

RWTH AACHEN UNIVERSITY

BOOST PROJECT

BUSINESS PERFORMANCE IMPROVEMENT THROUGH INDIVIDUAL
EMPLOYEE SKILLS TRAINING

User Guide

May 13, 2014

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1 What is BOOST?

BOOST stands for Business performance improvement through individual employee Skills Training. Small and micro enterprises have a decreasing participation in vocational education and training. BOOST prototype supports employees in training activities and facilitates their personal development. BOOST integrates methodologies and tools from the BeCome and ROLE projects [1]. These will enable enterprises with less than 20 employees to identify their critical business needs and then also to find appropriate and customized learning resources to meet these needs.

Three different user's roles are distinguished: manager, employee and trainer. They have different characteristics, needs and goals.

The manager is interested to monitor learning progress of his/her employees, specify business goals and manage learning resources and learning levels of employees. The trainer needs to have the possibility to transfer knowledge to employees, identify learning indicators and provide description to them. The employee requires an intuitive personalized learning environment which is simple to manipulate. The employee needs also to monitor his/her learning progress and be able to store learning documents to his/her personal learning environment.

1.1 Sign in

During the registration process an employee, trainer, manager role is assigned to the user. These roles can be combined. For example, a manager can be at the same time a trainer and an employee. In order to start working with the Boost platform, user have to *Sign In* to the ROLE system.

How to sign in:

Step 1 Click on *Sign In* menu item (please see Figure 1).

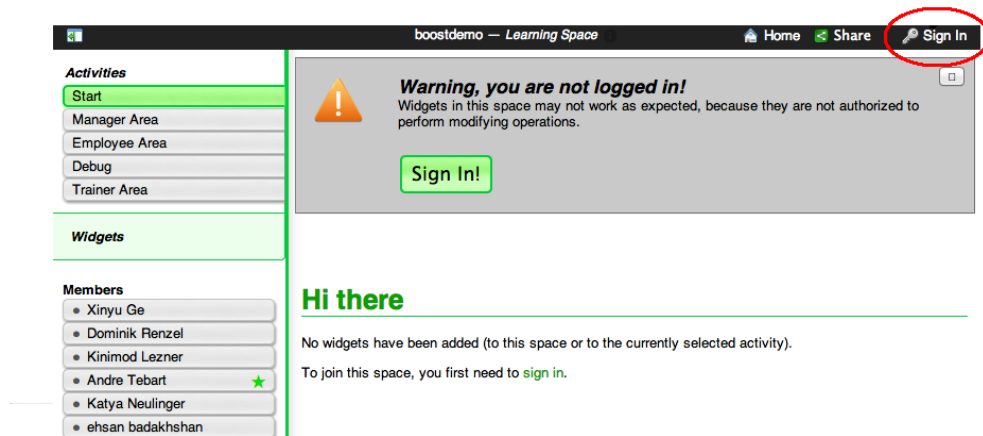


Figure 1: Boost Sign In Part 1.

Step 2 Choose google or test account. For the test account provide username: testuser and password: roleabdc. (Please see Figure 2)

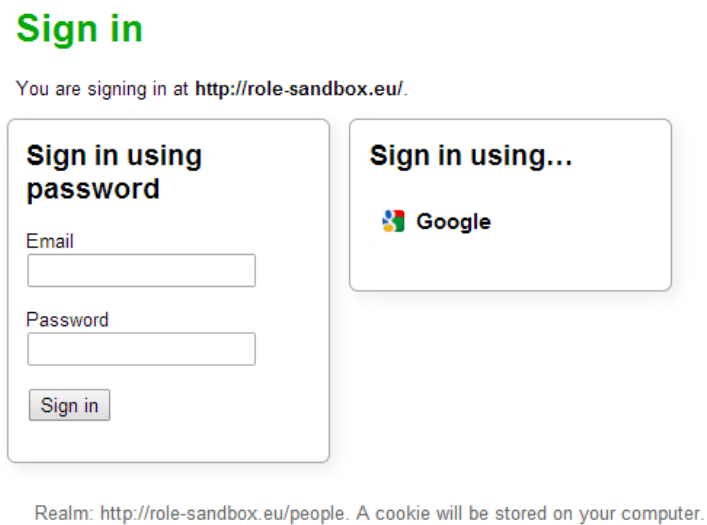


Figure 2: Boost Sign In Part 2.

Help After you have entered the ROLE space you can use the  button on

the top menu of any widget to see a description how to use the widget.

2 Manager's Area

This area is designed for the use by a manager (Figure 3). Three widgets are presented: Business Goals, Learning Progress and Business Employees. In this area user can define business goals, add and modify employees, monitor learning progress.

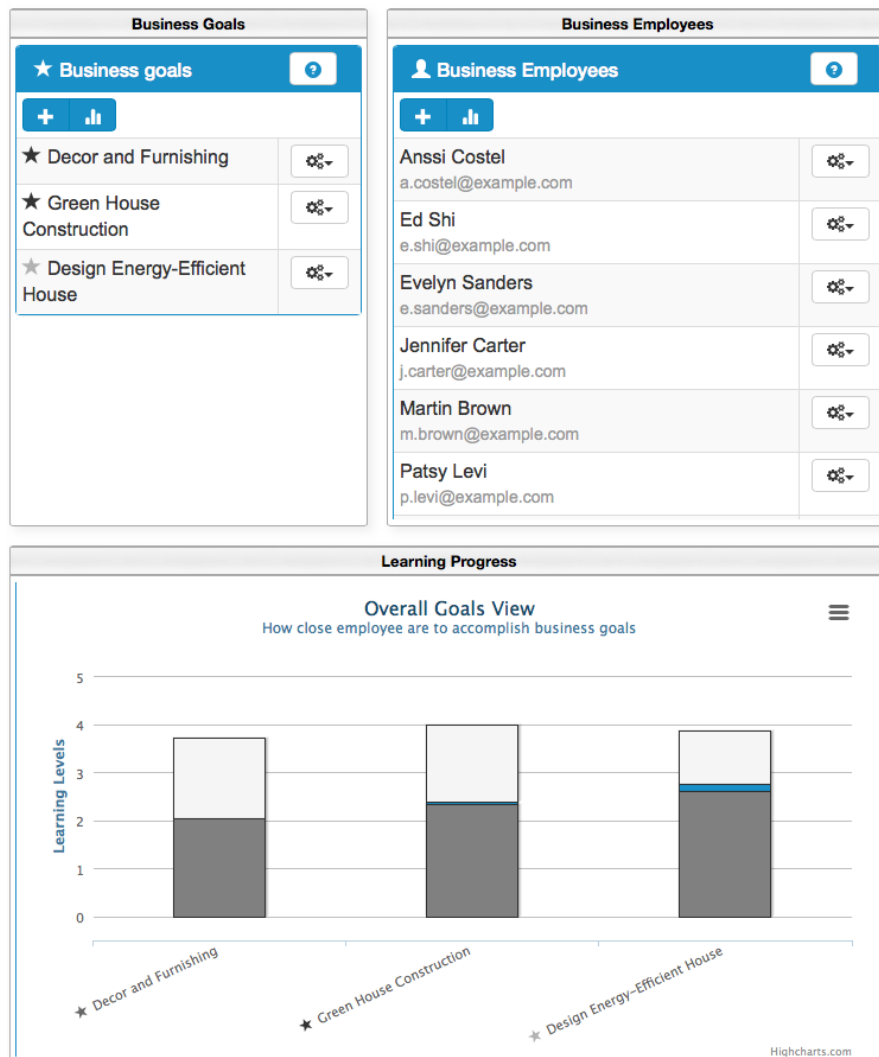


Figure 3: Manager's Area.

2.1 Business Goals

Business Goals widget (please see Figure 4) was created to help manager organize business goals. In this widget manager can define goals, edit, delete and add learning indicators, assign priorities to goals.

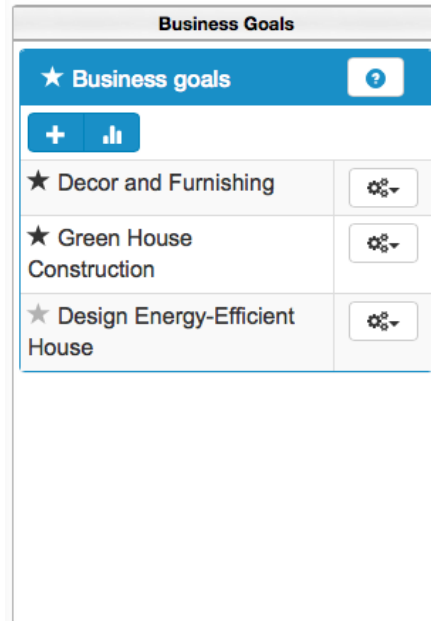



Figure 4: Business Goals.

2.1.1 Add a New Goal



Step 1 Click on the button  The new modal opens (please see Figure 5).

Step 2 In the new modal enter a name and description.

Step 3 Assign priority by clicking on the button 

Step 4 Enter at least one learning indicator by entering name in the text field on the right side of the button 

Step 5 Add additional learning indicators by clicking on the button 

Step 6 Click on the  button to save changes or click on the  button to cancel changes.

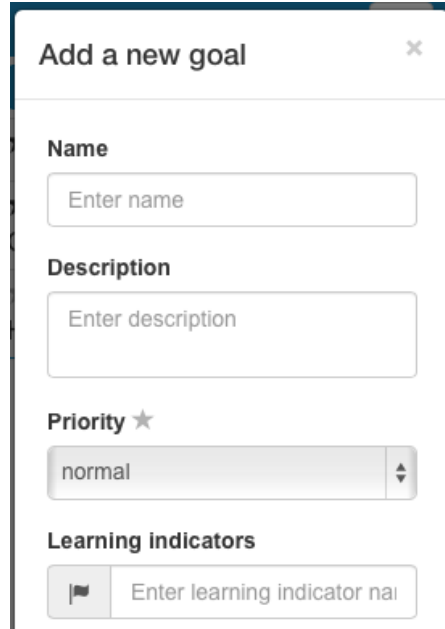

A modal window titled "Add a new goal" with a close button (X) in the top right corner. The form contains four sections: "Name" with a text input field labeled "Enter name"; "Description" with a text input field labeled "Enter description"; "Priority" with a dropdown menu showing "normal" and a star icon; and "Learning indicators" with a text input field labeled "Enter learning indicator name" and a small icon of a notepad and pencil.

Figure 5: Create a New Goal

2.1.2 View and Update a Goal

Click on the button  to open menu with the functionality to edit, delete and show graph for specific goal.

Step 1 Click on the button  The new modal opens (please see Figure 6).

Step 2 In the new modal you can edit name, description or priority. Add or delete learning indicators.





Step 3 Click on the button  to save changes or click on the button  to cancel changes.

Figure 6: Edit a Goal

2.1.3 Delete a Goal

Step 1 Click on the button  to delete a goal. The new modal opens (please see Figure 7).

Step 2 Click on the button  to delete a goal or click on the button  if you do not want to delete it.

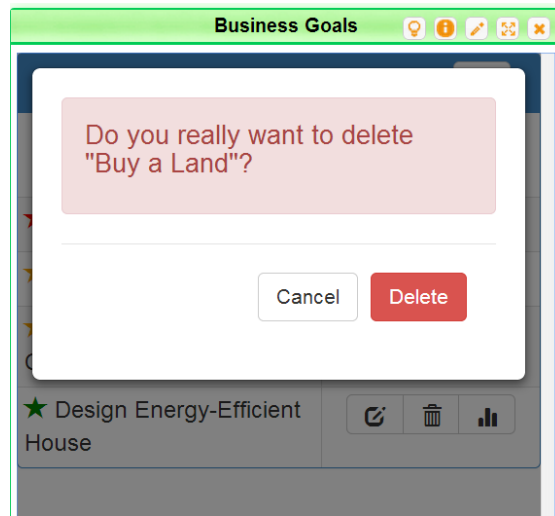


Figure 7: Delete a Goal

2.1.4 View Learning Progress



Click on the button to view the overall learning progress of all business goals on the Boost Progress widget.



Click on the button to see the progress of specific business goal on the Boost Progress widget.

2.2 Business Employees

In the Business Employees the manager (please see Figure 8) widget can add and edit employees, assign goals to them and adjust their learning levels.

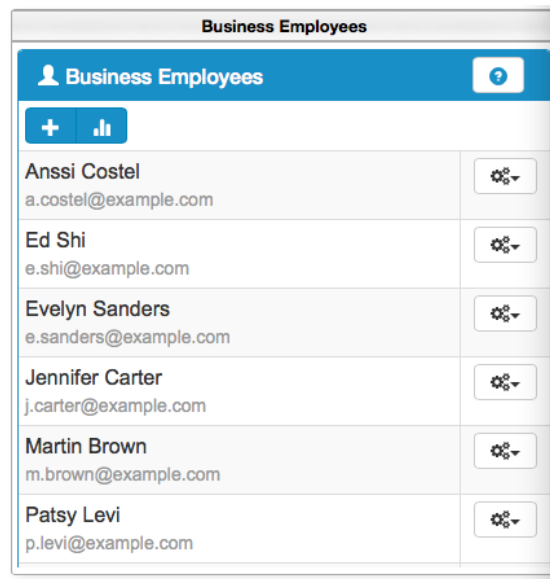





Figure 8: View Employees

2.2.1 Add a New Employee

Step 1 Click on the button . The new modal opens (please see Figure 9).

Step 2 In the new modal enter a name and email.

Step 3 Click on the  button to save changes or click on the  button to cancel changes.

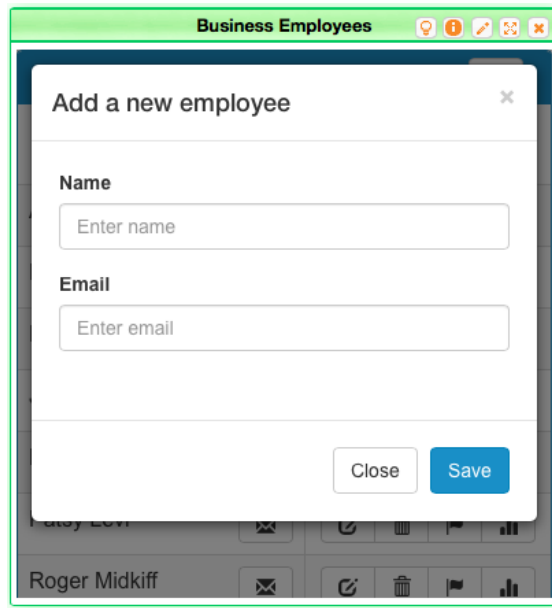


Figure 9: Create a New Employee

2.2.2 View Learning Progress




Click on the button to view the overall learning progress of all employees on the Boost Progress widget.





Click on the button to see the learning progress of specific employee on the Boost Progress widget.

2.2.3 View and Update an Employee

Click on the button  to open menu with the functionality to edit, delete and show graph for specific employee.

Step 1 Click on the button  A new modal opens (please see Figure 10).

Step 2 In the new modal edit a name and description.

Step 3 Click on the  button to save changes or click on the  button to cancel changes.

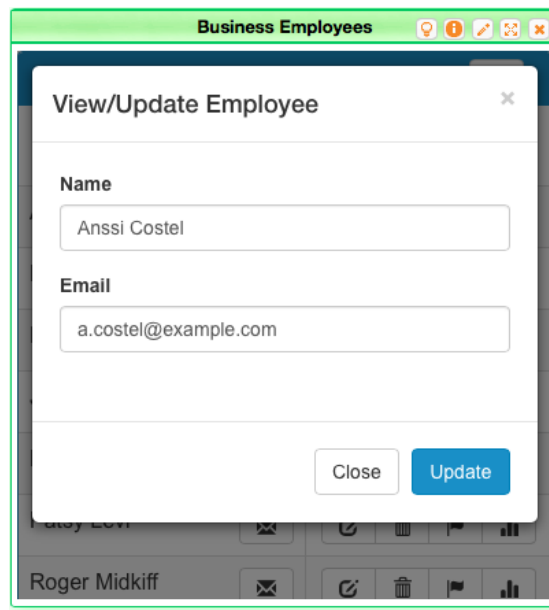





Figure 10: View and Update an Employee

2.2.4 Delete an Employee

Step 1 Click on the button  to delete an employee. A new modal opens (please see Figure 11).

Step 2 Click on the button  to delete an employee or click on the button  to cancel it.

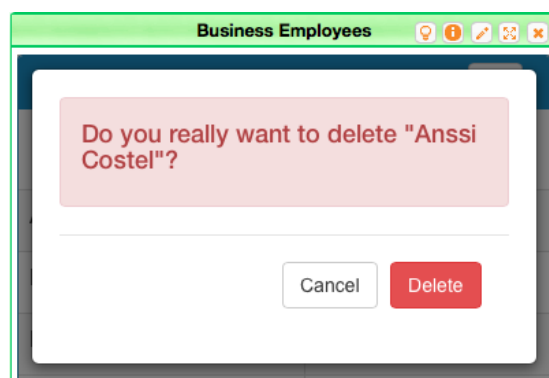


Figure 11: Delete an Employee

2.2.5 Send email to an Employee



Click on the button to send email to the user.

2.2.6 Assign Goal to an Employee



Click on the button to assign goals and adjust learning levels of an employee. The new modal opens (please see Figure 12).

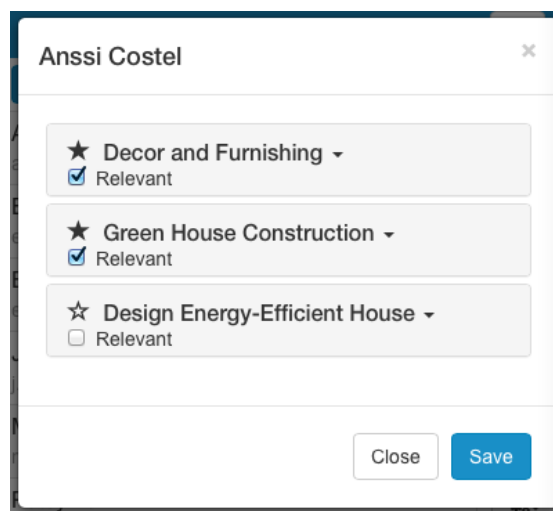


Figure 12: Assign Goals

Step 1 Click on the check box ☒ Relevant to assign or remove a goal to an employee.

Step 2 Click on the button to save changes or click on the button to cancel changes.

2.2.7 Adjust Learning Levels

Step 1 Click on the goal name to adjust learning levels.

Step 2 Click on the check box ☐ Relevant to assign or remove a learning indicator to an employee.

Step 3 If the learning indicator is relevant. You can adjust Start, Current and End levels of each learning indicator according to the following description:

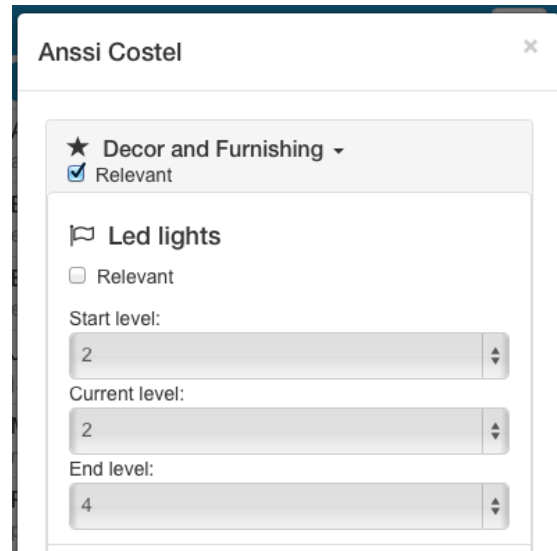


The screenshot shows a web interface titled 'Anssi Costel'. Under the 'Decor and Furnishing' category, which is marked as 'Relevant', there is a sub-section for 'Led lights'. This sub-section also has a 'Relevant' checkbox. Below this, there are three input fields for setting learning levels: 'Start level' is set to 2, 'Current level' is set to 2, and 'End level' is set to 4. Each input field has a small up/down arrow icon on its right side.

Figure 13: Adjust Learning Levels

- Level 0: I have not started to address the skills / knowledge required for this indicator.
- Level 1: I have started to try to address the skills / knowledge for this indicator but need more time / support to make progress.
- Level 2: I feel that I have acquired some skills / knowledge and am aware of the progress I have made with regards to this indicator but feel that I need to learn more before I can put into practice on the job.
- Level 3: I feel that I have acquired significant skills / knowledge for my current job role and have started to put into practice on the job.
- Level 4: I feel that I have acquired significant knowledge of these skills for my current job role but for future development within the company, I recognise that I can develop further.
- Level 5: I feel confident enough in using these skills and knowledge so that I could support a few colleagues with regard to these?

Step 3 Click on the  button to save changes or click on the  button to cancel changes.

2.3 Learning Progress


The Learning Progress widget was created to monitor business goals progress and employees competence. It works together with the Business Goals and Business Employees. By default Overall Employee view is shown.

If current view is Overall Employee View: average learning progress of all employees will be shown. In this view you can:

- Change current view to the Overall Business Goals by clicking on the chart.
- To see the average learning progress on goals of particular employee click on the employee bar accordingly.
- To see the learning progress on learning indicators of particular employee click on the goal bar.
- To come back to previous step click on the chart.

If current view is Overall Business Goals: average learning progress on all goals will be shown. In this view you can:

- Click on the chart to change view to the Overall Employee View.
- Click on the goal bars to see the average learning progress of all employees on learning indicators.
- To come back to previous step click on the chart.

To export graph view in PNG, PDF or JPEG formats click on the  icon.

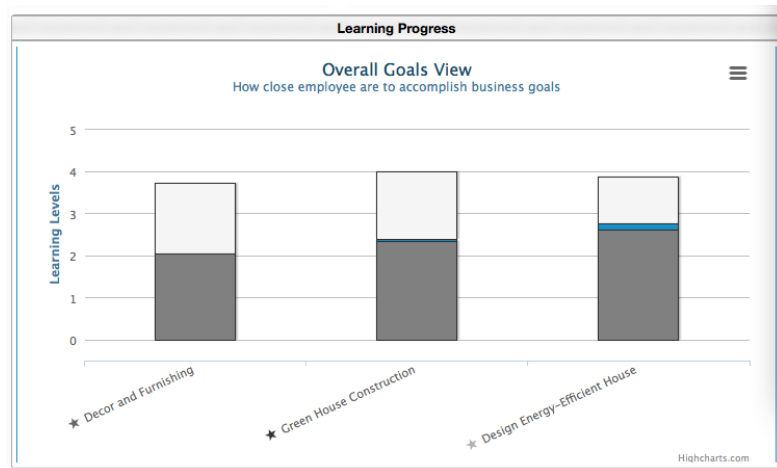


Figure 14: Overall Learning Progress of Goals

3 Employee's Area

This area is designed for the use by employees. It consists of four widgets Boost Search, Learning Repository, Learning Progress and Boost Viewer. (Please see Figure 15).

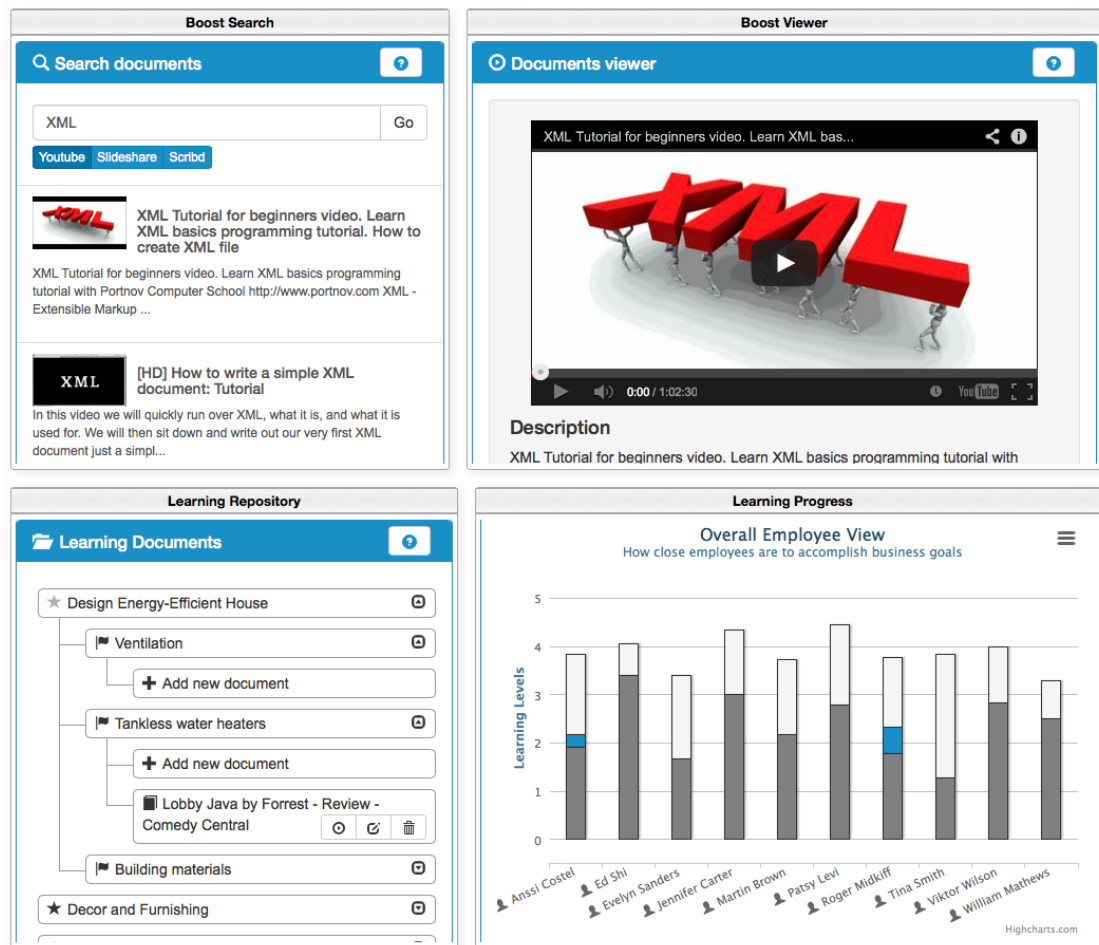


Figure 15: Employee's Area

3.1 Boost Search

This widget was created as a search engine to help employees to find learning materials. (Please see Figure 16).

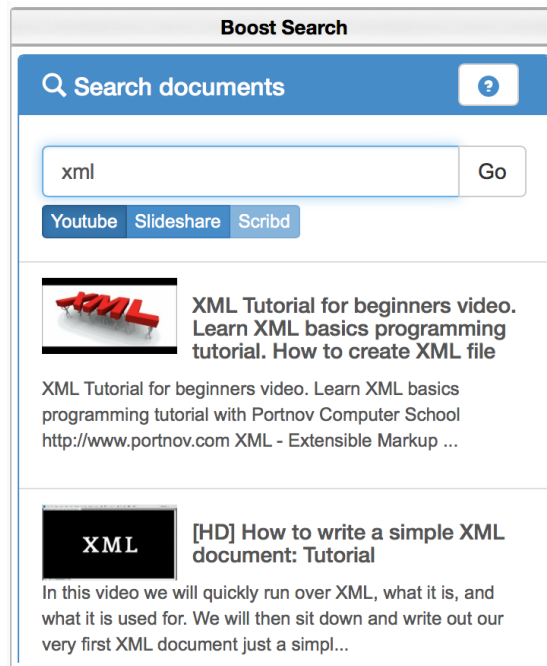


Figure 16: Boost Search

Step 1 To choose learning repository click on **Youtube Slideshare Scribd** tabs under the input field. In this example, YouTube is selected. Slideshare enabled and Scribd is disabled. The trainer or manager decides which learning repositories are available for employees.

Step 2 Enter keywords in the input field and click on the *Go* button.

Step 3 To view learning document click on it. The view will be shown straight away in the Boost Viewer widget. (Please see Figure 17).

3.2 Boost Viewer

This widget was created to show the learning materials that the user finds on the Boost Search widget or on the Learning Repository widget. (Please see Figure 17).

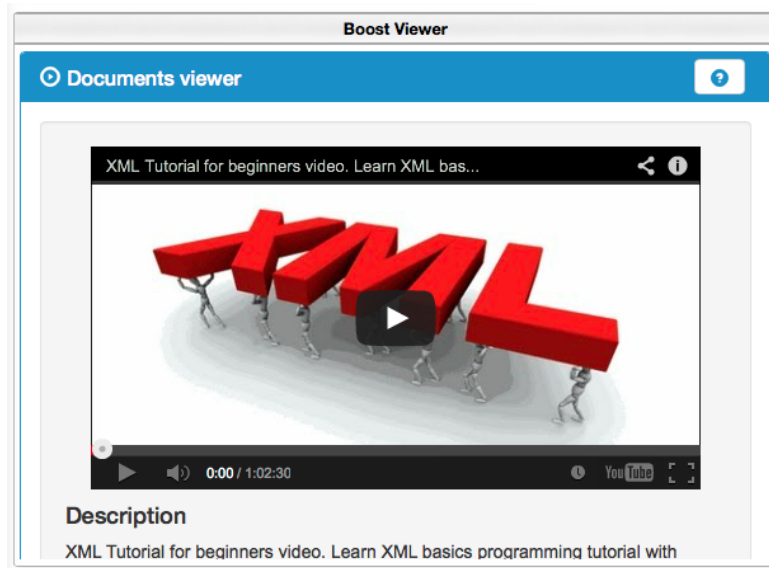


Figure 17: Boost Viewer

3.3 Learning Repository

This widget was created to help organize learning materials. User can review and add new learning documents assigned to the goal and learning indicators. (Please see Figure 18).

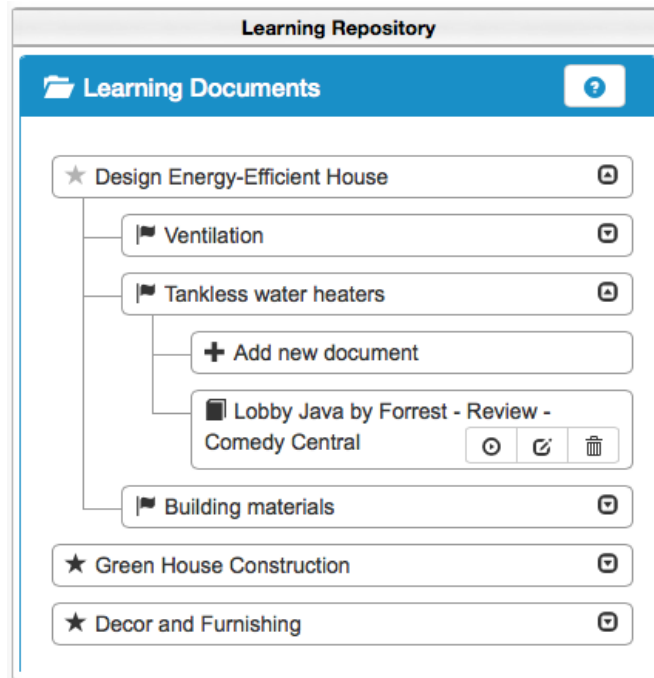

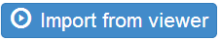





Figure 18: Learning Repository


Step 1 To see the list of learning indicators assigned to the goal click on its name.

Step 2 To see the list of learning documents assigned to particular learning indicator click on its name.

Step 3 To add new learning document click on  menu item. In the Add a new Learning Document view you can import name, description and url from the Boost Viewer widget by clicking on  button or enter it in appropriate text fields.

Step 4 Click on the  button to save changes or click on the  button to cancel changes.

Step 5 Click on the  to display a learning document in the Boost Viewer widget.

Step 6 Click on the  if you want to delete a document.

3.4 Learning Progress

Please see the description of the Learning Progress widget in the Manager's Area section.

4 Trainer's Area

In the Trainer's Area (please see Figure 19) user can enable or disable access to the learning repositories, add description to learning indicators, work with Boost Search widget and add learning materials to learning repository.

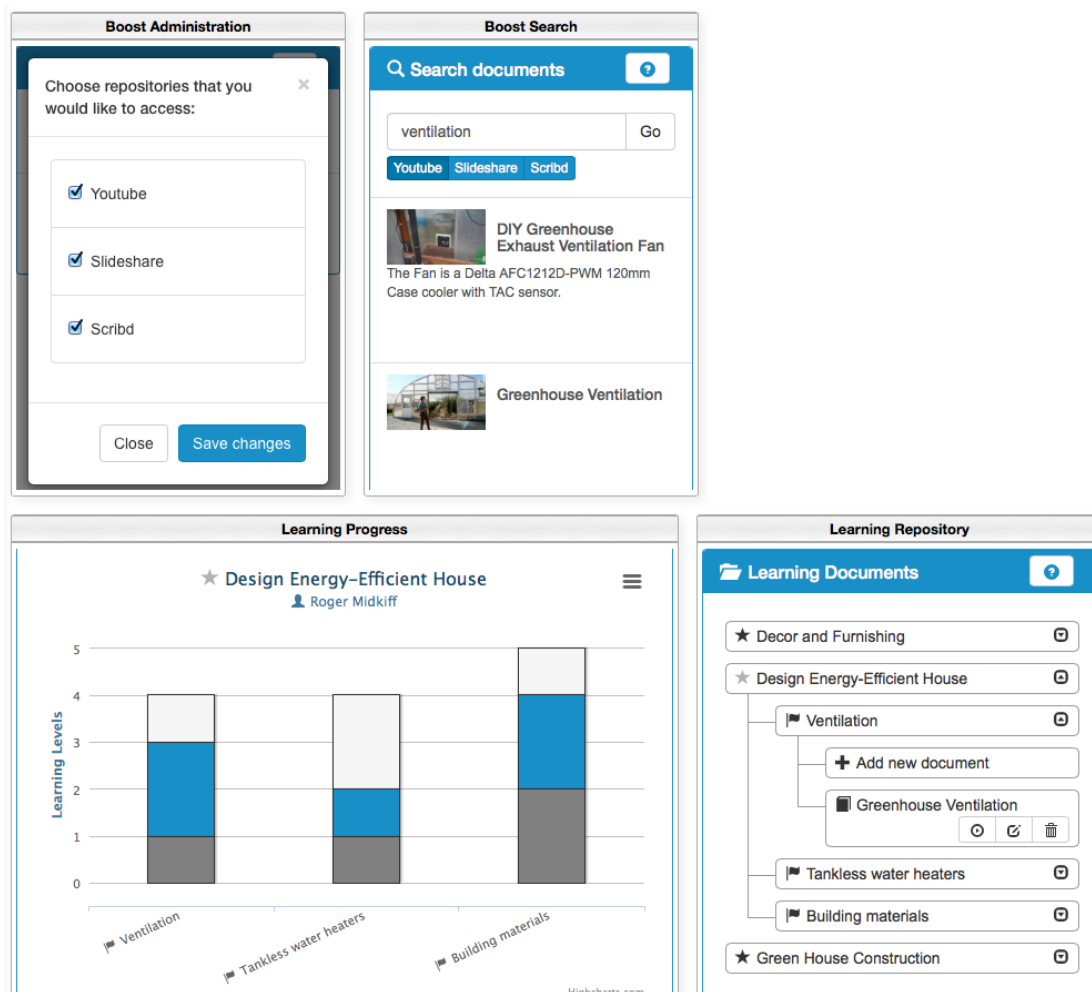


Figure 19: Trainer's Area.



4.1 Boost Administration

Boost Administration widget was created to help trainer manage Learning Repositories and add description to Learning Indicators.

4.1.1 Manage Learning Repositories

Step 1 Click on the Manage Learning Repositories menu item. The new modal opens (please see Figure 20).

Step 2 In the new modal check in learning repositories that will be available in the *Boost Search* widget.

Step 3 Click on the button  to save changes or click on the button  to cancel changes.

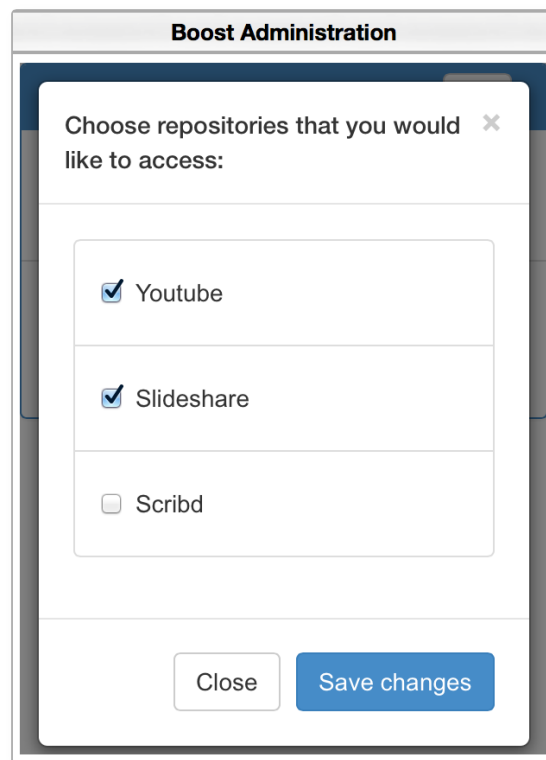




Figure 20: Manage Repositories.



4.1.2 Assign Description (keywords) to Learning Indicators

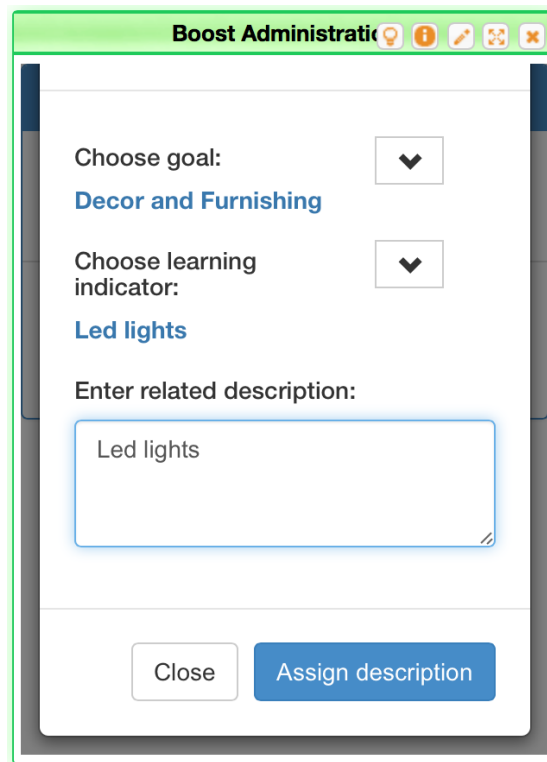
Step 1 Click on the Assign description to LI's menu item. The new modal opens (please see Figure 21).

Step 2 In the new modal first select the Goal by clicking on the  button.

Step 3 Then select the learning indicator to which you want assign description by clicking on the  button.

Step 4 Enter description (keywords) in the input field.

Step 5 Click on the button  to save changes or click on the button  to cancel changes.



The screenshot shows a modal window titled "Boost Administrative" with a green header bar. Inside the modal, there are three sections: "Choose goal:" with a dropdown menu showing "Decor and Furnishing", "Choose learning indicator:" with a dropdown menu showing "Led lights", and "Enter related description:" with a text input field containing "Led lights". At the bottom of the modal, there are two buttons: "Close" and "Assign description".

Figure 21: Assign Description to LI's.

4.2 Boost Search

Please see the description of the Boost Search widget in the Employee's Area section.


4.3 Boost Viewer

Please see the description of the Boost Viewer widget in the Employee's Area section.

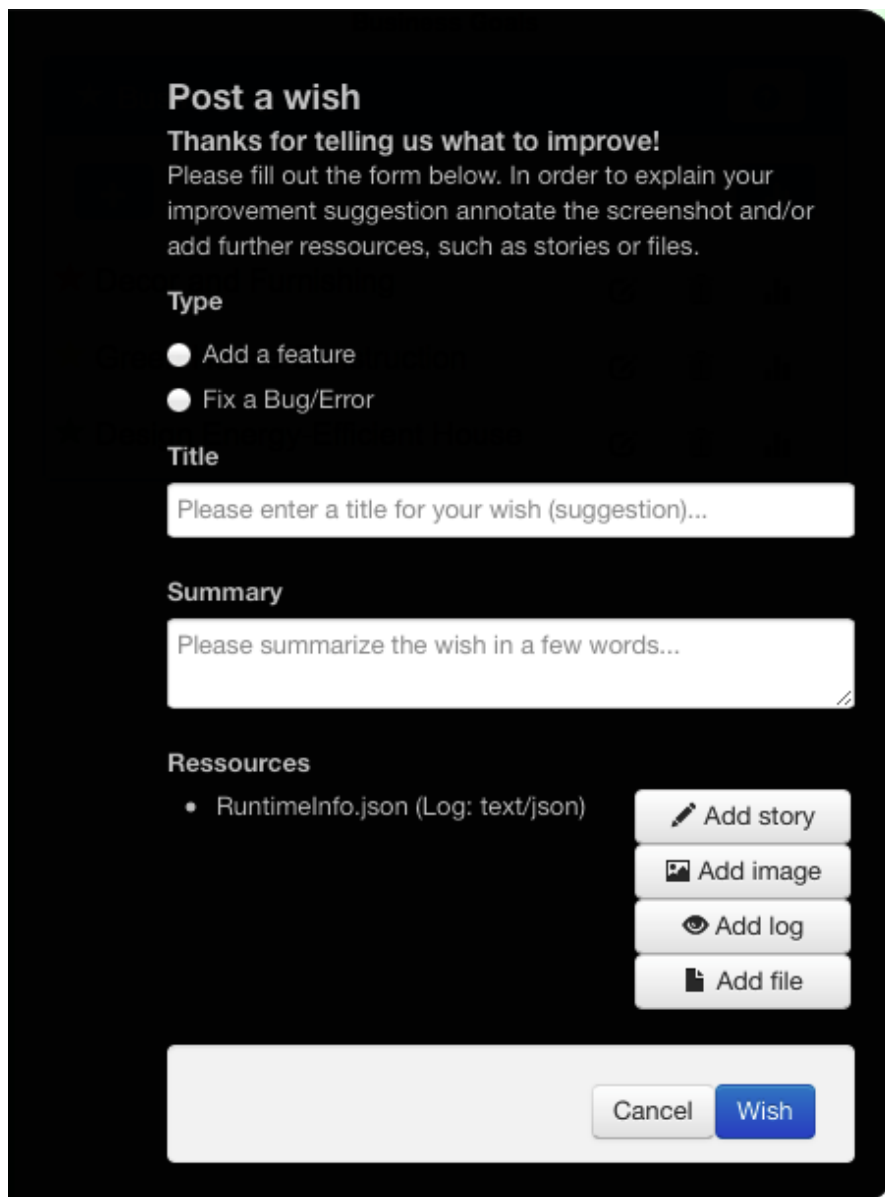
4.4 Learning Repository

Please see the description of the Learning Repository widget in the Employee's Area section.

5 Requirements Bazaar

Requirements Bazaar [2] is a platform for end-users and developers to elicit, negotiate, and prioritize requirements together. It was developed to help understand user needs and improve system realization. If you have suggestion, improvement or have found a bug please click on on the top-right menu item  of a widget. A new view will appear (please see Figure 22).

5.1 How to submit a requirement or improvement



Post a wish

Thanks for telling us what to improve!
Please fill out the form below. In order to explain your improvement suggestion annotate the screenshot and/or add further ressources, such as stories or files.

Type

☐ Add a feature
☐ Fix a Bug/Error

Title





Please enter a title for your wish (suggestion)...

Summary

Please summarize the wish in a few words...

Ressources

- RuntimeInfo.json (Log: text/json)

 Add story
 Add image
 Add log
 Add file



Cancel Wish

Figure 22: Post a Wish to Requirements Bazaar

Step 1 Choose a type of your wish: Add a feature or Fix a Bug/Error.

Step 2 Enter title and summary of your requirement.

Step 3 Add resources to your wish: story, image, log, file.

Step 4 Click on the  button to submit your wish to the Requirements Bazaar or click on the  button to cancel changes.

References

- [1] Sten Govaerts, Katrien Verbert, Daniel Dahrendorf, Carsten Ullrich, Manuel Schmidt, Michael Werkle, Arunangsu Chatterjee, Alexander Nussbaumer, Dominik Renzel, Maren Scheffel, Martin Friedrich, Jose Luis Santos, Erik Duval, and Effie L.-C. Law. Towards responsive open learning environments: the role interoperability framework. In *Proceedings of the 6th European conference on Technology enhanced learning: towards ubiquitous learning*, EC-TEL'11, pages 125–138, Berlin, Heidelberg, 2011. Springer-Verlag.
- [2] Dominik Renzel, Malte Behrendt, Ralf Klamma, and Matthias Jarke. Requirements bazaar: Social requirements engineering for community-driven innovation. In *RE*, pages 326–327. IEEE, 2013.