Experiences from Slovenia

NRENs support to education during covid-19
TF-EDU virtual meeting
Wednesday, March, 25, 2020
Croatia and Slovenia: catering for e-schools

Economy of scale, demand from MoE

Infrastructure & services

- Connectivity to NREN, eduroam
- Centralized services
  - CMS, LMS, AAI (identity hosting), MMedia ...
  - National educational portal
  - Support & trainings for teachers
- Wider spectrum in CRO
  - Content
  - E-class register
  - ...

National project(s) to introduce/support ICT in schools
Slovenia The Week Before: 9-15th March

● Universities gradually closing
  ○ Generally on their own (Moodle, MS Teams),
  ○ some ask for VC tools (used to Adobe Connect, not scalable - licensing, Flash issue)
    ■ Finding their own solutions (Zoom, …)

● Decision to close schools next week, go for distance education (cross toes)
  ○ We knew infrastructure not ready for the demand (critical: Moodle, VC)
  ○ Arnes declares working from home until end of March

● MoE sets coordination with Arnes and National Education Institute
  ○ Task: Help MoE to provide support
  ○ Talks also to MS and operators (support for deprivileged)

● Hard working weekend
  ○ Central info & support portal (www.sio.si) for schools
  ○ Gathering basic advice, materials…
  ○ Moodle → expandable platform
Resources for schools

- **AAI**
  - Hosted IdP & user identity management for schools

- **Moodle**
  - Central national (ARNES)
  - Online communities & MOOCs

- **MMedia**
  - Adobe Connect (limited use)
  - WebRTC (internal meetings)
  - VoD portal with streaming
  - (just setting up Jitsi)

- **CMS** (school’s pages as comm channel)
  - Central Wordpress (ARNES)

Commercial/free tools/alternatives

- **e-Class Register for students and parents**
  - (in CRO by CARNet, SLO commercial)
  - comm with pupils, parents
  - + virtual classrooms

- **Google, Office 365 + MS Teams, Cisco Webex, (Zoom), Discord, FB**

- **OpenUp2U ?**
Activities

● Arnes
  ○ Scaling infrastructures/services
  ○ Helpdesk
  ○ Managing the SIO editorial board (communication, promotion of resources)
    ■ Inviting & connecting more experts/stakeholders
  ○ MOOCs - “how to” in teaching (Moodle, mobile devices, … online safety)

● National Education institute
  ○ Didactical support for teachers (Moodle online communities, Adobe Connect, Teams)
  ○ Materials, video guides

● Pedagogical faculties
  ○ Plan to engage students in helping
    ■ Teachers (Moodle)
    ■ Students (chat/Teams/Moodle)
Challenges - Slovenia

Monday 16. March - none of the popular services stable! (10-100x increase)

- Moodle
  - Reconfigured to cluster platform, adding servers (lent by JSI & some private companies)
  - Optimizing the Moodle platform (possible advice from Up2U team?)

- Wordpress
  - Overloaded first day (school home pages), then ok.

- Demand for VC (Adobe Connect), not scalable (licensing)

- VoD portal: 15-fold increase
  - Videos (in online classrooms, MOOC-s), plus free Slovenian films (limited time) - popular!!,
  - Short bottleneck Saturday, now OK

- AAI
  - Lots of lost/forgotten passwords; many pupils enter virtual classrooms as guests
  - User management & support: Central vs. @school