"GTS greater than 90 and increased by more than 20 from 2007 to 2008"

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This course was first developed in 2004 and the content is still considered relevant by both the students, the staff and industry; however some fine-tuning was done to improve the 2008 delivery. The course assessments include a group presentation, a report on a training-needs analysis that is undertaken by students individually, and a test. For 2009 the major assessment task was re-designed to include staged submission as we were concerned to offer students more feedback in line with their request for more and to make this timely.

The course uses a traditional lecture/tutorial format, but for 2009 much more interaction was initiated in the classroom during the lecture delivery; we have found it quite a challenge to teach students about organisations and we develop and use some substantive examples so that the theory is applied in a way that they understand. In addition, we had been using pod-casts of lectures since 2007, but this had become more established.

We also make good use of the Learning Hub, and in 2008 used a blog for the first time instead of the announce-ment page. Although not many posts were made, and we continue to puzzle over how to get undergraduates to post more often, students do seem to appreciate the opportunity to post if they need to.

We use laboratories when we need to, instead of classrooms, so there is a mix that students like and we had a guest speaker who stretched the students as he talked about being an independent consultant and the system he has to organise his own information - from managing his own pay through to the notes he keeps and needs to retrieve, he was a good example of the issues that organisations face in the management of information.