Experience from Croatia

TF-EDU virtual meeting: NRENs support to education during covid-19
Wednesday, March, 25, 2020

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Approach

- Coordinated action:
  - Ministry of Science and Education
  - CARNET
  - SRCE
  - Education and Teacher Training Agency
  - Agency for Vocation Education and Training

- National support to primary and secondary schools
  - Centralized system – centralized approach
  - Use all resources previous available
  - Headmasters virtual training room - sharing of official information

- Higher education (based on MoSE survey to HE)
  - 50% autonomous and individual approach
  - 50% SRCE supporting all universities with Moodle

Getting ready

- e-Schools pilot (2015-18)
- e-Schools roll out (2019-)
- School for Life (2018)
1st challenge: Scaling up digital infrastructure

Moodle instances (18 years)
- Central national (CARNET)
- Central HE (SRCE)
- HE institutions individual instances

Office365 (3-4 years)
- Teams, Yammer
- Reached maximum available licences (from 250,000 to 350,000)

Google Education Suite (3-4 days)
- AAI integration was made 3 days before closing the schools
- (from 0 to 50,000)

1. Original instance – exploded, had to be closed (600 new courses in 2 days)
2. NEW for primary schools
3. NEW for secondary schools

Schools choosing from three options
For students has to be one-stop shop!
2nd challenge: Scaling up AAI@edu.hr

Central AAI infrastructure
- SRCE (CARNET partially took over)
- Collapsed on the 1st day
- DDOS attack weekend before schools closed
- Passwords lost - Helpdesk 24/7

24/7
- Infrastructure and Service Development Department
- Department for User Support
- All other dpts (Education Support dpt)

500,000 users: 10x more than 1 month ago
3rd challenge: Digital materials and student equipment

Almost 50% of curriculum in digital format - digital educational resources, teaching scenarios

National TV broadcasting on 2 programmes –
- 300 hours of lessons produced each week
- Lower primary based on TV programme – 1 day of production for 1 day of content
- Video lessons for higher primary and secondary schools as a support to online tools

Student equipment:
- Equipment from schools distributed to students who lack one
- MoSE financial help (equipment and sim cards)
More challenges

Helpdesk: 24,000 questions in the first week

Vocational schools - digital materials lacking, work practice unavailable

Earthquake

Capabilities and needs:

- Cognitive 😊
- Emotional ⚡️❤️
- Physical 😕