

# **How we run the International Relationship Office of Università degli Studi Guglielmo Marconi**

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**Università degli Studi «Guglielmo Marconi»**



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# MAIN ACTIVITIES

**In order to accomplish its objectives, the office focuses on the following core themes:**

- An intense international cooperation activity with other Universities, Research Institutes and Centers of Excellence in all over the world in order to manage and share know-how for the creation and implementation of research projects with a global impact;
- Constant monitoring and studies, reforms, programs, initiatives, and events at the national and European level;
- Use of both e-learning and m-learning in the training field, with specific interest on new teaching approaches;
- Integration of database design for the management of learning objects and other innovative content; and
- Design of innovative content and methodologies in the field of Edutainment.

# HORIZONTAL ACTIVITIES

- Weekly monitoring of call for proposals and of national, European and International grants;
- Detailed analysis of single calls;
- Activity planning and staff training;
- Partnership development and coordination;
- Content development of the single project proposal;
- Proposal submission to the respective authority;
- Financed projects are managed with the project coordinator who coordinates the supporting staff. Together, they implement project activities, develop information technologies, and conduct administrative and financial aspects related to project management.

# COMMUNICATION ACTIVITIES

- Promotion and dissemination of research and projects through participation in conferences, seminars and workshops
  - An invaluable part of the knowledge transfer process that pays back in terms of dissemination, visibility, and partnership establishment.
  - Academic events are an open forum providing USGM with unprecedented access to top-level research and the opportunity to keep abreast of the latest developments.
- Production of dissemination material (scientific articles, research papers, brochures, CD-ROMs, Videos, Posters, Publications, project websites, project announcements within USGM website etc.,)

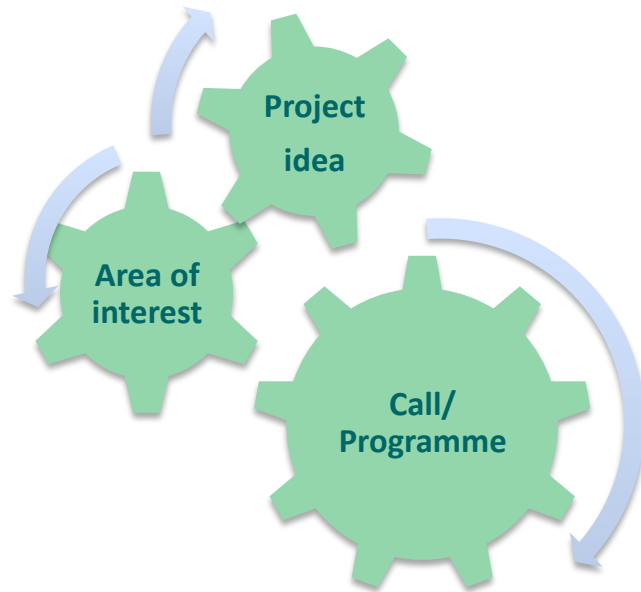


## **“BEST” PRACTICE**

Customized Project Dissemination Plan that includes:

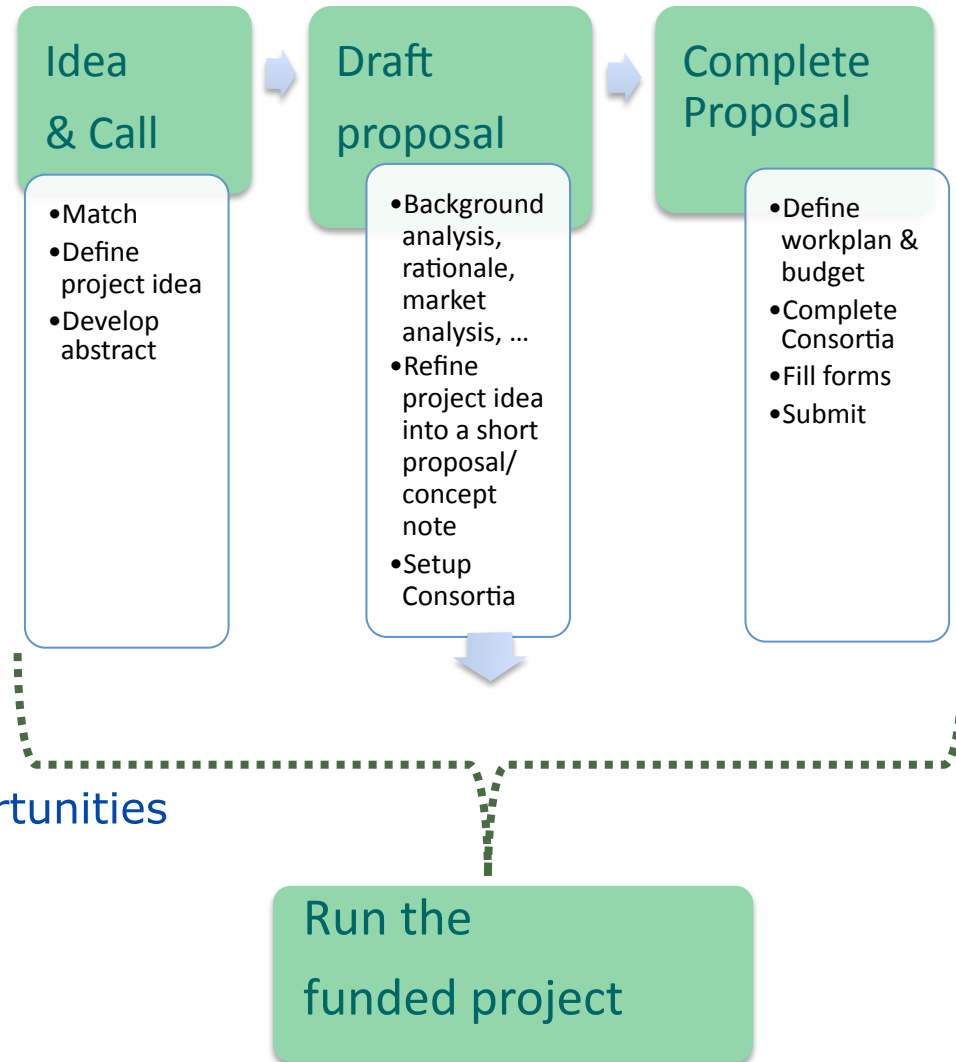
- Paper strategy: articles, press releases, PPT, posters, newsletters, brochures
- Multimedia strategy: video promotion, web-tv interviews, spots, announcements
- Internet strategy: project website (Joomla), Platforms, announcements within USGM website, e-newsletter
- Event strategy: participation to national and international networks, associations, and organization of workshops, seminars, and info days.

# HOW THE "ENGINE" WORKS



## ACTIVITIES

- Monitor and identify funding opportunities
- Submit project proposals
- Manage funded project



# PROPOSAL PREPARATION

The work at USGM's IPO starts with the preparation of a project proposal to be submitted for funding to one of the existing funding agencies or to the University Board.

- **Call monitoring**
- **Proposal writing**
- **Setting-up a partnership**



# PROJECT MANAGEMENT

Project Management activities are done with a great support of ICT tools, otherwise doing them would be next to impossible. Below we have briefly outlined the possible uses of ICT when managing an international project

- **Project management and Planning activities and work time**
- **Project meetings and Virtual meetings**



# RESEARCH

The research it's an important milestone in the project life for two reasons:

1. Compare and identify the state of the art
2. Go into more depth on some topics related to the project

We use the web for:

- **Access to public information**
- **Access to specialized information**
- **Inquiry support**



# ICT FOR TRAINING

The project development is one of the main activities in the department of Internationalization to higher education institution. Often the project target group needs to be trained, and experience has shown that distance education is the best solution in this type of project, in terms of accomplishments and achievements



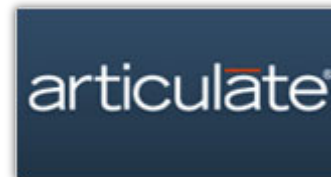
- **E-learning**
- **V-learning**
- **ebook**



# E-learning

## Used tools

- **LMS:**
  - Caroline
  - Moodle
- **Authoring tools:**
  - Articulate Studio
  - Adobe eLearning Suite2





# V-learning

## Used tools

Second Life

Open Sim

SLOODLE (Simulation Linked Object Oriented Dynamic Learning Environment)

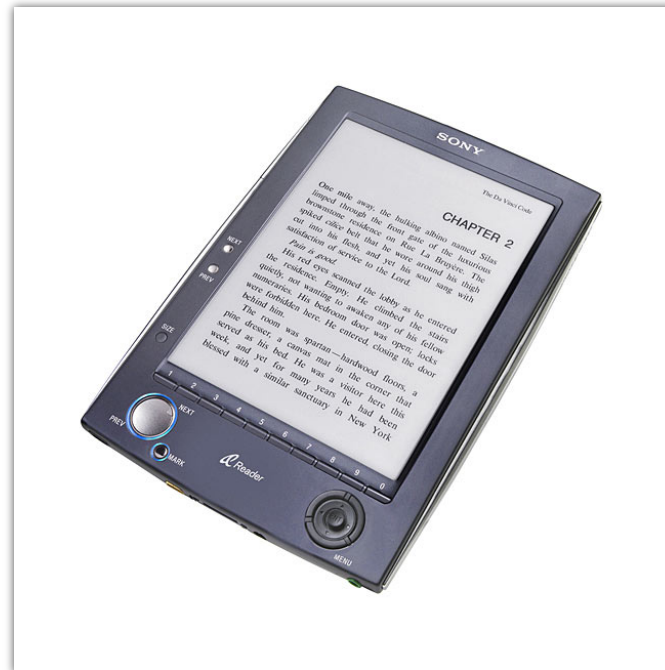




# eBook

## Used tools

- **Ebook reader softwares:** a large number of free ebook reader softwares are available



# INTERNAL COMMUNICATION

	<b>Same time</b> <i>Synchronous communication</i>	<b>Different time</b> <i>Asynchronous communication</i>
<b>Same place</b> <i>Co-located communication</i>	Slides presentation software (during face-to-face meeting)	Forum, Wiki, Message board, file-sharing system
<b>Different place</b> <i>Distance communication</i>	Virtual meeting or conference (using text, audio or audiovisual)	Email

## **Used tools:**

- **Groupware:** *EGroupware Enterprise Collaboration, Tiki Wiki CMS Groupware*
- **Audio and video conferencing software:** *Doodle, AgreeDate, World Clock Meeting , Skype, Adobe Connect, Webex, Livestream*



## EXTERNAL COMMUNICATION

The main purpose of an external communication strategy is to increase the visibility of the activities and achieved results.

- Project public websites, online journals, virtual communities
- Email, electronic newsletters, RSS feeds
- Virtual worlds, social networking websites
- Web radio/TV, podcasts
- Virtual conferences, webinars

# EVALUATION

We do both internal and external evaluation and we often use online feedback forms and Survey/analysis systems.

## **Used tools:**

- SurveyMonkey!
- GoogleAnalytics
- AWStats



# PROJECT ADMINISTRATION

One of the biggest challenges of managing a project is the financial management and the timesheet system

## **Used tools:**

- **PAM:** Project Administrative and Management
- **TimesheetNG:** a shared web-based system for recording project activities in full detail

































# P.A.M.

## PAM Project Accounting Management

Project Activities  
Report  
Configure  
Change Password  
Logout

### PAM - Project Accounting Management vers110415a

View: Managed Projects   




<input type="checkbox"/>				Staff ID	Project Short	Role
<input type="checkbox"/>	 <a href="#">Project Plan</a>	 <a href="#">Workplan</a>	 <a href="#">Project Activities</a>	FEDELE, Francesco	<a href="#">READIT</a>	Project Coord.
<input type="checkbox"/>	 <a href="#">Project Plan</a>	 <a href="#">Workplan</a>	 <a href="#">Project Activities</a>	FEDELE, Francesco	<a href="#">STRATEGICOM</a>	Project Coord.
<input type="checkbox"/>	 <a href="#">Project Plan</a>	 <a href="#">Workplan</a>	 <a href="#">Project Activities</a>	FEDELE, Francesco	<a href="#">AVATAR</a>	Project Coord.
<input type="checkbox"/>	 <a href="#">Project Plan</a>	 <a href="#">Workplan</a>	 <a href="#">Project Activities</a>	FEDELE, Francesco	<a href="#">SEEP</a>	Project Coord.
<input type="checkbox"/>	 <a href="#">Project Plan</a>	 <a href="#">Workplan</a>	 <a href="#">Project Activities</a>	FEDELE, Francesco	<a href="#">EL-Gate</a>	Project Coord.
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<input type="checkbox"/>	 <a href="#">Project Plan</a>	 <a href="#">Workplan</a>	 <a href="#">Project Activities</a>	FEDELE, Francesco	<a href="#">e-NEEDD</a>	Project Coord.

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Project Activities  
Report  
Configure  
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Logout

### PAM - Project Accounting Management vers110415a

Table: Activity   














Search

Staff =

Project =

Activity contains

[Show all](#)




<input type="checkbox"/>		Staff	Project	Day	Period	Activity	Planned Activity	Activity Detail	Hours
<input type="checkbox"/>		QUARTA, Barbara	READIT	1	02/2011	3, WP3 RESEARCH		Internal meeting with USGM researchers	2
<input type="checkbox"/>		Erfindik, Emine	READIT	13	12/2010	1.2, Organisation of/Participation in plenary and virtual meetings		Kick-off meeting	8
<input type="checkbox"/>		Erfindik, Emine	READIT	17	12/2010	1.3, Monitoring and reporting activities		Project website - translation and other details	2
<input type="checkbox"/>		Erfindik, Emine	READIT	14	12/2010	1.2, Organisation of/Participation in plenary and virtual meetings		Kick-off meeting	8
<input type="checkbox"/>		Bianchi, Sergio	SEEP	19	04/2011	1.4		Drafting Agenda	2
<input type="checkbox"/>		Bianchi, Sergio	SEEP	18	04/2011	18, Preparatory work for 2nd Annual European Workshop		Drafting Agenda	1.5
<input type="checkbox"/>		Favretti, Luciano	ECM	3	02/2011	1, WP1 MANAGEMENT	35	analisi sito agenas, raccolta documentazione	3.5
<input type="checkbox"/>		Favretti, Luciano	ECM	3	04/2011	2, WP2 QUALITY ASSURANCE	Avvio attività	FCIY	1.5
<input type="checkbox"/>		Favretti, Luciano	ECM	15	04/2011	3, WP3 RESEARCH		GVOUBV	5.5
<input type="checkbox"/>		Favretti, Luciano	ECM	5	04/2011	4, WP4 COURSE CONTENT DEVELOPMENT	ASDBFs	DFDFN	1.5
<input type="checkbox"/>		Favretti, Luciano	ECM	6	05/2011	5, WP5 TECHNICAL DESIGN & DEVELOPMENT	sdfbb	DFHF	5.5
<input type="checkbox"/>		Favretti, Luciano	ECM	3	03/2011	6, QUALITY AND EVALUATION	sdfbab	DEGFF	4
<input type="checkbox"/>		Favretti, Luciano	ECM	3	06/2011	7, WP7 DISSEMINATION	XFGZDG	FRHARHFRH	1

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### PAM - Project Accounting Management vers110415a

View: Project Activities   

☐ Search

Staff =

Project =

[Show all](#)

Staff	Period	Hours	Project
FEDELE, Francesco	12/2010	16.00	READIT
FEDELE, Francesco	01/2011	8.00	READIT
FEDELE, Francesco	02/2011	8.00	READIT
QUARTA, Barbara	12/2010	32.00	READIT
QUARTA, Barbara	01/2011	32.00	READIT
QUARTA, Barbara	02/2011	48.00	READIT
Davidson, Helle Munkholm	12/2010	25.00	READIT
Davidson, Helle Munkholm	01/2011	20.00	READIT
Davidson, Helle Munkholm	02/2011	7.00	READIT
Davidson, Helle Munkholm	03/2011	9.00	READIT
Geafar, Vecie	12/2010	16.00	READIT
Geafar, Vecie	01/2011	16.00	READIT
Geafar, Vecie	02/2011	8.00	READIT
Geafar, Vecie	03/2011	8.00	READIT
Geafar, Vecie	04/2011	8.00	READIT
Geafar, Vecie	05/2011	4.00	READIT
Erfindik, Emine	12/2010	24.00	READIT



# USGM IRO PROFESSIONAL PROFILES

At USGM ID, four different professional figures are present.

Project Managers, Researchers, Technicians and Administrative staff, together assuring the competences required in an International Department:

- Foreign languages knowledge  
(extended to other languages than just English and French)
- Social, interpersonal and multicultural skills
- Technological expertise.



# RUNNING THE USGM IRO:

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# MANAGING THE USGM IRO: A DAY-BY-DAY TASK

As a manager, the ID coordinator has to:

- exercise a rational day-to-day control on the team work and problem-solving activities;
- make people act according to the organizational expectations, with particular reference to how activities should be carried out;
- persuade people to subscribe to organizational expectations about performance.

# LEADING THE USGM IRO: A STRATEGIC TASK

To exercise the leadership means to translate vision into reality.

As a leader, the coordinator has to imagine strategies and to make them actual through a well-functioning teamwork.

Accordingly, in relation with teamwork, the coordinator has to deal with five basic elements:

**GOAL ORIENTATION** – Goals have to be defined together

**ACCOUNTABILITY** – Responsibility for the process and the outcome has to be shared

**COMMITMENT** – It doesn't mean consensus, but positively applying decisions

**CAPABILITY TO DEAL WITH CONFLICTS** – Openness towards conflict as a source of information and energy

**TRUST** – Clear communication, without filters.

In particular, conflict is essential. If correctly managed, it foster innovative ideas and positive change.

