Costs for Americans ...

... have soared for education, child care and health care ...

Change in prices relative to a 23% increase in prices for all items, 2005-2014

... and have plummeted for televisions, toys and phones, relative to other prices.

BY LARRY BUCHANAN and ALICIA PARLAPIANO
Source: Bureau of Labor Statistics
Lack of skills is a common reason for entry-level vacancies

% of employer respondents

36% of employers also reported a lack of skills caused “significant problems in terms of cost, quality, and time” or worse

<table>
<thead>
<tr>
<th>Country</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turkey</td>
<td>56</td>
</tr>
<tr>
<td>India</td>
<td>53</td>
</tr>
<tr>
<td>Brazil</td>
<td>48</td>
</tr>
<tr>
<td>United States</td>
<td>45</td>
</tr>
<tr>
<td>Mexico</td>
<td>40</td>
</tr>
<tr>
<td>Saudi Arabia</td>
<td>38</td>
</tr>
<tr>
<td>Germany</td>
<td>32</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>30</td>
</tr>
<tr>
<td>Morocco</td>
<td>12</td>
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</tbody>
</table>

39%
Prediction #1

Skills frameworks will become the common language that connects learners, employers and educators
In the near future many workers will need to substantially renew their skills every 5 years.

<table>
<thead>
<tr>
<th>Average tenure in a job</th>
<th>Half-life of a learned skill</th>
<th>Length of career</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.5 years</td>
<td>5 years</td>
<td>60 to 70 years</td>
</tr>
</tbody>
</table>
### Critical Core Skills (CCS)

Programmes which focus on employability/transferable skills and competencies that support acquisition of technical skills and competencies, and facilitate workplace mobility.

<table>
<thead>
<tr>
<th>Critical Core Skills (CCS)</th>
<th>Proficiency Level</th>
<th>Course</th>
<th>Providers (please state School or Department of IHL)</th>
<th>Programme also maps to which other CCS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Critical Core Skills (CCS) Title</td>
</tr>
<tr>
<td><strong>Adaptability</strong></td>
<td>Basic</td>
<td>Managing Change in an Age of Disruption</td>
<td>Nanyang Polytechnic</td>
<td></td>
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<tr>
<td></td>
<td>Basic</td>
<td>Managing Change and Developing a Change-Ready Team</td>
<td>National University of Singapore</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Basic</td>
<td>Managing Change for Digital Transformations</td>
<td>National University of Singapore</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Intermediate</td>
<td>Employee Engagement and Change Management: Building on Agile Customer-centric Culture</td>
<td>Singapore Management University</td>
<td>Customer Orientation</td>
</tr>
<tr>
<td></td>
<td>Intermediate</td>
<td>Managing Change in the Digital Age</td>
<td>Singapore Management University</td>
<td>Basic</td>
</tr>
<tr>
<td></td>
<td>Intermediate</td>
<td>Middle Management Role in Strategy Implementation - The Locus of Success</td>
<td>Singapore Management University</td>
<td>Creativity Thinking</td>
</tr>
<tr>
<td></td>
<td>Advanced</td>
<td>Change Management at the Workplace</td>
<td>Singapore Polytechnic</td>
<td>Intermediate</td>
</tr>
<tr>
<td><strong>Building Resilience</strong></td>
<td>Basic</td>
<td>Organisational Culture Change Begins With Me</td>
<td>National University of Singapore</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Basic</td>
<td>Managing New Workforce Diversity - Cultural Intelligence in Action</td>
<td>Ngee Ann Polytechnic</td>
<td></td>
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<tr>
<td></td>
<td>Intermediate</td>
<td>Intergenerational Communication</td>
<td>Singapore Polytechnic</td>
<td></td>
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<tr>
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<td>Basic</td>
<td>Achieving Peak Performance with Mental Skills, Emotional Strength and Team Approach</td>
<td>Nanyang Technological University</td>
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<td></td>
<td>Basic</td>
<td>Art of Saying No to Customers Without Offending Them</td>
<td>Nanyang Technological University</td>
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<td></td>
<td>Basic</td>
<td>Capitalising on Productive Emotions</td>
<td>Nanyang Technological University</td>
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<tr>
<td></td>
<td>Basic</td>
<td>Key Emotional Competence for Managers</td>
<td>Nanyang Technological University</td>
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<tr>
<td></td>
<td>Basic</td>
<td>Managing Difficult People</td>
<td>Nanyang Technological University</td>
<td></td>
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<td>Basic</td>
<td>Stay Calm and Stand Up: Becoming more assertive in the workplace</td>
<td>Nanyang Technological University</td>
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<tr>
<td></td>
<td>Basic</td>
<td>Warrior or Wimp? Conflict and Stress Management</td>
<td>Nanyang Technological University</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Basic</td>
<td>Achieving the Psychological Advantage in Leadership</td>
<td>Nanyang Technological University</td>
<td></td>
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<td></td>
<td>Basic</td>
<td>Secret to Motivating Your Team</td>
<td>Nanyang Technological University</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Basic</td>
<td>Designing the Winning Locker Room</td>
<td>Singapore Management University</td>
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<tr>
<td></td>
<td>Basic</td>
<td>Effective Workplace Skills for Professionals</td>
<td>Singapore Polytechnic</td>
<td>Self Management</td>
</tr>
<tr>
<td></td>
<td>Basic</td>
<td>Emotional Competence to Manage Self at the Workplace</td>
<td>Singapore Polytechnic</td>
<td>Communication</td>
</tr>
<tr>
<td></td>
<td>Basic</td>
<td>Professional Writing</td>
<td>Singapore Polytechnic</td>
<td>Basic</td>
</tr>
<tr>
<td></td>
<td>Basic</td>
<td>Report Writing and Effective Communication</td>
<td>Singapore Polytechnic</td>
<td>Basic</td>
</tr>
</tbody>
</table>
Mapping curricula to skills
Prediction #2

The value of university education will increasingly come from relationships, not content
What lifelong learners need?

training

mentoring

networking
Effective learning is based on relationships
Northeastern University’s SAIL Framework: Foundational masteries

INTRAPERSONAL SKILLS
- Help-Seeking
- Independence/Autonomy
- Initiative
- Perseverance/Resiliency
- Resourcefulness
- Self-Efficacy/Confidence

ATTRIBUTES
- Comfort with Ambiguity
- Humility
- Integrity
- Mindfulness
- Open-Mindedness

INTERPERSONAL SKILLS
- Collaboration/Teamwork
- Communication
- Empathy
- Leadership

STRATEGIC TOOLKIT
- Creative Thinking/Innovation
- Critical Thinking
- Decision-Making
- Ethical Reasoning
- Inquiry & Analysis
- Problem Solving

Your key to capturing and expressing the skills you develop from all your experiences.
Prediction #3

Algorithms and communities will reduce the cost of education
Massive Transformative Purpose (MTP)

- Interfaces
- Dashboards
- Experimentation
- Autonomy
- Social

- IS
- DC
- EA
- SE

- Staff on Demand
- Community & Crowd
- Algorithms
- Leveraged Assets
- Engagement

Read more: www.toolshero.com
The World's First AI Teaching Assistant Turns 4

Friday, January 24, 2020

Georgia Tech's AI Revolution in Education

With the Jill Watson AI system at Georgia Tech turning four years old January 2020, the team behind the system – members of the Design & Intelligence Lab – have developed a new Jill Watson Teaching Assistant that can be customized by non-experts and teachers who want to create a virtual TA for their courses. This is a major step in scaling the AI system for any course – online or residential – without the need to code. Learn more about milestones in the evolution of Jill Watson in the graphic below and contact the team to learn more: http://dilab.gatech.edu/people/

2016

Online education got a major assist from the virtual teaching assistant Jill Watson, debuting in January 2016. The TA was online 24/7 to answer student questions in a course for the OAM5035 program at Georgia Tech. Jill answered basic questions and allowed human instructors to focus on more in-depth teaching and assistance. It was revealed to students at the end of the semester that Jill was so responsive because... well, this was a virtual TA that never slept.
The power of knowledge communities
THE QUESTROM ONLINE MBA Mod Live!
Prediction #4

Faculty will become just one role of a larger team
Roles needed for an online course

**Traditional Role**

**New Roles**

- E-learning Designer
- Technology Specialist
- Content Coach
- Social Director
- Managing Correspondent
Traditional Course Delivery Model

Course design, syllabus development

Prepare course materials

Deliver course

Design assessments

Administer assessments

Grading work

Final grades awarded

New Delivery Model for an Online Course

Professorial Faculty

Professorial Faculty

Professorial Faculty

Professorial Faculty

Professorial Faculty

Professorial Faculty

Teaching Assistant(s)

Instructor(s)

Instructor(s)

Instructor(s)

Teaching Assistant(s)

Student Success Specialist(s)

Instructor(s)

Course Designer(s)

Teaching Assistant(s)

Instructor(s)

Head of Learning Design and Innovation

Course Designer(s)
Conjecture:

For innovation to truly take off, better ways of assessing educational outcomes must emerge.
Ernst & Young Removes University Degree Classification From Entry Criteria As There's 'No Evidence' It Equals Success
“Education is not preparation for life, education is life itself.”

John Dewey

Education 2030: Four trends and one conjecture

1. Skills frameworks will become the common language that connects learners, employers and educators
2. The value of education will increasingly come from relationships, not content
3. Algorithms and communities will reduce the cost of education
4. Faculty will become just one role of a larger team

For innovation to truly take off, better ways of assessing actual learning must emerge

@cdellarocas
digital.bu.edu

Digital Learning & Innovation