



the people's university

BIENNIAL REPORT (2014-2015)

MASSIVE
OPEN
ONLINE
COURSES
(MOOCs)

OPEN
DISTANCE
LEARNING

FULL-TIME
ON CAMPUS
LEARNING

OPEN
EDUCATIONAL
RESOURCES (OER)

WEB BASED
LEARNING
MANAGEMENT
SYSTEM

ACADEMIC
& RESEARCH
COLLABORATION

USE OF
MOBILE
DEVICES



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BOARD OF GOVERNORS CHAIRMAN'S MESSAGE



Tan Sri Emeritus Prof Gajaraj Dhanarajan
Chairman, Board of Governors, Wawasan Open University

The past two years have proven to be another period of progress and accomplishments for Wawasan Open University. Equally, it was also a challenging time due to external developments and developments within the University that required creative and passionate commitment by the management and governors.

This report outlines how much effort has been put in by staff at all levels, in making the University an effective provider of higher learning in the country. In 2013, without compromising the quality of its external students, the University expanded its provisions for learning, to include young adults within a time tabled, (on campus) classroom environment. Readers will note, from other parts of this report, that the University continues to increase its offering of full-time degree programmes as it builds up its full-time student enrolment numbers.

In this respect, internal adjustments were required to address the needs of young learners while externally, the understanding and appreciation of agencies like the Ministry of Higher Education and the Malaysian Qualifications Agency were crucial. For the next two years the transformation from a single mode dedicated open university to a dual mode institution catering for on and off campus students will demand a lot from all those concerned. Through this transformation WOU will be joining a group of universities worldwide, providing a seamless passage for learners to move between full and part time study.

From the BoG's perspective, the next two years will be extremely demanding of the University and its talented staff. Firstly, the University will be challenged by its need to both mobilise and generate the resources it requires to maintain a steady sustainable growth as an excellent provider of higher education. High quality educational provision is not cheap and cheap provisions are seldom of high quality. The sponsors and managers have to come to terms with this challenge, collectively and quickly. Secondly, WOU will be challenged by its need to innovate in the way it designs, develops and delivers its products and services, to serve two sets of clients. This again is not unique to institutions of higher learning; but what makes it even more challenging is the level of bureaucratic difficulties that impedes innovation both in product make-up as well as delivery strategies. Staff, especially academic staff, must prepare themselves for the challenge of change. Higher education is rapidly shifting gears globally and new generations of learners are demanding that providers of higher education meet with their expectations of learning through ubiquitous technology available 24/7. Providing these expectations of services will be the third challenge for the University's academic and administrative staff.

The report even as it records achievements from 2014 to 2015 also highlights how well the University, through its four Schools and various departments is preparing to meet a future that is as uncertain as it is promising.

I commend this report for your reading.

VICE CHANCELLOR'S MESSAGE

The period of January 2014 to December 2015 saw Wawasan Open University consolidating its operations and programmes to reach a wider cross-section of society, while at the same time exercising a “green” mindset and numerous prudent measures.

The University is therefore progressing steadily, attaining significant academic milestones as well as meeting the financial targets as spelt out in the 10-year Master Plan.

At the outset, I want to express my heartfelt gratitude to the Wawasan Education Foundation (WEF) for their continuous financial support for the University. My thanks also go to the custodians and top management of the University, i.e. the Chairmen and members of the Board of Directors of WOU Sdn Bhd (WOUSB) and Board of Governors of WOU for their staunch support and guidance in shaping the University to what it is today – a trusted provider of quality tertiary education.

I wish to note that we experienced a few changes at the helm in late 2013, which saw us begin 2014 with a new Chancellor, Tun Mohamed Dzaiddin Abdullah, a new WEF Chairman, Tan Sri Dr Koh Tsu Koon, and a new WOUSB Chairman, Dato’ Seri Stephen Yeap.

In addition, Prof Madhulika Kaushik was appointed the new Deputy Vice Chancellor (Academic) in charge of Open Distance Learning with effect from 24 February 2014. Prof Mohandas Balakrishna Menon became Deputy Vice Chancellor (Academic) to oversee the then recently initiated On Campus Learning (OCL) with effect from 16 January 2014.

As we reflect on the leadership changes, we are always reminded and forever indebted to the key founder of WOU, the late Tun Dr Lim Keng Yaik who passed away in December 2012. In recognition of Tun Lim’s vision that made WOU a reality and his immense contributions, the management has officially named the main Lecture Hall as Auditorium Tun Dr Lim Keng Yaik in conjunction with the University’s Sixth Convocation on 28 November 2015. The late Chancellor left a lasting legacy – WOU - that has impacted and continues to impact society through its affordable tertiary education opportunities.

The period also saw the creation of a new post, Chief Administrative Officer, to replace the function of the outgoing Deputy Vice Chancellor (Operations), Dr Seah Soo Aun. The Registrar of the University, Mr Yeong Sik Kheong, assumed the added role of Chief Administrative Officer in July 2014.

I wish to also congratulate Ms Chua Saw Nee on her promotion to Group Finance Director of WOU Sdn Bhd effective from August 2015. She now oversees all financial aspects of WOUSB and its subsidiaries, namely WOU, DISTED College and WOU Training Academy (WTA) - the newly-formed training arm of the University.



Prof Dato’ Dr Ho Sinn Chye

*Vice Chancellor & Chief Executive Officer,
Wawasan Open University*

As many are aware, WOU expanded from its part-time delivery of programmes through open distance learning (ODL) to offer degree programmes through on-campus full-time studies in September 2013. There are presently six full-time degree programmes available from September 2015 for STPM school leavers and diploma holders at the seafront main campus in Penang. As at end of 2015, WOU had about 160 full-time students.

WOU has also increased its cache of ODL programmes from 44 in 2013 to 49 by the end of 2015, with 30 programmes already fully accredited by the Malaysian Qualifications Agency (MQA) following the graduation of their first batch of students. Of these, 13 have received recognition from the Public Service Department (JPA).

The University launched Bachelor of Business (Hons) in Human Resource Management in the January intake and Graduate Diploma in Sales and Services Management in the July intake of 2014. The new ODL programmes in July 2015 were Bachelor of Technology (Hons) in Mechatronics along with Master of Philosophy and PhD in Social Sciences.

VICE CHANCELLOR'S MESSAGE

The total number of active students who had registered for both undergraduate and postgraduate studies in the January and July semesters in 2014 was 4,456 and 4,591 respectively, and these increased in 2015 to 4,935 and 4,963 for the corresponding semesters in 2015. To date more than 16,000 students have experienced the ODL opportunities provided by WOU.

The University held its Fifth Convocation ceremony on 29-30 November 2014 at the main campus in Penang. We witnessed for the first time the conferment of the Honorary Doctor of Letters degree on two outstanding women leaders. Prominent social activist Datin Paduka Marina Mahathir, the eldest child of former Prime Minister Tun Dr Mahathir Mohamad, was recognised for her service to society and nation, particularly in championing social and cultural issues irrespective of ethnicity and political persuasion. Internationally-known educationist Prof Tian Belawati, the Rector of Universitas Terbuka (UT), Indonesia, was honoured for her contribution to ODL and her leadership efforts to bring higher education within the reach of everyone.

A total 400 graduates received their scrolls in 2014, out of which 308 were from the undergraduate programmes and 92 from the postgraduate programmes. The University also produced the pioneer batch of 38 graduates from MBA in Manufacturing & Production Management, Master of Education, MBA in Construction Management, Bachelor of Arts (Hons) in Liberal Studies, and Bachelor of Arts (Hons) in Psychology.

Meanwhile in 2015, a record 493 students graduated during the Sixth Convocation ceremony held from 28-29 November. They comprised 377 at the undergraduate-level and 116 at the postgraduate-level. The total number of WOU graduates up until 2015 stands at 1,787, comprising 507 postgraduates and 1,280 undergraduates.

The Honorary Degree recipients in 2015 were two remarkable leaders who embody the very spirit of volunteerism and social service. Dato' Seri Dr T Devaraj received his Honorary Doctor of Letters degree for his contributions as a dedicated medical practitioner in the area of cancer awareness and palliative care in the country, particularly Penang. He is Vice Chairman of the Penang Hospice Society and Vice Chairman of the National Cancer Society of Malaysia, Penang Branch. Tan Sri Dr Jemilah Mahmood, founder and former President of MERCY Malaysia, and currently Chief of the World Humanitarian Summit Secretariat based in the United Nations headquarters in New York, will be conferred at a separate ceremony in 2016.

In a bid to increase student population, WOU has introduced several attractive financial incentives, including the WOU Study Grant (besides WEF Study Grant), Return to Study Allowance, and third course rebate for ODL students, while increasing incentive payments for successful referrals to ODL or full-time studies at the University under its Friends and Family programme.

I wish to highlight the accolades received by the University at the 2014 and 2015 Annual Conferences of the Asian Association of Open Universities (AAOU). WOU won gold for the Young Innovator Award in 2014 and silver for both the Best Paper Award and Best Practice Award categories in the following year. The University's academics have been rather active in honing their research and presentation skills through several talks of various topics held under the banner of the WOU Seminar Series. Many of these research projects were funded by WOU's Institute for Research and Innovation (IRI) and presented at domestic and international conferences.

As part of the overall plan to reduce costs in course content development and revision, WOU is sourcing for and incorporating more open educational resources (OER) materials in our courses, guided by the University's OER policy. Along the same vein, as a pilot project, the University developed and delivered two Massive Open Online Courses (or MOOCs) in 2015, with the support of the Commonwealth of Learning (COL) and the Commonwealth Educational Media Centre for Asia (CEMCA). The MOOC courses were targeted at school teachers and educators in teacher-training institutions and universities in Asia and beyond.

WOU has reached a stage where it is now planning to venture offshore to offer its accredited programmes and well developed ODL courses to learners overseas, in partnership with accredited ODL institutions in countries like Botswana, Indonesia, Maldives, Mauritius, Nepal, Nigeria and India. Many institutions have actually approached WOU for assistance in the first place. This development bodes well for WOU as it reflects the confidence and trust these foreign institutions have in WOU. Indeed 2016 will be an exciting and challenging year for the University.

Moving forward, WOU will continue to develop academic programmes that are industry relevant and meet market demand. There will be intensified efforts to increase student recruitment and retention. New applications of information technology for teaching and learning will be explored to enhance the learning experience of students.

One of the challenges for the coming year is replacing the existing Open Entry admission system for part-time study at WOU with the Accreditation of Prior Experiential Learning (APEL) admission system, commencing from the January 2016 intake. WOU has been appointed as one of two main APEL Assessment Centres in the country for Malaysian citizens seeking admissions into ODL institutions.

The University is presently on track, progressing steadily ahead while keeping an eye on its finances, ever mindful of the constant need to achieve the goals and financial targets set for each year.

HIGHLIGHTS OF THE BIENNIUM



20 June
Dr David Malone enlightens on International Development.

4 March
WOU organises workshop on WEKO.

6 September
Vice Chancellor at AAOU conference in Hong Kong.

24 - 27 June
WOU hosts Second Regional OER Symposium.



2014



17 September
Prof Kanwar delivers public lecture on MOOCs.



9 October
WOU signs MoU with Perodua to offer customised programme for their workforce.

29 November
Datin Paduka Marina Mahathir and educationist Prof Tian Belawati conferred Honorary Doctor of Letters degree.

12 - 20 November
Academics from Open University of Sri Lanka on attachment at WOU.



HIGHLIGHTS OF THE BIENNIUM



14 April
Gerakan President assures of party support to WOU.

10 March
STOU delegation visit to look into course development.

19 May
WOU enters into agreement with PSDC.



30 March - 17 April
Thai school children attend Holiday English Camp at WOU.

2015



22 October
Health and Safety Campaign for staff.

27 September
WOU lends support to Youth Speaks for the Nation.

8 December
10-year service award for Dr Andy Liew Teik Kooi.



16 - 26 November
WOU hosts women leadership workshop.

Vision

To be a vibrant learning community that inspires learning, supports innovation and nurtures all-round personal growth.

Mission

We commit ourselves to the expansion of opportunities in higher education and excellence in teaching so as to increase the level of knowledge and scholarship among all Malaysians.

Values

We believe that you have the potential to develop to the fullest, in line with the cherished noble values that we all share.

We believe in:

- Upholding high institutional standards;
- Celebrating the diversity of our students;
 - Recognising our employees;
- Valuing citizens and the community; and
 - Academic freedom and fairness.



GOVERNANCE

Wawasan Open University Sdn Bhd (WOUSB) is a private, not-for-profit university, established in accordance with the Private Higher Educational Institutions Act 1996 (Act 555), and wholly owned by the Wawasan Education Foundation (WEF), a tax-exempt entity.

In line with the principles of good and transparent governance, the functions, structure, leadership, membership and reporting protocols of the major permanent decision-making bodies are clearly defined in the Wawasan Open University Constitution, developed in accordance with the Private Higher Educational Institutions Act 1996 (Act 555).

WOU has in place a governance structure that reflects international good practice and one that is underpinned by a culture of openness, transparency, accountability and academic excellence.

The key features of WOU's governance structure are:

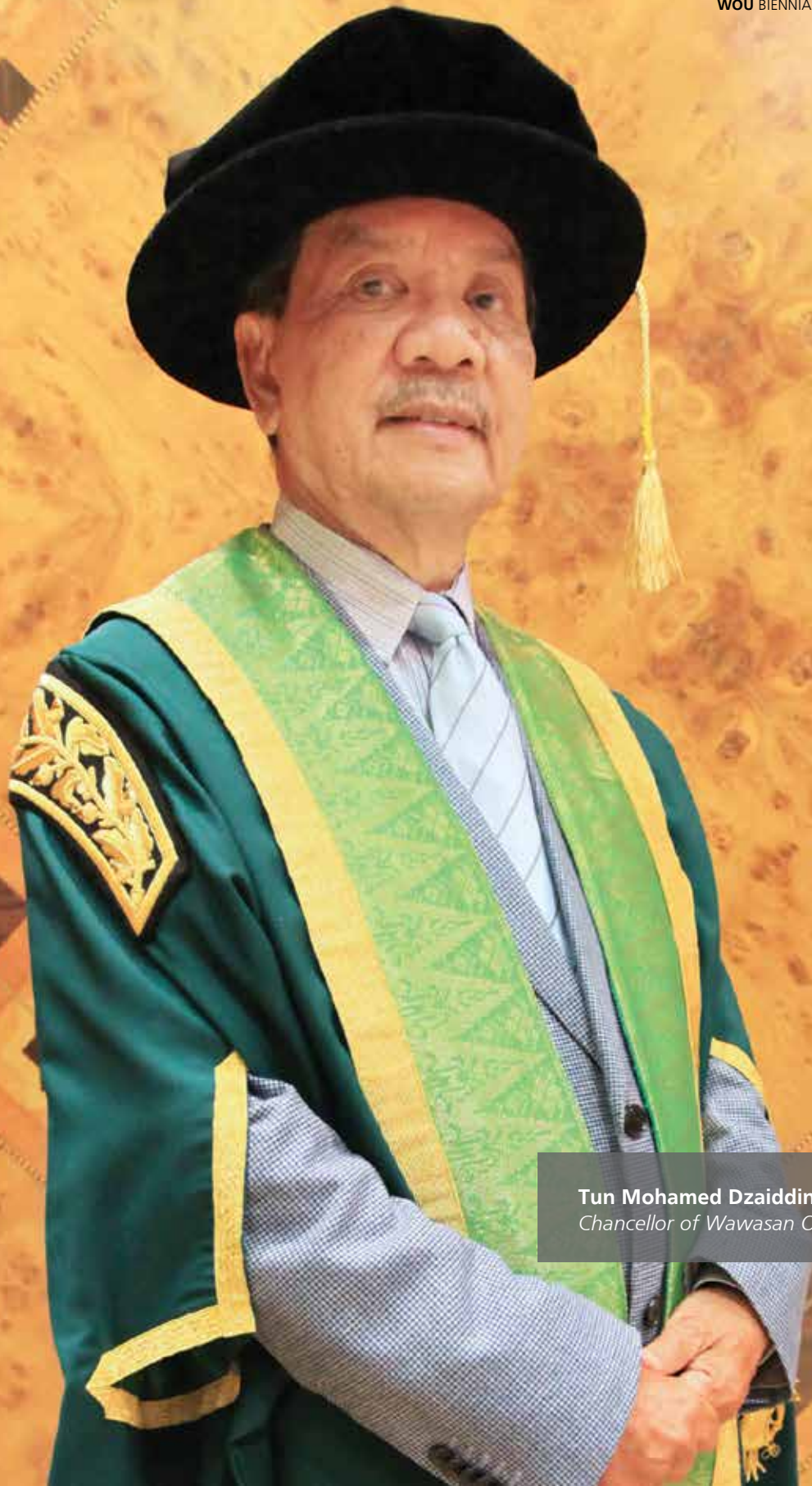
- **Accountability** - the University's academic and operational bodies are ultimately accountable to the Board of Governors;

- **Transparency** - full records of all University Authority meetings are archived and available for inspection;
- A clearly defined system of '**checks and balances**' where each operational body reports to a higher authority all the way to the governing Board of Governors.

In accordance with the new WOU Constitution that was revised to comply with a Ministry of Higher Education (MOHE) directive, the Board of Governors was formed in November 2011.

The Chancellor is the Head of the University and shall preside at the Convocation ceremony. The current Chancellor, Tun Mohamed Dzaiddin Abdullah, was installed on 7 December 2013. Meanwhile Tan Sri Dr Koh Tsu Koon was proclaimed as Pro-Chancellor on 24 November 2012.

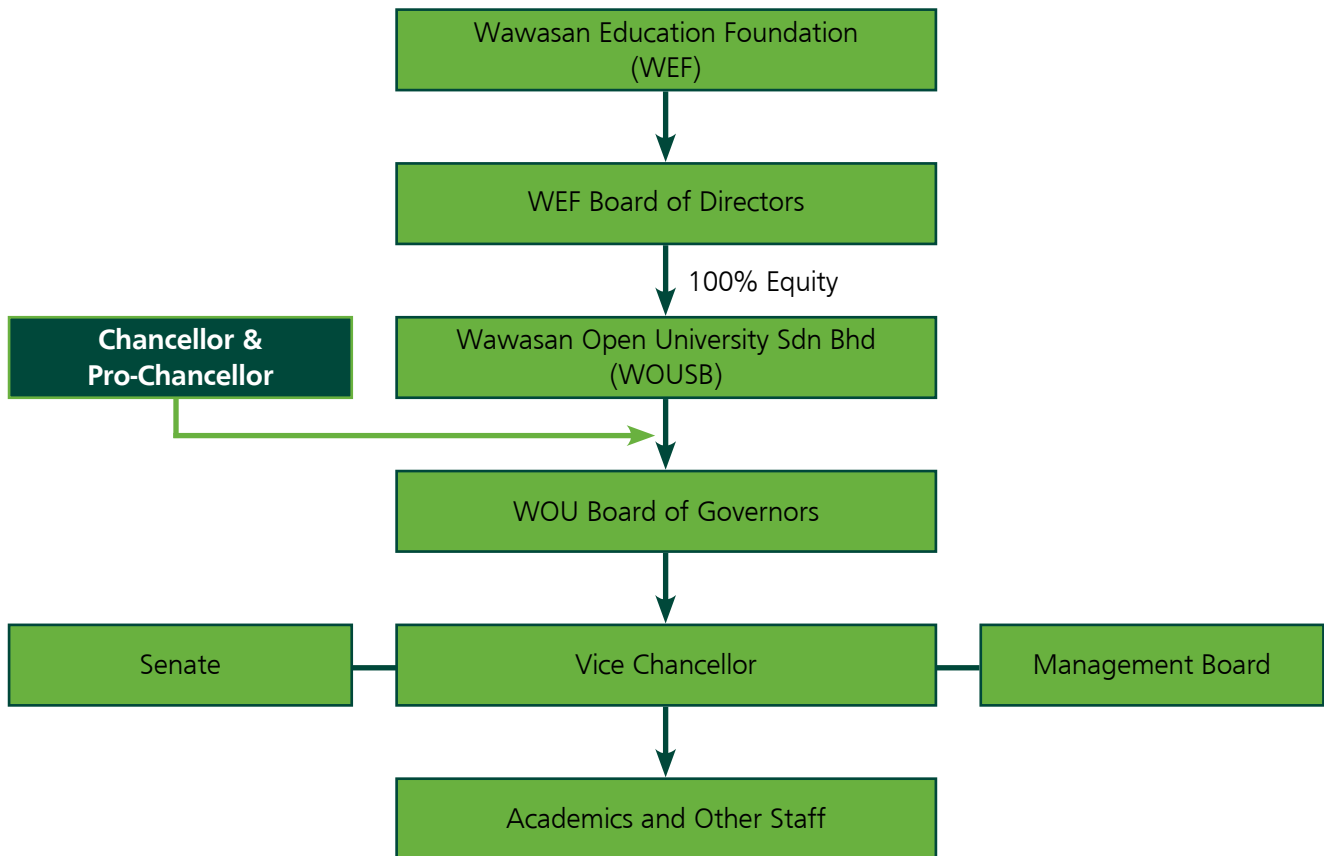




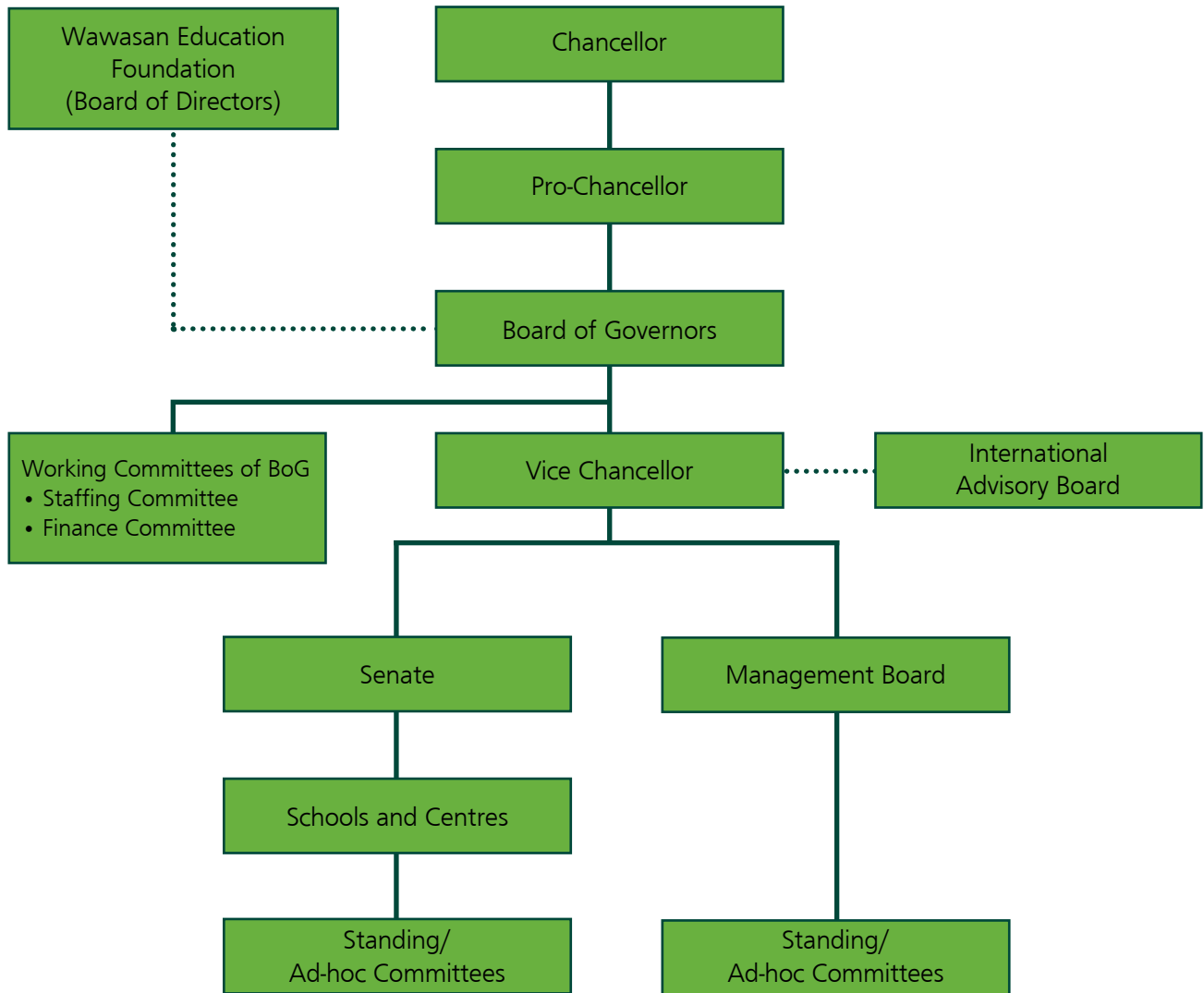
Tun Mohamed Dzaidin Abdullah
Chancellor of Wawasan Open University



Tan Sri Dr Koh Tsu Koon
Pro-Chancellor of Wawasan Open University



GOVERNANCE STRUCTURE



WAWASAN EDUCATION FOUNDATION (WEF)

DIRECTORS



Tan Sri Dr Koh Tsu Koon
(Chairman)
Pro-Chancellor, Wawasan Open University



**Dato' Seri Stephen
Yeap Leong Huat**
(Deputy Chairman)
Chairman, Heng Lee Group of Companies



**Tan Sri Emeritus Prof Gajaraj
Dhanarajan**
Chairman,
Board of Governors, Wawasan Open University



Dato' Lim Kheng Guan
(until 9 February 2015)
Executive Director, Malaysian Management
Consultants Sdn Bhd



Mr Loo Choo Teng
Chief Executive Officer,
Heng Lee Group of Companies



**Dato' Seri Chet Singh
Karam Singh**
Director,
Penang Institute



Mr Yeap Leong Soon
Director,
Heng Lee Group of Companies



Mr Chen Yow Seong

WAWASAN EDUCATION FOUNDATION (WEF)

MEMBERS

Datuk Seri Chia Kwang Chye

Former Vice President, Parti Gerakan Rakyat Malaysia

Dato' Seri Kerk Choo Ting

Former Deputy President, Parti Gerakan Rakyat Malaysia

Dato' Dr Teng Hock Nan

Former Vice President, Parti Gerakan Rakyat Malaysia

Datuk Ng Chiang Chin @ Ng Wang

Former Treasurer, Parti Gerakan Rakyat Malaysia

Dato' Dr Sharom Bin Ahmat

Member, Board of Directors, St Nicholas Home for the Blind

Dato' Lim Kheng Guan

Executive Director, Malaysian Management Consultants Sdn Bhd

Dato' Seri Goh Eng Toon

Chairman, Salcon Berhad



WAWASAN OPEN UNIVERSITY SDN BHD

BOARD OF DIRECTORS



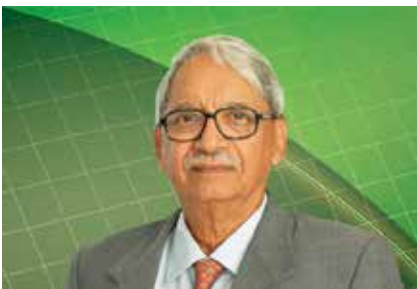
**Dato' Seri Stephen
Yeap Leong Huat**
(Chairman)
Chairman, Heng Lee Group of Companies



Dato' Lim Kheng Guan
(Deputy Chairman)
Executive Director, Malaysian Management
Consultants Sdn Bhd



**Tan Sri Emeritus Prof Gajaraj
Dhanarajan**
Chairman,
Board of Governors, Wawasan Open University



**Dato' Seri Chet Singh
Karam Singh**
Director,
Penang Institute



Dato' Dr R Thillainathan
Independent Non-Executive Director,
Genting Berhad



Mr Loo Choo Teng
Chief Executive Officer,
Heng Lee Group of Companies



Mr Ooi Teng Chew
Independent Non-Executive Director,
Johan Holdings Bhd



Tan Sri Dr Chin Fook Weng
Member, Board of Governors,
Wawasan Open University



Mr Chia Loong Thye
Director,
Disted Pulau Pinang Sdn Bhd

THE BOARD OF GOVERNORS



Tan Sri Emeritus Prof Gajaraj Dhanarajan
(Chairman)
Honorary Director, Institute for Research and Innovation, Wawasan Open University



Dato' Seri Stephen Yeap Leong Huat
Chairman,
Heng Lee Group of Companies



Dato'Seri Chet Singh Karam Singh
Director,
Penang Institute



Mr Loo Choo Teng
Chief Executive Officer,
Heng Lee Group of Companies



Mr Ooi Teng Chew
Independent Non-Executive Director,
Johan Holdings Bhd



Dato' Dr Freezailah Che Yeom
Chairman,
Malaysian Timber Certification Council



Prof Emeritus Dato' Dr Wong Tat Meng
Former Vice Chancellor,
Wawasan Open University



Tan Sri Dr Michael Yeoh
Chief Executive Officer,
Asian Strategy & Leadership Institute (ASLI)



Tan Sri Dr Chin Fook Weng
Director,
Wawasan Open University Sdn Bhd

THE BOARD OF GOVERNORS



Mr Chia Loong Thye
Director,
Disted Pulau Pinang Sdn Bhd



En Rusli Harun
Director, Registration and Standards
Division, Department of Higher Education,
Ministry of Higher Education



Prof Dato' Dr Ho Sinn Chye
Vice Chancellor/Chief Executive Officer,
Wawasan Open University



**Prof Narne Venkata
Narasimham**
Dean, School of Business & Administration,
Wawasan Open University (Senate representative)



Mr Yeong Sik Kheong
(Secretary)
Chief Administrative Officer and Registrar,
Wawasan Open University

INTERNATIONAL ADVISORY BOARD



The International Advisory Board connects WOU to the heart of the international ODL community. IAB members are all globally-recognised in the field of ODL and regularly consult with WOU to ensure that the University's programmes, teaching and delivery methods are in accordance with the highest international standards.



Sir John Daniel

Former President and Chief Executive Officer,
Commonwealth of Learning, Canada



Prof Dr Brenda Gourley

Former Vice Chancellor,
The Open University, United Kingdom



Prof Dr Jim Taylor

Director of Australian Digital Futures Institute,
University of Southern Queensland, Australia



Prof Dr Duk Hoon Kwak

President,
EBS (Korean Educational Broadcasting System),
Seoul

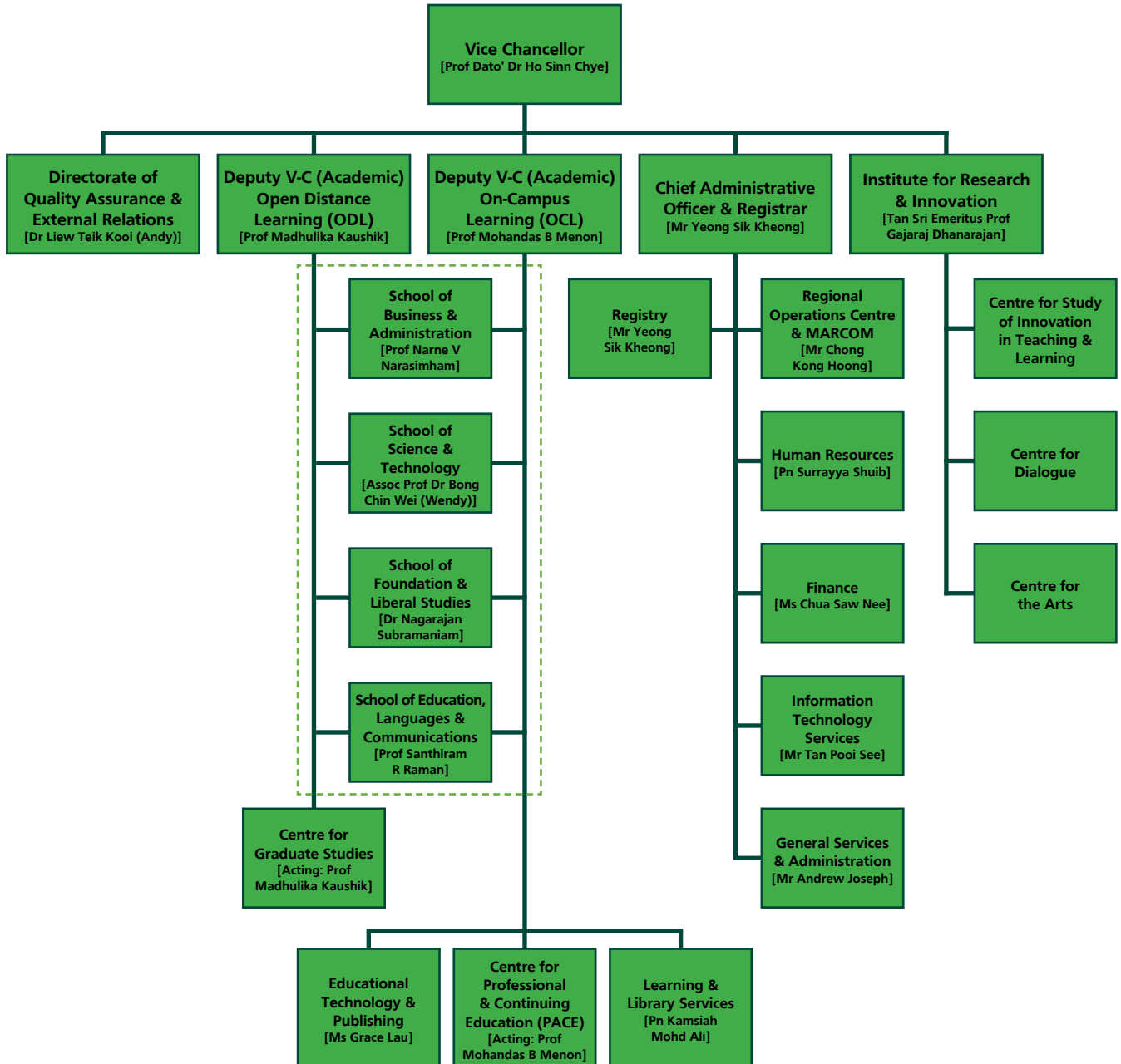


Professor Tian Belawati

Rector,
Universitas Terbuka Indonesia



the people's university



THE SENATE



Prof Dato' Dr Ho Sinn Chye
(Chairman)
Vice Chancellor



Prof Madhulika Kaushik
Deputy Vice Chancellor (Academic-ODL) &
Acting Director, Centre for Graduate Studies



Prof Mohandas Balakrishna Menon
Deputy Vice Chancellor (Academic-OCL) &
Acting Director, Centre for Professional Development
& Continuing Education



Mr Yeong Sik Kheong
(Secretary)
Chief Administrative Officer & Registrar



Prof Narne Venkata Narasimham
Dean,
School of Business & Administration



Prof Santhiram Raman
Dean,
School of Education, Languages & Communications



Assoc Prof Dr Wendy Bong Chin Wei
Dean,
School of Science & Technology



Dr S Nagarajan
Dean,
School of Foundation & Liberal Studies



Prof Phalachandra Bhandigadi
Professor,
School of Education, Languages & Communications



Assoc Prof Dr Goh Lay Huah
Associate Professor,
School of Education, Languages & Communications



Assoc Prof Dr Lee Chee Leong
Associate Professor,
School of Science & Technology



Pn Kamsiah Mohd Ali
Director,
Learning & Library Services



Ms Chua Saw Nee
Director, Finance

MANAGEMENT BOARD



Prof Dato' Dr Ho Sinn Chye
(Chairman)
Vice Chancellor



Prof Madhulika Kaushik
Deputy Vice Chancellor (Academic-ODL) &
Acting Director, Centre for Graduate Studies



**Prof Mohandas
Balakrishna Menon**
Deputy Vice Chancellor (Academic-OCL) &
Acting Director, Centre for Professional
Development & Continuing Education



Mr Yeong Sik Kheong
Chief Administrative Officer & Registrar



Prof Narne Venkata Narasimham
Dean,
School of Business & Administration



Prof Santhiram Raman
Dean, School of Education,
Languages & Communications



**Assoc Prof Dr Wendy
Bong Chin Wei**
Dean,
School of Science & Technology



Dr S Nagarajan
Dean,
School of Foundation & Liberal Studies



Mr Andrew Jospheh
Director,
General Services & Administration

MANAGEMENT BOARD



Pn Kamsiah Mohd Ali
Director,
Learning & Library Services



Ms Grace Lau Pee Hoay
Director,
Educational Technology & Publishing



Mr Chong Kong Hoong
Director,
Marketing & Corporate Communications
and Regional Operations



Ms Chua Saw Nee
(Secretary)
Director, Finance



Dr Andy Liew Teik Kooi
Director,
QA & External Relations



Mr Tan Pooi See
Director,
Information Technology Services



Pn Surrayya Shuib
Head,
Human Resources

HEADS OF REGIONAL CENTRES/REGIONAL SUPPORT CENTRES



Mr Adrian Siew Wai Yen

Director, Klang Valley Regional Operations & Acting
Head, Bandar Utama Regional Support Centre



Ms Ching Huey Ling

Director, Ipoh Regional Centre



Dr Ng Peng Long

Director, Johor Bahru Regional Centre



Mr Jimmy Chai

Director, Kuching Regional Centre



En Azly Yong Abdullah

Director, Kota Bharu Regional Centre
(until December 2014)



Mr Teh Kim Kow

Head, Penang Regional Centre



Ms Audrey Keong Mei Cheng

Head, Kuala Lumpur Regional Centre



En Mohd Shuib Md Jadi

Head, Subang Regional Support Centre



Ms Ng Ai Chen

Head, Klang Regional Support Centre

SCHOOL OF BUSINESS & ADMINISTRATION

Overview

The School of Business and Administration (SBA) is headed by the Dean, Prof Narne Venkata Narasimham. There are 17 academic staff in the School. SBA is guided by the following aims:

- To develop and disseminate business and management knowledge to fulfil the needs of the business community and public service sector;
- To equip learners with the necessary skills to excel in the competitive global business environment and business government relationships;
- To produce excellent research outcomes for the advancement of the business community and government in Malaysia;
- To maintain the highest standards of academic quality in all our pursuits.

SBA currently offers the following undergraduate programmes that include nine Bachelor of Business (Hons) programmes, one Bachelor of Management (Hons) programme, six graduate diplomas and two graduate certificates:

- Bachelor of Business (Hons) in Accounting
- Bachelor of Business (Hons) in Banking and Finance
- Bachelor of Business (Hons) in Business Information Systems
- Bachelor of Business (Hons) (Corporate Administration)
- Bachelor of Business (Hons) in Entrepreneurship and Small Business Management
- Bachelor of Business (Hons) in Human Resource Management
- Bachelor of Business (Hons) in Logistics and Supply Chain Management
- Bachelor of Business (Hons) in Management
- Bachelor of Business (Hons) in Sales and Marketing
- Bachelor of Management (Hons) with Psychology
- Graduate Diploma in Banking and Finance
- Graduate Diploma in Business Accounting
- Graduate Diploma in Corporate Administration
- Graduate Diploma in Sales and Marketing
- Graduate Diploma in Sales and Services Management
- Graduate Diploma in Supply Chain Management
- Graduate Certificate in Business Management
- Graduate Certificate in Logistics Management



- Commonwealth Executive Master of Business Administration (CeMBA)
- Commonwealth Executive Master of Public Administration (CeMPA)
- Post-Graduate Diploma in Business Administration

SBA currently offers the following five On Campus Learning (OCL) full-time Bachelor of Business (Hons) programmes at the University's main campus in Penang:

- Bachelor of Business (Hons) in Accounting
- Bachelor of Business (Hons) in Banking and Finance
- Bachelor of Business (Hons) in Logistics and Supply Chain Management
- Bachelor of Business (Hons) in Management
- Bachelor of Business (Hons) in Sales and Marketing

The School launched the following two new ODL programmes from the July 2014 semester:

- Graduate Diploma in Sales and Services Management
- Bachelor of Business (Hons) in Human Resource Management

The School launched the following three new Bachelor of Business (Hons) OCL full-time programmes from the February 2015 semester:

- Bachelor of Business (Hons) in Banking and Finance
- Bachelor of Business (Hons) in Logistics and Supply Chain Management
- Bachelor of Business (Hons) in Marketing

The School received MQA and MOHE approvals for the following two new programmes that are ready to launch in the January 2016 semester:

- Master of Philosophy in Social Sciences
- Doctor of Philosophy in Social Sciences

ACADEMIC PROFILE

Highlights

A total of 243 students graduated and received their degrees at the Fifth Convocation on 29-30 November 2014; and another 301 students at the Sixth Convocation on 28-29 November 2015.



The breakdown of graduates for both convocations, included:

- 131 Bachelor of Business (Hons) in Management
- 101 Bachelor of Business (Hons) in Accounting
- 60 Bachelor of Business (Hons) in Banking and Finance
- 40 Bachelor of Business (Hons) in Logistics and Supply Chain Management
- 31 Bachelor of Business (Hons) in Sales and Marketing
- 11 Bachelor of Business (Hons) in Business Information Systems
- 3 Bachelor of Business (Hons) (Corporate Administration)
- 2 Bachelor of Business (Hons) in Entrepreneurship and Small Business Management
- 3 Bachelor of Management (Hons) with Psychology
- 7 Graduate Diploma in Supply Chain Management
- 6 Graduate Diploma in Sales and Marketing
- 5 Graduate Diploma in Corporate Administration
- 4 Graduate Diploma in Business Accounting
- 4 Graduate Diploma in Sales and Services Management
- 4 Graduate Certificate in Business Management
- 3 Graduate Certificate in Logistics Management
- 121 Commonwealth Executive Master of Business Administration (CeMBA)
- 8 Commonwealth Executive Master of Public Administration (CeMPA) graduates

The MQA full accreditation visit was conducted successfully and the first batch of students graduated at the Sixth Convocation held on 28-29 November 2015 from the following five programmes:

- Bachelor of Business (Hons) (Corporate Administration)
- Bachelor of Business (Hons) in Entrepreneurship and Small Business Management
- Bachelor Management (Hons) with Psychology

- Graduate Diploma in Banking and Finance
- Graduate Diploma in Sales and Services Management

The MQA full accreditation visit was conducted successfully for the following two OCL full-time programmes and the first batch of students will graduate during the Seventh Convocation to be held in 2016:

- Bachelor of Business (Hons) in Accounting
- Bachelor of Business (Hons) in Management

CPA Australia accorded the new accreditation for Bachelor of Business (Hons) in Accounting (BBAC) OCL full-time programme and re-accreditation for Bachelor of Business (Hons) in Accounting (BBAC) ODL programme after the on-campus visit on 21 October 2015. Apart from CPA Australia, the ODL courses have been accredited by The Institute of Chartered Accountants in England and Wales (ICAEW), Association of Chartered Certified Accountants (ACCA) and Malaysian Institute of Accountants (ACCA). The full-time Accounting programme has also been accredited by ICAEW.

Graduates of Bachelor of Business (Hons) (Corporate Administration) from WOU were granted exemptions from Malaysian Association of Company Secretaries (MACS) Professional Examination from Paper 1.0 to Paper 11.0 and Paper 13.0 (Modules A to E – except Paper 12.0). Therefore, WOU BBAC graduates would be required to take Paper 12.0 in Module E and Module F – Paper 14.0 to Paper 16.0. This exemption is valid for five years and applicable to graduates for this programme from 1 January 2015 to 31 December 2019.

In line with the School's aim to bolster research, SBA will offer PhD/MPhil in Social Sciences from January 2016 semester. In SBA, five staff members hold PhD/DBA and seven staff members are currently pursuing their doctoral studies.

SBA's academic staff were encouraged to publish articles and attend conferences. Two SBA academic staff presented papers at the 28th Annual Conference of Asian Association of Open Universities (AAOU) from 28–31 October 2014 organised by The Open University of Hong Kong (OUHK), Hong Kong; and four staff presented papers at the 29th Annual Conference of AAOU from 30 November–2 December 2015 organised by Open University Malaysia, Kuala Lumpur. In 2014 and 2015, the School had five journal publications, twelve national and international conference proceedings, four book chapters and twelve book reviews to its credit.

During 2014-15, SBA developed standalone course materials for five new courses and 25 revised courses. Revision of the undergraduate courses was carried out by SBA in an effort to cut costs on OUHK licence fees and textbooks.

In response to a request from Perodua to meet the specified training needs of its workforce in the sales and service segment, SBA launched the Graduate Diploma in Sales and Services Management (GDSM) programme in the July 2014 semester. WOU and Perodua Sales Sdn Bhd signed a Memorandum of

Agreement on 9 October 2014. The first batch of four students graduated at the Sixth Convocation on 29 November 2015.

Aspirations

SBA will continue to pursue recognition and exemptions from professional bodies such as the Malaysian Association of Company Secretaries (MACS), International Entrepreneurship Association (IEA), Chartered Institute of Logistics and Transport (CILT, UK) and Chartered Institute of Marketing (CIM, UK).

The School will strive to forge alliances with industry and businesses to identify, design and deliver market-driven short-term programmes as well as degree programmes that meet the needs of employers.

SBA will pursue its aspirations to become a provider of quality and affordable OCL full-time programmes in business and administration in Malaysia in general and northern Malaysia in particular.

The School will pursue its goal to emerge as one of the important centres of research in business and administration.

Research & Publications

Conference Proceedings

A Kang & K. Jayarama (2015). "Commuters' Readiness to Use Public Bus Transport in George Town Centre". Conference proceedings 4th Asian Management Research and Case Conference (AMRC) 2015 on 'Management Issues in Emerging Markets for Sustainable Business', Universiti Sains Malaysia, Penang, Malaysia, January 10-12, 2015.

Choo Hong Loo (2014). "Teaching accounting in the distance learning mode and on-campus mode: A comparative study at Wawasan Open University". Conference Proceedings 28th Annual Conference of Asian Association of Open Universities 28-31 October 2014, The Open University of Hong Kong, Hong Kong SAR, China pp536-544, ISBN 978-988-8238-06-4.

Lalitha Ramasamy (2015). "Promoting Entrepreneurship Education through Open and Distance Learning (ODL) in Malaysia: A Case Study of Wawasan Open University (WOU) students at Penang Regional Centre (PGRC)". Conference Proceedings 29th Annual Conference of Asian Association of Open Universities, 30 November - 2 December 2015, Open University Malaysia, Kuala Lumpur, Malaysia.



ACADEMIC PROFILE

Lee Kian Tek (2015). "The Influence of Informal Governance Institutions on the Relationship between Diversification and Firm Value: The Malaysian Evidence". Conference Proceedings The 11th Asian Academy of Management International Conference 2015 (AAMC 2015), 2 - 4 October 2015, Universiti Sains Malaysia, Penang, Malaysia.

Loo Choo Hong (2015). "A Comparative Study of Assessment Techniques Used in Malaysian Open Distance Learning Institution As Compared to an International Professional Body". Conference Proceedings 29th Annual Conference of Asian Association of Open Universities, 30 November – 2 December 2015, Open University Malaysia, Kuala Lumpur, Malaysia.

Loo Choo Hong (2015). "The Evolution of Distance Learning and its Contribution to the Accounting Profession in Malaysia: A Historical Perspective". Conference Proceedings International Conference on Accounting Studies (ICAS) 2015, 17-20 August 2015, Johor Bahru, Johor, Malaysia. ISBN 978-967-0910-09-3.

Loo Choo Hong (2015). "Investigation into What the Malaysian Public Wants from Environment Protection Tax Laws in Malaysia". Conference Proceedings International Conference on Accounting Studies (ICAS) 2015, 17-20 August 2015, Johor Bahru, Johor, Malaysia. ISBN 978-967-0910-09-3

Loo Saw Khuan (2014). "Purchasing Social Responsibility Activities in Malaysia: Labour and Health & Safety". Conference Proceedings 6th International Conference on Operations and Supply Chain Management (OSCM), 10-12 December, 2014. Institut Teknologi Sepuluh Nopember (ITS), Surabaya, Indonesia, page 116. ISSN 2407-2273.

Muniapan, B. (2015). Speaker on "Valmiki Ramayana and its Relevance for Transformational Leadership" at International Ramayana Conference, 'Heal the World Through Ramayana' at Ramayana Centre, Union Park Mauritius, 21-24 August 2015.

Prakash V Arumugam (2014). "Moodle Quizzes in the Learning Environment". Conference Proceedings 28th Annual Conference of Asian Association of Open Universities 28–31 October 2014, The Open University of Hong Kong, Hong Kong SAR, China. pp 240-249. ISBN 978-988-8238-06-4.

Prakash V Arumugam (2015). "Motivation, Learning Strategies and Distance Learners". Conference Proceedings 29th Annual Conference of Asian Association of Open Universities, 30 November – 2 December 2015, Open University Malaysia, Kuala Lumpur, Malaysia.

Prakash V Arumugam, Jasmine Emmanuel, Ch'ng Lay Kee (2015). "Stressors, Coping Strategies and Use of Social Support: A Comparison of Male and Female Undergraduate Open Distance Learning Students at The WOU Penang Learning Centre". 29th Asian Association of Open Universities Annual Conference, 30 November-2 December 2015, Kuala Lumpur.

Tung, L. (2014). "Seventy years of workforce transformation in defining generations: Applying generational theory applications in Malaysia". Conference proceedings of The 5th International Conference on Business and Economic Research 2014, Kuching Sarawak, Malaysia, March 24 – 25, 2014.

Book Chapters

Loo Choo Hong contributor for Arens, Elder and Beasley, "Auditing and Assurance Services: An Integrated Approach", 15th Edition 2014, Global Edition, Pearson Education, London, UK.

Muniapan, B, and Jalarajan, S.R.(2014). Corporate Social Responsibility Communication from the Vedantic, Dharmic and Karmic Perspectives, pages 337-354 in Ralph Tench, William Sun, Brian Jones (ed.) *Communicating Corporate Social Responsibility: Perspectives and Practice (Critical Studies on Corporate Responsibility, Governance and Sustainability, Volume 6)*, Emerald Group Publishing, London.

Muniapan, B. (2014). "The Roots of Indian Corporate Social Responsibility (CSR) Practice from a Vedantic Perspective" pages 19-34 in KCP Low, SO Idowu and SL Ang (ed), *Corporate Social Responsibility in Asia*, Springer International Publishing, Switzerland.



Muniapan, B. (2015). Labour Relations and International Business: The Doctrine of Constructive Dismissal and Labour Relations in Malaysia", pages 291-315 in Liam Leonard , Maria Alejandra Gonzalez-Perez (ed.), *Beyond the UN Global Compact: Institutions and Regulations (Advances in Sustainability and Environmental Justice, Volume 17,)*, Emerald Group Publishing.

Muniapan, B. (2015). "The Bhagavad-Gita and Business Ethics: a Leadership Perspective", pages 232-253 (Chapter 18) in Dasho Karma Ura and Patricia Ordonez de Pablos (ed.), *Asian Business and Management Practices: Trends and Global Considerations*. IGI Global, Pennsylvania, USA.

Sreelata, N. V. Narasimham and M.K. Gupta (2015). "Trends in Indian Food & Grocery Retail Sector", pages 65-78 in Shanti R., Ahmed M.R., Guruswamy S., & Murari P (ed) *Retailing-Trends in the New Millennium*, Chennai: MJP Publishers. ISBN No. 978-81-8094-165-8.

Journal Publications

Loo, Saw Khuan, Elisha Nasruddin (2015). *Purchasing Social Responsibility Activities in Malaysia: A focus in Labour, Health, and Safety*, Operations and Supply Chain Management: An International Journal, 8(3), pp.154-161. ISSN: 1979-3561

Muniapan, B. (2014). Kautilyan Aphorism in Management, Malaysian Indian Business, MIB E-Magazine, December 2014. pp 40-43.

Prakash V Arumugam (2015). Effective Tutoring: Learner's Perception and Institutional Responsibility. *Pakistan Journal of Distance and Online Learning*, Vol 1(1), December 2015, pp. 11-24.

Sreelata, N. V. Narasimham and M.K. Gupta (2015). "Segmenting Consumers in Food & Grocery Retail", *Indian Journal of Marketing (Forthcoming - accepted for publication)*.

Tung, L. & Comeau, J. (2014). "Demographic Transformation in Defining Malaysian Generations: The Seekers (Pencari), The Builders (Pembina), The Developers (Pemaju), and Generation Z (Generasi Z)" *International Journal of Academic Research in Business and Social Sciences*, Published on Vol.4, No. 4, April 2014 issue. Pg 383 – 403. ISSN 2222-6990 (online) DOI: 10.6007/IJARBS/v4-i4/809

Book Reviews

Chong Fook Suan for Paul R. Murphy Jr, and Michael Knemeyer, "Contemporary Logistics", 11th Edition, Global Edition 2015, Pearson Education. ISBN:978129004846



Deehbanjli Lakshmayya for Scarborough, N.M. "Essentials of Entrepreneurship and Small Business Management", 7th Edition 2014, Pearson Education. ISBN 978-0-13-266679-4

Deehbanjli Lakshmayya for CW Jackson, "Detecting Accounting Fraud", Global Edition 2014, Pearson. ISBN: 978-1-292-05940-2

Deehbanjli Lakshmayya Contributor for Tracie L. Nobles, Brenda L. Mattison, Ella Mae Matsumura, "Horngren's Accounting", 10th Edition 2014, Global Edition. Pearson. ISBN: 978-1-292-05651-7

Lilian Yap for Clow, K & Baack, D. "Integrated Advertising, Promotion and Marketing Communications", Global Edition 2014, Pearson Education.

Lilian Yap for Moriarty. S. "Advertising and IMC", Global Edition 2014, Pearson Education.

ACADEMIC PROFILE

Lilian Yap Li Lian for Sandra Moriarty, Nancy Mitchell and William Wells, "Advertising and IMC - Principles and Practice", 10th Edition 2015, Global Edition, Pearson. ISBN13:978-1-292-01739-6.

Loo Choo Hong for Charles T. Horngren, Srikant M. Datar, and Madhav V. Rajan, "Cost Accounting", 15th Edition 2014, Global Edition, Pearson Education.

Loo Saw Khuan for Paul R. Murphy Jr, and Michael Knemeyer, "Contemporary Logistics", 11th Edition 2015, Global Edition, Pearson Education, ISBN 978-1-292-00484-6

Lum Li Sean for Kotler, P & Armstrong, G. "Principles of Marketing", 15th edition 2014. Global Edition. Pearson Education, Essex, England.

Ravindran Raman for Frederic S. Mishkin and Stanley G. Eakins, "Financial Markets and Institutions", 8th Edition 2015, Global Edition, Pearson Education. ISBN 978-0-13-342362-4

ADVISORY PEER GROUP

Dato' Ooi Sang Kuang

Chairman of Board of Directors, OCBC Bhd; Former Deputy Governor, Bank Negara Malaysia (BNM); Chairman of the Board of Directors, Malaysian Electronic Clearing Corporation Sdn Bhd (MyClear), Cagamas Holdings and Cagamas Berhad.

Dr Veerinderjeet Singh

Chairman, Taxand Malaysia Sdn Bhd; Past President of Chartered Tax Institute of Malaysia (formerly known as Malaysian Institute of Taxation); Council Member of Malaysian Institute of Certified Public Accountants (MICPA); Member of Malaysian Institute of Accountants as well as CPA Australia

Dato' Hj Waris Abdul Carrim

Executive Chairman, Tanjung Serbaneka Holdings Sdn Bhd and Equarater (Penang) Sdn Bhd; Managing Director, Maritrans (M) Sdn Bhd; Director, PERDASAMA Pulau Pinang and Konsortium Barter Trade Centre Sdn

Prof Koh Hian Chye

Assistant Provost and Professor, UniSIM College, SIM University, Singapore

Prof Dato' Dr Muhamad Jantan

Deputy Vice Chancellor (Research and Innovation), Universiti Sains Malaysia, Penang

Dato' Lee Ow Kim

Senior Consultant cum Company Secretary, Toray Malaysia Group and Toray Malaysia Science Foundation; Council Member cum Chairman of the Federation of Malaysian Manufacturers (Northern Branch); Council Member (Area 16, South East Asia) cum Past President (Malaysia Division), Chartered Institute of Management Accountants.

Prof Ooi Keng Boon

Dean, Faculty of Business and Information Systems, UCSI University, Kuala Lumpur

SCHOOL OF SCIENCE & TECHNOLOGY

Overview

The School of Science and Technology (SST) has a student enrolment of 1,303 as at July 2015. There are currently 14 full-time academic staff with specialisation in the various engineering and technology disciplines, including electronics, computing and information technology, construction management, manufacturing and mathematics. Among the academic staff, there are two Associate Professors, six PhD holders and further five staff who are currently pursuing their PhD. In addition, the School also has one administrative support staff. The School is headed by the Dean, Associate Professor Dr Wendy Bong Chin Wei.

The School currently offers two Master's degrees, nine Bachelor of Technology degrees with Honours and three Graduate Diplomas as follows:

- Master of Business Administration in Construction Management
- Master of Business Administration in Manufacturing and Production Management
- Bachelor of Technology (Hons) in Construction Management
- Bachelor of Technology (Hons) in Electronics
- Bachelor of Technology (Hons) in Computer Systems and Networks (for both part-time and full-time studies)
- Bachelor of Technology (Hons) in Information Systems
- Bachelor of Technology (Hons) in Mechatronics
- Bachelor of Technology (Hons) in Multimedia Design
- Bachelor of Technology (Hons) in Networks and Data Communication
- Bachelor of Technology (Hons) in Software Engineering
- Bachelor of Technology (Hons) in Telecommunications
- Graduate Diploma in Database Management
- Graduate Diploma in Electronics
- Graduate Diploma in Telecommunications

In addition to the programmes listed above, the School currently has approval from the Malaysian Qualifications Agency (MQA) and Ministry of Higher Education (MOHE) for two research programme MPhil and PhD degrees as listed below. These programmes will be tentatively offered in 2016:

- Master of Philosophy in Computing and Technology
- Doctor of Philosophy in Computing and Technology

Besides the full-time Bachelor of Technology (Hons) in Computer Systems and Networks programme, the following two programmes will be tentatively launched as full time programmes in 2017:

- Bachelor of Technology (Hons) in Construction Management
- Bachelor of Technology (Hons) in Software Engineering



Highlights

- As of December 2015, 427 graduates received their degrees from the School's thirteen accredited programmes. Our Bachelor of Technology (Hons) in Electronics programme remained the most popular programme with 259 graduates.
- The two Master's programmes - MBA in Manufacturing and Production Management and MBA in Construction Management - obtained full accreditation from the MQA and a total of 34 students graduated in 2014 and 2015.

Industry linkage and Publicity

The School continued to strengthen its links with industry and other institutions through a number of research initiatives:

The MoU with the Penang Science Cluster (PSC) enables WOU students and their respective supervisors (tutors) to use PSC facilities. PSC will offer sponsorship of up to RM1,000 per student if it deems WOU students' projects have industry value. PSC may also liaise with industry to provide extra coaching by engineers or related professionals, as needed, to the selected students.

ACADEMIC PROFILE

The School collaborated with the Penang Skills Development Centre (PSDC) to offer the Bachelor of Mechatronics degree in Penang. The students will be able to utilise PSDC's facilities including vision systems, robotics arms and pneumatic kits.

The School organised a public talk on "Fully decentralised search engines: just a dream?" by Prof Dr Herwig Unger, Chair of Department of Communication Networks, Fern Universitat, Germany on 21 July 2015.

The School is also exploring opportunities to collaborate with Toyohashi University of Technology which signed an MoU with WOU on 15 December 2014.

Research or Education Projects and Collaboration

School members Dr PC Teoh and Dr CJ Tan are working on the CREST research project entitled "A novel approach for prioritisation of product reliability improvement in a complex manufacturing environment" which was awarded a grant of RM184,700. This project is in collaboration with Motorola Solutions Sdn Bhd and Universiti Sains Malaysia. This project focuses on manufacturing product reliability improvement and management through data mining via intelligent methods.

The project "Scalable Network Memory Virtualisation Framework for Memory Resource Sharing" by Chandarasageran Natarajan is in collaboration with researchers from USM. The project received funding of RM71,500 from the Fundamental Research Grant Scheme (FRGS) from the Ministry of Higher Education, Malaysia.

A research project funded by WOU's IRI entitled "A Soft Computing Modelling for Clustering", is led by Assoc Prof Dr Wendy with team member, Dr CJ Tan. This project aims to utilise soft computing methods for data clustering to discover valuable knowledge. This study will attempt to use clustering techniques in data mining to analyse the patterns in databases.

Dr Magdalene Goh is also actively engaged with industry on a radio telescope project where she serves as a project lead for an educational technical project that exposes school children to various aspects of science and engineering. The main objective of this education project is to nurture the young generation in the fields of engineering, science and technology.

Journal and Book Chapter Publications

1. Bong, C.W. and Yang X-S (2014). Evolutionary Clustering for Synthetic Aperture Radar Images. In Slawomir Koziel, Leifur Leifsson, Xin-She Yang (eds) *Solving Computationally Extensive Engineering Problems: Methods and Applications*. Springer Series Vol. 9, 255-268.
2. Khor, E. T. (2015). Virtual Collaborative Learning Using Wiki for Adult ODL Learners: The Case of Wawasan Open University. *Asian Association of Open Universities Journal*, 10(2), 1-12.



3. Teh, S. Y. Low, H. C. & Teoh, P. C. (2015). Statistical Process Control for Process Improvement in Industry: A Case Study. *Advanced Science Letters*, 21(5), 1094-1098.
4. Woo S.W. and Omran A. (2015). Adoption of PEST Model towards Implementation of Waterfront Projects in West Malaysia. *ANNALS of Faculty Engineering Hunedoara-International Journal of Engineering*, Fascicule 3, pp. 119-122.
5. Khor, E. T. (2014). An Analysis of ODL Student Perception and Adoption Behaviour Using Technology Acceptance Model. *International Review of Research in Open and Distance Learning*, 15(6), 275-288.
6. Chung, S. H. & Khor, E. T. (2015). Development of Interactive Mobile-Learning Applications in Distance Education via Learning Objects Approach. *Springer Series Studies in Computational Intelligence*, (ISBN 978-3-319-16211-9), Vol. 598, 373-380.
7. Siew, J.P., Low, H.C. and Teoh, P.C. (In press). An Interactive Mobile Learning Application Using Machine Learning Framework in a Flexible Manufacturing Environment. *International Journal of Mobile Learning and Organisation (IJMLO)*, Indescience Publishing.
8. S.Y.Chee, M.K.Lee, C.L.Lee, (In press). Thermal Properties of Poly (Methyl Methacrylate-co-Butyl Acrylate-co-Acrylic Acid) Modified with Dinyl Benzene and Vinyltrimethoxy Silane, *J. Macromol. Sci. A.*

Conference Proceedings

1. C.J. Tan, C.W. Bong, C. Natarajan (2015). Virtual Classroom for Technology Enhanced Teaching and Learning, 29th Asia Association of Open Universities (AAOU) Conference, Kuala Lumpur, Malaysia.
2. C.J. Tan, S. Hanoun, C.P. Lim, D. Creighton and S. Nahavandi (2015). A Multi-Objective Evolutionary Algorithm-based Decision Support System: A Case Study on Job-Shop Scheduling in Manufacturing, IEEE Systems Conference, Vancouver, Canada.
3. C. J. Tan, C.P. Lim, (2015). Optimisation of electronic circuit design using evolutionary algorithms, 12th International Symposium on Management Engineering, ISME2015, Japan.



4. Y.C. Tan, J.H. Leong and S.L. Ong (2015). Three-Phase Multilevel Inverters with Asymmetric Cascaded Dc Sources and Simpler Control Strategy. 9th International Power Engineering and Optimization Conference, Malacca, Malaysia.
5. Teoh, P.C., (2015). Exploring the Frontier of Informal Open Learning, 29th Asia Association of Open Universities (AAOU) Conference, Kuala Lumpur, Malaysia.
6. Azrina P. Jamal Mydin, C. Natarajan, C.W. Bong, M. Kausik (2015). Highly Interactive Internet-based Tutorial Support System (HIITS2): A Conceptual Model, 29th Asia Association of Open Universities (AAOU) Conference, Kuala Lumpur, Malaysia.
7. Siew, J.P., Low, H.C. and Teoh, P.C. (2014). Characterising Performances of Solder Paste Printing Process at Flexible Manufacturing Lines. Proceedings of the 2nd ISM International Statistical Conference (ISM-II). Published in AIP Conference Proceedings, 1643, 341-348.
8. Khor, E. T. (2014). *Virtual Collaborative Learning Using Wiki for Adult ODL Learners: The case of Wawasan Open University*. Proceedings of the 28th Asian Association of Open Universities Conference, Hong Kong. (Gold Medal of YIA Award)

ACADEMIC PROFILE

9. Teoh PC. (2014). Open Distance Learning and Knowledge Management. Proceedings of 28th Asia Association of Open Universities (AAOU) Conference, Hong Kong SAR, China.
10. Chung KS., Chung SH., Teoh PC. (2014). The Design of Economical Blended Mobile Learning with SMS. Proceedings of 28th Asia Association of Open Universities (AAOU) Conference, Hong Kong SAR.
11. Chung, S. H. & Khor, E. T. (2014). Development of OER-Based MOOCs Initiative. Proceedings of the 2nd Regional Symposium on Open Educational Resources: An Asian Perspective on Policy and Practices, Penang, Malaysia.

ADVISORY PEER GROUP

Dato' Boonler Somchit

Former Chief Executive Officer, Penang Skills Development Centre

Dr David Ngo Chek Ling

Chief Technologist Director, Corentix Technologies Sdn Bhd; Deputy Vice Chancellor (Research and Higher Degree), Sunway University College, Malaysia

Dato' Wong Siew Hai

Chairman, Malaysian-American Electronics Industry (MAEI); Governor, American Malaysian Chamber of Commerce; Formerly Vice President, Technology & Manufacturing Group and General Manager, Assembly & Test Manufacturing, Intel Malaysia

Ir Cheang Wai Mun

Vice President, Manufacturing Division, Northern Corridor Implementation Authority, Penang

Dato' Ir Goh Chye Koon

Director, IJM Corporation Bhd; Chairman, Working Group for Construction Projects, Construction Industry Development Board; and Member of the Construction Industry Master Plan Committee

Eugenie Lip

Chartered Quantity Surveyor, Head, KPK Contracts Support Group, and Director, KPK Quantity Surveyors (Singapore) Pte Ltd, Singapore



SCHOOL OF EDUCATION, LANGUAGES & COMMUNICATIONS

Overview

The School of Education, Languages and Communications (SELC) was established to support the University in its efforts to increase the level of knowledge and scholarship in the broad areas of education, languages and communications by developing and delivering programmes leading to the award of degrees and qualifications at the undergraduate and postgraduate levels.

Professor Santhiram Raman is the current Dean and the School has seven academics and an administrative executive.

Programmes

The following programmes are offered by SELC:

- i) Bachelor of Education (Hons) in Primary Education (BEPE);
- ii) Bachelor of Arts (Hons) in English Studies (BAES);
- iii) Post-Graduate Diploma in Education (PGDE); and
- iv) Master of Education.

The Master of Education (TESL) was offered from July 2012 to an initial intake of eight students. It has grown to 71 students in 2015. The Master of Education (Educational Management specialisation) was launched in July 2014.

The School, in collaboration with the Centre for Graduate Studies (CGS), has offered a PhD programme in Arts and Humanities (including Education) by research since January 2013.

SELC is working towards providing a strong positive presence in the field of education, languages and communications both in Malaysia and around the world.

Research & Publications

Conference Proceedings

R. Santhiram & Tan Yao Sua (2014). "Globalisation, Nation Building & educational language policy in Malaysia." Paper presented at Workshop on Education, Globalisation & the Nation State in South East Asia. Institute of Southeast Asian Studies (ISEAS), Singapore. 16–17 October, 2014.

R. Santhiram & Tan Yao Sua (2014). "The Development of Chinese Education in Malaysia: Problems & Challenges." Seminar Presentation at Institute of Southeast Asian Studies (ISEAS), Singapore. 16–17 October, 2014.

Vighnarajah, Farzanah Ali Hassan, Norhasni Abdul Aziz and Ooi Siew Lee. Profiling Information Seeking Behaviour among Distance Learners in Wawasan Open University. 29th Annual Conference of the Asian Association of Open Universities



(AAOU 2015), 30 Nov-2 December 2015, Kuala Lumpur Convention Centre, Malaysia.

Tan Yao Sua & R. Santhiram, (2015) *The Development of Chinese Education in Malaysia: Problems & Challenges*. ISEAS Working Paper. 23 Oct. 2015. Institute of South East Asian Studies, Singapore.

Goh, Lay Huah (2015). *The Tablet – A Learner's Gadget*. Presentation at ICOFE 2015 Hong Kong Open University 16-17 July 2015 (won the Award of Merit for Best Practices on Flexible Learning).

Goh, Lay Huah, Santhiram Raman, Phalachandra Bhandigadi, & S. Vighnarajah (2014). *Action Research Course as Massive Open Online Course (MOOC)*. Presentation at International Conference on Action Research in Education Pullman Hotel Kuching, Sarawak, 23-24 Sept 2014.

Mohan.M.B, Phalachandra.B and Jasmine E. *Exploring the Engagement in OER Search and Reuse for Course development: Interim Findings of an Ongoing Study*. Presented at 27th AAOU conference held on 30 Nov-2 Dec, 2015, Kuala Lumpur, Malaysia.

Phalachandra.B and Mohan.M.B *Design and Delivery of MOOCs in Wawasan Open University: A critical reflection* Presented at 27th AAOU conference held on 30 Nov-2 Dec, 2015, Kuala Lumpur, Malaysia.

Ooi, L. H. & Wong, Y.R. (2014). *Teachers' and Students' Perspective of PBS: A Case Study*. Paper presented at the 12th International Asia TEFL Conference and 23rd MELTA International Conference held on 28-30 August 2014, Kuching, Malaysia.

ACADEMIC PROFILE

Ooi, L. H. (2015). *The roles of tutors in online facilitation of ELT courses*. Paper presented at the 2015 International Conference of English Language Teaching held on 19-21 October 2015, Melaka, Malaysia.

Journals

Tan Yao Sua & R. Santhiram (2015). "The Development of Chinese Education In Malaysia: Problems & Challenges". ISEAS Working Paper. 23 Oct 2015. Institute of South East Asian Studies. Singapore.

Goh, L.H. and Jarrett, B.W. (2014). "Integrating QR Codes and Mobile Technology in Developing Listening and Speaking Skills in the teaching of English Language" *International Journal on e-Learning Practices* Vol 1, Issue 1 January 2014. Kota Kinabalu: Penerbit Universiti Malaysia Sabah.

Phalachandra. B and Ishan S.A (2014). Virtual Tutorials in Adult ODL: A WizIQ Case Study of Wawasan Open University *Open Praxis* 02/2014; 6(1):75-83. DOI:10.5944/openpraxis.6.1.101

Ooi, L.H., Vighnarajah, Arathai Din Eak, Goh, L.H. & Ong, C.T. (In progress). Qualitative Findings on the Dynamics of Online Facilitation in Distance Education. *International Journal of Online Pedagogy and Course Design*.

Books

Tan Yao Sua & R. Santhiram (2015) *The Majority-Minority Nexus: Education of Ethnic Minorities in Plural Societies*. Petaling Jaya. Strategic Information & Research Development Centre (SIRD).

Research Projects

The Tablet - A learner's gadget. IRI research grant: Members of the team: Prof Dr. Santhiram R Raman, Prof Dr. Phalachandra Bhandigadi, Assoc Prof Dr. Goh Lay Huah, Dr. Vighnarajah (completed in 2015).

A MOOC with Action Research. COL grant in collaboration with PACE. Team members: Prof Dr. Santhiram R Raman, Prof Dr. Phalachandra Bhandigadi, Assoc Prof Dr. Goh Lay Huah (Completed in 2015).

The roles of tutors in online facilitation of ELT courses: SELC Research Project: Team members : Ooi Li Hsien, Dr Vighnarajah, Arathai Din Eak, Assoc Prof. Dr Goh Lay Huah, Ong Cheng Teik (Completed in 2015).

ADVISORY PEER GROUP

Prof Dato' Dr Ibrahim Bajunid

Deputy President, INTI University College (INTI-UC) Laureate International Universities

Prof Yvonne Fung Shi Yuk Hang

Dean, School of Education and Languages, Open University of Hong Kong (OUHK)

Prof Dr Molly N N Lee

Former Coordinator, Asia-Pacific Programme of Education Innovation for Development (APEID), Asia and Pacific Regional Bureau for Education, UNESCO Bangkok

Dr Azian T S Abdullah

Director, Educational Planning & Research Division, Ministry of Education, Putrajaya

Dato' Tang Hon Yin

Former Director of Education, Penang



SCHOOL OF FOUNDATION & LIBERAL STUDIES

Overview

In line with the principle of lifelong learning and the belief that the main purpose of education is to produce well rounded and balanced individuals whose potential is developed to the fullest extent possible, the School of Foundation and Liberal Studies (SFLS) offers the Bachelor of Arts (Hons) in Liberal Studies and Bachelor of Arts (Hons) in Psychology degree programmes. The School also offers the Master of Philosophy in Arts and Humanities. The School is led by Dean Dr S Nagarajan and has eight full-time faculty members.

Programmes

The BA (Hons) in Liberal Studies programme allows learners to explore a range of courses across various disciplines in the Social Sciences and Humanities. It also uses a cluster of business courses from the School of Business and Administration (SBA).

Learners are required to register for courses from at least any two clusters and undertake basic major/general education courses in the liberal studies programme. It is aimed at

widening their horizons as well as developing their academic knowledge and intellectual ability, necessary for critical and analytical thinking and understanding life and society. These courses enable learners to communicate and express themselves effectively as well as to anticipate and solve unexpected problems.

The BA (Hons) in Psychology programme was developed to meet the needs of working adults in various industries to better equip them for challenges in a demanding global environment. Depending on the nature of their work and chosen career pathways, the courses enable individuals with opportunities for pursuing further studies for their personal and professional advancement. These include Master's and Doctorates in various fields of psychology and other related areas.

Besides the BA (Hons) in Liberal Studies and BA (Hons) in Psychology degree programmes, SFLS delivers the compulsory University and Mata Pelajaran Umum (MPU) courses for all undergraduates. The School also conducts the Headstart programme to enhance learners' readiness for tertiary study before they embark on degree programmes at the University.



ACADEMIC PROFILE

Other activities

The School also conducts short courses in communication and English language proficiency, and organises public seminars.

Aspirations

SFLS will be launching two degree programmes in 2017, the Bachelor of Arts (Hons) in Counselling and the Master of Arts in Psychology. The School also plans to develop other lifelong learning programmes which include short and long-term courses as well as degree programmes. The courses will be designed to help people enrich their knowledge and living skills while upgrading their workplace skills and competencies.

Research & Publications

Book chapter

Nagarajan, S. & Wilford, A. (2014). The Last Plantations in Kuala Lumpur. In *The Other Kuala Lumpur: Living in the Shadows of a Globalising Southeast Asian City*, ed. Yeoh Seng Guan. Oxon: Routledge, pp 190-218.

Conference Proceedings

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ADVISORY PEER GROUP

Dato' Dr Sharom Ahmat

Chairman, Penang Hospice Society; Director of the St. Nicholas Home for the Blind; and former Deputy Vice Chancellor of Academic Affairs, Universiti Sains Malaysia

Prof Dato' Anwar Fazal

Director, Right Livelihood College, Centre for Policy Research & International Studies (CenPRIS), Universiti Sains Malaysia

Prof Dato' Dr Ghulam-Sarwar Yousof

Adjunct Professor, Cultural Centre, Universiti Malaya

Dr Lalitha Jeyasingam

Palliative Care Physician, Assisi Palliative Care (AsPAC), Petaling Jaya, Selangor

Dato' Seri Nazir Ariff

Chairman, Aspen Group

Assoc Prof Dr Neelam Aggarwal

Adjunct Associate Professor, UniSim University, Singapore

Dr Tan Liok Ee

President, BOLD Association for Children with Special Needs, Penang

CENTRE FOR GRADUATE STUDIES

Established in May 2007, the Centre for Graduate Studies (CGS) continues to provide academic and administrative support for postgraduate studies in WOU. Its primary role is to coordinate and manage all activities related to postgraduate programmes in partnership with all Schools in the University.

Currently, together with academic support from the four Schools, CGS manages the following eleven postgraduate programmes:

- Doctor of Philosophy in Arts and Humanities
- Doctor of Philosophy in Social Sciences
- Master of Philosophy in Arts and Humanities
- Master of Philosophy in Social Sciences
- Commonwealth Executive Master of Business Administration (CeMBA)
- Commonwealth Executive Master of Public Administration (CeMPA)
- Master of Business Administration in Construction Management (MBA-CM)
- Master of Business Administration in Manufacturing and Production Management (MBA-MPM)

- Master of Education
- Post-Graduate Diploma in Education
- Post-Graduate Diploma in Business Administration

WOU is the only Malaysian institution of higher learning to offer the CeMBA and CeMPA programmes, which were specially developed by a consortium of universities associated with the Commonwealth of Learning (COL), Vancouver, Canada. WOU has actively collaborated with COL in revising and updating the content of the specific courses of these two programmes which are now in use by all consortium countries.

A total of 507 postgraduate students have completed their studies since 2010, including 116 in 2015. CGS will continue to promote quality and market-driven postgraduate programmes in association with all Schools at WOU. The Centre also intends to work in partnership with other universities, professional bodies and the private sector to enhance the knowledge and skills of the nation's workforce and contribute new knowledge through research.



ACADEMIC PROFILE

INSTITUTE FOR RESEARCH AND INNOVATION

The eighth meeting of the University Council held on 25th August 2007 (Ref Min 76.4), approved the recommendations of the Senate for the establishment of the Institute for Research and Innovation (IRI). In approving this recommendation, the Council also noted that the Institute would be set up as an integral part of the University and pursue specific areas of research.

It was further envisaged that the Institute would be managed by a Board of Management and the Director would serve as the chairperson and be answerable to the Vice Chancellor. The specific role of the Board of Management would be to:

1. Set the policies of the institute concerning research.
2. Approve the research agenda and projects.
3. Approve the acceptance of research students.

The IRI Board of Management for was established in August 2010. The Board comprises of both internal WOU and external board members with expertise in research and related industries.

The inaugural meeting of the IRI Board of Management was held in April 2011.

Current members of the IRI Board of Management:

Tan Sri Emeritus Prof Gajaraj Dhanarajan
Honorary Director, IRI (Chairman)

Prof Madhulika Kaushik
Deputy Vice Chancellor (Academic-ODL), WOU

Prof Mohandas Balakrishna Menon
Deputy Vice Chancellor (Academic-OCL), WOU

Prof Santhiram R Raman
Dean, School of Education, Languages and Communications, WOU

Prof Narne Venkata Narasimham
Dean, School of Business and Administration, WOU

Mr Yeong Sik Kheong
Chief Administrative Officer and Registrar, WOU (Secretary to IRI)

Dato' Dr R Ratnalingam
Honorary Consul for Norway and Sweden at Penang

Dato' Wong Siew Hai
Chairman, Malaysian-American Electronics Industry

Prof Dato' Dr Ahmad Shukri Mustapha Kamal
Deputy Vice Chancellor (Academic & International Affairs), USM

Datin Dr Kam Suan Pheng
Senior Research Scientist, The World Fish Centre



Terms of Reference

The overall terms of reference are as follows:-

1. To develop and review as necessary the University's policy for research and development, especially in the areas of technology assisted and mediated teaching and learning and where applicable the patenting of research outcomes of commercial value.
2. To receive, screen and approve applications from staff for research funds.
3. To determine the infrastructure required to support the research and development activities of the University.
4. To establish the University's research priorities and direct staff attention to areas of high potential for further development.
5. To advise on the allocation of research funds and other related resources.
6. To seek funding from external sources in line with the priorities identified for University submissions for major external funding.
7. To determine mechanisms for disseminating information on research matters to University staff and the wider community.
8. To consider and recommend the support of applications for conferences and other meetings related to the payment.
9. To evaluate, review and approve projects that will further enhance scholarship amongst academic staff and develop professional networks by way of organising scholarly seminars, workshops, conferences, etc.
10. To co-opt members as appropriate and to establish such other sub-committees as may be deemed necessary.

Status of IRI Research Grants approved

From its inception in year 2011 till year 2015, a total of fifteen (15) projects have been approved for IRI research grants. This amounted to a total of RM403,514. The following are the projects approved for IRI research grants:

Year	Project Titles	Amount (RM)
2011	1. A Study on the Determinants of Learning Management System (LMS) Use amongst Students in Open Distance Learning Institutions: The Case of Wawasan Open University	RM26,930
	2. Transformation by Applying Innovative and Sustainable Mobile Learning in Manufacturing Process and Machine Maintenance	RM30,000
	3. Supra-YHz Superconducting Mixers for the ALMA Telescope	RM30,000
	4. Virtual Computing Lab (VCL) Conceptualisation and Implementation to Promote Resource Sharing and Green Computing in Open Distance Learning (ODL) Environment	RM30,000
Total research grants approved in year 2011		RM116,930
2012	5. Applying Social Constructionist Theory of Learning to Improve Student Learning Experience: An Elgg Experimental Study	RM12,000
Total research grants approved in year 2012		RM12,000
2013	6. Broadening Access to Open Educational Resources through Effective Searching of Materials	RM25,000
	7. Setting up a WOU Institutional Repository using WEKO, an Open Source Software developed by the Japanese National Institute of Informatics (NII)	RM50,000
	8. A Study on Cost-effectiveness and Feasibility of using Tablets for Student Learning in Wawasan Open University	RM39,900
	9. Characterising Key Features of Student Isolation in Distance Education	RM20,400
Total research grants approved in year 2013		RM135,300
2014	10. Mobile-learning in ODL Environment	RM29,234
	11. Investigating the Online Forum Moderation Techniques and Feedback Types for Tutor Marked Assignments	RM29,300
	12. Designing and Developing a Question Bank: A Pilot	RM15,000
Total research grants approved in year 2014		RM73,534
2015	13. Information seeking behaviour of Wawasan Open University ODL students to support learning and research activities	RM15,500
	14. A Soft Computing Modelling for Clustering	RM30,000
	15. Emerging Trends in Higher Education Pedagogy	RM20,250
Total research grants approved in year 2015		RM65,750
Grand Total		RM403,514

CENTRE FOR PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION - A Division of WOU Training Academy

The Centre for Professional Development and Continuing Education (PACE) serves as a bridge between the University and the community at large. The Centre extends the learning resources of Wawasan Open University beyond the University's distance learning environment by delivering high quality short courses and training programmes to meet the needs of the public and private sectors.

PACE's programmes are designed and delivered in collaboration with academic colleagues from the University, external professional bodies as well as through its own trainers. The broad reach of the Centre and its collaborative approach enables it to develop and deliver courses that are specially customised to meet the continuing professional development needs of the business world and civil society.

In January 2014, PACE was relocated from Kuala Lumpur to the Penang main campus for cost-saving and sustainability, and reactivated functional under the office of the Deputy Vice Chancellor (Academic-OCL). In 2015, the University made a strategic decision to provide more autonomy to PACE. This proposal led to the incorporation of a new subsidiary company under WOU Sdn Bhd, WOU Training Academy (WTA), under which WOU-PACE will function as one of the divisions headed by a Director.



REGISTRY

The Registry is responsible for student admissions, enrolment, scholarship administration, maintenance of student records, examinations and graduation. The Department liaises closely with the Regional Centres to support student and tutor related operations. The Registry has a total of 15 staff and is led by Yeong Sik Kheong.

Advanced Standing

The recognition of prior learning (RPL) through the award of advanced standing and the practice of credit transfer has been widely adopted by many Commonwealth countries. The recognition of prior learning through advanced standing, accompanied by the granting of credit transfers, reduces the unnecessary duplication of study time for WOU students.

The advanced standing office of the Registry has successfully facilitated a total of 3,090 cases of advanced standing/credit transfers involving 249 external institutions both at the undergraduate and postgraduate levels.

Admissions and Enrolments

Student admissions since the University's inaugural intake of 721 Open Distance Learning (ODL) students in January 2007 has grown steadily. Beginning 2015, the University has increased the number of ODL intakes from two intakes (i.e. January and July intakes) to four intakes (i.e. January, April, July and September intakes). The January and April intakes will end at the same time and the students will sit for the same exams in June whilst the July and September intake students will take similar exams in December.

As of the July 2015 Semester census date, a total of 16,958 ODL students have experienced open distance learning at WOU. The University has also increased its academic programme offerings to a total of 48 programmes which

comprise of nine postgraduate degree programmes, 27 undergraduate degree programmes, nine graduate diploma programmes, two graduate certificate programmes and the Headstart programme; a variety of new programmes are currently awaiting approval from MOHE and MQA.

The University is currently offering six undergraduate programmes for the On Campus full-time students and a total of 187 students have experienced on-campus learning at the University.

Tutor Management

As the University has expanded, WOU has enjoyed increased participation from various academics and professionals throughout Malaysia, in line with WOU's mission to be the 'people's university'.

Since its inception, a total of 1,000 academics and professionals have served as tutors at WOU. Since 2010, approximately 600 tutors and project supervisors have provided active service to the University each semester. Close to 300 tutors have faithfully served between 4-12 semesters since January 2007.

Scholarships and Grants

During 2015, a total of 1,536 study grants were awarded to new students pursuing their studies at WOU. The grants were meant to encourage students to enrol at WOU and to reduce their financial burden.

Continuing students at WOU who excelled in their academic studies and were financially needy were also awarded scholarships in the form of tuition fee waivers. A total of 54 students were awarded the Chancellor's Merit Scholarship during 2015.



LEARNING AND LIBRARY SERVICES

Tun Dr Chong Eu Library continues to make changes for the better. In January 2014 the Library opening hours were extended from 5:30 p.m. to 7:30 p.m. during ODL semester break to cater for the studying needs of the On Campus Learning full-time students. A basic information literacy course for OCL students was introduced in February 2015. Unlike past practices, attendance is compulsory and the students are exposed to hands-on activities and practical exercises on how to properly and effectively locate and use information. For distance learners, new initiatives such as step-by-step guides and a one-stop centre for online library instruction programmes were developed.

This period was also a time of consolidation and growth for the Library digital repositories. New open source repositories were created, including migration of the University vital records repository from a proprietary software repository to an open source repository. The development of the repositories enabled the digital collection of WOU citations, images and full-text scholarly output of the faculties and graduate students to be systematically captured into the system. All the digital information resources are now available for generations of future scholars. The range of information services, resources and facilities continued to be expanded and improved as well at the main campus library in Penang and four other libraries at WOU regional centres in Kuala Lumpur, Ipoh, Johor Bahru and Kuching. Many of the services offered have seen significant uptake over this period as evident in the monthly usage statistics, published on the University staff portal.

The Library continues to leverage on digital technologies to enhance access to library services. The emphasis on acquiring electronic resources continues to be prioritised as it is an effective way of ensuring that the University distance learners are getting access to quality resources regardless of location. As for e-databases, the Library continues to subscribe to almost all publisher databases previously subscribed, except for Emerald Journal Database and ProQuest Education that were dropped from the list in 2014. To strengthen its electronic collection, about 743 e-books were purchased and added to the collection.

The Library Subject Guides collection continues to expand. A number of new guides have been developed covering topics such as Entrepreneurship, Humanities, Manufacturing, Physics and Psychology. Total number of subject guides developed is 18. The guides are available on the Library Website.

As in previous years, the Library has provided a number of training programmes such as training on using library resources for new staff and students, on-the-job training programmes for librarians from other universities and practical training for final year library science students.

In compliance with the asset policy of the University, the Library completed its fourth annual stock-taking programme for the Main Campus Library in Penang and the Regional Centre Libraries at Kuala Lumpur, Ipoh, Johor Bahru, and Kuching. The stock-take reports are available on the Library section of the University staff portal.



WOU/DISTED Library Merger

The library services merger exercise between Wawasan Open University and DISTED College which took place in 2012 has proven to be a timely move. Both libraries made substantial financial savings in 2014-2015, especially in subscription costs of publishers' databases, software maintenance costs, collection development and management of learning facilities. The shared purchases enabled the Library to minimise duplication of purchases and purchase more materials while continuing to provide efficient services to library patrons in spite of financial constraints faced.

Library Website

The Library embarked on a website restructuring project in April 2015 whereby fundamental changes to the layout, organisation and content of the site were done. The exercise included mapping the Web. The new Website, launched on 25 November 2015, has significantly improved the Library's physical and online presence. It has clear navigation, improved searching and a significantly large number of new content that describe the services and resources offered by the Library such as Help Section; E-course Reserves; Past-examination Papers; Image Databank; Subject Guides; Repository; assistance for new students etc. The content is continuously developed and tested to ensure that the site reflects the changing needs of library patrons.

Library Digital Repositories

- **Repository@WOU**

This electronic record management system holds all University records of administrative, historical, operational and informational significance dating back to its foundation year in 2005 to the present. In January 2015, the library embarked on a migration project whereby the data in the existing University records database set-up using proprietary software was harvested into a new database created using WEKO, an open source software. The purpose is to avoid vendor lock-in. During this period, 1,994 records were added bringing the total number of records available to 7,777. This number does not include the in-house e-publications and press cuttings.

- **Past Year Examination Papers**

This collection contains only the exam papers that were received by the Library from the January 2008 semester to the present. Total number of papers available stands at 1895.

- **Electronic Thesis and Dissertation**

This ETD collection contains digital format of all WOU theses and dissertations, including CeMBA/CeMPA project reports and MEd student reports. As of 2015, about 278 project reports are available in the collection.



- **WOU News Clippings**

A total of 75 news clippings concerning the University were added to the repository bringing the total to 900.

- **OER Online Resource Centre**

The OER Online Resource Centre, used to store externally published open educational resources available on the Internet and identified as useful reference resources for course coordinators in developing University course materials, continued to be expanded. Number of OER available for referencing is 127.

- **Image Databank**

In July 2015, the Library developed an image databank using ResourceSpace (an open source digital asset management system software) to manage the University digital photographs and images collections. The aim is to showcase the University's visual history from 2005 until present. More than 500 photographs are available in the databank.

Research Activities

- WOU Institute for Research and Innovation (IRI) Project: Setting up a WOU Institutional Repository using WEKO, 3 February 2014 to 31 January 2015. The project aims to develop an institutional open educational resources (OER) repository using WEKO, a repository software developed by the Japanese National Institute of Informatics. The repository will function as a central, easily accessible, and easily updateable repository of OER items produced by the University for harvesting by organisations that

ACADEMIC SUPPORT

are interested in using the resources, using OAI-PMH harvester. The Library completed the project according to the timeline given. Activities conducted are as given below:-

- i 3-4 March 2014: Organised a WEKO Training Workshop for Library/IT staff from Wawasan Open University and librarians from other Malaysian public universities.
- ii June 2014: Successfully set up an OER Repository for the University using WEKO. As of December 2015, the repository contains 375 OER and learning objects metadata produced by WOU
- iii June/July 2014: Set up an OER Repository called OER@AsiaHub for OERAsia. The repository currently contains the repository holdings of Wawasan Open University, Universiti Putra Malaysia and Open University of Japan.
- iv 24 June 2014: WOU WEKO team, Tsuneo Yamada from the Open University of Japan and Prof Kazutsuna Yamaji from the National Institute of Informatics, Japan organised a Pre-symposium Workshop "Building a WEKO Repository System" at the 2nd Regional Symposium on OER: *Beyond Advocacy, Research and Policy* at the main campus.



- v Building a WEKO-based institutional repository system – a case example of WOU Library presentation by Kamsiah Mohd Ali, Chew Bee Leng and Ch'ng Eng Hoo.
- vi Open Educational Resources: A Selective Bibliography. Compilers Kamsiah Mohd Ali and Farzanah Ali Hassan. Penang: WOU, 2014.

- vii Implementation of WOU OER Repository and OER@AsiaHub using WEKO. Kamsiah Mohd Ali, Chew Bee Leng and Ch'ng Eng Hoo. Presentation at the 28th Annual Conference of the Asian Association of Open Universities. Workshop 1, 28 October 2014, OUHK, Hong Kong.
- viii Open Access Repositories on Open Educational Resources: Feasibility of Adopting the Japanese Model for Academic Libraries. Chew Bee Leng, Kamsiah Mohd Ali and Ch'ng Eng Hoo. Paper presented at 29th Annual Conference of the Asian Association of Open Universities (AAOU) held in Kuala Lumpur Convention Centre from 30 November to 2 December 2015. This paper won the silver medal under the Best Practice Award category.
- ix Profiling Information Seeking Behaviour of Distance Learning Students in WOU

Dr S Vighnarajah of SELC and Farzanah Ali Hassan, Norhasni Abdul Aziz and Ooi Siew Lee from LLS conducted a survey study in February 2015 on profiling the information seeking behaviour of WOU distance students in using library resources in their research and learning activities. This study was based on the 1999 Wilson's revised model of information behaviour.

A paper titled "Profiling information seeking behaviour of distance learning students in Wawasan Open University" was prepared by the group and presented by Dr S Vighnarajah at the 29th Annual Conference of the Asian Association of Open Universities (AAOU) held in Kuala Lumpur Convention Centre from 30 November to 2 December 2015. This paper won the silver medal under the Best Paper Award category.

- x Information seeking behaviour of Wawasan Open University ODL students to support learning and research activities, 06-07-2015 to 12-02-2016.

Based on the preliminary findings of the Dr S Vighnarajah, Farzanah Ali Hassan, Norhasni Abdul Aziz and Ooi Siew Lee research, a research team comprising Kamsiah Mohd Ali, Dr S Vighnarajah, Farzanah Ali Hassan and Ooi Siew Lee undertook a RM15,500 IRI-sponsored research to investigate further the information seeking behaviour of Wawasan Open University ODL students to support learning and research activities. The findings will be used to make recommendations to the University on steps that can be taken to improve WOU ODL students' information seeking behaviour.

EDUCATIONAL TECHNOLOGY AND PUBLISHING UNIT

The Educational Technology and Publishing Unit (ETPU) combines the tasks of publishing and instructional design of student course materials. The Unit is led by Grace Lau and staffed by 12 members.

In 2014, ETPU embarked on a new project to convert the course materials into colour format to enhance the online receptiveness of WOU course materials among students. ETPU also upgraded *WawasanLearn*, WOU's learning management system (LMS), with a mobile friendly interface to cater to WOU's mobile learners.

New and revised course materials

ETPU published a total of 65 new undergraduate courses in 2014 and 2015. In addition, ETPU also managed to revise 71 courses (68 undergraduate and three postgraduate courses) from the Schools. Some of the revised courses used Open Educational Resources (OER) materials.

WawasanLearn, WOU's mobile learning platform

In July 2014, WOU upgraded *WawasanLearn* to a mobile friendly platform called Moodle 2.5. With this upgrade, students can easily access *WawasanLearn* using their mobile devices to interact and learn alongside their course mates anytime and anywhere they wish. The Moodle 2.5 platform is adaptive to mobile devices as it has many themes that fit all screen sizes which helps improve the students' accessibility to *WawasanLearn* using mobile devices to read and post questions as well as to download course materials.

Training

ETPU also conducted a series of training sessions in course development for Course Coordinators and writers in 2014 - 2015. A hands-on WizIQ training was also conducted for tutors and Course Coordinators in December 2015 as part of enhancing teaching while delivering continuous student support to WOU students.



ACADEMIC SUPPORT

DIRECTORATE OF QUALITY ASSURANCE AND EXTERNAL RELATIONS

WOU is committed to providing a rich academic learning experience to students and maintaining high quality academic standards benchmarked against international best practices. In carrying out its role in WOU, the Directorate of Quality Assurance and External Relations (DQAER) has defined its own set of vision and mission statements as stated below:

Vision

Aspire to inculcate and sustain a culture of excellence in academic standards and quality in teaching, learning and research.

Mission

To establish a quality assurance framework; to coordinate, monitor and conduct procedural and operational reviews in line with the set QA objectives of the University.

DQAER reports directly to the Vice Chancellor and works closely with the various Schools and Departments to promote a quality culture within the WOU community. Its core functions are coordination, overseeing implementation of QA policies across the University, monitoring compliance and recommending continuous improvement measures.

The responsibilities of DQAER encompasses the following areas:

- To direct, coordinate and manage all QA functions of both the open distance learning and on-campus learning delivery provisions of the University;

- To be the University's focal point to manage all its external relations, especially with government bodies; and to be a training facility on QA;

- To serve as the secretariat to the Senate Committee on Quality Assurance, Teaching and Learning which oversees all QA matters relating to the overall academic, administrative and operational activities of the University.

Quality Assurance

Quality assurance at WOU is viewed as a shared responsibility executed in a centralised and decentralised manner. While the Vice Chancellor and senior management staff play a major role in 'driving' the University's quality assurance system, all members of the University community are entrusted and expected to recognise and promulgate best quality practices.

All the procedures and systems introduced to manage quality can only be improved through the active involvement of all the relevant stakeholders in the University. WOU sees quality assurance as a developmental process that continuously evolves to achieve higher standards. The emphasis in regard to University policies is on improving the status quo rather than censuring areas of weakness.

Quality assurance in WOU is based on a system of internal and external peer scrutiny.



Internally, quality assurance is implemented through:

- School Board
- Management Board
- Quality Assurance, Teaching and Learning Committee
- Senate
- Board of Governors

External peer review is conducted through:

- External Advisory Peer Groups (APG) for each academic School which review and advise on the curriculum especially in the development of new programmes and courses.
- An External Course Assessor (ECA) system which ensures that each course (developed by a team of specialists that includes instructional designers/technologists, academic content experts and language editors) is peer assessed during its development by an experienced external subject expert with respect to relevance, appropriateness, depth and treatment to ensure that it meets acceptable standards used by reputable universities.
- An External Examiner (EE) and External Programme Assessor (EPA) system which ensures parity of standards with local and internationally accepted benchmarks.
- Malaysian Qualifications Agency (MQA) programme accreditation and periodic external institutional reviews to assess the entire organisation for relevance, effectiveness, and efficiency of its quality assurance systems and processes.

As an open distance learning institution, the University is cognisant of the fact that the assurance of quality cannot be limited to only academic elements. In line with this as well as achieving the vision and mission of DQAER, Quality Assurance Policies in key areas covering the academic and operational aspects have been developed and implemented to reflect international good practices. The Quality Assurance Policies focus on the following major areas:

- Programme planning and development
- Course design, development and production
- Course delivery
- Examination and assessment
- Tutor assessment
- Staff development
- Programme accreditation
- Research, development and community service

The DQAER maintains a Policy Register which is regularly updated and easily accessible in electronic format through the staff portal; this ensures all existing University-wide policies are transparent, recorded and centrally monitored. The Learning and Library Services, in their role as Records and Document Repository of the University, is the main custodian of all master copies of the University's policies and procedures.



OPERATIONAL SUPPORT

MARKETING & CORPORATE COMMUNICATIONS

The Marketing and Corporate Communications (Marcom) Department is led by its Director, Chong Kong Hoong, with a team of 10 staff – six from Marketing and four from Corporate Communications.

Corporate Communications

Corporate Communications strives to project an image of WOU as a vibrant learning community - innovative in approach, inspirational in values, socially responsible and committed to its students - to the public via the media.

The Department liaises with academic and administrative staff from the headquarters and at the Regional Centres and Regional Support Centres to develop effective communication strategies and messages. This coordinated effort serves to ensure that the University's capabilities are projected in a positive manner to meet defined targets.



Public events that educate and inspire

For the period 2014-2015, the Department successfully organised, co-hosted and supported more than 60 events in WOU, including:

- WOU hosted the 2nd Regional Open Educational Resources (OER) Symposium at its main campus in Penang from 24 – 27 June 2014. The four-day event brought together over 100 international educators, OER advocates, researchers and Open Distance learning (ODL) practitioners representing 40 institutions and organisations from 20 countries.
- Public lecture on *To MOOC or not to MOOC: that is the question* by Prof Asha Kanwar, President and CEO of Commonwealth of Learning (COL) on 17 September 2014 at its main campus. The talk aimed to raise awareness on Massive Open Online Courses (MOOCs) in reaching more adult learners. The speaker shared on the rise of MOOCs in higher education institutions and linked it to unemployment, unprecedented demand, escalating costs and the fast pace of technological change.
- *Fully decentralised search engines: just a dream?* – a public lecture held on 21 July 2015 highlighted centralised search engines like Google and others that are being used to find information on the Web and shared new tools to search or manage information on the Internet in the future. The speaker was Prof Herwig Unger, Chair of Communication Networks, Fern Universität, Hagen, Germany.
- Talks on various topics at the main campus, including, *Social Etiquette* by Social Etiquette Coach Ms Hor Phooi Sin; and *Islamic Finance* by Prof Datuk Dr Syed Othman Alhabshi from the International Centre for Education in Islamic Finance (INCEIF).
- The signing ceremonies for the Memoranda of Understanding (MoU) with Penang Skills Development Centre (PSDC) and other like-minded institutions to facilitate the setting up of Learning Centres to extend the market reach of the University and increase student enrolment.
- The plaque unveiling ceremony at the main campus on 28 November 2015 to signify the renaming of the main lecture theatre as Auditorium Tun Dr Lim Keng Yaik, to honour the contributions of the late Chancellor and key founder of WOU. The unveiling performed by Chancellor Tun Mohamed Dzaiddin Abdullah during the Sixth Convocation Ceremony was witnessed by the late Tun Lim's son and wife - Datuk Lim Si Pin and Toh Puan Wong Yoon Chuan respectively.
- Public lecture on *International Development: A Contradiction in Terms?*, jointly organised by Think City and WOU. It was held at the WOU Main Campus on 20 June 2014. The speaker was Dr David Malone, a distinguished Canadian diplomat, the Rector of the United Nations University (UNU) and Under-Secretary-General of the United Nations.

Corporate Social Responsibility

Managing the University's corporate social responsibility (CSR) initiatives is another key task for Corporate Communications. The Department works closely with various charities and NGOs to organise charity events and provide venue and monetary sponsorship.

The Department worked with the American Malaysian Chamber of Commerce (AMCHAM) to provide secondary school students with the opportunity to become entrepreneurs; and provided financial and moral support to the National Cancer Society Malaysia for cancer victims and survivors.

Providing a clear corporate voice

Corporate Communications handles all media relations for the University, the University's website, staff portal, its 12-page quarterly newsletter, *WawasanLink*, and the University's official social media such as Twitter and Youtube.

As part of WOU's Green Living Campaign, the Department has initiated various exercises to reduce its carbon footprint through e-*WawasanLink*, WOU e-News and WOU e-Card.

Marketing

Marcom is responsible for positioning the University as the premium choice for working adults pursuing part-time education through Open Distance Learning as well as a desirable study location for full-time studies with the launch of on-campus learning in September 2013. To achieve this objective, Marcom employs the strategic use of various forms of media, both through print advertising and social portals like Facebook and Twitter.

Marcom, through its Customer Services Unit, manages a Call Centre that serves as the nerve centre of the University, handling calls and emails from both the public and student population, as well as gathering useful enrolment statistics and marketing intelligence for the University.

Marcom has also been very active in education fairs including The Star Education Fair, Facon Education Fair, Post Graduate Education Fair and other regional exhibitions.

Corporate marketing update

The establishment of the Valued Partnership Programme by the University in 2012 has garnered more than 150 companies, including partner financial institutions such as Maybank, Public Bank and CIMB Bank. The success of this partnership is reflected in WOU's student enrolment which now stands at more than 800 employees from the various MNCs and SMEs which have partnered with WOU.

From the July 2015 semester, employees from the partnership companies who enrolled at WOU enjoyed a tuition fee rebate of RM1,000 for a minimum of 2 courses. In addition, a RM100 fee rebate was extended to students who enrolled for a third (3rd) course.



OPERATIONAL SUPPORT

FINANCE

The Finance Department supports the University's mission by providing effective stewardship over the University's financial resources.

The Department headed by Chua Saw Nee with a team of nine staff provides a broad range of services which includes Financial, Treasury & Investment services, Procurement and Risk Management to the University; incorporating business policies, practices and compliance with financial regulations.

Given the current difficult financial environment and taking into account the busy lifestyles of many of WOU's students, the Department provides and supports a number of cost and time saving facilities for the students:

Online enrolment and payment

Students can enrol and make payments online via Internet banking and mobile banking services through their smartphones, tablets and other mobile devices. This allows students the convenience of 24 hours, 7 days a week banking services.

The online enrolment system, *MyEnrolment*, allows students to re-enrol and make their fee payments online using credit cards. This feature was enhanced by including more banks and introducing payments through debit cards.

Enhanced student financial assistance programme

More partnerships were established with selected financial service providers to enable students to enjoy the benefits of interest-free instalment payments of their tuition fees by credit card.



GENERAL SERVICES AND ADMINISTRATION

The General Services and Administration (GSA) Department is entrusted to look after the building and infrastructure facilities, project and estate management as well as administration and services of the University. It draws out and implements various Policies, Procedures and Systems which govern the management of operations on these various areas both at the Main Campus and at all its Regional Centres or Support Centres. It ensures the University creates a safe, conducive and comfortable work and study environment which are embedded within a “Green Living” philosophy.

GSA acts as an efficient, effective and responsible guardian of the University’s assets and buildings in order to enhance the quality of life of its staff and students.

The Department is led by Andrew Joseph and his team of technical and administrative staff.

Project management, property and estate management

The Department was extensively involved in the planning and implementation of the various infrastructure facilities expansion projects of the University which included the current space re-organisation exercise at the Main Campus that will be completed in July 2016. This exercise will result in substantial operational costs savings and additional revenue from space rental income; the planning of a new building at Macalister Road; student hostel facilities as well as student recreational facilities. The Department primarily ensures that all its facilities are well optimised, to meet every need of the University and also caters to external parties where feasible to generate additional income for the University.

The Department has implemented various innovative and “out-of-box” thinking to resolve various building maintenance issues through its in-house resource deployment and competitive outsourcing methods to keep operating costs low despite the ageing and increasing wear and tear concerns on the building and facilities.

Health, Safety and Environment Initiatives

In ensuring the University provides a safe and conducive environment, the Department has relentlessly undertaken many initiatives under its “Green Living @ WOU” theme which includes providing a “Smoke-Free” environment, recycling waste, reducing energy use, promoting awareness of good hygiene habits among students, staff and visitors as well as conserving the environment.



University and Public Events

To date, the Department has managed many local and international events where very positive feedback has been obtained from event organisers in terms of the sophistication of the audio-visual systems and the level of staff competency. In managing the University facilities, the Department ensures that the service delivery level and service expectation levels of customers for both internal and external events are effectively managed through a proper communication and customer feedback system.

Policies and Resource Administration

As the custodian of the University’s infrastructure facilities and the administrative function, the Department has put in place various policies, procedures and systems to meet the current and future operating needs in line with the strategies and objectives of the University. These policies and systems are continually reviewed and improvised to cater to the changing needs of the University as well as to keep up with the latest trends and practices in management.

OPERATIONAL SUPPORT

Human Resources

Human Resources is responsible for the full spectrum of recruitment of high calibre staff, especially in building a qualified academic team that meets Government regulations. The HR team supports over 200 full-time staff and more than 1,000 part-time academic staff throughout the country.

Aside from recruitment, the Department is also responsible for talent management; performance management and reward systems that recognise achievers; policies and activities that encourage academic staff development such as the staff educational assistance programme, participation in regional and international conferences/seminars, engaging in research or consultancy projects and part-time teaching.

The Department also organises the staff service awards ceremony for long-serving staff to recognise their contributions and commitment to the University. In 2014, there were 25 recipients for the 5-year service awards, while in 2015, there were 19 recipients for the 5-year and 7 recipients for the 10-year service awards.

Some major initiatives undertaken by the Department during 2015 include :

Employee Engagement Programmes

As WOU has been in operation for more than 10 years, it has grown significantly in terms of staff population, programmes offered, systems improvement and so forth. Feedback from staff will help the Management to gauge the overall satisfaction level of its human assets and further improve required areas. The Employee Pulse Survey was conducted in December 2015 to collect feedback from the staff. Aside from

the survey, a face-to-face session called 'Meet The Team' was held in August 2015 – as a communication session between Management representatives and the staff. The Management representatives shared the current business outlook for the organisation and ended the session by soliciting staff opinions/feedbacks on matters related to the organisation.

Introduction of Staff Ambassador Privilege Programme

In an effort to support the University's efforts to increase revenue through student enrolment, HR introduced the Staff Ambassador Privilege Programme which allows staff to offer a Free First Semester to one selected student in every intake, subject to the specific terms and conditions.

This benefit was intended to make WOU staff proud of their employment status that enabled them to exercise the privilege of a very attractive enrolment package to prospective students from their circle of family, relatives or friends which may be beyond the reach of WOU's normal marketing coverage.

A Study on Academic Staff Workload

This study was undertaken by the Deputy Vice Chancellor (Academic) in association with the HR Department and the various Schools. The analysis of the workload component for academic staff was based on feedback provided by the Schools and the survey was conducted by the HR Department. The outcome of the study was presented in the Staffing Committee Meeting on 23 July 2015 and Board of Governors Meeting on 26 August 2015, and recommendations were then used as a framework to formulate guidelines on equitable workload distribution among academic staff.



INFORMATION TECHNOLOGY SERVICES

The Information Technology Services (ITS) is responsible for the overall IT service and support, IT management, planning and execution, aligned with the University's vision, mission and business strategy objectives. Aside from its role as the custodian of the University's core information systems and IT assets, the Department also acts as an enabling driver in implementing appropriate emerging IT where possible, to improve the University's operational efficiencies.

The Department, under the leadership of Tan Pooi See and his technical team, offer a range of integrated services related to administrating, delivering, and sustaining the University's IT operations, including:

- o Standard Software for Computing Laboratories
- o Office Application and Desktop Management
- o Email Messaging Service
- o Open Access Computing
- o Video Conferencing Service
- o Internet Access and Wireless Connectivity
- o Network, Voice (VoIP) and Data Communication Service
- o Servers & Data Storage Area Network (SAN)
- o Network Shared Drives/Folders and Printing Service
- o Helpdesk Support/Assistance
- o Student Learning Management System
- o Student, Tutor/Lecturer and Staff Portals
- o Online Assignment Submission System
- o MyEnrolment System (Online Re-enrolment)
- o MySupplementary Enrolment System (Online Registration for Supplementary Examination), and
- o Business Critical Applications like Student Information, Library, CRM, ERP and HR

In an effort to continuously improve the quality of its services and delivery, the Department has undertaken several key initiatives during the period. Among these are:

- Setting up a new computing laboratory at the Main Campus to cater for full-time on-campus study.
- Carried out the technology refresh plan exercise for computers at the Johor Bahru Regional Centre and Kuala Lumpur Regional Centre (Lab 1 and Lab 2). A total of 97 units have been refreshed with new computers.
- To further enhance and enrich the students' learning experience, the Learning Management System has been upgraded to Moodle-based version 2.5 to take advantage of new additional features.
- The Internet connection was enhanced to cater for additional demand with the successful upgrade of two Internet links, providing a new combined bandwidth capacity of 50Mbps at the University's Main Campus (the University's prior capacity was 14Mbps).
- In addition, the Department successfully enhanced the KL Regional Centre's 2Mbps student Internet access line to a new 32Mbps fibre highspeed broadband service.

Enhanced Frontline Application System

In line with the University's strategic plan to expand the student enrolment window to increase student intakes, the Student Information System (SIS) was upgraded to cater for parallel semesters/intakes for ODL beginning in April 2015.

A new Online Supplementary TMA Registration system for ODL was successfully developed and introduced in the July 2015 semester, to allow both undergraduate and postgraduate students who are eligible to register for supplementary TMAs.



OPERATIONAL SUPPORT

REGIONAL OPERATIONS

There are currently five Regional Centres and three Regional Support Centres throughout Malaysia, located in Penang, Ipoh, Kuala Lumpur, Johor Bahru, Kuching, Bandar Utama, Klang and Subang respectively.

The Regional Centres are an important first point of contact for prospective students and also offer a range of student support services.

The physical facilities offered by the Regional Centres includes:

- Computer labs
- Tutorial rooms
- Library and study areas
- Computer facilities
- Video conferencing facilities
- Counselling room/student service room
- Mini theatres
- Male/female prayer rooms
- Parking facilities
- Wireless Internet service



Penang



Ipoh



Kuala Lumpur



Johor Bahru



Bandar Utama



Klang



Subang



Kuching

An estimated 4,500 new students visited the various Centres in 2014-2015 with nearly two-thirds from the Klang Valley and the Northern Region, and another third from Ipoh, Johor Bahru and the Kuching Regional Centres. The new student enrolment for Open Distance Learning (ODL) in 2015 compared to 2014 increased by 17%, continuing student enrolment increased by 7%, and the total ODL student enrolment increased by 9%.

Given the market concentration and geographic spread in the urban areas, there is still much untapped potential in the corporate sector and adult learners' market throughout Malaysia. In an attempt to expand the market reach in townships where the University has not penetrated extensively nor has any presence, Regional Centres have been actively seeking collaboration with potential partners within each region to further strengthen the University's presence in these townships.

Since the launch of On Campus Learning (OCL) full-time programmes in Penang in September 2013, a total of about 200 students have enrolled in the various programmes over the past two years. The suite of full-time programmes has since grown from two in 2013 to six at the end of 2015.

In an effort to increase full-time student enrolments, the University offers special tuition fee rebates and a cost of living allowance (COLA), while outstation students are also given an accommodation allowance.



STRATEGIC PARTNERSHIPS

WOU continues to make concerted efforts to engage with established, credible academic and professional organisations, underlining the University's commitment to excellence and the provision of lifelong learning opportunities for working Malaysians.

These partnerships strengthen the University's efforts to provide market-driven tertiary education that meets the needs of industry, benefiting the Malaysian economy as a whole.

Al-Quds Open University, Palestine

The University signed a Memorandum of Understanding (MoU) with the Al-Quds Open University, a public non-profit university in Palestine on 21 May 2014. The MoU explores the possibility of co-operation and collaboration with WOU in the areas of research and staff exchange. Al-Quds Open University has 27 branches and Study Centres throughout Palestine with more than 67,000 students.

Commonwealth Educational Media Centre for Asia, New Delhi

WOU signed an agreement with the Commonwealth Educational Media Centre for Asia (CEMCA) on 22 August 2014 to jointly develop and offer a fully-online Open Educational Resources (OER) course. The OER-based eLearning course was sponsored by CEMCA and targeted at educators in schools, teacher training institutions and universities. It was offered from February to April 2015, with WOU contributing technical and tutoring support.

The Open University of Sri Lanka

WOU signed a Memorandum of Agreement (MoA) with The Open University of Sri Lanka (OUSL) on 7 October 2014 to facilitate a training attachment. Subsequent to this, OUSL sent eight academics for a 10-day pilot professional development training held at the main campus in Penang in November 2014 to identify and learn WOU's best practices that were of relevance to OUSL.

Perodua Sales Sdn Bhd, Kuala Lumpur

The University inked an MoA with Perodua Sales Sdn Bhd, a leading car maker in Malaysia, on 9 October 2014 for the offering of a customised Graduate Diploma in Sales and Services Management (GDSM) programme to meet the professional needs of the sales and services segment of Perodua's workforce. The GDSM which can be completed in two years, includes 12 courses specially selected from WOU's fully accredited degree programmes after consultation with Perodua.

Penang Science Cluster, Penang

The University signed an MoU with Penang Science Cluster

(PSC), which operates the science centre known as Penang Science Café, on 1 December 2014. The MoU enables students pursuing the Bachelor of Technology (Hons) in Electronics (BTEL) programme to undertake their final year projects using the facilities and equipment of PSC. The MoU also enables WOU students and their respective supervisors (tutors) to use the PSC facilities for other purposes, such as to conduct oral presentations and to discuss the progress of their project work.

Toyohashi University of Technology, Japan and DISTED College, Penang

The University signed a tri-party MoU with the Toyohashi University of Technology (TUT) and DISTED College on 15 December 2014. The three institutions agreed to explore potential collaborative activities in the development of joint industry-driven education programmes, joint R&D initiatives in areas of mutual interest and institutional capability, and even the co-hosting of research meetings or conferences. This MoU also aims to promote the exchange of faculty and students among the institutions.



WOU enters into agreement with TUT.

Universiti Tunku Abdul Rahman, Kuala Lumpur

The University renewed its MoU with Universiti Tunku Abdul Rahman (UTAR) on 9 March 2015 for a further three-year period. Both institutions had earlier signed an MoU on 9 March 2012 which facilitated academic development exchanges which included teaching and research activities.

Symbiosis Open Education Society, Pune, India

The University inked an agreement on 16 March 2015 with Symbiosis Open Education Society, Pune to offer its undergraduate and postgraduate programmes in India through ODLE.

STRATEGIC PARTNERSHIPS

International Centre for Education in Islamic Finance, Kuala Lumpur

The University signed an Academic Collaboration Agreement with the International Centre for Education in Islamic Finance (INCEIF) on 2 April 2015. This agreement grants WOU a non-exclusive and non-transferable right to incorporate three of INCEIF Islamic Finance courses as elective courses in WOU's Commonwealth Executive MBA (CeMBA) programme. WOU students pursuing CeMBA will be able to opt for three elective courses in Islamic Finance, starting from the January 2016 semester.

International Centre for Academics, Kathmandu

WOU signed an MoU with International Centre for Academics (ICA) on 20 April 2015 for the delivery partnership. The ICA College of Distance Education and Online Studies, Kathmandu will offer WOU's undergraduate and postgraduate programmes in Nepal through ODL. They will start with two programmes - Bachelor of Business (Hons) in Business Information Systems and Bachelor of Technology (Hons) in Computer Systems and Networks - once local accreditation is secured.

Penang Skills Development Centre, Penang

The University entered into a smart partnership with the Penang Skills Development Centre (PSDC) to jointly offer the Bachelor of Technology (Hons) in Mechatronics (BTME) programme from the July 2015 intake. This partnership is built on the long standing relationship between WOU and PSDC and a shared mission to enhance the knowledge and skills of the young workforce in the local industry in Penang.



Signing of agreement between WOU and PSDC.

An MoA between WOU and PSDC was formally signed on 19 May 2015. Through this agreement, students enrolling for the BTME degree at WOU will have access to the state-of-the-art laboratory facilities at PSDC. This strategic partnership

also creates an alternative study pathway for PSDC's diploma graduates who can now seamlessly enrol at WOU to pursue a mechatronics degree.

New MBA with global logistics giant

WOU has entered into an academic collaboration with Li & Fung, a global supply chain manager, to develop and offer a new MBA in Logistics & Supply Chain Management to adult learners through ODL. WOU has already hosted two visits by key members of Li & Fung's management team, one on 15 September 2014 and another on 5 May 2015.

Learning Centres

WOU signed an MoA with three private MQA-accredited institutions of higher learning to set up Learning Centres to increase its market reach in areas where the University does not have a physical presence. The first was with East-West International College, Seremban on 28 May 2015, and subsequently with Stradford International College (SIC), Prai and Institut Profesional (IP), Alor Setar on 4 June 2015, for use of their premises as Learning Centres for WOU students.



Vice Chancellor Prof Dato' Dr Ho Sinn Chye (centre) signs MoA with SIC and IP.

British Council of Pakistan and the Higher Education Commission of Pakistan

The University signed an agreement with the British Council of Pakistan and the Higher Education Commission of Pakistan on 15 October 2015 to conduct a high-level 10-day leadership development training workshop for senior female academics from universities in Pakistan. The workshop was held in November to expose participants to effective leadership in universities, particularly in the context of leadership styles, gender-work-life balance, and developing skills for driving and managing change.

SIGNIFICANT EVENTS

CEMCA-sponsored visit from India

A three-member delegation from India visited the WOU main campus from 20 to 21 March 2014 to learn about quality assurance standards and practices in the University's course development and delivery.



Prof Ho welcomes the delegation.

The visit, sponsored by the Commonwealth Educational Media Centre for Asia (CEMCA), New Delhi, was led by Prof Vinay Kumar Pathak, Vice Chancellor of Vardhaman Mahaveer Open University, Rajasthan. The other members of the delegation included Mr Binod Kumar Bhadri, Assistant Educational Advisor from the Ministry of Human Resources Development, and Prof Manjulika Srivastava from the Distance Education Bureau, University Grant Commission.

Synergy between WOU and PSDC

Chief Executive Officer of Penang Skills Development Centre (PSDC), Mr Muhamed Ali Hajah Mydin, met with WOU's top management at the main campus on 14 April 2014 to explore the possibility of collaboration in the provision of training for workers.

Study exploration by OUK

WOU hosted a three-member delegation from the Open University of Kaohsiung (OUK), Taiwan that was interested in learning about the development of WOU's course materials and potential areas of collaboration. The visit to the main campus on 29 April 2014 was led by OUK's President, Dr Chang Huey-Por.



Dropping in on full-time students attending a lecture.

New ODL university plan for Papua New Guinea

A 10-person delegation from Papua New Guinea (PNG) had a first-hand look at how an open distance learning (ODL) university is set up and run, during a visit to the main campus on 20 June 2014.

The PNG delegation was led by Mr Charles Mikel Mabia, director of the Higher Education Division at the Office of Higher Education (OHE) of PNG. The visit was especially relevant as they planned to establish a new ODL university in PNG by the end of 2015.



The team from Papua New Guinea (left) in discussion with WOU management.

DVC appointed to international education body

WOU's Deputy Vice Chancellor (Academic-OCL) Prof Mohandas Menon was appointed to the Board of Directors of the International Council on Education for Teaching (ICET) on 17 July 2014.

WOU academic bags "Best Professor in HRM" award

WOU's School of Business and Administration senior lecturer Dr Balakrishnan Muniapan was named "Best Professor in Human Resources Management (HRM)" at the fifth annual *Asia's Education Excellence Awards* held in Singapore on 1 August 2014.

TUT of Japan visit

A three-member delegation from Toyohashi University of Technology (TUT), Japan paid a visit to the WOU main campus on 8 August 2014, seeking partners in the delivery of higher education in the country. The Japanese delegation was led by Prof Mitsuteru Inoue, Executive Trustee/Vice President of TUT.

WOU grabs gold at AAOU

WOU received the gold medal in the Young Innovator Award category at the 28th Annual Conference of the Asian Association of Open Universities (AAOU) hosted by The Open University of Hong Kong (OUHK) from 28 to 31 October 2014.

More than 250 participants from some 15 countries across Asia attended the AAOU Annual Conference themed *Advancing Open and Distance Learning: Research and Practices* in OUHK.



Tan Sri Emeritus Prof Gajaraj Dhanarajan and Dr Andy Liew (2nd from right) of WOU at the conference.

President University visit WOU

A five-member delegation from President University, Indonesia visited the main campus on 17 November 2014 to explore collaboration in offering degree and MBA programmes via ODL in Indonesia. The delegation was led by the Rector, Dr Chandra Setiawan.



Discussing possible collaboration.

WOU's fifth Convocation

A total 400 graduates received their scrolls at WOU's fifth Convocation Ceremony held at the main campus from 29 to 30 November 2014. This included the first batch of graduates from seven programmes - MBA in Manufacturing & Production Management, Master of Education, MBA in Construction Management, Bachelor of Education (Hons) in Primary Education, Bachelor of Technology (Hons) in Construction Management, Bachelor of Arts (Hons) in Liberal Studies, and Bachelor of Arts (Hons) in Psychology. Well-known social activist Datin Paduka Marina Mahathir and educationist Prof Tian Belawati, were each bestowed with an Honorary Doctor of Letters degree.



Datin Paduka Marina speaks about educating people to be bold thinkers, when accepting her degree.

WOU-DISTED Family Day

About 200 staff from WOU and DISTED College along with their family members attended Family Day at WOU's main campus on 13 December 2014. The On Campus Learning full-time students performed and organised a range of games for the crowd.

Third WOU town hall meeting

Vice Chancellor Prof Dato' Dr Ho Sinn Chye updated staff on the goals, achievements and challenges faced by WOU during a town hall meeting held on 17 December 2014.

Service awards at annual staff gathering

Twenty-five staff received five-year service awards during the Annual Staff cum Christmas lunch gathering at the main campus on 17 December 2014.

SIGNIFICANT EVENTS

Bangladesh Open University eyes exchanges with WOU

WOU welcomed a three-member delegation from Bangladesh Open University (BOU) to the main campus on 30 March 2015 for possible future academic exchanges and resource sharing. The head of the delegation was BOU Vice Chancellor, Prof M A Mannan.



Prof Ho greets the BOU Vice Chancellor.

Beijing school students visit

Over 20 school students from Beijing Sanfan Middle School, China and Penang Chinese Girls' Private High School attended a dialogue session with Pro-Chancellor Tan Sri Dr Koh Tsu Koon at the main campus on 8 February 2015.



The delegation from China are dressed in cheongsam.

Full-time student body formed

The inaugural election of 10 committee members to the newly-formed WOU On-Campus Student Council was held on 5 March 2015. The Student Council will represent the interests of the University's full-time students.



Nine of the Student Council committee members.

Thailand's STOU

A 27-member delegation from Thailand's Sukhothai Thammathirat Open University (STOU) visited the main campus on 10 March 2015 to look into course development at WOU. The delegation comprised academics from STOU's School of Management Science.

Gerakan delegates

President of Parti Gerakan Rakyat Malaysia, Dato' Mah Siew Keong, led a delegation of about 20 party leaders to the main campus on 14 April 2015 to learn more about the University's developments and challenges.



WOU senior management pose with the Gerakan delegation.

Inaugural MOOCs

Over 400 participants from several countries followed the two inaugural Massive Open Online Courses (MOOCs) offered at WOU from February to May 2015. One MOOC was on Action Research and the other on Open Educational Resources (OER).

Yeap family celebratory dinner

Dato' Seri Stephen Yeap, along with wife Datin Irene Yeap and family, hosted a celebratory dinner for guests, WOU and DISTED College staff. Over 300 people attended the event at the main campus on 7 August 2015, including guest-of-honour, YAB Lim Guan Eng, the Chief Minister of Penang.

National Sports Day celebration

Some 32 staff members and full-time students of WOU participated in a volleyball tournament on 10 October 2015, joining thousands of Malaysians nationwide in observing National Sports Day.



The full-time students participating in the volleyball competition.

Safety, security and health campaign

The University's Safety and Security Committee organised a zumba workout and a "Safety, Security and Health Exhibition" at the main campus on 22 October 2015.



CAP officer N V Subbarow explains about organic farming.

WOU's sixth Convocation

WOU produced a record 493 graduates from its ODL programmes at the sixth convocation ceremony held over five sessions at the main campus on 28 to 29 November 2015. The Honorary Doctor of Letters degree was conferred on Dato' Seri Dr T Devaraj for his active involvement in raising cancer awareness and palliative care.



Dato' Seri Devaraj delivers his acceptance speech following his conferment.

Renaming lecture theatre 1 after late Chancellor

WOU renamed its 384-seating capacity lecture hall as Auditorium Tun Dr Lim Keng Yaik, in honour of the late second Chancellor. The symbolic unveiling of the plaque was performed by the current Chancellor on 28 November 2015, and was witnessed by the late Tun Lim's son and wife - Datuk Lim Si Pin and Toh Puan Wong Yoon Chuan respectively.

Visit by NIOS, India

A five-member delegation from The National Institute of Open Schooling (NIOS), India, including NIOS Director (Academic) Dr Kuldeep Agarwal, visited the main campus on 3 December 2015 to explore collaboration in organising training programmes with WOU.

Appreciation for long-serving staff

Seven pioneer staff, including founding Vice Chancellor Tan Sri Emeritus Prof Gajaraj Dhanarajan, received 10-year service awards in conjunction with WOU's annual gathering at the main campus on 8 December 2015. Another 19 staff received their five-year service awards.



WOU Sdn Bhd Chairman Dato' Seri Stephen Yeap congratulates Prof Dhanarajan.



Pn Kamsiah Mohd Ali is all smiles as she receives her award.

Town hall sessions

WOU Vice Chancellor Prof Dato' Dr Ho Sinn Chye shared on the University's developments during the town hall session held at the main campus on 8 December 2015, while WOU Sdn Bhd Chairman Dato' Seri Stephen Yeap thanked staff for their efforts.

An earlier town hall session on 28 August 2015 witnessed GSA director Andrew Joseph updating staff on the ongoing space reorganisation exercise at the main campus.

WORKSHOPS/TALKS

International OER-based workshop

Five WOU academics attended a *Facilitators' Workshop for OER-based eLearning* organised by Commonwealth Educational Media Centre for Asia (CEMCA) in collaboration with Dr B.R. Ambedkar Open University (BRAOU), Hyderabad, India from 7 to 9 January 2014.



The group of participants.

Grooming professionals for the workforce

About 60 first and second year full-time students received pointers on preparing for job interviews and entering the working world during a talk on *Social Etiquette* by social etiquette coach Ms Hor Phooi Sin at the main campus on 12 February 2014.



Students learn about social etiquette.

Showcasing Islamic finance

Over 70 full-time students and staff attended a talk on *Islamic Finance: The Viable Alternative* by Prof Datuk Dr Syed Othman Alhabshi, Chief Academic Officer of INCEIF - the Global University of Islamic Finance - at the main campus on 26 February 2014. Prof Syed Othman also met up with senior management to explore the possibilities of offering Islamic finance courses at WOU.



The crowd at the talk.

Blended new ODL training

WOU updated its ODL Core Competency Certificate Programme (ODL-CCCP) used for the in-house training of academic and academic support staff. The revised version was launched during the workshop - *Module 1: An Overview of ODL* - on 27 February 2014 which was attended by 14 academics.



Deputy Vice Chancellor (Academic-OCL) Prof Mohandas Menon conducts the in-house training.

WORKSHOPS/TALKS

Learning about WEKO

A WEKO repository training workshop was held at the main campus from 3 to 4 March 2014. The trainers were Assoc Prof Dr Kazutsuna Yamaji and Dr Hiroshi Kato from National Institute of Informatics (NII), Japan and Prof Tsueneo Yamada from the Open University of Japan (OUJ). It was attended by seven participants from WOU and four librarians from other universities.



Participants pose with the trainers.

VC addresses Malaysian Education Summit

Vice Chancellor Prof Dato' Dr Ho Sinn Chye spoke on *Ensuring Continuous Employability of K-Workers through Lifelong Learning* during the panel session on "Lifelong Education in Knowledge Economy: No Longer An Option" at the 18th Malaysian Education Summit organised by the Asian Strategy & Leadership Institute (ASLI) at Sunway Medical Centre on 15 to 16 May 2014.



Prof Ho speaks about lifelong learning.

Real-time data

The importance of real-time data was highlighted by Dr Alireza Mousavi, a systems engineering expert from Brunel University, UK, during a public lecture on *Advanced Manufacturing Systems* held at the main campus on 4 March 2014.



Dr Alireza shares on systems.

Financial matters

Over 70 people, including staff of DISTED College, attended a talk on *Tax Law and You: GST and Monthly Tax Deductions* by School of Business and Administration senior lecturer Dr Loo Choo Hong at the main campus on 29 May 2014.



Explaining about GST to WOU staff.

WORKSHOPS/TALKS

Development of nations

Dr David Malone, the rector of the United Nations University (UNU) and Under-Secretary-General of the UN gave a public lecture on *International Development: A Contradiction in Terms?* at the main campus on 20 June 2014. The talk which was organised by WOU in collaboration with Think City and UNU was attended by over 100 people.



Dr Malone presented with a gift.

WOU hosts 2nd Regional Symposium on OER

WOU hosted the 2nd Regional Symposium on OER at its main campus in Penang from 24 to 27 June 2014 with the theme *Beyond Advocacy, Research and Policy*. It was attended by over 100 international educators, OER advocates, researchers and ODL practitioners, representing 40 institutions and organisations from 20 countries.



Delegates at the opening of the Symposium.

OER in course development

WOU hosted the 2nd Regional Open Educational Resources (OER) pre-Symposium workshop at the main campus from 23 to 24 June 2014, to give an understanding of OER and related concepts.



Facilitator Dr Som Naidu (2nd from left) at inauguration of workshop.



Tan Sri Emeritus Prof Gajaraj Dhanarajan, Convenor of the Symposium, delivers his closing speech.

Understanding university rankings

An in-house talk titled *World University Rankings: Different Perspectives* was held at the main campus on 30 June 2014 under the auspices of the WOU Seminar Series. The speaker, Prof V S Prasad, the former Director of the National Assessment and Accreditation Council (NAAC) of India, explained the function of university rankings as an important tool to market higher education.



Prof Prasad highlights the benefits of rankings.

MOOC implications

A public talk on *To MOOC or not to MOOC* was presented by Commonwealth of Learning (COL) President and CEO Prof Asha Kanwar at the main campus on 17 Sept 2014. The talk was attended by over 70 people, including academics from WOU and other institutions in Penang.



Prof Kanwar (seated, right) offers insight into MOOCs.

Action Research course

The details of the Action Research course, to be offered fully online by WOU's School of Education, Languages and Communications, was presented by Assoc Prof Dr Goh Lay Huah during an in-house talk under the auspices of the WOU Seminar Series on 19 September 2014.



Offering feedback on the course module.

Training for the 21st century

The types of skills in demand by employers in the 21st century were highlighted by Dr Jessica N Aguti, Education Specialist in Teacher Education from the Commonwealth of Learning (COL), Canada during her talk on *Training for the 21st Century* under the WOU Seminar Series at the main campus on 22 September 2014.



Dr Aguti Shares on the job skills in demand.

WORKSHOPS/TALKS

MOOCs and higher education

The role of MOOCs in online and distance learning was expounded by Dr Som Naidu of Monash University, Australia during his talk on *Emerging themes and big game changers in contemporary distance education* under the WOU Seminar Series on 16 October 2014.



WOU staff at the in-house talk.

ROER4D-Impact Studies

WOU hosted a research methodology workshop at the main campus from 1 to 5 December 2014 which was attended by eight short-listed applicants of research grants to carry out projects under the Research on OER for Development (ROER4D)-Impact Studies. They were among 17 participants at the ROER4D-Impact Studies workshop titled *OER Impact Evaluation Methodologies* organised by WOU's Institute for Research and Innovation (IRI).



Participants of the workshop.

Massive Open Online Courses (MOOCs)

A seminar was held at the main campus on 29 January 2015 in conjunction with the launch of new online courses to be offered from February to May through the University's Centre for Professional Development & Continuing Education (PACE).



Deputy Vice Chancellor (Academic-OCL) Prof Mohandas Menon elaborates on MOOCs.

Learner support

WOU academic staff were exposed to new ideas to make ODL learner support more effective during an in-house workshop conducted by freelance education consultant Dr Kuldip Kaur on 6 February 2015.



Dr Kuldip conducts training on effective learner support.

Holiday English camp for Thai school kids

About 30 Thai school children aged 8 to 16 years participated in a 15-day Holiday English Programme at the main campus from 30 March to 17 April 2015, organised by WOU-PACE.



The school children pose with WOU staff.

Tablet usage in ODL

From July to November 2014 the School of Education, Communications and Languages conducted research on the use of tablets among 20 ODL students aged 21 to 60 years. The findings were later shared by Assoc Prof Dr Goh Lay Huah during her talk on *The Tablet – A Learner's Gadget: A Case Study on Tablet Effectiveness in Enhancing ODL in WOU* at the main campus on 2 July 2015.



Dr Goh expounds on her findings.

Training of tutors

About 60 new and senior tutors attended the half-day training workshop at the main campus on 5 July 2015 to help improve teaching competency and the support rendered to part-time students. Tutors from Kuala Lumpur, Ipoh, Johor Bahru and Kuching followed the sessions via video-conferencing.

Search Engines

Prof Herwig Unger, Chair of the Department of Communication Networks of Fern Universität (FernUni) in Hagen, Germany, delivered a public lecture titled *Fully decentralised search engines: just a dream?* at the main campus on 21 July 2015. He spoke on his Department's research which involves moving away from big centralised web search engines like Google.



Prof Unger talks about search engines.

WORKSHOPS/TALKS

Accounting in Malaysia

The training of accountants in Malaysia and the role of distance learning was expounded by Dr Loo Choo Hong, senior lecturer at WOU's School of Business and Administration, in his talk on *The Evolution of Distance Learning and its contribution to the Accounting Profession in Malaysia: A Historical Perspective* at the main campus on 24 July 2015. The talk was held under the banner of the WOU Seminar Series.



Senior academics at the seminar.

In-house training on APEL

A day-long workshop was conducted by WOU Director of QA and External Relations, Dr Andy Liew Teik Kooi, at the main campus on 4 August 2015 to train directors of all the Regional Centres on the admission of students through Accreditation of Prior Experiential Learning (APEL) starting from January 2016.



Dr Andy (seated, 3rd from right) represents WOU at MQA meeting.

Leadership lessons from the Ramayana

Dr Balakrishnan Muniapan, senior lecturer at WOU's School of Business and Administration, spoke on leadership lessons from the Ramayana during his talk titled *Valmiki Ramayana and its Relevance for Transformational Leadership*. The talk was held at the main campus on 19 August 2015 under the WOU Seminar Series.



Dr Bala shares leadership lessons from Ramayana.

Corporate diversification

Discussing whether corporate diversification was a boon or bane was the highlight of WOU's School of Business and Administration senior lecturer Jason Lee Kian Tek's talk - *The Influence of Informal Governance Institutions on the Relationship between Diversification and Firm Value: The Malaysian Evidence*. The talk on 23 September 2015 was part of the WOU Seminar Series and based on a review of public listed firms on the main board of Bursa Malaysia from 2001 to 2012.



Lee highlights the potential risks of corporate diversification.

Tutors role

A case study research by WOU's School of Education, Languages and Communications (SELC) examined the role of tutors, with focus on English Language Teaching (ELT) courses. The research findings were presented by SELC lecturer Ooi Li Hsien during a talk on *The Role of Tutors in Online Facilitation of ELT Courses* under the WOU Seminar Series at the main campus on 16 October 2015.

Multimedia tools in presentations

About 15 academics learnt about making course presentations more engaging for students and tutors during two half-day in-house workshops titled *How to create an effective screencast?* by Vice Chancellor Prof Dato' Dr Ho Sinn Chye on 29 September and 4 November 2015.



Prof Ho explains about multimedia tools.

Leadership workshop for Pakistani women academics

A group of 22 senior women academics from 19 universities in Pakistan attended a 10-day leadership development training workshop held primarily at WOU from 16 to 26 November 2015. The workshop titled *Leadership Development for Women in Higher Education* was organised by WOU in collaboration with the British Council, Pakistan and Higher Education Commission of Pakistan. The workshop included speakers from Universiti Sains Malaysia (USM), Universiti Kebangsaan Malaysia (UKM), the Malaysian Qualifications Agency (MQA) and University of Nottingham Malaysia. During the workshop, the participants visited USM's Centre for Research on Women and Gender (KANITA) and UKM's Tun Fatimah Hashim Women's Leadership Centre.



Deputy Vice Chancellor (Academic-ODL) Prof Madhulika Kaushik (right) during the workshop at WOU.

Sharing APEL expertise on the ASEAN stage

WOU shared its expertise on APEL at the 2015 ASEAN Young Quality Assurance Officers Forum and Roundtable Meeting attended by some 130 participants. The event themed *Peer Ingenuities – Approaches to and Challenges in Quality Assurance of Higher Education* was held in Putrajaya on 19 to 20 November 2015. Dr Andy Liew Teik Kooi, WOU's Director of QA and External Relations, gave a presentation titled *Opening Doors: APEL in Malaysia*.



All dressed up for the dinner reception.

TOWARDS A QUALITY ENVIRONMENT

WOU – Green and People-friendly

As part of the University's commitment to provide an ecologically friendly environment, various initiatives were put in place and some further intensified to ensure the provision of a conducive learning and quality environment.

Some of the initiatives taken to-date include:

- To conserve energy, appropriate measures have been taken to reduce electricity use. This includes the effective use of the chiller system for the centralised air-conditioning, use of energy saving lights as well as controlling the lights' timing and promoting energy conservation among staff and students.
- The intensification of the *Green Living @ WOU* campaign has actively encouraged WOU staff and students to reuse, recycle and reduce (3Rs) everyday objects to minimise the University's carbon footprint.
- The move from printed course materials to CD-ROM based course materials has significantly reduced the amount of paper needed. The new CD-ROM format also helps to make learning more interactive and engaging for students.



- Disseminating up-to-date health information among staff, students and visitors by ensuring various preventative hygiene measures are taken.
- Ensuring staff and students are familiar with emergency procedures including fire drills, assembly area, location of First Aid kits and sick bay. This includes organising training for the Emergency Response Team members by BOMBA and Malaysian Red Crescent Society in order to ensure that the Team's skills and knowledge are up-to-date.
- The well maintained Herb Garden, the landscape at the Pergola Area and the campus ground provides a conducive, healthy and fresh-looking environment for students and staff.
- In providing a disabled-friendly access, WOU's Main Campus and Regional Centres are all equipped with disabled-friendly ramps, lifts (with Braille) and washrooms as part of our efforts to be an inclusive university.

CORPORATE SOCIAL RESPONSIBILITY INITIATIVES

Funds for hospice

In March 2014, fourteen full-time students managed to raise over RM4,000 from food and book sales, a charity dinner and donations from staff for the Pure Lotus Hospice of Compassion, a charitable organisation. The fund-raising was part of the students' co-curriculum project.

Charity clothing donation

WOU organised an in-house clothing donation drive from 26 May to 26 June 2014 in conjunction with the Hari Raya Aidilfitri celebration. The clothes were distributed to the poor and homeless at Jalan Kapitan Keling and Jalan Jelutong in Penang, an Orang Asli settlement in Perak, and to others in need.

Support for youth enterprise

WOU once again participated in the Young Enterprise (YE) Programme in 2014, and was chosen this time around as the corporate sponsor for SMK Datuk Haji Mohd Nor Ahmad in Gelugor, Penang. The WOU team of advisors provided guidance and input to the School's Fourth Formers on how to set up and run a company, including developing products for sale at the annual sales fair on 19-20 July 2014.

Aid to Children's Protection Society

The University raised RM4,045 from staff during a charity donation drive in conjunction with the Deepavali celebrations. The funds were handed over during a visit by a seven-member delegation to the Children's Protection Society, Scotland Road on 9 November 2014. The proceeds sponsored the purchase of school uniforms and shoes for the 32 children in the Shelter.



WOU staff mingle with the kids over tea and snacks.

Blood and organ donation drive

The blood and organ donation campaign at the main campus on 21 March 2015 was organised by WOU's Staff Recreational Club (SRC) with the cooperation of the Seberang Jaya Hospital. Over 50 people turned up to donate blood, while one Master's student pledged all her organs.



A student donating blood.

Aid for baby with heart defect

A fund-raising initiative, spearheaded by Year 2 full-time students, raised over RM21,000 for the surgery on 27 March 2015 of a one-and-a-half-month old baby from a low-income family suffering from a congenital heart defect.

Youth Speaks for the Nation elocution contest finals

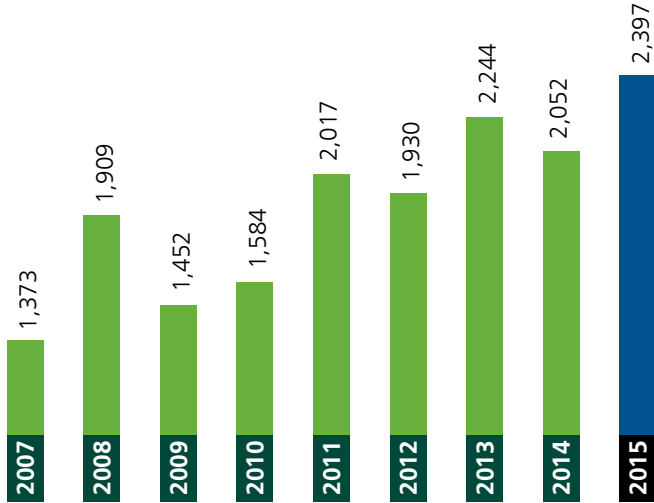
The final of the student elocution contest, open to secondary schools and colleges, was held at the main campus on 27 September 2015, in line with the University's objective of promoting English and higher education. WOU lent its support as the academic partner for the event themed *Social Media, Use or Abuse?*



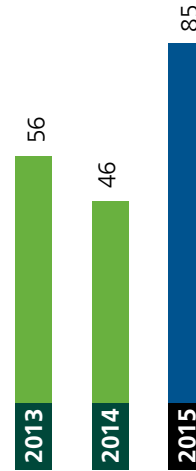
WOU Pro-Chancellor Tan Sri Dr Koh Tsu Koon congratulates the top three winners (front row, standing).

STUDENT ENROLMENT & GRADUATION

Open Distance Learning (ODL):
Total Enrolment from 2007-2015 = 16,958 students



On Campus Learning (OCL): Total Enrolment from 2013-2015 = 187 students



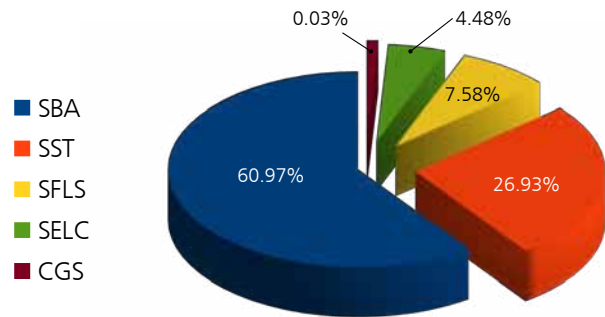
Total Graduates

	Postgraduate	Undergraduate
2010	38	-
2011	80	70
2012	100	265
2013	81	260
2014	92	308
2015	116	377
Total	507	1280

Cumulative Enrolment by School (2007-2015)

- SBA - 10,340 Students (60.97%)
- SST - 4,567 Students (26.93%)
- SFLS - 1,286 Students (7.58%)
- SELC - 760 Students (4.48%)
- CGS - 5 Students (0.03%)

- SBA - School of Business & Administration
- SST - School of Science & Technology
- SFLS - School of Foundation & Liberal Studies
- SELC - School of Education, Languages & Communications
- CGS - Centre for Graduate Studies



Based on the total cumulative enrolment of 16,958 students who have benefited from WOU's unique educational experience from January 2007 to December 2015.



During 2015, a total of 1,536 study grants were awarded to new students pursuing their studies at WOU. The grants were meant to encourage students to enrol at WOU and to reduce their financial burden.

Continuing students at WOU who excelled in their academic studies and were financially needy were also awarded scholarships in the form of tuition fees waivers. A total of 54 students were awarded the Chancellor's Merit Scholarship in 2015.





FINANCIAL SUMMARY

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For year ending 31st December 2015, the University continued to chart double digit growth in the student enrolment from the 4 intake cycles in January, April, July and September for Open Distance Learning (ODL) programme and the 3 intake cycles in February, May and September for the full-time study (OCL) programme.

The tuition income is the main source of income for the University apart from the income generated from the renting of facilities. The 2015 growth in tuition income was mainly attributable to increase in student enrolment and increase in tuition fee for ODL students.

Recognising the need to mitigate the impact of the current market conditions, the University has taken various measures to be more vigilant in managing its cost of doing business through effective cost controls while optimising its resources and improving operational efficiencies. The University has been able to contain the operating expenses (after tax and special item) close to that of previous year at RM29.6 million (2014:RM29.7 million) even though the business activities have increased significantly.

For year ending 31 December 2015, the University posted a lower deficit of RM2 million (2014:RM5.9 million) which is 66% better than last year.

During the year, the Company has set up a subsidiary company, WOU Training Academy, to provide short course training programmes.

During the financial year 2015, the Company increased its issued and paid up ordinary share capital from RM99 million to RM104 million by way of issuance of 5 million ordinary shares of RM1 each, at par to Wawasan Education Foundation by capitalising RM5 million being part of the amount owing to Wawasan Education Foundation.

STATEMENT OF COMPREHENSIVE INCOME

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2015

	2015	2014
	RM	RM
Revenue	23,696,348	19,296,278
Other item of income		
Other income	3,901,190	4,558,846
Other items of expense		
Employee benefits expense	(16,527,261)	(15,559,028)
Depreciation and amortisation expense	(398,958)	(515,315)
Other expenses	(12,574,944)	(13,663,423)
Loss before tax	(1,903,625)	(5,882,642)
Income tax expense	(127,100)	-
Loss for the year, net of tax representing total comprehensive income for the year	<u>(2,030,725)</u>	<u>(5,882,642)</u>

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER 2015

	2015	2014
	RM	RM
Non-current assets		
	692,040	909,825
Property, plant and equipment	1,905,001	2,413,333
Intangible assets	11,300,000	11,000,000
Investment in a subsidiary	13,897,041	14,323,158
Current assets		
Inventories	202,132	287,114
Other receivables	334,626	165,421
Other current assets	441,344	415,547
Cash and bank balances	6,337,928	7,460,013
Amount due from subsidiary	4,798	
	7,320,828	8,328,095
Current liabilities		
Trade and other payables	2,535,317	2,046,497
Grants	845,879	2,309,587
Other current liabilities	9,233,639	8,183,966
Amount due to holding company	486,135	4,963,579
Amount due to a subsidiary	-	-
	13,100,970	17,503,629
Net current liabilities	(5,780,142)	(9,175,534)
	8,116,899	5,147,624
Financed by:		
Share capital	104,000,000	99,000,000
Accumulated losses	(95,883,101)	(93,852,376)
Shareholder's equity	8,116,899	5,147,624



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