

Online Skills Education with 3D Simulation of Teamwork and Workflow Processes in Second Life – Distance Learning Application

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Second Life uses in Education and Workflow Simulation

2003	2008	2010
<ul style="list-style-type: none"> ● Launched Second Life – a 3D virtual world ● The virtual world leader with a profitable, stable, and growing business. 	<ul style="list-style-type: none"> ● 13 million users ● Own economy with Linden Dollar (266L\$ = 1US \$ in 3/2008) ● Vital Lab describes a simulation game in SL for the software engineering process at Ohio University 	<ul style="list-style-type: none"> ● 18 million users from 150 countries ● More than 700 learning organization ● Top universities: Harvard, MIT, University of Texas (US), Oxford, Leicester, Open University (UK) etc.

Second Life uses in Education and Workflow Simulation

Ohio University



Harvard University



M.I.T University



- TOPICA - E-Learning Program at Hanoi Open University:
 - 1st institution in Vietnam to enter Second Life
 - Joint project with scholars from Duke and Ohio University
- Participation and support by corporations and organizations:
 - Microsoft
 - Qualcomm
 - Hewlett Packard
 - USAID
 - Hanoi University of Technology

Development:



Participation and support:

Microsoft®



USAID
TỦ NHÂN DÂN MỸ



- Description of TOPICA campus

- 32,000 sq.m. parcel
- Replica of TOPICA's 8-story building in Thanh Tri, Hanoi



TOPICA's real-life and Second-Life building

- First floor

- Left wall: shows the E-learning program's development
- Right wall: information on the TOPIC64 project and CRC-TOPIC business incubator
 - 2006 World Bank Infodev award (4/64 for best practice business incubators)
 - 2007 Development Gateway Award (7/160) for best ICT application projects
 - 2008 Stockholm Challenge Award (4/132) for ICT education projects



**STOCKHOLM
CHALLENGE**



- The second, third and fourth floors - TOPICA's three bachelor's degree programs:
 - Applied IT
 - Business Administration
 - Finance/Accounting
- Each floor includes:
 - A lecture lab
 - A practice lab
 - Student consultation areas
 - Other educational facilities.



Lecture lab with video being played

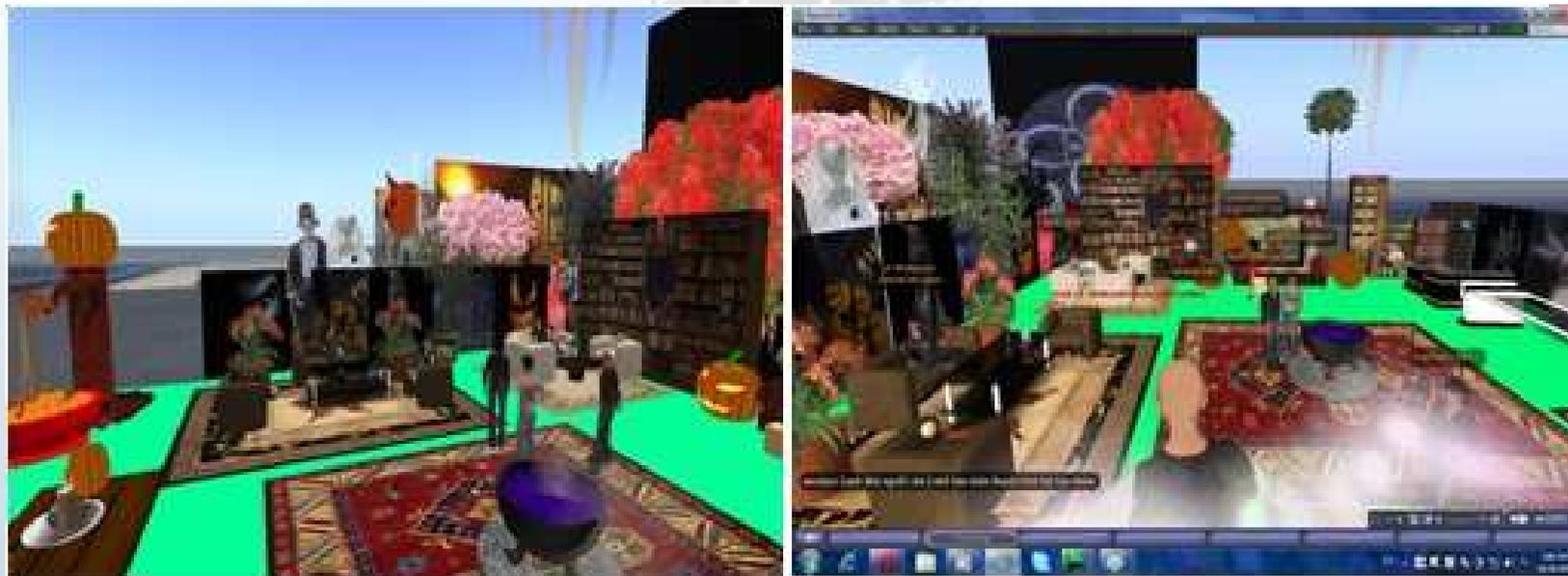
Teamwork in Second Life

- Second Life is a useful tool for e-learning students to do teamwork.
- Some interesting teamwork activities for students in Second Life: camping, Halloween, Vietnamese Teacher Day, Independent Day, etc.



Organized a party to celebrate the August Revolution Day and Independent Day

Teamwork in Second Life



Organized a Halloween party in Second Life



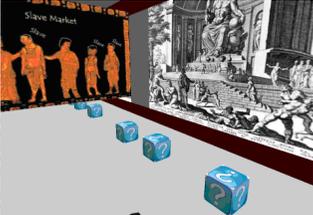
- “Practice” labs
 - Sales management
 - Accounts payable
 - Software development.
- Advantages:
 - Real world experience in studying
 - A cost-effective way to expand classroom space
 - Better use the time of the most highly qualified instructors



Skills and training scenarios – Accounts payable process (Accounting)

Factors	Skills	Scenario on Secondlife
Attitude	Customer and service quality focus	In-world lectures with interactive case exercises
	Professional ethics	Difficult to present in Secondlife
	Professional image	Provide some choices on office costumes (casual costumes which are used in schools, sport activities; office costumes)
Soft Skills	Teamwork skills	Measured through teamwork performance indicators: <ul style="list-style-type: none"> - Customers served/hour - Average waiting time/customer - Longest waiting time (top 10% percentile) etc.
	Telephone and face to face communication	Choose effective communication ways (spot wrong behavior subconsciously expressed by avatar): <ul style="list-style-type: none"> - Fold arms, laugh when customers come in. - Answer the phone and use curt expressions such as Yes, No etc. - Anxious, bewildered expressions. - Failure to welcome customers
Domain Know-ledge	Guide customers through procedures and paperwork	<ul style="list-style-type: none"> - Spot customer mistakes in writing contract (date, payment terms, amount paid, transportation terms, etc. Eg. choose 1 incorrectly contract out of 4, then spot mistakes. - Procedures to cooperate between accountant and cashier, chief accountant, procurement officer, etc Eg: to identify whether the accountant follow correct procedures or not.

Skills and training scenarios Discover Law Periods (Fundamental of Law)

No	Factors	Description	Scenario in Secondlife
1	Attitude	Happy, team building	Good attitude when visiting the museum, active in teamwork
		Professional image	Students have to choose among 4 costume options: outdoor costumes, uniform costumes, polite office costumes, impolite office costumes
2	Skills	Teamwork skill	There are 4 groups visiting the museum. Each team have a team leader, who gather opinions from members to give the answers for questions given during the museum visit
		Communication skill	Communicate among team members during the museum visit
3	Knowledge	Government and Law	<p>This game based on the knowledge of Fundamental of Law</p> <ul style="list-style-type: none"> - Each group visit 4 periods: Chiếm hữu nô lệ, Nhà nước phong kiến, Capitalism Government, Socialist Government - During the visit, students can see pictures about each periods and answer questions related to each period <p>Students can gain knowledge of law in interesting format</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Slavery Period</p> </div> <div style="text-align: center;">  <p>Feudal Period</p> </div> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;">  <p>Capitalism Government</p> </div> <div style="text-align: center;">  <p>Socialist Government</p> </div> </div>

Skill training and scenario – Micro Economics

No	Factors	Description	Scenario in Secondlife
1	Attitude	Attitude	<ul style="list-style-type: none"> - Impression (dance, loud speak...) - Polite
		Professional image	Behaviors of buyers and sellers
2	Skills	Communication skill	<ul style="list-style-type: none"> - Choose effective communication between buyers and sellers
		Selling skill	<ul style="list-style-type: none"> - Advertise for goods ssold - Find buyers who have enough money and need goods - Sell at high price to get high profit - Choose the right time to sell goods: if selling too early, the profit may be low; if selling to late, the selling time may be over
		Buying skill	<ul style="list-style-type: none"> - Get information before buying - Find the sellers - Check the goods and bargain - Choose the right time to buy goods
3	Knowledge	Supply – Demand and Price Relationship	<p>Supply – Demand Game is conducted in the Market in Second Life. There are 5 kiosts in the market. Sellers receive goods from the organizers to sell. Buyers receive money from the organizers to buy. Through trading transactions, students will withdraw conclusions about supply and demand rules, profit maximization and conditions for perfect market.</p>



Market in Supply – Demand Game

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