

questions from the users

- In Push Sessions, the Silverbacks are talking about a specific field of their experience – and by this raising the awareness of the users for topics they might have underestimated by now.
- In parallel user chat rooms are made available, allowing sharing information between the users, and also giving an opportunity to tutors and Silverbacks to understand which topics might require further clarification, and by this increase the quality of the MOOCs.

Based on the involvement of the Silverback and / or the number and quality of participation / feedback to a Silverback session, incentives can be calculated.

5. Conclusion and future work

We have shown how experience and expert knowledge can not only be conserved, but distributed to a user group in different locations and time zones.

Currently the approaches are mainly role based (O3 Lead, Tutor, Silverback). Plan is to document as much content as possible as well as process information in a repository to develop new training and knowledge dissemination strategies.

Next step will be to develop an approach for Expert Training the Expert, aiming for identification of users who are interested in specific topics and by this might be the successor of a silverback – not only based on their own preference,

but based on data elicited from the MOOC and session feedback.

6. References

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