E-learning is being mooted as a cheap and effective way to provide public sector organizations with the continuous learning opportunities required to recruit and retain good employees and improve organizational outcomes. This presentation draws on the extensive literature on e-learning and the authors’ experience with the delivery of e-learning to examine a number of issues which public sector managers should consider before embracing e-learning. The topics include: what e-learning is; what forms it can take and how significant a phenomenon it has become in Canada and elsewhere; emerging Canadian government e-learning strategies; and the ineffectiveness of existing e-learning material. The claim that e-learning provides enhanced access to training is critically examined. The presenters will also argue that the adoption of e-learning will radically affect the nature of training organizations and their relationships with the wider organization. Finally, the issue of whether or not e-learning is cheaper than face-to-face instruction will also be examined.

Kate Seaborne is the Manager of Distance Education Services in the Division of Continuing Studies at the University of Victoria. She has been involved in planning and developing distance education programs at the University since 1978. Her area of expertise is in the design of learning support systems, and her research interests are in the areas of online collaborative learning, and the establishment and support of e-communities of practice. She has a B.A. from the University of Victoria; an M.A. from Northwestern University, Evanston, Illinois; a M.Ed. from the University of Victoria; and an Ed.D from Deakin University, Melbourne/Geelong, Australia.

John Langford is a professor in the School of Public Administration at the University of Victoria. He came to UVic in 1979 and has been involved in online education since 1996. Professor Langford’s teaching and research interests are in the areas of public sector ethics and machinery of government. He is the author or editor of several books, articles and reports, the most recent including "Partnering for E-government: Challenges for Public Administrators" (with Y. Harrison) and "Managing Public-Private Partnerships in Canada". He is presently doing research and writing on public-private partnerships and e-government. Professor Langford received his B.A. from Carleton, M.A. from Oxford, and PhD from McGill University.