MSME Business School

KNOWLEDGE MANAGEMENT REPORT 2021

Asst.Prof.Dr.Vasa Buraphadeja,

QA Director

Email: vasabrp@msme.au.edu

TABLE OF CONTENTS

Executive Summary

Managing knowledge, MSME employs three distinct knowledge platforms ranging from intraorganizational purposes to public uses.

First, *MSME Faculty Knowledge Space*, a knowledge area for the school's use, is placed at a restricted area of the MSME learning management system (https://lms.msme.au.edu). The main purpose of this service is to share knowledge within our organization such as our past professional development sessions, and summarized lesson learned from past events.

The second platform is *MSME E-Services* (https://eservice.msme.au.edu/learning), which allows members to share knowledge created within the school with the public in several categories including learning and teaching, career advice and technological know-how. This area is open to the public, while only assigned contributors from the school maintain and update the content.

The final knowledge sharing area is the *MSME stories* at the MSME website (https://msme.au.edu/index.php/msme-stories), where we share best practices and success stories of our communities to the public.

MSME Faculty Knowledge Space

The MSME Faculty Knowledge Space is accessible via
https://lms.msme.au.edu/course/view.php?id=411.

Content is categorially organized by functions (i.e., HR, Research, administrative, programs), units (i.e., EdPEx, AACSB, Advising), and task forces (e.g., AoL, Branding, and Data committee teams). Also, the past professional development sessions that the school regularly offers during midterm and final exam periods were archived.
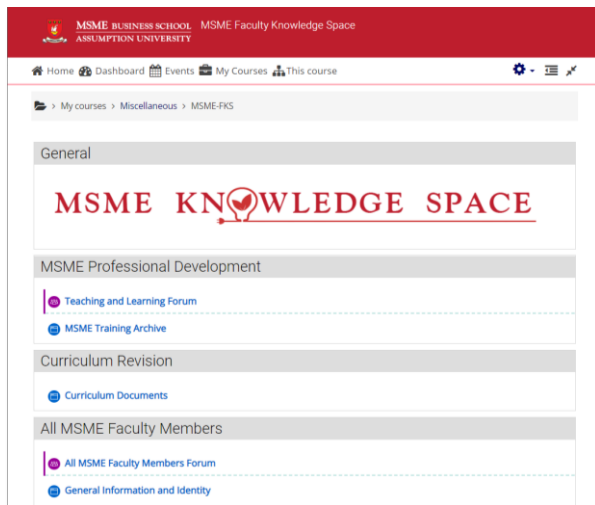
MSME Knowledge Space Homepage
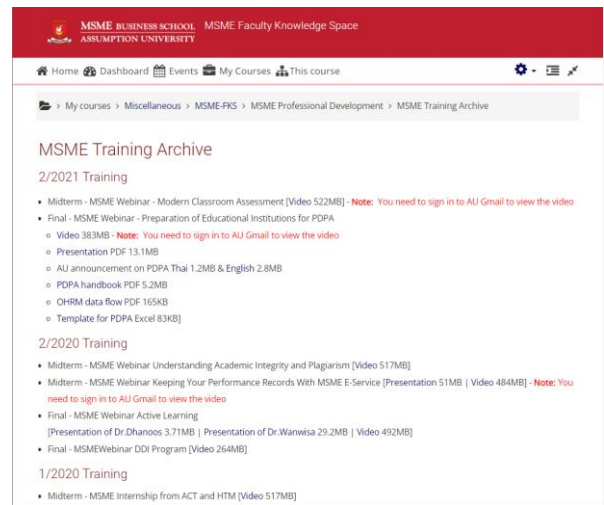
MSME Training Archive

Most contents are accessible to all the MSME members (e.g., training, research and advising) while some contents are restricted by roles. For example, only AoL members are given the access to the AoL materials.
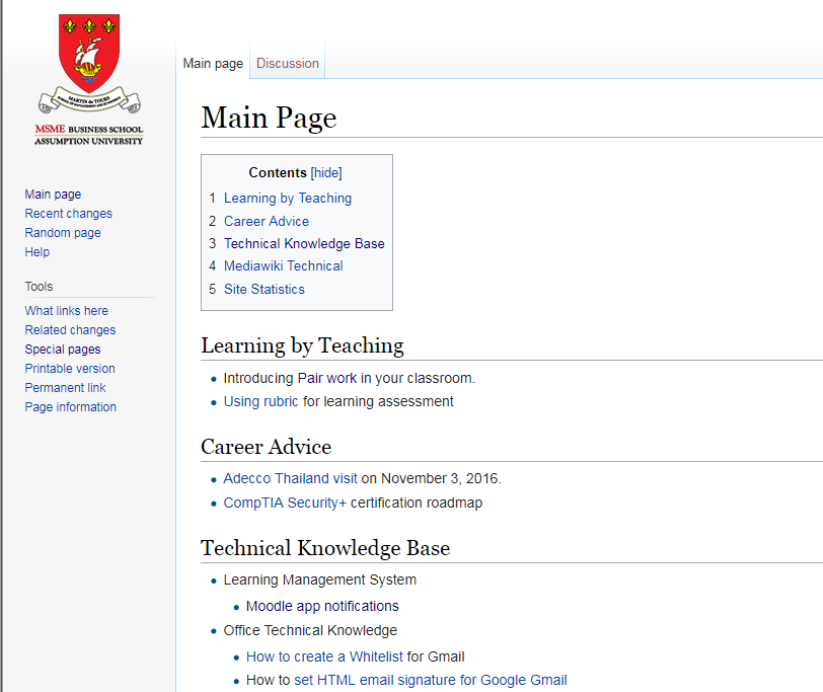
The table below illustrates the usage statistics and compares those from 2018 to 2021.

	2018		2019		2020		2021	
	views	users	views	users	views	users	views	users
MSME Professional Development								
Teaching and Learning Forum	11	9	90	47	34	27	18	13
MSME Training Archive			132	59	92	38	43	19
Curriculum Revision								
Curriculum Documents			61	31	23	20	11	6
All MSME Faculty Members Forum	97	39	34	17	16	14	14	10
General Information and Identity	108	40	27	19	25	15	29	9
HR	105	37	80	23	72	30	28	12
Research	175	35	179	39	127	33	41	16
MSME Internal KM			9	4	85	17	24	9
Conference Proceedings Archive			8	4	7	6	1	1
AoL Committee								
AoL Forum	382	16	2	2	4	3	6	3
AoL Forms and Other Documents	58	29	11	9	191	20	14	6
AOL Documentation and Resources	84	19	9	7	47	16	17	6
AOL Templates	65	23	8	5	34	12	10	5
AOL 2017	21	7	4	4			2	2
AOL 2018	54	16	12	10	6	4	7	4
AoL 2019					5	1	27	6
AoL 2020					12	3	33	10
AoL 2021							139	16
AoL Centralized Exam - Student Score Archive					51	12	21	5
Branding & PR Committee								
Branding & PR Forum	45	6	4	2	1	1		
Branding & Public Relations			9	3	6	4	54	26
KM Committee								
ICPM Forum	13	1			1	1	1	1
Files: ICPM Conference Files	29	13	9	6	1	1	5	5
MSME Administrative Members								
MSME Administrative Members Forum	38	12	3	3				
TQF by Programs	35	19	4	3	2	1	3	3
Management Reports	31	4	3	2	10	4	11	2
EdPEx	16	4	18	7	3	2	6	3
AACSB	10	5	30	17	23	18	17	13
Management Reports	17	3	13	10	9	5	11	4
Advising Unit	3	3	69	8	8	6	14	7

MSME E-Services system

MSME E-Services system (https://eservice.msme.au.edu/learning) facilitates knowledge sharing with the public in various categories including learning and teaching, career advice and technological know-how.

Statistics of this website is available via *Special pages > Data and tools > Statistics* (https://eservice.msme.au.edu/learning/index.php/Special:Statistics).

Below are the page statistics.

Page statistics	July 2018	July 2020	June 2022
Content pages	3	3	3
Pages (All pages in the wiki, including talk pages, redirects, etc.)	71	89	95
Uploaded files	50	62	66
Edit statistics			
Page edits since MSME Knowledge Management was set up	222	259	275
Average edits per page	3.13	2.91	2.89

MSME stories

MSME Stories showcase best practices and success stories of the MSME community to the public. Stories are selected by our editorial team together with the webmaster.

The stories are available at *MSME website > MSME stories* (https://msme.au.edu/index.php/msme-stories).