

E-Tutor Qualification 2021

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Alexander Clauss, Mattis
Altmann



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Agenda

1. Welcome note Prof. Schoop
2. Introduction of course supervisors
3. Introduction of VCL concept
4. Introduction of VALEU-X
5. Qualification schedule
6. Working environment virtual platform
7. The first task for self-paced learning (E-Tutors)
8. Pilot VCL targets & organization for academic staff and administrative staff
9. Q&A Session

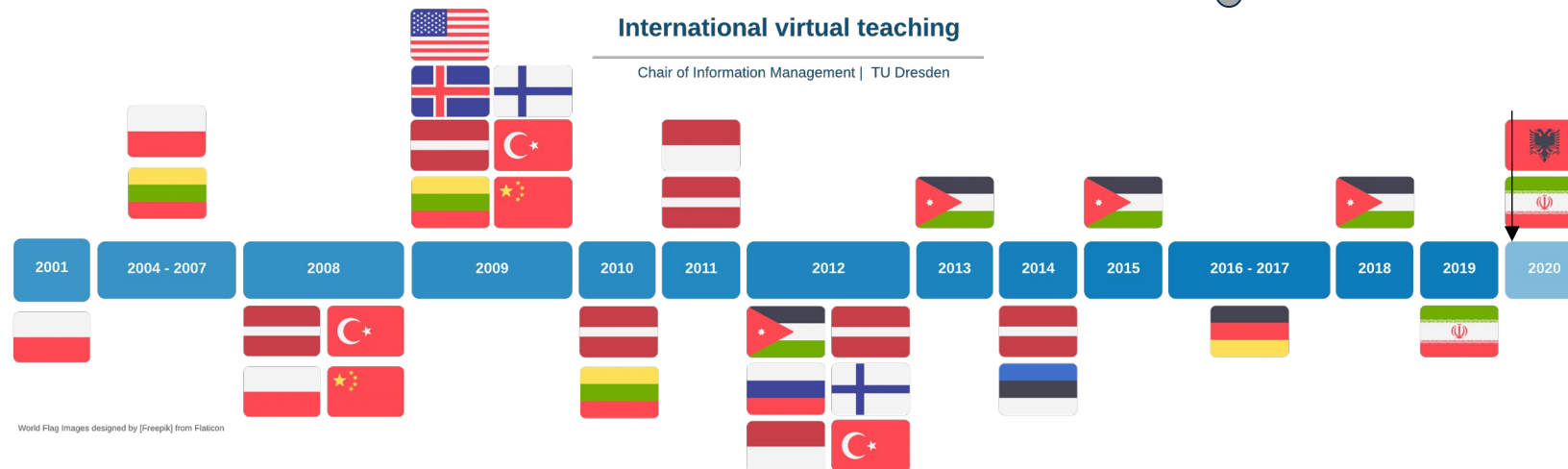
1. Welcome Note Prof. Schoop

Virtual = Online, using new communication channels

Collaborative = In groups, benefitting from each other's experiences

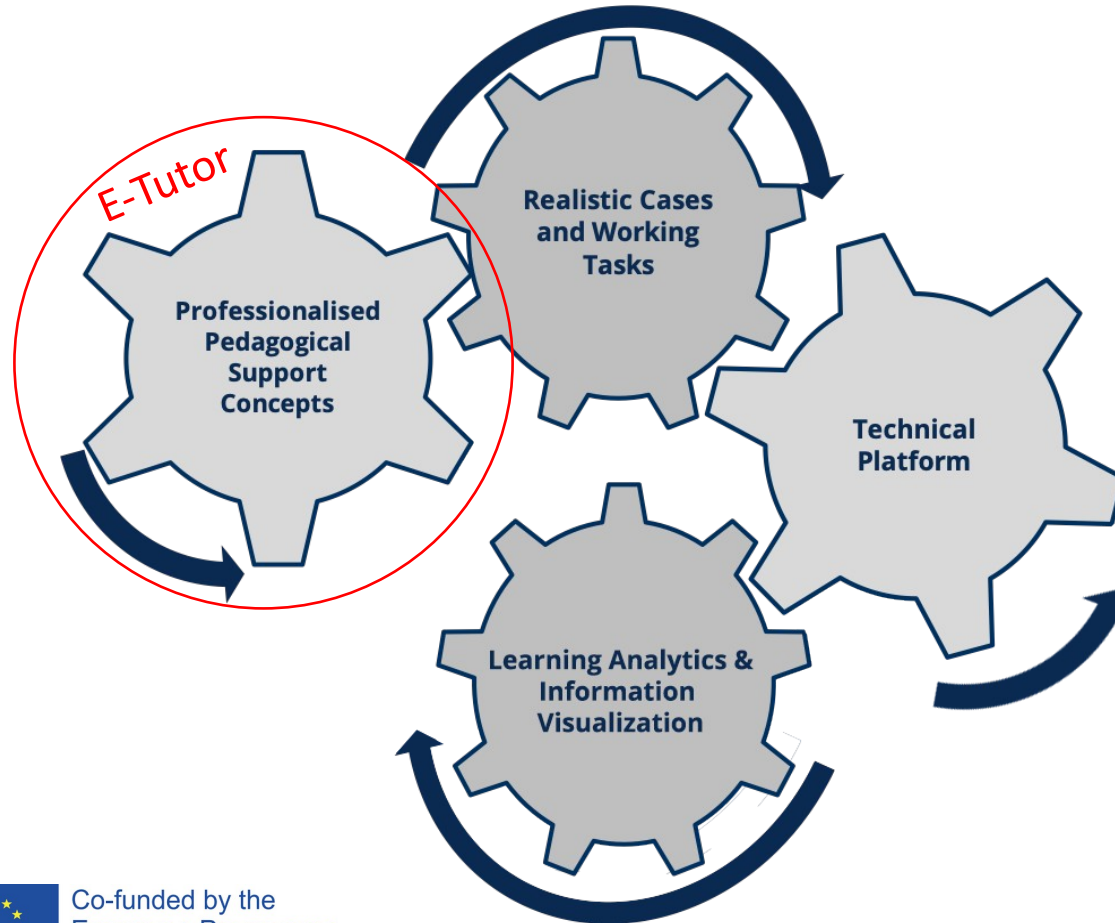
Learning = Gaining new knowledge and experiences

The 63th VCL Course!



1. Welcome Note Prof. Schoop

Four main design dimensions, as “pivotal points” to ensure quality in our VCL settings



2. Introduction of course supervisors

Who we are ...



Prof. Dr. Eric Schoop

Chair holder



Alexander Clauss

Research associate



Mattis Altmann

Research associate

What we do...

Support and solutions for ...

- complex university and company learning environments through suitable e-learning arrangements
- knowledge-oriented teamwork through collaborative social software systems.

Responsible for ...

- Community management qualification
- E-Tutor qualification and supervision
- Learning Analytics in community management
- Community Management Expert

Responsible for ...

- Didactical design of e-learning scenarios
- Project management capacity building in E-Learning and Virtual Mobility
- Improvement of group formation processes

2. Introduction of course supervisors

Work Experience

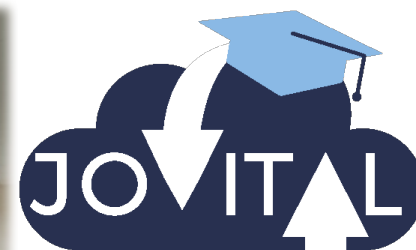
Chair of Information Management

- 20+ Years VCL / 54+ Courses
- 16+ Partners
- 12+ Countries



2. Introduction of course supervisors

Work Experience



JORDAN OPPORTUNITY
FOR VIRTUAL INNOVATIVE
TEACHING AND LEARNING

2019

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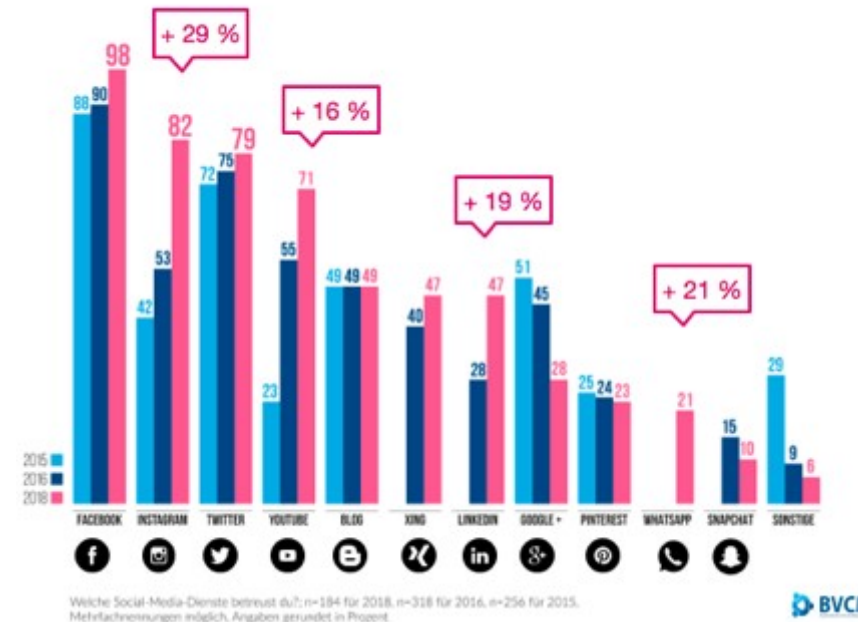
2. Introduction of course supervisors

Work Experience

German Federal Association of
Community Management – For
Digital Communication and Social
Media

Biggest German study on
professional community
management

Clauss, A., Collet, S., Laub, T., Lämmer, S.,
Schnurr, J.-M., Wagner, D. 2019. Social-
Media- und Community-Management 2018.



2. Introduction of course supervisors

Work Experience

Selected Articles

[Clauss, Alexander; Altmann, Mattis; Schoop, Eric: **International Teamwork** as Everyday Teaching Practice Despite Covid19 \(2020\)](#)

[Schoop, Eric; Clauss, Alexander; Safavi, Ali Akbar: A Framework to Boost **Virtual Exchange** through International Virtual Collaborative Learning: The German-Iranian Example .\(2020\)](#)

[Lenk, Florian; Clauss, Alexander: Monitoring Online Collaboration with **Social Learning Analytics**. AMCIS 2020 \(2020\)](#)

[Leichsenring, Anna; Clauss, Alexander: An Essential Basis for the Design of an Innovative Platform to Qualify **Corporate Community Managers**. \(2020\).](#)

[Altmann, Mattis; Clauss, Alexander: Designing Cases to Foster **Virtual Mobility in International Collaborative Group Work**. \(2020\)](#)

[Clauss, Alexander; Fischer, Helge: Design Recommendations for Successful **Cross-University Collaborative Group Work** : Two Best Practices Cases. \(2020\)](#)

[Clauss, Alexander; Lenk, Florian; Schoop, Eric: Enhancing International **Virtual Collaborative Learning** with **Social Learning Analytics**\(2019\)](#)

[Altmann, Mattis; Clauss, Alexander; Jantos, Anne; Lenk, Florian; Reeb, Samuel; Safavi, Ali Akbar; Schoop, Eric: Digitalisation in Higher Education: A Flipped Classroom Arrangement to foster Internationalisation. In: *In: T. Köhler, E. Schoop, & N. Kahnwald \(Hrsg.\), Wissensgemeinschaften in Wirtschaft, Wissenschaft und öffentlicher Verwaltung. 22. Workshop GeNeMe'19 Gemeinschaften in Neuen Medien \(2019\), S. 127–130*](#)



3. Introduction of the VCL concept



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3. Introduction of VCL concept

General

Our Chair of WiIM applies VCL-projects in addition to the „classic“ face to face courses since 2001
VCL transfers learning in groups in the virtual classroom (Balázs, 2005; Rietze, 2019; Tawileh, 2016)

Key Characteristics of a VCL-project

A case study is solved in a small group (5 members)

Project restrictions: common goal, time (4-5 weeks), limited resources

Within the groups: high level of self organisation and responsibility for the results, learners take over roles and stick to them

Communication and documentation with social software (e.g. forum, chat, wiki) (Balázs, 2005; Rietze, 2019; Tawileh, 2016; Clauss, Lenk, & Schoop, 2019)

Supported by e-tutors



3. Introduction of VCL concept

General II

- VCL is a formal learning setting
- General learning objectives are:
 - Professional competencies in performing case studies
 - Self-competencies in organising individual and collaborative learning processes
 - Social competencies like collaborative skills through international teamwork with social software

Formative assessment of group- and individual achievements

Successful participation is graded with

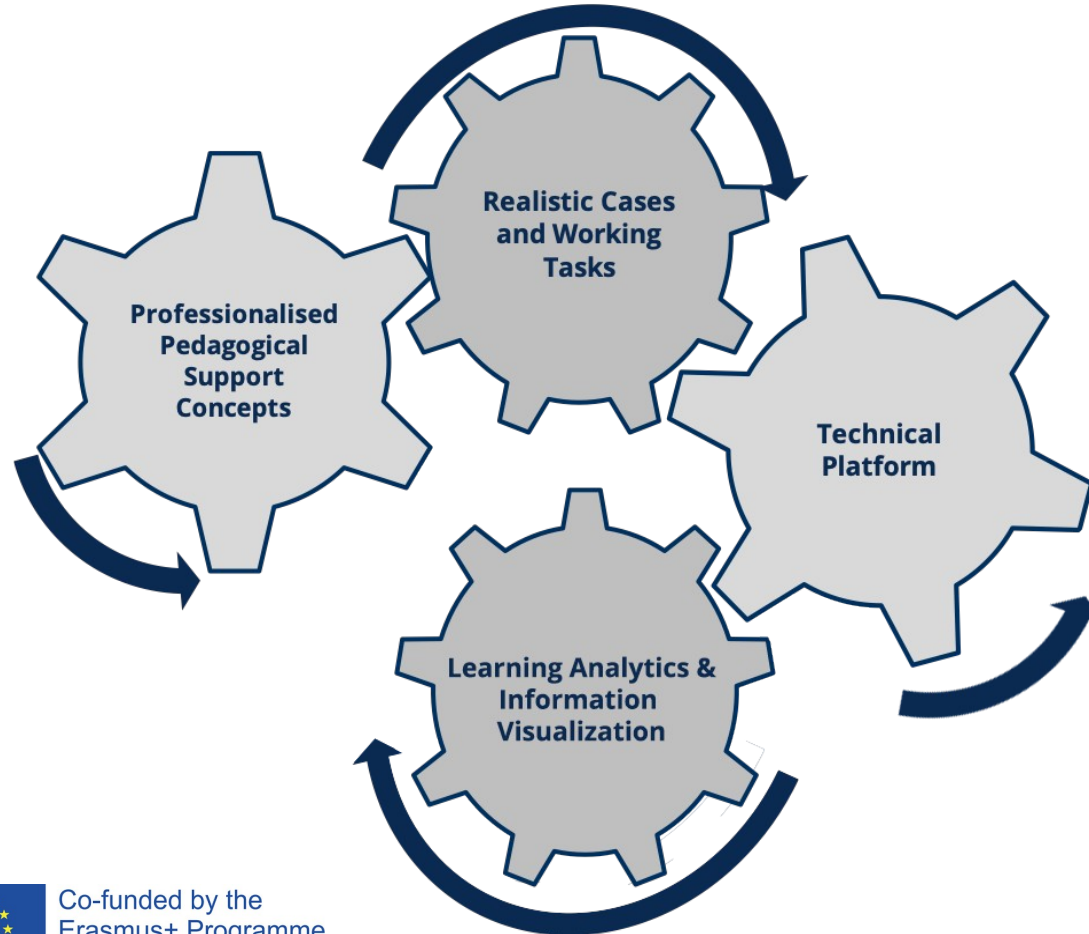
5 “ECTS Credits” equal 150 hours of individual workload

Credits and grades can be used in the respective local study programs/module, based on the respective local examination regulations



3. Introduction of VCL concept

Four main design dimensions, as “pivotal points” to ensure quality in our VCL settings



3. Introduction of VCL concept

Necessity of Professional Support

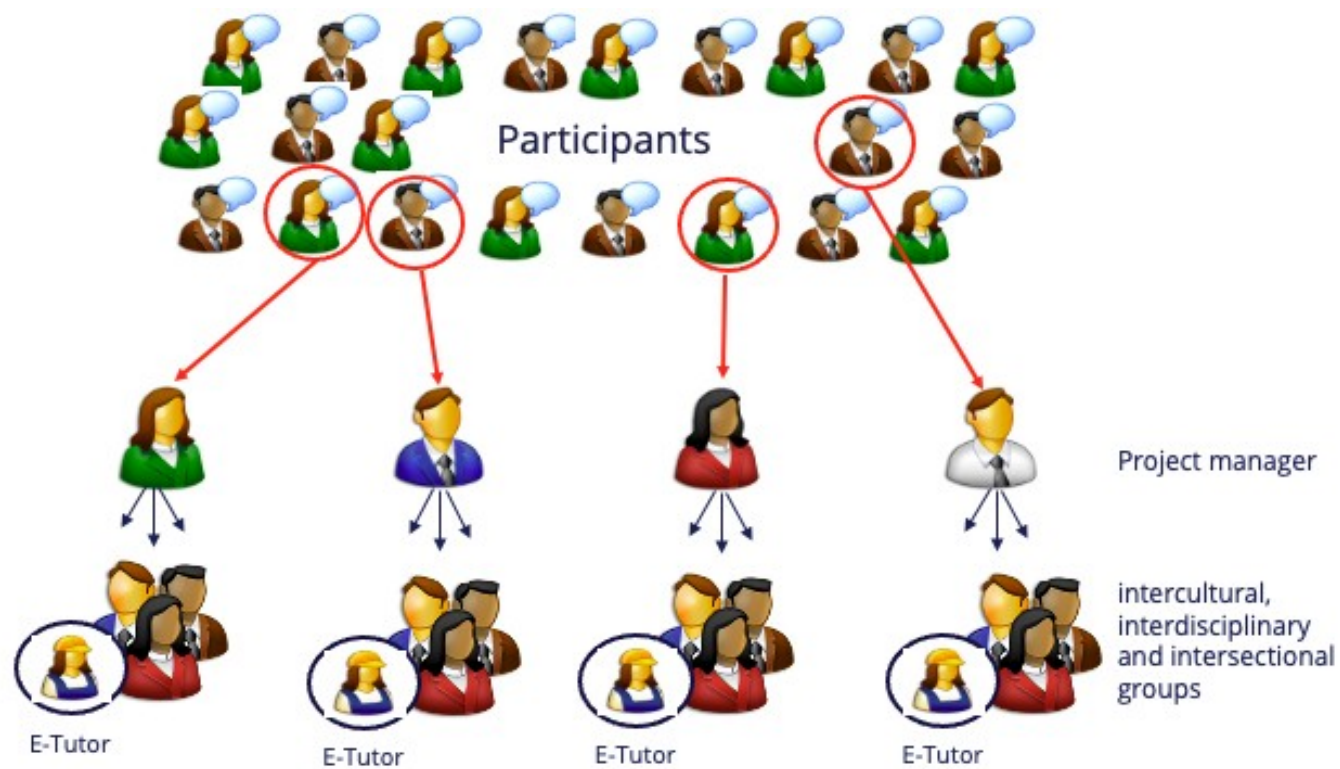
„Collaborative learning per se is not successful without adequate support. [...]After a half-century of advocacy associated with instruction using minimal guidance, it appears that there is no body of research supporting the technique.“ (Kirschner, Sweller & Clark, 2006, p. 83)

„The survey shows that tutor support is very important for learners in general - regardless their other preferences: Between 74,4% and 97,7% of learners in the different preference groups value tutor support in general as 'important' or 'very important'.“ (Ehlers, 2004, p. 3)



4. Introduction of VALEU-X

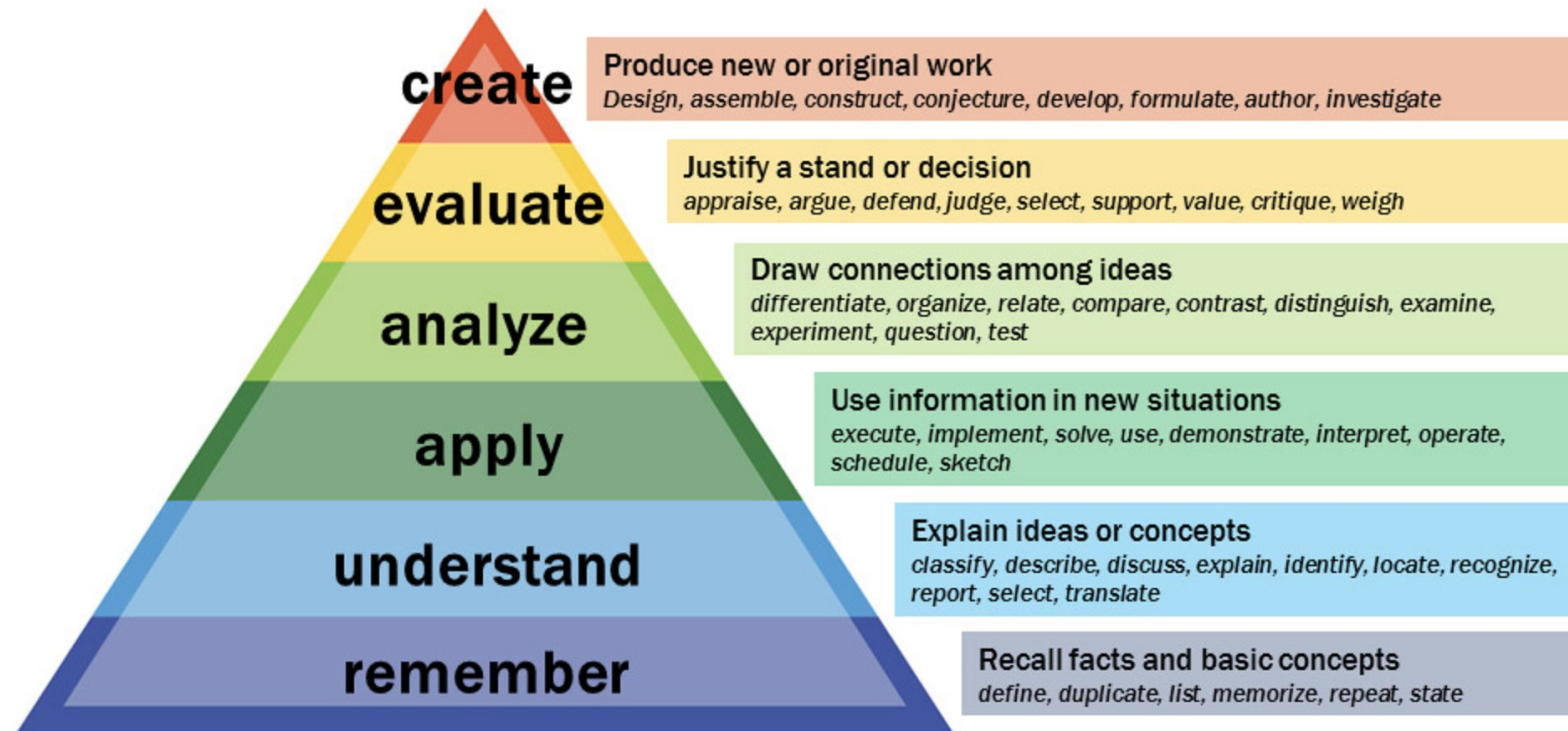
E-Tutor support structure



3. Introduction of VCL concept

Didactical Framework – Blooms Taxonomy

Bloom's Taxonomy



Vanderbilt University Center for Teaching

3. Introduction of VCL concept

For more details on VCL also see...

Presentation article on the web:
tinyurl.com/Virtual-exchange

Presentation Video on the web:
tinyurl.com/DAAD-VX-Video

DAAD Conference Virtual Exchange – Borderless Mobility between the European Higher Education Area and Regions Beyond in Berlin

Prof. Eric Schoop and Alexander Clauss successfully attended the DAAD conference Virtual Exchange – Borderless Mobility between the European Higher Education Area and Regions Beyond in Berlin on 11 December 2019 to discuss innovative developments with high-ranking representatives of the international higher education landscape and European education politics.

With virtual support from Prof. Ali Akbar Safavi from Shiraz University, Iran, they presented their article: A Framework to boost Virtual Exchange through International Virtual Collaborative Learning (VCL): The German-Iranian Example. They presented VCL as a long-established and well researched framework for designing Collaborative Online International Learning (COIL) in an international context.

4. Introduction of VALEU-X



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4. Introduction of VALEU-X

Problem

- Albanian universities offer so far only **marginal exchange experiences** in the EU area (physical & virtual)
- The **integration of virtual teaching/learning practice** into the concepts of Albanian universities has been insufficient and should be improved

Solution

- **Virtual Mobility** based on technology-supported **blended collaborative learning activities** as a flexible effective element for Internationalisation at Home
- Improving the **visibility, implementation** and volume of **virtual exchange** experiences



4. Introduction of VALEU-X

Measures

- Qualification of academic staff at Albanian HEIs on **modern pedagogical and didactical methodologies for innovative virtual teaching and learning** settings.
- Support Albanian HEIs in adopting and implementing **effective ICT-based internationalisation at home activities** and integrate Albanian HEIs in a global network for “**Virtual Mobility**”.
- Qualification of administrative staff at Albanian HEIs on adopting and recognising Virtual/Blended Mobility as part of their institutional internationalisation strategy.

4. Introduction of VALEU-X

Erasmus+ programme:

Capacity Building in Higher Education

Joint project in Albania –
Duration: 24 months,
15.01.2020 – 14.01.2022

1 year extension granted due to
COVID19 until 14.01.2023

Online: www.valeu-x.eu



www.valeu-x.eu



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4. Introduction of VALEU-X

The Consortium

6 Albanian partner
Universities:

UET; EPOKA; UNIKO;

UAMD; UEAXH; UNISHK

3 EU partners:

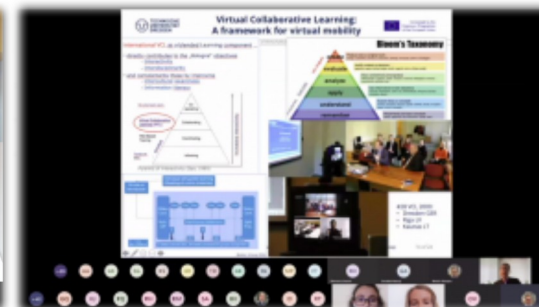
ISSBS; UNIMED; TUD



4. Introduction of VALEU-X

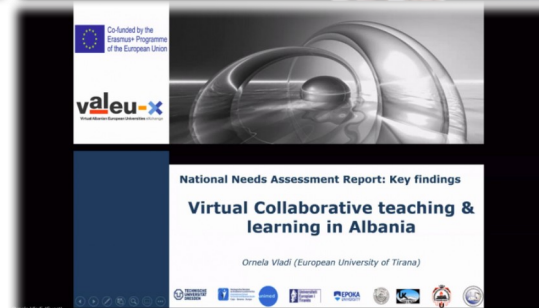
First Expert Forum

- 147 participants



Erasmus Days

- 5 Events in 2 Days



VALEU-X Labs

- First labs ready

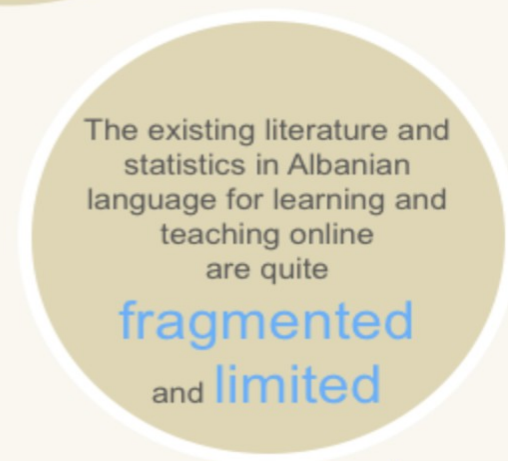


4. Introduction of VALEU-X

KEY FINDINGS



The surveyed staff at Albanian partner universities



4. Introduction of VALEU-X

Problem

- Albanian universities offer so far only **marginal exchange experiences** in the EU area (physical & virtual)
- The **integration of virtual teaching/learning practice** into the concepts of Albanian universities has been insufficient and should be improved

Solution

- **Virtual Mobility** based on technology-supported **blended collaborative learning activities** as a flexible effective element for Internationalisation at Home
- Improving the **visibility, implementation** and volume of **virtual exchange** experiences



5. Qualification schedule

Workshop	Date & Time
Kickoff Meeting	April 23rd, 2021 13:00 - 14:00
Self learning phase 1: E-lectures & self evaluation	April 23rd to May 13th 2021
Workshop 1	May 14th 2021 13:00 - 16:00
Self learning phase 2: E-lectures & self evaluation	May 14th - May 27th 2021
Workshop 2	May 28th 2021 13:00 - 16:00
Self learning phase 3: E-lectures & self evaluation	May 28th 2021 - June 10th 2021
Workshop 3	June 11th 2021 13:00 - 16:00
Self learning phase 4: E-lectures & self evaluation	June 11th - June 24th 2021
Workshop 4	June 25th 2021 13:00 - 16:00

Self learning phase: E-lectures and self evaluation tests; asynchronously

- Self paced
- Individual learning

Workshops: Consolidation of knowledge acquired in the self learning phase; synchronously

- Led by TUD
- Learning in groups



5. Qualification schedule

Contents of the E-Tutors qualification:

1. Introduction to VCL
2. Communication in the Virtual Classroom
3. Group Work processes
4. Moderation
5. Learning Analytics & Gamification
6. Conflict diagnostics & interventions
7. Feedback in virtual Collaboration
8. Evaluation of the qualification



5. Qualification schedule

Quality Assurance & Evaluation of the E-Tutor Qualification

1. Evaluation diary

- Reflection of the quality of E-Tutor qualification
- Collected regularly in the E-Tutor diary ([template](#) on Teams)
- Diary to be handed in 1 week after the final workshop
- Date for hand in of diary: July 2nd 2021
- Upload the diary to the cloud ([LINK](#))

2. Evaluation session (final workshop)

- 1,5 hours intensive reflection and evaluation of the E-Tutor qualification



6. Working environment: virtual platform

Getting started

Step 1: Register on Microsoft Teams

[Microsoft Login](#)



Sign in

Use our login information

No account? [Create one!](#)

[Sign-in options](#)

Next



6. Working environment: virtual platform

Step 2: Check the Tutorials: How to use Microsoft Teams

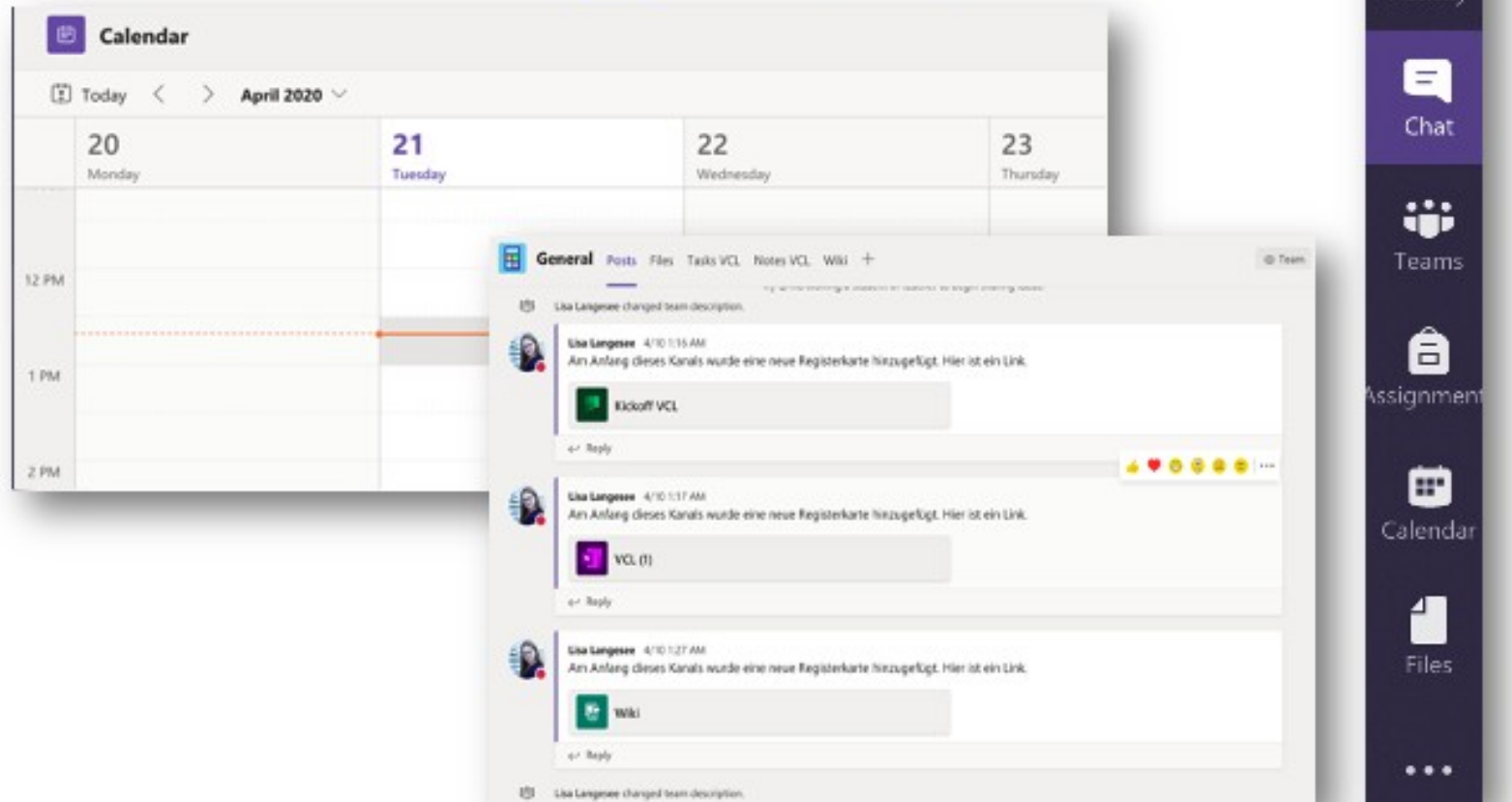
Communication Criteria	Tool	Tutorials
Synchronous Communication	Audio/Video Conference (Make face-to-face or audio calls for synchronous collaboration or decision-making)	Make Calls in Teams Managing Meetings (Video/Audio) in Teams
	Chat (Use of an individual or group chat for collaboration in a smaller group or private conversation)	Start a Chat in Teams
Asynchronous Communication	Creation and use of Team Channels (Channels allow for conversations with your teammates. Each channel is dedicated to a specific topic or (sub)project.)	Work in Channels
	Create Posts and Messages (Share files, opinions and tag your team members)	Create Posts and Messages
	Document Management (Work together on files and store them in a common space)	Upload and find files Collaborate on files in Teams
Collaboration and Cooperation	Creation and use of Team Channels	Work in Channels
	Document Management	Upload and find files Collaborate on files in Teams
Coordination and Planning	Planner-Tool (Assign tasks and track the progress)	Use Planner in Teams
	OneNote (Take minutes or write down ideas)	Add a OneNote notebook to Teams
Third-Party Apps/App Integration	e.g. Polly/MS Forms for voting or MindMeister for creating MindMaps collaboratively (Individualize your collaboration experience with useful add-ons)	Use integrations Quick overview of 38 useful integrations



6. Working environment: virtual platform

Explore the Platform

Try different functions (e.g. Calendar, Group Board...)



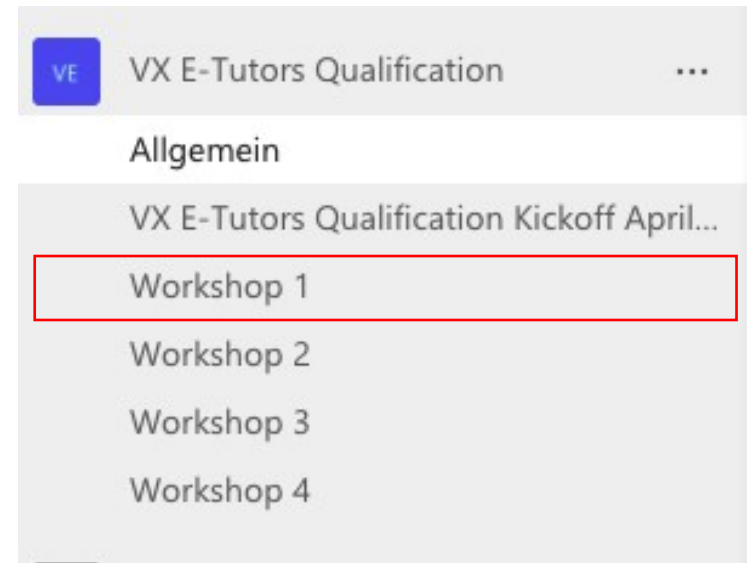
7. First tasks

Get on the platform

- Join the E-Tutors qualification team if you are not already enrolled
- Have a look at first [tutorials for MS Teams](#)
- In the channel “Workshop” 1 you will find the first e-lectures and self evaluation tests shortly after the kickoff

Start with self-paced learning phase 1

- Documents can be found in the Workshop 1 channel under “files”
- Links for self-evaluation will be posted in the timeline of Workshop 1 channel
- Knowledge consolidation of self-paced learning phase 1 will take place on Workshop 1 on May 14th; 13:00-16:00



8. Pilot VCL targets & next steps

The Task Force:

- Each partner University deploys a team of Students; Academic and Administrative staff
- These staff members & students are part of the VALEU-X projects VCL's and related training sessions, Workshops and Events
- Student E-tutors accompany a national and international VCL course after successful qualification
- Academic staff find, redesign and hold suitable (existing) course for national pilot VCL and participate in common selection, organization and implementation of common international VCL course

Administrative Staff supports in their function as international specialist in organization and dissemination activities regarding Internationalization at home activities of their institutions to foster international contacts

Students + Teachers + Administrative = Task force of each university

8. Pilot VCL targets & next steps

Academic & Administrative staff of task force

- Will select a course which will be offered in VCL format
- Will rework and redesign the course's format to VCL with regular support of TUD
- Will launch pilot VCL (local) in Wintersemester 2021/2022
- Will launch internat. VCL in Summer Semester 2022

E-Tutor will deliver professional pedagogical support after finalization of Qualification for local VCL; refinement of internat. Skills during winterschool as preparation for internat. VCL



8. Pilot VCL targets & next steps

Further Information for academic and administrative staff:

License deployment:

1-2 teachers per task force (who are / will be in charge of the VCL) will get an A3 license to launch modules in winter semester

You will be contacted separately per E-Mail to send names of “task force responsible for VCL implementation”

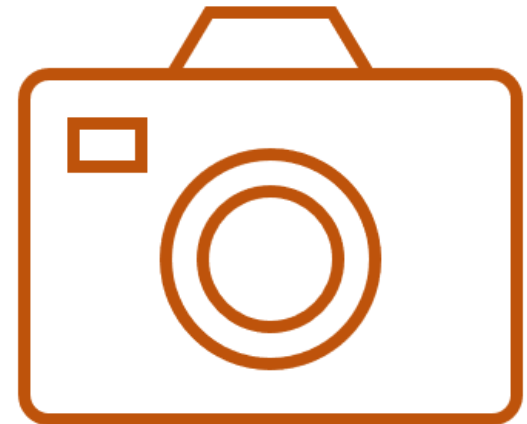
First task for academic staff / administrative staff per Institutions:

- Think about suitable courses to be transformed into VCL format
- You will be informed per E-Mail about further steps and dates for course redesign for Wintersemester 2021



Group Foto

- We would like to publish a news article about the qualification
- Participation is voluntary, if you are not interested, turn off your camera now
- Personal information on the photo (e.g. teams name) will be blacked out if necessary
- News article can be found some days after the event at www.valeu-x.eu



9. Q&A Session

Questions?





Virtual Albanian European
Universities eXchange

Thanks a lot for your attention.

More information about the project: www.valeu-x.eu

More information about the Chair of Information Mangement:
https://tu-dresden.de/bu/wirtschaft/winf/wiim?set_language=en

www.valeu-x.eu



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