



Informal Learning in the Intelligence Community with IntelliMedia

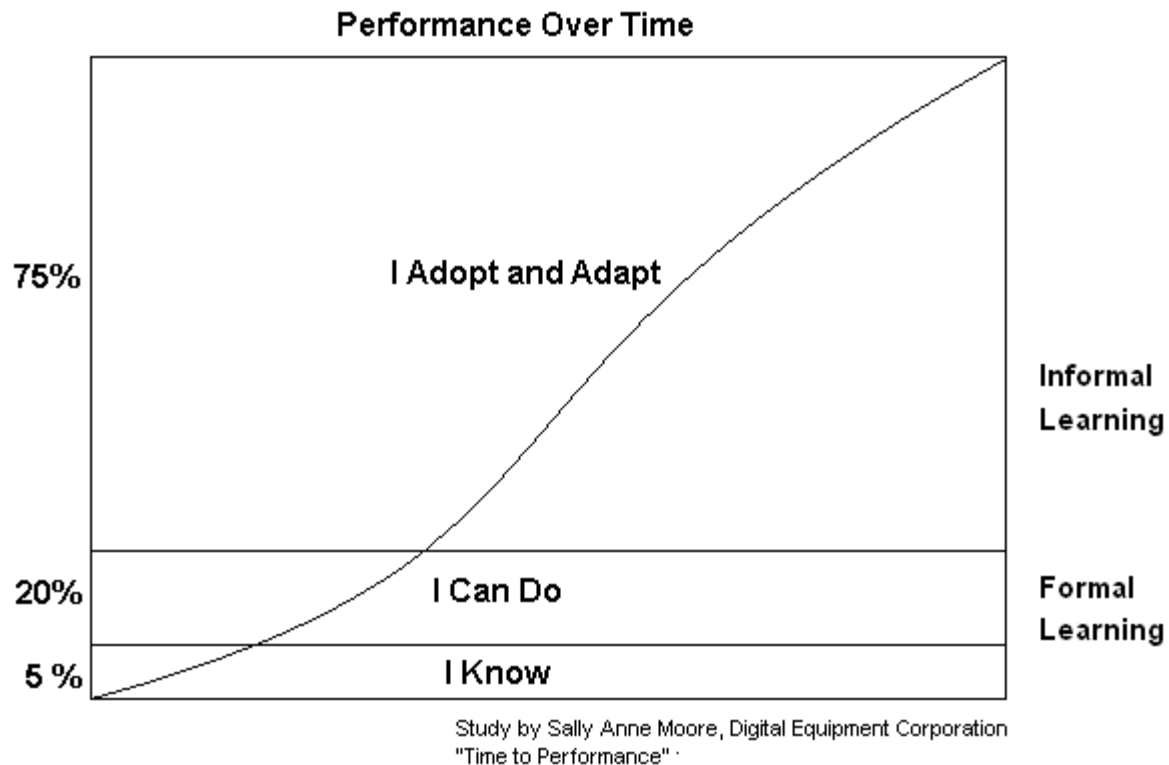
Ben Bonnet and Kevin Knowles

IntelliMedia Development Team - NROU School of Warfighter Support (SWS)



IntelliMedia is designed for the benefit of the greater Intelligence Community

The Way We Learn



- 75% of our learning is done informally
- Most resources (time and money) are spent on the 25% of learning that occurs formally
- We receive a requirement to learn and they learn through informal methods like web searches, conversation, YouTube videos and mentorship

Formal Learning

The Good Parts

- Structured
- Tracked
- Quality

Characterized By:

- Courseware
- Synchronous online learning
- Instructor led training

But...

- Can be difficult to access
- Separated from the problem context
- Long
- Often not preferred student option

Informal Learning

The Good Parts

- Problem-based
- Unobtrusive
- Unstructured
- Discovery oriented

Characterized by:

- Web searches
- Conversations
- YouTube Videos

But...

- Sometimes you're rolling the dice
- May not always get quality results
- May need to do a lot of digging

Informal Learning Tools in the IC

- Search (~ Google)
- Video (~ YouTube)
- Microblogging service (~ twitter)
- Blog service (~ Wordpress)
- Wiki (~ Wikipedia)



- Underutilized, especially where connections to larger network are poor
- Federated search is not always effective, irrelevant results
- No IC-wide archive for learning-specific content



Combines the convenience and practicality of informal with the quality of formal

Problem – based:	can do a search to find a topic and learn
Unobtrusive:	no accounts required – we recognize you from your PKI cert
Discovery oriented:	related items and sharable content encourage discovery
Quality:	Curated library to maintain quality – if it’s not relevant learning related content, it doesn’t go up
Structured:	We work with our users and content providers to provide structured presentations and professionally produced video and audio content



FUTURE OF INTELLIMEDIA:

- Just launched on SIPRnet
- In testing for twitter-like tool integration
- Comments coming soon
- User content creation

- User-centered design tells us that this tool will continually evolve to provide:
 - more social connections
 - more customized content