



“Eliminating Social Exclusion” (EliSE)

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Intellectual Output 2

Need Analysis: online learning infrastructure

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1. Premise

This report contains the investigation that has been conducted by Include to highlight the need analysis focuses on the online learning infrastructure related to Elise Intellectual Output 2 (IO2). It is based on interviews of Elise partners, Include members, educators-learners who will attend the training courses and stakeholders.

2. Typologies of users of Elise online infrastructure and their needs

Online learning infrastructure is going to be used by:

- Elise partners
- Training course participants
- Include members (scientists, mental health professionals, parents)
- Stakeholders

The project’s partners will use the online learning infrastructure to:

- communicate and cooperate
- interacting with people interested to the leaning content
- prepare learning materials
- share learning materials

Elise project is of great importance for the members of Include (researchers from different fields, mental health professionals, parents of children with behavioral disturbances), for stakeholders and learners involved in training activities, such as short training event or other courses. These



are interesting in specific dimensions of the Elise and their needs share also common and different elements.

There are two typologies of people interested to the learning content:

- Include members, researchers from different fields, mental health professionals, need to be informed about all the Elise scientific possesses, methodology in order to contribute in improving at best fair travelling inclusive practices that the Elise project will suggest.
- Parents of children with behavioral disturbances, also Include members, are of great concern of the Elise possesses as they need to be informed of every practice and strategy the project is going to develop. Their need is their needs be heard from partners and scientists that participate in the development of Elise educational material.
- Learners that are being involved in the project's training short training event or other training courses are being interested in the teaching methodology and the educational material so as the training courses to respond to their needs
- Stakeholders are interesting a lot for the Elise results because tourism and fair traveling are of great importance in Greece. They need to be informed so as to contribute at best. The online learning infrastructure should satisfy the need of all the above users.

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

2.1. Partners' needs

Elise Partners needs an online learning infrastructure that should provide them with a repository for the project documents. A software e.g, Google drive or Dropbox that can be used for free are very effective digital tools

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.

Messenger app

The partner will use the messenger app to exchange short messages quickly. The most important characteristic of this kind of apps is that they are interactive. The one that sends the message is being informed immediately if the receiver reads the message or no and which time exactly. They will use the messenger apps for urgent communications, e.g., to ask support during their travels for transnational meetings or to send information about changes during the training activities. There are many messengers' apps. Partners will choose the most easy to use and common to all. The most popular messenger apps that are being suggested are the following:



- Facebook Messenger
- BB Messenger
- WhatsApp
- Google+ Hangout
- Skype

Virtual conference app

The Virtual conference apps allow partners to access live onsite meetings and events from their computers and smart phones. The most appropriate tool for the EIISE project needs are those for web conferences. Most known free apps for Web Conference that partners could use are the following:

- Skype
- Zoom
- Cisco Webex

Meeting Scheduler app

Meeting scheduler app software allows partners to schedule and accept appointments online easy and fast. Partners using this kind of apps could easily organize meetings, web conferences for the Elise project needs. The most popular Meeting Scheduler apps are:

- Boomerang Calendar (Gmail plugin) Best Gmail plugin meeting scheduler app
- Calendly (Web)
- Doodle (Android, iOS, Web)
- FreeBusy (Outlook, Web)

As Doodle and Meetin.gs they can be also used by smartphone they are suggested as the most appropriate tools for the EIISE project.

Collaboration tools

Online collaboration tools that can be useful for the EIISE project refers to the tools and platforms partners can use to work together within a digital environment The most popular tools are:

- online word processor. Google Docs, that is a part of Google Drive, is the most popular and arguably the best free online word processor that allows to share the creation and management of documents.

wiki, this is a software to edit, publish, and manage hypertext pages on the internet. Wiki software allows the publication of hypertext pages (wiki), edited and managed collaboratively.



2.2. Elise Learners' needs concern:

1. The use of the learning platform
2. The use of distance learning tools
3. The availability of customized learning paths.
4. Give feedback

For these purpose, an e-learning platform should be available. It 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.

E-learning platform

The learning platform should be available for free.

For this purpose, the Moodle platform could be adopted. Moodle satisfies the learners needs since it provides the following features:

- Collaborative tools and activities
- Convenient file management
- Customizable site design and layout
- Multimedia integration
- Notifications and automatic alerts
- Outcomes and rubrics
- Peer and self-assessment
- Personalized dashboard
- Regular security updates
- All-in-one calendar

Distance learning tools

Video conferencing software is the key to make synchronous distance learning possible.

During the lockdown due to the COVID-19 pandemic, many higher education institutions suggested to use for remote learning the Microsoft Teams platform. Usually, professors and students can open the Microsoft Teams using their university email credentials of access. However, other tools such as Skype and Zoom can be used to run distance learning lessons.

2.3. The members' of Include, learners' and stakeholder needs

The needs of members of Include, of parents, of scientists and stakeholders concern the access to didactic materials and best practices.

This need is suggested to be met by the development of a webpage. Through this digital tool all members and **stakeholders** would follow the presses and results. The projects results should be



available for suggestions. Include members and **stakeholders** would contribute at the best during the project.

The number of accesses and downloads that would be obvious through the webpage and the online learning infrastructure should allow partners to evaluate the impact of the project on learners, parents and stakeholders.