



KNOWLEDGE MANAGEMENT REPORT FORM  
RANGSIT UNIVERSITY

Topic of Knowledge English language skills

Relationship of Strategy/Knowledge Management

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Teaching and Producing Students for Graduation | <input type="checkbox"/> Research/Innovation             |
| <input checked="" type="checkbox"/> Culture and Environment                        | <input type="checkbox"/> Best Management Practice        |
| <input checked="" type="checkbox"/> Image/Reputation of Organization               | <input checked="" type="checkbox"/> Internationalization |

Person Responsible for this Project

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Staff ID 5790202 College/Faculty/Institute/Department Rangsit University International College

1. Basic principle reported, Concept applications formulated – PLAN

Utilizing seamless learning in a peer-assisted learning center to develop the mentoring skills of the students at Rangsit University International College in order to prepare them for life after graduation by introducing them to students of foreign cultures/countries.

How to use this knowledge?

The students at Rangsit University International College are instructed on how to give effective online peer feedback by using seamless learning, which is an approach to education whereby formal learning environments are synchronized with informal learning environments.

**Type of Knowledge and Source of Knowledge**

☒ Explicit Knowledge

☐ The Knowledge from the Website of Knowledge Management Rangsit University  
(<http://lc.rsu.ac.th/km/Knowledgebase>)

Owner of the Knowledge\_\_\_\_\_

☒ Others (Please clarify) Rangsit University International College students are trained on how to give effective peer feedback in the area of English language development. From there they help other students who wish to develop their English language skills

☐ Tacit Knowledge

☐ Owner of the Knowledge/Department\_\_\_\_\_

☐ Others (Please clarify) \_\_\_\_\_

**Process \***

Due to the fact that this is an experimental study, this online academic program has 7 steps. The process of this academic program is as follows: (1) receive ethical approval from RSU to conduct this academic study; (2) the recruitment of 50 Team Leaders who will be running the day-to-day operations of this academic program; (3) the recruitment of 200+ student peer-mentors who will offer peer feedback; (4) the student peer-mentors will receive training on how to give effective peer feedback; (5) the 10-week online program commences as Rangsit University International College students give peer feedback to students who wish to develop their English language skills; (6) the 250+ Rangsit University International College students (who are participating in this academic program) are asked to complete a questionnaire at the conclusion of the study; and (7) finally, randomly selected Rangsit University International College students are asked to participate in semi-structured interviews to give their feedback on this academic program.

**2. Prototype testing in an operational environment - DO**

Outcome/Result After Doing the Process and any Problems During the Implementation\*

By the end of this 10-week program, Rangsit University International College students are expected to run and operate a peer-assisted learning program in preparation for the tentative plans for

establishing a university-wide program that will potentially incorporate thousands of RSU students.

### **3. Proven through successful mission operation, Objectives and Key Results for Knowledge Management - CHECK**

Conclusion of the Contribution of Knowledge and Process Evaluation of the Experience \*

With the implementation of this program all Team Leaders and student peer-mentors are expected to finish the academic study with a CEFR level of B2 (higher), in preparation for establishing the university-wide peer-assisted learning program, which has plans to help in the internationalization of Rangsit University.

### **4. Objectives and Key Results for Knowledge Management - ACT**

Suggestion for the Future Process in order to Bring into Good Practice \*

In order to aid in the internationalization of Rangsit University, it is highly recommended that when establishing the university-wide peer-assisted learning program (later this year) that this program should be a collaborative effort to include other faculties such as (but not limited to) RELI, Liberal Arts and the International Chinese College.

\* Some of the information can come from the organization that has been set already in case the project that you're running has some knowledge that can apply to this project.