

Interoperability between the new open e-learning platforms: an intelligent answering machine

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Acknowledgement

- Spanish Science and Education Ministry
- Spanish National Plan I+D+I 2004-2007
- Project TSI2005-08225-C07-03
 - MOSAICLearning: Mobile and electronic learning, of open code, based on standards, secure, contextual, personalized and collaborative.



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- Background
- Objectives
- Description
- An example
- Conclusions



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Background

- We are a distance university
 - Communication by e-mail, phone or e-learning platforms
- Our problem: Communication teachers/students
- Student require too much attention
 - Usually the same questions!



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Background

Information (knowledge) available in

- Searchers
- SCORM Courses, IMS-LD, ...
- E-learning platforms
 - dotLRN
 - WebCT
 - Moodle



Too many information sources!



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Objetives

- Reduce the charge of work of the teachers
 - Answering the question of the students automatically
- Share contents and knowledge from one e-learning platform to another
 - Avoiding duplicated information
- Monitor the process, to know what to improve



Characteristics

- Student can use several communication methods to make the questions
 - E-mail
 - Some e-learning platform
- Our system will obtain the answers from the most suitable source:
 - E-learning platform
 - Information searcher
 - Database



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A Joke... Question: what is $2 + 2$?

- Engineer:
 - "the answer is 4.000000000 E+0"
- Mathematician:
 - "the answer is the summation as n goes from 0 to infinity of $(3/4)^n$ raised to the nth power"
- Accountant:
 - "what do you want it to be....?"



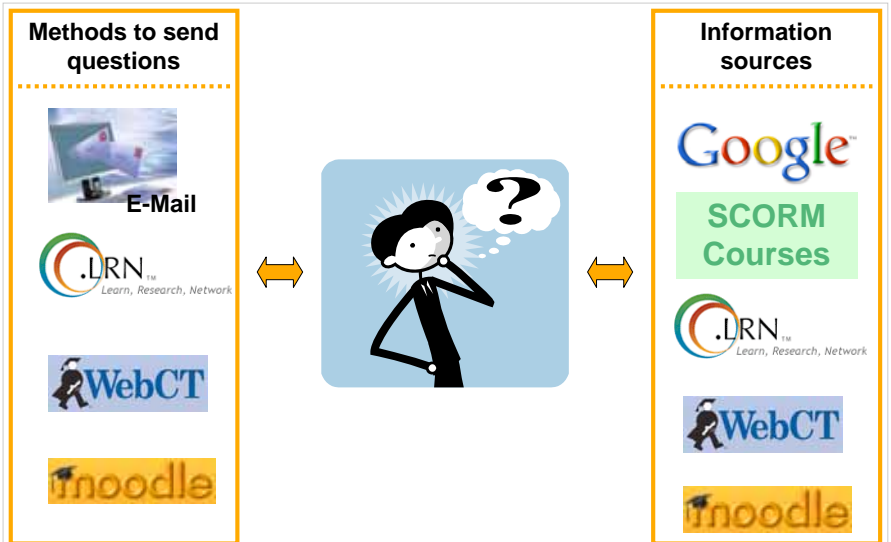
□ Answers depend on the knowledge source!

How to obtain suitable answers?

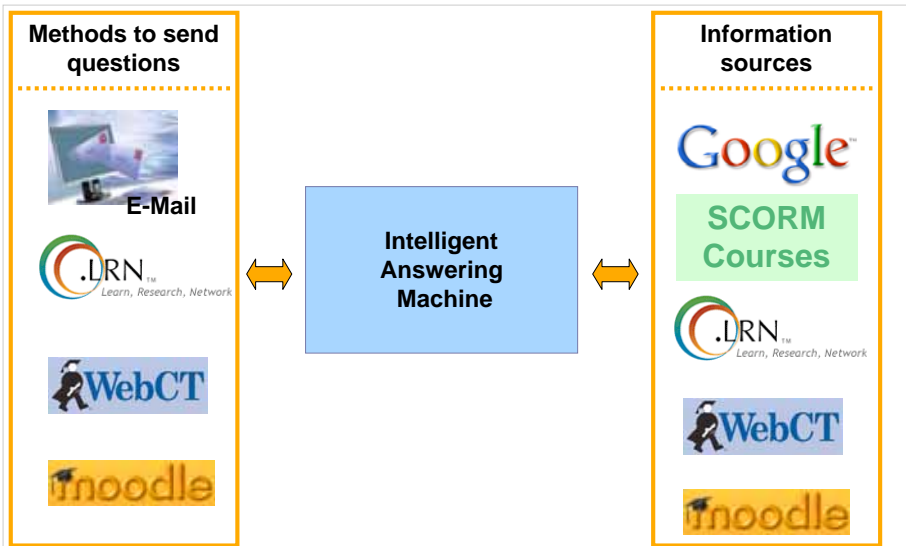
- Main points:
 - 1) Discover the suitable source
 - 2) The quality of the stored information
 - 3) How is recovered the information



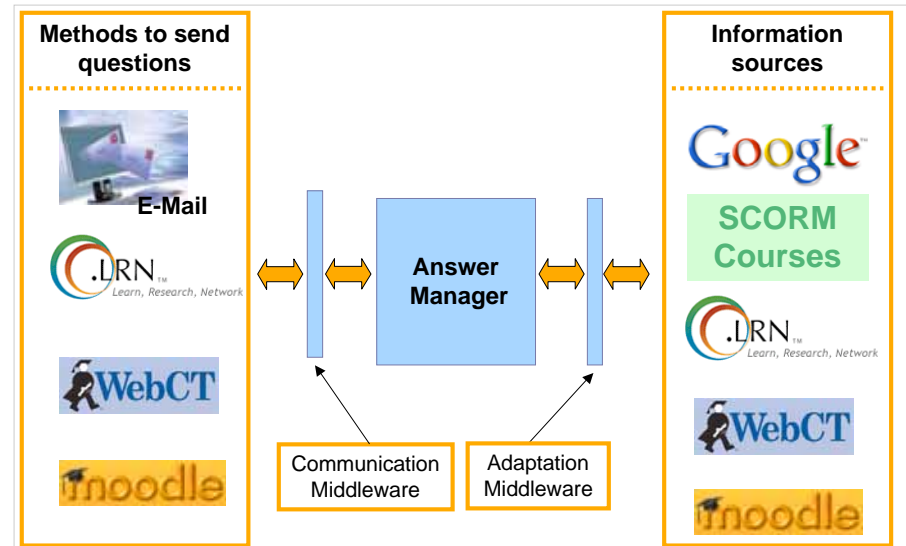
The scenario



The scenario



The scenario



How it works?

Using .LRN and Moodle

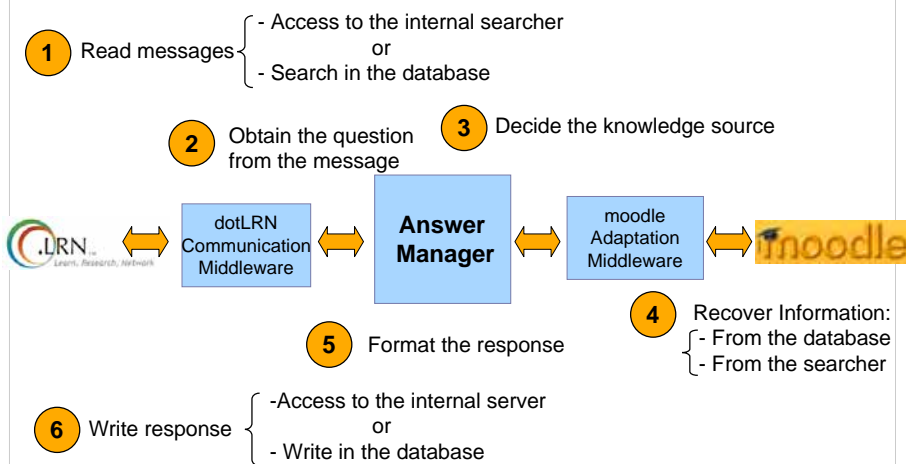
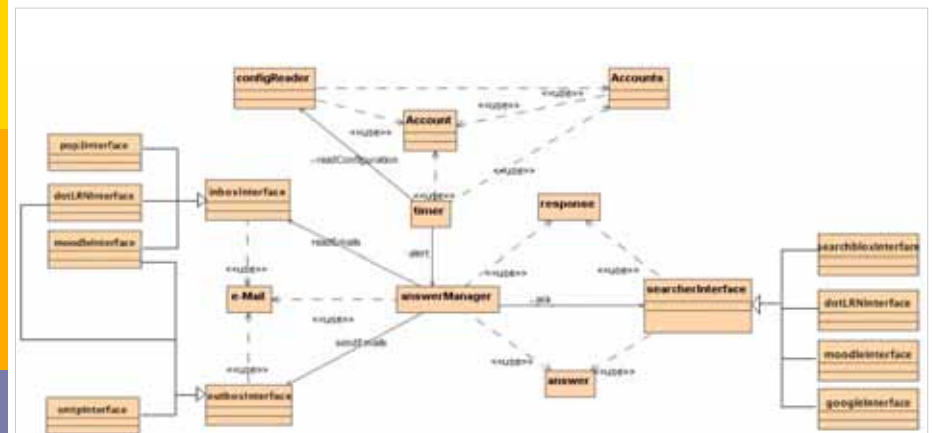


Diagram of Classes



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Configuration.- Parameters

- Name: **Electronic II course**
- Inbox:
 - Type: **pop3, dotLRN, moodle, webCT, ...**
 - URL: **dotLRN.uned.es**
 - User/Password: **user1 / *******
- Information source
 - Type: **google, dotLRN, scormCourse, ...**
 - URL: **moodle.uned.es**
 - User/Password: **user1 / *******
- Outbox:
 - Type: **smtp, dotLRN, moodle, webCT, ...**
 - URL: **dotLRN.uned.es**
 - User/Password: **user1 / *******

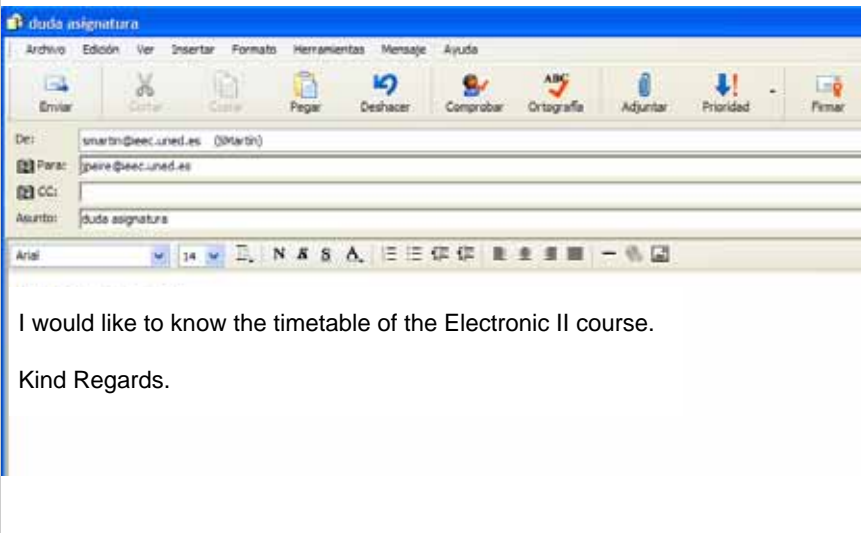
How to obtain questions

How to obtain answers

How to send messages



Example.- Answering by e-mail



Duda asignatura

De: smartin@ieec.uned.es (S Martin)

Para: jpeire@ieec.uned.es

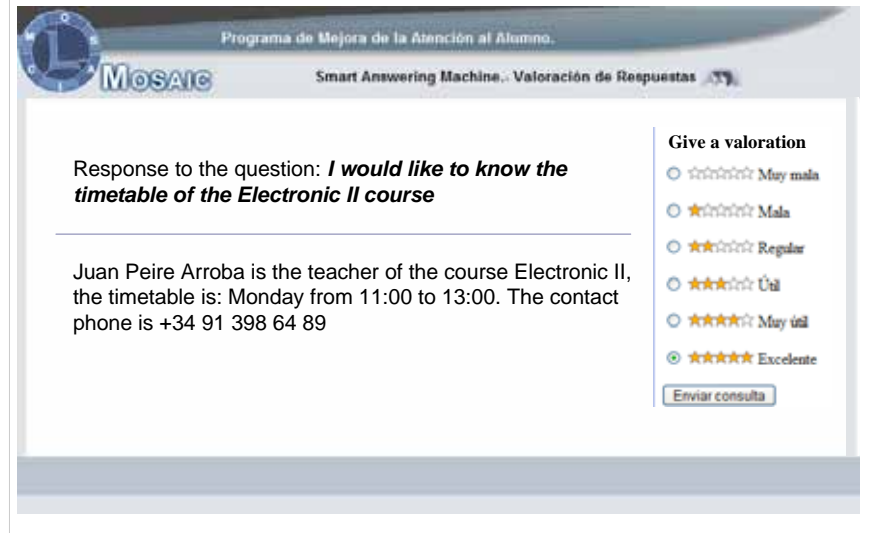
Asunto: duda asignatura

I would like to know the timetable of the Electronic II course.

Kind Regards.



Response and Feedback



Programa de Mejora de la Atención al Alumno.

MOSAIC Smart Answering Machine. Valoración de Respuestas

Response to the question: ***I would like to know the timetable of the Electronic II course***

Juan Peire Arroba is the teacher of the course Electronic II, the timetable is: Monday from 11:00 to 13:00. The contact phone is +34 91 398 64 89

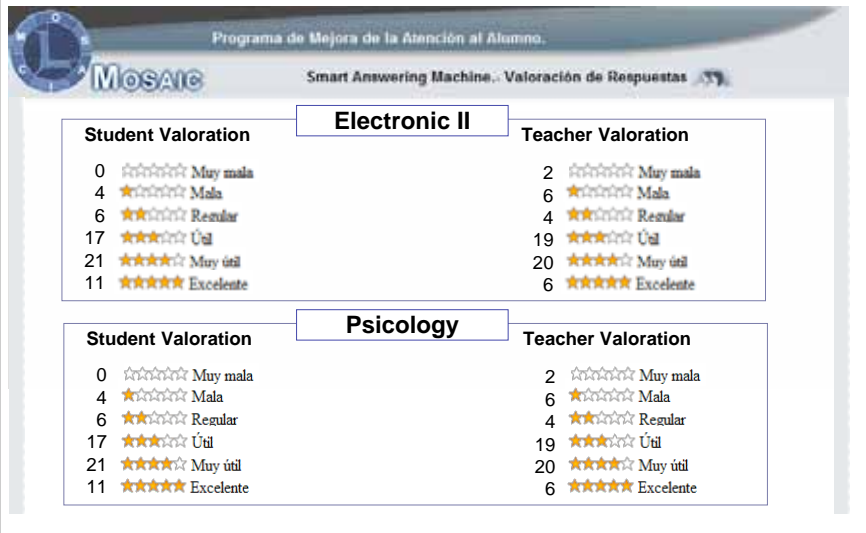
Give a valoration

- ★★★★★ Muy mala
- ★★★★★ Mala
- ★★★★★ Regular
- ★★★★★ Útil
- ★★★★★ Muy útil
- ★★★★★ Excelente

Enviar consulta



Valorations



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Conclusions

- The development of projects related to these technologies:
 - Make possible interoperability between several e-learning platforms
 - Improve and optimise the student/teacher relationships
 - More efficient use of the knowledge available in the new e-learning platforms



Thank you for your attention!
Any Questions?

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