

 | elearning

# CERN IT "rapid e-learning" project

Where we are now, what next - status update

# The project goal

- To promote features, tools, applications via very short videos ( $\leq 5'$ ).
- To investigate, document, recommend screen capture tools for recording at the content owner's desk.
- To advise content owners on how to structure and plan their tutorial.

## Note:

- In meetings with the HR L&D training it became clear there is no overlap with their activities.
- The project is 6 months'old. Original project description [here](#).

# Today's update is on:

- What is done:
  - **Products** found, evaluated, configured, documented.
  - Experience from the **use cases** recorded using these products.
- Who participated.
- How we know that documentation via short online videos is **useful**.
- What the next **goal** can be.

# What is done: Policy

Decision from the Aug. 3<sup>rd</sup> meeting of the interest group (Minutes):

- All end-products should be registered in our dedicated CDS category.
- Recording can be done by the CERN audiovisual services **or** by the content owner using:
  - a **screen capture** tool at the desk for use cases like a brief demonstration or a web site navigation.
  - a **terminal recording** tool for use cases like installation &/or configuration instructions.

# What is done: Products

Found on the web or coming with the OSs used at CERN:

- A number of screen capture tools for recording navigation through web pages or installation procedures.
- A teleprompter for tutorial speakers to go through their written script with no stress.
- A terminal recording tool, ideal for typing the commands and show their output.

Documentation linked from our e-learning twiki

# What is done: Use Cases

In chronological sequence:

- Twiki usage tips' tutorials
- LHC at home tutorials (Linux, Win, Mac)
- Electronics' tutorials (by EP  $\mu$ electronics' expert)
- Tutorial preparation guidelines
- Configuration Infrastructure (defined)
- ALICE outreach Master classes (on-going)

See [use cases' list](#) and [rehearsals'](#) indico index.

# Who participated

- Alexandre Racine (MSc student - for terminal recording tools' evaluation, documentation and help with the rehearsals).
- Michal Kwiatek (IT DTO – for use cases' submission & comments).
- Karolina Bożek (for Ihcathome tutorials – all platforms).
- Despina Hatzifotiadou (for the ALICE Master Classes' tutorials).
- Pete Jones (for the Edutech twiki and advice in many rehearsals)
- Pedro Leitao (for ActivePresenter & the electronics' tutorials)
- Pedro Ferreira (for recommending asciinema)
- Marek Domaracky & the CERN audiovisual team (for expert support)
- Torre Wenaus & Simone Campana (for ATLAS and HEP S&C use cases)
- Claire Bourdarios (for Ihcathome and outreach advice)
- Jacques Fichet (for artistic advice on videos that convey the message)
- Fabienne Marcastel (for the e-learning logo)



# Who needs these videos?

- The content **owners** who approached us:
  - IT/CDA service managers
  - IT Configuration Infrastructure managers
  - ALICE & ATLAS experiment outreach experts
  - The CMS Glimos team
  - The LHC at home managers
- The **users** who visit the relevant CDS & twiki pages (we asked for usage statistics).
  - If we link them from the SNOW KB, they will be used as much as the rest of that content.
  - If we regularly announce their existence in the ITMM DTO report they will get in our culture.

# Why continue with this project

- Younger people learn “online” (See [article](#)).
- Other do it, why not us? Examples:
  - [Geneva University \(unige\)](#)
  - [EPFL](#)
  - [IBM](#)
  - Other international organisations – we made a survey on that. Answers will be in the student’s MSc thesis in CDS.
- Help is offered to us by HEG and unige.
- Good documentation shows professionalism. When done with IT tools it should be supported/guided/recommended/done by us.
- All is web-based. Good for our image and ... the web was born at CERN.

# Conclusion

- In a few months of existence, this project investigated the, previously unused at CERN, area of self-service recording tools.
- It offered advice and alternatives to product owner for their documentation, dissemination, educational material promotion.
- It helped establishing contact amongst experts and across departments.
- Proposal for your approval:
  - Continue recording the use cases known so far; content owners will have students' help.
  - Perfect the recording tools' documentation,
  - Publicise the tutorials & measure their usage.

# Thank you for your attention!

# Appendix:

## Created to organise the work

- E-group for internal discussions of the interest group.
- Vidyo portal for meetings and recording rehearsals.
- Dedicated indico category for rehearsals and recording links.
- Dedicated CDS category for final tutorial versions.
- Hashtag in social.cern.ch for announcements. Should we make a 'mattermost' in addition?
- CERN service account for storing scripts and documentation.
- Contact email for questions.
- CERN e-learning logo and standard tutorial cover slides.
- Video library Edutech with the use cases with
- e-learning twiki with all these links and more.

# E-learning survey results

Extract from the July 2016 survey

| what\who          | WTO   | WHO   | EPFL   | FNAL   | Barcelona University                                | Lund University   |
|-------------------|---|---|--|--|---|---|
| Employees' total  | 600   | 7500  | 4000   | 1700   | 7000  | 7500  |
| E-learning team   | 6 part-time   | 2 equiv. to 1 FTE                               | 12 equiv. to 10 FTEs                                   | 3 FTEs   | 4 FTEs  | 5 FTEs  |
| Responsible dept. | Training & techn. assistance                                      | HR  | IT services  | ESHQ<br>Env.<br>Safety<br>Health<br>Quality                              | Pedagogical support unit                            | Centre for Educational Dev.                                     |
| E-learning type   | -Tutorials w/o interaction<br>-Courses w. interaction<br>-Blended | -Tutorials w/o interaction<br>-Blended          | -Tutorials w. interaction<br>-MOOCs<br>-Blended        | -Tutorials<br>-Courses both w.+w/o inter.<br>-Blended                    | -Tutorials<br>-Courses both w.+w/o inter.<br>-MOOCs | -Tutorials<br>-Courses both w.+w/o inter.<br>-MOOCs<br>-Blended |
| Why?              | To train gov. officials on org. agreements                        | -Productivity gain<br>- Collaborators' autonomy | -Remote collaborators<br>-enriched doc.<br>-org. image | -Productivity gain<br>- Collaborators' autonomy<br>-specialized subjects | Collaborators' autonomy                             | -Productivity gain<br>-org. image                               |
| LMS               | Yes-not disclosed   | Yes-Cornerstone OnDemand                        | Yes-Moodle   | in house tool  | Yes-Moodle  | In-house tool called LUVIT                                      |

