

CONTENT SEARCHER

Pain Points, Frustrations (e.g. what they're struggling with)

- Information is spread among too many different pages;
- Keeps finding copyright protected content which he cannot use in his program;

Needs & Goals (e.g. wants, hopes)

- Wants to find Wikipedia/media materials for his class;
- Find content that he can use freely however he wants;
- Create program based on open education regulations;
- Find programs / curriculums other teachers did;

Samuel
Age: 24
Role: Teacher, Volunteer
Location: Zürich, Switzerland
Tech skills: High

Wiki Projects RELATED

Hi! I'm working at... university ... Also volunteer in ... program. I have visited over 37 countries and participated in several educational programs for kids. I enjoy evenings by a campfire playing my guitar.

"Last year I participated in a program where we taught local kids. Another volunteer worked with local kids and teachers on Wikipedia and how to use it in the everyday education process. For kids, we prepared special classes on how to use this open-source media. For the teachers, we had separate sessions explaining our methodology and welcomed them into our wiki community. It was an incredible experience!"

• text

• Interested in educational projects around the world

CONTENT CREATOR (UPLOADER)

Pain Points, Frustrations (e.g. what they're struggling with)

- Can't find CTA or a link where to begin the uploading process;
- No automatic way to upload materials;
- Has to contact the OpenEdu staff via email to get access to the platform;
- Complicated form, gets lost in the process;

Needs & Goals (e.g. wants, hopes)

- Wants to use Wikipedia/media materials in class more efficiently;
- An easier way to upload materials;
- Have a place to see the status of uploaded materials;
- Be able to share and receive reviews from colleagues;

Dorian
Age: 39
Role: Teacher
Location: Bern, Switzerland
Tech skills: Medium

Platform OpenEdu.ch RELATED

Hi! I'm working as a Biology teacher at ... college in Bern...

"I prepare long hours for each of my classes. When the theme is new, I want my students to be fully involved in the process of learning and researching. Part of our work is to find material online and let them discover 60% of the material on their own. Here is where wiki comes first. What I want is to be sure that the material uploaded works on a platform up to date and easily discoverable for our community."

Right now the uploading process is too complicated and I want a clearer form to upload materials. I struggled the first time to find out how to do it! And it took me some time to figure out how to fill out all the forms."

• Not sure which platform to use to upload materials;

• Currently has small a professional blog and a YouTube channel but struggles reaching the audience he could;

• Creates great materials for his class and wants to share them with the colleagues;

• Supports the Open Education movement and wants to contribute;

CONTENT MODERATOR

Pain Points, Frustrations (e.g. what they're struggling with)

- Has to manually edit the content;
- Uploaded materials are sent directly online which creates a huge pressure to be fast editing;
- Has to manage new Creators via email to give access;
- Creators misuse the filters;
- Problem with the licensed content people upload;
- Links not working;
- Has to manually check for constantly appearing duplicates

Lia
Age: 23
Role: Volunteer at OpenEdu.ch
Location: Luzerne, Switzerland
Tech skills: Medium

Platform OpenEdu.ch RELATED

Hi! I'm working at... and also volunteering for OpenEdu.ch project at the Certification Committee;

"I prepare long hours for each of my classes. When the theme is new, I want my students to be fully involved in the process of learning and researching. Part of our work is to find material online and let them discover 60% of the material on their own. Here is where wiki comes first. What I want is to be sure that the material uploaded works on a platform up to date and easily discoverable for our community."

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CONTENT SEARCHER

Pain Points, Frustrations (e.g. what they're struggling with)

- Filters and hashtags are never right;
- Searching different web pages individually for materials takes a lot of time;
- Outdated information;
- Not sure if the source is trustworthy;

Needs & Goals (e.g. wants, hopes)

- Wants to find information about similar projects around her area;
- Find relevant materials;
- Communities to talk and ask questions about her project;
- Fast search;

Sofia
Age: 21
Role: Student, Barista
Location: Lausanne, Switzerland
Tech skills: Medium

GENERAL RELATED

Hi! I'm a student at... University, chemistry faculty. This year I will be writing my thesis on antibiotic characteristics of forest berries and plants. I also work shifts at the local coffee shop. I have a little dog and we love hiking.

• Would normally use common search choices to find materials, spends a lot of time in the library;

• Has no time to spend on long search sessions;

CONTENT CREATOR (UPLOADER)

Pain Points, Frustrations (e.g. what they're struggling with)

- Has to contact the OpenEdu staff via email to get access to the platform;
- Complicated form, gets lost in the process;
- No guidance or advice;
- Material doesn't fall under existing categories;
- Has to write emails to OpenEdu about content removal after completion of the program;

Margareth
Age: 53
Role: Professor
Location: Zürich, Switzerland
Tech skills: Low

Platform OpenEdu.ch RELATED

Hi! I'm working as a Biology teacher at ... college in Bern...

"Once or twice we're launching one or two programs for winter and summer breaks like a workshop, open lectures and competitions. We support open education and are happy to see participants coming from other cantons."

• Currently, using University webpage and social media to spread the word.

"Open Education seeks to scale educational opportunities by taking advantage of the power of the internet, allowing rapid and essentially free dissemination, and enabling people around the world to access knowledge, connect and collaborate. Open is key; open allows not just access, but the ability to modify and use materials, information and networks so education can be personalized to individual users or woven together in new ways for large and diverse audiences."

A platform where is easy to find initiatives of open education at national and international levels: easily identify open education initiatives at national and international levels: projects, training opportunities, dedicated events and news discover the pedagogical and educational opportunities these projects have to offer discover all professional updating opportunities find out how to improve your European Key Competences thanks to these projects identify who is involved in the projects and internationally promotes open education learning systems (partners) you will also detect theoretical supports and links to documents and reports from the open education world