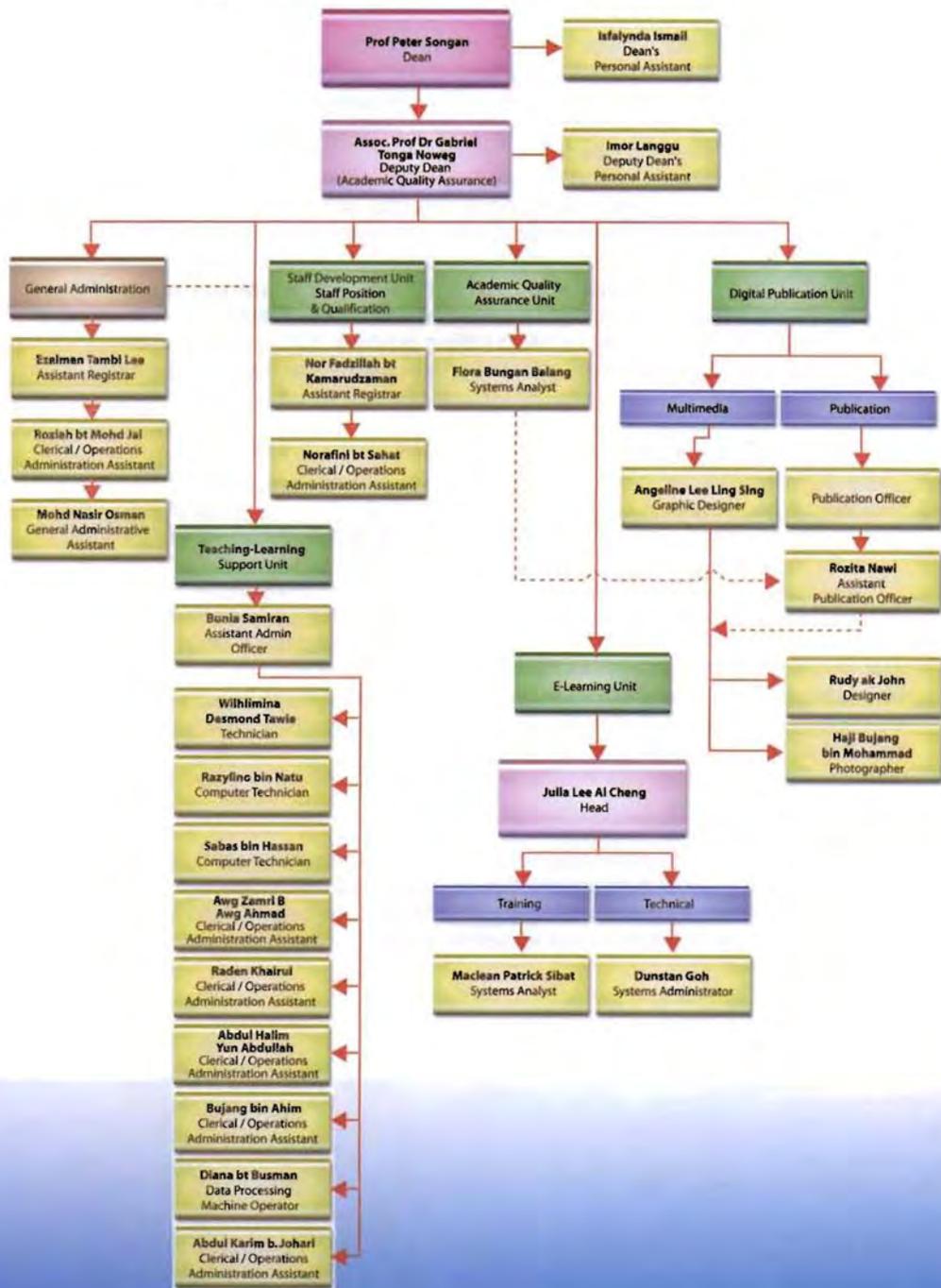
## *Academic Staff Development Unit*

One of the proactive steps taken by UNIMAS is to offer a specially designed course on Post-Graduate Diploma in Teaching and Learning, an internal staff development program, to its newly hired academics and junior lecturers who have just returned from their graduate studies. This professional development program is designed to continuously upgrade the knowledge and skill of the academics, especially in the area of pedagogy and instructional technology, so that they will be competent in their teaching profession.

This Unit also conducts other capacity building programs for academics, such as, Competency Level Assessment Course for Academics, Strategic Course Development and Assessment Management Workshop, and Academic Quality Assurance Workshop, just to name a few.



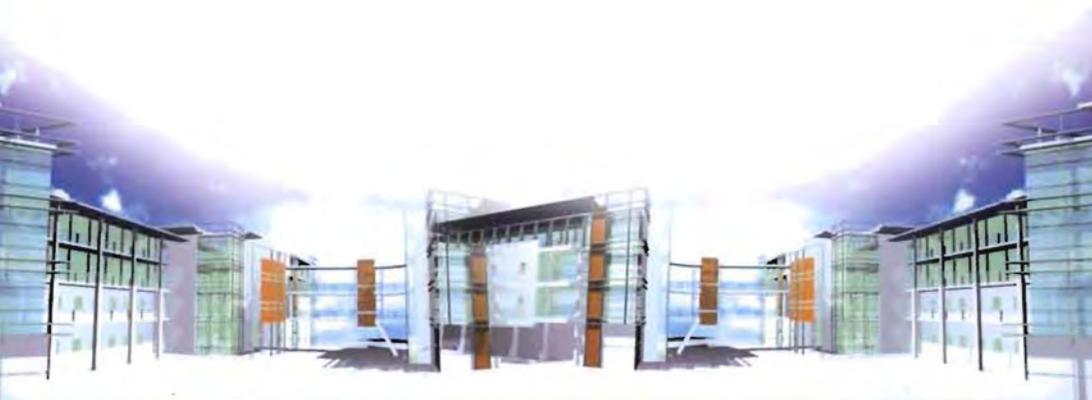
# Organizational Chart





*Visit us at*

**[www.unimas.my/centres/calm](http://www.unimas.my/centres/calm)**





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