

#eCAPACITAR – A PATH TOWARDS AN INNOVATIVE AND TAILORED eLEARNING SOLUTION IN A HEI

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Introduction

Open Science has been growing in recent years at national and international level, under the premise that knowledge belongs to all and for all.

It represents a new approach to the scientific process based on cooperative work and new ways of **disseminating knowledge**, using digital technologies and collaborative tools.

Making research results more **accessible to all** social actors contributes to a better and more efficient science and innovation in the public and private sectors.



Introduction

“E-learning is an approach to teaching and learning, representing all or part of the educational model applied, that is based on the use of electronic media and devices as tools for improving access to training, communication and interaction and that facilitates the adoption of new ways of understanding and developing learning”.
(Sangrà, Vlachopoulos, and Cabrera, pp. 152)

In #eCapacitar project we took this definition in consideration, because we agree it's a more inclusive and equitable one and it's in line with The Global Education 2030 Agenda principles, meeting the Sustainable Development Goal 4 (SDG4).



Storytelling

The #eCapacitar project aims to **stimulate and increase the adoption of distance learning** courses through the implementation of an infrastructure capable of applying synchronous and asynchronous communication means that allow the fulfilment of a whole framework of distance education, training and capacity building, within the process of modernization of the services to be provided to the communities served by IPSantarém.



increasing its potential for attracting students, providing services and transferring knowledge, in its business areas.



Project overview

The project “#eCapacitar - capacity building for digital inclusion in IPSantarém's business areas” **main goal:**

Modernize the HEI with a set of means and technological resources necessary to support the **different areas of the training offer, research and transfer of knowledge and technology;**

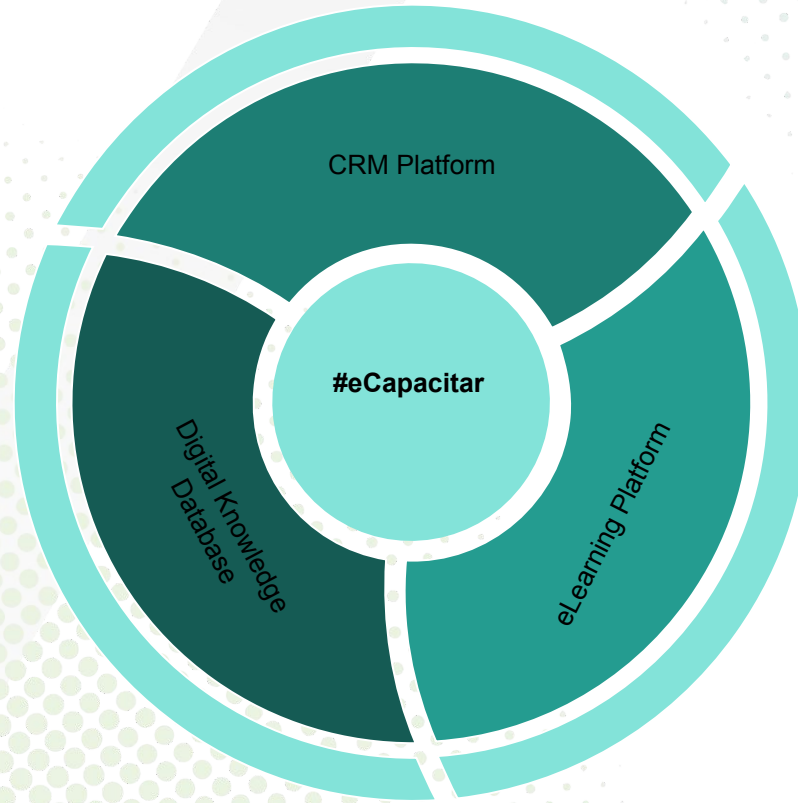
Target 2 [*Contract for the Legislature with Higher Education for 2020 - 2023*]
widen adult participation in HE: reach a level of 50% of higher education graduates in the 30-34 age group by 2030, evolving from the current around 34% in 2019 and reaching over 40% by the end of 2023.



4 Challenges

- to broaden the social base of participation in higher education for a **knowledge-based society**;
- **diversify and specialise the teaching** and learning process in higher education, intensifying R&D activity;
- **enhancing integration** between education, research and innovation for better employability in conjunction with business, the industry and public administration;
- strengthen and expand the **internationalisation of higher education** and R&D activities.

Three major axes of intervention





CRM Platform

Impact:

- In the relationship with **support services**, including all communication and information processes related to academic management;
- In the **Academic Scope**, it contributes to reformulating procedures, namely in the access to the bibliographic fund, the collection, treatment and storage of data, in the access to school timetables, among others;
- In the field of external relations with **target audiences**, it has an impact at the level of processes related to diverse requirements and requests and the respective flow of information



eLearning Platform

Impact:

- In the increase of its potential for attracting students, providing services and transferring knowledge;
- In the development of a training program for all those involved in the process, teachers and non-teachers, in order to ensure the quality of the training offer and associated services;
- Standardizing the graphic model for the presentation of academic content;
- Transferring academic information and content to a format appropriate to the distance education modality;
- In the definition and implementation of an internal pedagogical-scientific model of distance education.



Digital Knowledge Database

Impact:

- In the compilation, consolidation, organization, analysis, monitoring and evaluation of activities to be developed, in order to preserve and make accessible the collective memory of IPSantarém;
- In the preservation, availability and access to the content produced at IPSantarém throughout its existence, in which the heritage of scientific, academic and pedagogical knowledge is disseminated in various supports;
- The insertion of this heritage of scientific, academic and pedagogical knowledge from IPSantarém, in the Directory of Digital Repositories at national level;
- Integration in a single point of access to the knowledge of the Library Unit and the Scientific Repository of IPSantarém, with internal management although in interoperability with other knowledge bases, namely the Online Knowledge Library - B-on, Arquivo.pt and Scopus.

Planning and implementation: change management

- **Planning** corresponds to the **projection of a change**:
 - foreseeing the steps necessary for its realisation;
 - identifying factors that interfere in the process;
 - mobilising agents and means.
- In general, a **planning process** begins with a **diagnostic evaluation**;
- the first thing that must be completed is a **Needs Assessment**.

Needs Assessment

- The **Needs Assessment** is the process that helps to identify gaps in the current condition or situation, aiming to deepen the perception of current problems that may exist and to help find solutions to such problems or needs.
- There are some **key components** of needs assessment:
 - identification of the audience and stakeholders;
 - the development of goals and objectives;
 - different methodological approaches and the corresponding techniques must be combined.

Change Management

- **Change Management** is a collective term for considering all approaches when planning, preparing, supporting, and helping the audience and stakeholders throughout the transition or change.
- Any change is always a "hot spot" in an organization:
 - the organizational climate and culture influence the change management processes;

Change Management

- **Communication** is a key factor (not just as an informative procedure for changes and decisions taken);
 - facilitates understanding, incorporation of new concepts and the “socialization of knowledge” (Baptista, 2003);
 - tends to make people more collaborative and participatory;
 - each employee has an in-depth knowledge of the needs of the service and has the necessary skills to propose solutions and contribute to achieve the objectives.

Change Management

- **Participation** is a second fundamental factor:
 - not limited to the representation of the different categories of employees in Organs and the proper bodies of the academy;
 - reports on the redefinition of spaces for an integration policy and channels of action / decision;
 - enables, on the basis of proximity initiatives and personal development, employees, internal and external partners, to get involved, becoming agents of change rather than hindering it.



Final Thoughts

- Change management deals with people's reactions, which tend to resist change as they get used to doing things in a certain way.
- For example, teachers who have always taught in face-to-face environments may resist and oppose moving to online teaching and learning environments.
- Having empathy and understanding resistance in the planning phase can help overcome these barriers, some of which are due to lack of security in the use of technological tools and also in the pedagogical dimension of this teaching-learning modality.



Final Thoughts

- The COVID´19 pandemic, what has been a huge constraint in education can, however, be transformed into an opportunity.
- With the development and implementation of the #eCapacitar project, the IPSantarém will have a new model of organizational functioning with teaching-learning environments with innovative and efficient characteristics.
- It is also expected that, based on the results obtained, this model can be mirrored with other HEI in Portugal and abroad.



Final Thoughts

- The **#eCapacitar** project will contribute decisively to **enhance the competitive advantages** of the Institution with the academic environment and partner entities, not only at a local and regional levels, but also at a national and international ones.
- Distance education can ensure and **facilitate inclusive and equitable quality education and promote lifelong learning** in order to tackle societal challenges, as stated in the Education 2030 Framework for Action.

#eCapacitar

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