

*Organising student and tutor
support in CARNet
E-learning Academy*

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CARNet is...

- 1991 - a project of Ministry of Science and Tehnology
- 1995 - a government agency (80+ staff)
- Private computer network (200+ HE institutions, 2400 schools)
- Not a typical NREN (more than infrastructure)

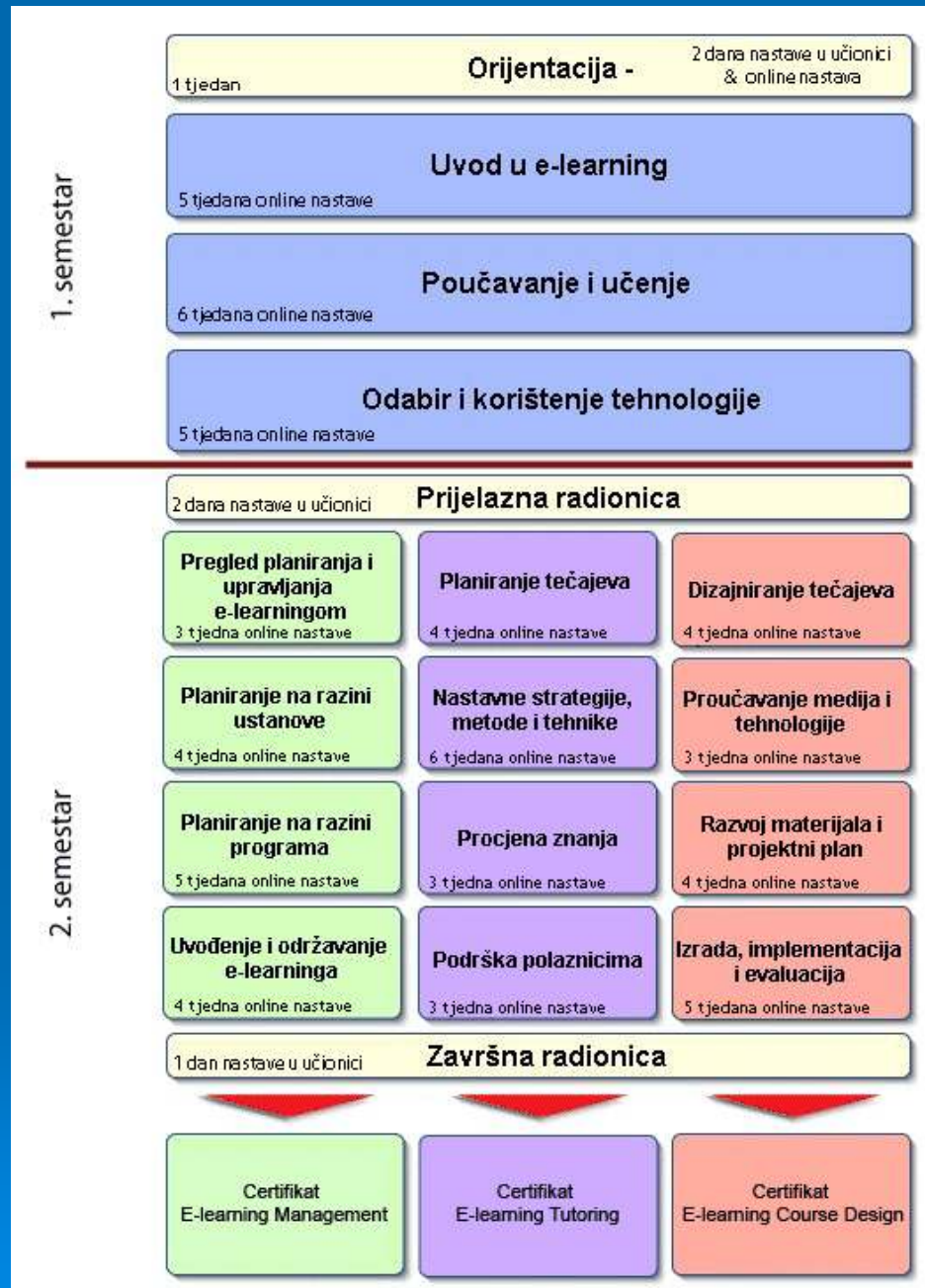
E-learning Academy

➤ 2003

- needs analysis
- learner analysis
- market research
- negotiations
- selection of partner (UBC)

➤ 2004 content development

➤ October 2004 first offering



- 3 basic programs (project team members)

- 2 semesters

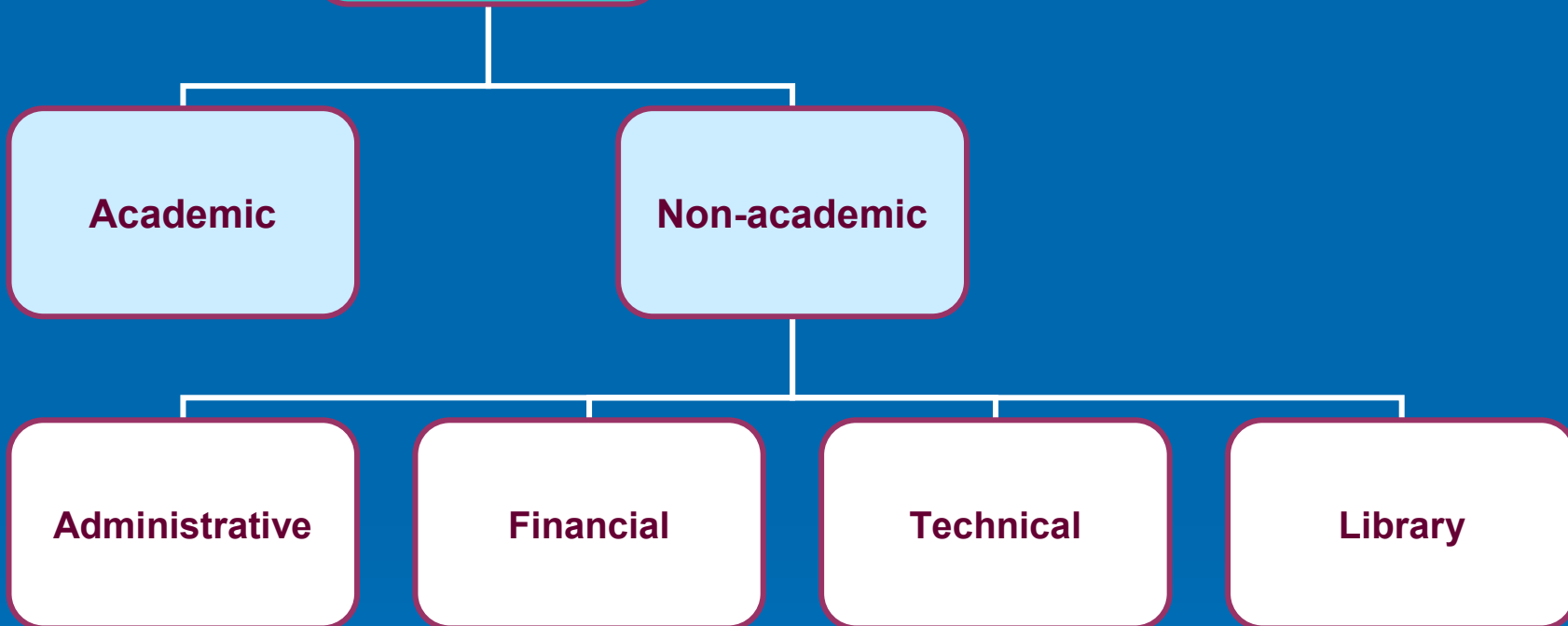
- blended, low-residency

- tutor-led

Participants

- 4 offerings
 - 218 enrolled, so far 144 successfully finished
 - approx. 60 per generation
- Focus shift: academic → schools

**Student Support
in ODL
(Simpson, 2002)**



Administrative support

- informing the public (promotion)
- handling applications
- selection and acceptance
- contracts

Financial support

- sponsoring from CARNet
- negotiation with other sponsors
- reimbursement of travelling and accommodation costs
- billing

Technical support

- WebCT support
- Public account
- E-learning toolkit accounts
- Other technical problems

Library

- Access to online resources
- Printed resources
- Copyright issues (fee)

Non-academic support

➤ Provided by:

- ELA team (administrative support, coordination with other services)
- Other CARNet employees and services (technical support, billing, accounting office etc.)
- Government agencies (MZOS, AOO)
- Other individuals and institutions (literature)
- Sponsors

Academic support

- ELA tutors (associates)
- pool of 15 tutors (6 needed every semester)
- tutor - participant ratio 2:25 (max)

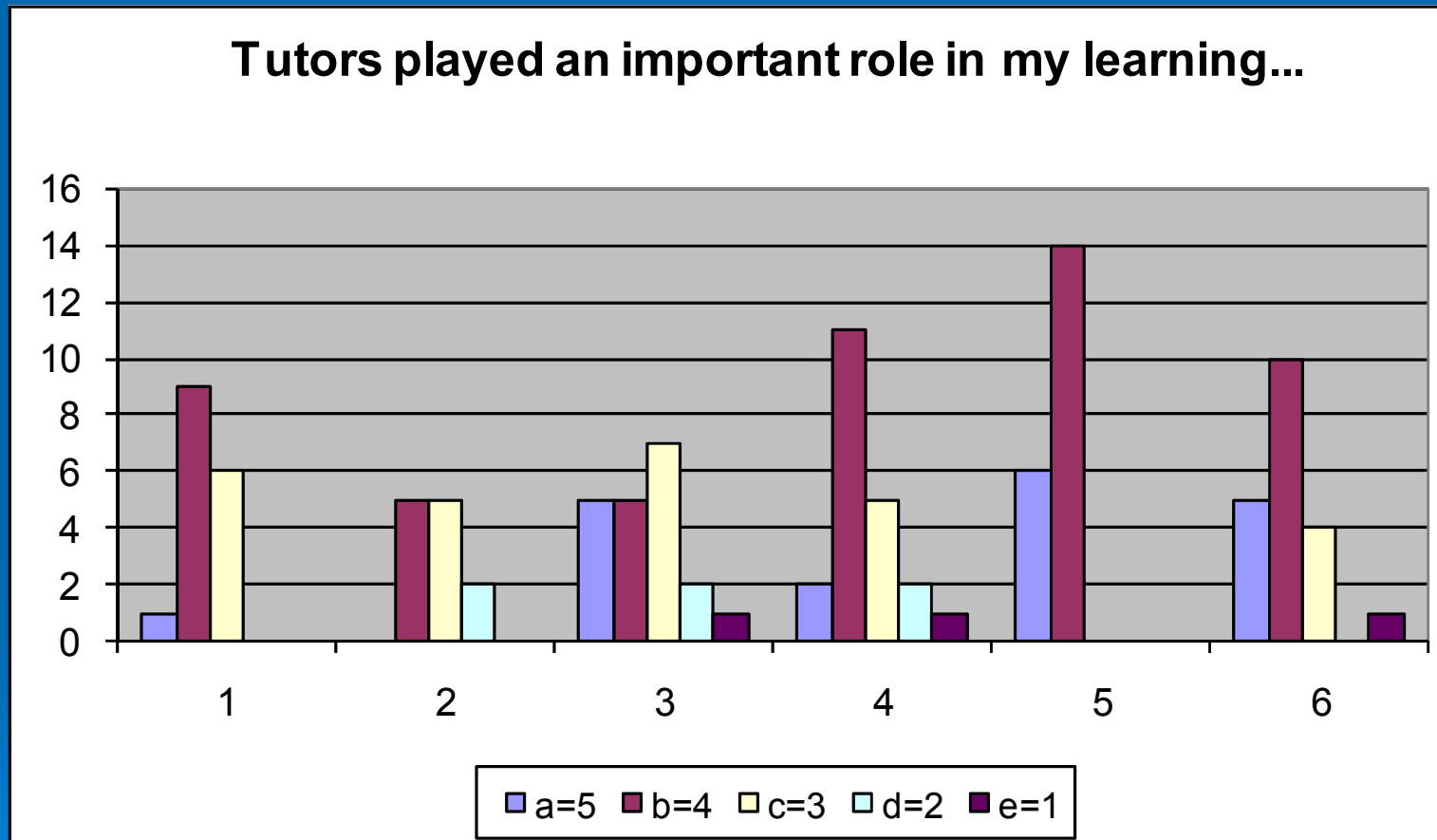
Tutor's work includes

- 17 week semester (online)
- 3 F2F workshops
- up to 9 online discussions per semester (up to 1500 mess. per group) + evaluation
- 3 assignments per semester + evaluation
- collaborative activities + evaluation

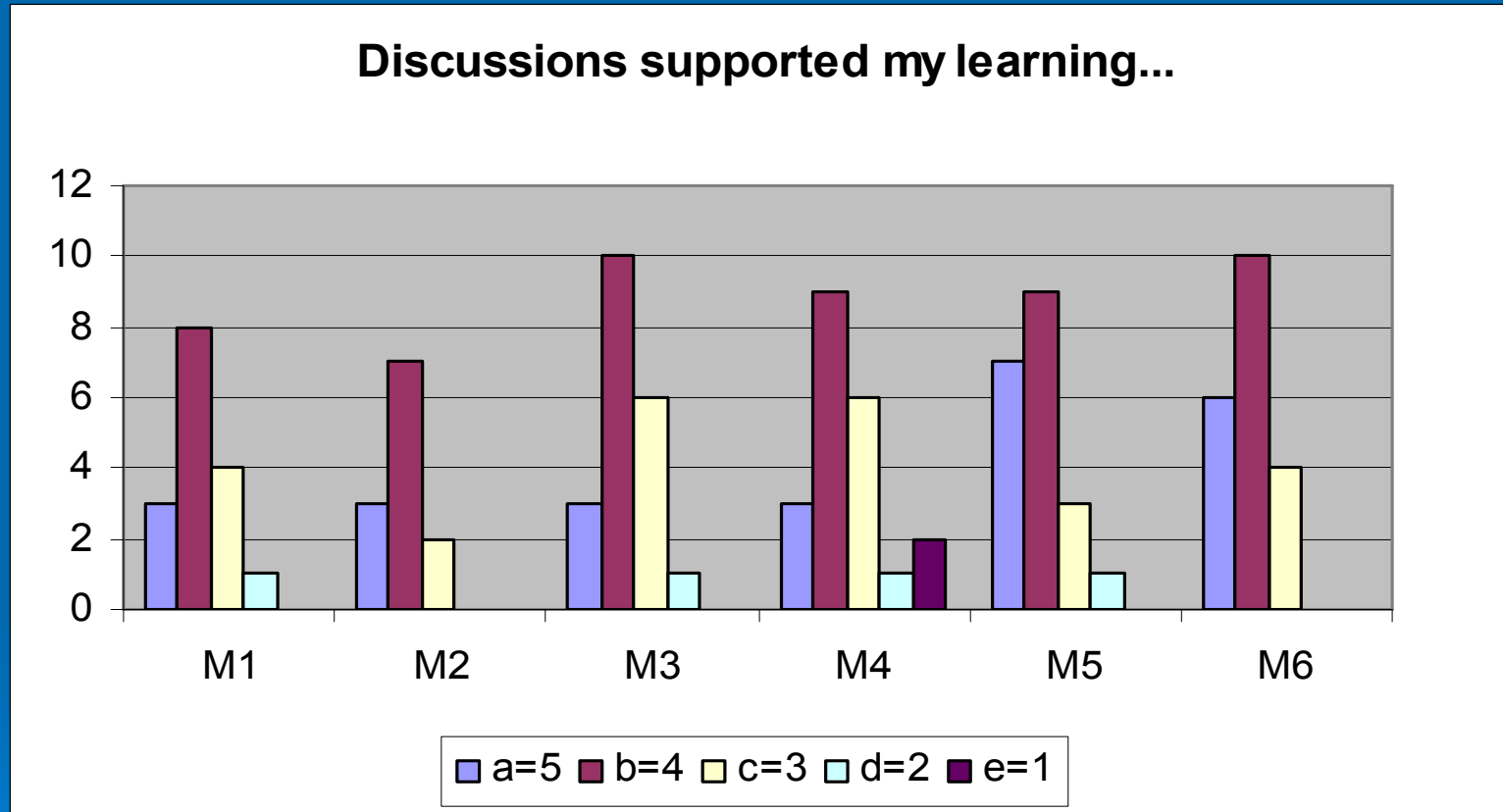
Tutor characteristics

- familiarity with the content
 - (online) communication skills
 - experience in teaching
 - subject expertise (management, technical...)
 - availability!
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- selection, further training

Tutor evaluation



Tutor evaluation



Recap

“Anticipating user needs is one of the best support practices”

*(users = tutors, participants and other staff)

- Establishing new services and support
- Evaluation and revision
 - surveys, questionnaires, interviews and f2f comments, tutor experience and comments, logs

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