



Positioning your Centre for Teaching and Learning for the future - Case of the E-learning Centre at SRCE

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Assistant Director at SRCE

EDEH Digital Education Ambassador

About me



- Working for 30 years in higher education on the implementation of digital technologies in education, supporting institutions, teachers, and students in this process.
- Manager, trainer, teacher, mentor, learner...
- M.Sc. in Digital Education, University of Edinburgh, UK
PhD in Information and Communication Technologies, University of Zagreb, Croatia
- Assistant Director, University Computing Centre, University of Zagreb
- EDEN DLE Senior Fellow; EDEN Fellows Council Board Member
EURODL Co-Editor-in-Chief
- EDEH Digital Education Ambassador
- I love my job!

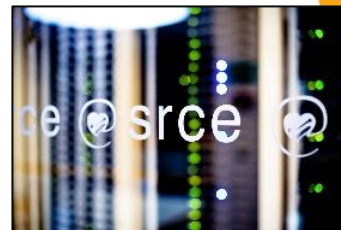


University Computing Centre SRCE

- is the computing centre and the architect of the e-infrastructure of the entire system of science and higher education of the Republic of Croatia
- Competence centre for information and communication technologies, as well as the centre for education and support in the area of ICT applications
- Celebrating 55 anniversary



In the heart of the digital transformation of science and higher education



From the project to the university e-learning centre ...



- Tempus project EQIBELT (2005-2009)
- E-learning Centre established at SRCE (December 10th, 2007)
- Office for E-learning at the University of Zagreb
- University of Zagreb E-learning Strategy 2007-2010
- Periodical surveys on e-learning at the University of Zagreb (till 2015)
- The Award for the best e-learning course at the University of Zagreb (till 2015)
- E-learning Day

Starting from scratch
Shaping services
Building expertise
Positioning in the
academic community



Plan rada za 2007. godinu - SRCE

E12. CENTAR ZA E-UČENJE	
Svrha:	Podrška akademskim ustanovama, nastavnicima i studentima koje žele primijeniti e-učenje u svojim aktivnostima.
Ciljevi / očekivani rezultati:	• centar za e-učenje kao središte za podršku ustanovama, nastavnicima i studentima • učinkovita podrška nastavnicima i studentima pri uporabi tehnologija i alata za e-učenje • virtualne okruženja za udaljeno učenje, dostupna svim sveučilišnim nastavnicima i studentima
Kontekst:	• nastavnici i zaposlenici Sveučilišta u Zagrebu i drugih akademskih ustanova u Hrvatskoj • Sveučilište u Zagrebu i druga visoka učilišta u Hrvatskoj
Osnovne standardne aktivnosti:	• promicanje i poticanje adekvatne primjene tehnologije i komunikacijske tehnologije - posebno e-učenja u akademskoj zajednici i školstvu općenito • podrška i savjetovanje akademskih institucija, nastavnika sveučilišta, nastavnika i studenata u primjeni e-učenja, odnosno primjeni ICT u sveučilišnom obrazovanju • koordinacija i organizacijska i stručna podrška sveučilišnog mreži za promicanje i podršku e-učenja • uspostava i održavanje središnjeg sveučilišnog virtualnog okruženja za e-učenje i podršku uporabi toga sustava • praćenje primjene e-učenja na Sveučilištu u Zagrebu i na visokim učilištima u Hrvatskoj • predlaganje standarda i preporuka u podršku e-učenja na razini Sveučilišta u Zagrebu • aktivno i sustavno praćenje novih tehnologija i trendova u podršku e-učenja, istraživanje mogućnosti i načina primjene e-učenja u visokoškolskoj nastavi
Očekivane promjene u 2007.	• U okviru Tempus projekta EQIBELT: ◦ uspostava Centra za e-učenje Sveučilišta u Zagrebu ◦ donošenje strateškog dokumenta za primjenu metodologije i tehnologije e-učenja na Sveučilištu u Zagrebu ◦ uspostava virtualnog okruženja za udaljeno učenje (VELEMS) za pomažu radu Centra, te pružanje podrške hrvatskim sustavima ◦ planiranje i početak izrade pilot projekata iz područja e-učenja u sveučilišnom obrazovanju
Voditelj tima:	Sandra Kučina Šolc
Članovi tima:	Zoran Babić, Vladimir Braus, Irena Jandrić, Sabina Rako





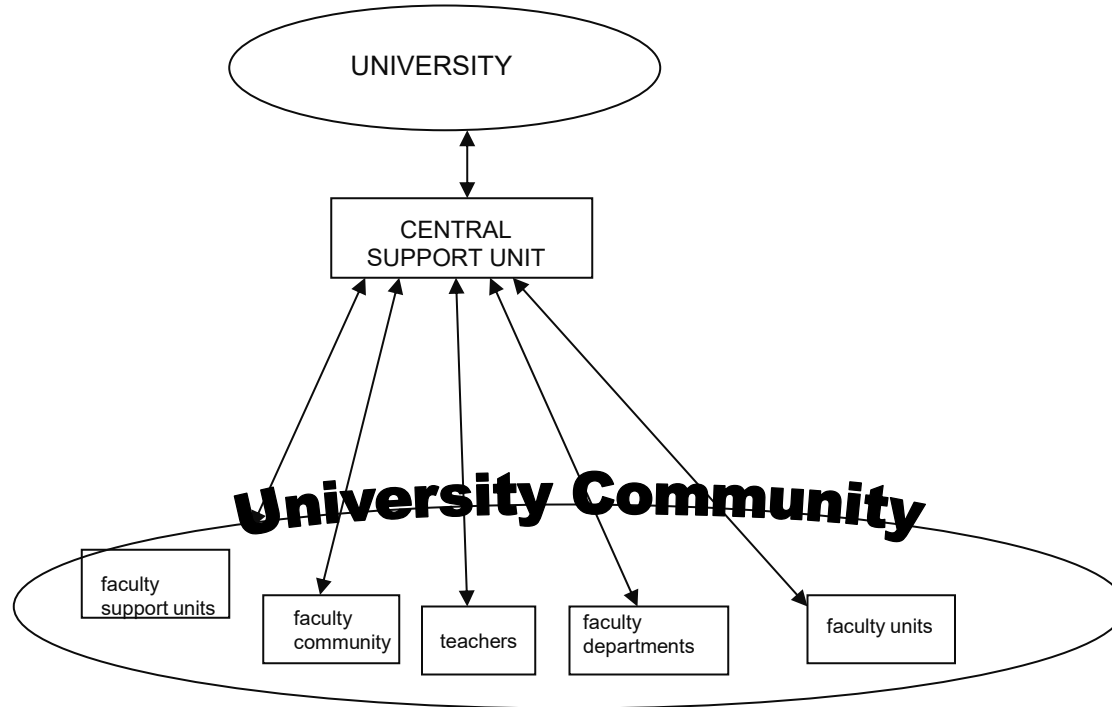
...and becoming the national centre for e-learning in higher education

- a national centre providing support to higher education institutions, teachers, and students in the use of e-learning technologies and tools within the educational process
- providing infrastructure, usage support, and user training—specifically professional development for teachers (CPD)
- range of activities to promote e-learning and encourage the adoption of new technologies in education
- maintaining and expanding a network (spanning the university and beyond) of individuals—including experts, teachers, and students—to facilitate the exchange of knowledge and experience regarding e-learning
- Active building of communities of practice in the fields of e-learning and digital education

Widening the scope of service
Increasing team
Maintaining the quality and credibility



Coordinated decentralised model (according to T. Bates)





People with different backgrounds...
Technical team and
“soft skills” team (user support and training)

E-learning Centre @SRCE

National Centre for E-learning in higher education

www.srce.hr/enc

Established in 2007
Team of **12 experts**
that provide support to
all higher education
institutions in Croatia

E-learning Centre is a part
of the Department for
Education and Educational
Technologies, and in this
department, 4 people work
on **media activities**

... is a **key stakeholder in
the process of digital
transformation of the
higher education system**



Objectives:

To support higher education
teachers, students, institutions
in the implementation of e-
learning in the educational
process

To provide and maintain a
reliable and generally
accessible HE platform for
e-learning

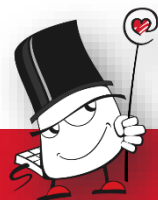
To train and educate
teachers in digital
competencies

To promote and foster the
implementation of e-learning

E-learning Centre@SRCE



Podrška
digitalnom
obrazovanju



E-learning platform for HE

state-of-the-art
e-learning system
tailored to user
needs

30.000+ e-courses
per ac. year

moodle



Academic e-portfolio

for personal use,
for presentation or
as a learning
activity

Webinars

For online lectures,
presentations,
seminars,
consultations

Adobe Connect
Edumeeet



E-course Catalogue of HEI in Croatia

a central place to
find basic
information about
all e-courses



Promoting Open Access and OER

all educational
materials develope
in SRCE in Open
Access

SRCE Open
education portal



Anti-plagiarism software

for checking
students work,
theses and doctoral
dissertations
by students and
teachers



High quality, easily accessible and sustainable support



8.500-10.000 user
queries per year

to HEI

in the systematic
Implementation
of e-learning
and the process
of digital
transformation

to teachers

in the use of
digital
technologies;
in
implementation
of digital
technologies in
teaching and
learning

to students

in navigating the
online
environment and
using digital
technologies

Courses and
workshops
(classroom and
online)

Manuals

Quick help

Animations

Guides,
additional
materials

Helpdesk

Consultations

Tailor made
support to
teachers in
implementation
of e-learning into
educational
process

Template for an
e-course
creation

E-course self-
assessment
application

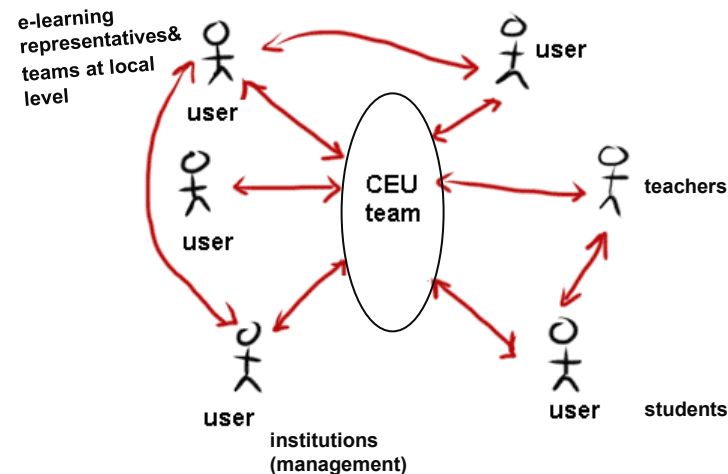
Digital badges
for completed
courses

Interactive guide
for grading in
Moodle....



Our users

- teachers – majority
 - listening to their needs and ideas
 - try to always say yes
 - working with them
 - different types of users- different approaches
- students
 - need occasional support
 - need proper introduction to e-learning at the beginning of studies
- institutions, local e-learning teams
 - advice and guidance on the implementation process

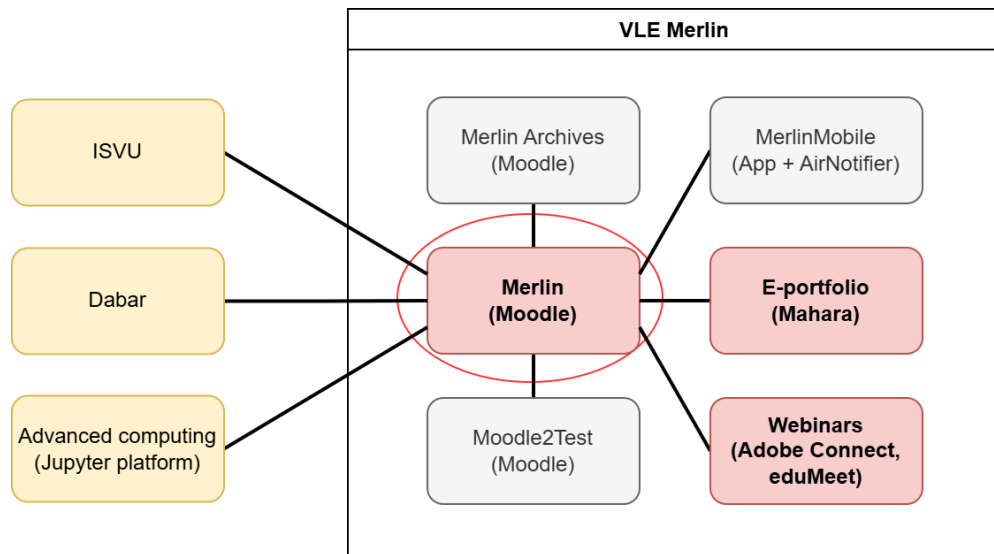


Working with teachers, not for them!



Virtual Learning Environment – Merlin

<http://merlin.srce.hr>



1 Moodle instalation	35.000+ E-courses per academic year
100+ HEI	12.000+ teachers
82 Institutions which use the ISVU-Merlin connection	90.000+ students

Dissemination and involvement on national and international level



- Organisation of numerous activities related to raising awareness, maintaining the communities of practice, building the network, training and educating
- Actively participating in national and international projects
- Actively participating in conferences with papers and presentations
- Collaborating with associations related to digital education and e-learning, like EDEN DLE, EUNIS, MLA...



Challenges

- How can we bring in new tools and technologies, i.e. AI chatbots and assistants?
(Need for resources – human and financial)
- The job load is increasing continuously, but there is no possibility of employing new people
- How can we ensure all team members are continuously trained and skilled?
- Type of support users want - people do not want to read manuals or watch videos; they want a person on the other side of the phone; often just someone to listen to them - time-consuming
- Financing for the developmental projects



E-learning Centre
University of Zagreb
University Computing
Centre

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sskucina@srce.hr

Motto of the E-learning Centre:
*be humble, listen and
collaborate both internally and
externally*



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