Nº 103

Active Learning as Source of Continuous Innovation in Courses

Carlos Vignolo, Sergio Celis, Indira Guggisberg

DOCUMENTOS DE TRABAJO Serie Gestión

ACTIVE LEARNING AS SOURCE OF CONTINUOUS INNOVATION IN COURSES

Carlos Vignolo¹,

Sergio Celis²,

Indira Guggisberg³

Departamento de Ingeniería Industrial, Facultad de Ciencias Físicas y Matemáticas, Universidad de Chile

> cvignolo@dii.uchile.cl scelis@ing.uchile.cl

"Paper seleccionado como uno de los cuatro a ser presentados en el Roundtable of Entrepreneurship Education (REELA), Rio de Janeiro, Brazil, 31 de Octubre y 1 de Noviembre 2007".

¹ Associate Professor, Department of Industrial Engineering, Faculty of Physical and Mathematical Science, University of Chile.

² Coordinator of Teaching Development, School of Engineering and Sciences, University of Chile.

³ Industrial Engineering 5th year Student, Research Assistant, University of Chile.

Abstract

This paper presents a model to expand the positive effects of active learning to the process of continuously assessing and improving a course. Main practical and theoretical foundations, as well as recent results of the model, are exposed.

Keywords

Active learning, Assessment, Innovation, Radical constructivism.

Summary of the session: NAME: Carlos Vignolo, Sergio Celis. INSTITUTION: University of Chile EMAIL ADDRESS: <u>scelis@ing.uchile.cl</u>, cvignolo@dii.uchile.cl ITTLE: Active learning as source of continuous innovation in courses. OBJECTIVE OF THE PROPOSAL: Generate a debate about the relationship between active learning and the process of continuously improving course's design. QUESTIONS: 1) Do students get more active if the task of introducing innovations in the course is included as part of their obligations as students? REFLECTION ON THE QUESTION: We propose that students have much more "energy" available than what teachers usually estimate and utilize. Our experience is that, if students get involved not only with learning as an

individual experience but also with improving the course as a communitarian task, passion, commitment and learning all increase at the same time.

I. Introduction

A frequent mistake in introductory courses to engineering is to underestimate the willingness and capacity of students to behave as engineers from the beginning of their studies (Nesbit et al., 2005).

Most active learning approaches and techniques focus on the attempt to increase student's involvement with learning. In a sense, active learning is seen as a question of increasing "student's energy" available and applicable to learning.

In the "Introduction to Industrial Engineering" at the University of Chile, based on a Radical Constructivist Approach (RCA), a Continuous Innovation Model (CIM) has been developed, based on the premise that students can be, simultaneously, continuously and synergistically, active learners and active evaluators and designers of the course.

The thesis is that when "student's energy" is directed towards these two objectives at the same time a synergetic effect is produced. When students realize their power to actively participate in creating a better course for them, they learn more, get into an entrepreneurial mood and a virtuous circle is activated.

The above synergetic virtuous circle is especially strong if the pedagogic goals of the course are focused on increasing self-awareness and developing skills more than on cognitive issues. In the case of the course where the CIM model was developed these skills are: to communicate, to work in teams, to negotiate and several other skills related with entrepreneurship, innovation and leadership. As it is evident, learning in these domains, which means a change of attitude and behavior; produces also a change in the course the students individually and socially create.

One of the skills that best triggers the virtuous circle of learning and improving the course is assessment. When students increase both their willingness and capabilities to make grounded assessments, the impact on the continuous innovation and improvement of the course is especially powerful. This is particularly so in cultures which are weak in the assessment domain, both in the grounding and in the communication components of it, as it is the case of Chile and other Latin cultures.

I.1 The "Introduction to Industrial Engineering" Course

The Introduction to Industrial Engineering (IN 31A) course, created 10 years ago, is the main entrance to the specialization in Industrial Engineering and to the Department of Industrial Engineering (DII) as the new academic home for students who have completed five semesters of the common core in the Engineering School of the University of Chile (Vignolo et al., 2006).

The main objectives of this course are to:

• Expand self-awareness and self-management capabilities.

• Induce and allow the students to become designers and managers of their personal program of learning.

• Introduce them to the Industrial Engineering world.

• Increase entrepreneurial, teamwork, leadership, communication, innovation and other related skills.

These objectives are achieved through the following main activities:

Activation Workshop:

Normally in an all day long Saturday –to ensure a significant emotional and spiritual involvement- students are introduced to the Radical Constructivist Model and go through a sequence of individual and group exercises, mostly aimed at increasing self-awareness and becoming active designers and managers of their learning process.

Weekly Activation Sessions:

Twice a week during the fifteen weeks of the semester students are invited to practice their abilities to build up the course, by means of observing and modifying their moods, paradigms and focus of interest and actively participating in conversations with professors, peers and special guests.

Team Projects:

Emphasis is also placed on increasing awareness and competencies related to entrepreneurship, presenting the course as a "start up" that the students must guide to a successful end (Vignolo & Celis, 2007). Learning aimed at increasing awareness of the "real" world is carried out through real projects that are made through a team project. The teaching team and the other groups, through weekly sessions and the course's wiki page, monitor the progress of the projects⁴.

Over the ten years the course has been offered, marks in the Official Educational Survey Report have been above average, notwithstanding the fact that the formal survey does not capture the course objectives adequately. By far the main benefit of the course has been an increase in students' willingness and ability to successfully initiate and conduct a wide variety of ambitious and relevant projects.

Among them:

- 1. The reactivation and empowerment of the Industrial Engineering Student Union.
- 2. The creation of DesPerTAR Social (From the Spanish: Desarrollo Personal con Trabajo Aplicado a la Realidad), a students organization oriented to promote "learning in social action".
- 3. The "Building Up My Dreams" program that was later included in the program of the course.⁵

Another important result of the pedagogical model used in the course was student's contribution to improving the course. As students were asked to asses and recreate the course, minute to minute, lecture to lecture and week to week, following the constructivist pattern, not only they assessed and recreated their positions in relation to the course but

⁴ http://in31a-ot08.wikispaces.com/

⁵ http://escuela2.ing.uchile.cl/vida-estudiantil/cms/construyendo-mis-suenos

also started making significant contributions to the continuous evolution of the course.

This was the basis for the design of the Continuous Innovation Model, which also includes interacting with alumni and other actors.

The CIM operation has produced changes in the course, in the teaching team and in the CIM it self. This process can be seen as an educational engineering challenge, in which the students redesign the course by themselves, as an individual and as part of the community the course represents.

II. The Continuous Innovation Model

The CIM is based on radical constructivism as an epistemological platform and continuous social interaction as the practical base for individual transformation.

The main distinctive principles of our constructivist approach are (Vignolo et al., 2007):

- 1. Learning is understood, literally, as a permanent process of "selfconstruction" of the student. Supported by new approaches in biology of cognition (Maturana & Varela et al, 1973; Maturana y Varela et al, 1998), our understanding has been evolving gradually towards an interpretation of learning as a biological transformation of the learner, in the interaction and coexistence with the human community in which she/he lives, grows and develops.
- 2. Knowing is understood, also literally, as a process of "construction" of reality, in which the learner participates actively involving her/his particular paradigms, moods and concerns (PMC), which are all subject of observation, design and transformation.

Each student constructs his/her own class and course based on his/her PMC. That being so, the student is the main actor in the process of evaluating and improving the particular course he/she is living.

Enhancing student's capacity to observe him/her during the interaction with the course and modify the observer he/she is, as a way of creating a better course and improve learning becomes one of the main goals of the course. With this view apparently very inactive student could be creating a very powerful course for himself/herself.

Learning is part of an active social process of construction of the course. Students influence the course by proposing, asking, commenting, etc. The students learn when they assess and contribute with proposals of innovation for the course. The CIM helps this kind of learning and improvement of the course through the specific operational framework.

The teaching team and the alumni are part of the continuous construction of the course, the teaching team also continuously constructs the course based on their PMC and they also transformed themselves in the interaction with the course. Alumni continue to stay involved with the course forever; though a continuously evolving narrative and evaluation of the course.

Main operational components of the CIM model, related to student's role and activities are:

- 1. Moods and focusing setting practices.
 - "Tuning in" exercise at the beginning of any activity of the course (See appendix A). This practice is aimed at increasing their capacity to observe themselves and help them to activate and start creating the session.
 - "Stretching" exercise at the end of every activity, aimed at improving their capacity to assess their learning and increase awareness of him/herself as active participant in the course (See appendix B).

- 2. "Learning from peers learning" exercise. Students are obsessively induced to learn from peers and develop the capacity to transform peers in sources of learning and help. Especial focus is placed on learning from peers learning during the course.
- 3. Special Innovation Sessions:
 - Final week of the course is designed to make students work in teams to generate proposals to redesign next version of the course.
 - End of the year evaluation and redesign session. The entire teaching team (normally around ten people) and a selection of good students of ending course (normally four) gather together for a day long journey in which a profound assessment and redesign of the course is generated.
- 4. Student Surveys, in the middle and at the end of the semester.

III. Results of CIM application

The application of the CIM system has generated permanent changes in three complementary domains: teaching team attitudes and course design, student's attitude and learning results, and the CIM itself. Main impacts of the latest applications of CIM are:

III.1 Impact on the teaching team and course design

- Increase awareness in the teaching team about the tendency to be inconsistent with the RCA predicaments, forgetting to ensure student's understanding of the goals and methods of the course, which are completely different and therefore compete in adverse conditions with almost all other courses (parallels and previous ones). Radical changes in the design of first sessions of the course and bibliographical support were introduced as a result of this.
- 2. Significant inefficiencies were discovered in the coordination of several course activities, especially among teaching assistants.

Radical changes in the team and its practices and management systems were introduced.

3. As a result of the recognition the course has received from Department Authorities, the course obtained a special grant to finance the acquisitions of PRS (Personal Response System) – first in the Chilean university system- and a permanent research assistant to continuously observe and make proposals to improve the course.

III.2 Impact on Student's Attitude and Learning

- 1. Commitment and participation of students in the course significantly increased, according to direct observation of the teaching team.
- 2. A new especial survey applied to the student in current semester shows a significant improvement in student's satisfaction and learning appreciation. As tables below show, learning and welfare in the course has been more than 50 % higher than expected. Remarkably is the 76% "higher than



expected" and "much higher than expected" result on welfare out of the course (this item measures the impact of the course in the personal welfare in social and familiar context).

- 3. Much more participation of current students of the IN31A course in the Student's Union, according to its present leaders.
- 4. Betters course projects, more ambitious and more rigorously formulated.

III.3 Impact on the CIM

- 1. New evaluating practices have been introducing, including the above-mentioned special survey to evaluate course performance and perception at an early stage.
- 2. Changes on almost all CIM practices were introduced as the result of latest end of the year redesign session.
- 3. Preparation of papers for the Congress on Engineering Education was introduced to the CIM systems, which implies a continuous learning from other experiences.

IV. Conclusions

All the above described results show that active learning is a great possibility not only to improve learning, but also to improve courses and to help teachers to learn and transform themselves; introducing innovations in the courses they conduct.

The obsession with permanent assessment and redesign appears to be especially useful in places that are not evaluative cultures, transforming the development of competencies in this sphere as a very significant pedagogical achievement, both for students and for teachers.

The CIM system allows students to be "better clients", assessing, commenting, complaining and proposing changes to the course. Teachers learn to be better listeners and servers of the students.

As the total energy activated and generated from students increase a lot, students learn more in different domains, including very specially assessment and innovations skills and make positive impact on other parallel courses and students activities, apart from the contribution to improving the course. Most of them take control of the design and management of their learning process and became real learning entrepreneurs. For this model to work it is crucial to have a very well trained and committed teaching team. It is also very important to be very rigorous in the application of the different components of the pedagogical technology. For example, the recurrence about the importance of recurrence as a way of learning skills is not an easy task in a traditional research university environment, but it is a cornerstone of a constructivist active learning approach as the one here presented.

REFERENCES

De Graaf, E. Active Learning and Assessment of Learning Results. Paper presented at the 7th ALE International Workshop, Toulouse, France, 4-6 June 2007.

Kolari, S. & Savander-Ranne, C.. "Will the Application of Constructivism Bring a Solution to Today's Problems of Engineering Education?". Global Journal of Engineering Education, 4, 275-280. 2000.

Kolari, S., Savander Ranne, C. & Viskari, E. "Improving Students Learning in an Environmental Engineering Program with a Research Study Project" in International Journal of Engineering Education, 21, 702-711. 2005.

Maturana, H. & Varela, F. De maquinas y seres vivos. Editorial Universitaria. 1973.

Maturana, H. & Varela, F. Tree of Knowledge. Shambhala Publications. 1998.

Nesbit, S., Hummel, S., Piergiovanni, P. & Schaffer, J. . "A Design and Assessment-Based Introductory Engineering Course" in International Journal of Engineering Education, 21, 434-445. 2005.

Pappas, E. Toward a new philosophy of teaching: Creating a center for thinking and meta-cognition in the Integrated Science and Technology Department at James Madison University. Paper presented at the NCIIA 8th Annual Meeting, San Jose, CA, 18-20 March 2004. Pasztor, Ana. Radical Constructivism has been viable: On Math Education and more. Commentary presented in Karl Jasper's Forum, October 2004.

Stewards, B. L., Mickelson, S. K. & Brumm, T. J. "Continuous Engineering Course Improvement through Synergistic use of Multiple Assessment" in International Journal of Engineering Education, 21, 277-287. 2005.

Vignolo et al. (2004) Forming Innovative Leaders: the Leadership Skills Certificate program of the Bío Bío Region, Chile. Proceedings of the NCIIA 9th Annual Meeting, San Diego, United States, 18-20 March 2004.

Vignolo, C., Celis, S. & Ramirez, A.M. A Continuous Innovation Model for an Introductory Course to Industrial Engineering. Proceedings of the 11th Annual Meeting, Tampa, USA, 22-24 March 2007.

Vignolo, C. & Celis, S Learning to start, starting by learning. One of the four papers accepted to be presented in the Roundtable of Entrepreneurship Education (REELA), Rio de Janeiro, Brazil, 31 October 1 November 2007.

APPENDIX A

Name:	Date:				
 Which are your moods (or emotions) at the beginning of this session? Select three from the following list or add other distinctions 					
Enthusiasm	Interest	Confusion			
Acceptance	Peace	Restlessness			
Ambition	Resentment	Gratitude			
Expectation	Optimism	Skepticism			
Confidence	Apathy	Anger			
Indifference	Tranquility	Impatience			
Curiosity	Preoccupation	Prudence			
Hope	Happiness	Anxiety			
Euphoria	Resignation	Distrust			
OTHERS:					

2. Which interests, "breakdowns" and intentions do you have at the beginning of this class that could affect the benefits that you can take of it?

3. What questions, proposals and comments would you like now to make to the facilitator of the session as a way of helping you to produce a great experience, very profitable and ideally also very pleasant and?

APPENDIX B

	Date:	
	(You have to give back	this exercise)
¿Which are your moods Mark the three options tha	(or emotions) at the end of this se t most accommodate you	ssion?
Enthusiasm Acceptance Ambition Expectation Confidence Indifference Curiosity Hope Euphoria	Peace Resentment Optimism Apathy Tranquility Preoccupation Happiness Resignation	Confusion Restlessness Gratitude Skepticism Anger Impatience Prudence Anxiety Distrust
	do you see for yourself trigger fro	m this session?
– Name three people that 1	reported a higher benefit for you?	
- In a phrase: ¿which is yo	ur balance of this session?	

_

Centro de Gestión (CEGES)

Departamento de Ingeniería Industrial

Universidad de Chile

Serie Gestión

Nota : Copias individuales pueden pedirse a ceges@dii.uchile.cl Note : Working papers are available to be request with ceges@dii.uchile.cl

2001

- 29. Modelos de Negocios en Internet (Versión Preliminar) Oscar Barros V.
- 30. Sociotecnología: Construcción de Capital Social para el Tercer Milenio Carlos Vignolo F.
- 31. Capital Social, Cultura Organizativa y Transversalidad en la Gestión Pública Koldo Echebarria Ariznabarreta
- Reforma del Estado, Modernización de la Gestión Pública y Construcción de Capital Social: El Caso Chileno (1994-2000) Álvaro V. Ramírez Alujas
- Volver a los 17: Los Desafios de la Gestión Política (Liderazgo, Capital Social y Creación de Valor Público: Conjeturas desde Chile)
 Sergio Spoerer H.

2002

- Componentes de Lógica del Negocio desarrollados a partir de Patrones de Procesos Oscar Barros V.
- 35. Modelo de Diseño y Ejecución de Estrategias de Negocios Emigue Jofré R.
- 36. The Derivatives Markets in Latin America with an emphasis on Chile Viviana Fernández
- 37. How sensitive is volatility to exchange rate regimes? Viviana Fernández
- Gobierno Corporativo en Chile después de la Ley de Opas Teodoro Wigodski S. y Franco Zúñiga G.
- Desencadenando la Innovación en la Era de la Información y el Vértigo Nihilista Carlos Vignolo
- 40. La Formación de Directivos como Expansión de la Conciencia de Sí Carlos Vignolo
- Segmenting shoppers according to their basket composition: implications for Cross-Category Management Máximo Bosch y Andrés Musalem
- 42. Contra la Pobreza: Expresividad Social y Ética Pública Sergio Spoerer
- 43. Negative Liquidity Premia and the Shape of the Term Structure of Interest Rates Viviana Fernández

2003

- 44. Evaluación de Prácticas de Gestión en la Cadena de Valor de Empresas Chilenas Oscar Barros, Samuel Varas y Richard Weber
- 45. Estado e Impacto de las TIC en Empresas Chilenas Oscar Barros, Samuel Varas y Antonio Holgado

46 .	Estudio de los Efectos de la Introducción de un Producto de Marca Propia en una Cadena
	de Retail
	Máximo Bosch, Ricardo Montoya y Rodnigo Inostroza
47.	Extreme Value Theory and Value at Risk
	Viviana Femández
48 .	Evaluación Multicriterio: aplicaciones para la Formulación de Proyectos de Infraestructura
	Deportiva
	Sara Arancibia, Eduardo Contreras, Sergio Mella, Pablo Torres y Ignacio Villablanca
49 .	Los Productos Derivados en Chile y su Mecánica
	Luis Morales y Viviana Fernández
50.	El Desarrollo como un Proceso Conversacional de Construcción de Capital Social: Marco
	Teórico, una Propuesta Sociotecnológica y un Caso de Aplicación en la Región de Aysén
	Carlos Vignolo F., Christian Potocnjak C. y Alvaro Ramírez A.
51.	Extreme value theory: Value at risk and returns dependence around the world
	Viviana Femández

- 52. Parallel Replacement under Multifactor Productivity Máximo Bosch y Samuel Varas
- 53. Extremal Dependence in Exchange Rate Markets Viviana Fernández
- 54. Incertidumbre y Mecanismo Regulatorio Óptimo en los Servicios Básicos Chilenos Eduardo Contreras y Eduardo Saavedra

2004

- 55. The Credit Channel in an Emerging Economy Viviana Fernández
- 56. Frameworks Derived from Business Process Patterns Oscar Barros y Samuel Varas
- 57. The Capm and Value at Risk at Different Time Scales Viviana Fernández
- 58. La Formación de Líderes Innovadores como Expansión de la Conciencia de Sí: El Caso del Diplomado en Habilidades Directivas en la Región del Bío-Bío – Chile Carlos Vignolo, Sergio Spoerer, Claudia Arratia y Sebastián Depolo
- 59. Análisis Estratégico de la Industria Bancaria Chilena Teodoro Wigodski S. y Carla Torres de la Maza
- 60. A Novel Approach to Joint Business and System Design Oscar Barros
- Los deberes del director de empresas y principales ejecutivos Administración de crisis: navegando en medio de la tormenta. Teodoro Wigodski
- 62. No más VAN: el Value at Risk (VaR) del VAN, una nueva metodología para análisis de riesgo

Eduardo Contreras y José Miguel Cruz

- 63. Nuevas perspectivas en la formación de directivos: habilidades, tecnología y aprendizaje Sergio Spoerer H. y Carlos Vignolo F.
- 64. Time Scale Decomposition of Price Transmission in International Markets Viviana Fernández
- 65. Business Process Patterns and Frameworks: Reusing Knowledge in Process Innovation Oscar Barros
- 66. Análisis de Desempeño de las Categorías en un Supermercado Usando Data Envelopment Analysis

Máximo Bosch P., Marcel Goic F. y Pablo Bustos S.

67. Risk Management in the Chilean Financial Market The VaR Revolution José Miguel Cruz

2005

- 68. Externalizando el Diseño del Servicio Turístico en los Clientes: Teoría y un Caso en Chile Carlos Vignolo Friz, Esteban Zárate Rojas, Andrea Martínez Rivera, Sergio Celis Guzmán y Carlos Ramírez Correa
- 69. La Medición de Faltantes en Góndola Máximo Bosch, Rafael Hilger y Ariel Schilkrut
- 70. Diseño de un Instrumento de Estimación de Impacto para Eventos Auspiciados por una Empresa Periodística

Máximo Bosch P., Marcel Goic F. y Macarena Jara D.

- Programa de Formación en Ética para Gerentes y Directivos del Siglo XXI: Análisis de las Mejores Prácticas Educacionales Yuli Hincapie y Teodoro Wigodski
- 72. Adjustment of the WACC with Subsidized Debt in the Presence of Corporate Taxes: the N-Period Case

Ignacio Vélez-Pareja, Joseph Tham y Viviana Fernández

- 73. Aplicación de Algoritmos Genéticos para el Mejoramiento del Proceso de Programación del Rodaje en la Industria del Cine Independiente
 - Marcel Goic F. y Carlos Caballero V.
- 74. Seguro de Responsabilidad de Directores y Ejecutivos para el Buen Gobierno Corporativo Teodoro Wigodski y Héctor H. Gaitán Peña
- 75. Creatividad e Intuición: Interpretación desde el Mundo Empresarial Teodoro Wigodski
- La Reforma del Estado en Chile 1990-2005. Balance y Propuestas de Futuro Mario Waissbluth
- 77. La Tasa Social de Descuento en Chile Fernando Cartes, Eduardo Contreras y José Miguel Cruz
- 78. Assessing an Active Induction and Teaming Up Program at the University of Chile Patricio Poblete, Carlos Vignolo, Sergio Celis, William Young y Carlos Albomoz

2006

- 79. Marco Institucional y trabas al Financiamiento a la Exploración y Mediana Minería en Chile
- Eduardo Contreras y Christian Moscoso
- 80. Modelo de Pronóstico de Ventas. Viviana Femández
- 81. La Ingeniería de Negocios y Enterprise Architecture Óscar Barros V.
- 82. El Valor Estratégico de la innovación en los Procesos de Negocios Óscar Barros V.
- 83. Strategic Management of Clusters: The Case of the Chilean Salmon Industry Carlos Vignolo F., Gastón Held B., Juan Pablo Zanlungo M.
- 84. Continuous Innovation Model for an Introductory Course to Industrial Engineering Carlos Vignolo, Sergio Celis , Ana Miniam Ramírez
- 85. Bolsa de Productos y Bolsa Agrícola en Chile: un análisis desde la teoría de carteras Eduardo Contreras, Sebastián Salinas

2007

86. Arquitectura Y Diseño De Procesos De Negocios Óscar Barros V.

- 87. Personalizando la Atención del Cliente Digital Juan Velásquez S.
- 88. ¿En el país de las maravillas?: equipos de alta gerencia y cultura empresarial Sergio Spoerer
- 89. Responsabilidad Social Empresarial: El Caso De Forestal Mininco S.A. y Comunidades Mapuches
- Teodoro Wigodski 90. Business Processes Architecture And Design
 - Óscar Barros V.
- 91. Gestión Estratégica: Síntesis Integradora y Dilemas Abiertos Teodoro Wigodski
- 92. Evaluación Multicriterio para Programas y Proyectos Públicos Eduardo Contreras, Juan Francisco Pacheco
- 93. Gestión De Crisis: Nuevas Capacidades Para Un Mundo Complejo. Teodoro Wigodski
- 94. Tres Años Del Sistema De Alta Dirección Pública En Chile: Balance Y Perspectivas Rossana Costa y Mario Waissbluth
- 95. Ética En Las Organizaciones De Asistencia Sanitaria Teodoro Wigodski

2008

- 96. Caso Chispas: Lealtad debida en el directorio de una sociedad Teodoro Wigodski
- 97. Caso Falabella Almacenes París: Profesionalización de la Empresa Familiar Teodoro Wigodski
- 98. Evaluación de inversiones bajo incertidumbre: teoría y aplicaciones a proyectos en Chile. Eduardo Contreras
- 99. Sistemas Complejos Y Gestión Publica Mario Waissbluth
- 100. Ingeniería de Negocios: Diseño Integrado de Negocios, Procesos y Aplicaciones TI. Primera Parte Oscar Barros
- 101. Ingeniería de Negocios: Diseño Integrado de Negocios, Procesos y Aplicaciones TI. Segunda Parte

Oscar Barros

- 102. Compañía Sudamericana de Vapores (CSAV): Una empresa chilena globalizada Teodoro Wigodski, Juan Rius, Eduardo Arcos
- 103. Active learning as source of continuous innovation in courses
 - Carlos Vignolo, Sergio Celis, Indira Guggisberg