	<p>Document Title  <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b></p>	<p>Deliverable Nature  <b>Other</b></p>
		<p>Dissemination level  <b>PU</b></p>
<p>Contract Number  <b>619347</b></p>		<p>Version  <b>1.0</b></p>

**EAGLE**  
**EnhAnced Government LEarning**

[www.fp7-eagle.eu](http://www.fp7-eagle.eu)

FP7-ICT-2013-11

Objective 8.2 Technology-enhanced learning;

Target outcome c): Holistic learning solutions for managing, reaching  
and engaging learners in the public administrations

Deliverable No 9.6


**OER on Change Management,  
EAGLE Open Learning Platform and  
EAGLE community**

WP 9 – OUTREACH – Dissemination and Exploitation  
Lead Participant: ACCEL

Approval Panel	Name / Partner short name	Department / Function	Date
Author	Thomas Gantenbein / ACCEL Celina Raffl / DHBW	Project Manager Communications Research & Project Assistant	09/11/2016
Reviewer	Karl Royle / WLW	Head of Enterprise and Commercial Development	02/12/2016
Reviewer	Sabine Moebs / DHBW	Scientific Coordinator	10/01/2017




This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement N°310806.

	<p style="text-align: center;">Document Title  <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b></p>	Deliverable Nature <b>Other</b>
		Dissemination level <b>PU</b>
Contract Number <b>619347</b>		Version <b>1.0</b>

## Table of Contents

<b>LIST OF ABBREVIATIONS .....</b>	<b>II</b>
<b>EXECUTIVE SUMMARY .....</b>	<b>III</b>
<b>1 OBJECTIVES .....</b>	<b>4</b>
<b>2 PREPARATION .....</b>	<b>4</b>
<b>3 CONTENT CREATION AND INTEGRATION .....</b>	<b>6</b>
3.1 OER on Change Management .....	6
3.2 OER on Open Learning Platform .....	6
3.2.1 Feature overview start page .....	6
3.2.2 Feature overview studio page .....	7
3.2.3 FAQ – Frequently asked questions .....	9
3.2.4 Screencast on how to use the authoring tool .....	11
3.2.5 EAGLE Search Functionalities .....	12
3.2.6 Manual for the Argumentation Tool .....	12
3.3 OER on EAGLE Community .....	13
3.3.1 Screencast on how to build a network on the EAGLE .....	13
3.3.2 Screencast on how to create a blog entry .....	14
3.3.3 Screencast on how to create a wiki entry .....	15
<b>4 OUTLOOK .....</b>	<b>16</b>


	<p style="text-align: center;">Document Title  <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b></p>	<p style="text-align: center;">Deliverable Nature  <b>Other</b></p>
		<p style="text-align: center;">Dissemination level  <b>PU</b></p>
<p style="text-align: center;">Contract Number  <b>619347</b></p>		<p style="text-align: center;">Version  <b>1.0</b></p>

## Table of Figures

Figure 1: EAGLE Help Resources – Overview.....	5
Figure 2: OER on EAGLE-Homepage & Key Features.....	6
Figure 3: OER ON EAGLE-Homepage & Key Features – Detailed Information.....	7
Figure 4: OER on the EAGLE Studio Page (MyEAGLE) .....	8
Figure 5: EAGLE-Studio – Detailed Information.....	8
Figure 6: OER on EAGLE FAQ – Overview .....	9
Figure 7: OER on EAGLE FAQ – Answers .....	10
Figure 8: Screencast on How to use the EAGLE-Authoring Tools.....	11
Figure 9: Slides presenting the EAGLE search functionalities.....	12
Figure 10: Screencast on how to create a network.....	13
Figure 11: Screencast on How to Create a Blog Entry .....	14
Figure 12: Screencast on How to Create a Wiki Entry.....	15

## List of Abbreviations

EAGLE	EnhAnced Government LEarning
FAQ	Frequently asked questions
WP	Work Package

	Document Title <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b>	Deliverable Nature <b>Other</b>
		Dissemination level <b>PU</b>
Contract Number <b>619347</b>		Version <b>1.0</b>

## Executive Summary

The aim of deliverable D9.6 is to create material that explains and documents the benefits of central components and key assets of the EAGLE learning solution to stakeholders in public administration. These components and assets are: Change Management, the Learning Platform as such, and the EAGLE community features. At the same time, this material aims to reflect the way in which future users of EAGLE can produce their own content. The material at hand, therefore, does not claim completeness but is intended as a starting point for users to make their first steps with EAGLE. Once users are more experienced and know which parts of EAGLE need more explanations, they can complement and adjust the material as OERs on the EAGLE platform.

### Need for the Deliverable

First-time users need guidance for using the EAGLE learning solution. At the same time, initial content is needed on the platform to give users an idea of how the platform can be used, what kind of material can be created and how the platform could look like once in use in municipalities.

### Objectives of the Deliverable


With this deliverable, we aim to:

- Explain and present key features of the EAGLE learning platform to end-users.
- Give end-users an introduction to how they can use the EAGLE learning solution to build their professional network online.
- Provide a motivating example of how end-users can use the EAGLE learning platform to create learning content for their colleagues in public administration.

## Outcomes

OERs have been created to

- give users an overview of what they can do on and with EAGLE (overview of start page and studio page),
- help them find what they are looking for (introduction to search and argumentation tool),
- introduce them to online networking (introduction to wiki, blogs),
- answer frequently asked questions (FAQ), and
- get them started with authoring content (screencast on authoring tools).

	<p style="text-align: center;">Document Title  <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b></p>	Deliverable Nature <b>Other</b>
		Dissemination level <b>PU</b>
Contract Number <b>619347</b>		Version <b>1.0</b>

## 1 Objectives

With this deliverable, we aim to explain and present key features of the EAGLE learning platform to end-users and decision makers in public administration. These features include the EAGLE authoring tool for OER creation as well as EAGLE specific features such as the Argumentation Tool and Semantic Search. In addition, users are provided with an introduction on how they can use the EAGLE learning solution to build their professional network online and on how to use community tools (wiki, blog). Because all of these tools can only be used if public administration embrace a culture of digital learning and knowledge sharing, OERs were created to provide municipalities guidelines for managing change (for detailed information on these revised guidelines see D3.3).


## 2 Preparation

Preparing helpful resources to guide users through the portal (for example user manuals, “how-to’s” and tutorials) requires, among others, knowledge of the domain area and knowledge about the users. Accordingly, this deliverable was created along the following steps:

- **Identification of needs:** Meetings with stakeholders and validation activities provided the knowledge to identify parts of the EAGLE learning solution where explanatory OER have the most impact.
- **Collection of information:** Once the needs were identified, experts within the EAGLE consortium were identified who could best provide the necessary explanations. ACCEL and DHBW contacted the experts to either produce their own OER or to consult the creation of help-tutorials.
- **Content creation/integration:** ACCEL suggested a concept for the integration of content on the EAGLE learning platform. DHBW, ACCEL and experts from other partners created the content and integrated them into the EAGLE learning platform.
- **Content review:** Content was reviewed by different team members and revised where necessary.

### OERs were created in the following areas:

- OER on Change Management:
  - Local Government Change Management Introduction (2 OERs)
  - Guidelines for managing change, step “Analyse” (6 OERs)
  - Stakeholder Engagement (8 OERs)
  - Guidelines for managing change, step “Plan & Do” (5 OERs)
  - Guidelines for managing change, step “Control” (3 OERs)
  - Guidelines for managing change, step “Improve” (8 OERs)
- OER on Open Learning Platform:
  - FAQ regarding data security, data quality, business models and EAGLE tools
  - Feature overview of the start page
  - Feature overview of the studio page
  - Screencast for authoring tool
  - Manual for the argumentation tool
  - Explanation of search functionalities (work in progress)

	Document Title <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b>	Deliverable Nature <b>Other</b>
		Dissemination level <b>PU</b>
Contract Number <b>619347</b>		Version <b>1.0</b>

- OER on EAGLE community
  - Screencast on how to create a blog
  - Screencast on how to create a wiki entry
  - Screencast on how to build one’s professional network on the EAGLE learning platform

In addition, ACCEL and DHBW adjusted help texts and prompts on the EAGLE platform to better guide users through the platform.

Because some of the OERs also show the basic functionalities of the EAGLE learning platform to newcomers, they have been put on the “Help” page (see Figure 1 below), which users can access without logging in (see section 3.2 below). The help page includes information on

- First steps with EAGLE
- How to use the EAGLE studio
- How to create resources
- How to engage with one’s professional community
- Where to find answers to frequently asked questions

Section 3 below briefly describes OERs that were created in these areas. OERs that show specific platform features in more depth (like “how to create a blog” or “how to create a wiki”) are added as resources and tagged as “How To” and “EAGLE Help” within the portal.

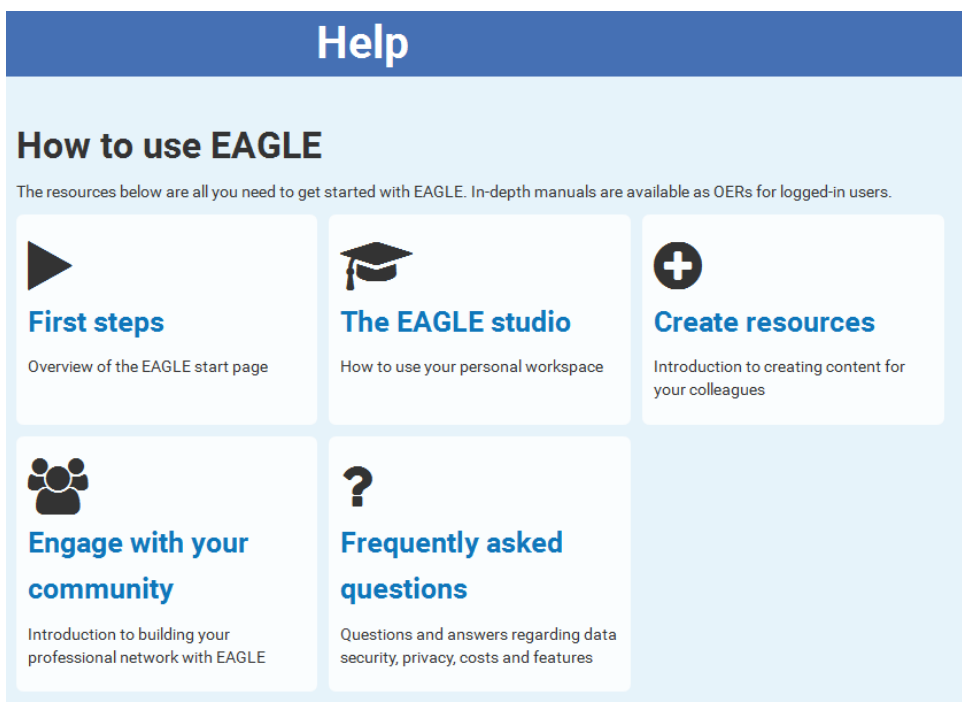



FIGURE 1: EAGLE HELP RESOURCES – OVERVIEW

	<p style="text-align: center;">Document Title  <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b></p>	Deliverable Nature <b>Other</b>
		Dissemination level <b>PU</b>
Contract Number <b>619347</b>		Version <b>1.0</b>

### 3 Content creation and integration

#### 3.1 OER on Change Management

WP3 provides numerous OER on change management, which are available both in deliverable D3.3 (Local Government Change Management Model Guide) and on the EAGLE portal – mainly on various wiki pages. In total, more than 30 OER have been created on that topic which provide general insights and additionally address different steps of change. For further information, please D3.3 and search the EAGLE portal for “change management” or “guidelines for change”.

#### 3.2 OER on Open Learning Platform


EAGLE was built to support employees in public administration in their everyday work, primarily in rural regions. As such, they receive many different tasks throughout their working day. The new learning solution thus has to be easy-to-understand and navigate. Different OERs have been created to help users navigate through the portal and to better understand its features. The EAGLE team decided to have this content available not only as an OER within the portal, but additionally link them to the help and features section. Therefore, users do not have to register to learn more about different features. This can, in addition, help decision-makers to come to an informed decision to encourage their staff to use EAGLE.

##### 3.2.1 Feature overview start page


Getting started with EAGLE easily is key to the success of usage and progress for users. An easy-to-understand explanation for the main features is thus crucial for getting started quickly. This is the aim of the OER on “First steps” (see Figure 2), which can be found on the EAGLE About – Help page (<https://eagle-irl.dhbw-heidenheim.de/homepage>). The OER was created by using the image hotspot-tool with H5P.



FIGURE 2: OER ON EAGLE-HOMEPAGE & KEY FEATURES

	<p>Document Title</p> <p><b>OER on Change Management, EAGLE Open Learning Platform and EAGLE community</b></p>	<p>Deliverable Nature <b>Other</b></p>
		<p>Dissemination level <b>PU</b></p>
<p>Contract Number <b>619347</b></p>		<p>Version <b>1.0</b></p>

The EAGLE start page includes all information and links that users need to make use of all the features of the EAGLE learning platform. Validation showed, however, that users are not always sure what the many elements on the start page mean and where links will take them. This help-site aims to close this knowledge gap.

By clicking on this sign , users learn more about the specific feature (see Figure 3):

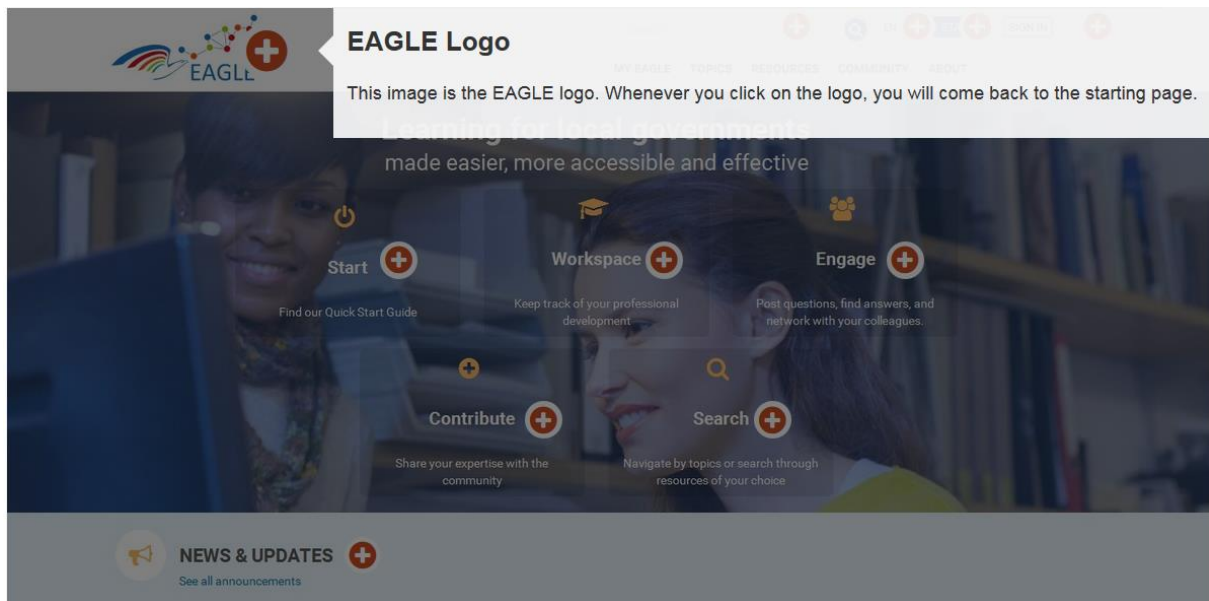



FIGURE 3: OER ON EAGLE-HOMEPAGE & KEY FEATURES – DETAILED INFORMATION

### 3.2.2 Feature overview studio page

The EAGLE Studio page is the user's personal workspace: It is the starting point to create content for colleagues and it displays all content created by the user. To enable users to make full use of their personal workspace (including, for example, personal notes and files) each element of this workspace is explained with a short text. This OER was again created by using a H5P hotspot image.



 <b>Contract Number</b> <b>619347</b>	<b>Document Title</b> <b>OER on Change Management,</b> <b>EAGLE Open Learning Platform and</b> <b>EAGLE community</b>	<b>Deliverable Nature</b> <b>Other</b>
		<b>Dissemination level</b> <b>PU</b>
<b>Version</b> <b>1.0</b>		

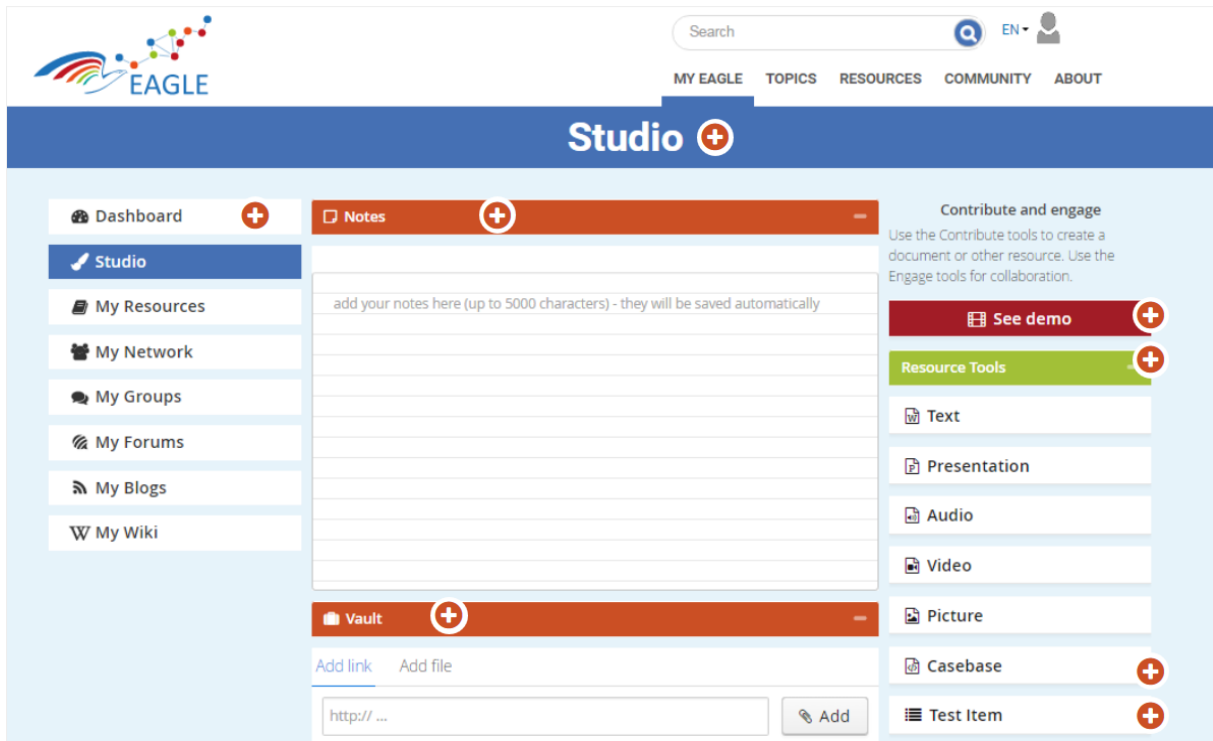


FIGURE 4: OER ON THE EAGLE STUDIO PAGE (MYEAGLE)

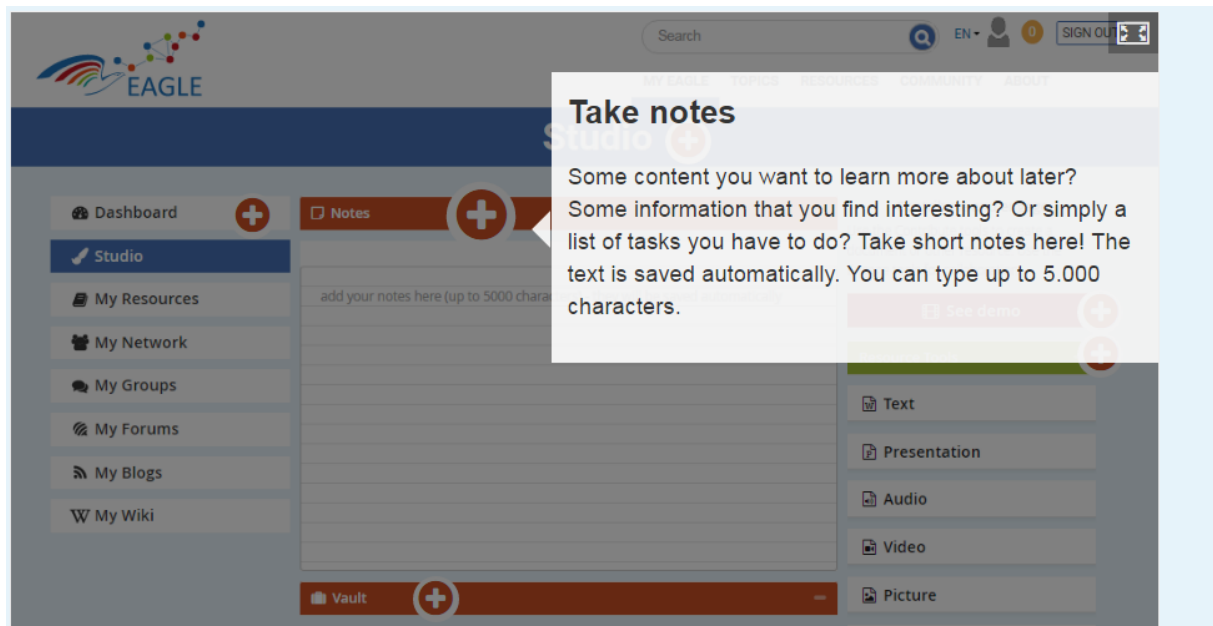



FIGURE 5: EAGLE-STUDIO – DETAILED INFORMATION

 <b>EAGLE</b>	<p style="text-align: center;">Document Title  <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b></p>	<p style="text-align: center;">Deliverable Nature  <b>Other</b></p>
		<p style="text-align: center;">Dissemination level  <b>PU</b></p>
<p style="text-align: center;">Contract Number  <b>619347</b></p>		<p style="text-align: center;">Version  <b>1.0</b></p>

### 3.2.3 FAQ – Frequently asked questions

All validation partners collected questions from stakeholders and users during their validation activities with employees from public administrations. Questions for the FAQ were collected, clustered and compiled by ACCEL and DHBW. Answers were collected by ACCEL and DHBW with the support of members of responsible WPs. The FAQ was then implemented as accordion paragraphs using H5P, a tool which was also recommended and is used on the EAGLE portal (tool type: interactive). The FAQ includes questions and answers on 1) data security and privacy, 2) data quality, 3) business models and 4) EAGLE tools.

The FAQs are available in the “Help”-Section of the portal (<https://eagle-irl.dhbw-heidenheim.de/faq>).

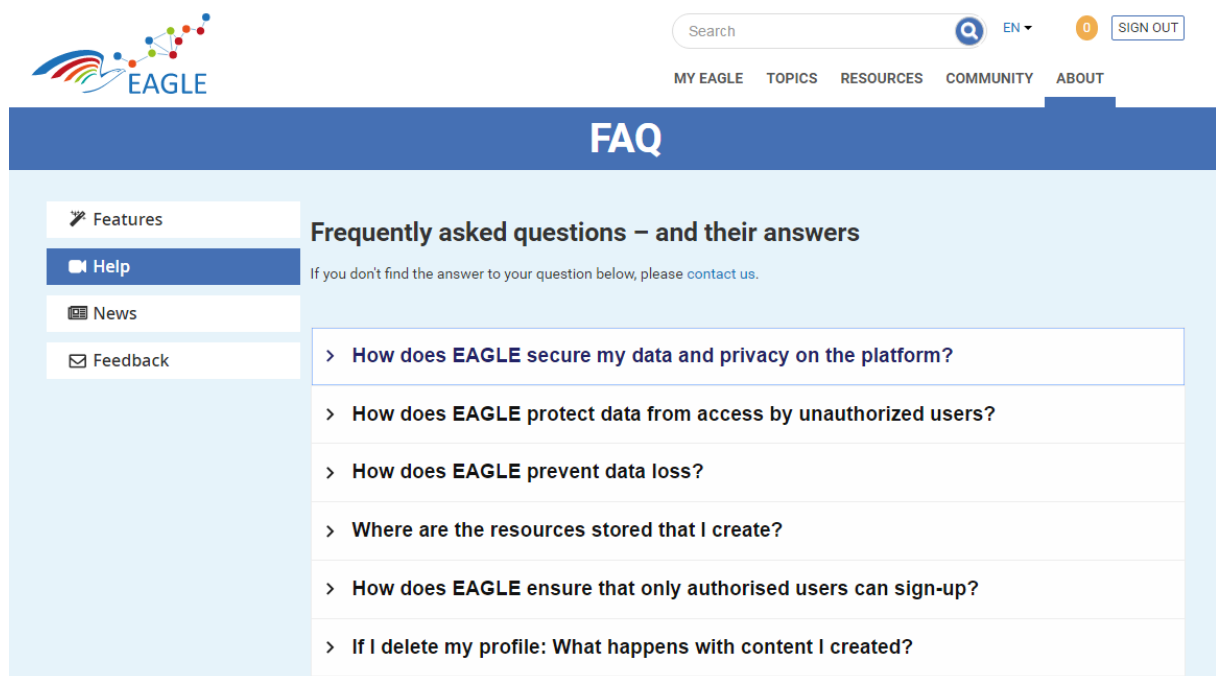



FIGURE 6: OER ON EAGLE FAQ – OVERVIEW

The answers provided in the FAQ focus on the current version of the prototype, i.e. the version hosted on a server at DHBW Heidenheim, which is also used for validation. However, future administrators of EAGLE can use these FAQs as a starting point and adapt the content to their own needs and legal/technical environment.

As of December 08, 2016, there are 21 items (questions and answers) available on the portal. As the numbers of questions will naturally increase, this view will become too complex. Future adapters of this OER may cluster the items according to different topics, such as 1) data security and privacy, 2) specific EAGLE features (Portal, Authoring, Argumentation Tool, Automatic Item Generator, Collaboration Tools), 3) other EAGLE assets (Change Management, Engagement Strategy).

By clicking on the relevant line to the user’s interest, further information is displayed (Figure 7):

	<p>Document Title</p> <p><b>OER on Change Management, EAGLE Open Learning Platform and EAGLE community</b></p>	Deliverable Nature <b>Other</b>
		Dissemination level <b>PU</b>
Version <b>1.0</b>		
Contract Number <b>619347</b>		


## Frequently asked questions – and their answers

If you don't find the answer to your question below, please [contact us](#).

- > **How does EAGLE secure my data and privacy on the platform?**
- > **How does EAGLE protect data from access by unauthorized users?**
- > **How does EAGLE prevent data loss?**
- > **Where are the resources stored that I create?**
- > **How does EAGLE ensure that only authorised users can sign-up?**
- If I delete my profile: What happens with content I created?**

The content creation is separated from the user profile. Therefore, when you delete your profile, the content you have created will still be available to other users.
- > **Who can see my profile?**
- > **Where is my personal data stored? Where is my profile information located?**

FIGURE 7: OER ON EAGLE FAQ – ANSWERS

	<p>Document Title  <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b></p>	<p>Deliverable Nature  <b>Other</b></p>
		<p>Dissemination level  <b>PU</b></p>
<p>Contract Number  <b>619347</b></p>		<p>Version  <b>1.0</b></p>


### 3.2.4 Screencast on how to use the authoring tool

With the EAGLE authoring tool (Figure 8), users can create different content in four steps. It allows users to produce resources in different formats, including commonly known formats such as text, audio, video, and images, but also EAGLE specific content, such as test items or casebases. EAGLE also supports the creation of interactive content using H5P (<https://h5p.org>).

A screencast helps users to navigate through a four-step process and explains them the different options, including the above mentioned formats, the scope of the content, the language, etc. The screencast demonstrates the functioning of the authoring tool on the creation of a text document, however, it is also applicable to most other content types of the authoring tool. This screencast has been created with using screencast-o-matic (<http://screencast-o-matic.com/home>) and is available at (<https://eagle-irl.dhbw-heidenheim.de/create-resources>).



FIGURE 8: SCREENCAST ON HOW TO USE THE EAGLE-AUTHORING TOOLS

	<p style="text-align: center;">Document Title  <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b></p>	<p style="text-align: center;">Deliverable Nature  <b>Other</b></p>
		<p style="text-align: center;">Dissemination level  <b>PU</b></p>
<p style="text-align: center;">Contract Number  <b>619347</b></p>		<p style="text-align: center;">Version  <b>1.0</b></p>

### 3.2.5 EAGLE Search Functionalities

There are various ways to find content on the EAGLE learning solution, including keyword search, topic maps, filters, and the semantic search. The search functionalities are described in more depth in <https://h5p.org/node/34200> (see Figure 9) and on the EAGLE help page (<https://eagle-irl.dhbw-heidenheim.de/demo>).

#### Option 1: Search



Seamus doesn't quite know what he's looking for. But he does know the most common problem: potholes! So let's try what a simple search for "pothole" turns up.

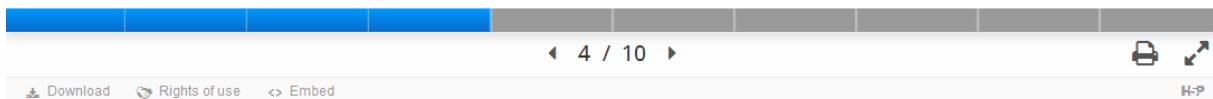



FIGURE 9: SLIDES PRESENTING THE EAGLE SEARCH FUNCTIONALITIES

### 3.2.6 Manual for the Argumentation Tool

The Argumentation Tool is an EAGLE-specific tool. It helps clerks in public administrations to decide like-cases alike and to add cases to a common casebase. A manual with further information on how to find, create, edit, and delete both casebases and cases can be found on the EAGLE help page (<https://eagle-irl.dhbw-heidenheim.de/demo>).

	Document Title <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b>	Deliverable Nature <b>Other</b>
		Dissemination level <b>PU</b>
Contract Number <b>619347</b>		Version <b>1.0</b>

### 3.3 OER on EAGLE Community

Building a community is central to the learning process in EAGLE. EAGLE is designed to build connections between colleagues in an informal way. Making, maintaining and nurturing connections is a fundamental part of the EAGLE experience and facilitates communities of practice and learning. Of equal importance in this is the exchange and flow of information between colleagues and the acts of creation and sharing of OERs. Through exchange and sharing, users are able to build a community of practice that will result in engaged and purposeful learning.

In order to develop the above, EAGLE users are encouraged to create a network of colleagues and experts in the area of their interest by using the “community” features. Following their topics and resources, sharing experiences with them or simply asking others for help or about their work practice, will increase users’ satisfaction and improve their learning experience. OERs have been developed to help users to carry out first steps towards building knowledge communities.

#### 3.3.1 Screencast on how to build a network on the EAGLE

Building a network is key to a positive user experience. The screencast on how to create a network (Figure 10) shows how users can add colleagues to their professional network and interact with them. Finding colleagues and experts in one’s own field of interest should be one of the first steps for new users.

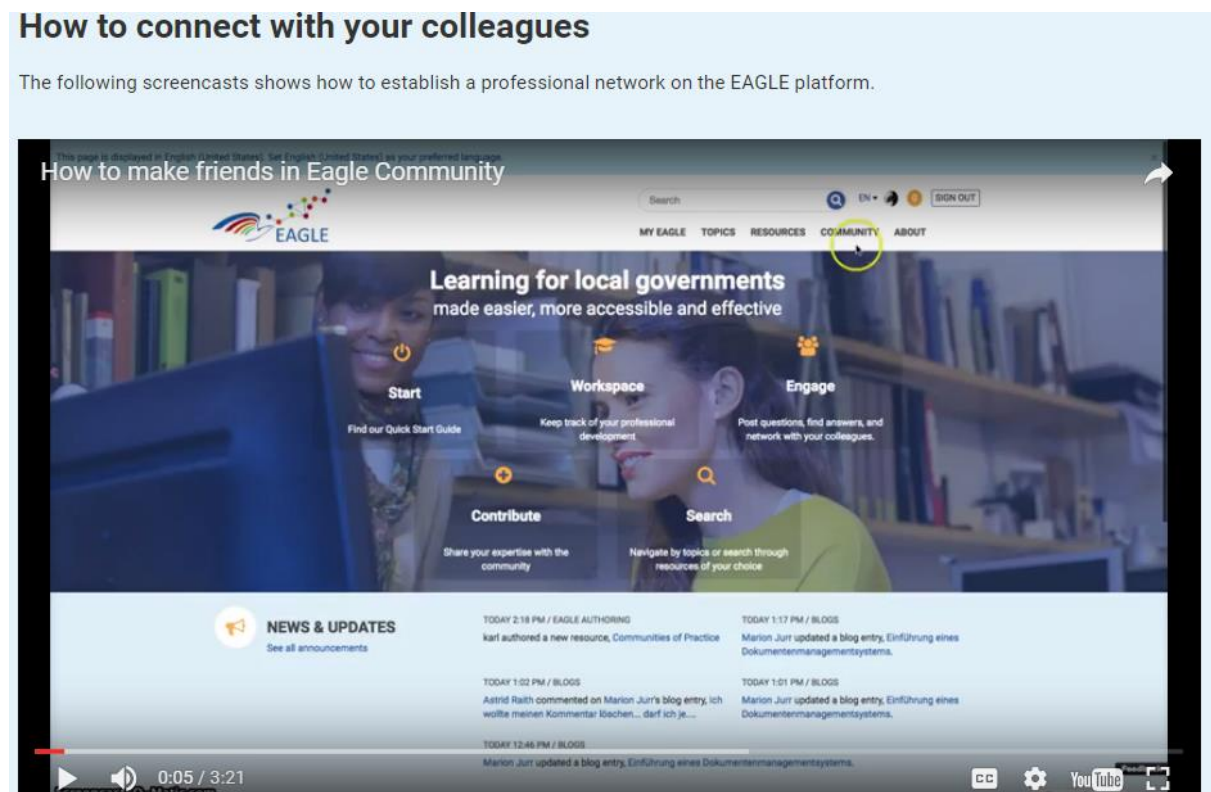



FIGURE 10: SCREENCAST ON HOW TO CREATE A NETWORK

	<p>Document Title</p> <p><b>OER on Change Management, EAGLE Open Learning Platform and EAGLE community</b></p>	<p>Deliverable Nature <b>Other</b></p>
		<p>Dissemination level <b>PU</b></p>
<p>Contract Number <b>619347</b></p>		<p>Version <b>1.0</b></p>

### 3.3.2 Screencast on how to create a blog entry

Weblogs, or blogs is web-content that is often written in diary-style. Blogs provide a useful way to document personal views and experiences. Reading blogs of other people thus is a powerful way to learn how colleagues handle specific tasks. A short screencast (Figure 11) explains how to find relevant blog entries of others, what the visibility settings mean, how to use tags and how to add related assets. This screencast is available as OER, search for “how to create a blog” and filter for “video” if necessary.

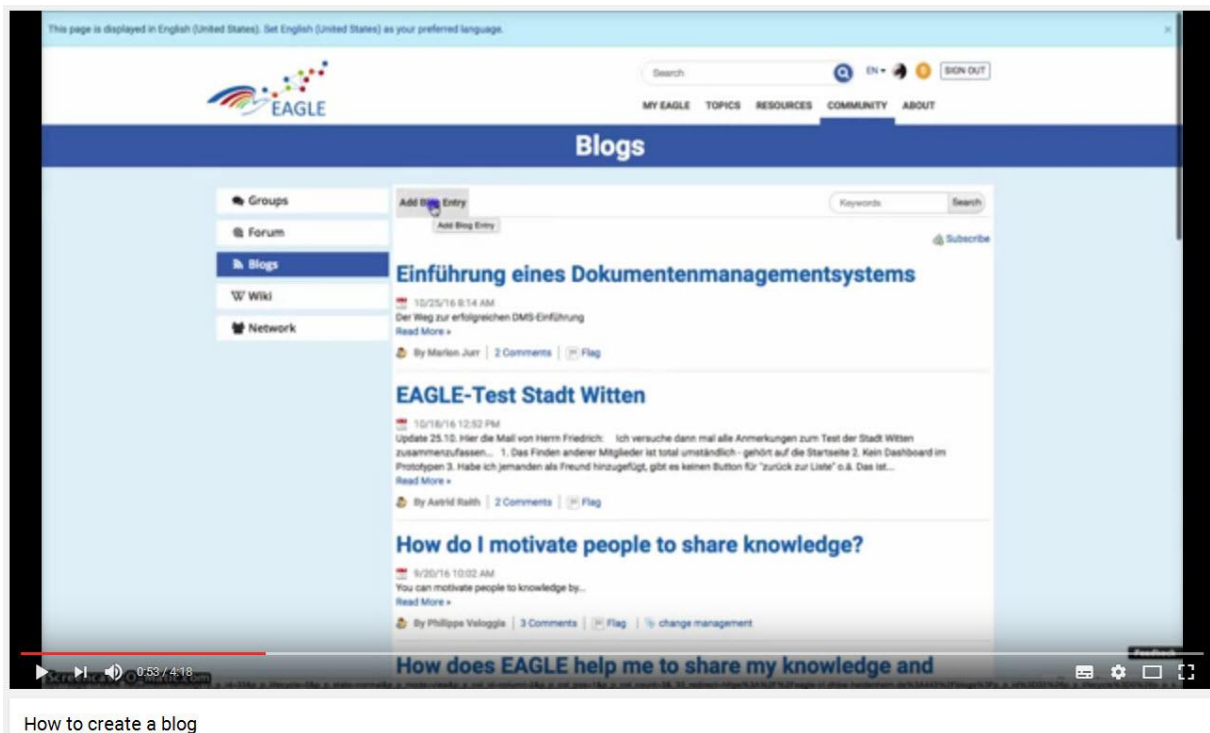



FIGURE 11: SCREENCAST ON HOW TO CREATE A BLOG ENTRY

	<p style="text-align: center;">Document Title  <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b></p>	Deliverable Nature <b>Other</b>
		Dissemination level <b>PU</b>
Contract Number <b>619347</b>		Version <b>1.0</b>

### 3.3.3 Screencast on how to create a wiki entry

While blogs (see 3.3.2) focus usually on personal beliefs and experiences, wikis are better suited for content that is more fact based, reasoned, and open for others to contribute. Wikis (with Wikipedia as an example of the most popular wiki-based website) are collaborative in nature and often feature an “edit”-button to invite others to contribute, add, adapt, and delete content.

The screencast on “how to create a wiki entry” (Figure 12) explains the basic concepts of a wiki, shows how to get an overview of existing entries, delete entries, create new entries, add hyperlinks, add documents or subscribe to wiki pages. The screencast is available as an OER on the EAGLE portal and can be found by searching for “how to make a Wiki Entry”.

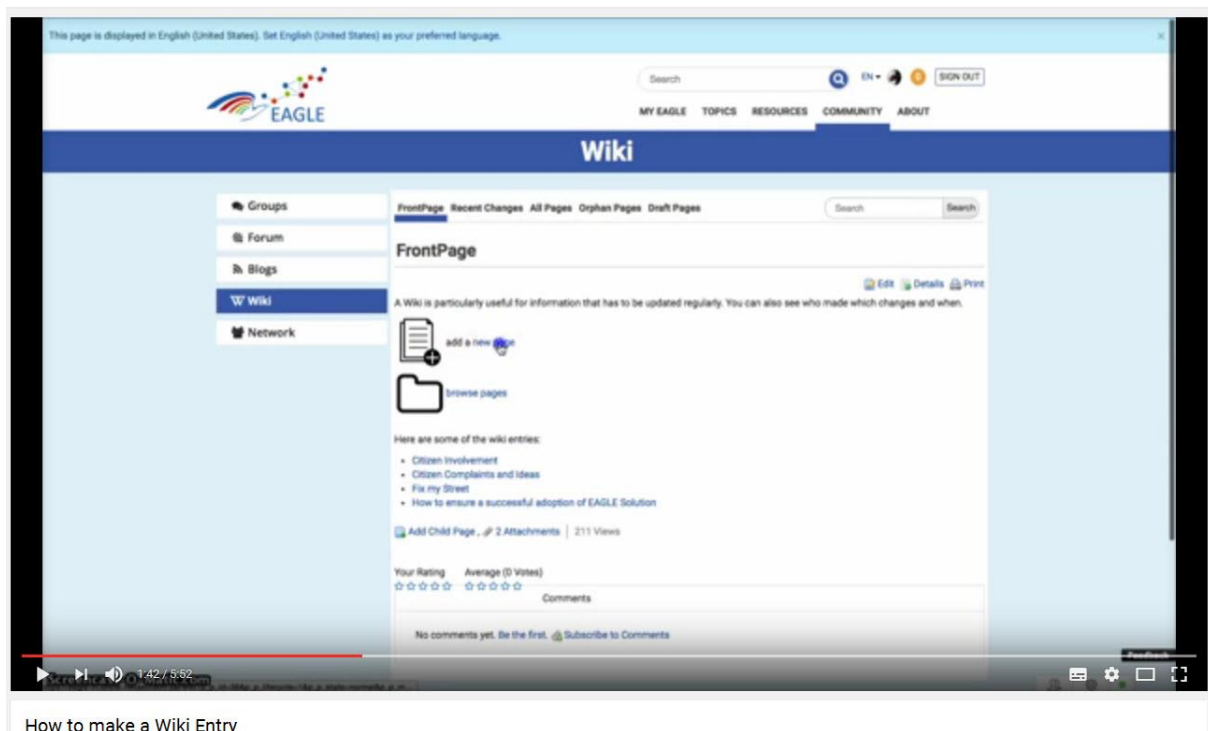



FIGURE 12: SCREENCAST ON HOW TO CREATE A WIKI ENTRY



	Document Title <b>OER on Change Management,  EAGLE Open Learning Platform and  EAGLE community</b>	Deliverable Nature <b>Other</b>
		Dissemination level <b>PU</b>
Version <b>1.0</b>		
Contract Number <b>619347</b>		

## 4 Outlook

Most features of EAGLE are self-explanatory to people with high IT literacy skills. The tutorials as described above, in particular those on commonly known technologies, such as blogs, wikis, networks, target users with medium to low IT literacy. Employees in public administrations in very rural areas can currently not be considered digital natives and thus little knowledge nuggets can help them getting started using EAGLE. At the same time, more specific tools have been developed and integrated in EAGLE that require higher IT literacy skills. This includes EAGLE-specific tools, such as the Argumentation Tool, or the Automatic Item Generator.

These skilled persons will be able to create their own OERs to share their knowledge in their field of interest and expertise. These users will also be able to explain in more detail, where necessary, specific features of the EAGLE learning platform, share their experiences and recommendations on what to do with the many tools that the EAGLE learning platform provides.

The OERs mentioned in this deliverable are not exhaustive. However, they provide a helpful first step to get acquainted with the most valuable EAGLE features and thus can also lower barriers for future users of EAGLE in public administrations.

By engaging with the EAGLE features and having their progress tracked through the dashboard, users will be able to learn from their peers and from OERs constructed around their own learning/work context. This will tap into the knowledge within the network and issues and problems can be shared and discussed. Informal learning in a formal context is a social act and we hope that learning solutions, such as EAGLE, with a strong emphasis on informal learning and knowledge exchange, become as popular as the photocopier, water cooler or coffee machine among employees in public administrations for the transfer of knowledge by digital means. In addition the onboarding and scaffolding of digital skills through the dashboard will also help those who are less digitally inclined to engage with an online learning experience.