



CHAT2LEARN

Chatbot technologies for digital entrepreneurship education and adult learners

Project n. 2020-1-CY01-KA204-065974

*IO1: Developing a chatbot learning environment in the field of digital
entrepreneurship*

*1.1. Collecting best practices and tools on Technology Enhanced Learning and
creation of a resource library on the topic*

PREPARED BY





Good practices template

Good practice definition

A “good practice” can be defined as follows:

A good practice is not only a practice that is good, but a practice that has been proven to work well and produce good results, and is therefore recommended as a model. It is a successful experience, which has been tested and validated, in a broad sense, which has been repeated and deserves to be shared so that a greater number of people can adopt it

Good practice criteria

The following set of criteria will help us to understand whether a practice is a “good practice”:

- **Effective and successful:**

A “good practice” has proven its strategic relevance as the most effective way in achieving a specific objective; it has been successfully adopted and has a positive impact on individuals and/or communities

- **Technically feasible:**

Technical feasibility is the basis of a “good practice”. It is easy to learn and to implement

- **Replicable and adaptable:**

A “good practice” should have the potential for replication and should therefore be adaptable to similar objectives in varying situations

- **Environmentally, economically and socially sustainable:**

A “good practice” meets current needs without compromising the environment and/or the social cohesion of the territories



TutorBot: chatbot for learners <i>(What is the name that best describes good practice?)</i>	
2018-2020 <i>(When was the good practice documented/published/carried out?)</i>	Erasmus Consortium <i>(Who – person/organization – wrote/carried out the good practice?)</i>
ASSET <i>(who collected the practice)</i>	

Element	Guiding question
Type of practice	Erasmus Plus Project
Publisher (optional)	website: https://www.tutorbot.eu
Target audience	The project is aimed at teachers of VET and schools.
Objective/Aim	The project is intended to give trainers and teachers the tools to create their chatbot in the form of a chatbot creator platform, but also 4 different chatbots, filled with content and connected to the learning outcomes of the VET centres involved in the projects, as well as a chatbot design guide and a chatbot creation training module to support trainers and VET organisations in developing their own chatbot.
Location/Geographical coverage	Countries of the consortium (Italy, France, Greece, Germany, Spagna)
Description	<p>The project aims to provide teachers of vocational training and schools with tools and skills to independently create and develop their own chatbots tutors for the topics they teach.</p> <p>To this end, the members of the consortium have developed some chatbots that can serve as an example of how to use them on specific topics (e.g. operational marketing, event management), also providing a long series of video tutorials on the relationship between chatbots and VET learning (e.g: “how tutor chatbots can improve class engagement and performance of students” or “how to design AI technology more accessible and less intimidating for teachers”).</p> <p>On the website is available a chatbot creation training module that aims at making the adoption and development of chatbots in VET easier by offering an online support tool, in the</p>



	<i>form of a training chatbot, to be freely accessible, as well as support material for a training workshop for those less comfortable using ICT.</i>
Methodological approach	<p><i>On the website (which to be honest is neither complete nor well working) there is no information about the methodological approach used for the design of chatbots.</i></p> <p><i>From a technical point of view, the chatbot works through messaging systems (Facebook, Whatsapp) and not with an app.</i></p> <p><i>It seems to understand from the contents of the site that there has been a “refinement” of the guide following interviews or meetings with potential users.</i></p>
Finance	<i>Erasmus Plus Program</i>
Constraints (optional)	
Outcomes	<p><i>Project Intellectual Outputs:</i></p> <p><i>Chatbot design guide</i></p> <p><i>Chatbot creation training module (10 video lessons)</i></p> <p><i>17 VET tutorials</i></p> <p><i>4 things we learnt from developing a tutor chatbot from scratch</i></p> <p><i>6 chatbots (not available on the website)</i></p>
Replicability and/or up-scaling	<p><i>5</i></p> <p><i>The best practice (not protected by patents) is easily replicable in other geographical and social contexts.</i></p>
Conclusion (optional)	
Opinion (optional)	<p><i>Express your opinion on a scale from 1 (=min) to 5 (=max) about:</i></p> <ul style="list-style-type: none"> <i>● Usability: NA (it is not possible to test the chatbot listed in the website)</i> <i>● Relevance (the degree to which the problem addressed by the good practice is experienced as significant) : 3 (the guide is well done)</i>



	<ul style="list-style-type: none">● <i>Granularity (the degree to which the good practice is detailed): 2</i>● <i>Integration (the degree to which the good practice can be integrated into the Chat2learn project): 4</i>
Further considerations	