



## MODULAR E-COURSE WITH VIRTUAL COACH TOOL SUPPORT

6<sup>th</sup> COACH BOT NEWSLETTER  
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The Newsletter Issue 6 is part of the informative material concerning the aims and activities of the project and it intends to disseminate and promote the main project outcomes. Please visit the project website <http://www.coachbot.eu> for further information.



**Results of the COACH BOT pilot e-course “Enhancing the European home healthcare professionals’ competences”**

The COACH BOT Course “*Enhancing the European home healthcare professionals’ competences*” officially started on March 1st and finished on August 31<sup>st</sup>, 2010. The course was based on an e-learning methodology that allowed each learner to build a personalized learning path. The personalized learning path of each student consisted of the topics selected from the list of 15 modules of the course curriculum, on the base of each student specific needs and answers at the start-up quiz.

### Participants

All together 165 students attended the COACH BOT e-course “*Enhancing the European home healthcare professionals’ competences*”. In all partner countries (Italy, Denmark, UK, Romania, Slovenia and Switzerland) participants were selected through the course promotion and selection processes. Two groups of students, experimental and control group, participated in the e-course in each partner country, but only the experimental group benefited from the Virtual Coach- Clara’s assistance during the e-course.

### Evaluation of COACH BOT methodology

In order to carry out the evaluation of COACH BOT methodology, two questionnaires were designed and submitted to both control and experimentation groups:

- expectations questionnaire - at the beginning of the e-course



- customer satisfaction questionnaire - after the e-course ended

The choice to realize two sessions of the e-learning course provided a fundamental added value to the project because thanks to the comparison between the two groups it was possible to obtain meaningful data for analysing the core role of the “Virtual Coach” within an e-learning course.

### Main Conclusions

- In both groups of students, there were more women than men (80% in the control group 67% in the experimental group) and the balance between the gender remained the same until the end of the course even if the majority of the persons that dropped out were also women;
- In both groups at the evaluation of the expectation were less people convinced by the fact that e-learning courses offer more benefits than traditional learning. After undertaking the course, in both groups the percentage raised to 95% of the participants that appreciate more e-learning;
- 67% of the experimental group users considered that Virtual Assistant’s assistance represents an added value to the course, even if some improvements should be made for future applications.

This is a very good result considering that the COACH BOT is very innovative and can be considered as the first step to embed a general purpose pedagogical agent in a traditional open source E-Learning platform. Some improvements can be made, in particular in the design and the empowerment of the knowledge base of the virtual assistant and the user feedbacks clearly highlighted where further developments should be addressed for a possible follow up of the project and for its commercialization.



### COACH BOT project National Exploitation Seminars

#### Italy

A Second Italian National Exploitation Seminar, arranged by the interuniversity Consortium FOR.COM., was held in Rome the 20th of September 2010 (16 participants attended the seminar). The event aimed at presenting the project results and discussing about their potential use in further applications and fields, to target groups and national stakeholders potentially interested in the project (healthcare professionals, health care and training and education providers, association active in the healthcare field, etc.). Furthermore, during this seminar FOR.COM. organized a focus group with the Italian



students of the COACHBOT e-course, in order to evaluate the pilot application usability and potential transferability. The collective effort of the COACH BOT 2nd National Exploitation seminar in Italy resulted in a truly collaborative laboratory space through the active involvement of the project target group. The many feedback received from the audience all went in the direction of constructive comments and suggestions for improvements of the COACH BOT e-course and for the future potential exploitation of the project results: in that respect the seminar overall outcome has achieved his goal.



Participants of the 2nd Exploitation seminar in Italy

### UK

Norton Radstock College, in the UK, held their second COACH BOT exploitation seminar the 6<sup>th</sup> of August 2010. The UK project manager, Marny Thompson outlined the COACH BOT project, discussing the use of Clara' and how it could be added support for learners. She talked about the recent experiences of the pilot course and how it can be useful to the Health and Social Care sector. In particular, she specified the stages of development of the course, the contents of the different modules, the resources that the users can exploit and the advantages of shaping COACH BOT as a tailored, modular, online course. The group discussed the benefits of such a course, and also the problems that it might encounter. The outputs of the particular course were discussed; ways to make the course better were also discussed.



Participants of the 2nd Exploitation seminar in UK

### Romania

The Romanian partner SREP organized on 15th September 2010 the second exploitation seminar aiming at the dissemination of the COACH BOT project' results and impact. The seminar took place within the House of Teachers from Prahova, Ploiesti, Romania (20 participants attended the seminar). SREP representatives gave a general presentation of the COACH-BOT project and introduced to the participants the contents of the COACH-BOT e-learning course with its specific elements: e-learning methodology, Conversational Agent Technology (chatbot), modular learning path. The last presentation focused on the implementation process of the project concentrating on the impact that had at a national level. Results of the evaluation of satisfaction were presented as well as a tour of the Coach-bot course.



Participants of the 2nd Exploitation seminar in Romania

## Slovenia

The 2nd National Seminar was held on 20th October 2010 at Secondary School of Nursing Ljubljana and was attended by representatives of social and healthcare organisations from Slovenia. During the conference the main characteristics of project was presented: the contents of the course, ways of defining individual learning paths, learning objects in details, virtual assistant Clara. Speakers emphasised the importance of including the new, flexible ways, especially e-learning, in the further education of the home and healthcare workers. After the presentation of the project results from experimental phase and satisfaction evaluation, the participants agreed that it is very important to update workers' knowledge, competences and skills, but it is also very important that employees can choose their individual paths.



### **The COACH BOT project final International Conference in Aarhus, Denmark**

The COACHBOT project final conference was held on Friday 15th of October 2010. The conference took place at Aarhus Social and Health Care College, Olof Palmes Allé 35, 8200 Aarhus N, Denmark. During the conference, the project partners presented the main project results as well as the plans for disseminating the training programme developed. Furthermore, key note speakers from care sector and virtual learning sector participated in the conference. Please have a look to the COACH BOT final conference website: [http://conference.coachbot.eu/coachbot\\_conference/](http://conference.coachbot.eu/coachbot_conference/).



### **Dissemination and Promotion events**

- Ms Many Thompson from Norton Radstok College (UK) attended the 19th Annual EfVET Conference (Improve Vocational Education and training in Europe) in Lisbon, Portugal, from 13 to 16 October 2010. COACH BOT project multilingual brochures were distributed during the Conference and this was a very important project dissemination since 207 participants from 16 countries participated in the conference  
([http://www.efvet.org/index.php?option=com\\_content&task=blogsection&id=3&Itemid=18](http://www.efvet.org/index.php?option=com_content&task=blogsection&id=3&Itemid=18)).

