ArtS – Skills for the Creative Economy

R4.2.: Specifications of Requirements for the ArtS portal

WP4: ArtS Portal Development

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Project information

Project acronym:	ArtS	
Project title:	Skills for the Creative Economy	
Agreement number:	2014 – 3174 / 001 - 001	
Sub-programme or KA:	KA2 Sector Skills Alliances	
Project website:	www.arts-project.eu	
Authoring partner:	EUROtraining	
Report version:	1.0	
Date of preparation:	30.04.2015	

Document history

Date	Version	Author(s)	Description
04/05/2015	0.1.	V. Chatzipetrou	Draft for review
06/05/2015	0.2.	V. Chatzipetrou	Updated after reviewed

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With the support of the Erasmus+ Programme of the European Union.

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Executive Summary

ArtS project is co-financed by the Erasmus+ Sector Skills Alliances programme in order to fill the skills gap of the cultural and creative sectors in Greece, Italy and Spain, thus contributing to the advancement of the creative economy. The R4.2. Report titled 'Specifications of requirements of the ArtS portal' presents and discusses the contextual and technical requirements of the ArtS project's portal. The portal will contain an e-learning platform for remote training, a careers guidance section, a forum that will bring together the artistic community, information on funding opportunities and guidance to successful funding applications in the sector, information on the project aims and activities for dissemination purposes and a restricted area for the ArtS consortium. Particular attention will be given to the platform content and design so as to be stimulating for artists.

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1. Introduction

The ArtS project is structured into nine work packages; this report is delivered in the framework of Work Package 4: ArtS Portal Development, under Task 1: Portal Specifications. It is interconnected with WP3: Designing the curricula, certification and assessment, Work Package 5: Curricula delivery and pilot testing of online training material and Work Package 8: Dissemination, as it sets the conditions and standards for their implementation.
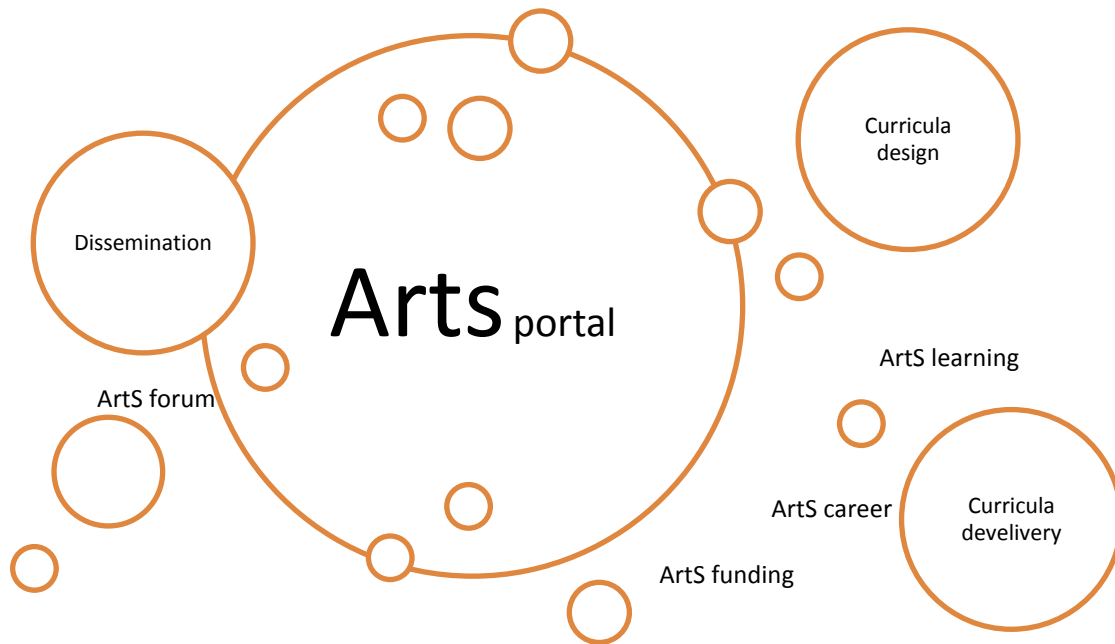

Figure 1: ArtS portal and ArtS deliverables

The objective of the report is to present the technical and contextual requirements for the development and set-up of the ArtS portal. The main functions of the ArtS platform are five: e-learning, career development, guidance to funding opportunities, dissemination and e-community building. In addition, the platform design and material should be stimulating for artists. Finally, the rights and obligations of users and producers of digitalised content will be clarified.

In accordance with the project description approved by the EACEA, the portal will evolve gradually to include various sections, with different functions:

- ArtS website that will contain project-related information;

- ArtS Learning, a virtual learning environment;

- ArtS Career that will support career guidance;

- ArtS Forum that will bring together the artistic community;

- ArtS Funding that will inform artists of funding opportunities;

- link to the ArtS restricted 'internal' project platform;

- links to the ArtS web 2.0. tools.

At the beginning of the project the website will be created, in accordance to the ArtS Grant Agreement requirements[1], under the domain name arts-project.eu. This will gradually grow in parallel to the development of the ArtS deliverables. All sections will be effectively integrated in order to create a uniform and easily accessible platform.

For the identification and development of the portal requirements, the following has been taken into account:

1. The portal structure, as described in the ArtS project proposal;
2. the requirements for the provision of a solid eLearning platform, bearing in mind the necessities and restrictions of a course provided through blended learning;
3. the set up and restrictions of the technology used for the development and maintenance of the project platform.

The sections that follow contain the report background, state-of the art approaches in e-learning and the contextual and technical requirements of the ArtS platform. Following the approval of the requirements presented herein and the setup of the platform, the ArtS focus group will evaluate its performance, before its upload, in two phases:

- *Phase 1:* evaluation of the ArtS Career, Forum and Funding sections.
- *Phase 2:* evaluation of the ArtS Learning through pilot-testing.

In addition, the portal users will be invited to assess their experience.

EUROtraining will monitor and report on the following performance indicators:

Objective	Performance indicators
Number of visits	- 2000 visits by M26 - 4000 visits by M30
Visitors' satisfaction	- 80% in end-users' satisfaction by M26 - 95% in end-users' satisfaction by M30 - Visitors' feedback (qualitative indicator)

Table1: ArtS portal performance indicators.

The ArtS portal will be regularly updated.

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[1] Grant Agreement no 2014-3174/001-001, article I.9.5.

2. Background

This section presents the ArtS project and defines the scope of the portal in relation to its target audience. It thus provides the basis for the specification of its contextual and technical requirements.

The ArtS project

The ArtS project addresses the skills imbalances in the cultural and creative fields by designing and delivering a joint vocational training programme providing low-skilled, unemployed and self-employed artists the opportunity to:

1. update their professional competences and acquire management, business and networking skills,

2. guide them into finding work or internship at a company of their choice,

3. present their work in a joint project at the project closure that will be prepared by the learners themselves, as an exercise of effective networking.

The project main objectives are:

Innovation: a) to design and deliver a flexible training programme that will develop coherent teaching methodologies and tools tailored to the needs of the CCSs' for the first time b) to define the CCS occupational profiles and connect them to skills and learning outcomes for the first time.

Impact: a) to involve all stakeholders for exploiting the VET potential for creating growth and jobs, b) to enhance cultural economy at regional and transnational levels, c) to promote the application of EQAVET and EQF/ECVET frameworks that ensure both quality and better transferability of the project's results.

Sustainability: a) to create a lasting partnership of all types of stakeholders that will monitor and adjust to changes in the sector's needs, b) to facilitate labour mobility and mutual trust between the sectors' stakeholders, c) to provide transversal skills as well as career guidance, career management skills and access to the labour market, thus improving their long-term employability.

These objectives will be pursued through the development of a VET curriculum that is outcome-oriented and responds to specific skill-shortages in the creative and cultural sectors market; the facilitation of networking and labour mobility in the CCS; the innovation of the VET sector through the implementation of an original training programme that will be based on interactive learning methods.

Scope of the portal

The scope of the ArtS portal is to provide an attractive source of information for the ArtS project and the ArtS training programme. In addition, the portal will provide

important information on key aspects of cultural and creative sectors skills development, concerning career guidance and access to finance. In this way it is expected to supplement and advance the ArtS training and contribute to the growth of the creative economy. Finally, the ArtS portal aims to create a vibrant community of cultural and creative sectors' professionals and promote the spread of ideas and exchange of experience. Particular emphasis will be given on surpassing of the cultural and linguistic fragmentation that hinders international development of the CCS.

Targeting the audience

The direct target group of the project are unemployed, self-employed and low skilled artists. However, the project will address the whole Cultural and Creative Sectors as well as VET training centres across Europe and beyond.

The ArtS portal should be visually attractive and contain up-to-date information of interest to all different target groups. To this end, the project website will be the basis of all other content. Key information will be highlighted on the homepage of the website and all project public deliverables will be available under a special section.

The ArtS portal will be available in all three Consortium languages (Spanish, Greek, Italian) and in English, thus targeting a wide audience across Europe.

3. Contextual Requirements

This section describes the contextual requirements of the ArtS website and its major parts: ArtS website, ArtS Learning, ArtS Career, ArtS Forum and ArtS Funding.

ArtS website

According to the ArtS Grant Agreement (no 2014-3174/001-001, art. I.9.5) the website for the action "shall be kept up-to-date with at least: a description of the action, the contact details of the co-ordinator, the list of beneficiaries, mention of the European Union's financial support with the relevant logo … and access to the principal results, as and when they come available".

In addition, in accordance to the ArtS project scopes and objectives and the project description, the ArtS website will contain the following sections:

Home	A general description of the project, calendar with upcoming events, news (link to the news page), project highlights (eg. ArtS training – How to apply, etc.)
About ArtS	Scope – Consortium - Expert Advisory Board - Deliverables
ArtS Learning	Information about the ArtS training, description of the modules, ArtS programme trainer's and trainees guides, how to apply. Link to the ArtS moodle platform
ArtS Career	See description below
ArtS Forum	See description below
ArtS Funding	See description below
News	News on the project and developments in the cultural and creative sectors across Europe
Links	Links to relevant projects and publications
Partner login	Login to the ArtS internal platform

Table 2: ArtS website sections

The ArtS website will also provide links to the ArtS facebook page and other ArtS web 2.0 outputs.

ArtS Learning

The most important element of the ArtS portal is the provision of an eLearning platform, which will serve the purpose of supplementing the ArtS modules. All the modules developed under WP3: Designing the curricula, certification and assessment will be available through the eLearning platform. Although ArtS assessment exams will not be available remotely, learners will have the opportunity to use self-evaluation questionnaires and tools.

Access will be open for all persons interested; however, specific information on the trainings delivery, such as information related to trainees' personal details and performance, will be available only to registered trainees and trainers.

- *Trainees* will be asked to register by fill-in a form with their personal information i.e. demographic information, educational background and professional experience, as well as how they were informed about the project modules and which are the expectations. From gathering this information, the partners will be in the position to extract valuable information, not only about the participants and their profile, but also to validate the dissemination activities carried out and enhance them if necessary in order to increase the number of interested members of the target group. Once the form has been filled in, trainees will be automatically registered at the eLearning platform, with access to all the material available.

- As far as the *trainers* are concerned, they will first access the platform as learners, in order to register their personal information, similarly to the trainees above. Then, they will be upgraded to teachers by their national coordinator.

- *All users* registering in the platform will need to acknowledge the code of conduct and the copyrights restrictions which will apply to the ArtS eLearning platform.

Through the platform the registered users will have the opportunity to review and repeat the course they have already undertaken, access all the related material, but also access all the other modules available. It is therefore established that the trainees and trainers will have the opportunity, through the eLearning platform to go through the other modules offered, download the material, select and decide their learning path based on their prior knowledge and additional needs to achieve the ArtS certificate.

ArtS Learning is the most demanding section of the portal development and will be designed in fit the following standards: 1) innovative, 2) targeted, 3) well-designed, 4) user-friendly, in order to simulate artists into learning material that might not match their disposition. ArtS Learning will be linked to Europeana[2] and other free online cultural resources around the world.

Approaches in eLearning

The eLearning design and development consists of five components, which are considered to be essential for the successful provision of targeted and effective

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[2] http://www.europeana.eu/

online courses. These are Audience, Course Structure, Page Design, Content Enlargement and Usability. The analysis of each one of these is presented below:

- Audience: it refers to the target group that will be invited to participate at the course and whose needs the design is asked to take into consideration. In this framework, it is important to know well in advance which are the expectations of the course in terms of learning outcomes, prerequisites for the members of the target group to be able to participate, what will be the result of their participation and successful attendance and whether they can get certified for the new knowledge gained. In this context, the background of the target group should be taken into consideration and, most importantly, their expected IT literacy. In the case of the ArtS project, the prior knowledge of the target groups will be well considered. Finally, another very important parameter to be considered is the learning environment of the audience; more specifically the designer should bear in mind where the target group will attend the courses, the interactions and complementarities with face to face sessions, if any, and the possible distractions and time available to complete the course.

- Course Structure: it refers to how a course is designed for eLearning. In particular, it includes the logic upon which the different modules and sections are structured and the flow of information. In general, smaller sections make the courses easier to complete, rather than long ones. Organisation and grouping should facilitate retention of information. Also, higher interaction levels have proven to be much more effective; incorporating exercises and/ or quizzes in a good balance during one course maintains the interest of the learners to a much higher degree. The ArtS eLearning platform will include all material developed under WP3: *Designing the curricula, certification and assessment*.

- Page Design: the design of the page is for the online courses what the teacher charisma is for the face to face sessions. Some very important elements which should be taken into consideration are that: the navigation should be intuitive, i.e. easy and simple to follow; the appearance must not interfere with the learning process (the layout is very important, but it should not distract or confuse the learner); there should be a good balance between texts and graphs to help learners understand complex issues and facilitate the learning process; text formatting consistency is very important; and segmenting topics by steps, phases, or concepts will help the learner to remember and understand information within the course.

- Content Engagement: it refers to how the learner interacts with content of the course. Some ways to increase learner engagement are the use of

hyperlinks for reference material, additional information and definitions, the incorporation of graphics, animations and simulations, incorporation of quizzes, tests and skills assessment, while keeping activities to the objective of the course.

- Usability: it refers to the testing of the eLearning content and applications and navigation. Some of the issues that need to be taken into consideration are whether the links provided work properly, if the activities function as designed, if the content provided is correct in terms of spelling, grammar and syntax, if the graphs and other interactive material is visible, whether they are still available with different browsers or equipment, if the course works properly on the server which has been set up and, finally, if the course objectives are met.

eLearning approaches have already gained much ground over the last years. The number of courses provided online, either solely as distance learning or as parts of a blended course is increasing very rapidly. Nevertheless, one should bear in mind that eLearning is probabilistic, i.e. a "perfect" approach does not exist, due to the diverse contexts where the eLearning tools are applied, as well as the diversity among the learners and the teachers who develop the eLearning courses. Another issue to be considered is the level of interaction on behalf of the teacher, which is not predetermined and uniform.

Moreover, eLearning is subject to constraints, mostly related to technological issues. Additional issues to be considered are the experience and availability of the staff (training and supporting) responsible for the coordination, delivery and support of eLearning and the amount of time and funding made available for the eLearning practice. Therefore, eLearning should evolve as rapidly as technological tools are emerging, so as to take advantage of the new opportunities created, to achieve more effective educational results.

Based on the aforementioned, an eLearning component should possess the following characteristics, so as to achieve the educational objectives set out at the beginning of its design:

- Usable, in the sense that it is available and accessible to the members of the target group and/ or the (potential) participants, to take into consideration linguistic, cultural and accessibility issues, as well as particularities or potential obstacles the participants might come up against.

- Relevant and specific to the learners' needs, roles and responsibilities in professional life. The newly acquired knowledge should enhance the skills and competencies set during the course design and the content developed should be targeted to achieve that.

- The eLearning content should be fragmented so as to facilitate the assimilation of new knowledge and to allow for easy scheduling of the learning time.

- Promoting professional learning, by creating new opportunities and improving professionals skills and competencies, contribute to the improvement of the position of the participants in the labour market, promote problem based learning, action learning and collaborative methods with the peers.

- Promoting effective learning design, tailored to address the needs of each group of participants.

The following sections provide an analysis on the requirements in terms of context and technology to be used for the purposes of the ArtS project.

ArtS Career

This section will assist trainees to find a job, an internship or only move to work in a different EU country. It will contain structured information about the potential employers/ collaborators/ intermediaries/ galleries[3] and information on CV and cover letter writing targeted to the needs of CCS professionals.

Thus, the career section of the portal will comprise the following material:

- Career ArtS: a welcome note to the trainees and explanation of the objectives of the section

- Live and work in the EU and ArtS countries: a practical guide of the living and working conditions in the EU in general and Greece, Italy and Spain in particular. It will also inform trainees that the programme has a pool of potential employers/collaborators at their disposal.

- How to look for a job or internship: a guide for a successful job hunting in the EU and the three consortium countries that could, after the end of the project extend to more countries.

- How can you write CV and Cover Letters? This section will focus on the format and information that matches the target group's specific needs.

- Contact us for career guidance: this subsection will encourage trainees to contact the person appointed responsible for career guidance in each VET.

The ArtS Career material will be open.

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[3] Part of the stakeholders' list developed under WP8 'Dissemination'.

ArtS Forum

A forum will be created to facilitate the communication, exchange of opinions and creation of an international group of cultural and creative sector professionals. Building a forum community is expected to add value to the ArtS site and create a sense of belonging for its visitors. This can encourage repeat visits and generate more interest in the site as a whole. In addition, the discussion forum will add richer and more varied content to the ArtS site. The forum will support all ArtS consortium languages (Greek, Spanish, Italian) and English.

Threads will be created within the forum, to ensure that information is categorised appropriately per topic of interest and purpose. The threads will be decided by partners on an *ad hoc* basis, depending on the progress of the trainings and visitors' interests. Nevertheless, the following suggestions are made:

ArtS training: tell us what you think: this thread will be mainly addressed to ArtS trainees but other ArtS website visitors will be able to voice their opinions.

Are you a creative professional? Get in touch with peers!: three different threads (one per participating country) will be created, aiming at bringing together all types of stakeholders from each country.

Share ideas about presenting your work abroad: under this thread, all interested users will have the opportunity of contacting their peers from any other country, in order to discuss issues related to the sector, explore ways of cooperation, share good practices, opinions, know-how, etc..

Share knowledge about funding opportunities across Europe: under this thread, the users will be in the position to raise awareness on funding opportunities either at local, regional, national or international levels, identify interested partners and explore further professional prospects.

The forum will be open to everyone interested. It will be administered by the ArtS site administrator (EUROtraining), who will also be moderating the ArtS forum comments and ideas. These will only be published after their approval by the Admin. Engagement to the ArtS forum will be measured through new registrations, active members and members' activity.

ArtS Funding

Funding is a major issue in the creative and cultural sectors. The ArtS project will dedicate a special section of the portal to all currently available funding opportunities and financial support programs for cultural creation in the EU. After the end of the project, as the ArtS community grows, information on funding

opportunities in third countries may be added. Partners from the different consortium countries will collect and organize the available information.

More specifically, this section will include information on:

- Funding opportunities in the EU
  o Funding opportunities in Spain
  o Funding opportunities in Greece
  o Funding opportunities in Italy

- Funding opportunities in the world

- How to apply for funding

- Tips

This section will be linked to the European Creative Industries Alliance (ECIA) site, as well as to other relevant sites.

4. Technical Requirements

The ArtS portal will consist of a website developed through WordPress and an eLearning section developed through moodle. The Wordpress version used is 4.3, one of the latest and most up to date versions of the platform. This section explains the choice of these two tools and describes their technical features.

ArtS Website, Careers and Funding Sections

These sections will be designed and developed through the use of WordPress. WordPress is an online, open source website creation tool written in PHP.

WordPress is widely used. Its main features are:

- Flexibility and customization through the use of plugins;

- Easy content management;

- Ease in multilingual set up;

- Media management, easy to insert images and galleries into the content, which is particularly relevant to the ArtS project;

- Full standards compliance;

- Possibility to add complex galleries, social networking, forums, social media widgets, calendars etc.;

- Responsive design: a website that can be easily accessed through various screen analyses from desktop computers to tablets and smartphones.

- Open and free software!

In sum, WordPress is completely customizable. It supports numerous themes that can ensure the attractiveness of the ArtS site to the target audience, consisting mainly of artists. Moreover, its functionality can be easily extended through the use of various plugins.

Main plugins used and their basic functionality:

Responsive Slider plugin: it offers an attractive homepage slider with various effects

Events Calendar plugin: it is used as an online agenda of the ArtS Events, with month view, list view or post view

Contact Form 7 plugin: it is used for contact forms and for sending direct email alerts to the defined email address of the administrator. This is where new subscriptions to the newsletter are caught and forwarded to the selected email.

Google Translate plugin: Although the website is already developed in 4 languages as explained on section "Multilingualism" below, Google Translate plugin was also installed, so as to enhance multilingualism even further.

Visual Composer plugin: a plugin that offers the ability of using complex content boxes, text forms and galleries, while updating information on inner website pages. It can be easily used by users of no programming experience, by automatically turning "drag 'n' drop" boxes of content to HTML, CSS and Javascript.

ArtS Forum

The ArtS Forum will be based on bbPress and Buddypress, the most widely used WordPress forum plugins. Buddypress is the basic plugin for forum activity in Wordpress and is used as a pre-installation for bbPress. bbPress adds new options to the admin menu for the creation and management of forums, topics and replies. Users can subscribe to forums, topics and replies and there's a number of actions that can be performed on posts from the front-end, including trashing, making sticky, marking as spam, editing and closing.

bbPress comes built in with user Roles that give the ArtS website administrator the ability to tailor user access. The default bbPress Roles are:

- Keymaster – Can create, edit and delete other users' forums, topics and replies. Can manage Tags, and moderate a forum with the moderation tools. Has access to global forum settings, tools, and importer.

- Moderator – Can create and edit forums. Can create, edit and delete other users' topics and replies. Can manage Tags, and moderate a forum with the moderation tools.
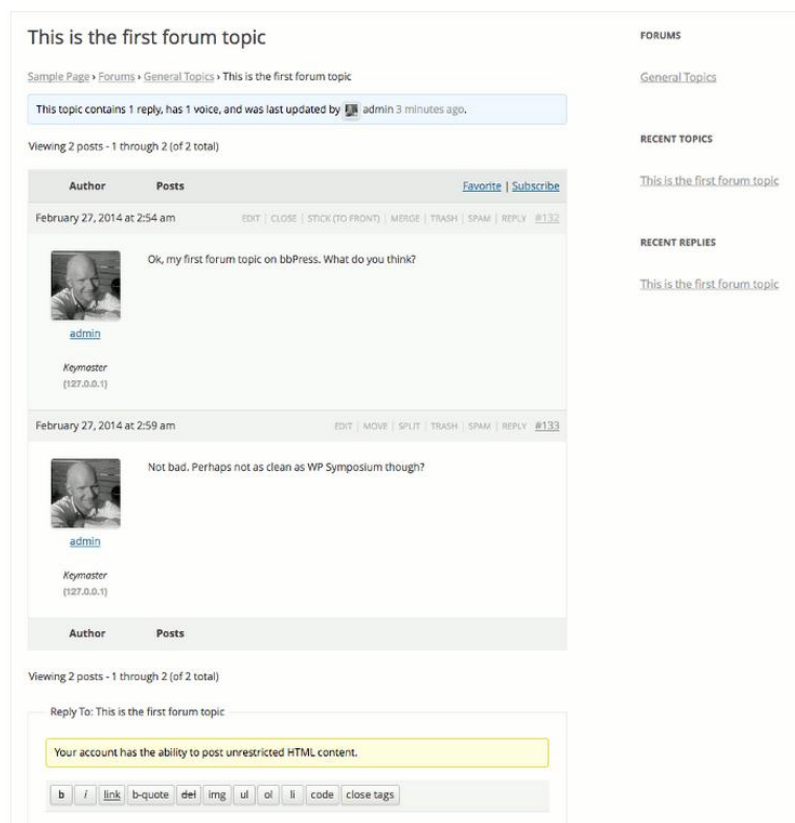

Image 1: bbPress

- Participant – Can create and edit their own topics and replies.

- Spectator – Can only read topics and replies.

- Blocked – All capabilities are explicitly blocked.

ArtS Learning

This section focuses on the technical requirements for the learning section of the ArtS portal. ArtS Learning will be using the Moodle platform. The logic behind it lies within a set of parameters which have been considered in a preliminary research of Learning Management Systems (LMSs). At a first stage a comparative analysis of available and prior tested LMSs was undertaken. To achieve this EUROtraining selected a mix of free and licensed products, which are rather well known to the educational community and are aimed either as LMSs, or combine Learning Content Management Systems. Also previous experience was taken into consideration. These systems were:

1. Moodle;

2. Blackboard;

3. ATutor.

The analysis conducted focused on the following parameters:

Learner tools:

- Communication tools (discussion forums, discussion management, file exchange, internal mail, video services, online journals, notes);

- Productivity tools (bookmarks, calendar, progress review, help, search feature);

- Student interaction tools (groups, portfolios, total number of features);

Support tools:

- Administration tools (authentication, authorisation, registration integration);

- Course delivery tools (test types, testing management, automated testing support, grading tools, student tracking);

- Content development tools (accessibility compliance, content sharing, templates, customisation, total number of features);

Technical specifications:

- Hardware/ software tools (browser required, database requirements, server requirements);

- Pricing/ licensing tools (costs, open source, extra costs, total number of available features).

From the analysis it was clear that the LMS platforms which were compared possess very similar attributes. Nevertheless, it was decided that the most appropriate eLearning platform to be used for the purposes of the project is Moodle, given that:

- It remains the most popular free LMS internationally;

- It is an open source software and, especially in combination with the point above, its development, support and bug resolution are undertaken at a much broader scale. Moreover, as programmers from across the world are involved in its development, it progressively meets the demands of a global educational community;

- It offers many tools for interactive communication among the users, making it therefore easier for the partners to add many more options to foster communication among the professionals who will be participating and adjust them to the needs that might arise;

- Being very popular, it will facilitate the participants in focusing on the content provided, instead of resolving technical issues.

In the sections that follow, the basic specifications for setting up the current Moodle version (2.7.1) are presented, based on the information provided on the Moodle website (www.moodle.org).

Hardware and software requirements[4]
- Disk space: 160MB free (min) plus as much as needed to store materials. 5GB is recommended by the Moodle developers as the most appropriate average of storage requirement.

- Processor: 1GHz (min), 2GHz dual core recommended. These settings may vary according to the resources used.

- Backups: at least the same as above and preferably at a remote location, to make sure the site is backed up.

- Memory: 256MB (min), 1GB or more is strongly recommended. In general, Moodle can support 10 to 20 concurrent users for every 1GB of RAM; however, this may vary, depending on the specific hardware and software

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[4] https://docs.moodle.org/27/en/Installing_Moodle

combination, as well as the intended number of participants of the course and the complexity of the courses which will become available for them.

As far as the server requirements are concerned, the following are recommended, under the condition that all software is kept updated:

- Moodle upgrade: Moodle 2.2 or later;

- Minimum PHP version: PHP 5.4.4 (always use latest PHP 5.4.x or 5.5.x on Windows - http://windows.php.net/download/)

- Ghostscript should be installed for pdf annotation.

Moodle supports the following databases:

- PostgreSQL;

- MySQL;

- MariaDB;

- Microsoft SQL Server;

- Oracle Database.

Regarding browsers, the following are supported:

- Google Chrome

- Mozilla Firefox;

- Apple Safari;

- MS Internet Explorer

Moodle Architecture

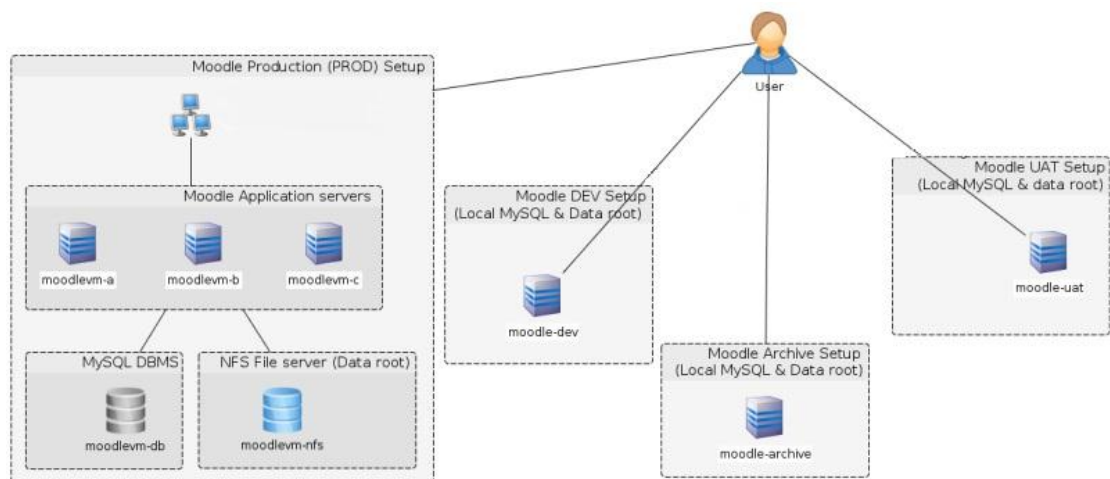The following figure presents the architecture of the Moodle system.

Figure 2: Architecture of the Moodle system

Therefore, Moodle is divided in three parts:

1. The Application directory, which includes all the files of the Moodle software package.

2. The Data directory includes all the files uploaded on the server from the trainers and the learners. Access to this data is allowed depending on the access rights of each user.

3. The Database: Course material (content) created for courses offered via the Moodle (web pages, quizzes, workshops, lessons, etc.), user information, and user logs are stored in the Moodle database.

For the installation of Moodle, there is a very analytical description on the website: https://docs.moodle.org/27/en/Installing_Moodle.

Roles and functions

The eLearning platform is organised according to six types of users (roles): the student/ trainee who will undertake the eLearning courses based on their profile and learning needs, the teacher who provides the training and is responsible for monitoring the progress made and the learning objectives attained, the national coordinator, who is responsible for the overall management and monitoring of the eLearning courses, along with the country specific particularities and the corresponding needs of the users, the administrator, who is responsible for all users and all material of a course, and finally the platform "master administrator", who has, only, access to view and/or change all administrators credentials (usernames and passwords). Finally, the platform will also include the possibility for users to have access to the eLearning courses as guests, with limited possibilities and access to content.

Within the eLearning platform due to be developed under the ArtS project, the following roles are foreseen:

1. Master Administrator, with the following possibilities:

   ✓ View/edit own info/ credentials;

   ✓ View/edit administrators info/ credentials;

   ✓ Administrator rights.

2. Administrator, who can do the following:

   ✓ Add/view/ edit/delete teachers' accounts/info/credentials;

- ✓ Add/view/ edit/delete students accounts/info/credentials;

- ✓ Add/view/ edit/delete their own input to the platform;

- ✓ Add/view/ edit/delete/print any material which is uploaded;

- ✓ View/score/comment on any information uploaded from the trainees/students;

- ✓ Send a message to any teacher or trainee/student;

- ✓ Create and extract reports on progress made on the courses available;

- ✓ Set up and backup of files;

- ✓ Maintenance and user help desk;

- ✓ User training services and development of related material;

- ✓ Announcement positing and messages that users should be aware of, such as technical issues, bugs, security warnings.

3. National Coordinator, who is in charge of the following:

- ✓ Be the main contact point between the teachers/trainers and the trainees/students with the consortium and the (master) administrator for any country specific issues;

- ✓ Add/view/edit/delete teachers' accounts/info/credentials of their own country;

- ✓ Add/view/edit/delete students'/trainees' accounts/info/credentials of their own country;

- ✓ Add/view/ edit/delete information (news, updates, materials) belonging to the modules targeted for their own country;

- ✓ View the progress made for the modules of their own country;

- ✓ Communication of issues related to country specific information from users (teachers, trainees/students, guests) to the administrator.

4. Teacher:

- ✓ View/edit own info/credentials;

- ✓ Add/view/edit/delete his/her class students accounts/info/credentials;

- ✓ View/print the material they have uploaded

- ✓ View/score/comment on his/her trainees/ students assignments/ replies to quizzes, etc.

- ✓ Send a message to their national coordinator;

- ✓ Draft and upload the course schedule

- ✓ Post announcements;

- ✓ Assign work/quiz/report/case study or any other kind of homework to their trainees/ students;

- ✓ Monitor the progress of their students;

- ✓ Participate in the assessment of the course;

- ✓ Communicate with students.

5. Trainee/student:

- ✓ View/edit their own info/credentials;

- ✓ View their texts;

- ✓ View their quizzes/tests;

- ✓ Take the self-assessment test at the beginning of each module;

- ✓ Submit answers to his/her language quizzes:

- ✓ Add one of his/her answers to his/her portfolio:

- ✓ Send a message to their teacher:

- ✓ Access all the modules developed in the framework of the ArtS project:

- ✓ Search the list of modules available:

- ✓ Review the course schedule:

- ✓ Select the module/s of their interest;

- ✓ Monitor their performance;

- ✓ Download material for the course/s they have selected;

- ✓ Communicate with the teacher;

- ✓ Get updated information on upcoming events or activities, as well as security issues and other information related to the platform operation.

6. The platform guests, i.e. users who visit the platform, without having registered to a course may:

- ✓ Get information on upcoming events which are organised for public access;

- ✓ Get information on the existing courses, description, objectives set and added value;

✓ Get access to a specific part of the course, along with the related material, to attract attention and motivate them to enrol and attend the courses;

✓ Communicate with the teacher and/ or national coordinator to retrieve additional information.

The roles described above can be illustrated schematically in the figure below:
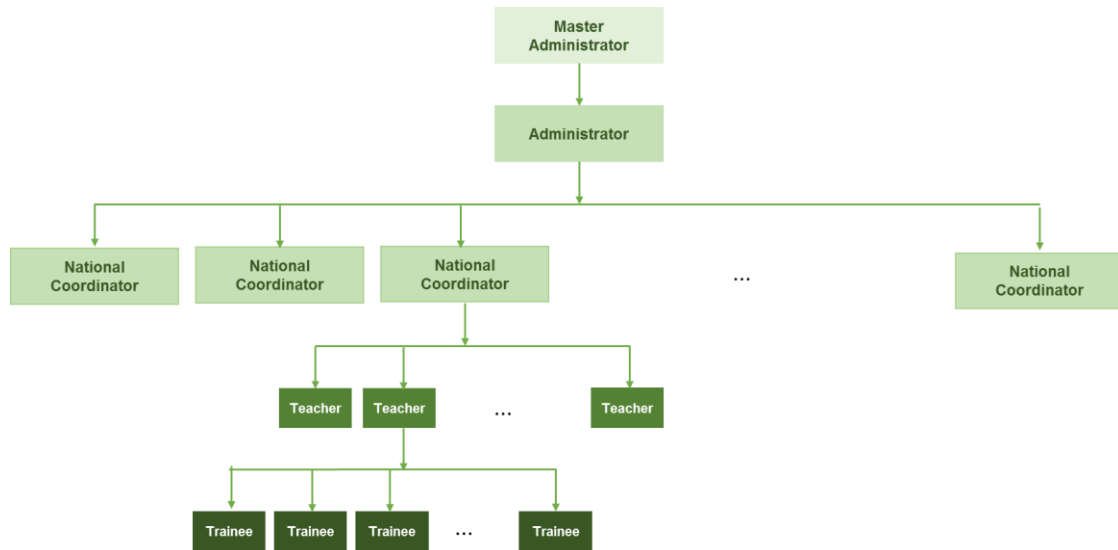

Figure 3: Roles foreseen within the ArtS project eLearning platform

Platform features

Within the platform the following features will be available:

1. Authentication: manage who has the permission to handle authentication issues, manage accounts, as well as the permissions that platform guests have.

2. Accounts: browse accounts (activity, last access, uploaded files, etc.), monitor bulk user actions (it applies to groups of trainees/students), add a new user, upload users, upload pictures, user profile fields.

3. Permissions: the administrators can edit and manage the accounts of the administrators, country managers, trainers, trainers with limited access, trainees/students, guests, assign system roles, user policies.

4. Courses: this feature enables the administrators to add/edit courses, enrolments, course default settings, course request, backups.

5. Location: time and zone preferences can be selected.

6. Language: the language in which the platform will be available. Moodle provides additional plug-in language packs that allow full localisation to any language.

7. Modules: activities (assignments, forum, glossary, quizzes), blocks, filters. Moodle provides the possibility to create assignments, quizzes, etc. with a specified date of delivery, which may also be graded. The forum module will also be available, for course related discussions, which will be created and moderated by the teachers or the national coordinators. The Glossary module will be developed to facilitate the users with technically related issues and troubleshooting. In addition, as time progresses, the glossary will be enriched with more information, depending on the feedback received from the users.

8. Security: site policies, module security, http security, notifications, antivirus;

9. Appearance: themes, calendars, html editor, html settings, Moodle docs, My Moodle, course managers.

10. Front page appearance: it allows the customisation of the colours, fonts and layout to suit the needs the users. Moodle possesses plug-in "themes" for that purpose.

11. Server settings: through this feature, the master/ administrator will have the possibility to check and modify the settings of the server which is hosting the course.

Multilingualism

The ArtS project addressed cultural and creative sectors professionals all over Europe. The portal's content should therefore be available in English, as well as in all three ArtS Consortium languages: Spanish, Italian, Greek, thus covering a large portion of the EU population.

Multilingualism in WordPress is supported by various plugins. Multi-language plugins provide the means to reproduce the website's content in other languages, ether post by post or by reproducing the entire site in the target languages[5]. The plugin used in ArtS website is the following:

Plugin	Available at:
WPML	https://wpml.org/

Table 3: Multilingual plugin for WordPress

Moodle can support all four ArtS portal languages: English, Spanish, Italian and Greek. Also, its Graphical User Interface (GUI) can be easily translated in many

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[5] Some plugins even offer automatic translation, although the quality of the translation is questionable.

languages by installing Moodle language packs. In addition, the Multi-language content filter enables resources to be created in multiple languages.

Although both solutions above can create a multilingual ArtS portal, its content will need to be translated by the ArtS partners, in order to ensure its clarity and coherence.

5. Conclusion and follow-up

The scope of the ArtS portal is to create a comprehensive database that will a) foster and enrich the ArtS training and b) disseminate the ArtS project objectives, activities and deliverables. Its overall functions are five: e-learning, career development, guidance to funding opportunities, dissemination and e-community building. Particular attention will be given to the platform content and design so as to be stimulating for artists.

The ArtS portal development will be incremental. At first the ArtS website will be created, consisting of information about the project. By M7, the ArtS Career, will be developed by Grupo HEI and uploaded by EUROtraining. By M10, the ArtS forum will be available, for ArtS trainees and other relevant stakeholders to interact through group activities. By M13 the ArtS Funding section will be developed to inform visitors and ArtS trainees of Funding available in the three ArtS consortium countries and beyond. Finally, by M16, the training material for the ArtS training will be added. All final ArtS deliverables will be uploaded in the site as soon as they are finalized.

ArtS portal section	Month of Delivery	Partners responsible
ArtS internal site	M3	EUROtraining
ArtS website	As soon as possible[6]	EUROtraining
ArtS Learning	M16	EUROtraining
ArtS Career	M7	Grupo HEI
ArtS Forum	M10	EUROtraining
ArtS Funding	M13	All partners

Table 4: ArtS portal development

The ArtS website will be regularly updated, with the contribution of all partners. The partner's representatives to the ArtS Managing Board will have the responsibility of maintaining and updating the site with new and relevant content as well as of checking and approving posts that are intended to be uploaded on the forum, or any kind of user information intended for public use. A schedule/log will be developed in the internal platform through Google Surveys that will monitor all ArtS platform updates and will have the following structure:

Partner Organization *[to choose from a list of Consortium partners]*

Date *[insert date]*

Description of the ArtS portal update *[write short description]*

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[6] Due to a Consortium change the development of the ArtS website has been delayed.

The ArtS portal will be assessed by a) the ArtS focus group and b) the end users. This assessment is expected to allow for the progressive improvement of the portal so as to match the ArtS target audience's needs.