MiTeam for OERLive
Future of Learning
in the Age of Digital Transformation
Discussion Outline

• Learning Trends – Next Generation Digital Learning Environment
• OER Learning Requirements
• Discussion
• MiTeam Concepts and Features
• Live Demo
• Discussion/Questions
Revolution in Education Happened Before - 1866
1) **Information and data literacy**: To articulate information needs, to locate and retrieve digital data, information and content. To judge the relevance of the source and its content. To store, manage, and organise digital data, information and content.

2) **Communication and collaboration**: To interact, communicate and collaborate through digital technologies while being aware of cultural and generational diversity. To participate in society through public and private digital services and participatory citizenship. To manage one’s digital identity and reputation.

3) **Digital content creation**: To create and edit digital content. To improve and integrate information and content into an existing body of knowledge while understanding how copyright and licences are to be applied. To know how to give understandable instructions for a computer system.

4) **Safety**: To protect devices, content, personal data and privacy in digital environments. To protect physical and psychological health, and to be aware of digital technologies for social well-being and social inclusion. To be aware of the environmental impact of digital technologies and their use.

5) **Problem solving**: To identify needs and problems, and to resolve conceptual problems and problem situations in digital environments. To use digital tools to innovate processes and products. To keep up-to-date with the digital evolution.

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OER is not focused on academic purposes, it is about life long learning for the whole society.

Next Generation Digital Learning Environment

From LMS to...

- Interoperability and Integration
- Personalization
- Analytics, Advising, and Learning Assessment
- Collaboration
- Accessibility and Universal Design
Interoperability and Integration

Common workflows and metadata

- All components must provide common content format
- Integration must be simple and in end user hands
- LE evolves as key source of learning content
Personalisation

Most important user facing domain of NGDLE

• Learners and Instructors are architects of their specific environment within open architecture

• Best outfit for each learning process on learner, instructor, departmental, divisional, regional, institutional, discipline and other level

• Improvements and adaptive learning will provide an agile learning process/content improvements and evolution
Analytics, Advising, and Learning Assessment

Vital component for competency based learning

- Widen the scope of data from Course (LMS) related to all activities – Competency based learning
- Integration of tools and open API
- Enable support for all stakeholders from operational to long term research
  - Student empowerment
  - Continuous instructional improvements
  - Institutional oversight
  - Immersive learning
Collaboration
On multiple levels and between public and private

- Fundamental for modern form of learning
- Collaboratively construct pathways
- Social networking changed expectations
- Beyond traditional peer to peer and instructor – community management
- From personal, group, course to wider collaboration spaces
- Best hybrid between Walled garden and open

MiTeam
Accessibility and Universal Design

Rethink the complete user experience – Learning Experience Platform

• Holistic, ground up approach to accessibility and design
• From function and technology to people and experience
• Accessibility issue from physical impairment to different user capabilities
• A major acceptability, motivation and efficiency booster
Changed Generations Priorities

Internet Trends Mary Meeker KPCB

Which Three Benefits Would You Most Value From an Employer?
% Ranking Each 1st Place, Global

- Training and Development: 22%
- Flexible Working Hours: 19%
- Cash Bonuses: 14%
- Free Private Healthcare: 8%
- Pension Scheme or Other Retirement Funding: 6%
- Greater Vacation Allowance: 6%
- Financial Assistance with Housing: 5%
- Company Car: 4%
- Assistance in Clearing Debts Incurred While Studying: 3%
- Maternity / Paternity Benefits: 3%
- Subsidized Travel Costs: 2%
- Free Child Care: 2%
- Access to Low Interest Loans / Borrowing Options: 2%
- Time Off to Do Community / Charity Work: 1%
- I’d Prefer No Benefits and Higher Wages: 4%
Key E-Learning Trends

Learning Experience Platforms

- Top user experience
- Social learning – distributed teams
- Virtual classroom - VILT
- Mobile & Micro Learning
- Informal vs Formal growing
- Video and interactive content
- Complete tracking and analytics
- Personalized, customized & immersive
- Gamification/Leaderboards
Social Learning

Collaboration, creation, evaluation in the group

• Group interaction
• Evaluation and creation in the group – relationship improvements
• Optimal usage of the location, time, teacher (coach), resources is a challenge
• Promotion of informal, project based, skill based, flipped… methods
• The need for secure, efficient and open corporate virtual learning environment
Mobile Learning – the Need and Opportunity

Most of informal learning transactions is already mobile

• While mobile rules private live, its usage in corporate world is behind
• Mobile is personal – collaboration is easier
• Mobile is always and everywhere Mobile video is already affordable
• Millenials are coming and bringing new expectations
• Mobile optimisation is much more than screen size
Video and Micro Learning

Highly related trends

- Learning content, consumed in small chunks is remembered longer and faster
- Video content is the “New Book”, interactive video is coming
- 60 seconds – 20 minutes
- Feel comfortable and motivated
Variety of Devices – BYOD Trends
Flipping the Classroom - Blended Learning

- The sequence of learning activities is flipped – the preparation activities need good support
- Practical experience via collaboration in preparation phase
- Better usage of group time – from remembering to insight
- Promotion of group interaction
- Knowledge networks
Changing the Role of the Instructor

- 21st Century Training
- Allowing instructors to spend less time on content creation
- Providing more time for instructors since they are not providing repeatable deliveries
- Allowing to spend more time on: assessments, remediation and ensuring that the training is real, meaningful and actionable
Generations Communicate in Different Way

### Popularity of Business Contact Channels, by Age

*Which channels are most popular with your age-profiled customers? (% of contact centers)*

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<th>Electronic Messaging</th>
<th>Smartphone Application</th>
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<td>24% (1st choice)</td>
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<td><strong>Baby Boomers</strong></td>
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<td>3% (4th choice)</td>
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<td><strong>Silent Generation</strong></td>
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N 3.17 Contact Centers. Online: Results are drawn based on contact centers that actually tracked channel popularity. Percentage may not add up to 100 owing to rounding.

*Generation Y is typically referred to as "Millennials".*
Digital Experience Platform

*Designed for Digital Transformation*

Omni-Channel
Information and Knowledge Access,
Collaboration and Learning
DXP Goals

Introduction of:

- Omnii-Channel user experience with for variety of devices and user segment
- Modern communication tools for knowledge seekers and advisors
- Advanced learning methods and technologies
- Video, multimedia, interactive and personalized library of learning material
- Internal and optional external digital community and advisors, partners and knowledge seekers
- Integration with existing as well as future back office IT /LMS systems and external knowledge sites
Digital Experience Platform  Gartner 2018


FORRESTER
Rising customer expectations and the growing importance of the Web and mobile as sales and service channels mean that financial services e-Business executives need to fundamentally improve the way they serve customers via digital channels.
Digitalization of collaborative consultation and learning environment – a stepwise project

- Stepwise introduction of variety of digital tools and methods based on existing and improved workflows
- Intensive “hands on” training of users, tracking of user interaction to different tools and user experience concepts
- Advanced response analytics and agile improvements during the tools introduction
- Segmentation of users and influence to digitalization methods
- Planning and reporting of measurable results (KPI) of workflow improvements
- Dissemination of results and long term nation wide digitalization strategy and operations proposal.
Digital tools and methods

A range of workflows for consultation, collaboration and learning

• Individual access to a variety of information/knowlege content
• Individual person to person communication as improvement of existing workflow
• Group based digital collaboration within existing local organization structure
• Individual and group based collaboration in the organizational forms, which are not possible with digitalization, regional and nationwide collaboration
• Individual learning and information access using digital library and webinars
• New forms of group (social) learning using specialized geographically dispersed groups in different user segments
• Introduction of national digital community as a meeting point and common source if information with well structured “match-finding” support and personalized notifications
Technology Trends in Learning

- Mobile - HTML5 replaced Flash
- XAPI (TinCan API) & Learning Records Store
- Cloud vs Private Cloud – Browser & Mobile clients
- Video, video, video – WebRTC, Live Stream & more
- Big Data: detailed 360 deg tracking, open analytics, instant reporting
- Advanced content and creation tools—HTML5, XAPI, Mobile, Augmented reality
- Highly scalable and interactive events: Webinars, webcast, web conference...
- Open API and customized interfaces
Experience API – Learning Record Store

The cornerstone of NG learning architecture

- Collect all learner interactions using standardised interface
- Generated by latest content creation tools and services
- Communicate with existing LMS
- Open access for real time and long term analytics an AI experiments
- Immersive learning
Current collaboration tools, limitations

Many new collaboration tools and vendors are the proof of change

- Email
- Website
- Telephone
- Post
- Dropbox
- Skype
- Skype f. Buss.
- Facebook
- YouTube
- Linkedin
- Slack
- Google GSuite
- MS Teams
- Sharepoint
- CiscoSpark
- LMS/Moodle.
- User experience
- Security and legal base
- Integration and efficiency
- Ownership of data and algorit.
- Interactive and Video Content
- Personalization and customization
- Persistence of data and workspace
- Open architecture and API
Limitations of Multi Platform Collaboration

For long term heterogeneous project collaboration

• Slack
• Microsoft Teams
• Cisco Spark
• Skype for Business
• Dropbox/Box
• Google Drive/Gsuite
• Facebook for Workplace
• Sharepoint/Confluence

• Complicated „nongeek“ user experience from multiple platforms
• Synchronise many releases
• Security and GDPR
• Licensing
• Single Sign on and user management
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MiTeam and OERLive

Working together from Collaboration to Next Generation Open Education
MiTeam and OERLive

From collaboration to Next Generation Learning

- Educa Berlin December 2014
- From Collaborative Solution to Complete Digital Learning Environment
- Key technology and architecture requirements collected
MiTeam Core

Live
Custom
Content
Info
Community
Learning
Event

MiTeam
MiTeam

Core

Content

Event

Info

Custom

Live

Learning
Certificate delivered by the European Commission, as the institution managing Horizon 2020, the EU Framework Programme for Research and Innovation 2014-2020

The project proposal 806863, ET1Man

Emergency and Triage Information Manager: User-friendly digital support for emergency and triage teams

Submitted under the Horizon 2020’s SME instrument phase 2 call H2020-SMEInst-2016-2017 (H2020-SMEINST-2-2016-2017) of 18 October 2017 in the area of SMEInst-01-2016-2017

Open Disruptive Innovation Scheme
by
MediaInteractive Franc Dolenc s.p.
Demšarjeva 10
4220 Škofja Loka
Slovenia
Omnichannel?

From Wikipedia

- **Omnichannel** is a cross-channel business model and content strategy that companies use to improve their user experience. Omnichannel is an integrated way of thinking about people’s relationships with organisations. Rather than working in parallel, communication channels and their supporting resources are designed and orchestrated to cooperate, building a coherent, evolving, cross-channel experience. To be omnichannel, a strategy does not need to support all possible channels, which is a practical impossibility. Instead, omnichannel implies integration and orchestration of channels such that the experience of engaging across all the channels someone chooses to use is as, or even more, efficient or pleasant than using single channels in isolation. The approach has applications in any industry, but early examples have been in financial services, healthcare, government, retail, and telecommunications industries. Omnichannel supersedes multichannel and includes channels such as physical locations, ecommerce, mobile applications, and social media. Companies that use omnichannel contend that a customer values the ability to engage with a company through multiple avenues at the same time.
Omni Channel User Experience

Telephone, Website and Email is not enough anymore

- Mobile App/Mobile WebApp
- Branded project „Websites“
- Personalized email & notifications
- Managed email, Newsletters and posts
- Dig. Signage, kiosks, WebTV
- Live Stream, Webinar
- Post to Social Media including FB in YT Live
Why not website approach

It is all about active engagement

- Common Content & Workflow
- Distributed Editorial Boards
- Instant Delivery
- Mobile First
- Video and Interactive Content
- Personalisation
- Full Tracking
- Collaboration
- Learning
- Custom Forms
Integrated Collaboration in MiTeam

Workspace and Workgroup Structure

WS1

- WG 1
- WG 2

WS2

- Direct communic.

WS3

- External users

MiTeam
MiTeam Functional Architecture

- MiTeam Core
  - Content, User, Interaction, Presentation
- Live Collaboration
  - Conferencing, Webinars, Live Streaming, Whiteboard,
- Project Collaboration
  - Document, Website, Task Management
- Community Management
  - Directory, Match Making, Personal Space
- Learning Management (LMS)
  - Courses, Assignments, Reports, Quizzes, Badges
- Event Management
  - Agenda, Participants, Website, Live Stream, Mobile App
- Notification Management
  - Newsletters, Managed Mail, Digital Signage, Web TV
- Custom Applications
Omni Channel User Experience

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- Live Stream, Webinar
- Post to Social Media including FB in YT Live
Unified User Experience on all Devices

LMS
Lecture Capture
Webinar, LiveStream
Video Web Conference
Online White board
Document, Content Sharing
Messaging, Comments
Forum
Notifications, Newsletter Signage
Polls, Quizzes, Surveys
Knowledge Management
Community Management
Events Management
Content Creation Tools
Multimedia Library
Workspaces and Groups
Website, Custom workflow
Open API
MiTeam for OERLive

Promotes transformation of Open Education

• Advanced learning methods
• Learning collaboration
• Advanced technologies and architecture
• Integrated content creation
• Personalisation, customisation, localisation and branding
• Security, availability and affordability
Integrated Collaboration Tools

Interactive, Multimedia and Integrated Collaboration Environment

• HD Audio and Video Conference
• Screen and window sharing
• Webinars and lecture capture
• Virtual desktop for secure document sharing and management
• Online Whiteboard
• Multimedia Library and Management
• Usage Tracking and Analytics
Collaborative and Interactive Video

Event Mobile Apps, Lecture Capture and Video Production/Streaming

- Event management App
- Communication, Video Streaming and Collaboration
- Lecture Capture, Live Studio and personal video capture configurations
- Interactive content, voting, quizzes and polls
- Tracking and analytics
Webinar Solutions

Integrated, Interactive, HD Quality High Capacity and Simple

- Complete Webinar workflow
  - Prepare & Invite
  - Run & Interact
  - Analyse and Share

- Multiple Presenters and unlimited audience on any device

- Real Time Video and media content
  - Interactive (Polls, Survey, Quiz...)
  - Presentations, Recorded Video
  - Screen/Window Sharing

- Live Studio with multiple cameras

MiTeam
HD Video Conference, Screen Sharing

Mobile and Browser Friendly, Secure

• HD quality, large capacity and network efficiency. Screen and window sharing

• BYOD - No special equipment needed. Optimized for browsers and mobile.

• Wide variety of configurations
  • Personal, Mobile, Room, Hall

• Server based video recording and reporting
Video Conferencing/Webinar Management
Room Systems on Logitech Group

Powerful and Affordable Solution for up to 20 people

- Logitech Group Camera with Conference Microphone and Remote
- Extension Microphones
- Mini PC (Intel NUC) with Bluetooth/WiFi/2 LCD
- Touch Monitor or Tablet
- HDMI Capture Box
- Optional Cabling
MiTeam Room Systems Configurations

Powerful and Affordable Solution from 1 up to 20 people

- BCC 950 Huddle Room
- Connect
- MeetUp
- Group with Extension Microphones
- PTZ PRO with external Audio Setup
- Wireless Microphones
- Logitech C930
- Logitec Brio
Server Side Audio/Video Recording

Security, Compliance and Simplicity with Immediate Access

- Recordings stored in MiTeam Multimedia Content Management System (Library) with large variety of access rights, search, management, archiving and custom metadata.

- Access to recordings with advanced video player with unlimited number of viewers on any device

- Video bookmarks (Que points) generation and video related Chat/Comment Synchronisation

- Voice transcripts with open text search
Multimedia Library

Digital Asset Management

• Capture, storage, management, creation and distribution of content.

• Wide range of content:
  • Office, ePub, PDF, different Video and Image, Interactive and eLearning (XAPI)

• Integrated video and interactive content tools

• Tracking and analytics
Interactive Kiosk/Digital Signage/WebTV

Wall mounted Screens and Interactive Kiosks/Mobile

• Distributed content management, dynamic content selection

• Variety of attractive content
  • Video, Live Video, Image, Text, Interactive, External, Video conference

• Common multimedia library

• Powerful API for external data and content integration
OnLine Whiteboard

Interactive Online Drawing for Teams

• Simultaneous drawing for distributed users using powerful online tools
• Perfect mobile user experience
• Whiteboards can be saved and restored in common library
• Import PDF, PPT and Image content from desktop or library
• Image and video capture of whiteboard activity
Advanced Project Collaboration

Document Sharing, Messaging, Commenting Project Rooms

• Integrated collaboration tools
  • Group, personal messaging
  • Commenting, polls and blogs
  • Document sharing and approval workflow
  • Dynamic project Web sites

• Workspaces and persistent collaboration rooms

• Integration of external tools: Google Apps,...
Mobile Event Management

Event related collaboration for conferences and tradeshows

• Collaboration of participants and remote participants with speakers, organizers and exhibitors

• Pre, Mid and Post Event collaboration and match making

• Integrated Live and OnDemand Video

• Interactive online content, polls, surveys, questionnaires
Knowledge and Talent Management

Personal profiles and innovation management

• Personalized user profiles, structured interest areas, posts, blogs, video etc.
• Mobile app and advanced search
• Personalized mobile and email notifications
• Integrated Linkedin profile
• Secure and customizable
Document Sharing and Management

Part of integrated Team Site and Collaboration

- Efficient and user friendly document sharing and approval workflow across multiple workspaces and collaboration groups
- Document versioning, tracking and reporting
- Integration with external group editing (Office 365, Google Drive), integrated Wiki
- Video and interactive documents
- Integrated collaboration tools
Multi project collaboration environment

Multiple business/program/project entities

- Up to 1.000 business entities
- Up to 10.000 users
- Internal, external, non-registered users with different roles and access rights in different spaces
- Matrix structure, distributed content and administration, unified workflows and data structure
- Controlled content transfer between workspaces, tracking and reporting
Spremljanje tečaja
MiTeam Virtual Desktop

PDF document reader and navigation pane
MiTeam Virtual Desktop

Video tutorial with video bookmarks and video conference
MiTeam Virtual Desktop

Online whiteboard and video conference with chat
MiTeam Virtual Desktop

Navigation, managed video conference and HTML5 presentation
Open Education Content Architecture

MiTeam + Videolectures - A Perfect Partners in Open Education
From Variety of Ingredients to Fantastic Soup

OERLive

powered by MiTeam

& Videolectures