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Critical success factors in e-learning for large enterprises

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AbstractIn 2008, the New Zealand Ministry of Education funded a project aimed at examining the use of elearning to build workforce capability (Clayton, Elliott, Saravani, Greene & Huntington, 2008). Data was collated from on site employee and trainee interviews and an online survey questionnaire. Critical success factors (CSF's) were subsequently identified which could be used to enable a large enterprise (>100 employees) to ensure effective and efficient e-learning implementation. These CSFs include commitment and support by senior management, leadership, multidisciplinary training teams, designated training coordinators, regular evaluation of training and outcomes, communication and feedback from employees and embedding elearning in workplace training are described and presented in a graphical format.Becta (2005) Research into the use of ICT and e-Learning for work-based learning in the skills sector: Literature review: British Educational Communications and Technology Agency, Coventry.Clayton, J & Elliott, R (2008) e-Learning in Industry: New Zealand Case Studies : e-Learning in Industry: Tertiary e-Learning Research Fund, Wellington Retrieved 17/7/2008 from http://ito.e-learning.ac.nz/Clayton, J & Elliott, R., Saravani, S., Greene, N., & Huntington, N. (2008) e-Learning in Industry: A Summary of Activities (pp80): e-Learning in Industry: Tertiary e-Learning Research Fund, Wellington Retrieved 17/7/2008 from http://ito.e-learning.ac.nz/Lain, D. & Aston, J. (2004) Literature review of evidence on e-Learning in the workplace: Institute for Employment Studies, Brighton