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**PALETTE**

Pedagogically sustained Adaptive LEarning Through the exploitation of Tacit and Explicit knowledge

Integrated Project  
Technology-enhanced learning

**D.DIS.13 – Online pedagogical catalogue of tools and services**

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**Summary**

This deliverable presents services and tools developed during the PALETTE project. Online descriptions, video teasers and printable documents are available from a “Service Gallery”. The teasers provide information from different points of views: a problem evoked by a CoP member, the answer provided by the developer and a supplementary account by a CoP mediator or an educationist. A series of printable documents give information on the services from the developer’s and a learning specialist’s points of views.

The interface of the Service Gallery also provides a link to the PALETTE portal. A short survey helps the potential users to choose which service start to explore. A link to the Learning and Organisational Resources and another one to examples of generic scenarios illustrate some potential uses of the tools and services in order to sustain CoP’s activities.

From the end of the PALETTE project (February 2009), these resources will be available from a website hosted at the CRP.

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## **1. Introduction**

The PALETTE website is a privileged tool to disseminate the results of the project. This deliverable focuses on what we first called the “showroom” which is now renamed “Service Gallery”.

This deliverable aims at presenting the structure and the contents of the Service Gallery whose goal is to incite the CoPs members and animators to use the PALETTE tools and services and to develop their own scenarios of use. It is related to a part of the task 1 of WP7 where ULg worked at the constitution of an “online pedagogical catalogue” based on the results of the D.PAR.04 (WP1).

After some considerations on the development of the Service Gallery homepage, we describe the different options available to help the final users integrating the PALETTE tools and services into their practice.

## **2. Development and structure of the Service Gallery homepage**

### **2.1. Design and implementation**

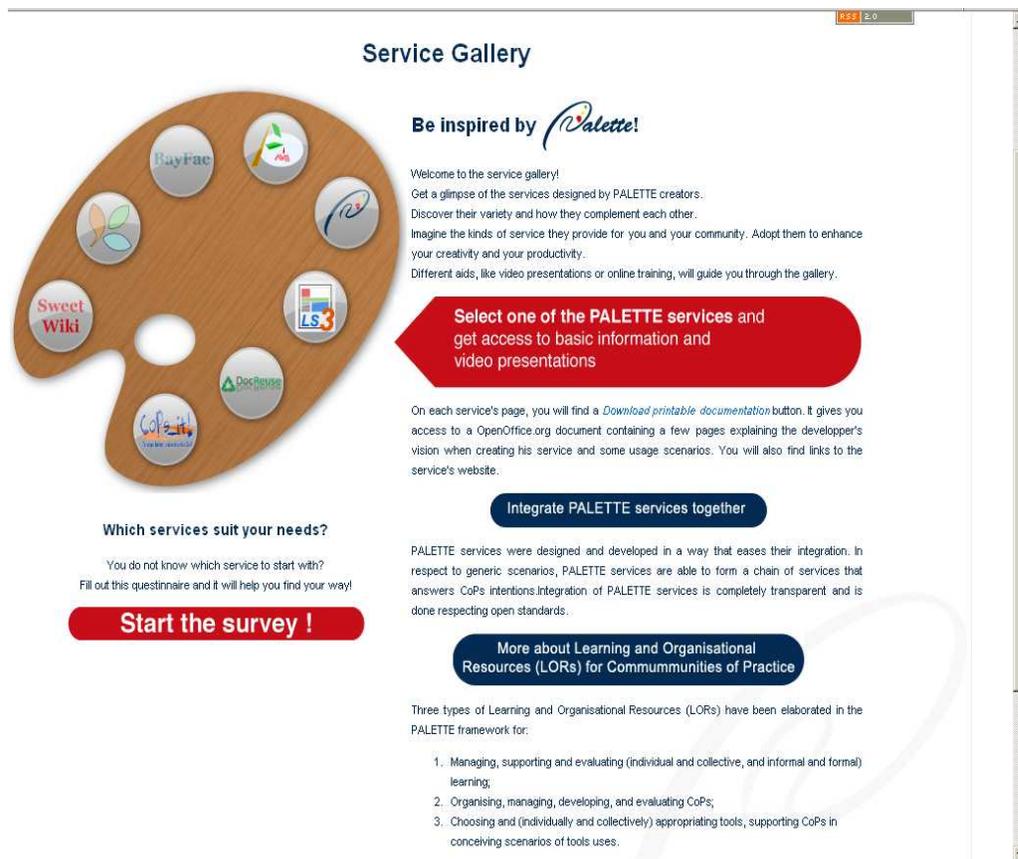
A first mockup of the interface of the Service Gallery (SG) was presented by the ULg team during the plenary meeting of September 2008. We took into account different feedback from the partners. Finally, after some discussions, the editorial board and the steering committee agreed on the proposition we find in this deliverable and on the website hosted by ERCIM until the end of the project.

See [http://palette.ercim.org/component/option,com\\_servicegallery/Itemid,120](http://palette.ercim.org/component/option,com_servicegallery/Itemid,120) (notice that a login and a password are needed and that this URL will be simplified when the migration of the site will occur).

Indeed, since the SG is a part of the PALETTE website, all the documents were transmitted to the ERCIM team in order to integrate them in the global site. After the end of the project, the CRP will host this site (<http://palette.tudor.lu/>).

## 2.2. Structure

The homepage of the Service Gallery is structured as following.



**Figure 1:** Homepage of the Service Gallery

Some general information about content of the gallery is given (possibility to access to aids, training, printable documents, usage scenarios, etc.). The interface encourages the user to select one of the PALETTE services in order to get access to basic information and video presentations, just by clicking on the tool icon.

The potential user who does not want to access directly to one of them is stimulated to answer to a short survey in order to be guided regarding his (her) activities inside the CoP.

Accounts on generic scenarios are also available to let users imagine how services can be used together (cf. using PALETTE services together).

Another link gives access to information on “Learning and Organisational Resources for Communities of Practice”, the resources and the documentation developed about them (ex. D.PAR.06).

### 3. From the Service Gallery homepage to information on the tools and services

#### 3.1. Available types of information and documents

When the user chooses a tool or a service of the palette, a new window

- shows him/her a very short description of the product
- gives him/her access to several video teasers (either in English or in French) presenting
  - o a CoP member's concern
  - o the developer's answer
  - o an account by a learning specialist
- suggests to get more information (generally an access to the Web page created by the developers of the service)
- proposes a direct access to the online training module related to this tool or service
- provides the possibility to download printable documents (odt or html format) where one can find a description on the one hand by the developer and, on the other hand by an educationalist.

The screenshot shows the 'Service Gallery' page for the 'Amaya' tool. At the top, there is a header with the 'Information Society Technologies' logo and the 'Palette' logo with the tagline 'Pedagogically sustained Adaptive Learning through the Exploitation of Tacit and Explicit Knowledge'. The main content area features a large wooden palette icon with several circular icons representing different services. Below the palette, there is a section titled 'Which services suit your needs?' with a survey link 'Start the survey!'. To the right, the 'Amaya' tool is highlighted, with a description: 'Amaya is a Web editor, i.e. a tool used to create and update documents directly on the Web. Browsing features are seamlessly integrated with the editing and remote access features in a uniform environment. This follows the original vision of the Web as a space for collaboration and not just a one-way publishing medium.' Below the description are three video thumbnails and three navigation buttons: 'CoP member's question', 'creator's answer', and 'account'. A 'Download printable documentation' button is also present.

Figure 2: Example of kinds of information provided about a tool (Amaya)

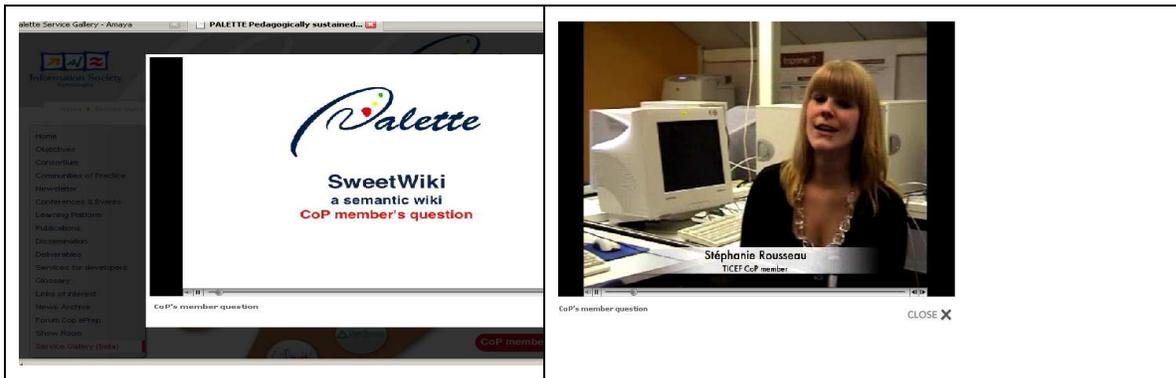


Figure 3: Video teaser on TICEF CoP member's concern

### 3.2. Teasers

Teasers aim at providing relevant information from different points of views. It is a different way to get acquainted to a service or a tool than going to its website and get a demo or a reference guide. Starting from a question asked by a CoP member followed by the developer's answer offers the opportunity to concretize the discovery of the new product. More, the point of view of a learning specialist or a CoP mediator enlarges the potential uses of the proposed services. Each teaser lasts from one to three minutes and focuses on the main features.

These video teasers are available both in English and in French for the seven following tools and services.

<i>Points of view</i> <i>Service/tool</i>	<b>CoP member</b>	<b>Developer</b>	<b>Educationalist or mediator</b>
 Amaya	TICFA CoP member - P. Dimbourg	INRIA Grenoble - I. Vatton	ULg - B. Denis
 BayFac	Form@HETICE CoP member – G. Fox	CRP- É. Montecalvo	ULg - Form@HETICE CoP mediator J. Poisseroux
 CoPe_it!	Learn-Nett CoP member - P. Fontaine	CTI - M. Tzagarakis, S. Christodoulou, C. Mettouris	ULg - J. Henry
 DocReuse	Di@ctic CoP member - M. Lambert	EPFL - M. Pacquier	UNIFR- Di@ctic CoP M. Lambert
 eLogbook	eLogbook user - E. Lignon	-	ULg - TICFA CoP mediator D. Malengrez
 Limsee3	Trainer - C. Snoeck	INRIA Grenoble- C. Roisin	UNIFR - B. Charlier
 SweetWiki	TICEF CoP member - S. Rousseau	INRIA Sophia - A. El Ghali	ULg – TFT CoP mediator É. Vandeput

Table: available teasers from the Service Gallery



Two accounts related to the portal and produced by the CRP (J. Bogaerts) are also available from the PALETTE picture. From there, guest users can also access to the tools and services.

Other teasers have also been developed in order to illustrate generic scenarios (see hereafter).

#### 4. From the Service Gallery homepage to a survey guiding the CoPs

A short survey (12 questions) helps the potential users to choose which service(s) starting to explore. This questionnaire focuses on the CoP’s main activities and needs that can be supported by the PALETTE tools and services. The user answers on a four points scale.

**Palette Service Gallery - Orientation Survey**

## Service Gallery Survey

**Which services suit your needs ?**

Answer these simple questions and find out which services suit you best !

In my CoP practice, I need to :

	true	mostly true	mostly false	false
- create multimedia presentations <i>(animated slideshows for training purposes, for instance)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- easily retrieve a document from a large set of resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- access and share all kinds of online resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- make decisions reflecting the consensus of the CoP and/or debate a topic with other CoP members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- organize CoP members' ideas in a visual way <i>(establishing relations between them, visual brainstorming)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- incorporate mathematical symbols in my documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- create documents in a portable format <i>(for instance, readable with only a web browser)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- be aware of activities in the CoP <i>(who is online, what is the role of each member, what are the changes since my last visit)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- create a document with others nearly simultaneously <i>("collaborative edition")</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- organize CoP working spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- create a clear and well-structured document, without spending too much time on style and layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 4: Sample of questions of the Service Gallery survey

A score is calculated and a feedback given counselling to use one or more services depending on the concerns declared by the user. The service that seems to best suit the CoP’s needs is proposed first with its short description. It is followed by the other recommended tools: “you might also be interested in ...”

The screenshot shows the PALETTE website interface. At the top left is the Information Society Technologies logo. The main header features the PALETTE logo and the tagline "Pedagogically sustained Adaptive Learning through the Exploitation of Tacit and Explicit Knowledge". The date "Monday, 02 March 2009" is displayed in the top right. A navigation menu on the left lists various site sections, with "Service Gallery (beta)" highlighted. The main content area is titled "Service Gallery" and asks "Which PALETTE services suit your needs?". Below this, it states "According to your answers, these three services are the most suited to your needs:" and displays three service cards: Amaya (65%), BayFac (79%), and eLogbook (60%). A red call-to-action button says "Select any of these PALETTE services and find out more about it!". Below the cards, there are sections for "Amaya suits you best!", "You might also be interested in...", and "eLogbook: eLogbook is a collaborative web-based environment offering mediation & awareness services to communities of practice. It consists of an activity-oriented shared space where members can manipulate stored assets." and "BayFac: This BayFac service aims at providing a mean to semi-automatically index textual documents (documents, emails, forum posts, wiki pages, blog posts, etc.) regarding a vector of concepts relevant to a CoP, hence allowing classification according to multiple facets. The benefits for the users are to have incoming documents automatically classified according to known useful categories, and to be able to search information in a more efficient manner thanks to this indexation."

Figure 5: Results of the survey and guidance to some services

From the graphical representation of the results according to the questionnaire answers, a user can directly access to the different types of information and documents described here above.

## 5. From the Service Gallery homepage to accounts on generic scenarios

The principle and the challenge of generic scenarios is to integrate the use of different tools or services into a scenario of use related to CoP's activities (cf. WP5).

When a CoP member or animator chooses the option “using PALETTE services together” on the SG homepage, he/she can access to five videos aiming at illustrating how services/tools can be used together:

1. Did@ctic's member need for reification (M. Lambert)
2. Chain of services proposed to answer Did@ctic need of reification (M. Lambert)
3. Did@ctic's member feedback on the use of the proposed chain of services (M. Lambert)
4. Did@ctic experience with PALETTE generic scenario (M. Lambert)
5. e-Prep experience with PALETTE services (N. Van de Wiele)

**Service Gallery**

**Integrate *Palette* services together**

PALETTE services were designed and developed in a way that eases their integration. In respect to generic scenarios, PALETTE services are able to form a chain of services that answers CoPs intentions. Integration of PALETTE services is completely transparent and is done respecting open standards.

**View all PALETTE services at a glimpse and get access to basic information and video presentations**

<p><b>Didactic's member need of reification</b> <i>Marie Lambert</i></p> <p>Why does a CoP of University teachers need to keep a memory of the descriptions of teaching practices and their sharing? The moderator of a CoP gives an answer and describes the context in which the collaboration with PALETTE has been lived through.</p>	<p><b>Didactic's member feedback on the use of the proposed chain of services</b> <i>Marie Lambert</i></p> <p>The evaluation of the first trials of the reification scenario and services is presented by the Didactic CoP mediator.</p>
<p><b>Chain of services proposed to answer Didactic need of reification</b> <i>Marie Lambert</i></p> <p>Presentation of the chain of services integrating AMAYA and DocReuse, designed with Didactic.</p>	<p><b>ePrep experience with PALETTE services</b> <i>Nathalie Van de Wiele</i></p> <p>Discover how the ePrep CoP has concretely used in its activities various PALETTE services in the framework of two generic scenarios: Reification, and CoP identity building and animation.</p>
<p><b>Didactic experience with PALETTE Generic Scenario</b> <i>Marie Lambert</i></p> <p>These sequences present knowledge reification scenario as it has been designed and trialled by Didactic, a University teachers' Community of Practice. The first sequence presents the activities of the CoP and their needs to keep traces of their exchanges of practices. The second presents the chain of services designed to support these activities and the third one expresses the feedback of the CoP moderator.</p> <p style="color: red; font-size: small;"><a href="#">Go back to service gallery home page</a></p>	<p style="text-align: center;"><b>Which services suit your needs?</b></p> <p style="text-align: center;">You do not know which service to start with? Fill out this questionnaire and it will help you find your way!</p> <p style="background-color: red; color: white; text-align: center; padding: 5px;"><b>Start the survey !</b></p>

**Figure 6:** Teasers referring to generic scenarios

From this page, the user can go back to the SG homepage to get access to information on the services or to the questionnaire (cf. Service Gallery survey).

## 6. From the Service Gallery homepage to printable documents

A printable documentation dedicated to the CoPs has been produced about each PALETTE tool or service. It consists in a document (either in html or odt format) combining a presentation of the product from the developer point of view and on an educationalist one. So, on the one hand, the potential user can get information on the functionalities and added value of the considered tool or service. On the other hand, he/she has access to examples and reflections given by a learning specialist. This allows him/her to see if some of these considerations can match with the CoP's needs and activities.

The printable documents are available from the SG homepage and also from each page dedicated to a specific tool or service (see above).



CoPe\_it!

This document describes Cope\_it! as seen, first by its developers, secondly by an educationalist. Both views may help you understanding of which interest the service can be for you.

**What the developer tells us about it**

**A tool for mediation and collaboration**

CoPe\_it! is first presented as an online mediation service, including support for collective argumentation and decision making. In its latest versions, the developer puts forward the fact that it's mainly intended as a collaboration service. So the field where it can be used is rather wide. Collaboration can happen through different kinds of interaction: expressing an opinion, a judgement, bringing nuances, commenting, all this leading at best to common decisions, the production of documents in the broad sense or carrying out a project. It is therefore understandable that a collaboration service has to offer its potential users among whom of course the members of a community of practice, functionalities which favour these different types of interaction. However, a difficulty crops up. It resides in the fact that this collaboration happens from a distance, with all the problems posed, for instance in a discussion, by the asynchronous character of the interactions. So apart from offering the users the possibility to put their ideas within other persons' reach, it also has to help them to realize that some interventions take place, and more widely, to help them to comprehend in different ways the development of this collaboration.

**CoPe\_it! objects and functionalities**

CoPe\_it! offers a certain amount of elements to try to confront these difficulties. Let us sum them up without going into a deep analysis of their relevancy at this point.

*Creating one's own community, one's profile and workspace*

Figure 7: Example of printable document

## **7. Conclusion**

The resources available from the Service Gallery should be useful for CoP's members and animators or anyone interested in producing and structuring documents accessible in portable formats and sharable in order to reify and capitalise knowledge or to manage learning environment or/and collaboration.

Several points of view have been illustrated here, offering not only a technocentric approach but more a user and pedagogical one. The tools and services are described in an understandable language by users that have not to be "ICT expert".

It seems to be a very good way to disseminate and capitalize information on the work done and to sustain the perennity of the efforts undertaken.