



Microsoft® Partners in Learning Customer Reference

Serbian teachers get the support they need, with the help of Microsoft



Fast Facts

Customer: Institute for Improvement of Education and Upbringing

Country: Serbia

Web Site: www.zuov.sr.gov.yu

Customer Profile

The Institute for Improvement of Education and Upbringing was founded in June 2004 from the merging of five separate government institutes. It is responsible for the practical implementation of the country's educational policies and laws, in areas such as teacher and curriculum development.

Partners in Learning

Microsoft's Partners in Learning programme provided the tools and experience to help the Institute encourage teachers, especially those newly trained in using computers, to use ICT in innovative ways in the classroom or in developing lessons.

For more information about other Microsoft Partners in Learning customer successes, please visit:

www.microsoft.com/emea/PartnersinLearning

"The competition is a fine example of how a forceful and generous partnership can provide strong support for innovative and energetic teaching staff."

Professor Ljubomir Protic, general manager, Institute for Improvement of Education and Upbringing

Education Challenge

After the Partners in Learning Memorandum of Understanding (MoU) was signed with the Serbian government in June 2004, one of the first Partners in Learning initiatives was to train teachers who had very little knowledge of computers, on Serbian versions of Microsoft Office 2003 and Microsoft Windows® XP.

Initial feedback to this customised training – provided by local Microsoft gold partner, Computer Equipment and Trade (CET) – showed that teachers worried that they would forget their new skills if they didn't have a reason to use them once they were back at their schools.

In response, the Serbian Institute for Improvement of Education and Upbringing decided it had to encourage teachers to use computers as an integral part of their jobs. The Institute is responsible, among other things, for the professional progress of Serbian teachers and the development of curricula.

Solution

In February 2005, the Institute – supported by Microsoft and CET – announced a competition for all high school teachers. The aim was not only to encourage the use of new skills, but also to create a database of innovative teaching materials and a network of innovative teachers.

The competition required teachers to provide evidence of using ICT in a meaningful way, not necessarily in the classroom, but at least

in preparing innovative lessons. The Microsoft Virtual Classroom Tour (VCT) is, a template that enables classroom projects to be described and assessed, was translated into Serbian and adapted for this purpose.

Over 700 high-school teachers registered their interest in the competition, and nearly 200 took up an offer of free training on use of the VCT model. For the two months of the competition, the Microsoft customer helpdesk in Serbia also offered free technical support to registered competitors.

When the competition closed in April, 425 teachers had submitted a total of 513 VCTs. They represented 151 of Serbia's 600 high schools, and 60 different cities. The top nine were recognised at a ceremony at the end of June 2005.

As a result of the competition, the Institute for Improvement of Education and Upbringing now has the start of an innovative teachers network, with over 700 registered teachers who have shown an interest in using ICT in teaching and learning. It also has a new website and a searchable database, developed with the help of CET, to enable the best of the competition entries to be shared with other teachers. In 2006 it will continue to expand, and there will probably be a second competition that will also include primary school teachers.



Microsoft® Partners in Learning Customer Reference

Uz pomoć kompanije Microsoft, nastavnici u Srbiji dobijaju podršku koja im je neophodna



Kratak pregled podataka

Klijent: Zavod za unapređivanje obrazovanja i vaspitanja

Zemlja: Srbija

Web lokacija: www.zuov.sr.gov.yu

Profil klijenta

Osnovan u junu 2004, pripajanjem pet zasebnih zavoda pri Vladi, Zavod za unapređenje obrazovanja i vaspitanja ima u svojoj nadležnosti praktičnu primenu obrazovne politike i zakona, u oblastima kao što su razvoj nastavnog osoblja i nastavnih programa.

„Partners in Learning“ (PiL)

PiL program kompanije Microsoft pružio je alatke i iskustvo radi doprinosa podsticaju Zavoda nastavnom osoblju, posebno onom koje je nedavno obučeno za upotrebu računara, da koristi informacione i komunikacione tehnologije na inovativne načine u toku ili u pripremi nastavnog procesa.

Za više informacija o ostalim pozitivnim iskustvima učesnika u programu kompanije Microsoft „Partners in Learning“ posetite: www.microsoft.com/emea/PartnersinLearning

“Ovaj nagradni konkurs je sjajan primer kako moćno i dobronamerno partnerstvo može da obezbedi snažnu podršku energičnom nastavnom osoblju sa sklonošću ka inovacijama.”

Profesor Ljubomir Protić, direktor Zavoda za unapređivanje obrazovanja i vaspitanja

Obrazovni izazov

Posle potpisivanja Memoranduma o razumevanju sa Vladom Republike Srbije u vezi sa programom „Partners in Learning“ (PiL) kompanije Microsoft, u junu 2004, jedna od prvih PiL inicijativa sastojala se od obuke nastavnika čije je poznavanje računara bilo ograničeno za rad sa sistemima Office 2003 i Windows XP na srpskom.

Prva povratna informacija u vezi sa obukom koja je prilagođena potrebama – a koju je održao lokalni Microsoft Gold Partner, Computer Equipment and Trade (CET) – pokazala je zabrinutost nastavnika da će zaboraviti novostečene veštine ako ne bude bilo razloga da se njima služe po povratku u svoje škole.

U skladu sa tim, Zavod za unapređivanje obrazovanja i vaspitanja je doneo odluku da je neophodno da podstakne nastavnike da koriste računare kao neodvojivi deo svog posla. Zavod je pored ostalog, odgovoran za profesionalni razvoj nastavnog osoblja u Srbiji kao i za razvoj nastavnih programa.

Rešenje

U februaru 2005, Zavod je – uz podršku kompanija Microsoft i CET – objavio konkurs za sve nastavnike srednjih škola. Cilj je bio ne samo podsticaj u korišćenju novostečenih veština već i kreiranje baze inovativnih nastavnih materijala i stvaranje mreže nastavnog osoblja sklonog inovacijama.

Konkurs je zahtevao od nastavnika da pruže dokaze o korišćenju informacione i

komunikacione tehnologije na svrsishodan način, i to ne isključivo tokom izvođenja nastavnog procesa, nego barem tokom pripreme inovativnih časova. Predložak Microsoft Virtual Classroom Tour (VCT) koji omogućava da se nastavni projekti opišu i procene, preveden je na srpski i prilagođen za ovu namenu.

Na konkurs se prijavilo preko 700 nastavnika srednjih škola, a skoro 200 je prihvatilo ponudu za besplatno pohađanje obuke za korišćenje VCT modela. Tokom dva meseca trajanja konkursa centar kompanije Microsoft za korisničku podršku u Srbiji pružao je besplatnu tehničku podršku svim prijavljenima na konkurs.

Po zatvaranju konkursa, u aprilu, 425 nastavnika je predalo ukupno 513 radova. To su bili predstavnici 151 od 600 srednjih škola u Srbiji iz 60 gradova. Devet najboljih bili su proglašeni na ceremoniji krajem juna 2005.

Kao rezultat konkursa, Zavod za unapređivanje obrazovanja i vaspitanja sada raspolaže mrežom inovativnih nastavnika u povelju sa preko 700 prijavljenih nastavnika koji su iskazali interesovanje za upotrebu informacione i komunikacione tehnologije u nastavnom procesu i procesu usvajanja znanja. Zavod pored toga ima i novu Web lokaciju i bazu podataka koja se može pretraživati, razvijene uz pomoć kompanije CET, kako bi ostalim nastavnicima bili dostupni najbolji radovi pristigli na konkurs. U 2006, ova osnova će se širiti a biće verovatno raspisan i drugi konkurs koji će obuhvatati i nastavno osoblje u osnovnim školama.