

People behind the scenes: TDLC e-learning team

APO e-learning courses have flourished thanks to the advantages they offer in reaching a large audience in a timely, cost-effective manner. "...truly a productive endeavor from the APO, which deserves to be replicated and carried forward on a much wider and intense scale," commented one resource speaker. e-Learning courses, like other APO projects, require joint efforts. But in this project modality, a critical element is necessary: technical support to connect all parties involved online. This month's People-behind-the-scenes subject is not an individual but the team at the Tokyo Development Learning Center (TDLC) which assists the APO in conducting its videoconferencing-based e-learning courses utilizing the Global Distance Learning Network of the World Bank.

An important first step in conducting a videoconference course is arranging a suitable venue in each participating country. This may sound simple, although procuring a facility that meets technical requirements, can accommodate numerous people, and is easily accessible is complicated. The availability of advanced infrastructure in some countries is limited, meaning that personnel with technical knowledge and communication and coordination skills must be on hand to ensure stable connectivity and clear audio and video streams. "The TDLC team is incredibly professional and proactive when complying with requests and instructions, troubleshooting, and problem solving," commented one APO program officer.

However, no matter how high the level of professionalism, it cannot compete with a vocation. The TDLC staff are special because of the extra efforts they make, support when dealing with unexpected problems, and the pleasure of their company until the end of a session no matter how late. "Our team members have a keen sense of client orientation, achieving results, and working together," said TDLC Program Coordinator Eiko Wataya.

"All of us are very happy that participants learn from the courses and apply that new knowledge in their own countries. In that sense, the APO's e-learning courses always give us a high level of job satisfaction," said Wataya. When questioned on the success factors in APO e-learning courses, she listed good design; energetic, professional officers; and committed participants and resource speakers. The *APO News* would add one more element to that list: the contribution of the professional staff of the TDLC who are always happy to go the extra mile. 🌀

