

# WORK OF ART

## DRAFT PORTAL SPECIFICATION FOR INTERNAL USE

### 1. INTRODUCTION

#### 1.1. CONTEXT

Over the last few years museums worked hard to **enhance the museum visitors' experience**. Among various initiatives we can find educational interventions.

The most influential and most important of the training initiatives is ECHOCAST<sup>1</sup> project which aim is to provide a complex soft-skills face-to-face training for MVST. The ECHOCAST project does not include the language skills which seem to gain in importance over the last years. The WORK OF ART project's aim is to research and define: if and to what extent the language skills should be enhanced.

#### 1.2. CHALLENGE

As the "Work of art" research shows most MVST are unable to communicate in foreign languages, and are afraid of trying<sup>2</sup>. On the other hand museums point out language skills as very important as they have more and more foreign visitors and MVST seems to be a group the most exposed to the interaction with them.

Providing a language training among MVST is challenging. As we know from our research these are the most important traits to consider:

- most MVST (Gallery Assistant - our main target group) work shifts;
- most MVST (Gallery Assistant - our main target group) are 40-55 years old;
- most MVST (Gallery Assistant - our main target group) work in the same museum for a "long" period;
- the ICT skills of MVST are basic or none.
- many museums don't have money to provide a training course in foreign language (the ECHOCAST seems to be freezed because of lack of financial support for the face-to-face training events).

#### 1.3. WORK OF ART APPROACH

After the research and several in-loco observations and interviews in museums we recommend a mixed/blended solution to language training for MVST:

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<sup>1</sup> <http://www.echocast.komunariko.at/>

<sup>2</sup> [http://www.workofart-project.eu/?page\\_id=14](http://www.workofart-project.eu/?page_id=14)

- face-to-face training programme
- on-line portal with materials for self-study

## 2. ON-LINE PORTAL

Considering all the MVST traits, we recommend to provide them with one, well-designed on-line environment where they can find useful, engaging and context-based activities.

### 2.1. USERS

There are four groups to use the portal:

- MVST learning foreign languages
- language teachers and trainers to search for the materials, plans and guidelines for language courses/lessons
- portal administrator
- portal content responsible [adding resources and define to which category they belong (language, simulation or exercise, work path) / linking simulation with complementary exercises / adding resources for teachers]

### 2.2. THE CONTENT

For the learner:

- museum context-based simulations
- museum context-based vocabulary and grammar exercises to memorize new structures
- in the next release - exercises you can do in pairs/groups with other people logged in on the platform
- vocabulary corpus dictionary
- recorded lessons
- materials in mp3
- index cards, flashcards

For the teacher a library with:

- the course guidelines
- language programme
- lessons scenarios
- resources for the lessons

## 2.3. THE PLATFORM

- each registered user has a profile
- the user can see who is logged in
- teachers can become students as well
- students achievements are registered and rewarded (points, levels, badges) and displayed in the profile
- student choose the language and then the learning path (all/security guards/gallery assistant etc.)
- at the end of the path student can print out certificate recognizing his achievements (amount of simulations and exercises)
- each simulation is connected with several complementary exercises which you can do before or after the simulation
- student can use the portal without registering but then the achievement will be not recognized/stored
- possibility to communicate within the portal (teacher, students) - inner mail system with a copy to e-mail address
- materials are organized in thematica categories (cloakroom, exhibitions, tickets, toilets) and so users can search for them

## 2.4. OTHER

The code of the platform should be opened to enable adding features in the future.

## 3. IMPORTANT THINGS TO CONSIDER

**3.1. The most important - we have to decide if we want to build a repository or more an e-learning platform.**

3.1. Such a big portal need a server, address, someone who takes care about it so there should be an institution responsible for the maintanance over the years and after the project?

## **DONT'S**

No live sessions within the portal

Teachers and students are not able to add new resources - they can only use them