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 (<=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. 3rd 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 µelectronics’ 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 lhcatome 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 lhcatome and outreach advice)
- Jacques Fichet (for artistic advice on videos that convey the message)
- Fabienne Marcastel (for the e-learning logo)

I am grateful for their contribution.
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](https://www.cern.ch/) portal for meetings and recording rehearsals.
- Dedicated [indico category](https://indico.cern.ch/) for rehearsals and recording links.
- Dedicated [CDS category](https://cds.cern.ch/) for final tutorial versions.
- Hashtag in [social.cern.ch](https://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](https://edutech.cern.ch/) with the use cases with
e-learning [twiki](https://twiki.cern.ch/) with all these links and more.
E-learning survey results

Extract from the July 2016 survey
<table>
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<tr>
<th>what\who</th>
<th>WTO</th>
<th>WHO</th>
<th>EPFL</th>
<th>FNAL</th>
<th>Barcelona University</th>
<th>Lund University</th>
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<tbody>
<tr>
<td>Employees’ total</td>
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<td>7500</td>
<td>4000</td>
<td>1700</td>
<td>7000</td>
<td>7500</td>
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<td>E-learning team</td>
<td>6 part-time</td>
<td>2 equiv. to 1 FTE</td>
<td>12 equiv. to 10 FTEs</td>
<td>3 FTEs</td>
<td>4 FTEs</td>
<td>5 FTEs</td>
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<td>Responsible dept.</td>
<td>Training &amp; techn. assistance</td>
<td>HR</td>
<td>IT services</td>
<td>ESHQ Env. Safety Health Quality</td>
<td>Pedagogical support unit</td>
<td>Centre for Educational Dev.</td>
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<td>E-learning type</td>
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<td>-Tutorials w/o interaction -MOOCs -Blended</td>
<td>-Tutorials w. interaction -MOOCs -Blended</td>
<td>-Tutorials -Courses both w.+w/o inter. -MOOCs</td>
<td>-Tutorials -Courses both w.+w/o inter. -MOOCs -Blended</td>
<td></td>
</tr>
<tr>
<td>Why?</td>
<td>To train gov. officials on org. agreements</td>
<td>-Productivity gain - Collaborators’ autonomy</td>
<td>-Remote collaborators -enriched doc. -org. image</td>
<td>-Productivity gain - Collaborators’ autonomy -specialized subjects</td>
<td>Collaborators’ autonomy</td>
<td>-Productivity gain -org. image</td>
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<td>LMS</td>
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<td>Yes-Cornerstone OnDemand</td>
<td>Yes-Moodle</td>
<td>in house tool</td>
<td>Yes-Moodle</td>
<td>In-house tool called LUVIT</td>
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