CHAPTER 7

CONCLUSIONS AND FUTURE ENHANCEMENTS

7.1 CONCLUSIONS

This thesis has attempted the improvement of the teaching-learning process in higher educational institutions by using knowledge management. The unique feature in this project is that it covers almost every part of an educational organization which is very important to improve the quality of education. In this work almost all the methods have been used to extract the knowledge from the contributors, who are related to the educational organizations. Implicit knowledge is the backbone of the knowledge portal; so, this knowledge has been managed very well in this portal.

In conclusion, the author suggests that higher educational institutions or universities that put into practice, a knowledge portal in their organizations can get a more friendly knowledge community. A more informed knowledge community with a strong sense of skills may enhance its own success. This research is a starting attempt to analyze, evaluate and improve the performance of faculty members and students, to enhance the quality of higher education and the higher educational system. The results discussed show that there is a commendable improvement in the knowledge management system, student performance improvement system and faculty performance, designed from the knowledge collected and stored in the knowledge portal. The higher educational institutions can use such systems to enhance their overall performance. Knowledge management systems in
institutions can improve their policies, enhance their strategies, and improve the quality of the management system. A knowledge society is achievable once the Knowledge portal and knowledge management systems are implemented in all the higher educational institutions.

7.2 CONTRIBUTIONS

The main objectives and contributions of the thesis entitled, “Design and development of meta-model for Knowledge Management in Higher Education Domain” are as follows:

- A meta-model for knowledge management in higher educational institutions is designed in this research work.

- Sources of knowledge in educational institutions are identified. The sources are Faculty members, students, administrative persons, industrial persons and eminent persons from society.

- Methods for extracting implicit knowledge from the sources are elaborately discussed. Some of the extraction methods are communities of practice, Electronic discussion boards, Learning Laboratory, Enterprise Knowledge Portal, Storytelling, Brainstorming, Facilitation, etc.

- A knowledge portal is designed, especially for higher educational institutions.

- A student performance system is designed to improve the performance of all the students studying in the institution. In this knowledge management system, the marks obtained by the students in the current semester are compared with the marks range in the knowledge portal. Details of the efforts to be taken
by the students in the particular mark range along with their names will be displayed. Based on the efforts suggested by the knowledge management system, faculty members make the students get involved in performance improvement classes. In this way, the performance of the students will be improved in the next semester.

- A knowledge management system is designed to improve the performance of the faculty members and fresh graduates, and to overcome the issues in the shortfall of experienced and dedicated faculty members. In this knowledge management system, faculty members are given complete knowledge about the teaching methodologies followed by the experienced faculty members. A series of tasks to be performed by the faculty members in a regular manner is framed and stored in the knowledge portal. Faculty members are made to complete the tasks in the stipulated time. Faculty members are also made to attend meetings regarding ethics in teaching. This will improve the performance of the faculty members.

7.3 FUTURE RESEARCH

A number of directions can be followed as an extension of this research. Some challenges and open questions still to be explored in the research work are as follows:

- Identifying new sources of implicit knowledge
- New methods for extraction of knowledge
- New methods to improve the performance of educational institutions