

HOPe

Health opportunities in the e-Society: *A self-learning virtual community for health work*

Part B

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B3. Objectives

This is a research project consisting of four overlapping objectives identified and agreed upon with the Consortium members.

The general goal is to develop a system which will meet learning needs of health promotion actors in Europe. The project main assumptions are that those actors are both health professionals and consumers and that interpersonal communication and mutual understanding is the basic need for the health gain common work.

These objectives are:

- Define the pedagogical principles appropriate for the best learning system for work in health promotion in Europe. Analysis and recommendations will emphasise learners' needs and cultural, language and gender differences and equity.
- Develop the appropriate software to support the self-learning virtual community (SLVC) for health promotion. The SLVC should facilitate communication in different languages and information management in a learning environment that will use state-of the art technology.
- Implement and evaluate the self-learning virtual community for work in health promotion involving real users in their normal work environment. Contents will focus on issues such as child health, nutrition and traditional care with the aim to facilitate learners common interest topics.
- Document a methodology and procedures for self-learning in virtual communities for work in health promotion issues useful for other users, topics and settings.

B4. Contribution to programme/Key Action objectives

The project pretends to respond to the changing needs of society in relation with health. Health care systems and health promotion policies are important issues in terms of public expenditures and people welfare. Their effectiveness and efficiency is a goal of any government. Soft skills as inter-personal communication, teamwork, problem solving and project management, are closely related with health care quality and providers and users' satisfaction. Traditional education usually neglects training those skills. The project pretend to develop a self-learning environment where those skills will be develop through sharing knowledge in a dynamic and empowering way. Both professionals and public will be involved in the design and management of the learning environment.

Growing telemedicine industry create a situation where a more flexible organisations and ICT literate health workforce are needed. Besides, public broader accesses to health information in Internet may provoke tensions in health care providers and users relationship. Both providers and users need new skills and knowledge for an effective dialogue. The project will facilitate a learning by doing process where, through problem solving and dynamic interaction, they will learn how to solve real problems. The different kind of users will find the possibility to adapt both the contents and the communication process to their specific needs and preferences and feel supported in their learning by trained facilitators.

The project aims to develop a community of learning in health promotion. It will employ sound pedagogical principles defined by international experts. These requirements, together with the learning needs detected in the analysis, will inform the state-of the art technology that will be used as support. It should be able to facilitate communication in different languages and individual learning styles and channels (text, sounds, visual, etc.). It will respect and consider cultural and gender differences and promote innovative and creative approaches to health problems solving.

Quality assessment will be a fundamental issue along the project. Emphasis will be in indicators of learning efficacy, effectiveness, efficiency and users satisfaction. Changes in health professional practices and organisations also will be measured.

B5. Innovation

Innovation will not be related with technology development, but with innovative pedagogical use of existing tools in an specific sector that is health promotion. The main project innovative issues are: The educational strategy will be based on users' needs and oriented to develop social skills to solve health real practical problems; cultural, linguistic and gender differences will be understood and respected in order to develop a system where equity in learning process will be a driven value; End-users of the self-learning virtual community will be all the actors involved in the health promotion processes (teachers, professionals and lay people) and they will be involved in its design, management and quality assurance. These three principles are clear innovation in the health care sector, where education is the classical teaching and teachers oriented, health care is biomedical diseases treatment oriented, neglecting social causes of ill-health, users participation and equity. ICT offers unique opportunities for those principles implementation in a virtual environment where it will be easier to facilitate the necessary changes in health promotion actors' attitudes.

European Public Health problems in the last years are more and more related with social and economic globalisation rather than with individual diseases. Population and goods mobility offer new health threats and challenges. Examples of this are the recent food safety crisis, the re-emerging infection diseases linked to poverty and social conditions or problems related with lifestyles. As a consequence of globalisation, health care professionals, health policy makers and citizens are frequently facing situations at work where they have to deal with social, cultural and language differences. Educational institutions in Europe are not adapting training to the new needs as fast as necessary. Continuous education at work seems to be the best solution for new skills acquisition. The project understands work for health as a common task for health services personnel and the public, and propose a new approach: "learning together to work together". Throughout this learning process, learners will develop "soft skills" (interpersonal communication, teamwork...) for democratic and participative attitudes.

Project pretends to develop a pedagogical system, supported by state-of-the-art technology, able to facilitate collaborative self-learning. The use of ICT will allow learners to communicate with geographically distant people and know different cultural approaches to health without to leave their workplace or home. They will have the opportunity to know about health issues in other places, to share experiences and create international networks.

Language differences are a problem for communication in Europe. The project assumes that be able to communicate in different languages is a learner's need, and will provide the system to facilitate it. There are many technological tools for translation. The project will select the best option based in the state-of-the-art and considering: a) the balance between cost and translation quality (keeping in mind that the need is communication and not high quality texts); b) the risk of information overload (proposing a system based on information profiling and synthesis, and training users on the rational and responsible ICT utilisation).

Gender is a demonstrated factor for inequalities in health status, education, poverty, health care service utilisation, diagnostic and therapeutic effort and informal care provision. The project will analyse and consider the gender differences in learning needs along the process. Gender equity assessment will be one of the quality assessment focuses. One of the project products will be the reflection and recommendations in this issue, linked with the European gender mainstream policies.

The acquired new competencies will be accredited through a benchmarking process managed by the peer group (different from the academic accreditation system).

Knowledge generation will be based in a specifically designed health promotion clearinghouse that will be continuously balanced with the information produced by the discussion at de virtual community. Mechanisms for this will be develop.

Quality assurance (QA) will be a fundamental issue along the project and results will be use for processes and products improvement. Emphasis will be put in learning efficacy, effectiveness, efficiency and users satisfaction assessments. Changes in health professional practices and organisations will also be measured. All users will participate of the QA process establishing criteria, designing tools and methods and implementing it. But also external experts will assure that project development will be close to the objectives and principles along the process.

B6. Project workplan (PWP)

a) Introduction

This PWP serves as a summary of the HOPE project for the evaluators, but also it will serve the Project Co-ordinator as a tool to monitor progress and allocation of resources. This plan is a team-oriented document aimed at giving the Consortium members greater insight and progress monitoring ability. This document will evolve during the project. This evolution is necessary to accommodate the dynamics of product development and to maintain the project plan as a useful tool for managing it. This section addresses the life cycle of this document and who is responsible for its maintenance.

Project co-ordinator is responsible for the maintenance of this document and will insure that is reviewed periodically and updated once per semester or when a deadline agreed to with the European Commission. The short-term schedule will be updated at least once a month to add the current near-term activity.

After the contract has been signed-off all changes to the Plan will be treated as changes requests. In that framework it is responsibility of the Consortium to estimate the impact of the changes on the deliveries and schedule. These estimations will be communicated to the Commission.

This document will be revised as required to maintain consistency with the actual development. When a change has been approved, revisions will be noted in a revision section including revision number, date and affected workpackages and activities.

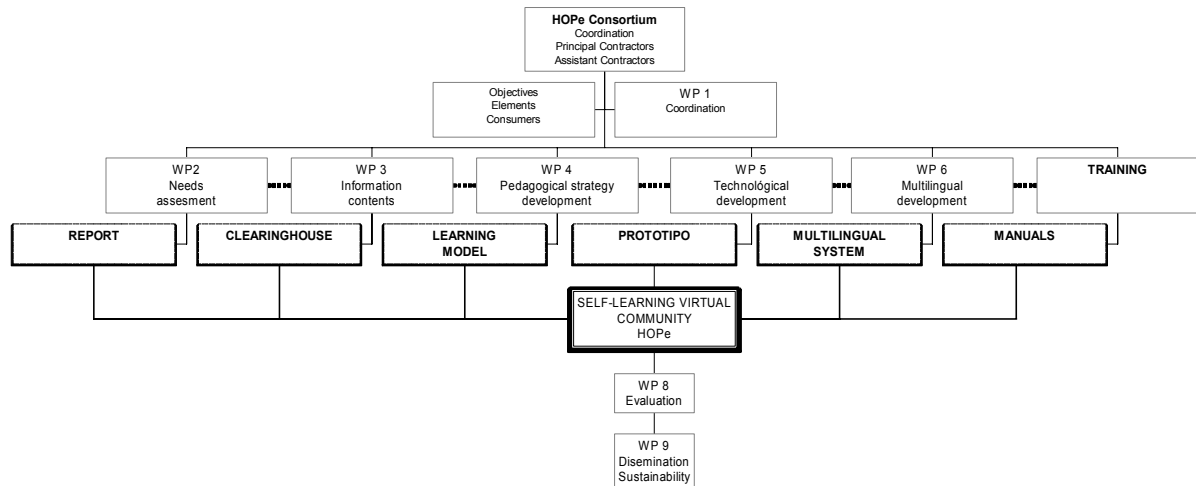
The human resources will be allocated from Consortium members or contracted as external personal. In this case they will work closely with one or more of the Consortium members and they should meet the required profiles.

1 Project Organisation

1.1 The process Model

The self-learning virtual community for health promotion will be developed following an incremental model. The requirements for the whole system will be completely elicited first. The analysis activities will be conducted in the first place for the pedagogical strategy and the learners needs. Then, design and implementation can be completed. Also some activities will be defined and implemented before others. The order of these implementations may not be the same as the analysis order. The development model does not assume definitive closure of previous phases. Developers may return to any previous phase to make modifications required by an accepted change request or the discovery of a defect.

Process Model figure



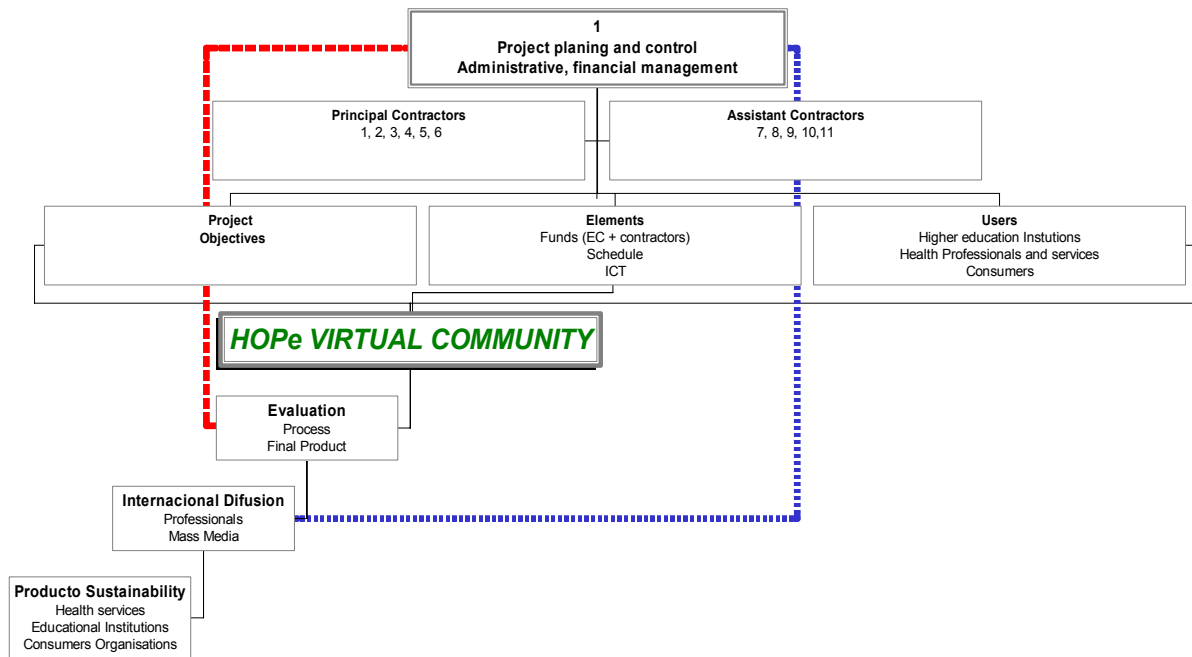
1.2 Organisational Structure

Project Consortium is formed by six Principal Contractors (one of them designated by the others to carry out the co-ordination function) and five Assistant Contractors. Principal Contractors are higher education and research institutions in health or telecommunication and two SME specialised in e-learning and development co-operation. Assistant Contractors are higher education for health professionals' institutions in Europe and members of international health promotion or ICT networks. They will assist the co-ordinator in the self-learning virtual community implementation, evaluation and dissemination including it as part of their training programmes. They are the end-users of the Self-learning Virtual Community.

The Consortium partners will install Steering Committee (SC) consisting of Workpackage Team Leaders (WPTL). They will meet at least twice at year and whenever if necessary to solve changes requests or problems. The SC with the Project Leaders from the Assistant Contractors institutions will constitute the Project Committee that will meet once at year and ones more during implementation phase.

When needed for the workpackages development, working teams will be stabilised. The definition team for pedagogical model and contents recommendations; the formalisation team for writing the formal specifications components, elaborate prototype testing strategy and implement the SLVC; and users team for use and evaluation of the SLVC. The diagram represents the organisational structure.

Organisational Structure figure



1.3 Project Responsibilities

Task	Project Co-ordinator	Definition team	Formalisation team	Users team
Scheduling	+	+	+	+
Planing and oversight	+			
Reviews	+	+	+	
SLVC development			+	
SLVC implementation	+	+	+	+
Evaluation	+	+	+	+
Reports	+			

2 Managerial Process**2.1 Managerial Objectives and Priorities**

The predominant managerial objective for the project is to delivery a product that fully meets the project objectives within the specific period of time. With this focus management will strive to achieve high product quality, early error detection and risk reduction employing proven modern management principles throughout all activities and phases of the project.

Consortium partners will conduct reviews after each workpackage or activity is completed to ensure that objectives and schedule are fully met.

Project Consortium will be organised following an open paradigm. All partners will be involved in project planing decision-making and problem solving. Project co-ordinator is responsible for making those processes effective and efficient.

2.2 Risk Management

The Project SC has identify a list of risks and analysed them in terms of their significance in the project, their likelihood and their possibility of becoming problems in the relative near-future. Some possible actions to prevent or solve them have been discussed. The following table list the risks and mitigation strategies.

The list will change as the project progresses. Existing risks can be effectively mitigated and new ones will occur. At the beginning of each planning cycle ST should review and update the list. Near-term risks should be considered as driving factors when planing the short-term activities. Solutions to this kind of risks will include

contingency plans for resource re-allocation, scope re-definition or technique/tool selection.

Risk	Mitigation strategies
Poor information about learning needs	Extend information sources
Too much or too complex information for the clearinghouse	Strength searchers training and review selection criteria
Unclear formal specifications for development	Strength follow up and prototype test
Poor interface ergonomics or users difficulties to adaptation	Improve users specifications Test each tool with non-ICT experienced users
Connectivity problems in some implementation places	Support partners with local solutions
Poor users participation in SLVC or little information knowledge generation	Support Assistant Contractors Offer incentives Strength SLVC facilitators training and activities
Too much users participation or poor value of the contributions	Apply an incremental access to the SLVC and assess results continuously

2.3 Monitoring and Controlling Mechanisms

The monitoring and controlling mechanisms and tools are defined in this section. The following tools and techniques will be used by Project's Co-ordinator to track the progress of the project.

2.3.1 Team Meetings and Reports

The Project Co-ordinator will call a meeting once every six months for planing activities and reporting overall project status.

Once a month, all Consortium members will submit a time report to the co-ordinator through electronic mail.

In addition, team members will post a message to the project distribution list every time a task is completed. Task will not be accounted for as completed until this message is posted. The message does not have to follow any particular format but shall include as a minimum the WP and the name of the task.

Every month the Project Co-ordinator is responsible for updating the effort and progress reports and reviewing the planned schedule. Should a slippage occur the Project co-ordinator is responsible for taking correcting action(s). The schedule can be

changed provided no external milestone is affected. If any external milestone is changed the PC must get approval from SC and European Commission.

The global schedule, short-term schedule, effort report and progress report should be updated and displayed in the Project Web monthly. Additionally, a summary of the project progress report shall be posted to the project distribution list every month 1st day. The effort report shall list all tasks, their planned and actual effort to date and their planned and actual starting/ending dates.

2.3.2 Review and Audit Mechanisms

Project reviews will be held prior to undertaking each major phase of global schedule. The team completing the phase to be reviewed will be responsible for creating the review packages. Quality Assurance external specialist will be contracted to carry on each type of review or inspection.

At any time during development the EC, the SC or the CC can audit the project progress. For that purpose, they can request from PC all required information concerning the purpose of the audit.

2.4 Staffing Plan

Members of the partners' institutions will participate in the project. Additional personal will join the project during development depending on the needs. The profiles of the staffing will be defined related with the tasks they have to develop. Specific training will be provided for those tasks related with project special characteristics.

3 Technical Process: Methods, Techniques and Tools

Learning needs assessment and clearinghouse development will be developed by literature and documents searching and selected following stabilised criteria.

Educational strategy model will be proposed after to analyse existing experiences on constructivism, conductivism and other theories applied to practical e-learning experiences. A reflection about which combinations of pedagogical elements will be the most feasible and effective for the project objectives will be conducted with consortium members and other experts. The final result would be a virtual community for e-learning in which it would be at least three main different parts:

- 1.- A Clearinghouse for Health Information: This clearing house will be constructed by health trained people who will evaluate the information (without any censure in regards with the origin of the source) to bring into the tank. The information will come from different sources: articles, digital documents, digital magazines, conferences, digital libraries, video format documents, audio format documents and also the

conclusion of forums and debates will be achieved in the tank of the clearing house. Therefore, in the clearing house, it would be possible to find specific information on health topics coming from a number of cultures.

2.- The Debate Room (Coffee Room): This would be a “meeting point” for anybody interested in health. It will be conceived as an asynchronous debate, chaired by an expert on the topic or any person with experience on the field to be discussed. The topics to be discussed would be decided by the users. The discussion will be open for about two weeks and after that time, the chairperson will write a report document which will content all the information collected during the debate. That document will be open to comments for few days. After that time, it will be placed on the information tank of the clearinghouse.

3.- The Conference Room: This would be a place for special events. We can realise from the clearinghouse that users have an special interest on a topic; in that case, the co-ordination of the project would contact an a relevant person to give a virtual conference, answer question, round table, etc. The event would be advertised on the board and by other means in advance and it would take place one day a specific time (synchronously). Users will have also the possibility of apply for the use of this room with different aims like: the presentation of a book, to gather information, to text and discuss an article before publication, etc. If the proposal is accepted, the same method of diffusion will be applied.

To sum up, the final product of the HOPE will be an interactive community where the users bring the possibility of keeping up to date in the information available on health and provide the chance of communicate with others to share opinions.

Once technical specifications for tools aspects necessary in the project will be defined, implementation will start. To carry out it languages and standards and open systems of information technologies will be used. Such as tag languages (HTML XML, XSLT) and interpreted languages (Java, JavaScript) in the navigator client; languages (java, php, perl, phyton) interpreted in the server site; specific applications elaborated in language C and C++; databases with standard SQL (as freeware use: mysql, postgress; or commercial: oracle, SQL Server); and streaming technologies for the video and audio. For implementation the well-known structure client-server, in the three-tier schema will be used to guarantee hardware reliability and system security. About the software licenses: tools and software products of the "open source" world with freeware licenses in each one of their variants (BSD, GNU, Artistic, etc) will be chosen. Criteria for selection are: the less restrictive and suitable for our objectives and those with null cost (products without license payment price).

These tools must be revised, adapted and tuning up according to project objectives. This will serve as base for later works, although other tools will be develop from scratch following the user specifications, elaborated with all the people implied in the project (contents suppliers and end-users). This assures a direct connection objective-goal.

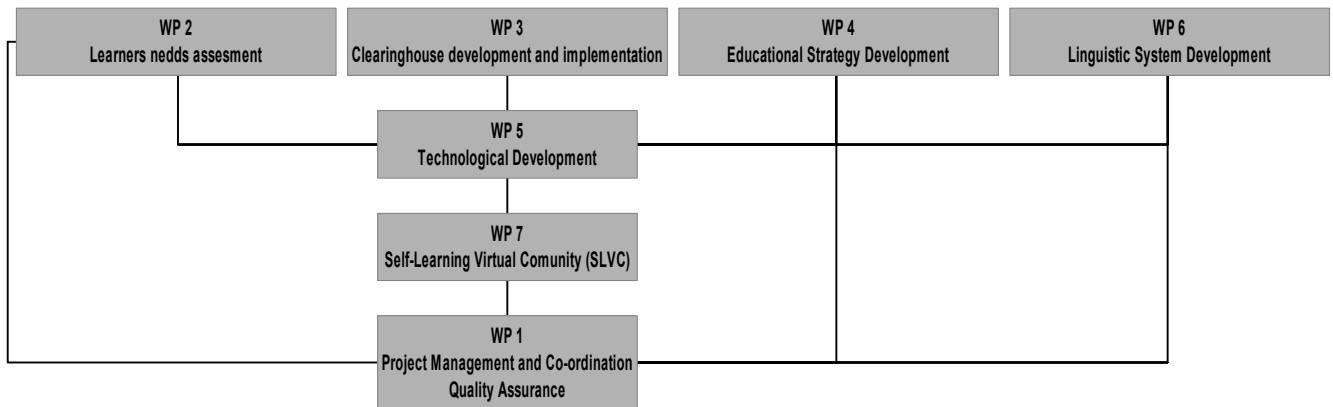
Multilingual communication will be based in EMEC methodology, already successfully used in other projects. EMEC system has been automatised with users databases and manager interfaces based in Posgre SQL and PHP (LINUX). In this way, facilitation work is more dynamic and efficiency increase (less cost and more productivity). For the project, this automatisation system will be improved and expanded in order to allow more flexible options to the users. Each user will be able to choose language, synthesis or location of the sent or received messages.

b) Project plan (Gantt chart): The project will be developed during 3 years with the following timing of the different WP and their components.

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Project planing manag																			
Quality Assurance																			
PC meetings																			
SC meetings																			
Final report																			
Health prom compet																			
Learning models health																			
Clearinghouse devel																			
Education udits																			
Educational devel																			
Training edu equity																			
External audits																			
Technological devel																			
Training tech																			
Pilot test																			
Communication devel																			
Training comm																			
Pilot test																			
SLVC use																			
Training team																			
Internal evaluation																			
Diffusion																			
Sustainability Plan																			
Dissemination Conf																			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19

	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36
Project planing manag																		
Quality Assurance																		
PC meetings																		
SC meetings																		
Final report																		
Health prom compet																		
Learning models health																		
Clearinghouse devel																		
Education udits																		
Educational devel																		
Training edu equity																		
External audits																		
Technological devel																		
Training tech																		
Pilot test																		
Communication devel																		
Training comm																		
Pilot test																		
SLVC use																		
Training team																		
Internal evaluation																		
Diffusion																		
Sustainability Plan																		
Dissemination Conf																		
	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36

c) Project's components (Pert diagram)



b) Workpackages**Workpackage list**

Work-Package No	Workpackage title	Lead Contractor No	Person-month	Start Month	End month	Deliverable No
WP 1	Project management and co-ordination	1	72	0	37	D1 D2 D3
WP 2	Learners needs assessment	2	20	1	36	D4
WP 3	Clearinghouse development and management	3	67	1	36	D5 D6 D7 D8
WP 4	Educational Strategy Development	4	47	1	36	D9 D10 D11 D12
WP 5	Technological Development	5	63	1	36	D13 D14 D15 D16
WP 6	Communication System Development	6	31	1	36	D17 D18 D19 D20
WP 7	Self-Learning Virtual Community (SLVC) in production	1	96	19	36	D21 D22 D23 D24 D25
	TOTAL		396			

Deliverables list

Deliverable list				
Deliverable No	Deliverable title	Deliverable date	Nature	Dissemination level
D1	Consortium Meeting reports (7)	1,7,13,19,25,31,36	R	CO
D2	Administrative and financial reports	13, 25, 36	R	CO
D3	Final Report	37	R	PU
D4	Health promotion competencies and training report	7	R	PU
D5	Health Promotion Clearinghouse	12	D	PU
D6	Training Manual Clearinghouse managers	10	O	PU
D7	Clearinghouse evaluation report	35	R	PU
D8	Project external audit reports (4)	7,18,25,33	R	PP
D9	Educational strategies state of the art report	7	R	PU
D10	Educational strategy Model	7	R	PU
D11	Training Manuals Educational Model	14	O	PU
D12	Equity QA	35	R	PU
D13	Prototype	16	D	CO
D14	Training Manual Technology	14	O	PU
D15	Training Manual Technology Users	18	O	PU
D16	Adapted prototype system	18	D	CO
D17	Communication system	15	D	CO
D18	Training Manual Communication (managers)	14	O	PU
D19	Training Manual Communication (users)	18	O	PU
D20	Communication system evaluation	35	R	PU
D21	Training Manuals SLVC managers	14	O	PU
D22	Evaluation report	35	R	PU
D23	Evaluation Conference proceedings	36	R	PU
D24	Sustainability Plan	33	R	PU
D25	Dissemination Conference proceedings	34	R	PU

Description of each WP**Project Management and Co-ordination**

Workpackage number:	1	Start date or starting event: Month 0				
Participant number:	1					Total
Persons-month per participant	72					72

Objectives

- 1.- Planing the project goals, activities and budget, facilitating partners creativity and consensus.
- 2.- Follow up the Project Work Plan (PWP) and assure that milestones, deliveries and budget follow the agreed deadlines and characteristics.
- 3.- Reporting progress, results, financial statements to consortium and the EC.
- 4.- Quality Assurance of the process and the results.

Description of work**1. Project Planing, Management Work Plan follow up and reporting:**

- 1.1 Establish and efficient, time-saver and user-friendly communication system between the partners.
- 1.2 Communication between the EC and the consortium.
- 1.3 Conflict resolution and risk mitigation strategies facilitation between the partners if necessary.
- 1.4 Organisation of the co-ordination meetings and conferences.
- 1.5 Write reports and present its as established in the MWP and the contract.
- 1.6 General administration and logistic support. Managing and controlling the global budget and the allocation to partners
- 1.7 Organisation of peer review procedures.

2. Quality Assurance (QA):

- 2.1 Agree with the consortium members and formulate a QA Plan.
- 2.2 Analyse deliveries and products quality following consensus criteria.
- 2.3 Establish internal benchmarking mechanisms for the collaboration process quality assurance (communication, conflict resolution, satisfaction, ...).
- 2.4 Monitoring and reporting progress to the partners and EC.
- 2.5 Continuos training of partner's staff working in the project in a common pedagogical and health promotion framework.

Deliverables

- D1 Consortium Meeting reports (7)
D2 Administrative and financial reports
D3 Final Report

Milestones and expected results

- 1.1 Annual Project Committee Meetings
- 1.2 Steering Committee Meetings every six months
- 1.3 Consensus Conference to agree Self-Learning Virtual Community specifications

Learners needs assessment

Workpackage number:	2	Start date or starting event: Month 1			
Participant number:	2				Total 20
Persons-month per participant	20				

Objectives

1. Identify professionals and consumers competencies in health promotion in Europe in order to describe SLVC contents related with learners needs.
2. Identify and analyse experiences and models of good practice in health promotion training using ICT, in Europe and abroad.
3. Propose contents and methods for SLVC development
4. SLVC evaluation and dissemination

Description of work

1. Search and review scientific literature and official documents from European countries where health promotion competencies and training could be presented
2. Interview (by telephone, email and using health promotion courses, meetings and conferences opportunities) key people (professionals and consumers in European countries in order to collect information related with objectives
3. Write a synthesis report with concrete proposals for health promotion contents and methods for the SLVC based in learners needs.
4. Participation in evaluation and dissemination process

Deliverables

D4 Health promotion competencies and training report

Milestones and expected results

Consensus Conference (month 7th): the report will be presented and discuss together with others and recommendations and specifications for SLVC will be produce

Clearinghouse development and management

Workpackage number:	3	Start date or starting event: Month 1				
Participant number:	3	1	2			Total
Persons-month per participant	67					67

Objectives

1. Develop, implement, manage and evaluate a dynamic database of information relevant for the learning needs defined by the users
2. Organise and facilitate external project audit carry on by independent well-known international experts from the WP Leader higher education collaborating institutions in other countries.

Description of work

1. Carry on a state of the art in health related clearinghouses management and quality assurance
2. Create an specific working group with consortium members that will establish criteria for searching, selecting and evaluate the information about health promotion for the clearinghouse
3. Training information searchers, managers and evaluators and support them
4. Develop, test and implement the clearinghouse
5. Continuous clearinghouse quality assessment and reformulation with consortium members, experts and users
6. Contract two external experts in evaluation of education strategies from European Universities with formal collaborating agreements for education quality improvement with the WP leader institution
7. Organise external audits and provide experts with the needed support for information analysis, meetings, interviews, etc.
8. Assure external audit reports (intermediate and final) are written and send them to the project co-ordinator and consortium partners

Deliverables

D5 Health Promotion Clearinghouse with specific emphasis on information quality assurance
D6 Training Manual Clearinghouse managers
D7 Clearinghouse evaluation Report including lessons learned and recommendations
D8 External Audit Reports

Milestones and expected results

- 1.- Consensus Conference: state of the results will be presented and discuss with others to make recommendations for SLVC contents and components
- 2.- Audits implementation and feedback (four times along the project)

Educational Strategy Development

Workpackage number:	4	Start date or starting event:					
		Month 1					
Participant number:		4					Total
Persons-month per participant		47					47

Objectives

1. Develop an educational strategy model for self-learning health promotion in a virtual community taken into account the state of the art in pedagogy, e-learning and health promotion.
2. Assure a learning environment according with project's objectives in terms of dynamic interaction between users, learning by doing and practical problem solving, respecting different needs and preferences related with learning styles, and cultural social and gender differences.
3. Organise external evaluation for cultural and gender equity quality assurance.

Description of work

1. Develop the state of the art in educational strategies in distant learning and virtual communities
2. Create an expert group with consortium members and external experts to discuss and analyse the results and relate them with culture and gender learning needs
3. Propose an educational strategy model to be used in the project, based on the state of the art results, the contents learning needs identified in the WP 2 and other potential needs
4. Continuous training and support to SLVC managers in didactic and equity issues
5. Establish criteria, tools and methods and implement the process, with external audits, for cultural and gender equity quality assurance

Deliverables

D9 State of the art in educational strategies report
D10 Educational Strategy Model Proposal Document
D11 Training Manuals on Equity and Learning Environments
D12 Cultural and Gender Quality Assurance Report

Milestones and expected results

1. Consensus Conference where Educational Strategy Model Proposal will be discussed and approved
2. Training seminar for educational strategy and equity
3. Audits implementation and feedback (four times along the project)

Technological development

Workpackage number:	5	Start date or starting event:					
		Month 1					
Participant number:		5					Total
Persons-month per participant		63					63

Objectives

1. Provide the SLVC with the necessary technological tools and support in order to meet the learning needs and educational strategy model proposed and the learning environment agreed by the consortium members.
2. Participate in product sustainability plan after the project

Description of work

1. Analyse existing technological tools in order to choose those that will better meet the objectives
2. Define technical specifications for the project necessary tools, based in the state of the art, the identified users learning needs and the educational strategy agreed.
3. Connectivity and computation implementation
4. Installation of linguistic system and prototype environment
5. Content installation
6. Training SLVC managers in technological issues
7. Pilot test and users training
8. Revise, adapt and tuning up the tools according with the objectives and evaluations
9. Facilitate SLVC starting and use
10. Make recommendations for future SLVC developments

Deliverables

D13 Prototype
D14 Training Manual for SLVC managers technical issues
D15 Training Manual for users
D16 Adapted prototype system and operational manual

Milestones and expected results

1. Consensus Conference where external specifications will be approved and co-ordination with others technological tools stabilised
2. Prototype pilot test where necessary adaptation will be identify
3. SLVC starting where quality will be demonstrated
4. Evaluation Conference where recommendations for future developments will be decided
5. Dissemination Conference where future SLVC potential uses will be presented

Communication System Development

Workpackage number:	6	Start date or starting event:					
		Month 1					
Participant number:	6					Total	
Persons-month per participant	31					31	

Objectives

1. Develop, implement and support the use of a communication system able to reduce the problems related with linguistic, cultural and gender differences. It will be designed to protect and save users time and facilitate participation contents focus.
2. Participate in product sustainability plan after the project

Description of work

1. Define external specifications (users number, linguistic flows and spaces)
2. Design, development and pilot test of the users profile database system and process automatization. It will be based in Linux Posgre/SQL and EMEC methodology (developed by WP Leader)
3. Select the translation program based in the state of the art
4. Communication System managers training and continuos support
5. Users training and continuos support for effective, efficient and responsible use of SLVC use
6. Communication System evaluation and feedback
7. Participation in diffusion activities and sustainability plan

Deliverables

D17 Communication System
D18 Managers training Manual on communication issues
D19 Users training Manual on SLVC communication
D20 Communication System Evaluation Report

Milestones and expected results

6. Consensus Conference where external specifications will be approved and co-ordination with others technological tools stabilised
7. Prototype pilot test where necessary adaptation will be identify
8. SLVC starting where quality will be demonstrated
9. Evaluation Conference where recommendations for future developments will be decided
10. Dissemination Conference where future SLVC potential uses will be presented

**Self-Learning Virtual Community (SLVC) in production:
Training; Evaluation and dissemination.**

Workpackage number:	7	Start date or starting event: Month 19						
Participant number:	1	7	8	9	10	11	Total	
Persons-month per participant	36	12	12	12	12	12	96	

Objectives

1. Replication and evaluation of the SLVC in educational institutions (Assistant Contractors).
2. Finalise the product introducing the necessary changes to solve the problems or new needs detected
3. Assure the SLVC sustainability in the partners institutions, related networks and the market in Europe, Latinamerica and Africa.

Description of work

1. Training SLVC managers (in the partners institutions) for SLVC implementation and evaluation
2. Support consortium member in the SLVC implementation
3. Establish consensus criteria for SLVC evaluation
4. Design evaluation tools and methods and apply them
5. Process and results evaluation implementation identifying SLVC strength and weaknesses
6. Write evaluation report and send it to the partners and the EC
7. Organise Evaluation Conference with Consortium Committee and external experts with the aim to propose changes to improve the SLCV
8. Write a report with the SLVC new needs and problems
9. Investigate SLCV market opportunities and write the Sustainability Plan
10. Organise Dissemination Conference with health promotion and e-learning international networks (ISTEC, EUMAHP, ETC, ESSOP, IUHPE, ...) and mass media

Deliverables

- D21 Training manuals for SLVC management
D22 Evaluation Report
D23 Proceedings of the Evaluation Conference.
D24 Sustainability Plan
D25 Proceedings of the Dissemination Conference

Milestones and expected results

1. Training seminar
2. SLVC starting
3. Evaluation Conference
4. Dissemination Conference