



Supporting Teachers in Course Development CEU experience

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E-learning Centre services

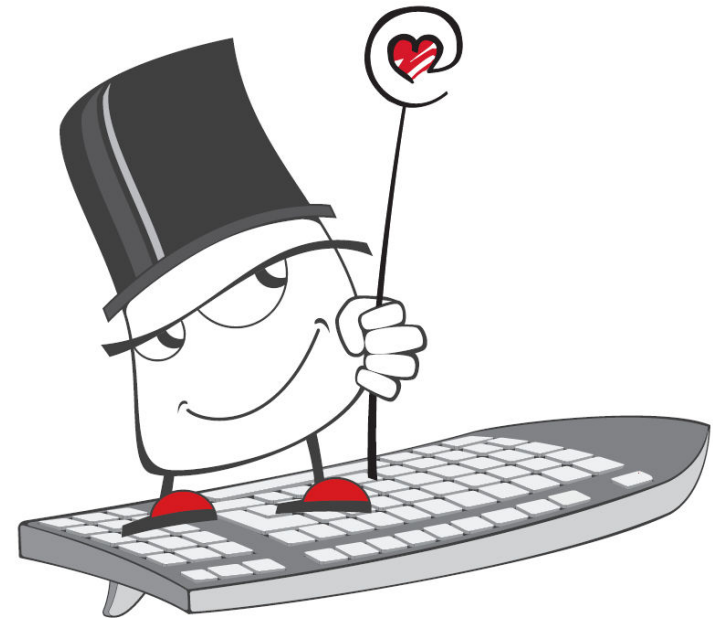


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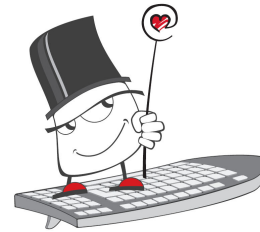
- Communication and cooperation with local teams for e-learning at university
- Providing free, sustainable and accessible platform for e-learning
- Supporting teachers and students in use of e-learning tools
- Connecting people (experts, teachers, students) and establishing a network for exchange knowledge and experience about e-learning
- Promotion of e-learning and encouragement for using new technology in education

E-learning platform - Merlin

- Open source LMS, Moodle (1.9.2)
- Modified for user needs
- Developed add-ons
- Developed external applications
- MoodleTest for testing features of the system



Support to



users

- Questions and problems - Helpdesk
 - By phone and e-mail
 - Personal consultation upon request
- Online course about e-learning
- F2F course about Merlin
- Student and teacher manuals

Social events

Popodne@CEU

- Monthly gatherings on e-learning topics
- Connecting people, exchange of information and experiences
- Interesting and actual topics and eminent lecturers
- Regular listeners (many of them are librarian)

F2F Course

Beginning with Merlin

- 2 days, up to 12 participants
- Interactive
- Introduction on e-learning and use of e-learning platform in development of e-courses
- How to use the e-learning platform (administration basics)
- Features to use in the course
- How to open a course



Our experience so far...

Helpdesk FAQ

- I can't login
- Why can't I see my course?
- How can I apply for a course or a group?
- How can I assign roles?
- How can I see all my students?
- How can I make a copy of my course?

F2F course FAQ

- How can I change my picture?
- How to import grades?
- How can students grade each other?
- Anonymous survey – can they cheat?
- How can I import great number of students?
- What is penalty factor?
- What is default question grade?
- Can I send message to more than one person?
- Can I have one calendar for all my courses?

Teacher user profiles:

- Innovators
- “By the book” learners
- Scared but willing to try
- Easily discouraged by beginners issues

Student user profiles:

- E-environment as natural environment
- Reject everything related to computers
- Distrustful about e-learning
- Confused but not giving up. Asking for help






















**Our recommendations after you have
opened an e-course:**

Start with:

- Time management
- Motivation
- Resources
- Calendar
- Forum

Do not start with:

- Any part of the system for which you are not sure how it works
(you do not have to use it just because it is there)
- Wanting something before you give something
- Quizzes
- Assignments

Modul aktivnosti	Aktivnosti
 Anketa	2 instances in 2 courses
 Baza podataka	0
 Chat	12 instances in 10 courses
 Dnevnik	0
 Forum <small>Forum</small>	208 instances in 121 courses
 Hot Potatoes Quiz	0
 Knjiga	8 instances in 3 courses
 LAMS	0
 Lekcija	0
 Oznaka	64 instances in 15 courses
 Pitanje	24 instances in 16 courses
 Radionica	0
 Resurs <small>Resources</small>	662 instances in 52 courses
 Rječnik	17 instances in 10 courses
 SCORM	0
 Test <small>Quizz</small>	51 instances in 17 courses
 Upitnik	17 instances in 9 courses
 Wiki	15 instances in 10 courses
 Zadaća <small>Assignment</small>	142 instances in 25 courses

Teachers should consider the following issues:

- Familiarize with the system
- Remember and use the basic principles of teaching
- Find out what is different about on-line teaching
- Learn how to discuss at forums and how to write messages
- Introduce the system to students
- Make the rules
- Give students time to adjust before the 1st task

Important

For users:

- Communication
- Getting solutions and answers quickly
- Having a place to turn to for help and advice
- Examples of good practice

For us:

- Listening to users and their needs
- Working with them and not for them



Thank you!

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