



WP3: Implementation Report

University of Novi Sad

1. Staff training

e-VIVA training for teaching staff was organized at the University of Novi Sad on Thursday, June 11th, 2020. The training was held by e-VIVA project participants who already passed training themselves, during visits to partners from program countries. First, Prof. Dr. Aleksandar Kavgić gave an introduction to e-VIVA Erasmus+ project, its main objectives, partner universities and institutions, and so far conducted activities and achieved results, with the emphasis on upcoming activities and goals.

Profesor Kavgić explained the topic of service-related competencies and their importance for the economy of Serbia, considering that almost half (49,1%) of Serbia's 2019. GDP comes from services. That means that the majority of the workforce in Serbia comes from service industries meaning that service activities are the foundation and a dominant basis of economic development. Therefore, he explained that we need to, through university education, prepare students for potential assignments and jobs that will be performed within the service sector. Following the discussion on the subject of service-related competencies, professor Kavgić continued with the information regarding the design thinking process. Concerning learning path scenarios, professor Kavgić in detail presented a prototypical learning pathway and the anticipated development of the students' service-related competencies, combining F2F



lectures, E-learning, practical learning activities, and internships. Reference System with e-VIVA focused on learning outcomes was presented as a base for courses description with outcomes and planned goals. A total of 33 participants (professors, assistants, and education technologists) of this training, had a chance to hear and learn more about the advantages and practical experiences of the presented approach and methodology, and how to introduce it to their students.

Agenda

e-VIVA Staff training

Held online via Google Meet

Thursday, 11 th June 2020		
University of Novi Sad		
10:00 – 10:15	Online registration of participants	
10:15 – 11:00	e-VIVA project - introduction	<i>Prof. Dr. Aleksandar Kavgić</i>
11:00 – 11:45	Service-related competences	<i>Prof. Dr. Aleksandar Kavgić</i>
11:45 – 12:00	Design Thinking Process	<i>Doc. Dr. Biljana Lungulov</i>
12:30 – 13:30	Learning path scenarios	<i>Prof. Dr. Aleksandar Kavgić</i>
13:30 – 14:30	Reference System with e-VIVA Learning outcomes (content-wise)	<i>Prof. Dr. Bojana Dinić</i>
14:30 – 15:00	Discussion regarding upcoming activities	<i>All meeting participants</i>



List of Participants

Staff Training (Online via Google meet)

Thursday, 11th June, 2020

University of Novi Sad

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Training of teaching staff

UNIVERSITY OF NOVI SAD, SERBIA
(2020 DC)

<https://evivaproject.eu/>

People (33) Chat

Add people

- Aleksandar Kavgić (You)
- Aleksandar Kavgić (Your Prese...
- Ana
- Halas, Ana
- Bodric, Radmila
- davor
- Erakovic, Borislava
- Filipovic - Kovacevic, Sonja
- Gordic-Petkovic, Vladislava
- Jagoda
- Jakovljevic, Bojana
- Joksimovic, Zorica Bergovic
- Kovacevic, Predrag

The consortium

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People (33) Chat

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- Joksimovic, Zorica Bergovic
- Kovacevic, Predrag

What is it about, as well?

The first pick among Service-Related Competences for the respondents from Serbia
(e-VIVA online survey from 2019: results among Serbian stakeholders and decision makers)

<https://evivaproject.eu/>

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You are presenting

Approaches combined in the project

ENTRECOMP

Stanford d.school Design Thinking Process

<https://ec.europa.eu/erc/en/publication/eur-scientific-and-technical-research-reports/entrecomp-entrepreneurship-competence-framework>
<https://evivaproject.eu/>

Meeting details

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Add people

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- jagoda
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e-VIVA

Our approach and project plan

<https://evivaproject.eu/>

People (33) Chat

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e-VIVA

Instruments to Plan and Deliver Competence Oriented Learning and Validation

Action Fields

Description of the project (practice):

- Summary
- Context
- Goals/Objectives
- Contents
- Target group
- Activities
- Resources
- Levels of difficulty

Learning Fields Reference Systems

Description of what can be learned:

- Summary
- Learning Objectives
- Contents
- Knowledge
- Skills, Capabilities
- Attitudes
- Competence levels

Learning Pathways

Pathway through the learning field

- Fitting tasks and Assignments
- Appropriate Sequencing and Learning units
- Provision of navigation and orientation

Validation Design

Allocating validation in the learning field

- Fitting tasks and Assessments
- Change of formative and summative elements
- Feed-back and Documentation

People (33) Chat

Add people

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2. Student trainings

e-VIVA training for students of the University of Novi Sad was organized online via Webex on Friday, July 2nd, 2020. In the beginning, the brief introduction of the e-VIVA project, its main objectives what is done so far, was given by professor Uglješa Marjanović. Following the intro, professor Aleksandar Kavgić gave an explanation on the importance of the Service-related competencies, together with the presentation of the acquired data and key competencies that are identified. Professor Kavgić presented the main points which the project is trying to solve in the field of service-related activities. What is the customer's focus? How to actually prevent unfavorable situations? How to obtain the necessary competencies? The strategy on how to implement it in curricula adjustments was pointed out. Students heard how to use the selected courses to enhance their own competencies, try to align them with the needs of the market, and set up their priorities. Within the roadmap, from defining ideas, prototyping, testing, to the realization, using the Design Thinking process, students were explained the importance of focusing on customers' needs, using existing and creating new resources, and putting them into action. Two courses that will be modified at the University of Novi Sad, in accordance with the methodology developed within the e-VIVA project are Translation, localization, and internationalization (at Faculty of Philosophy) and the Internship course (at Faculty of Technical Sciences). Special emphasis was given to the International student workshops preparations, candidates selection and possible schedule adjustments due to Covid-19 pandemic.



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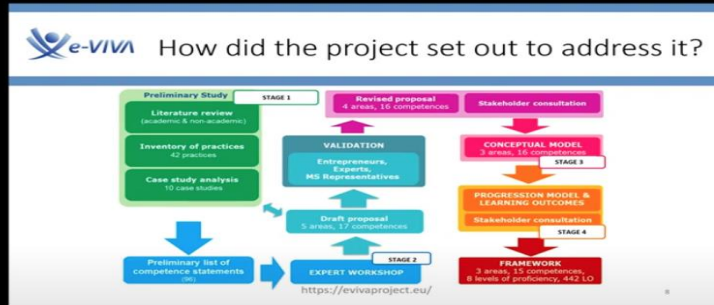
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e-VIVA What is it about, too?

	Very important	Medium important	Less important	Don't know
Personal development	36.59%	43.90%	12.20%	7.32%
Success in formal education	31.71%	39.02%	24.39%	4.88%
Finding a job	51.22%	36.59%	7.32%	4.88%
Further career development	48.78%	34.15%	12.20%	4.88%
Continuing professional development	43.90%	39.02%	12.20%	4.88%

Importance of Service-Related Competences are in relation to different aspects of professional life (e-VIVA online survey from 2019: results among German professionals, stakeholders and decision makers)

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e-VIVA What will be done at UNS?

- Two courses will be delivered in the SRC/evIVA-updated form:
 - One at Faculty of Philosophy (dealing with translation, localization and internationalization... with internships and real-life project work with industry partners)
 - One at Faculty of Technical Sciences (dealing with internship)
- The courses will include SRC-boosting activities and tasks, and students will also get feedback on their acquisition of SRCs

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3. Info day with stakeholders - SMEs

On Thursday, September 17th, 2020, a presentation of e-Viva concepts was organized to relevant stakeholders, i.e. members of SMEs established in Novi Sad, Serbia. The presentation was held in the newly equipped laboratory for the purpose of E-VIVA project implementation at the Faculty of Technical Sciences in Novi Sad. The presenter was an e-VIVA project participant Prof. Dr. Uglješa Marjanović and professor Danijela Gračanin from the Faculty of Technical Sciences in Novi Sad. There were representatives of seven companies, mostly from the information technology sector. They were given a brief introduction to the e-VIVA Erasmus+ project, its main objectives, partners, and achieved results. The benefits of service-oriented competencies were explained and discussed with them, and they showed great interest in students educated in such a way. Level 5 methodology and methods for validation and certification of service-related competencies were also discussed. Presentation participants were interested in organizing internships related to the development of service-oriented skills after the pandemic ends.



Enhancing and validating service-related competences in
versatile learning environments in Western Balkan
Universities
e-VIVA

Info day with stakeholders - SMEs
Thursday, 17th September, 2020



Co-funded by the
Erasmus+ Programme
of the European Union











Co-funded by the Erasmus+ Programme of the European Union

List of participants
Info day with stakeholders – SMEs
Thursday, 17th September, 2020
University of Novi Sad

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9.					
10.					

¹ By signing this you agree to give permission to the hosts of the event to take pictures and audiovisual footage of you, during this event and publish those in public mediums such as website, social media, media outlets & printed promotional materials. The usage of the pictures shall be solely for purposes of event and topic related promotional events and initiatives.

