



“Eliminating Social Exclusion” (EliSE) Nr. 2019-1-LV01-KA204-060427

Intellectual Output 2 – Need Analysis by NAMCB

1. Premise

This report concerns the need analysis that focuses on the online learning infrastructure that carried out by NAMCB. In order the analysis to be conducted, interviews of selected persons (partners involved in the project, learners who will attend the training activities and stakeholders) proceeded. The interviews and need analysis aimed at pointing out the needs related to online learning infrastructure of Elise that has to be developed in the context of Intellectual Output 2 (IO2).

2. Need analysis

The online learning infrastructure of Elise is going to be used by :

- The partners involved in the project
- The learners
- Stakeholders

These will use the online infrastructure of Elise in order to

- communicate among them and cooperate online
- prepare project and learning materials in common;
- share and exchange learning materials;
- follow the process of the development of Elise project and make suggestions

In the following paragraphs the needs of these users are analyzed.

3. Partners’ needs

3.1 Short and quick digital messages



Base on the interviews the need for direct communication was emerged. Partners report the need to exchange short messages quickly. So the online infrastructure of Elise would include messenger apps that are for free. 4 apps are being suggested for this reason as they are very popular:

1. Facebook Messenger
2. WhatsApp
3. Google+ Hangout
4. Skype

3.2 Access on live online meetings

For the best outcomes and in order all partners to be engaged on time and follow the common methodologies Virtual conference apps would be used. These apps allow access to live online meetings and events from their computers and smart phones. 3 Most known free apps for Web Conference have been suggested:

1. Skype
2. Zoom
3. Cisco Webex

3.3 Online Schedule and accept appointments

Partners using apps for meeting scheduler software could easily organize meetings, web conferences for the Elise project needs. 2 Meeting Scheduler apps have been suggested as they can be also used by smartphones :

1. Boomerang Calendar (Gmail plugin) Best Gmail plugin meeting scheduler app
2. Calendly (Web)

3.4 . Online collaboration

Online collaboration tools and platforms partners can use to work together within a digital environment have been also suggested. The Google Docs, in Google Drive, have been suggested as the most popular free online word processor that allows to share and to edit documents in common.

3.5. Digital repository



Elise online learning infrastructure should provide them with a repository to upload the project's documents. 2 repository as most known and popular have been suggested as they can be used for free :

1. Google drive or
2. Dropbox

Elise Partners needs also collaboration tools that are interactive. These tools would be a messenger app, as well as applications to create forums or wiki.

4. Elise Learners' needs

In NAMCB Elise project is of great concern. Educator and social workers have been expressed their interest to the participate in the learning activities of the projects. In the middle of the COVID-19 learners need is to participate in the training courses even through digital distance learning web tools

Their needs concerns:

1. a learning platform
2. distance learning tools
3. the opportunity to customize their learning paths.
4. The opportunity to give their feedback and comments
5. The opportunity to interact between them and with the trainees.

In order the learners need to be met an e-learning platform is suggested to be used for the development of an effective learning environment. This platform should be accessible anytime and anywhere. It should also be compatible with any browser and any access device, ensuring that all its page elements and functionalities are complete and arranged as the original page design. The learning platform should be available for free. Moodle platform is being suggested. Moodle is a Learning Platform or course management system (CMS) - a free Open Source software package designed to help educators create effective online courses administrators and learners with a single robust, secure and integrated system to create personalized learning environments. It can be downloaded the software onto one's own web server satisfies the learner's needs since it provides supports a range of media:

- to present or link to learning materials,
- support the learners and to assess their learning.
- Communicating and collaborating with peers –
- Using the course forums,
- learners can discuss topics,
- share ideas and
- even feedback on each other's work.



4.1. Distance learning tools

Video conferencing software.

1. Microsoft Teams platform. Usually, professors and students can open the Microsoft Teams using their university email credentials of access.
2. Skype
3. Zoom can be used to run distance learning lessons.

5. Stakeholder needs

The needs of stakeholders concern the access to project possesses and best practices .

The development of a webpage that would be updated would provide suitable information to stakeholders concerning the project results and allow suggestions and recommendations.

Conclusion

Need analysis identified the primary necessities of the project's Partners, learner's (educators, social workers and social educators, and stakeholder regarding the online learning infrastructure of Elise. Digital tools and methods that have been proposed would meet the needs of target groups of Elise project.