

Fact Sheet

<p>Product Name: Please include Version and Release date</p>	<p>name: factline Community Server (FCS) <i>version: continuously updated</i> <i>release date: 1999</i></p>
<p>Name of Supplier: Organisation behind main development/supply of product</p>	<p>factline Webservices GmbH Praterstraße 15/3/22 1020 Vienna Austria, Europe website: www.factline.com</p>
<p>Name of client organisation(s)</p>	<p>University of Applied Sciences Burgenland, Master's program "Applied Knowledge Management" Campus 1 7000 Eisenstadt Austria, Europe website: www.fh-burgenland.at <i>in German:</i> <i>Fachhochschulstudiengänge Burgenland,</i> <i>Magisterstudiengang "Angewandtes Wissensmanagement"</i></p>
<p>Type of client organisation(s): SME, University, Public Agency etc</p>	<p>university of applied sciences</p>
<p>Activity Sector(s) covered by case study: Medical, Finance/Banking, Telecom etc</p>	<p>higher education</p>
<p>Number of users: please specify if users were grouped in multiple organisations</p>	<p>32</p>
<p>List of relevant keywords to be added to the document's metadata</p>	<p>blended learning, e-learning, e-portfolio, knowledge management, university of applied sciences, factline Community Server, FCS</p>

**E-Portfolios for students of the Master's program
"Applied Knowledge Management" in Eisenstadt, Austria**

In February 2006, 32 graduates studying "Applied Knowledge Management" at the University of Applied Sciences Burgenland were provided with their personal, yet blank, e-portfolio. During the following months, each student adapted his/her e-portfolio in style and colour according to his/heir personal needs and familiarized himself/herself with the functions of the solution factline Community Server (FCS).

Executive summary

The Master's program "Applied Knowledge Management" (in German: Magisterstudiengang "Angewandtes Wissensmanagement") at the University of Applied Sciences Burgenland (in German: Fachhochschulstudiengänge Burgenland) qualifies students as knowledge professionals.

The emphasis of the course is on organisation of explicit knowledge as well as on management of communities of practice. Classes follow a blended learning approach which is supported by a network of 8 web-based platforms for communication and information up- and download called "Campus IB" (see www.campusib.fh-burgenland.at). As a result, the technologies used to facilitate the blended learning processes are at the same time an integral part of the curriculum. Thus, the concept of e-portfolios seemed particularly appropriate. Subsequently, the 32 students of the Master's course were provided with a tool to create their own e-portfolio. The e-portfolios as well as "Campus IB" are based on the software factline Community Server (FCS).

The approach

The concept of e-portfolios was presented to the Master's program "Applied Knowledge Management" by showing how an employee of the company factline Webservices Ltd. used the already existing system factline Community Server (FCS) to create her own e-portfolio (see <http://gamsriegler.factlink.net>). The idea of incorporating e-portfolios into the curriculum in its own right and as a method in use was welcomed by faculty members.

Considering the fact that the client already possessed a server license, which granted infinite use of the system, no additional implementations were necessary from a technical point of view. Within a few days, all 32 students of the Master's program "Applied Knowledge Management" were provided with the tool factline Community Server (FCS) to create their own e-portfolio.

factline offered support for the project coordinator as well as the new e-portfolio owners. Moreover, the company assisted in creating the concept for the pilot project which is primarily concerned with gaining information on how students use the system for their own needs in order to derive knowledge on how the FCS needs to be modified in the future.

During the first few months of the pilot project, the students were asked to familiarize themselves with the various functions of the system and to adapt their e-portfolios in style and colour according to their needs. The overall target was to present a startpage at the end of the semester. Then, the students were shown how to present their first seminar paper in hypertext on their e-portfolio.



figure: screenshots of e-portfolios of some students

Results

The e-portfolios have now become a personal, self-administered knowledge space for their "owners". They are ideally suited for web-based workspaces, for communicating with geographically distributed team members as well as to present study related topics to one's professional and private environment. As such, some of the students already feel very proud of their e-portfolio especially if they use it for professional purposes. This is something the overall learning environment "Campus IB" did not accomplish.

Moreover, the factline e-portfolios allow students to establish a personal "access portal" to content on "Campus IB" by referencing and/or fully integrating its information on their e-portfolios (see www.factline.com/227742.0).

Finally, the e-portfolio gave the students the opportunity to gain expertise in dealing with the tool factline Community Server (FCS) and its functions which, in turn, has already had a positive effect on the quality of distance learning.

During the next semester the students will be asked to develop a detailed concept for structuring public, private and professional content on their e-portfolios. As the work with the e-portfolios is an integral part of the curriculum the presentation of the e-portfolio is intended to play an essential role during the diploma examination.

About factline Webservices Ltd.

factline Webservices Ltd. has specialized in distributed knowledge work. Since 1999, the company has been continuously modifying the software "factline Community Server (FCS)". The FCS is ideally suited for learning infrastructures of educational institutions and for project communication in cross-organizational projects. To learn more about the factline e-portfolio solution please visit www.factline.com/216915.0.

In the course of co-operations with the University of Vienna and the University of Applied Sciences Burgenland, the first e-portfolios have been launched based on the FCS.

factline is located in Vienna. Currently, the team consists of two chief executive officers and six employees.

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