

Engaging WAC Readers for Academic Service Delivery: Outsourcing in Higher Education

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Abstract

The importance of outsourcing services in higher education by way of adding external know-how and competencies to an organization's system has found steady resonance with scholars and practitioners over the past two decades. Research on outsourcing in higher education has acquired richness as well as diversity, but relatively little has been spoken on the effectiveness the outsourcing of core services might have on the learning outcome of students who remain the mainstay of institutions of higher education. By deploying a case method of analysis, the current study examines outsourcing in higher education from the point of view of learning outcome effectiveness of students. The paper also delves into issues that need to be raised and addressed so that higher education institutions engaging in knowledge process collaborations through the mechanism of outsourcing can increase the effectiveness of the engagement.

Key words: Outsourcing, Higher Education, Knowledge Process, Learning Outcome

Acknowledgement: This paper has been the outcome of a Seed Money Project /004/2018 titled "Effectiveness of WAC Reader on the Learning Outcome of Students", which was funded by FORE School of Management. The infrastructural and financial support provided by FORE School of Management, New Delhi is gratefully appreciated.