Chapter XV

Discussion Questions for the Case Studies

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The case studies presented offer several perspectives from which to better understand knowledge management in higher education. The questions provided below may be used with any of the case studies, or the chapters contained in this book. When asking students to answer the questions, it may be helpful for them to consider similar issues in their own institutions.

1. From a knowledge management perspective, what kinds of issues were presented in the case? Were the issues resolved effectively? If so, how? If not, why?

2. What “problem” is discussed in the case study? Who identified this problem? Could there have been alternative perspectives that were not considered?

3. What are the knowledge assets presented in the case? Who owns or has jurisdiction over those assets?

4. How does the case illustrate the unique characteristics of higher education organizations?
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