

A little better Moodle every week

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Presentation at MoodleMoot Global on Nov 20, 2019 Please see the notes & links for more info

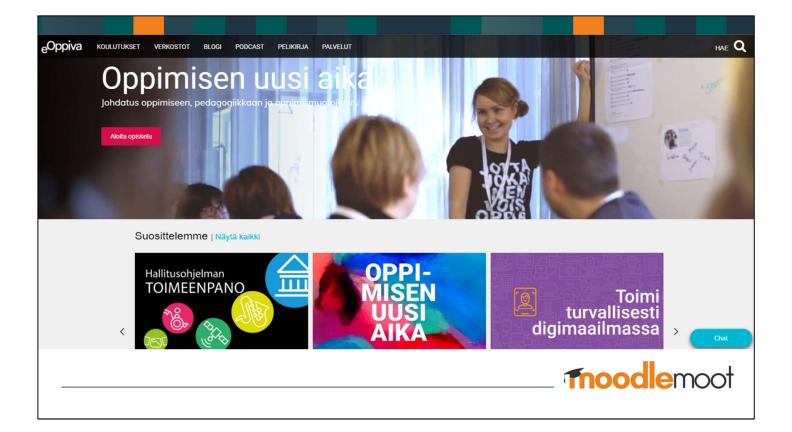


eOppiva is a digital learning platform for the Finnish civil service.
Our learners come from more than 120 government organizations, the ministries and agencies like
Transport Infrastructure Agency, National Archives
Police, Customs, Statistics Finland,
Regional State Administration,
Courts of Justice, Social Security Administration etc.

The service is free for the agencies. eOppiva started as a project but is now permanently financed by the government.



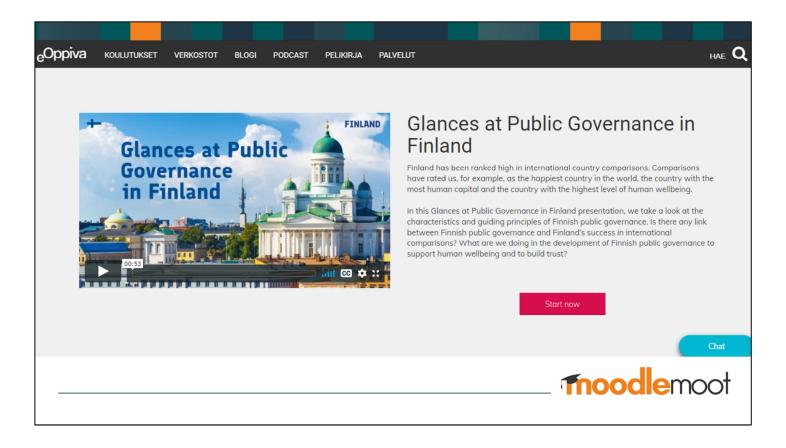
The service consists of a WordPress website, our Netflix of Learning - where some of the content is open for all - and a Moodle platform.



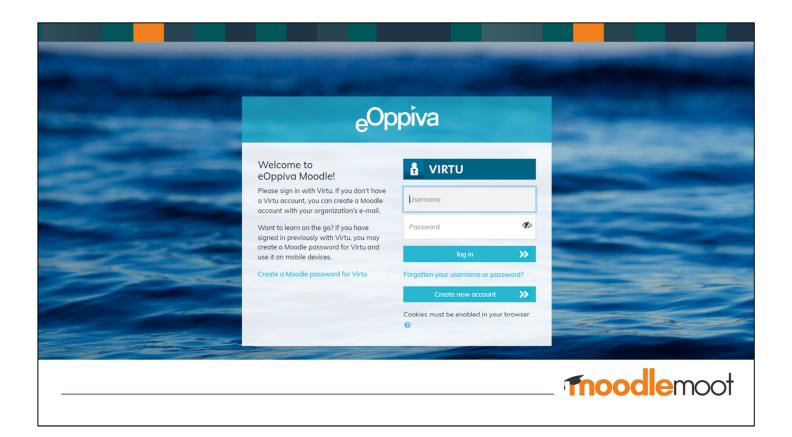
On our website we have courses, podcasts, tools and more Visit http://www.eoppiva.fi/

The learning content is for continuous learning or workplace learning. Topics include

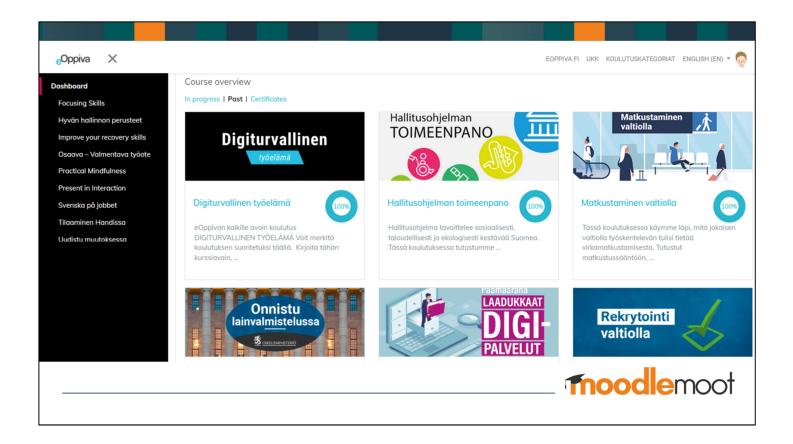
- ethics, regulations
- customer service
- sustainable development
- risk management, project management
- · communication skills
- legistlation, procurement
- problem-solving skills
- digital skills, cyber security, mobile work
- team skills, mindfulness



Our team produces courses together with the best experts of their field. The agencies also create courses for their own needs and may use the common Moodle platform.

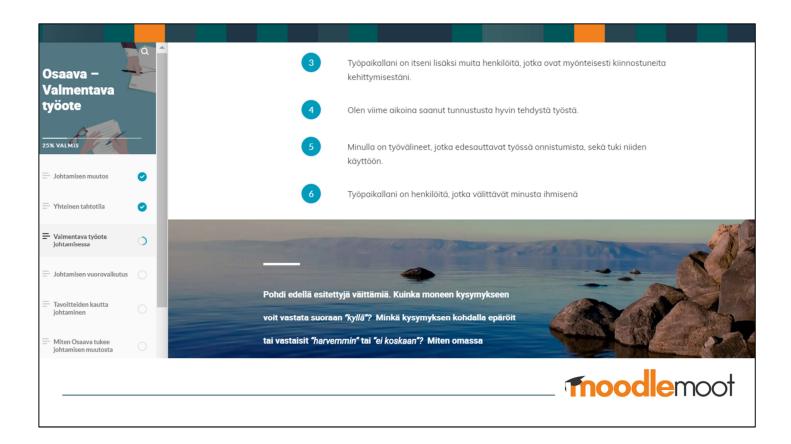


After selecting a course the learner logs in to Moodle. About 2/3 may use SSO login via Virtu identification. The rest may create an email account.

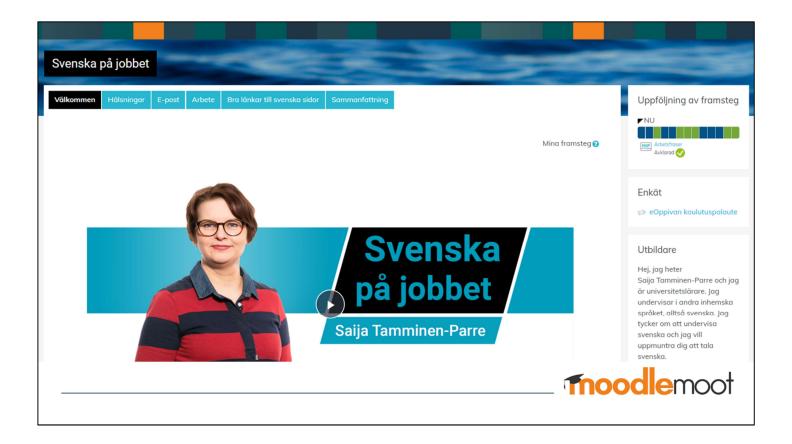


This is our dashboard.

As you can see, we have taken out everything extra, only the necessary stuff is there.

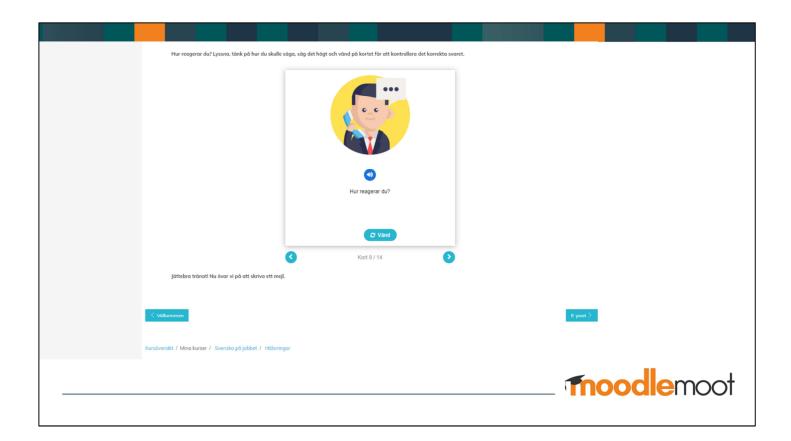


Example of SCORM course content Our team prefers easy, smooth, visually powerful and responsive authoring tools such as Articulate Rise 360.

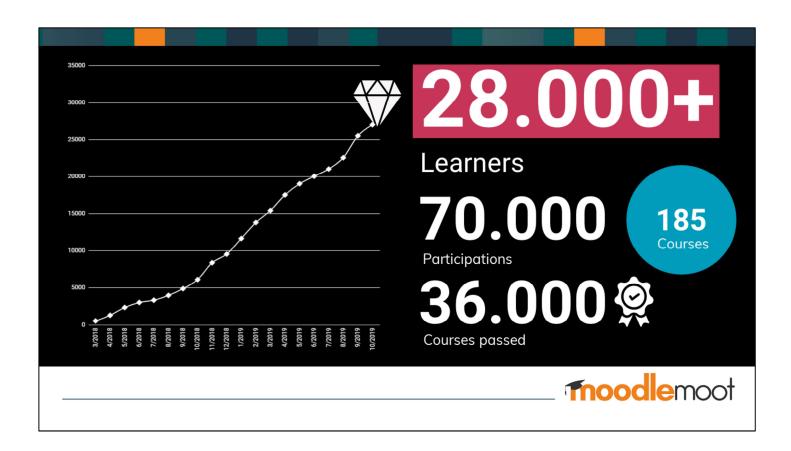


We also use many Moodle activities and plugins. For example in this language course, Svenska på jobbet /Swedish at work.

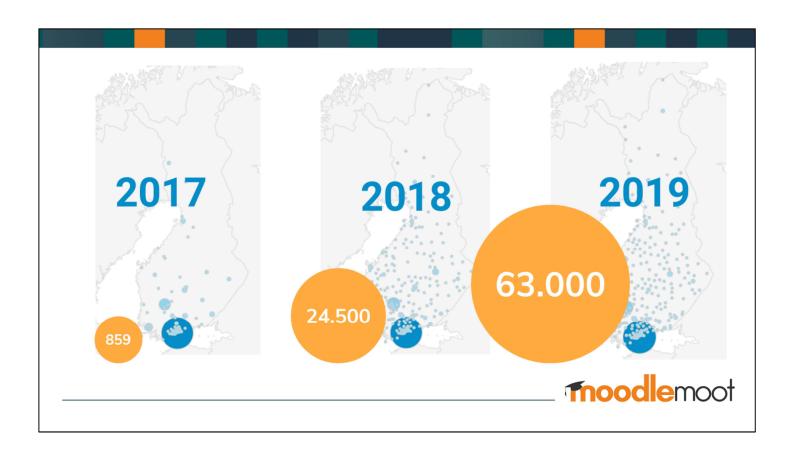
Much of our content is in video format. We aim at bite size, effective, just in time learning.



H5P works very nicely and our course managers in the agencies really like it. We help them to create modern Moodle courses and introductions that are easy to navigate and pleasant to study.



We have reached more than 28 000 registered users in 18 months. Every week we have 600 new learners.



This is data from our WordPress site: where the learners come from and how many are they.



We have potentially 72 000 users in our Moodle. (That is only in state administration. To serve the whole public sector we'd need another Moodle!)



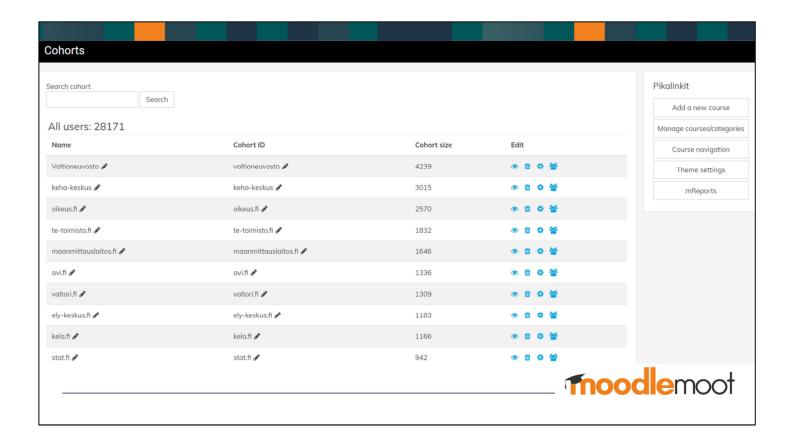
To reach them all, and to make them come back and learn more, we need a service that is easy, appealing and efficient.

Next I'll present you three key points we have focused on to create better a learning experience: Access, Content & Usability

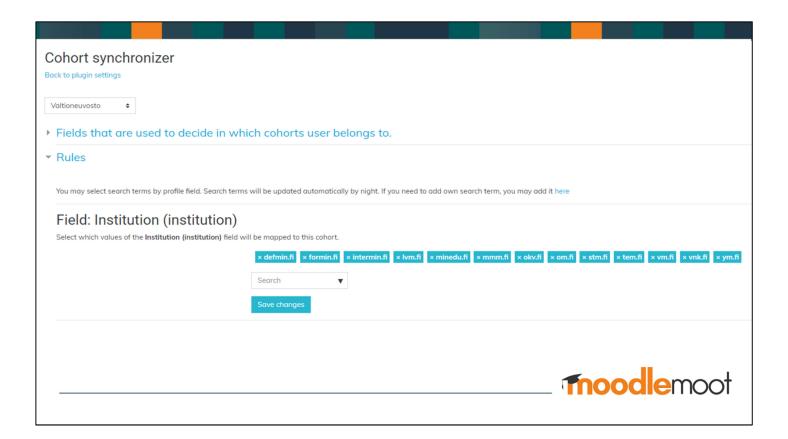


We administer a Moodle-site with multiple organizations, that is more than 120 ministries & government agencies, big and small Only half of them use SSO identity management, so ensuring easy access for all is quite a task for us. And there are constant organizational changes that keep us busy too.

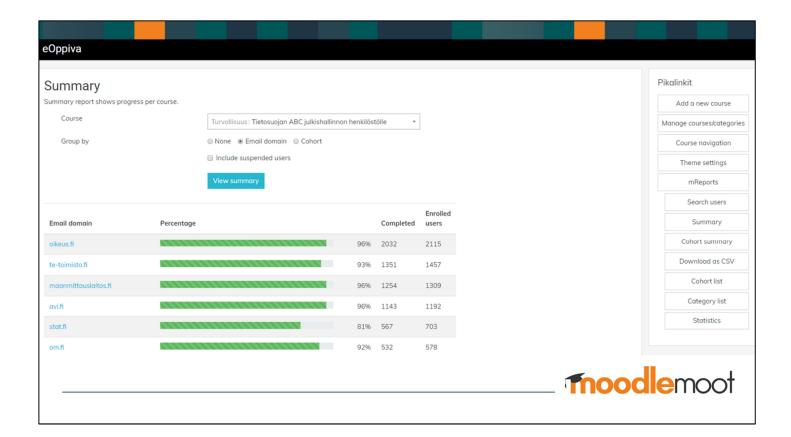
The agencies have various needs and objectives for competence development and data. "Go & learn" vs. "everyone has to accomplish the course by the end of November & we are going to control it".



Basically we use categories and cohorts based on email to control access to content. In the agency's own category access is limited to their email domain.



We also have cohorts with multiple organizations: The Government cohort includes all the ministries' staff.

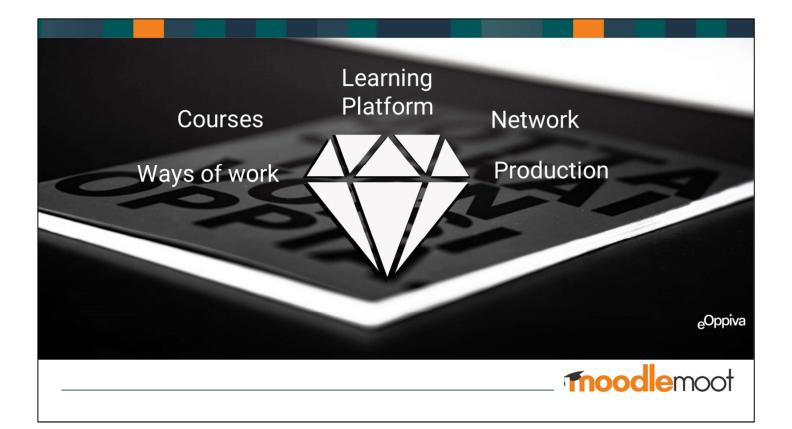


Category managers have access to our reports and with a reporter role you get more detailed participation data from all the courses

We appreciate Moodle's reliability, flexibility in access and possibilities for future CMS integrations, like SAP.

We are definitely going to look at Moodle Workplace to see what it has to offer us.



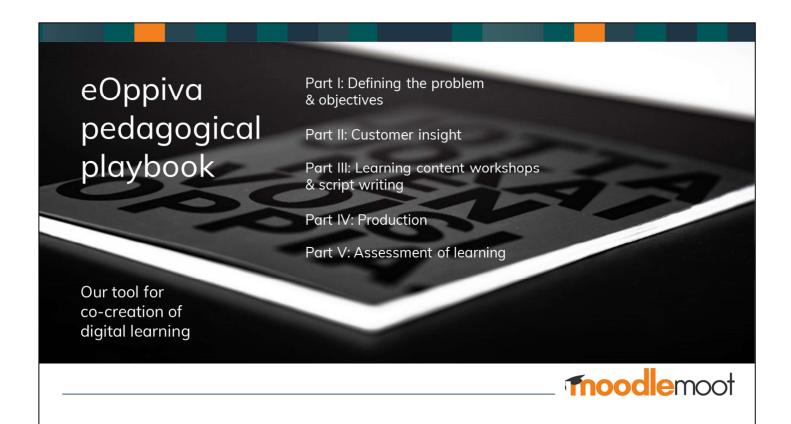


We host a learning platform but also a network of

- a) human resources people promoting learning and creating courses in the agencies
- b) Subject matter experts in the agengies with whom our team collaborates to create the common content for the whole administration.

We have a powerful production model, and produce 20-30 courses yearly plus we also buy some good content We also promote new ways of work in the administration, based on...

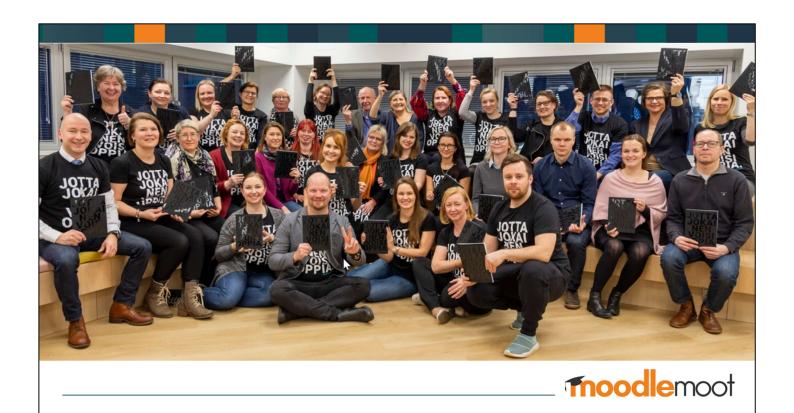




The black book.

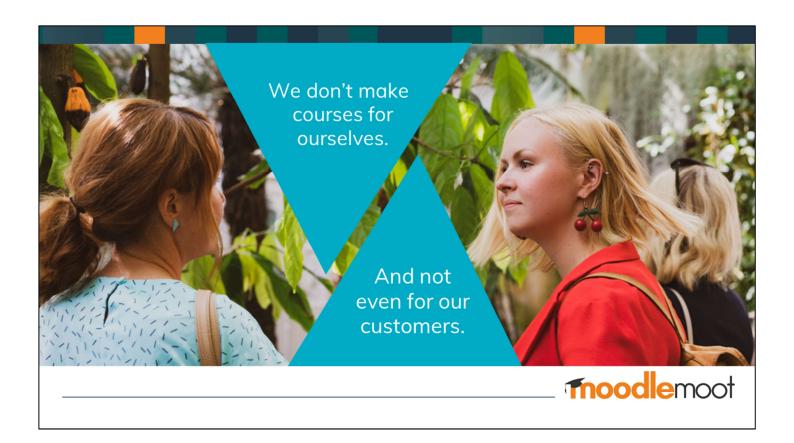
Our pedagogical playbook is a tool for us as well as for our customers. In the book we explain our production model and tools and give practical advice for the trainers. It also includes an introduction to learning, workplace learning, digital learning and pedagogy.

The book will be available in English early 2020. The Finnish version can be browsed and downloaded here: https://www.eoppiva.fi/pelikirja/



Greetings from our happy learners & course managers.

Jotta jokainen voisi oppia Learning is for everyone Para que cada uno pueda aprender



We promote pedagogical thinking in civil service competence development.



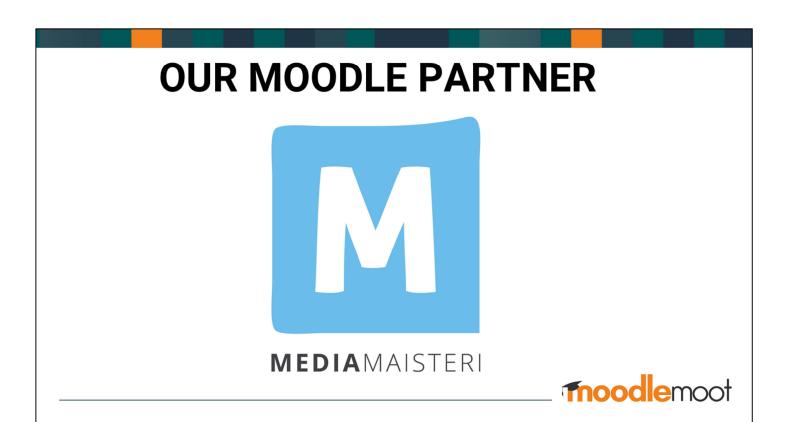
We want to focus on the learner.

This is something new and maybe challenging for many trainers and professionals like legislative directors, jurists, procurement experts or project managers. We are there to help them.



Our eOppiva team must be the most efficient team working for the worlds most efficient governance ;-)

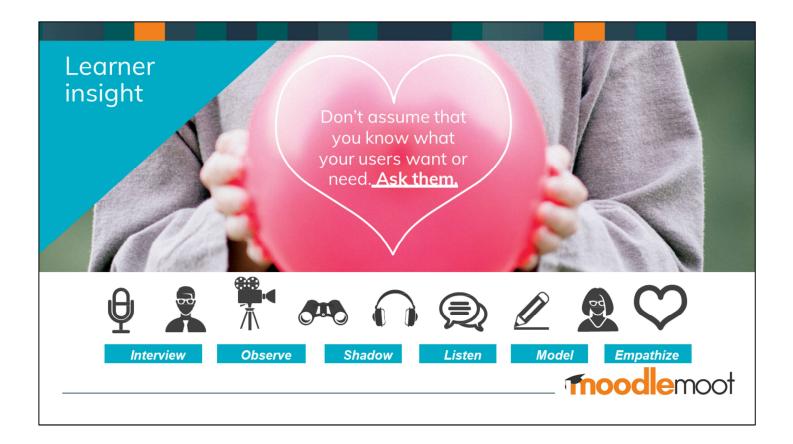
In addition to managing learning content projects I take care of our Moodle with invaluable help from our Moodle partner



I make the wishes, they do the magic.

Visit https://www.mediamaisteri.com/en/

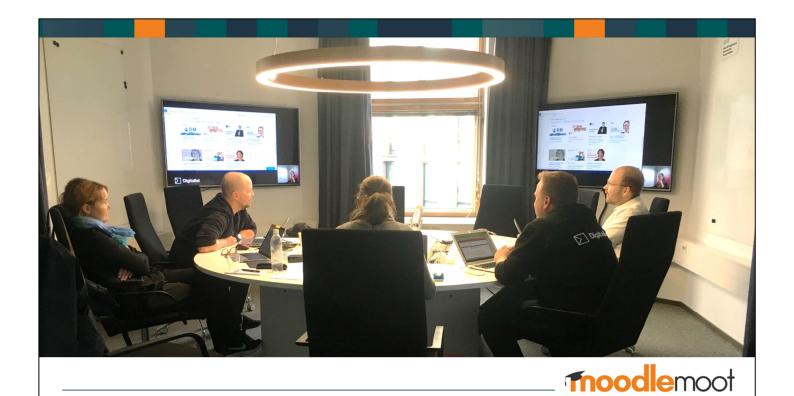




As we all know, the learning experience does not come only from quality content.

Enjoy studying in Moodle - that has to be our goal!

So we ask the learner about their needs, likes, fears and hopes regarding e-learning.



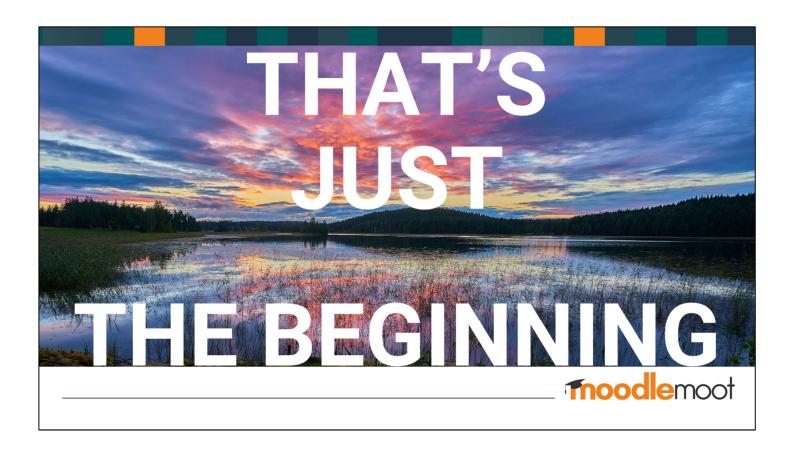
A year ago we started with usability tests.

It was great

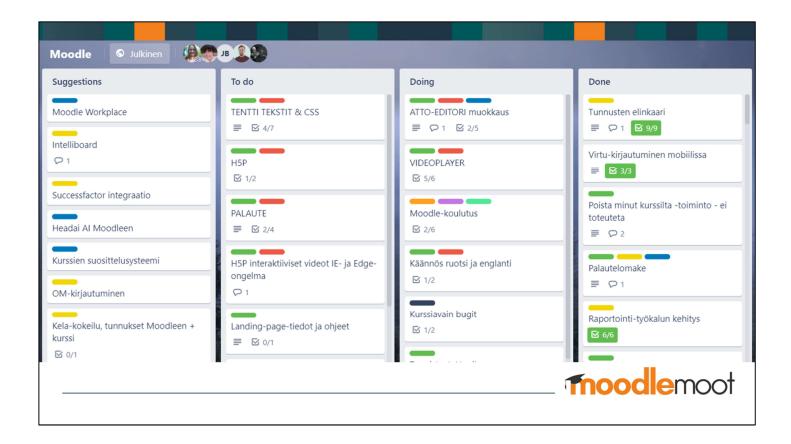
to see and hear how people navigate, what they look for, how they react on things, get surprised, solve problems or assume the strangest things...



Based on what we learned from the users we did some wireframing and visual design - and got a very nice Moodle!



We want to make the most of the service.

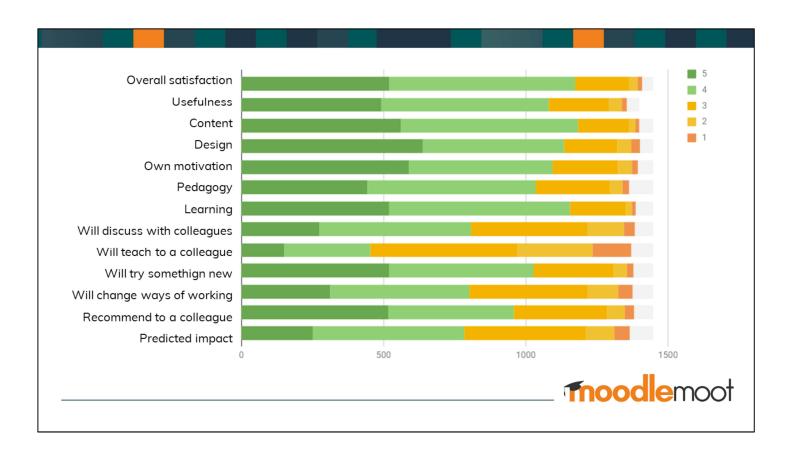


This is a view from our Moodle development board in Trello. There are some things to do but a lot has been done! The board is public at https://trello.com/b/B9qY2Voe/moodle

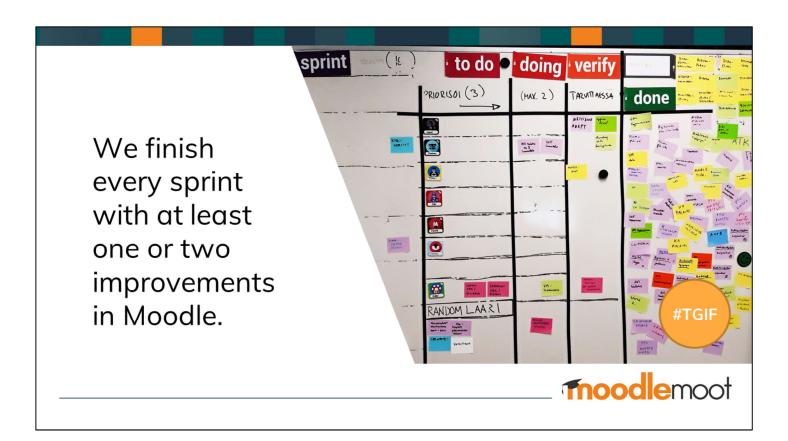
We want to get rid of extra clicks and dead ends, and of anything that hinders focus on learning or creating content.

We also get suggestions for improvements and plugins.

Moodle isn't the easiest tool to create courses, so we offer training, too. And we regularly sit by learners and course managers to learn how they navigate in Moodle, work with it etc.

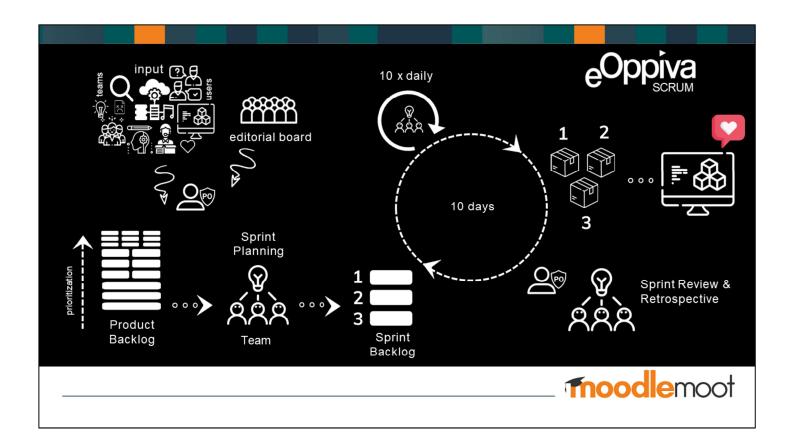


We also collect feedback and adjust the service and our processes accordingly. We don't measure only satisfaction but also learning and impact. The platform and tools surely play an important role here.



The improvements we make may be a little thing in language or adding a bigger button or bigger improvements in data security or a new kind of a report.

When people ask me "could you make instructions for this", I think could we instead make it more intuitive – so no instructions are needed.



We work in 2 week sprints and use the Agile method of Scrum. We get input from users, the editorial board and from within the team. All tasks are put in the product backlog, eg. an Introduction course to legistlation or a plugin for Moodle.

Every second Monday the team plans what to do during the next two weeks.

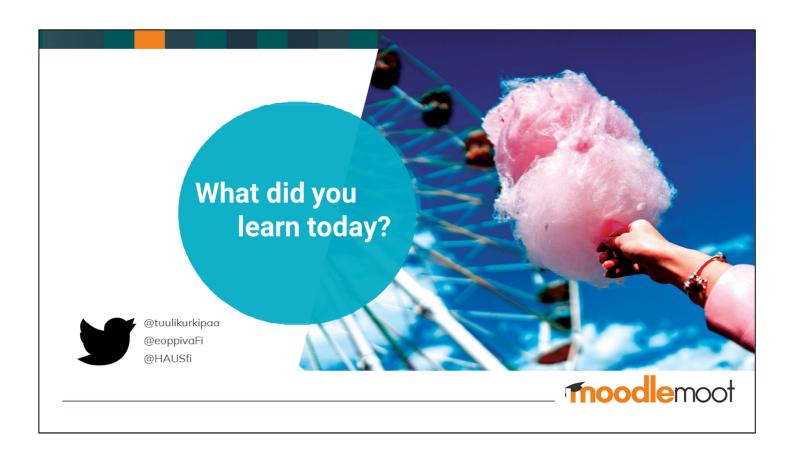
We have Daily Scrums where we use 15 mins to discuss what we did yesterday and what we are going to do today.

This makes our work transparent, efficient and most importantly, a team effort.

At the end of the sprint we have a review session where we share, what have we delivered and learned, how things went and how we are going to improve our work.

Our work is based on co-creation, service design and experimental prototyping, testing and continuous improvement

Our work is learning and we love it!



Thank you! Please share your thoughts! info@eoppiva.fi

