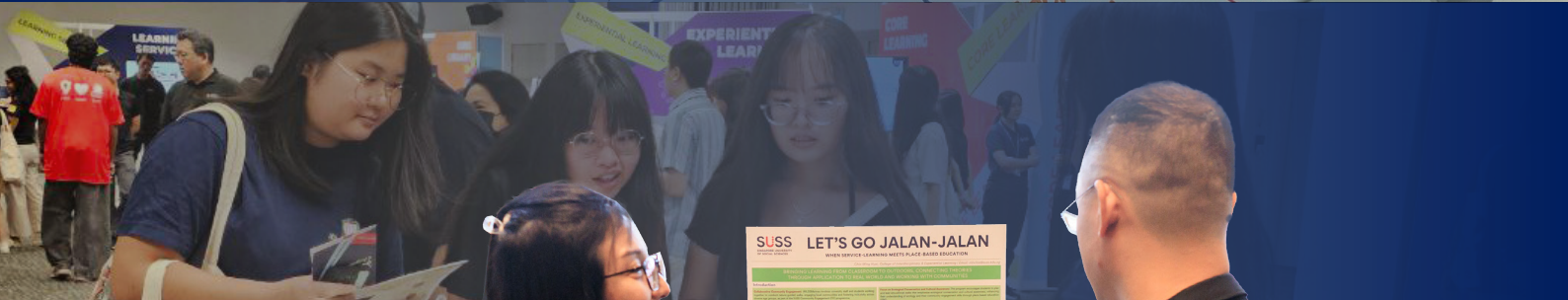
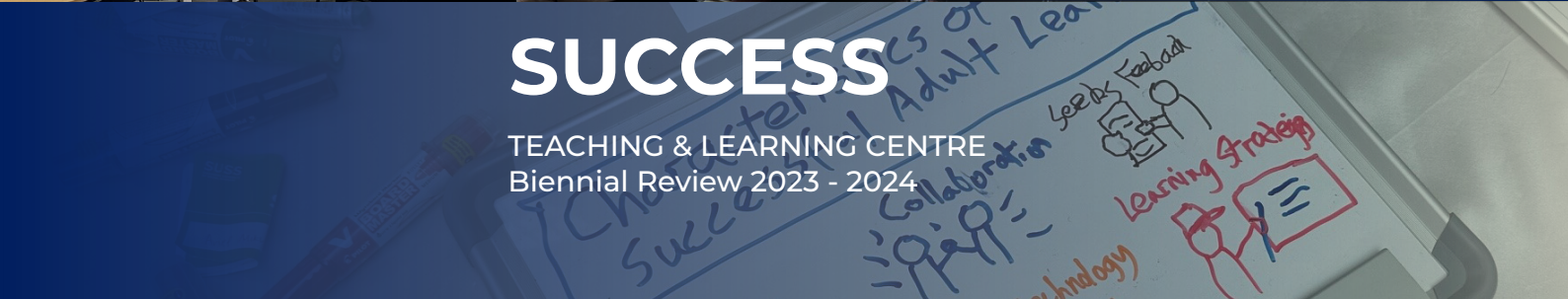


# INSPIRING EXCELLENCE, ENABLING SUCCESS

TEACHING & LEARNING CENTRE  
Biennial Review 2023 - 2024



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## Director's Message

As we mark another biennium at the Teaching & Learning Centre (TLC), I am pleased to share the milestones that reflect our collective dedication to quality teaching, learning, education research, and the scholarship of teaching and learning (SoTL). We also thank Associate Professor Rebekah Lim for her immense contributions to TLC for the past decade and her service as TLC Director for more than two terms.

Among these milestones, the bespoke Adaptive Learning System (AdLeS®) has been instrumental in tailoring educational experiences to each student's needs, promoting personalised learning. Alongside AdLeS®, the Student Evaluation Analytics Dashboard provides real-time insights that help our instructors refine their approaches based on data-driven feedback, enhancing both teaching quality and student engagement. Our updated suite of student development workshops and professional development in teaching and learning workshops have also seen a marked increase in the number of attendees.

We are inspired by the increasing number of colleagues who are engaging in SoTL, and committed to advancing educational research. Evident through the proceedings of the second SUSS SoTL Symposium, collaborative research and professional development initiatives, our instructors have been exploring innovative strategies to enhance pedagogy and elevate the learning experience across the university.

Looking ahead, we remain committed to fostering a learning culture that is adaptive, evidence-based, and supportive of both students and instructors. Join us as we champion innovation and collaboration, and continue to create an environment that inspires teaching excellence and meaningful learning experiences for all.

*Associate Professor Lyndon Lim  
Director, Teaching & Learning Centre*

# TEACHING SUPPORT

## Fundamentals in Teaching & Learning (FTL)

TLC's Fundamentals in Teaching & Learning (FTL) series was introduced in 2021 to promote excellence in teaching and opportunities for professional growth for our new instructors. It includes three engagements that Associate Faculty and Faculty should complete within the first year of deployment and employment respectively:

AD108: Foundations in Learning & Teaching in SUSS

AD110: Beginning Faculty Forum

AD121: T&L Conversation

Between January 2023 and December 2024, 398 Associate Faculty and Faculty members enrolled in the FTL series.



“  
Very informative...  
learning how to  
take care of myself  
to continuously  
perform with joy  
and purpose.”



“  
Create opportunities for  
myself and students to  
learn using gen AI.”

## Feedback from Fundamentals in Teaching & Learning (FTL) Workshops

“  
I can apply the insights  
today to enhance my  
teaching engagement.”

“  
Don't forget to  
stop and breathe.  
It's so easy, yet so  
powerful.”



## Professional Development in Teaching & Learning (PDTL)

PDTL courses familiarise instructors with the SUSS teaching and learning context, while enhancing Associate Faculty and Faculty members' teaching and facilitation skills.

To meet the changing needs of the SUSS fraternity, a new PDTL cluster (Delivery Modes & Communication), new workshops (in existing and new clusters), and new workshop formats were introduced across 2023 and 2024.

### Numbers at a glance

#### 19 PDTL in 2023

Total participants  
**292**

Average feedback rating  
**4.62/5.00**

#### 28 PDTL in 2024

Total participants  
**608**

Average feedback rating  
**4.56/5.00**

### Trending PDTL workshops

## AD139: Generative AI in Tertiary Education Teaching: Effective

**AD132: Prompt Writing** **AD261: Developing and Assessing Group Work**  
**Fundamentals of How People Learn** **AD162: Principles of Adaptive Testing and Learning**  
**AD167: Giving Effective Assessment Feedback**

More information on PDTL workshops



“  
**A very good workshop.  
 It has helped me to better  
 understand student-  
 centred learning and to  
 apply these strategies  
 in my future seminars.**”



**Feedback from Professional Development  
 in Teaching & Learning (PDTL) Workshops**



“  
**Very useful session  
 and learned a lot.  
 Love the interactive  
 discussions too.**”

“  
**You are  
 simply good  
 with your  
 work. You  
 know your  
 stuff well.**”

“  
**I appreciate the  
 facilitator taking  
 her time to share  
 her experiences  
 using Gen AI in  
 the context of  
 higher education  
 - very insightful.  
 Thank you.**”

“  
**Amazing! Suggestion:  
 do another one!  
 On online teaching.**”

**Online Resources**

**Teaching Support Resources**



In 2024, Assessment Resources, which aims to consolidate quality assessment resources and practices tailored to the SUSS context, was added to Teaching Support Resources.

**Professional Sharing**



TLC hosts in-person, online, and hybrid knowledge-sharing sessions on teaching and learning trends and best practices.

**Generative AI Resources**

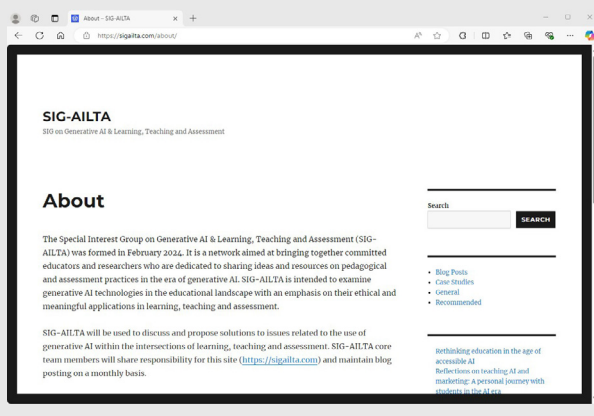


TLC’s regularly updated Generative AI Resources offer best practices and case studies to help integrate AI into teaching and assessment, supporting teaching and learning excellence.

## Formation of a Special Interest Group on Generative AI & Learning, Teaching and Assessment (SIG-AILTA)

SIG-AILTA was formed in February 2024 to bring together SUSS educators and researchers who are passionate about exploring the potential of generative AI for enhancing learning experiences, teaching practices, and assessment methods. The core team has produced seven case studies and 12 blog posts, sharing ideas and resources on pedagogical and assessment practices in the era of generative AI, while also providing up-to-date information on generative AI technologies for educational purposes.

**Learn more [here](#).**



## SEA Dashboard: Supporting Professional Development in Teaching and Learning



In October 2024, TLC launched the in-house-developed Student Evaluation Analytics (SEA) Dashboard to help instructors reflect on and improve their teaching by visualising students' eCE feedback.

Developed in partnership with Business Intelligence & Analytics, the SEA Dashboard uses a supervised text mining approach to identify implicit sentiments and topics in qualitative feedback. It also integrated quantitative and qualitative feedback for a comprehensive view, offering instructors meaningful and actionable insights for reflection.

# LEARNING SUPPORT

## Numbers at a glance

### 12 SDW in 2023

Total participants  
 **1073**

Average feedback rating



**4.56/5.00**

### 22 SDW in 2024

Total participants  
 **2075**

Average feedback rating

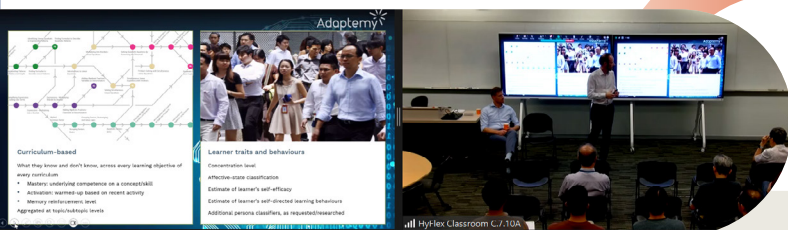


**4.46/5.00**

## Student Development Workshops (SDW)

TLC's complimentary Student Development Workshops (SDW) are available to all SUSS students. These workshops support learning needs and strengthen learning competencies, with the aim of helping students graduate with stellar results and develop a genuine love for learning.

In response to the new semester-based curriculum and advancements in technology and generative AI, TLC revamped its learning support offerings: new SDWs and resources were designed to equip students with the skills and strategies required to excel in their studies. This underscores TLC's commitment to continuously adapt support provisions to meet students' evolving needs.



## SD104: Essentials of Academic Integrity

This course highlights the importance of academic honesty and explains why it is essential to avoid cheating or copying others' work. It covers what plagiarism and other dishonest practices are and teaches students how to steer clear of them. Through helpful tips and exercises, students learn how to give proper credit to the ideas and research of others when using them in their own work.

In 2024, the course was updated to include guidance on how to use generative AI tools responsibly. Students will also learn how to correctly cite AI-generated content, ensuring they follow ethical standards in today's academic environment.

## Numbers at a glance

Total reach in 2023:

 **7,984 students**

Total reach in 2024:

 **6,059 students**



SUSS Associate Faculty Anil Singh Sonu teaching SDW276, a new SDW workshop on case analysis.

## New SDW Cluster, New Workshops (in New and Existing Clusters), and New Workshop Formats Introduced Across 2023 and 2024

**New workshop format:** In the July 2024 semester, we saw the introduction of self-access workshops (coded 'e'), which are fully online and hosted via Canvas. An example is *SDW113e: Effective Online Learning and Use of EdTech Tools for Tertiary Students*.

**New SDW cluster:** In 2024, a new cluster of SDW was developed which focused on enhancing the knowledge and skills of graduating students.



More information on SDW workshops

## Feedback From the Most-enrolled SDW Workshops

To have this course made known and offered to students who just started the study programme so we could master these skills at the very beginning.

Useful info shared. Beneficial indeed.

**SDW171 : Using Library Resources in Your Written Assignments**

**SDW177 : Academic Citation: What, How, Why**

**SDW215 : Speed Reading Workshop**

This should be mandatory for all Year 1. Wish I had known about this when I first started my programme.

Pace is good, very patient trainers.

I will continue practising daily.



AdLeS® Research Group (ARG).

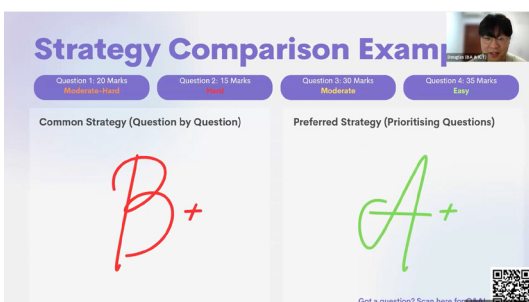
## Learning Excellence Series

The Learning Excellence Series was initiated in 2024 to provide students with more opportunities to develop study skills.

As part of the series, 209 students attended two talks titled “Speed Reading Skills” and “Effective Study Strategies” that focused on practical techniques for improving learning and academic performance.

## Learning Success Clinic

In September 2024, TLC launched a new academic coaching provision called the Learning Success Clinic (LSC). The LSC serves all SUSS students and complements the existing Academic Coaching for Study Success Programme (ACP). Students can make an appointment for the LSC, for a 45-minute, one-on-one conversation with an academic coach to discuss their academic skills. Reception to the LSC has been encouraging, with most appointment slots quickly filled as they become available. **Find out more [here](#).**



## TLC Learning Support Get-Together (26 July 2023)

In anticipation of the semester-based curriculum at SUSS, the Learning Support team – including SDW facilitators and academic coaches – gathered to discuss the upcoming changes to the SUSS curriculum and learning support provisions. At the session, participants exchanged ideas about teaching strategies and strengthened their collaborative efforts.

## Adaptive Learning System (AdLeS®): Supporting Personalised Learning at SUSS

The **Adaptive Learning System (AdLeS®)**, developed in-house by TLC for SUSS students, has achieved major milestones since its launch. These include successful trademark registration and expanded support across disciplines beyond STEM courses.

Since August 2021, AdLeS® has served over 2,700 students, enabling Faculty to monitor progress and identify students needing support. This has been accomplished through data-driven insights, leveraging the Rasch model and Zone of Proximal Development. Upcoming enhancements include integrating AI for content creation and auto-marking.

# EDUCATIONAL RESEARCH

## Celebrating Achievements and Insights in Educational Research

Reflecting on the past two years, we celebrate the achievements and strides made in research at SUSS.

### Grants Awarded

#### 1. Examining Instructors' Use of Feedback Dashboards for Enhancing Teaching and Learning

- Principal Investigator: Lin Feng
- Co-Principal Investigators: Rebekah Lim Wei Ying, Lee Yew Haur
- Quantum: \$162,863.60
- Duration: 2 years (2024 – 2026)
- Type of Grant: MOE Tertiary Education Research Fund (TRF)

#### 2. Enhancing Metacognition in Adults Through a Tech-Augmented Learning Programme

- Principal Investigator: Tan Hui Ling Renee
- Co-Principal Investigator: Ang Yuen Siang (A\*STAR)
- Quantum: \$1,188,070
- Duration: 3 years (2025 – 2027)
- Type of Grant: MOE Science of Learning (SoL)



#### 3. Strength-Based Approach for Children with Special Needs

- Principal Investigator: Eunice Tan
- Co-Principal Investigator: Kenneth Poon (NIE)
- Quantum: \$91,668
- Duration: 1.5 years (2023 – 2024)
- Type of Grant: MOE Education Research Funding Programme (ERFP)

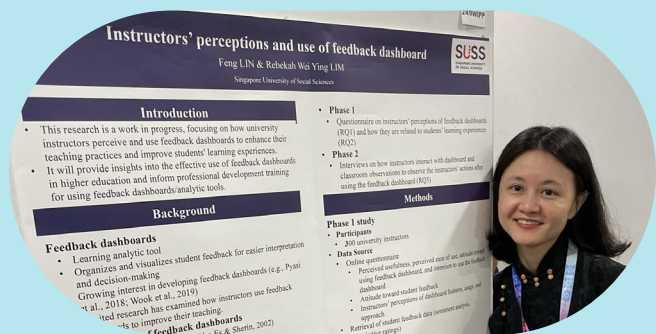
#### 4. Unlocking Motivations, Confidence, and Positive Outcomes for Adult Learners

- Principal Investigator: Charmaine Tan (A\*STAR)
- Co-Principal Investigators: Betsy Ng (NIE), Walter Theseira, Wang Jiun Wen, Lyndon Lim (Collaborators)
- Quantum: \$233,415
- Duration: 2 years (2023 – 2025)
- Type of Grant: MOE Science of Learning (SoL)

## Developing a feedback analytic tool to support instructor reflection

Feng Lin  
Chenchen LI  
Rebekah Wei Ying LIM  
Yew Haur Lee

Singapore University of Social Sciences



## Accolades of TLC Faculty

We congratulate our TLC colleagues on their appointments.

- Dr Stefanie Chye for being elected as: President of the **Educational Research Association of Singapore (ERAS)** from 2024-2026. Vice-President (Asia Pacific) of **The International Association for Cognitive Education and Psychology (IACEP)** from 2024-2026.
- Dr Lye Che Yee for being elected to the Board of the **Pacific Rim Objective Measurement Society (PROMS)** from 2024.
- Dr Lin Feng for being appointed as Chair of Doctoral Students Consortium, International Conference on Computers in Education (ICCE) in 2024.



## Inaugural Teaching Grant Winners

2024 marked the launch of the SUSS Teaching Grant, aimed at fostering innovative pedagogies. Two projects each received this competitive grant of \$6,000 for one year.

### 1. Connecting Heart to Head and Habit through Critical Reflection

- Principal Investigator: Chia Ming Huei (CIEL)

### 2. Developing Improvisational Competencies in a Leadership Development Course

- Principal Investigator: Wang Jiun Wen (NSHD)

These projects exemplify our commitment to enhancing educational practices that benefit both educators and students.



Teaching Grant winners presenting posters at SoTL Symposium 2024.



Student Orientation 2023 and 2024.



# OUTREACH AND PARTNERSHIPS



An in-person T&L Conversation by the Outstanding Teaching Award 2023 recipients.

## Outreach

Across these two years, we expanded our outreach efforts through professional and student initiatives. Our flagship T&L Conversation hosted over 15 in-person, online, and hybrid knowledge-sharing sessions on teaching and learning trends and best practices – drawing approximately 1,000 Faculty and Associate Faculty. These chats promoted teaching effectiveness, reflection, and collaboration.

During Student Orientation, we set up two booths – an information counter for students to find out about and sign up for our student development workshops, and an activity corner featuring interactive games as teasers of our offerings. Each year, these booths engage almost 300 students, increasing awareness and interest in our provisions.

## Partnerships

In 2023 and 2024, we conducted strategic visits to strengthen collaboration with our internal and external partners. Internally, we met with colleagues from S R Nathan School of Human Development (NSHD), School of Science and Technology (SST), and the College of Interdisciplinary and Experiential Learning - Core Learning (CIEL-CL) to build stronger connections. Externally, we visited the National Institute of Education (NIE), Singapore University of Technology and Design (SUTD), and Silver Generation Office (SGO) to exchange ideas and explore opportunities for consultancy work and research partnerships.

As a result of our collaboration with SUTD, SUSS is leading Workstream 2 – Educational Models in the Cyber-Physical Learning Alliance (CPLA), with SUSS as a member of the CPLA. Additionally, SUSS and SUTD are studying the use of telepresence systems for collaborative learning in a hybrid learning environment.

We also welcomed teaching professionals from other institutions, reinforcing our commitment to fostering shared learning within the educational community.



Visiting CIEL - Core Learning (CL).



External partners visit by State Universities and Colleges-Association of Agricultural Colleges of the Philippines (SUC-ACAP) and NAFA.



## Faculty Appreciation Event (FAE) and Start of Semester (SoSEM) 2023

We organised our final Faculty Appreciation Event (FAE) and Start of Semester (SoSEM) in 2023, before passing the baton to Associates Management. FAE was a blend of recognition, celebration, and gratitude, as we honoured award winners for their exceptional contributions to academia.

# TLC EVENTS



'Start of Semester 2023' briefing to new instructors.



Faculty Appreciation Event 2023.



### Number of attendees



## SUSS SoTL Symposium 2024

TLC organised the second SUSS SoTL Symposium in November 2024. Themed 'Sustainable Learning in Education: What Should Remain and What Should Change', this event provided a critical platform for stakeholders to discuss essential aspects of education that must endure amid continuous disruptions to higher education.



The guest-of-honour was Ms Dilys Boey, Chief Executive, Workforce Singapore. Keynote speakers included Dr Park Jonghwi, Academic Programme Officer and Head of Innovation and Education at the United Nations University Institute for the Advanced Study of Sustainability (UNU-IAS); Professor Peter Reimann, Professor of Education in the Faculty of Arts and Social Sciences at the University of Sydney, Australia; Professor Pierre Dillenbourg, Vice-President for Academic Affairs (Provost) at École Polytechnique Fédérale de Lausanne; and Professor Cheah Horn Mun, Advisor, TLC and Dean, CIEL.

Highlights from the SUSS SoTL Symposium 2024.

## Engaging Discussions and Interactive Sessions

The symposium featured a panel discussion that was moderated by Dr Stefanie Chye, SUSS. Panellists included Dr Park Jonghwi, keynote speaker; Dr Sng Hock Lin, Chief of Silver Generation Office, the outreach arm of the Agency for Integrated Care (AIC) in Singapore; Dr Jennifer Tan, Managing Director, Learning and Transformation, Group Human Resources, OCBC; and Professor Robbie Goh, Provost, SUSS.

The event also showcased Faculty members presenting their research findings and sharing innovative pedagogies. There were also talking circles to encourage thoughtful discussions on the evolving teaching and learning landscape.

## Reflections and Pathways Forward

The achievements of our Faculty members and the success of SUSS SoTL Symposium 2024 highlighted our institution's dedication to advancing education. As we continue navigating the complexities of modern teaching and learning, the insights gained from these experiences will guide our journey towards more sustainable and impactful educational practices.



*Thoughtful discussions and lasting connections at the SUSS SoTL Symposium 2024.*



*Engagements with educational research centres.*



## A Look at Research Centres and Collaborative Efforts

A highlight of 2024 was our engagements with esteemed education research centres that provided opportunities for meaningful conversations and exploration of collaborative potential. Our discussions with professionals at the University of Sydney's Waranara and Disruptive Innovations in Business Education, Monash University's School of Education, CRADLE at Deakin University, and the University of

Technology Sydney offered valuable insights into advancing educational research and practices, particularly in fostering sustainable learning.

Our engagements with the University of British Columbia, Simon Fraser University, Capilano University, and the British Columbia Institute of Technology also enabled us to explore innovative teaching methodologies, student learning support frameworks, and engagement strategies. These engagements reinforce our commitment to enhancing education quality while aligning with institutional priorities.

# TRAINING AND CONSULTANCY

In support of our commitment towards inspiring excellence and enabling success, TLC offers consultancy and training services to industry partners. We extend our gratitude to the following organisations and teams for engaging us in 2023 and 2024, and trusting in our expertise in adult learning, curriculum, pedagogy and assessment:

1. Centre for Home Team Simulation
2. Ministry of Defence, SAFTI Military Institute, Institute of Military Learning
3. Ministry of Home Affairs, Home Team Academy, Centre for Learning Systems
4. MUIS, Islamic Learning Hub and Management Office
5. Ngee Ann Polytechnic, School of Health Sciences
6. Singapore Police Force (SPF)
7. Yanshan University
8. 中新（重庆）教育组织



A training session for Faculty and staff members from Yanshan University.



A heartfelt 'thank you' to all our colleagues, scholars, practitioners, and industry partners for generously sharing your ideas at TLC events and workshops over the past two years!

## ACKNOWLEDGEMENTS



SoTL Symposium 2024 Team Photo.



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