VADEMECUM

E-tools and platforms as a strategy for continuity and growth in education, work & health solutions during COVID-19 and beyond

## *Introduction*

*With the ongoing disruption from COVID-19, the CEI team is aware of the difficulties this poses for education and working activities in general in the CEI region and beyond, where schools, universities and other working environments are increasingly cancelling most in-person classes and meetings, not to mention medical appointments limiting access to health facilities.*

*In these difficult times it is important to find alternative ways to transform the current serious emergency into an important opportunity for fostering and disseminating innovation at educational and professional level and enhancing experiences already in place in many schools and health centres, through telemedicine for example, where remote diagnosis and treatment of patients by means of telecommunications technology would be ever more useful today!*

*To help mitigate missed face-to-face and group teachings/activities and offer schools and other working environments the tools to activate remote learning/working, the CEI has elaborated these brief guidelines[1] covering specific resources that can be used for different goals:*

### 1. Education and e-learning

The educational paths that teachers design and develop in virtual environments can be easily accessible to pupils and students through personal devices and can offer valuable help in overcoming the logistical difficulties that can be determined when schools or classrooms are, for various reasons, unavailable and continuity of education in the presence not guaranteed. Of course, many of these platforms could be used for various working environments.

Below is a link to a list of educational applications and platforms prepared by UNESCO to help parents, teachers, schools and school systems facilitate student-learning and provide social caring and interaction during periods of school closure. They tend to have wide reach, a strong user-base and evidence of impact. Most of the solutions are free and several support multiple languages.

Distance learning solutions

Other recommended useful platforms are:

Google Suite for Education,



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[1] All information and recommendations are meant to provide a basis for the reader to work on. The author disclaims any liability in connection with their use.

which gives access to Google's applications that enable remote learning, and

Office 365 Education, another free tool for online education, video conferencing, virtual classes and more.

Free digital education solutions are also offered by Estonia and are available HERE.

*NOTE: In order to accompany the user in the overall organisation of the distance learning classes a useful step-by-step guide for distance learning is also available as Annex I.*

### 2. Smart Working

Smart working is known as a new model of work that uses the new technologies and the development of existing technologies to improve both the performance and the satisfaction that is obtained from the job especially when it is not possible to reach your workplace.

New technologies and the improvement of existing technologies are a key factor in the development of smart working. These would include a wide range of tools, such as the Internet, smartphones, social networks or any type of programmes designed to facilitate flexibility at work and mobility.

Some of the above tools can be used for smart working as well, together with technological tools, such as eHorus, can help you work smarter. Learn more about what eHorus is and what it can offer you HERE!

Other recommended useful tools and platforms free of charge are:

- WhatsApp, Viber or Telegram (for free instant messages and videocalling),
- WeTransfer (for sending large files to your working partners)
- Skype (for free instant messages, free video calling and screen sharing)
- Youtube (to upload and share your videos)
- Dropbox (a file storage area you can share with your coworkers in order to work on a same document). These are just a few of the many other free programmes and tools one can use to carry out ones working tasks even from afar!
- Google Drive (free cloud storage for personal use)

### 3. Telemedicine software for clinical care

Developments in IT and mobile technology means that telemedicine software platforms have become very accessible and useful, and especially helpful in monitoring patients with existing conditions, even at a distance. Telemedicine software allows doctors to reach out to patients via video link, which can be incredibly useful for practices when traveling to the practice can be difficult and even dangerous for patients with existing health conditions. There are various kinds of telemedicine software within existing **medical practice management (PM) software**. However, even standalone telemedicine platforms will often easily integrate with other medical software, such as Electronic Health Records (EHR) or Electronic Medical Records (EMR) to make it easier to work with patient histories, to diagnose or treat medical conditions.

Good telemedicine software will usually be able to work well with medical billing software platforms, to ensure patients and insurers are properly invoiced and payments made.

NOTE: this is an in-progress document and is meant to meet your needs. Feel free to suggest further reading and distance activity tips! Send us a message to: **info@cei.int**.

**Annex 1**

# Step-by-step guide for distance learning
# (FVG Region model)

With the ongoing disruption from COVID-19, the CEI-Executive Secretariat (CEI-ES) team is aware of the difficulties this poses for education in the CEI region and beyond, where schools and universities are increasingly cancelling most in-person classes.

The educational paths that teachers design and develop in virtual environments can be easily accessible to pupils and students through personal devices and can offer valuable help in overcoming the logistical difficulties that can be determined when schools or classrooms are, for various reasons, unavailable and continuity of education in the presence not guaranteed.

In order to be able to provide its Member States with a useful reference tool, the CEI-ES wishes to raise awareness on the experience of the Autonomous Friuli Venezia Giulia Region (FVG Region), which has kindly shared its model, best practices and know-how related to this matter.

This step-by-step guide includes various resources which have been selected and divided under six different objectives:

1.Sharing material with students
2. Finding educational material already available online
3. Creating video or audio messages or video lessons
4. Preparing tests and questionnaires for students
5. Activating a virtual classroom
6. Further planning of distance learning

**Before you get started**

On the basis of experience reported by some school leaders and teachers in the FVG Region, the following elements are to be borne in mind:

1. **Promote the participation** of all students as much as possible, in the proposed remote activities by:
  - *providing effective information (electronic register, email, and/or more direct instruments such as telephone contacts in case of absence of feedback from communications*
  - *paying attention to **students with special educational needs***
  - *taking into account families who have limited or less digital tools at their disposal, or any more complex technical solutions (e.g. video conferencing and virtual classrooms) by providing more accessible modes such as PDF files.*

2. Pay attention to **privacy** *and avoid disclosing pupils' personal data through unprotected channels; pay particular attention to students with disabilities or with specific educational needs.*

3. Be careful when using **social networks and instant messaging services.** *Due to the numerous reported episodes of misunderstandings and incorrect dissemination of personal information it is advisable to avoid them or limit their use (minimum necessary) in communications with families and students.*

4. Pay attention to the sustainability of **workloads** making sure they are feasible.

5. Pay attention to the **sustainability and consistency among the tools** offered within the same class.

6. Follow the rules related to **copyright**

7. make sure you have continual access to a computer with broadband internet access, and access to a printer and that you have the following minimum equipment and applications required :

**Minimum equipment required**

- An Internet Service Provider (ISP) or other access to the internet
- A broadband connection will give you the fastest access
- A computer installed with Microsoft Windows 7 or later, or
- A mac with os 10.6 or later
- A sound card and speakers.

**Recommended applications**
- An internet browser such as Firefox, Internet Explorer or Crome
- An e-mail programme like Microsoft Outlook or Gmail
- A word processing application like Microsoft Word or Open Office
- Adobe's free latest version Adobe Reader
- Presentation software like Power Point or Keynote
- Video playing software like Quicktime, Media Player or Adobe Flash Player

## Operational objectives

### 1. Sharing materials with students

This can be carried out through:

### Simple tools
<u>Electronic register (if available):</u> to attach files in the section dedicated to tasks.
<u>E-mail:</u> any file format can be sent to multiple recipients Or more refined instruments that allow you to organise teaching material, verification or individual work and manage and track how students use it

### Online shared folders
The most used systems for <u>free cloud storage for personal use</u> are:

### Google Drive
### One Drive (Microsoft)

They allow you to:
- share folders and subfolders with any type of file
- manage access through email invitation or open link (both), which can be protected by setting a password (One Drive)

- In addition, there is **Dropbox** (a file storage area you can share with your coworkers in order to work on a same document). These are just a few of the many other free programmes and tools one can use to carry out ones working tasks even from afar!

There are also numerous other tools used by teachers, like for example **Google Docs** *(to build texts collaboratively)* and **Padlet** *(already used by many teachers, it allows you to create workspaces that can be easily shared and also encrypted with a password)*

### 2. Finding educational material already available online

The Internet offers very interesting multimedia resources that can be easily shared with students: videos, podcasts, multimedia lessons.

### Free Online Material
- <u>Live Worksheets:</u> Interactive cards divided by subject, customizable (available in numerous languages). https://www.liveworksheets.com/

- <u>Youtube:</u> There are numerous dedicated channels and educative videos.

## 3. Creating video or audio messages or video lessons

To create video lessons and video messaging, your **smartphone**, and to some extent **tablets**, have the ability to record videos or audios of excellent quality and are already optimised for internet transmission.

### Create Videos (or Audios)

Even a pc, to which you can connect a webcam, can become an effective video-making tool. You need to preinstal video capturing software or more performing one allowing to share the screen like for example:

- <u>RecordScreen.io:</u> Free to record.
https://recordscreen.io/

- <u>Screencast-O-Matic:</u> Free for up to 15-minute long videos.
https://screencast-o-matic.com/

Alternatively, you can also record you voice with the **voice recorder**.

### Share them

Once you realise the video or audio  you can upload it on **Youtube** (preferably in a private way via the "not listed" option) or share it through dedicated tools such as the online shared folders described above.

### Live Video or Video Conferences

They generally require a good internet connection from the teacher.

- <u>Youtube Live:</u> Profit and easily accessible ways of live video through "Live" YouTube , which also it allows the interaction through comments to the video.

- <u>Google Hangouts:</u> Group video calls for up to 25 users who must have a Google Account.

- <u>Google Meet</u>*:* Suit G Tool for Videoconferencing tool for those who have Google Suite, allows you to have up to 100 users, not necessarily registered with Google.

- <u>Jitsi:</u> Similar to Google Meet, requires no account or registration, just use of the Chrome browser.

- <u>Microsoft Teams:</u> Office 365 Educational Tool.

- <u>Skype:</u> Group video calls for up to 50 Skype registered users.

## 4. Preparing quizzes, tests and questionnaires for students

They are useful tools for stimulating students, checking understanding, having feedback and create involvement. They can also be designed by the students themselves.

- <u>Google Forms:</u> Also integrated into the Google G Suite for Education environment.

- <u>Microsoft Forms:</u> Also integrated into Office 365, usable during video conferences in Teams.

- **Socrative:** Tests and verifications of immediate use, with results in real time https://socrative.com/.

## 5. Activating a virtual classroom

The virtual classroom and e-learning platforms are the tools through which the use of the network, with all its limitations, can get closer and closer to the didactic experience done in the classroom.The platforms differ from the methods above for **interactivity between teachers and students** and the establishment of predefined environments limited to class members.

Here are the main resources, chosen with free criteria, proven functionality on the field and ease of use.

- **Google Classroom:** Suitable for institutions that have already activated Google's G Suite for Education environment. It allows **direct-video.**

- **Edmodo:** Suitable for sending messages and materials to students and for receiving assignments and documents from their part. It allows to interact also with single pupils and to individualize the work, in case of multiple levels and special educational needs.

- **Moodle:** Learning platform among the most used in the world; allows you to easily manage an entire school structure providing all the necessary tools for remote interaction. Requires installation on server and administrator for the management. https://moodle.org/?lang=it (Official site with tutorials and demos)

## 6. Further planning of distance learning

To deepen knowledge on online teaching, there are numerous available online very useful training opportunities.

Here is a selection of the most used resources at the moment:

- **Google G Suite for Education:** Tools and content for distance learning.

- **Office 365 Education A1:** Tools and content for distance learning.

- **Youtube:** contains a large number of **tutorials** for using dozens of applications for the teaching grouped in dedicated channels.

A list of which includes the above mentioned as well as many more valid options has been collected by UNESCO HERE.

Other distance learning step-by-step recommendations for distance learning can be found on the UNESCO's Website HERE

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