

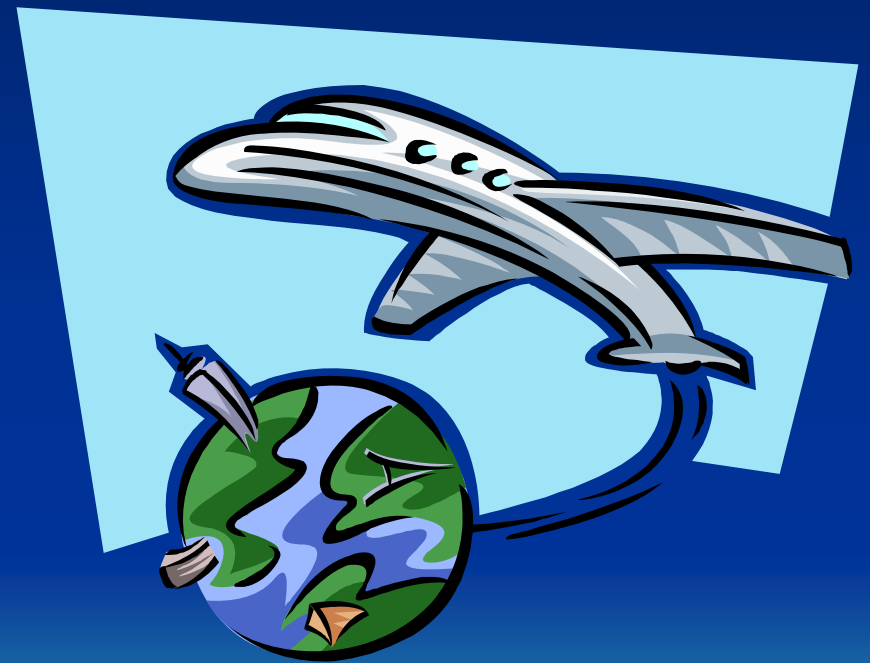
# Technology and the Creation of International Communities of Practice in a Research Context

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# Outline

1. Study Context
2. International Research Team
3. Role of the Technology
4. Communities of Practice
5. Lessons Learned



# 1. Study Context

- Women and Domestic Violence Health Policy (WDVHP) project (2003-2008)
  - International collaboration is required to build capacity
    - Analyze problems
    - Propose innovative solutions not otherwise possible in a single context



## 2. International Research Team

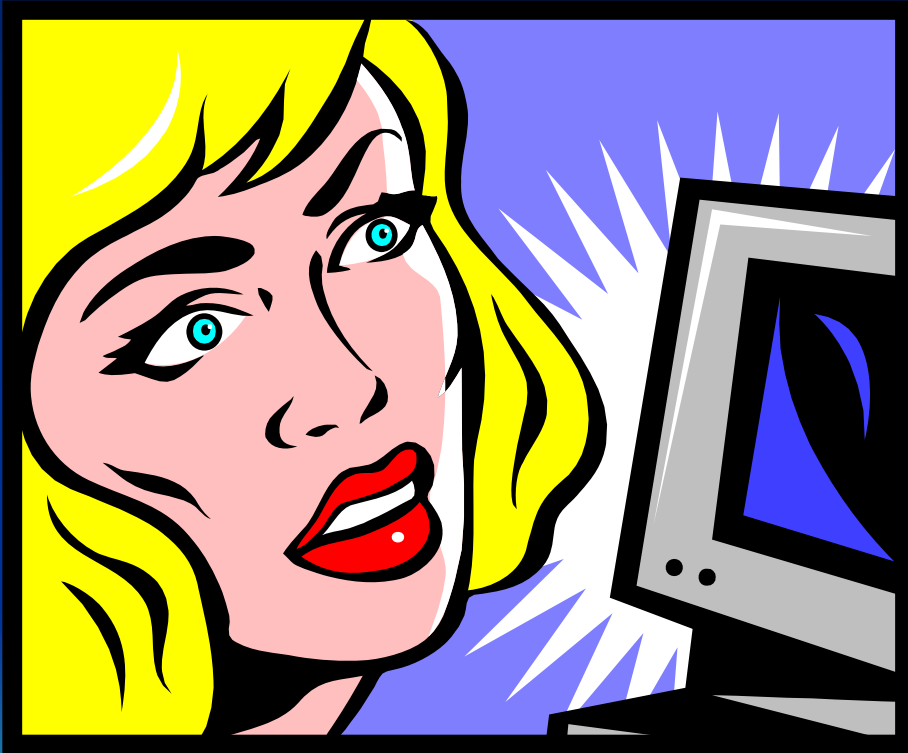
- WDVHP project
  - Began with a face-to-face meeting in Calgary
  - Developed a 5-year collaborative research program
- Representation from 5 countries
  - Afghanistan, Australia, Bangladesh, Canada & Thailand







# 3. Role of the Technology



- Implementation of technology requires comfort zone
- Face-to-face meeting included an opportunity to learn how to use the technology

# 3. Role of the Technology

- Successful collaboration requires:
  - Project implementation plan
  - Communication
  - Shared decision making
- Role of technology
  - Bridge geographical distances
  - Contribute to successful collaboration
  - Develop research capacity



# 3. Role of the Technology

- Created a web-based collaboratory
  - Electronic meeting place to support collaboration and communication
  - Blackboard™ software used – technical support through University of Calgary
- Features
  - Storage of project documents
  - Web-based conferencing (synchronous)
  - Bulletin board (asynchronous)



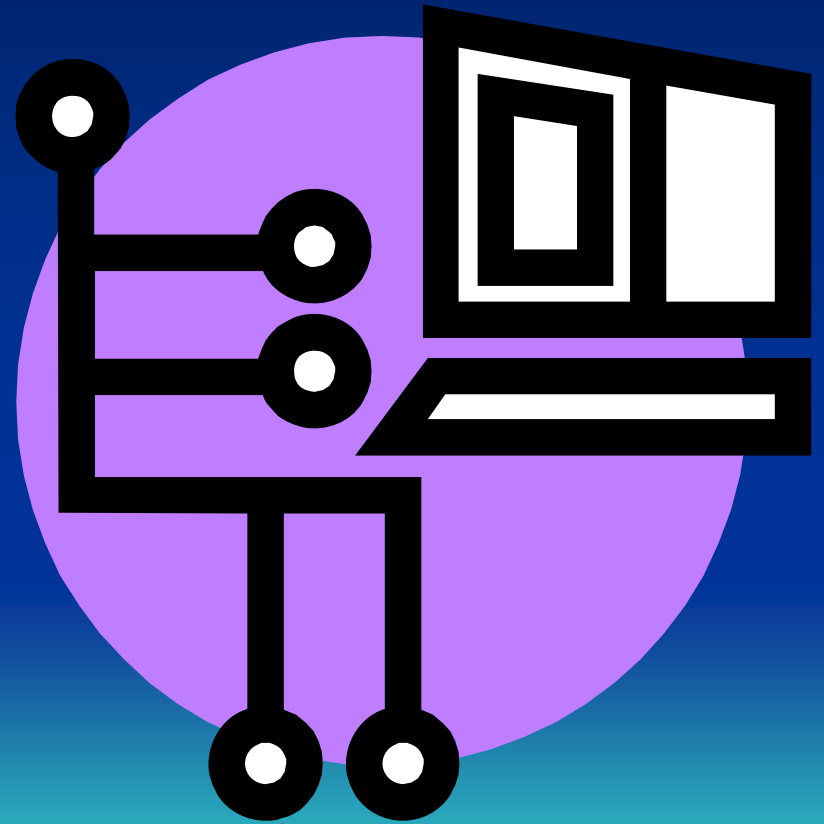
# 4. Communities of Practice

- Models of collaborative research and learning differ in scope
  - who participates;
  - short/long term goal;
  - local/public
- Emphasize increased interactive dialogue among professionals
  - Ongoing reflection and inquiry
  - Collective learning extends beyond individual



# 4. Communities of Practice

- Creating this community through technology
  - Virtual meeting time (window when people will be reading and posting responses)
  - Post issues for decision-making (threaded discussion)
  - E-Mail (specific queries)



# 5. Lessons Learned

- Global issues require new approaches to team work
  - Can't afford **time** or **money** for travel
- Factor in both
  - Access to the technology
  - Willingness/readiness to use technology



# 5. Lessons Learned

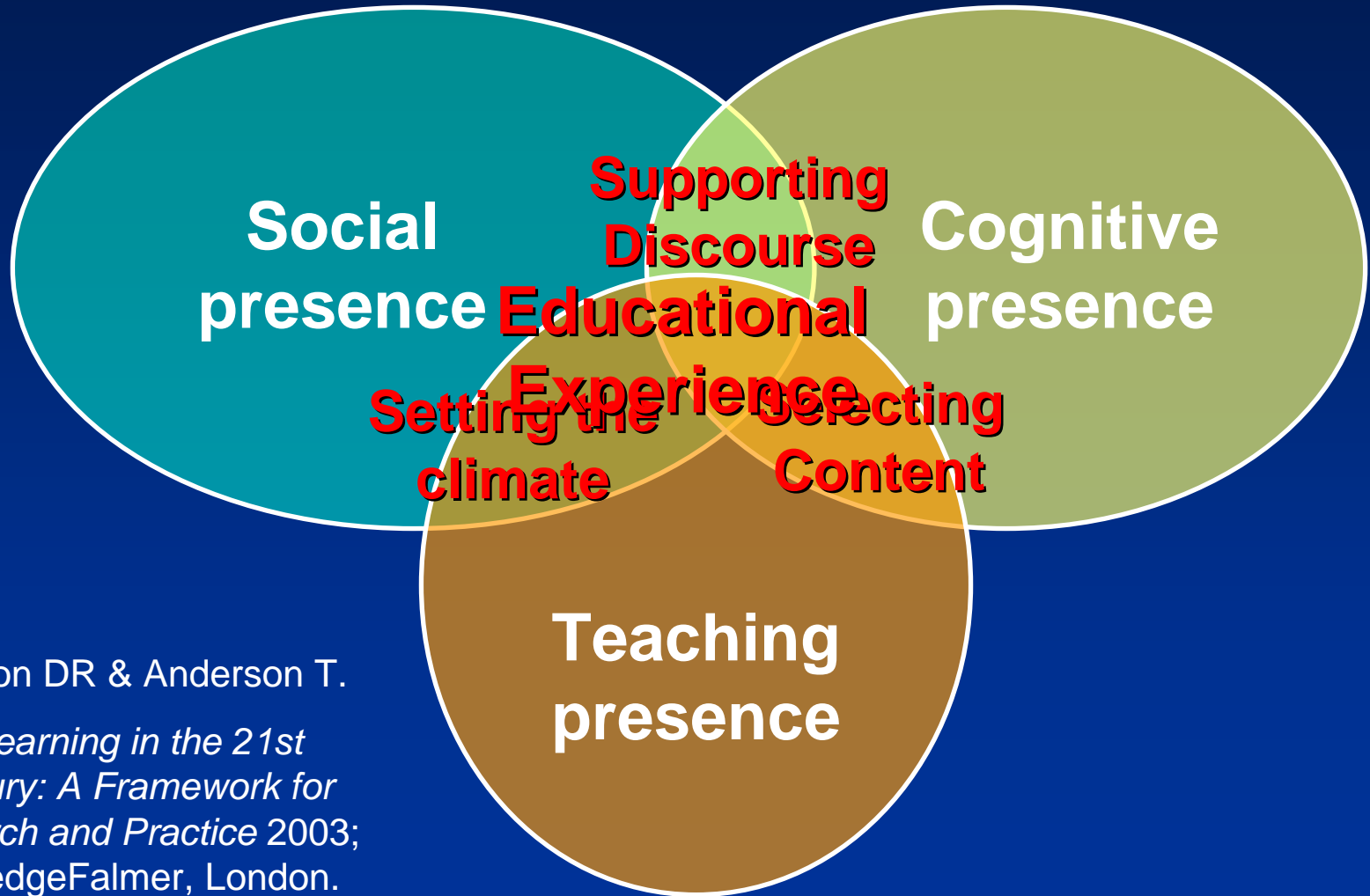


- Careful exploration of technology expectations prior to the project
- Full participation required to build and sustain CoP
- Consider both Project and Collaboratory managers

If we have time....



# On-line Community of Inquiry



Garrison DR & Anderson T.

*E-Learning in the 21st Century: A Framework for Research and Practice* 2003; RoutledgeFalmer, London.

# On-line Community of Inquiry



**Social  
presence**

...ability of learners  
to project  
themselves socially  
and affectively into  
a community of  
inquiry

Rourke L, Anderson T,  
Garrison DR & Archer W.  
(1999)

# On-line Community of Inquiry

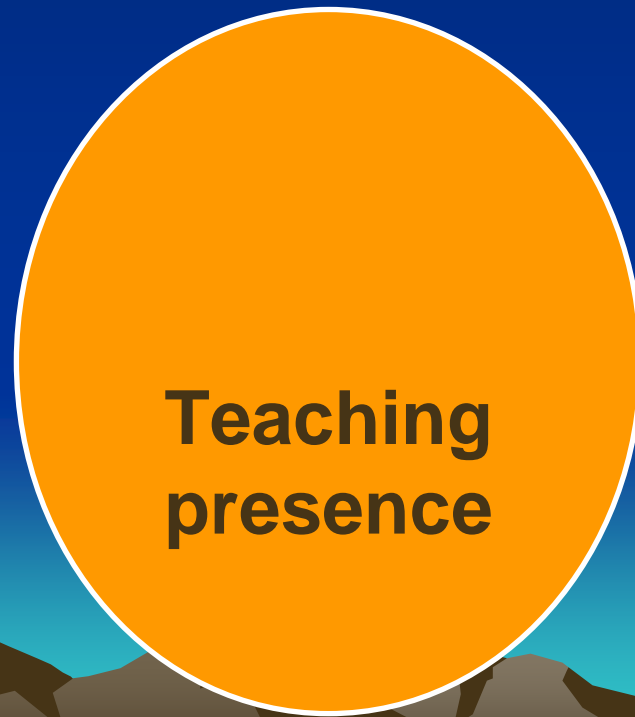
...extent to which the participants in a community of inquiry are able to construct meaning through sustained communication



**Cognitive  
presence**

Garrison DR ,  
Anderson T &  
Archer W (2005)

# On-line Community of Inquiry



...design, facilitation  
and direction of  
cognitive and social  
processes for the  
purpose of realizing  
personally meaningful  
and educational  
worthwhile learning  
outcomes

Anderson T, Rourke L,  
Garrison DR & Archer W.  
(2000)



Premier Videoconferencing – Public Room Services website. Accessed September 21, 2005 online at <http://www.premiervideoconferencing.com/>

Elluminate Live! - TELEHEATH

File Session View Tools Help

Participant Info

Name
Justin German (Moderator)
Moderator (Moderator)
Dave Flynn
Heather M. Ross - Saskatoon
J Hunter
Marilynne Hebert (Me)
Mary

0/8 hands raised

Direct Messaging

Show: All

Join: 2005-10-13 12:03:06

Moderator[Justin German]: The recorder has been started

To: All Send

Audio - Moderator

Mic Speaker

Talk

Whiteboard - Main Room

Natural life of a COP

Follow Moderator

**Natural life of a COP**

Community established & goes through cycles of activity

Stewardship

People move on. Evolves or closes

Transforming

Maturing

Coalescing

Potential

Loose network of people. Similar issues & needs

Members come together & launch community

Community takes charge & grows

Discover common ground

Find value in engaging. Design community

Set standards. Define agenda & activities

Sustain energy, renew interest, central & peripheral activity

Let go, define a legacy and keep in touch

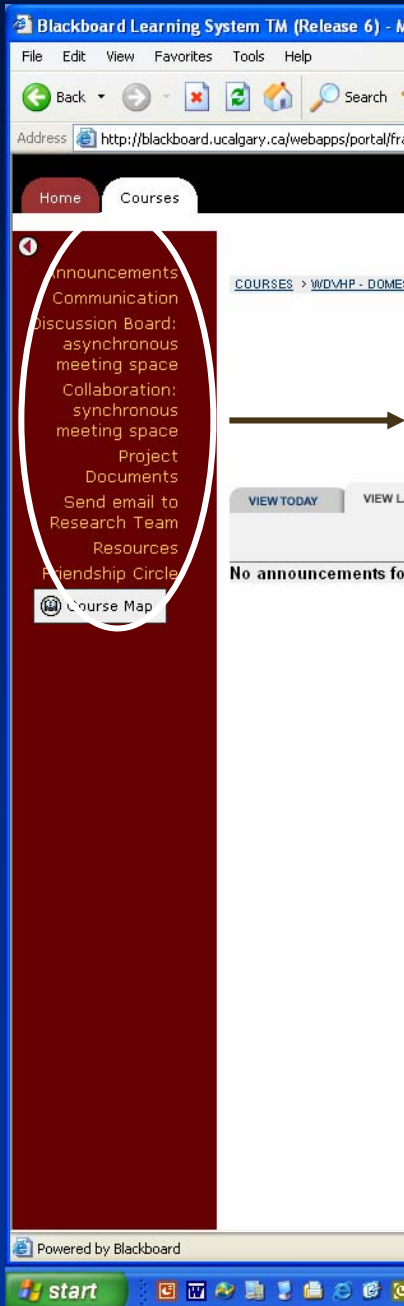
Wenger E. 1999

Janson A et al. Business Comm Quarterly 2004;67:168-181

Video - Moderator

Sharpen: Preview Transmit

Seminar Using Elluminate - Dr. Jose Pereira – UofC Oct 13/05



Announcements

Communication

Discussion Board:  
Asynchronous  
meeting space

Collaboration:  
synchronous  
meeting space

Project Documents

Send email to  
Research Team

Resources

Friendship Circle



- Announcements
- Communication
- Discussion Board:
  - asynchronous meeting space
  - Collaboration: synchronous meeting space
- Project Documents
- Send email to Research Team
- Resources
- Friendship Circle
- Course Map

COURSES > WDVHP - DOMESTIC VIOLENCE > DISCUSSION BOARD

### 2005, February 15, 16 Asynchronous Meeting

The purpose of this meeting is to determine how we can set reasonable goals to reach project completion.

Number of Messages: 13  
[ All **New** ]

- Follow-up on time-line questions that Billie circulated last week:
- a.. when interviewing will be complete;
  - b.. when transcription will be completed;
  - c.. when translation of interviews will be complete (if applicable);
  - d.. when a preliminary coding can be discussed with the rest of the team;
  - e.. when analysis using NG will be complete;
  - f.. when an interim report or first draft report on the project will be received in Canada.

Looking forward to your feedback.

Best wishes,

Tanis

### 2005 January 25, 26 Asynchronous Meeting

The focus of discussion for this meeting is on progress and future plans for the WDVHP.

Number of Messages: 15  
All read

### 2004 Dec 20 - 22 Asynchronous Meeting

This is a continuation of the Synchronous Meeting topic: WHERE DO WE GO FROM HERE WITH THE WDVHP?

Number of Messages: 6  
[ All **New** ]

DO WE WANT TO MOVE ON TO DEVELOPING THE NEXT STAGE OF THE PROJECT

IF SO, HOW ARE WE GOING TO APPROACH IT IN TERMS OF FUNDING?

The synchronous meeting should get us started and then ideally we will follow up with discussion during the asynchronous meeting time frame.

### 2004 November 23-24: Asynchronous meeting

This asynchronous meeting is scheduled for Nov 23 and 24, 2004.

Number of Messages: 48  
[ 19 **New** ]

Discussion threads have been set up for each of the agenda items including:  
1. Blackboard as a communication tool

- Announcements
- Communication
- Discussion Board: asynchronous meeting space
- Collaboration: synchronous meeting space
- Project Documents
- Send email to Research Team
- Resources
- Friendship Circle
- Course Map

COURSES > WDVHP - DOMESTIC VIOLENCE > COMMUNICATIONS > COLLABORATION

### Collaboration Sessions

Filter:  Search by:  Session Name  Start Date  End Date (MM/DD/YY)  Search

Session Name	Tool	Start Date	End Date				
WDVHP Dec 2004 Synchronous Meeting	Chat			<input type="button" value="Join"/>	<input type="button" value="Recordings"/>		<input type="button" value="OK"/>

## Launching Chat Tool

### Chat Loading.

Leaving this page will close the Chat window.

Java Plug-in is required for Chat to run. Java Plug-in should download and begin installation automatically. Download time will vary by connection speed.

If the Java Plug-in is not installed or there are problems loading Chat, download the [Java Plug-in](#).

If a screenreader is being used to access the accessible Chat tool, the Java Access Bridge may need to be installed so that the screenreader can interact with the keyboard shortcuts and all tags in the Chat tool.

Note that JAWS 4.5.1 and later will work with the Java Access Bridge version 1.0.3.

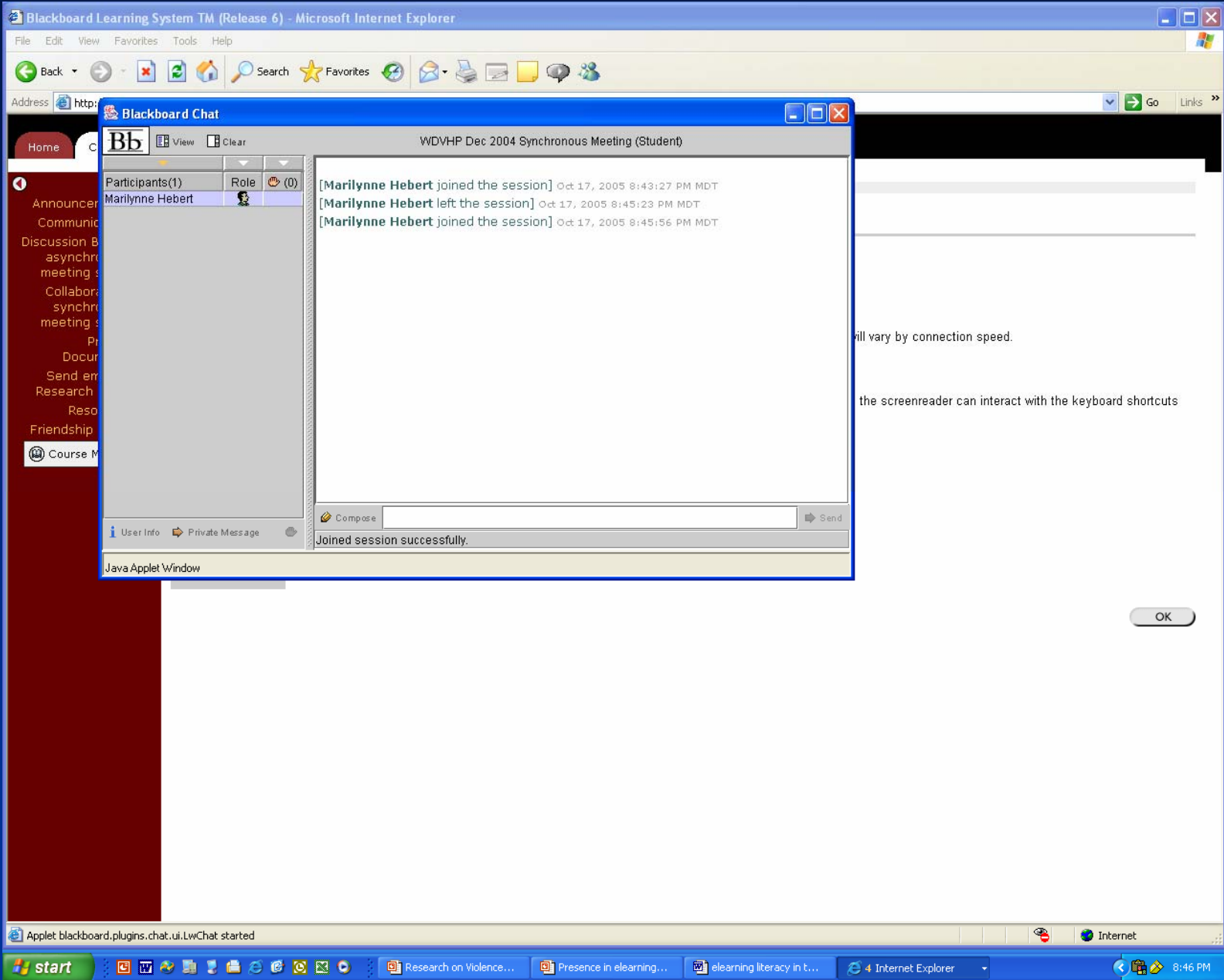
[Click here](#) to view the installation help documentation.

[Click here](#) to download the Java Access Bridge.



OK

- Announcements
- Communication
- Discussion Board:
  - asynchronous meeting space
  - Collaboration: synchronous meeting space
  - Project Documents
- Send email to Research Team
- Resources
- Friendship Circle
- Course Map



**Blackboard Chat**

View Clear

WDVHP Dec 2004 Synchronous Meeting (Student)

Participants(1)	Role	(0)
Marilynne Hebert		

[Marilynne Hebert joined the session] Oct 17, 2005 8:43:27 PM MDT  
[Marilynne Hebert left the session] Oct 17, 2005 8:45:23 PM MDT  
[Marilynne Hebert joined the session] Oct 17, 2005 8:45:56 PM MDT

Compose  Send

Joined session successfully.

Java Applet Window

will vary by connection speed.

the screenreader can interact with the keyboard shortcuts

OK

Participants(1)	Role	(0)
Marilynne Hebert		

[Marilynne Hebert joined the session] Oct 17, 2005 8:42:06 PM MDT

Compose  Send

Joined session successfully.

- Announcements
- Communication
- Discussion Board: asynchronous meeting space
- Collaboration: synchronous meeting space
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COURSES > WDVHP - DOMESTIC VIOLENCE > COMMUNICATIONS > DISCUSSION BOARD > FRIENDSHIP CIRCLE

Add New Thread

VIEW UNREAD MESSAGES

EXPAND ALL COLLAPSE ALL SEARCH

SHOW OPTIONS

<ul style="list-style-type: none"> <li>Re: Recipes</li> <li>Re: Middle Names</li> <li>Re: Middle Names</li> <li>Lynnes Christmas letter - as reque...</li> </ul>	<ul style="list-style-type: none"> <li>Houck, Tanis Marlene</li> <li>Thurston, Dr. W.E. (Billie)</li> <li>Thurston, Dr. W.E. (Billie)</li> <li>Adamsam, Rhonda</li> <li>Adamsam, Rhonda</li> </ul>	<ul style="list-style-type: none"> <li>11-18-2004 16:18</li> <li>11-25-2004 10:16</li> <li>11-25-2004 10:19</li> <li>11-28-2004 16:29</li> <li>12-06-2004 20:52</li> </ul>	<ul style="list-style-type: none"> <li>New</li> <li>New</li> <li>New</li> <li>New</li> <li>New</li> </ul>
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Sort by Default

OK

Thanks!

Marilynne Hebert - [hebert@ucalgary.ca](mailto:hebert@ucalgary.ca)

Wilfreda Thurston - [thurston@ucalgary.ca](mailto:thurston@ucalgary.ca)

Mone Palacios Mckay – [palacios@ucalgary.ca](mailto:palacios@ucalgary.ca)



## Research on violence against women: Technology and the creation of international communities of practice

M.A. Hebert

W.E. Thurston

M. Palacios Mackay

Domestic violence (DV) is a serious problem world-wide and many programs have been developed to address this with mixed success. Complex social problems such as DV call for multi-disciplinary and multi-sectoral teams to analyze the problems, as well as propose and implement possible solutions. The health sector has been the last sector to actively develop programs to prevent DV.

The Women and Domestic Violence Health Policy (WDVHP) project is based on the understanding that international collaboration is required to build capacity to both analyze problems as well as propose innovative solutions not otherwise possible in one context. A development grant in 2002 through the Canadian Institutes of Health Research supported establishment of a new international research team with a focus on the role of the health sector in DV prevention. In 2003 representative researchers and women's policy advocates from five countries (Afghanistan, Australia, Bangladesh, Canada, and Thailand) met for one week and developed a plan for a five year collaborative research program. Subsequently the team was successful in obtaining a grant to start the research program with a comparative study of the DV and health policy community overlap.

A web-based collaboratory using Blackboard™ was created for the investigators to use as a communication and collaboration tool. The collaboratory included features such as work spaces, storage of project documents (e.g., minutes, reports), web-based conferencing for synchronous meetings, and a bulletin board for asynchronous discussion. Initial training was offered to those at the first meeting. The purpose of this paper is to examine the role of this collaboratory in terms of building an international Community of Practice (CoP).

A number of findings related to use and impact of the web-based collaboratory suggested the technology played a limited role, yet the potential has not been realized. The collaboratory was not used as extensively as expected, however the technology made it possible to conduct a 5-country study with limited funding. In the context of a collaborative international study, the costs to hold face-to-face meetings and teleconferences would be prohibitive. On-going communication was also particularly important in supporting the qualitative methodology.

Surprising, willingness to use the technology varied by participant, and was not necessarily related to the ease of access noted in each country. Email was used most frequently, although this form of communication did not allow participants to focus in a meaningful way on project collaboration for a substantial length of time. As opposed to face-to-face communication, it was more challenging to assess whether conflict was a

result of miscommunication arising from quickly written responses, or actually reflected different opinions and expectations.

The CoP has successfully progressed from defining the scope of practice to knowledge sharing, and this has been possible only through the web-based forms of communication. However, minimal commitment and willingness to use the technology resulted in more participants remaining on the periphery rather than moving to the core group, which is required to sustain the CoP. It may be necessary to have funding for both project and collaborative managers as the foci and skills required are quite different. To build successful CoP's in this international context requires building capacity in both effective electronic communication and research skills.