Towards supporting tutoring in a semi-distance environmental education course: a Namibian case study

By Georgina L. Fröhlich

Submitted in part fulfillment of the requirements for the degree of

MASTER OF EDUCATION- WITH SPECIALISATION IN ENVIRONMENTAL EDUCATION

at the UNIVERSITY OF SOUTH AFRICA

SUPERVISOR: PROF CS LE ROUX

June 2004

Student No: 3296-206-1

I declare that 'Towards supporting tutoring in a semi distance environmental education course: a Namibian case study' is my own work and that all sources that I have used or have quoted have been indicated and acknowledged by means of complete references

Date: 14 June 2004

Signed

Georgina L. Fröhlich

Acknowledgements

I would like to offer gratitude to the 'Supporting Environmental Education in Namibia' project and all involved with it who have supported me throughout the process of this research. I would also like to thank the tutors of the 'Namibian Environmental Education Certificate' course who have trusted me to represent their thoughts, feelings and experiences of tutoring throughout 2003. I hope I have helped both you and future tutors with your roles and responsibilities. I would also like to thank my supervisor, Professor Cheryl le Roux for supporting both my thoughts in this research and the process of writing up such thoughts. Finally I would like to offer my gratitude to my family especially my husband Dieter and my sons Oliver and Max who have remained patient throughout the time taken to complete my Masters.

Summary

Tutors are key supporters within semi-distance education and as such comprehensive support of tutoring is necessary to provide the best possible support to learners. This case study investigates how tutoring can be better supported within a semi-distance part-time professional development course in environmental education. The course, aimed at adults working in environmental education fields, is seen as an important strategy for helping participants become critical, reflexive and active environmental education practitioners who can start working on solutions to environmental issues. This study found that most challenges to successful tutoring lay in the availability and competence of human resources within Namibia. Additionally improvement in the management of tutor and learner support systems, information, guidance and enrolment and finally of learning resources is seen as essential to better support a successful tutoring process. An alternative model of tutoring is offered as a way of overcoming the major tutoring challenges outlined in this study.

Key terms:

Tutoring, support, semi-distance education, environmental education, course development, professional development, volunteer, adult learning, management, mentoring.

CONTENTS

CHAPTER PAGE NUMBER Chapter One An orientation to the study 1.1 1 Introduction 2 1.2 Motivation for the Research 1.3 Problem Formulation 4 1.4 The Aims and Objectives of the study 6 1.4.1 The research aim 6 1.4.2 The research objectives 6 1.5 Contributions of the Research 6 1.6 Research Methodology and Demarcation of the Field of Study 7 1.7 Chapter Outline 9 1.8 **Concept Clarification** 10 1.8.1 Semi-distance education 10 1.8.2 A part time course 10 1.8.3 Environmental education 11 1.8.4 Tutoring 11 1.8.5 Support 11 1.8.6 Education research 11 1.8.7 Environmental education research 11 12 1.8.8 Adult learning 12 1.8.9 Professional development as opposed to training

Chapter Two *Contextualising the study: the relationship between contexts of education and education delivery practices*

2.1	Introd	uction	15
2.2	The B	ackground and Context of the NEEC	15
	2.2.1	Introduction	15
	2.2.2	Developments and trends relating to the provision of education in	17
		general and environmental education in particular in Namibia -	
		Setting the stage for the NEEC	
		2.2.2.1 1998-2001 DANCED funded scoping exercise for the NEEC	18

	2.2.3	The RUGF course as framework for the NEEC	19
	2.2.4	Adoption or adaptation of the RUGF course in countries other than	
	South A	Africa or for specialised courses	21
2.3	Setting	s and Frameworks Relating to Education Delivery Strategies Applicable	
	to the I	NEEC	22
	2.3.1	Distance Education	23
	2.3.2	Semi-distance education	25
	2.3.3	The need for tutors and face-to-face tutorials in DE situations	27
	2.3.4.	Tutoring processes	29
	2.3.4	4.1 Tutoring models	30
	2.3.4	4.2 Tutor management, competencies, roles and responsibilities	32
	2.3.4	4.3 Recruitment, training and professional development of tutors	
		within the context of the DE course	34
	2.3.4	4.4 Locating the professional development of tutors within the	
		orientation of the DE course	37
2.4	Linking	g Context and Theory to Practice	38
	2.4.1	Delivery mode and tutoring processes of the RUGF	38
	2.4	.1.1 Recruitment of tutors and tutor competencies, roles and	
		responsibilities	39
	2.4	.1.2 Tutor 'training' and professional development	42
2.5	The Str	ucture and Delivery of the NEEC	42
	2.5.1	A background to the structure of the NEEC	42
	2.5.2	Delivery of the NEEC	44
	2.5.3	Background to the professional development of tutors within the NEEC	48

Chapter Three Research Methodology and Design

3.1	Introduction	50
3.2	Research Approach and Methodology	50
	3.2.1 Use of the interpretivist methodology	50
	3.2.2 Grounded theory	52
3.3	The Research Design	53
	3.3.1 Use of a case study method	53
	3.3.2 The Research Sample	54

3.4	Data Collection Tools, Techniques and Limitations	55
	3.4.1 Use of interviews	55
	3.4.1.1 Logistics and commonalities of interviews used in the study	56
	3.4.1.2 Unstructured and semi-structured personal interviews	57
	3.4.1.3 Semi-structured focus group interviews	58
	3.4.1.4 Limitations of interviews	59
	3.4.2 Use of structured questionnaires	59
	3.4.2.1 Logistics of questionnaires	59
	3.4.2.2 Limitations of questionnaires	60
	3.4.3 Use of participant observation	60
	3.4.3.1 Participant observation logistics	61
	3.4.4 Use of documents	62
	3.4.4.1 Limitations of documents	62
	3.4.4.2 Use of photographs	62
3.5	Data analysis tools	62
3.6	Validity	63
3.7	Conclusion	65

Chapter Four Emerging Research Understandings

4.1	Introduction	66
4.2	The Structure, Support and Process of Tutoring in the NEEC	66
	4.2.1 The structure of tutoring	66
	4.2.2 The appointment, initial volunteering and eventual payment of tutors	69
	4.2.3 The NEEC tutor competencies, roles and responsibilities	70
	4.2.4 Roles and responsibilities of the NEEC support tutors	71
	4.2.5 The tutoring process	72
	4.2.5.1 Planning and implementing regional tutorial sessions	72
	4.2.5.2 Tutoring processes at national workshops	73
	4.2.5.3 Moderation and assessment in the tutoring process	74
	4.2.6 Tutor training and professional development	75
4.3	Challenges Experienced in the Tutoring Process	77
	4.3.1 Constraints related to tutor's working environment	77
	4.3.1.1 Time constraints imposed by working environment	78

	4.3	3.1.2 Limited access to telephones for tutoring processes	80
	4.3.2	Challenges experienced due to lack of financial incentives	81
	4.3.3	Challenges caused by geographical distances between tutors and	
		Participants	82
	4.3.4	Challenges caused by a lack of experience/knowledge of tutoring	
		within Distance Education courses and/or within the NEEC	
		curriculum or environmental education in general	83
	4.3	3.4.1 Challenges of the lack of experience in, and/or knowledge	
		of, tutoring within Distance education situations.	83
	4.3	3.4.2 Challenges caused by lack of experience and/or knowledge	
		in environmental education and/or with the curriculum of the	
		NEEC course.	85
	4.3.5	Challenges caused by lack of commitment from participants	87
	4.3.6	Challenges caused by NEEC course materials	88
4.4	Positi	ve Aspects of Tutoring and Further Support Identified by Tutors and	
	Suppo	ort Tutors	90
	4.4.1	Positive aspects and successes of the tutoring process	90
	4.4.2	Further support needed by tutors	91
4.5	Conclu	ision	92

Chapter Five Analysis of Emerging Understandings and Recommendations for the Way Forward

Introduction	93
Discussion on the Improvement of the Management of the NEEC	95
5.2.1 Management of Tutor Support Systems	95
5.2.1.1 Tutoring as part of 'normal' duties	95
5.2.1.2 Recruitment process of the tutors	97
5.2.1.3 Induction of tutors	100
5.2.1.4 Continuous professional development of tutors	102
5.2.1.5 Numbers of participants allocated to tutors	103
5.2.2 Management of learner support systems	103
5.2.2.1 Setting up the role of tutors in a learning support system	104
5.2.2.2 An alternative model of tutoring in the NEEC	104
	 Discussion on the Improvement of the Management of the NEEC 5.2.1 Management of Tutor Support Systems 5.2.1.1 Tutoring as part of 'normal' duties 5.2.1.2 Recruitment process of the tutors 5.2.1.3 Induction of tutors 5.2.1.4 Continuous professional development of tutors 5.2.1.5 Numbers of participants allocated to tutors 5.2.2 Management of learner support systems 5.2.1.1 Setting up the role of tutors in a learning support system

	5.2	2.2.3 Helping learners learn effectively within the semi-distance part time	learning
		situation	107
	5.2	2.2.4 Monitoring and supporting the tutoring support role	108
	5.2.3	Management of information, guidance and enrolment	109
	5.2.4	Management of learning resources.	112
		5.2.4.1 Appropriateness of materials and their timeous dispatch to the	
		tutor and the participant	112
		5.3.3.2 Use of telephones	113
5.3	Consol	idations of Recommendations for the Way Forward	114
	5.3.1	Recommendations for improving the management of information,	
		guidance and enrolment	114
	5.3.2	Recommendations to improve the management of tutor support systems	115
	5.3.3	Recommendations for improving the management of learner support	
		systems	115
	5.3.4	Recommendations for the improvement in the management of learning	
		resources	116
5.4	Limitat	tions of the Study and Suggestions for Future Research	116
	5.4.1	Limitations of the study	116
	5.4.2	Suggestions for further research	117
5.5	Conclu	sion	117
Refere	nces		119

Appendices	S
------------	---

126

List of Tables, Figures and Appendices

Tables P	age Number
Table 1: Training as compared to an ideal model of professional development	13
Table 2: Learning situations in Distance Education	26
Table 3: Two views of tutor competencies	33
Table 4: The development model: Functions, skills and education needs for	
Distance Education tutors	35
Table 5: Progress including month, duration and place of the NEEC activities, and	
people involved	45
Table 6 Strategies for establishing validity	64
Table 7: Proposed stages for development of recruited tutors of the NEEC	99
Figures	
Figure 1: Model showing an increased emphasis on the relationship between the lea	arner
and tutor	28
Figure 2: Applied competence	37
Figure 3: Model showing the tutoring roles in the 'Rhodes University Participatory '	Course in
Environmental Education'	41
Figure 4: The infrastructure of support within the NEEC course (as at the end of the	2
NEEC course)	47
Figure 5: The tutoring constraints related to the management of the NEEC	94
Figure 6: Model of the alternate structure of the NEEC	105

Appendices

Appendix 1: Interview schedule 1 for support tutors	127
Appendix 2: Interview schedule 2 for tutors	128
Appendix 3: Questionnaire schedule 1 for tutors	129
Appendix 4: Questionnaire schedule 2 for tutors	135
Appendix 5: Questionnaire schedule 3 for support tutors	140
Appendix 6: Letter sent to Regional Directors of the Ministry of Basic Education,	
Sport & Culture.	145

Acronyms

AT	Advisory Teacher
BETD	Basic Education Teaching Diploma
BETD-INSET	Basic Education Teaching Diploma- In-service programme
BETD-PRESET	Basic Education Teaching Diploma- Pre-service programme
DANCED	Danish Cooperation for Environment and Development
DRFN	Desert Research Foundation of Namibia
GRN	Government of the Republic of Namibia
MEC	Ministry of Education and Culture
MBEC	Ministry of Basic Education and Culture
MBESC	Ministry of Basic Education, Sport and Culture
MET	Ministry of Environment and Tourism
MHEVTEC	Ministry of Higher Education, Vocational Training and Employment
	Creation
Namcol	Namibia's College of Open Learning
NEEC	Namibian Environmental Education Certificate
NEEN	Namibian Environmental Education Network
NEEN RUGF	Namibian Environmental Education Network Rhodes university/Gold Fields Participatory Course in Environmental
	Rhodes university/Gold Fields Participatory Course in Environmental
RUGF	Rhodes university/Gold Fields Participatory Course in Environmental Education
RUGF	Rhodes university/Gold Fields Participatory Course in Environmental Education Southern African Development Community- Regional Environmental
RUGF SADC-REEC	Rhodes university/Gold Fields Participatory Course in Environmental Education Southern African Development Community- Regional Environmental Education Centre
RUGF SADC-REEC SEEN	 Rhodes university/Gold Fields Participatory Course in Environmental Education Southern African Development Community- Regional Environmental Education Centre Supporting Environmental Education in Namibia project
RUGF SADC-REEC SEEN TA	 Rhodes university/Gold Fields Participatory Course in Environmental Education Southern African Development Community- Regional Environmental Education Centre Supporting Environmental Education in Namibia project Technical Advisor