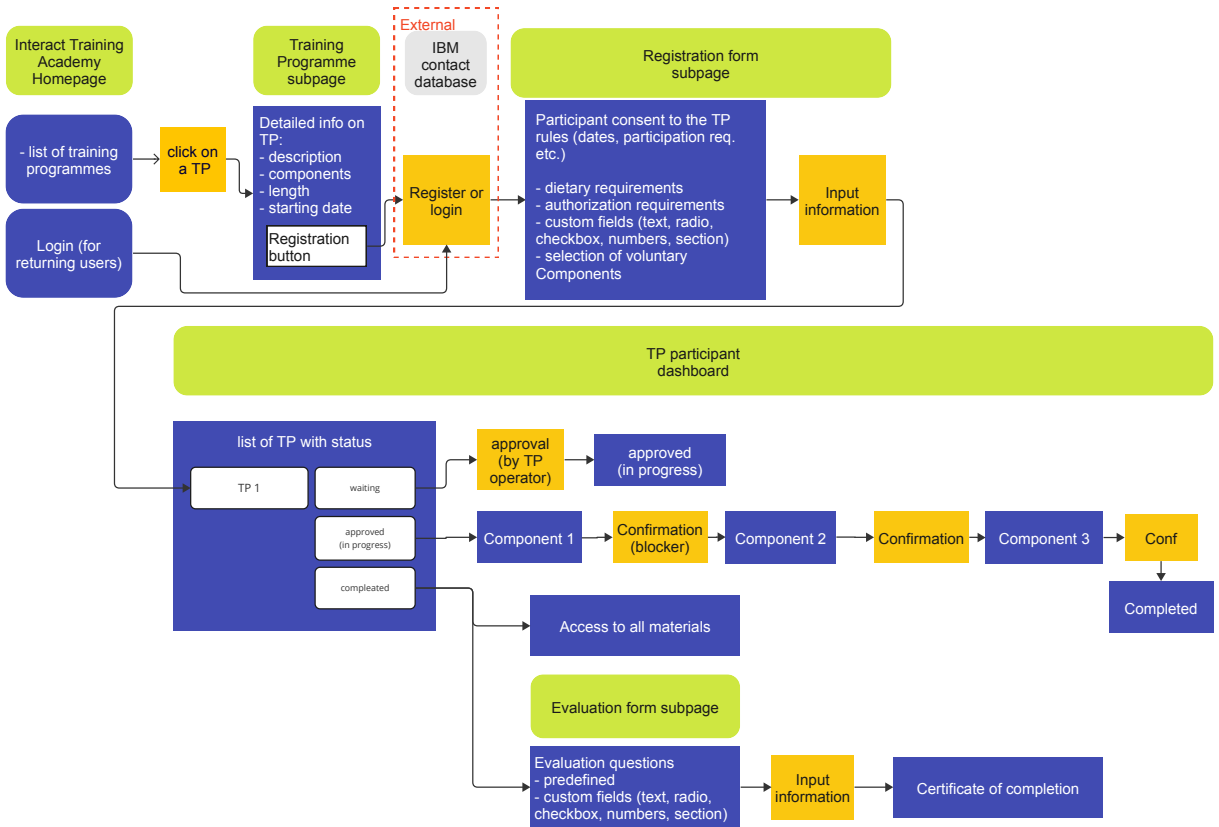


# User (participant) journey



# Moderator (TP designer) journey

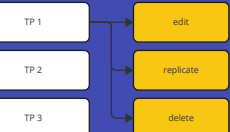
ITA Homepage

Moderator dashboard (TP designer)

administrator login

login with admin credentials

board with existing TP

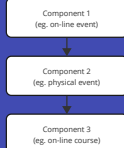


edit

replicate

delete

TP 1 content



edit

replicate

delete

Comp. features  
(name, length, dates, etc.)

New TP content



# Operator (TP manager) journey

IA homepage

TP manager dashboard

Admin login

Insert credentials

list of existing TPs

TP 1

TP 2

TP 2

TP1 list of cohorts with status

open new cohort

cohort 1

Finished

cohort 2

Ongoing

cohort 3

opened

Setting up the TP1 cohort 3

- Set registration start date/close date
- Set start date/close date
- Set dates of modules
- Set dates location for live events (online and physical)
- Edit description of the TP
- Participants registration questions
- Evaluation question

Launch button

Statistical board (module)

Statistic about participant's involvement in TPs (eg. uptake of different TPs)

Participant status management dashboard

TP1 cohort 3 Participants status management

participant 1

click

approved

participant 2

click

waiting

participant 3

click

rejected

participant 4

finished

Start cohort

Cohort ongoing

TP1 Cohort 3 Evaluation results

Participant progress dashboard

TP1 Cohort 2 Participants progress management

module 1

open module

module 2

module 3

participant 1

finished

finished

approval

finished

participant 2

finished

ongoing

approval

not started

participant 3

ongoing

not started

approval

not started

**Name:** Patrick

**Role and experience:** Patrick works for the Interact. For the last 10 years he has been involved in design and delivery of trainings to Interreg practitioners (both on-line and face-to-face).

**Motivation:** Patrick, after hearing from number of participants of his trainings, that there is a need for more sophisticated (complex) types of trainings which would cover more content, but also combine different ways of learning (ie. physical and on-line environments). He is eager to develop a training programme which would allow trainees to save time on learning the theory (by using on-line, self-pace learning methods) and at the same time allow for practical work to exchange with other colleagues (eg. physical workshops).

**The need:** Patrick need an on-line tool that would help him to design structure and the content of the training programme/programmes (with logical steps). The tool should be intuitive and easy to use. It should allow for modifications of once created training programmes. It should allow for storing the content (training materials) for designed modules and individual sessions.

## Operator (TP manager)

**Name:** Alice

**Role and experience:** Works of the Interact. Has some experience in organizing the trainings using the Interact participant management tool. As she joined the team only 2 years, she only organized on-line meetings, where there was no need for limiting number participants to the trainings. Se also does not have much experience in managing training programmes (understood as a process and not one-off events).

**Motivation:** Alice was partly involved in the design of one of a "Project management training programme" and now is appointed to run the first edition (1st cohort). She is very motivated and exited as it will be the first edition ever.

**The need:** Alice has to open and manage a "Project management training programme" which was developed by her colleague Patrick. The TP is design to last 3 months and include 4 modules (on-line event, on-line course, physical training, quiz). In order to open it Alice has to fill in all the data needed to run the training (i.e. registration deadline, timing of the modules (dates and locations), evaluation questions, etc. After launching the TP, she will be responsible for approving participants, who will constitute the cohort. After that she will monitor learning progress (advancement) for each participant, checking if everything is on the right track. On-line learning modules will report automatically, but presence of participants at the trainings (on-line, physical) has to be monitored and approved manually by her. At the end of the training programme she will organize a quiz where successful trainees will be awarded with certificate of completion.

User (the participant of the training)

**Name:** Sophia

**Role and experience:** Sophia for the last two years has been working for the Interreg Baltic Sea Region Programme. She is part of the project team in the JS and her role is to assess and later monitor projects. Even though being employed for some time, she did not have much opportunity to experience neither project assessment nor monitoring as she joined the programme exactly during the transition period (old programme is at the closure stage and the new one is about to start).

**Motivation:** The first call for proposals has been announced and the first applications are expected in the next 3 months. Taking part in a training programme on project assessment would help Sophie to perform her work much better.

**The need:** Sophie is looking for a training programme which would equip her with certain skills and knowledge necessary to properly assess project applications. The training should be easy accessible, intuitive and most importantly allowing her to combine it with her daily work obligations, thus eg. all the steps (dates, deadlines) should be informed in advance.