

DOCUMENT TITLE:	REPORT ON 5TH WORKSHOP
WORKSHOP TITLE:	BEST PRACTICES OF E-LEARNING SUPPORT CENTERS
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DATES:	Wednesday – Friday, April 2-4, 2008
WORKSHOP SITE:	Zagreb, Croatia, University Computing Centre University of Zagreb
ORGANIZED BY:	University Computing Centre University of Zagreb
PURPOSE:	<ul style="list-style-type: none"> ☉ to learn from and to discuss with colleagues from EU universities their approaches and practical experiences in day-to-day supporting of e-learning activities at university and faculty levels ☉ to analyze and discuss different organization models of e-learning support services, groups and centers ☉ to help appointed university's e-learning teams in process of defining services of e-learning support centers and defining business models and service level agreements with their users
AUDIENCE (PARTICIPANTS)	<ul style="list-style-type: none"> ☞ Members of university's e-learning teams ☞ Members of EQIBELT project team and university's e-learning teams ☞ ICT or other support staff involved in technological or pedagogical support to teachers and students ☞ Students
LECTURERS:	<ul style="list-style-type: none"> ☞ Experts from EU universities - EQIBELT project partners: <ul style="list-style-type: none"> ☞ Wim Van Petegem, University of Leuven ☞ Andresa Hruska, Vienna University of Technology ☞ Carlos Ripoll Soler, Valencia University of Technology ☞ Jan Thomas, University of Vienna ☞ Anna-Kaarina Kairamo, Helsinki University of Technology ☞ Gottfried Csany, Vienna University of Technology ☞ Illona Herbst, Vienna University of Technology ☞ Alfredo Soeiro, University of Porto ☞ Rita Falcão, University of Porto ☞ Experts and practitioners from HR universities: <ul style="list-style-type: none"> ☞ Darko Grabar, Faculty of Organization and Informatics, UniZG ☞ Jasmin Klindžić, Faculty of Humanities and Social Sciences, UniZG ☞ Tomica Hrenar, Faculty of Science, UniZG ☞ Mario Šavar, Faculty of Mechanical Engineering and Naval Architecture, UniZG ☞ Branka Vuk Koračak, CARNet ☞ Tona Perišić & Vedran Mušica, Center for E-learning University Computing Centre, UniZG
REPORT PREPARED AT	April 2008
REPORT PREPARED BY:	Sandra Kučina Softić & Zoran Bekić
REPORT APPROVAL:	

I General remarks on workshop content

2nd EQIBELT workshop on E-learning Support Centers was held in Zagreb on April 2nd, 3rd and 4th, 2008 at University Computing Centre University of Zagreb.

Workshop consisted of 7 lectures delivered by EU experts, one of them (University of Porto) was delivered by videoconference. Also presented were 6 shorter presentations on the e-learning experience in support of teachers and students in e-learning delivered by people from faculties at the University of Zagreb, CARNet and Srce. All the contributions are listed in the order of presentation:

Project expert and experts from EQIBELT EU member's universities:

- Wim Van Petegem, KU Leuven, Belgium: From multimedia to multicampus education. How AVNET – K.U. Leuven supports the use of images
- Andreas Hruska, Vienna University of Technology, Austria: Technical E-learning Support and Rapid Prototyping – Using and enhancing Moodle at the Vienna University of Technology
- Caros Ripoll Soler, Valencia University of Technology, Spain: Workshop on users support from a quality management perspective
- Jan Thomas, University of Vienna, Austria: Cooperation and competition – eLearning support at the University of Vienna
- Anna-Kaarina Kairamo, Helsinki University of Technology, Finland: Towards Innovation University: how to balance daily support and preparation for future needs of ICT supported teaching and learning
- Gottfried Csanyi, Vienna University of Technology, Austria: Promotion and Support of Technology Enhanced Learning – Strengths and Weaknesses of a Bottom-up Strategy
- Illona Herbst, Vienna University of Technology, Austria: Skills and roles in context of E-learning Support Centers
- Alfredo Soeiro, University of Porto, Portugal: The experience of supporting staff in five years at University of Porto – The Dos and Dont's (by videoconference)
- Rita Falcão, University of Porto, Portugal: "E-learning at UP: 1998-2008 - e-learning and innovating in a traditional university" (by videoconference)

Practitioners from the Croatian Universities participating in the project:

- Darko Grbar, Faculty of Organization and Informatics, University of Zagreb: Forming an e-learning support center at FOI – practical approach
- Jasmin Klindžić, Faculty of Humanities and Social Sciences, University of Zagreb: Implementing LMS in a large higher education institution
- Tomica Hrenar, Faculty of Science, University of Zagreb: E-learning and Mathematical Methods in Chemistry
- Mario Šavar, Faculty of Mechanical Engineering and Naval Architecture, University of Zagreb: Implementation of LMS in the Fluid Mechanics Course
- Alka Korin-Lustig, Faculty of Civil Engineering, University of Rijeka: Some results of using LMS in teaching Informatics
- Branka Vuk Koračak, CARNet: Organizing student and tutor support in CARNet's E-learning Academy
- Tona Perišić, Vedran Mušica, Centre for E-learning University Computing Centre University of Zagreb: E-learning Support Center at the University of Zagreb

Important parts of workshop were discussions during the lectures, Q&A sessions and general discussion sessions.

The Workshop program was organized by Zoran Bekić and Sandra Kučina (University Computing Centre, University of Zagreb). Workshop sessions were chaired by Wim Van Petegem (K.U. Leuven) and Marta Žuvić Butorac (Faculty of Engineering, University of Rijeka) on Wednesday, 2nd April; Jan Thomas (University of Vienna) and Lucijana Leoni (University of Dubrovnik) on Thursday, 3rd April and by Zoran Bekić and Sandra Kučina on Friday, 4th April.

Complete list of workshop participants is available as separate document, published on workshop web pages.

II Conclusions of the workshop

The main goal of the workshop was to provide the opportunity to exchange ideas and experience between the EU and Croatian universities in the field of e-learning support.

The aim of the Workshop was to point out and possibly answer the following issues:

- ❖ Organizational and business models of supporting e-learning
- ❖ Competencies of e-learning support groups and centers
 - ◆ methodology and pedagogy
 - ◆ web design
 - ◆ multimedia
 - ◆ e-learning tools
 - ◆ general ICT
- ❖ Technological aspects
- ❖ Services of e-learning support groups and centers
 - ◆ training courses
 - ◆ helpdesk
 - ◆ project management
 - ◆ central services, tool management and system administration

Experts from EQIBELT EU universities presented their experiences in the field of e-learning support. Experience at some Croatian universities and faculties was also presented and discussed. Based on these presentations and discussions Croatian consortium member universities will be able to adopt the most suitable practices to their environment.

Although the main goal of the workshop was to provide the exchange of ideas and experience, some highlights from the workshop follows:

E-LEARNING CENTERS

Multidisciplinary approach of e-learning support centers in technology, pedagogy and didactics, organization and media.

Three tier support model:

- ◆ do it yourself: to stimulate teachers to do things on their own (available manuals, on line materials and study case clips)
- ◆ we do it together: to offer teachers and students advices and facilities to work on their own with professional tools and infrastructure
- ◆ we do it for you: to develop products for teacher (not completely free)

Expertise of e-learning support centers:

- ◆ Knowledge sharing
- ◆ Education and Training
- ◆ Collaboration with other centers and departments (internal & external)

Core values of a support center:

- ◆ Service orientation (your problem is our problem and we solve it together)
- ◆ Excellence (highest professional quality within present boundaries)
- ◆ Responsibility (for all what is done and what is offered)
- ◆ Respect (for all individuals, their work and their competence)
- ◆ Openness (broad view and susceptible for innovative, stimulation)
- ◆ Sustainability (effective and efficient use of resources)

Quality management perspective:

- ◆ how to organize support center to reach excellence and efficiency
- ◆ e-quality for e-learning

E-learning center should offer support and disseminate information:

- ◆ by offering technical and pedagogical support
- ◆ by organizing helpdesk and hotlines
- ◆ by developing guidelines, manuals and study cases
- ◆ by establishing and maintain web pages
- ◆ by developing and providing basic and specialist courses
- ◆ by training e-tutors
- ◆ by producing newsletter
- ◆ organizing events and panel discussion
- ◆ by lobbying – going to institutions
- ◆ by ensuring sustainability

How to reach users (teachers)?

- ◆ to listen to them
- ◆ to analyze their existing needs
- ◆ to foreseen their needs
- ◆ to communicate with them
- ◆ to find a ways how to motivate them
- ◆ to know how they learn to support them better

Most universities today are primarily research universities, more focus should be put on teaching and its promotion. We should move to teaching culture.

At the workshop recognized were two groups of teachers who respond to our calls for innovation in teaching methods:

- ◆ those who want to learn more and be innovative because of the personal award
- ◆ those who love to teach and enjoy learning new ways of teaching

We have reached early adopters but how to reach average teachers?

We should focus on how to find a way to motivate those that don't want to change (majority) and to find out what can be their personal awards.

E-LEARNING PLATFORM

User friendly platform should:

- ◆ have intuitive interface
- ◆ enable users to do the things they do on the papers as well in the digital environment
- ◆ make easy to switch from traditional perspective to the new perspective
- ◆ be simple
- ◆ be highly interactive
- ◆ be integrated and interconnected with other university information systems

Defining users needs:

- ◆ different users have different needs
- ◆ don't provide things that users don't need

More then 50 participants were at workshop. Workshop was very successful and fully met its planned goals.