

# Capacity Building

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## Topics

- General Recommendations
- Building a Support Team
- Building a Pedagogical Team
- Building a Video Team
- Building Online Exams Capacity

## **General Recommendations (1)**

- Academic Affiliation NOT IT
- Academic Supervision (Rector not CEO)
- Academic Steering Committee & Academic Head
- The Lecturer must choose the Scale of Implementation

## **General Recommendations (2)**

- Separate Support for teaching staff from students
- 1X1 Support & Training as a strategy
- Stability > Innovation
- Independence of Lecturer > New Features
- Focus on eLearning – leave IT issues to IT team
- Maintain close cooperation with IT & Library Dept.

# Support Team



Source ([Link](#))

## **Support Team – Main responsibilities**

- Support teaching staff in the development & operation of:
  - Course Websites
  - Components of Blended Learning
  - Fully online courses
  - Gamification Components
  - Tutorials
  - Simulations\*\*
  - Online evaluation (on campus & virtual)
- Locating new relevant tools & systems

## Support Team

- Recommended Staff: Humanities / Social Sciences Graduates (or students)
- Traits: Intellectual Curiosity, Computer Literate, Instruction Experience, Service Oriented, good Writing Skills (tutorials), self Learning Skills
- Main Principles of Conduct:
  - Extensive Daily Support: 08:00-20:00 both Call Center \ Face to face Training
  - 1X1 Training as a standard
  - Online Self Support (Tutorials etc.)

## **Recommended Resources**

- LMS Platform – Open Source always 1<sup>st</sup> option
- Comprehensive & Effective technical Support from IT Department (& External LMS expert)
- Close Cooperation with the Library's Teams
- Call Center Facilities (1X1 environment, Telephone Service, CRM software, etc.)
- Software:
  - Camtasia Studio (video editing)
  - Illustrator II (Tutorials)



# Pedagogy Team



Source ([Link](#))

## **Pedagogy Team – Main responsibilities**

- Pedagogically Assisting teaching staff in improving teaching & Learning through:
  - Course Websites
  - Components of Blended Learning
  - Fully online courses
  - Gamification Components
  - Tutorials
  - Simulations\*\*
- Pedagogical Training of Support Team
- Locating new relevant tools
- Statistical Analysis of Performance

## Pedagogy Team

- Type: Education Technologies Graduate / Student
- Traits: Intellectual Curiosity, Computer Literate, Pedagogical Instruction Experience, Service Oriented, good Writing Skills (tutorials), self Learning Skills, good knowledge of statistics.
- Main Principles of Conduct:
  - Daily Support: 08:00-16:00 both Call Center \ Face to face
  - 1X1 Personal support as a standard
  - Monthly Reports \ Yearly Reports

## Recommended Resources

- Call Center Facilities (1X1 environment, Telephone Service, CRM software, etc.)
- Software:
  - Camtasia Studio (video editing)
  - Illustrator II (Tutorials)
  - Data Mining & Statistical Software

# Video Team



Source ([Link](#))

## **Video Team – Main responsibilities**

- Building & Operation of Video Studio
- Video recording & editing of:
  - Fully online courses
  - Make-up Lessons
  - Blended Learning Units
- Live Broadcasts & Recording of:
  - Synchronous fully online courses
  - Make-up Lessons

## Video & Graphics Team

- Type: Video Professionals
  - Photographer
  - Editor
  - Graphics Expert
- Traits:
  - Experienced Video Professional trained in recording & editing, Computer Literate, Service Oriented, self learning skills.
  - Graphical Designer
- Main Principles of Conduct:
  - 08:00-20:00 (sometimes more)

## **Recommended Resources**

- Video Studio / Recording Room
- Recording Equipment:
  - Camera (2-3)
  - Tripod
  - Lighting
  - Mixer & Microphones
  - High-end Laptop
  - High-end Work Station
  - Physical set & Green Screen
  - File Storage



## Recommended Resources (2)

- MP4 Video Server (local / Cloud) + storage
- Live Broadcast Services:
  - BBB (local)
  - Zoom (Cloud)
- Software:
  - Adobe Premiere (or Edius)
  - Camtasia Studio (video editing)
  - Photoshop
  - After Effects (if possible)

# Online Exams



Source ([Link](#))

## Recommended Resources

- Access to Computer Lab with 50-60 PCs\* with IT support
- Communication infrastructure:
  - Stable LAN Communication
  - Web Access Blocking mechanism
- Safe Exam or equivalent
- Emergency Electricity

**Remarks:** (1). Students with disabilities may have to be examined in a separate room  
(2). BYOD – possible but...

## U. Haifa Team today

- Manager
- Support & Training (1.25 + 1 Student)
- Pedagogy (0.5)\*
- Video (1 + 0.5 Student)
- Development (1.5 + 1 Student)

**Total**: 4.25 (+ 2.5 Students)

# Synergy



**Thanks!**

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