



CEES Seminar Series  
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# ‘NAMWANA OGENDA’: BENCHMARKING FOR ICT INTEGRATION

# Coverage

- Wisdom in benchmarking
- Community-of-practice, community-of-learning, or learning organisations?
- The LENS LMS
- Lessons for Maama Mak

# Benchmarking

- ⦿ “... [A] process of measurement using an external standard to measure internal and external tasks.
- ⦿ “... [A] framework for a process of continuous improvement.” (Week, 1999, p. 60)
- ⦿ Types:
  - Performance benchmarking
  - Process benchmarking



# Wisdom in Benchmarking

- ⦿ Performance benchmarking = quick-dip approach
- ⦿ Process benchmarking = “involves continuous improvement and learning about the processes that enable the [benchmarked] institution to display unusual performance excellence, and then adapting those processes to one’s own institution” (Stralser, 1995)

# Key References

- Epper, R. M. (1999). Applying benchmarking to higher education: Some lessons from experience. *Change*, 31(6), 24-31. doi: 10.2307/40177858
- Weeks, P. (2000). Benchmarking in higher education : An Australian case study. *Innovations in Education and Training*, 37(1), 59-67.

# Which Way?

- ⦿ Community-of-practice, or
- ⦿ Community-of-learning, or
- ⦿ Learning organisation, or
- ⦿ Organisational learning?

# The LENS LMS

- Access here

[https://my.ohecampus.com/lens/home?locale=en\\_us](https://my.ohecampus.com/lens/home?locale=en_us)

- Technology interface
- Human interface
- Strategies for learning

# Lessons for Maama Mak

1. Our local, regional and international popularity is an asset we could harness through online learning
2. We do not have to do every thing ourselves; technical services can be outsourced
3. Let's learn from our escapades and customise for home use (the Asian experience with technology – Japan meets her first gun)



# Memorable quote

*To reach a port, we must  
sail--sail, not tie at  
anchor--sail, not drift.*

- Franklin D. Roosevelt, 1882-1945