How we run the International Relationship Office of 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.,)
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

Run the funded project
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 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
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
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:**
  - Claroline
  - Moodle

- **Authoring tools:**
  - Articulate Studio
  - Adobe eLearning Suite2
V-learning

*Used tools*
Second Life
Open Sim
SLOODLE (Simulation Linked Object Oriented Dynamic Learning Environment)
Used tools

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

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<th>Same time</th>
<th>Different time</th>
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<td>Synchronous communication</td>
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<th>Slides presentation software (during face-to-face meeting)</th>
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<th>Virtual meeting or conference (using text, audio or audiovisual)</th>
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### 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
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
We do both internal and external evaluation and we often use online feedback forms and Survey/analysis systems.

**Used tools:**
- SurveyMonkey!
- GoogleAnalytics
- AWStats
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
## PAM - Project Accounting Management

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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:

...
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.
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.