

IMPROVED SUPPORT SERVICE QUALITY AND THE ILS UPTAKE ABILITY

OUTPUT T4.2

WP T4 - BROADENING THE USAGE SCOPE OF THE ILS IN
FULLY DIGITAL ENVIRONMENT

TECHNICAL UNIVERSITY OF KOŠICE

FEBRUARY 2022

Table of content

Table of content.....	2
Introduction	3
1. Methodology for concept definition to improve the support quality and uptake of the ILS.....	3
2. Proposal of detailed solutions to improve the support quality and uptake of the ILS – part related to typical ILS elements	4
2.1. Enabling the restoring of game data by superadmin role	5
2.2. Improving the student’s password reset procedure	6
2.3. Data exports for archiving and bulk deletion of data	8
3. Proposal of detailed solutions to improve the support quality and uptake of the ILS – part related to new InnoSchool product portal.....	14
3.1. Platform structure and links between platform parts	14
3.2. Product portal parts related to general information, presentation of the game, links, contacts	16
3.3. Product portal parts related to guides and assistance.....	28
3.4. Product portal parts related to participation and registration	35

Introduction

Within the InnoSchool project, 11 project partners and 6 associated strategic partners are working closely together to create a unique Innovative Learning System (ILS) in order to strengthen social innovation and entrepreneurship in the respective regions, to increase educational impact, to elaborate serious game/ICT aspects, to facilitate policy level and make it possible to include the ILS into local curricula.

The main project “product” (InnoSchool Learning System), delivered within the project, raised unexpected levels of attention and expectations from schools and high levels of new schools are expected to adopt the ILS in learning process. To cope with this high interest, the current level of support service is to be improved.

As the result, ILS was adapted to minimize the need for support services provision and new channels and processes were established to increase the quality of support service and uptake ability. This output was elaborated under the Activity A.T4.2: : Improving the support quality and uptake of the ILS, implemented under WP T4 (WP6) Broadening the usage scope, improving the support quality and the uptake ability of the ILS in digital environment, realized under InnoSchool project.

1. Methodology for concept definition to improve the support quality and uptake of the ILS

In order to define the concept to improve the support service quality and the uptake of the InnoSchool Learning System, following activities were implemented:

- Scanning the territorial / transnational feedbacks and analysis of past communication with schools searching for issues related to support services that could be improved by implementation of more automatized solution – all PPs involved. Findings captured according to guidelines (and template) by TUKE.
- Desktop research and analysis of existing support services and tools (e.g. online support platform, video tutorials, etc.) provided for educational products and their appropriateness for the ILS support services – by TUKE.
- Internal workshop for conclusion, selection of final list of findings, recommended propositions of solutions how to solve the identified issues or opportunities for improvement found and their prioritization – all PPs involved. Workshop was organized jointly for Activities A.T4.1 (scope broadening) and A.T4.2 (support services and uptake), during the Project and Steering Committee Meeting on June 8th, with dedicated timeslot for A.T4.2 between 14:30 and 16:00 (online).

Agenda:

- Introduction to activity
- Discussion about issues related to support services that could be improved by the implementation of more automatized solutions, selection of the final prioritized list of findings with recommended propositions of solutions how to solve them

- Presentation of examples of educational product portals' content
- Discussion and definition of requirements on InnoSchool online product platform
- Preparation of the report D.T4.2.2 "Analysis of the possibilities to improve the support quality and uptake of the ILS and recommendations formulated".
- Elaboration of more detailed proposal of solutions to improve the support service quality and the uptake of the ILS, while combining the following actions:
 - Online meeting between TUKE and CTRIA (responsible for product platform development) on 15th October 2021 to discuss the platform requirements, to identify open issues, task division, and to plan the additional internal workshops with all PPs.
 - Online internal workshops Nr. 1 on 19th October 2021 to discuss InnoSchool product platform content and features and distribute the work among PPs.
 - Online internal workshop Nr. 2 on 11th November 2021 to follow-up the discussion about the proposals for InnoSchool product platform structure, content and its features.
 - Work of individual partners on concept for specific areas, based on task division.
- Preparation of the report - D.T4.2.3: Concept for the support quality and the uptake of the ILS by WP leader (TUKE) with list of findings and initial solutions proposed.
- Implementation of selected solutions – work done by particular PPs. Technical implementations related to Serious Game was covered by the TUKE. Technical implementation related to online ILS product platform was covered by CTRIA. Finalization of improvement of related ILS elements was by working groups.
- Internal testing within the consortium – all PPs involved, and improvements of all concerned parts. Translation of English core content to all supported languages. Preparation of the easy-to-upload .txt/.xlsx files for the upgraded parts of the Serious Game by TUKE, and upgrades of online support platform by CTRIA.
- As the result of the previous activities, WP leader (TUKE), supported by other subgroup leaders, prepared this report describing the finalized functionalities and support tool and services.

2. Proposal of detailed solutions to improve the support quality and uptake of the ILS – part related to typical ILS elements

Following section describes the proposed functionalities, features or other changes needed to support the support service quality of the InnoSchool Learning System, that were identified and proposed throughout the previously described activities.

2.1. Enabling the restoring of game data by superadmin role

Priority: Must have
Responsible partners: TUKE
Issue ID and description: SU-01 / in table below

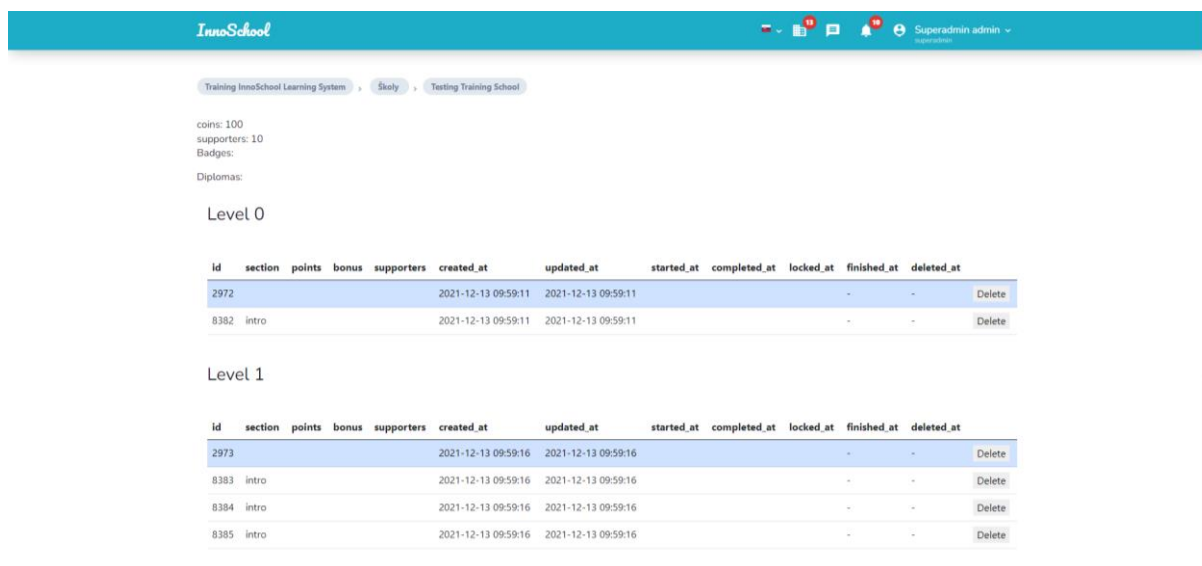
Issues / Opportunities for improvement reported	Additional comments	Proposal to solve the issue
<p style="text-align: center;">SU-01</p> <p>Unintended changes in status of modules and tasks in Serious Game done by teachers – need of support to return it to previous state.</p>		<p>TUKE:</p> <p>We cover the clicking login within InnoSchool 2.0.</p> <p>Teachers should not be given the right to go back with data from database..</p> <p>Button for archiving / Marking that is finished – maybe even for InnoSchool 2.0.</p> <p>Superadmin could be able to restore data (not lowering to national support teams).</p> <p>Locking of module not allowed when level was already played and points earned.</p> <p>WG EDU:</p> <p>Adaptation of Teachers’ handbook according to changes implemented in SG</p>

Detailed description of solution:

Upgrade of the Serious Game

In addition to changes already implemented within InnoSchool 2.0 version of the Serious Game, the following was implemented.

Superadmin role, owned by TUKE team, who is technical game provider and central support team, allows the restoring of the teams’ data that were changed/erased by accident by teacher. The functionality is embedded into the Teacher’s interface and operational via User Interface actions. No need to upgrade other ILS parts (e.g. Teacher’s handbook).



The screenshot shows the InnoSchool interface with a user profile for 'Superadmin admin'. It displays two levels of sections:

Level 0

id	section	points	bonus	supporters	created_at	updated_at	started_at	completed_at	locked_at	finished_at	deleted_at	
2972					2021-12-13 09:59:11	2021-12-13 09:59:11				-	-	Delete
8382	intro				2021-12-13 09:59:11	2021-12-13 09:59:11				-	-	Delete

Level 1

id	section	points	bonus	supporters	created_at	updated_at	started_at	completed_at	locked_at	finished_at	deleted_at	
2973					2021-12-13 09:59:16	2021-12-13 09:59:16				-	-	Delete
8383	intro				2021-12-13 09:59:16	2021-12-13 09:59:16				-	-	Delete
8384	intro				2021-12-13 09:59:16	2021-12-13 09:59:16				-	-	Delete
8385	intro				2021-12-13 09:59:16	2021-12-13 09:59:16				-	-	Delete

2.2. Improving the student's password reset procedure

Priority: Must have

Responsible partners: TUKE, BIGD

Issue ID and description: SU-03 / in table below

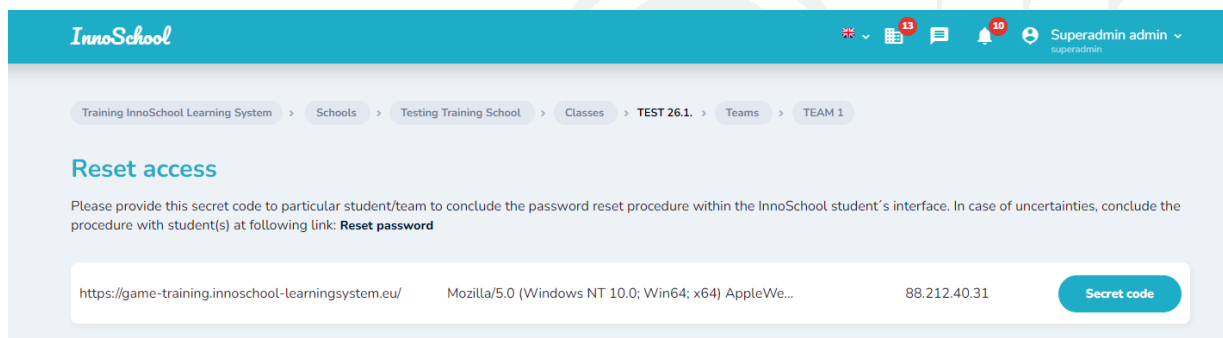
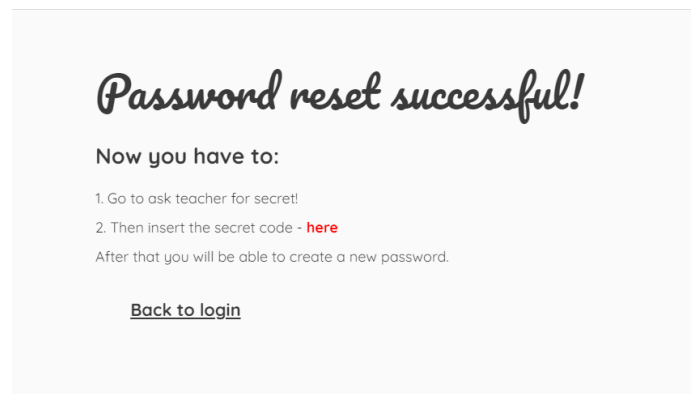
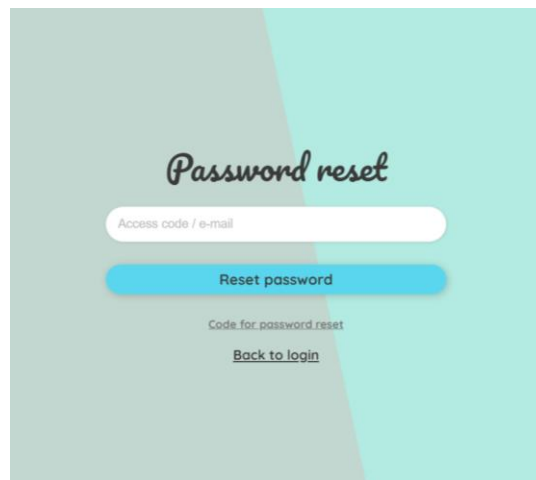
Issues / Opportunities for improvement reported	Additional comments	Proposal to solve the issue
<p>SU-03</p> <p>Changing the passwords option in Serious Game, and forgotten passwords were reason for many support requests.</p>	<p>Reported by PPs:</p> <p>Add part regarding Secret Code and team password reset through the Game's main login page – not described in the Handbook.</p> <p>Some of the difficulties were related to the fact that certain groups of students forgot their code or password and they had to wait until the groups reseted the account.</p>	<p>Provide more information on login page about the process.</p> <p>Enable resetting via email, not only code.</p> <p>Warning to keep the codes – during the password setting step.</p>

Detailed description of the solution:

Upgrade of the Serious Game

Enable the password reset by using not only the team code, but also the e-mail associated to team (or team member).

Check to possibilities to increase of visibility of request for password reset and increase the understating of procedure by proper visual and textual navigation. Already implemented in version 2.0 - inclusion of password reset request to notifications in Teacher's interface.



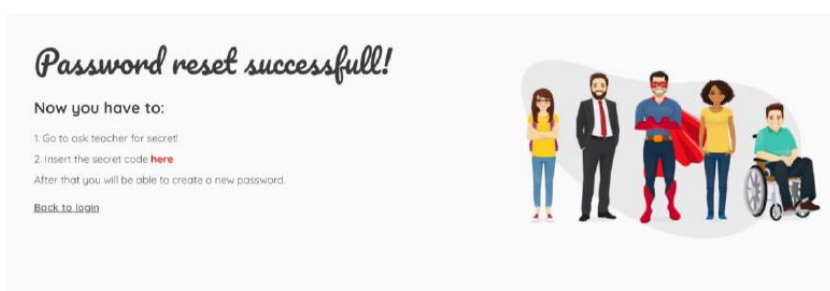
Upgrade of the Teacher's handbook

All crucial information / screens of newly created Serious Game functionalities and features were added to all concerned parts of the Teacher's handbook.

Concerned parts of handbook:

- Chapter 3.1

If the team/player has not entered their e-mail address, clicking the first "Reset Password" button will open a screen with the text: "Password reset successful!".



The teacher will get a notification in the Teacher's Interface, and will generate and provide the team/player with a secret code. Once the students got the secret code, they can click on the link "Insert the code here", where they need to enter their code and then the Secret Code.

2.3. Data exports for archiving and bulk deletion of data

Priority: Must have

Responsible partners: TUKE, BIGD

Issue ID and description: ID-10 from InnoSchool 2.0 improvements / in table below

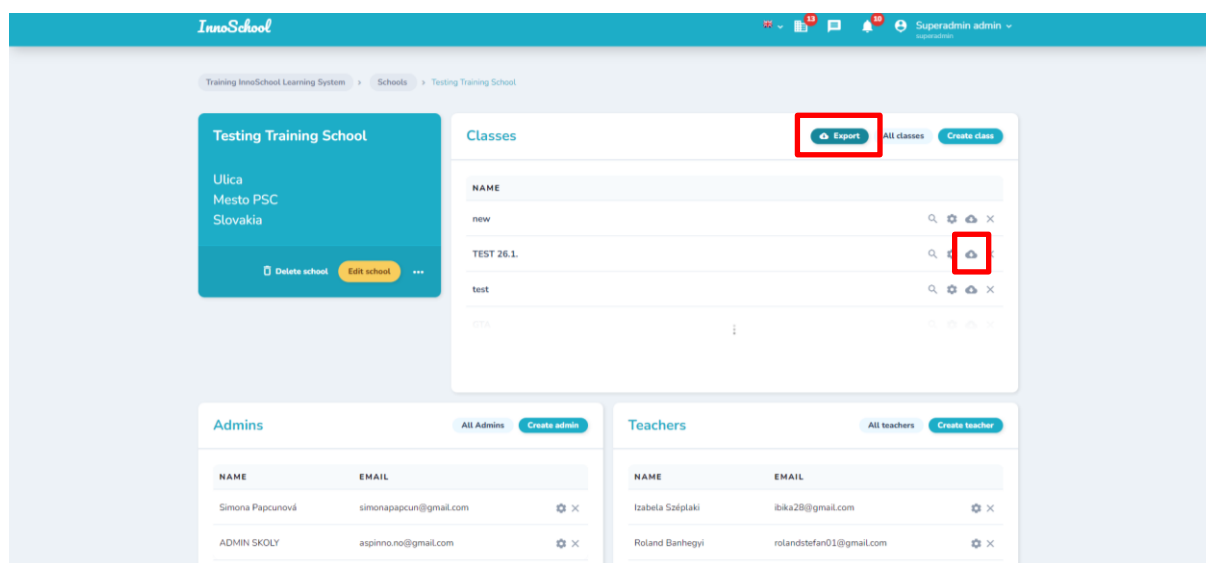
Issues / Opportunities for improvement reported	Additional comments	Proposal to solve the issue
ID10	Note: Moved from InnoSchool 2.0 to InnoSchool-X list of improvements	Important for archiving - quiz, open tasks + timestamps - something easy

<p>Option for extracting data from the quiz and open tasks of the team/whole class</p> <p>Functionality of exporting data/report (especially when the playing is finalized, but can be used anytime)</p>		<p>Good to have feature to download open tasks to be able to make assessment on paper (download per module as well)</p> <p>check it from DB perspective and how we can present it easily in XLS or PDF</p> <p>create process for deleting the data and informing schools to download the data (archive them) - during summer break</p>
--	--	--

Detailed description of proposal:






Upgrade of the Serious Game

The mechanism for archiving of all class content, used especially after the school year end (to keep the low requirements for hosting) was implemented in the Teachers interface.



Exporting function exports following data for teams' accounts or team members' accounts in readable format of PDF, covering:

- 1) Information about received points (success rate) for all specific educational tasks (Quiz for Fun, Quiz, Open tasks),
- 2) Answers submitted by players,
- 3) All uploaded documents by team.

 open_tasks_exp_346_test	Adobe Acrobat Document	806 kB	Nie	907 kB
 results_exp_346_test	Adobe Acrobat Document	815 kB	Nie	915 kB
 team-student1-task-23-L2 - butto...	Súbor PNG	192 kB	Nie	200 kB
 team-student1-task-27-Interreg_C...	Hárók Microsoft Excelu	442 kB	Nie	452 kB
 team-student1-task-29-Attendanc...	Dokument Microsoft Wor...	49 kB	Nie	52 kB

09-03-2022

Name		Members
študenti1	[Chosen scenario : Disavantages and challenges in peripheral and rural areas]	Majka Z , Ferko M , Sima S
Level 1		
Social challenges		
Text	aaa	
Comment	ok	
Criterion 1	The team listed at least 3 social needs.	Completely fulfilled
Criterion 2	The team identifies the local context.	Completely fulfilled
Criterion 3	The team understands the challenges.	Completely fulfilled
Criterion 4	The team describes the societal problems briefly.	Completely fulfilled
Search for social innovations [Optional]		
Text	aaaa	
Comment	ok	
Criterion 1	The team describes at least 5 different kinds of innovation.	Completely fulfilled
Criterion 2	The team understands the variety of possible social innovations.	Completely fulfilled
Criterion 3	The team gives specific examples of social innovation.	Completely fulfilled
Criterion 4	The team understands how to respond to social needs.	Completely fulfilled
Level 2		
Mission Statement		
Text	aa	

09-03-2022

Name		Members
študenti1	[Chosen scenario : Disavantages and challenges in peripheral and rural areas]	Majka Z , Ferko M , Sima S
Level 1 - Theory		
Which of the situations listed below is not a humanitarian crisis?		100 / 100
People who own, operate, and take risks on a business venture are		0 / 100
Level 1 - Quiz		
Which of these examples can be considered an innovation?		100 / 100
Majka Z		100 / 100
Match the term to the correct examples:		100 / 100
Majka Z		100 / 100
Think about the video you have seen at the beginning of this module. What did Mervyn learn from Marge about social entrepreneurship?		100 / 100
Majka Z		100 / 100
Fill in the correct options for each gap		100 / 100
Majka Z		100 / 100
Decide, whether the following statement is true or false: Social innovations are new ideas that meet market needs, create social relationships and form new collaborations.		100 / 100
Majka Z		100 / 100
Besides the profit a business can make, how can a business success be measured by a social business?		100 / 100
Majka Z		100 / 100

The process of informing teachers after the school year end should be automatized to maximum possible extent. Email will be sent to all active teachers informing them about coming deadline, when the content will be deleted, and until when the data should be exported and kept aside the game, in case teachers would like to archive them.

E-mail content

SUBJECT: Important | InnoSchool - Delete of inactive student accounts | XX.XX.20XX

Hello, dear teacher,

We contact you on the basis of your **active teacher account** within the InnoSchool learning system.

We would like to inform you that the end of the school year is approaching and in order to fulfil our obligations set out in the data protection principles, we will proceed to the removal of outdated student data. Specifically, the **data of inactive student accounts will be deleted** from the classes that played the game in the school year preceding the currently completed school year.

The affected data will be deleted on ... date ...!

You still have the option to save and archive this data, but it will no longer be possible after this date. Therefore, we ask you to do so if you need or want to archive the data.

Archiving data is very simple - you will find an "Export" button above the list of classes in your teacher interface. After pressing it, the system will automatically prepare and download PDF files with data of students' activity and all attachments uploaded by them (in a compressed .ZIP file). In the appendix you will find a schematic picture that will show you what the Export button looks like and where it is located.

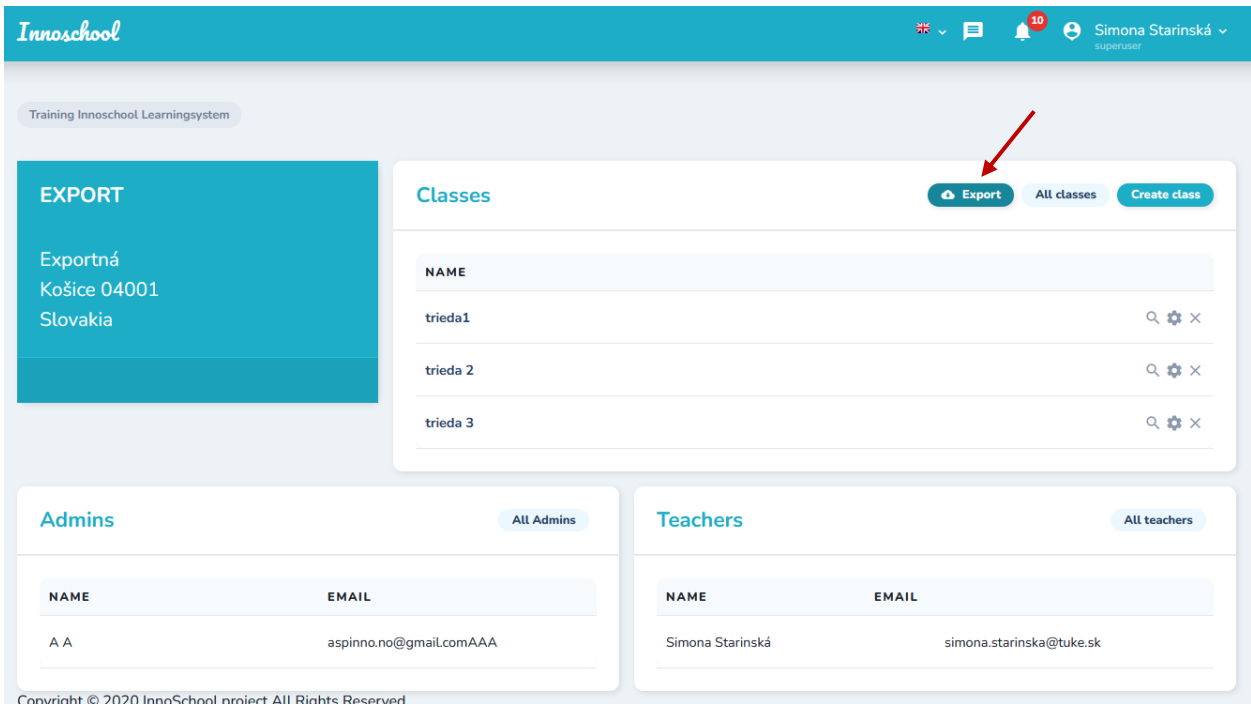
Moreover, if you no longer wish to use your teacher account associated with your school, ask your InnoSchool school administrator to delete your account or contact your national contact centre. You can find a list of them in the contact section on the website - www.innoschoolplatform.eu.

Best regards

The InnoSchool support team

Instructions for exporting class data from InnoSchool

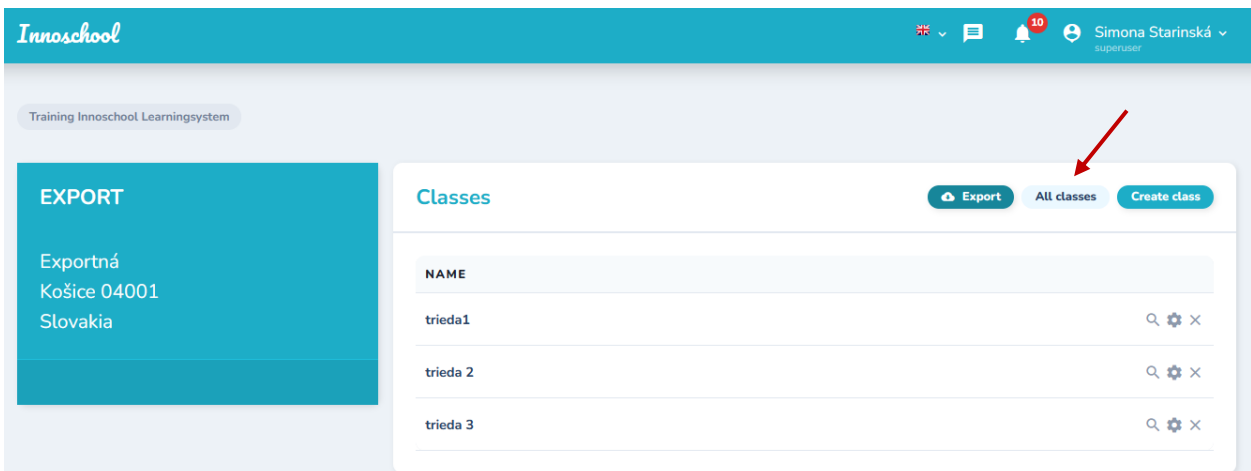
1. Log in to your teacher account
2. To export data for all classes at once, click on the "Export" button in the upper right corner (see image)



The screenshot shows the InnoSchool dashboard. On the left, there is an 'EXPORT' sidebar with the text: 'Exportná Košice 04001 Slovakia'. The main content area is titled 'Classes' and contains a table with three rows: 'trieda1', 'trieda 2', and 'trieda 3'. Above the table, there are three buttons: 'Export' (highlighted with a red arrow), 'All classes', and 'Create class'. Below the 'Classes' section, there are two panels: 'Admins' and 'Teachers'. The 'Admins' panel shows a table with columns 'NAME' and 'EMAIL', containing one row: 'A A' with email 'aspinno.no@gmail.comAAA'. The 'Teachers' panel shows a table with columns 'NAME' and 'EMAIL', containing one row: 'Simona Starinská' with email 'simona.starinska@tuke.sk'. The top navigation bar includes the InnoSchool logo, a language dropdown, a chat icon, a notification bell with '10', and a user profile for 'Simona Starinská' (superuser).

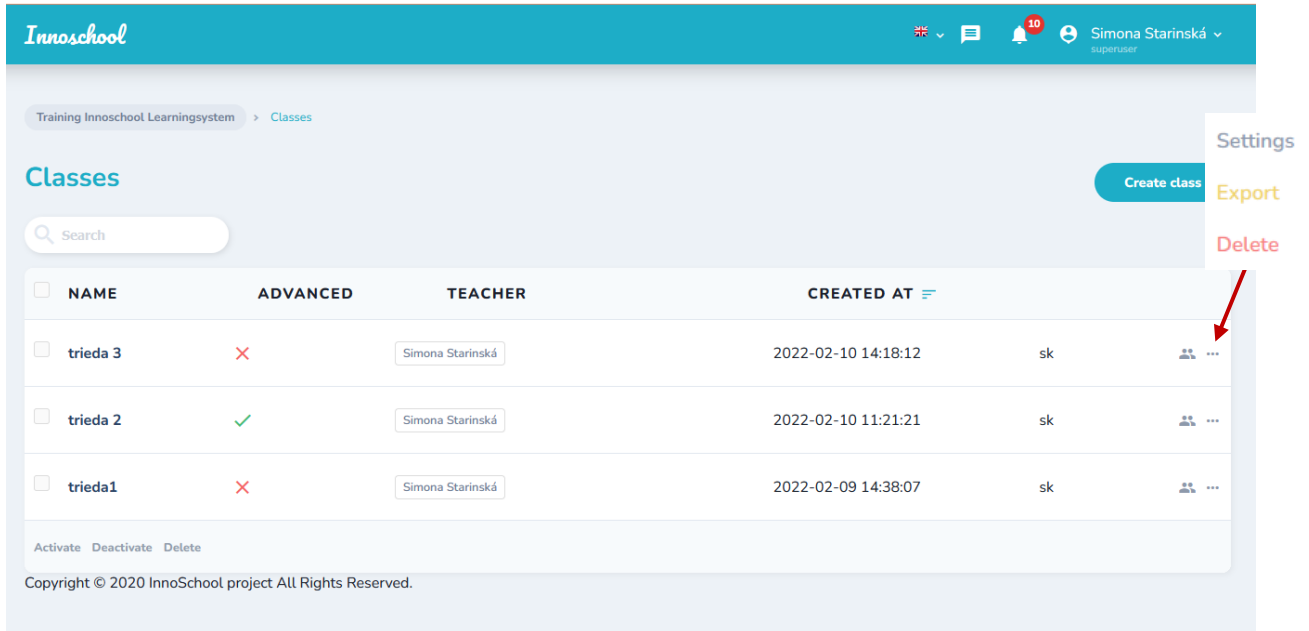
Copyright © 2020 InnoSchool project All Rights Reserved.

3. If you only want to export some classes, click on "All classes".



This screenshot is identical to the previous one, but the red arrow now points to the 'All classes' button instead of the 'Export' button.

4. Subsequently, a new window will open with a detailed list of classes, where you can click on "three dots - more options" for each class and select "Export" there



Innoschool 🇬🇧 📧 🔔 10 👤 Simona Starinská
superuser

Training Innoschool Learningsystem > Classes

Classes Create class Export Delete

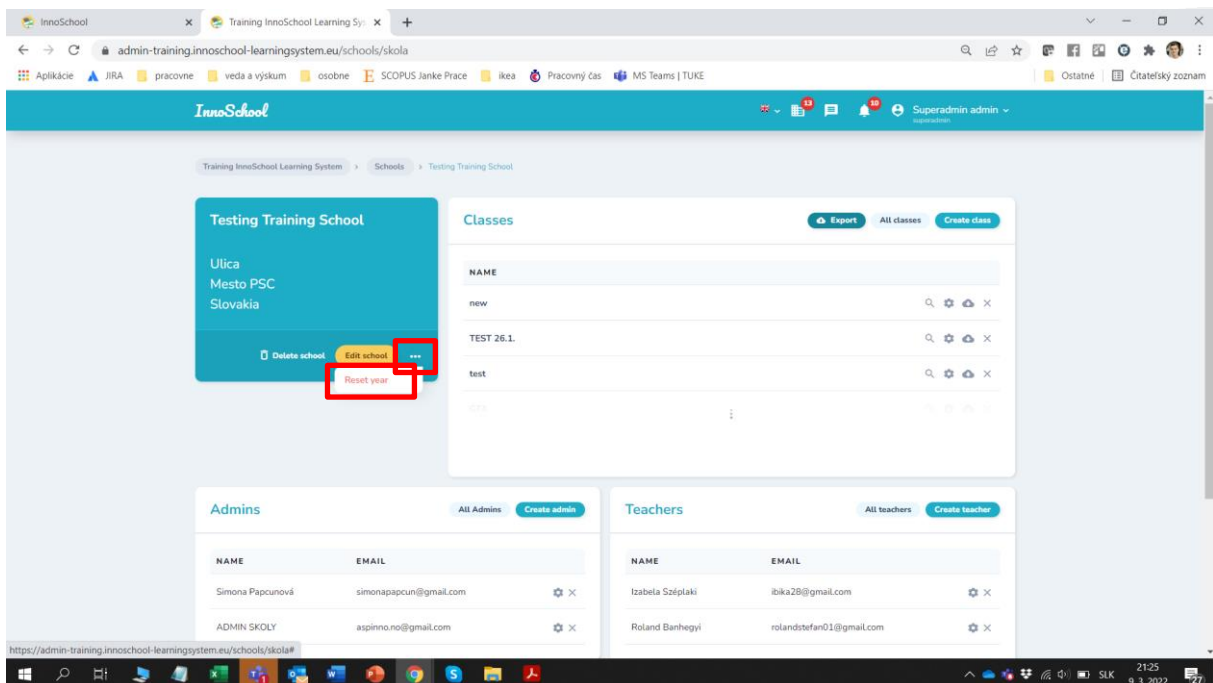
Search

<input type="checkbox"/>	NAME	ADVANCED	TEACHER	CREATED AT	
<input type="checkbox"/>	trieda 3	✗	Simona Starinská	2022-02-10 14:18:12	sk ...
<input type="checkbox"/>	trieda 2	✓	Simona Starinská	2022-02-10 11:21:21	sk ...
<input type="checkbox"/>	trieda1	✗	Simona Starinská	2022-02-09 14:38:07	sk ...

Activate Deactivate Delete

Copyright © 2020 InnoSchool project All Rights Reserved.

Also, the possibility of deleting the data for historical academic years for school administrator was added into teachers' interface. However, the functionality should not be easily reached to prevent failures.



InnoSchool 🇬🇧 📧 🔔 10 👤 Superadmin admin
superadmin

Training Innoschool Learning System > Schools > Testing Training School

Testing Training School Export All classes Create class

Ulica
Mesto PSC
Slovakia

Classes

NAME	
new	🔍 ⚙️ 🗑️ ✕
TEST 26.1	🔍 ⚙️ 🗑️ ✕
test	🔍 ⚙️ 🗑️ ✕

Admins All Admins Create admin

NAME	EMAIL	
Simona Papcunová	simonapapcun@gmail.com	⚙️ ✕
ADMIN SKOLY	aspinno.no@gmail.com	⚙️ ✕

Teachers All teachers Create teacher

NAME	EMAIL	
Izabela Széplaki	ibika28@gmail.com	⚙️ ✕
Roland Banhegyi	rolandstefan01@gmail.com	⚙️ ✕

https://admin-training.innoschool-learningssystem.eu/schools/skola#

21:25 9.3.2022

Upgrade of the Teacher's handbook

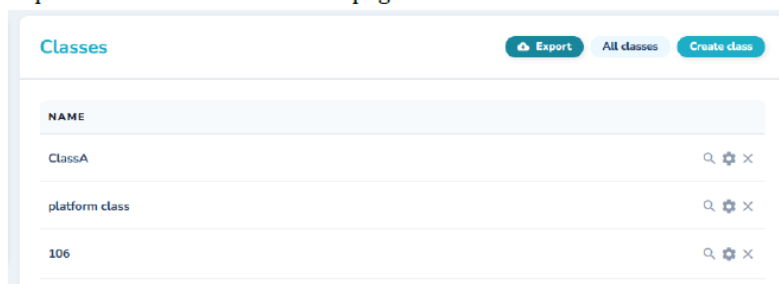
Adding all crucial information / screens of newly created Serious Game functionalities and features to all concerned parts of the Teacher's handbook.

Concerned parts of handbook:

- Chapter 3.3

Guidance for teachers on using ILS

25. Export button is available in the page Classes.



Exporting extracts data from the quiz and open tasks of the team/whole class and can be used for archiving, which is good to be implemented periodically (e.g. at the end of a school year).

3. Proposal of detailed solutions to improve the support quality and uptake of the ILS – part related to new InnoSchool product portal

The InnoSchool product portal (one-stop-shop) requirements were tackled separately. Below, the concept for proposed features and functionalities for the online platform is presented.

The platform is accessible at the link – www.innoschoolplatform.eu.

3.1. Platform structure and links between platform parts

- Priority:** Must have
- Responsible partners:** CTRIA, TUKE
- Issue ID and description:** SU-10 / in table below

Issues / Opportunities for improvement reported	Additional comments	Proposal to solve the issue
<p style="text-align: center;">SU-10</p> <p>Enhance the uptake - promotion of ILS towards new schools to join the initiative</p>	<p>Persuading new schools to join the initiatives - explaining benefits</p> <p>Provision of basic information about the ILS and how it can be implemented</p> <p>Part of InnoSchool product portal</p>	<p style="text-align: center;">Responsible: CTRIA, TUKE</p> <p>Part of product portal – separate table below</p>

Detailed description of solution:

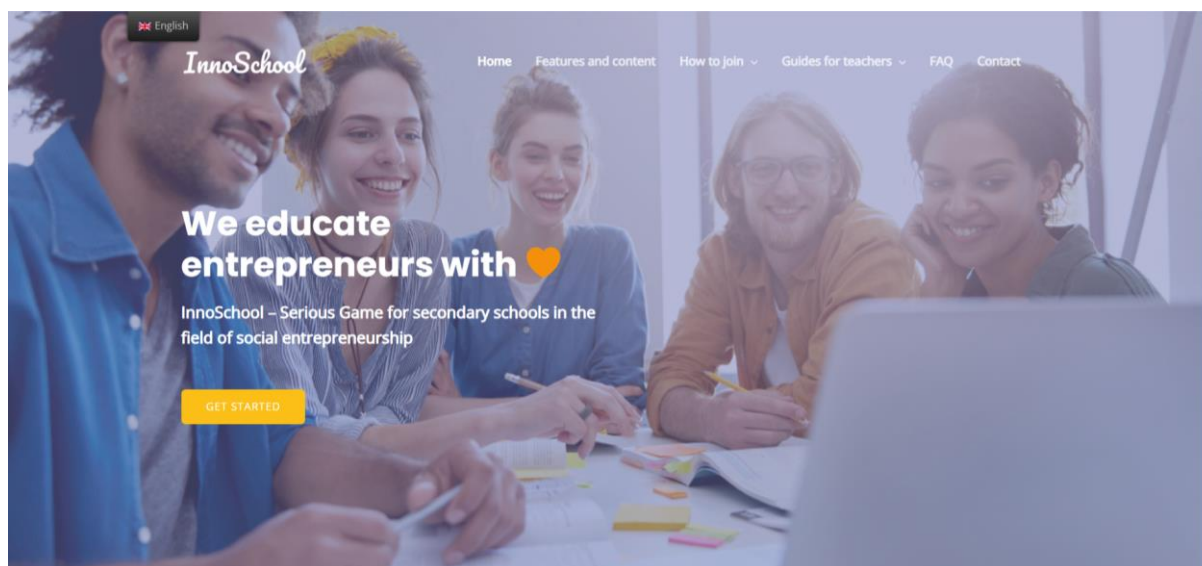
The structure of the product platform contains 6 website sub-sections

- Home (landing page)
- Features and content
- How to join
- Guides for teachers
- FAQ
- Contact

The content for each part is described in Sections 3.2, 3.3, ...

Although this was initially not required by application form, the whole website is translated in all supported languages, the language setting is done via national flag icons, located in the top left position at website top menu.

In the top left corner, the name InnoSchool is written using Pacifico font (Google font) – linking it to visuals of headings in the serious game applications for students and teachers.



3.2. Product portal parts related to general information, presentation of the game, links, contacts

Priority: Must have

Responsible partners: CJRAE, EUB

Issue ID and description: PR-01, PR-02, PR-05, PR-06, PR-07, PR-08, PR-09, PR-16, PR-25 / in table below

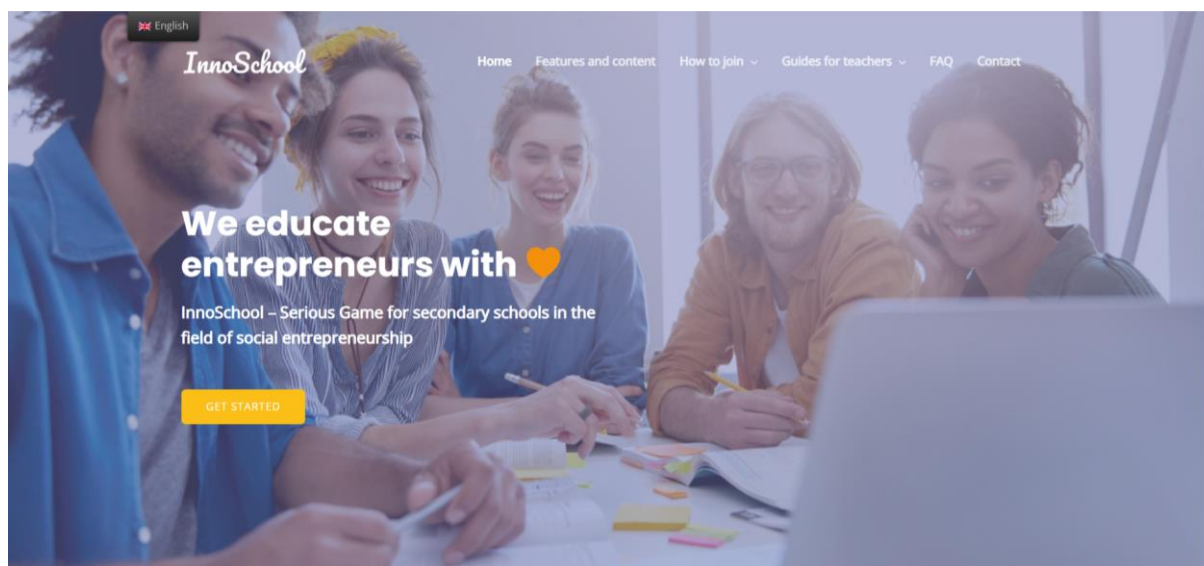
Issues / Opportunities for improvement reported	Additional comments
<p>PR-01</p> <p>1A. About product - Main features / How it works</p>	Responsible: EUB
<p>PR-02</p> <p>1B. About product - Our story / Our commitment – vision/mission</p>	Responsible: EUB
<p>PR-05</p> <p>1E. About product - Modules / content of programme</p>	Responsible: CJRAE Shorter descriptions, what is in the content. Videos + THB – some information already prepared.
<p>PR-06</p>	Responsible: CJRAE

2. Why our product? Benefits	Link to testimonials (quotes).
PR-07	Responsible: CJRAE
3. Quotes from users	
PR-08	Responsible: CJRAE
4. Success stories / Case studies	Try to use as much as possible from what we have in WPC.
PR-09	Responsible: CJRAE
5. Partners	PPs + ASPs + other stakeholders
PR-16	Responsible: CJRAE
12. Links to social media accounts (FB, Instagram, Youtube) + link to project website	
PR-25	Responsible: CJRAE
16A. Contact - E-mails	National support teams

Detailed description of solution:

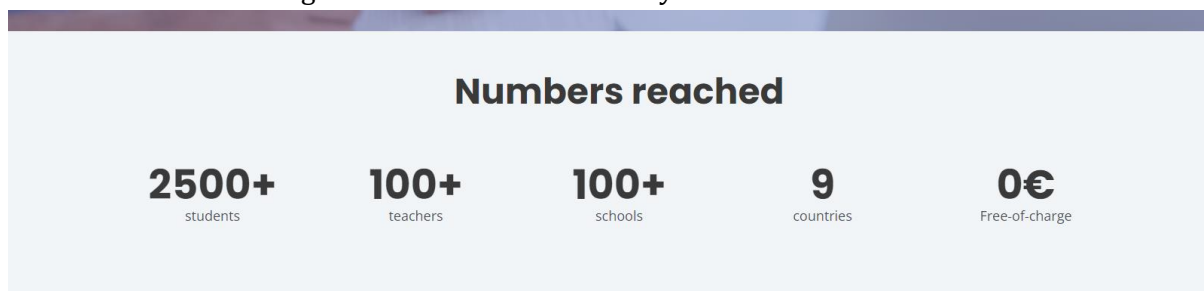
Welcoming Banner

The banner contains main motto/message and one sentence to explain what InnoSchool Learning system is.



Numbers reached

The basic statistics to prove our experience and present the success story, and adding information the InnoSchool serious game is for free for secondary schools.



About product - Our story / Our commitment – vision/mission

InnoSchool is a **highly innovative InnoSchool Learning System (ILS)** that was specially designed to raise awareness about social needs and improve the abilities and entrepreneurial skills of the upper secondary schools' students. InnoSchool combines traditional classroom-based learning methods with digital elements and online simulation, thus helping build the next generation of social entrepreneurs and innovators. We created it to **strengthen social innovation and the entrepreneurial spirit of secondary school students.**

Also, the InnoSchool logo is displayed here.

Our story



InnoSchool is a highly innovative InnoSchool Learning System (ILS) that was specially designed to raise awareness about social needs and improve the abilities and entrepreneurial skills of the upper secondary schools' students. InnoSchool combines traditional classroom-based learning methods with digital elements and online simulation, thus helping build the next generation of social entrepreneurs and innovators. We created it to **strengthen social innovation and the entrepreneurial spirit of secondary school students.**

About product - Main features / How it works







Note: At the home page, the main features and content is described in brief – showing only the icons and the names of features. The more detailed description with explaining paragraph is shown at specific subsite (to be access via **FEATURES AND CONTENT** at top website menu), where also the “Learn more about features and content” button at the end of section at homepage is linked.

Content for homepage

Content presented:

- Digital Serious Game via Internet
- Online and Offline Activities
- 6 Thematic Modules
- Guides for Teachers
- Video Tutorials
- Support Service

Main features


 Digital Serious Game via internet	 Online & Offline Activities	 6 Thematic Modules
 Guides for teachers	 Video tutorials	 Support service

[LEARN MORE ABOUT FEATURES & CONTENT](#)

Content for subpage *FEATURES AND CONTENT*


Content presented:

- Digital Serious Game via Internet
 - Responsive web-based app, that is applying the principles of gamification in education, and is easily accessible through Internet via common browsers
- Online and Offline Activities
 - Designed as effective combination of online and offline activities in classes, with the possibility to be played in purely online (distance) education mode.
- 6 Thematic Modules
 - Six thematic modules cover the most important knowledge and skills in the field of social entrepreneurship, divided to theory parts, quizzes and open tasks and many more.
- Guides for Teachers
 - Handbook includes step-by-step guidance for teachers to perform offline activities as well as user guide for smooth work with online serious game application
- Video Tutorials
 - Most important parts of handbook for teachers captured in easy-to-understand video tutorials in all supported languages to support teachers in usage of InnoSchool
- Support Service
 - National support centres are ready to help with implementation of the InnoSchool into your study programs and in everyday operations




Digital Serious Game via internet

Responsive web-based app, that is applying the principles of gamification in education, and is easily accessible through Internet via common browsers.




Online & Offline Activities

Designed as effective combination of online and offline activities in classes, with the possibility to be played in purely online (distance) education mode.




6 Thematic Modules

Six thematic modules cover the most important knowledge and skills in the field of social entrepreneurship, divided to theory parts, quizzes and open tasks and many more.




Guides for teachers

Handbook includes step-by-step guidance for teachers to perform offline activities as well as user guide for smooth work with online serious game application.



Video tutorials

Most important parts of handbook for teachers captured in easy-to-understand video tutorials in all supported languages to support teachers in usage of InnoSchool.



Support service

National support centres are ready to help with implementation of the InnoSchool into your study programs and in everyday operations.

About product - Modules / content of programme

Note: At the home page, the main features and content is described in brief – showing only the icons and the names of features. The more detailed description with explaining paragraph is shown at specific subsite (to be access via **FEATURES AND CONTENT** at top website menu), where also the “Learn more about features and content” button at the end of section at homepage is linked.

Content for subpage *FEATURES AND CONTENT*

Content to be presented:

The serious game is divided into 6 separate modules. Each of the modules consists of theory part, followed by the quiz and open tasks. This division is optimal to maintain students’ motivation and a smooth flow of the game.

Module 1

- General overview of social entrepreneurship
- Definition of charity, volunteering, innovation, entrepreneurship, etc.
- Difference between social entrepreneurs and entrepreneurs

- Understanding of social needs (6 different scenarios)

Module 2

- Key areas of social entrepreneurship
- List of characteristics of successful social entrepreneurs
- Identification of the sectors and companies in which social entrepreneurs work
- Experience sharing in team discussion

Module 3

- Solutions finding to social needs and challenges in their surroundings
- SWOT analysis – illustration of the strengths and weaknesses of the chosen topic
- Application of social entrepreneurial skills and critical thinking
- Presentation of their idea for social entrepreneurship
- Giving and receiving constructive feedback

Module 4

- Main questions for generating social business idea, introducing Business Model Canvas and Social Business Model Canvas
- Marketing and management mix - segments, channels, value proposition
- More complex tasks related to the marketing strategy for social enterprises
- Beginning of business model creation

Module 5

- Understanding target groups
- Developing Social Business Model Canvas – key activities, key resources, partners & key stakeholders
- Defining financial objectives – costs and revenues, attracting investment
- Analysis of generated profit

Module 6 – for ADVANCED game type only

- Developing social business plan - organization breakdown structure and risk management; financial management
- Deep marketing mix analysis

Module 1

- General overview of social entrepreneurship
- Definition of charity, volunteering, innovation, entrepreneurship, etc.
- Difference between social entrepreneurs and entrepreneurs
- Understanding of social needs (6 different scenarios)

Module 2

- Key areas of social entrepreneurship
- List of characteristics of successful social entrepreneurs
- Identification of the sectors and companies in which social entrepreneurs work
- Experience sharing in team discussion

Module 3

- Solutions finding to social needs and challenges in their surroundings
- SWOT analysis – illustration of the strengths and weaknesses of the chosen topic
- Application of social entrepreneurial skills and critical thinking
- Presentation of their idea for social entrepreneurship
- Giving and receiving constructive feedback

Module 4

- Main questions for generating social business idea, introducing Business Model Canvas and Social Business Model Canvas
- Marketing and management mix – segments, channels, value proposition
- More complex tasks related to the marketing strategy for social enterprises
- Beginning of business model creation

Module 5

- Understanding target groups
- Developing Social Business Model Canvas – key activities, key resources, partners & key stakeholders
- Defining financial objectives – costs and revenues, attracting

Module 6 – for ADVANCED game type only

- Developing social business plan – organization breakdown structure and risk management; financial management
- Deep marketing mix analysis

Why our product? Benefits

Note: This section is part of 3 sections displayed at home page, that are providing the information from perspective of 2 target groups – Teachers and Students. Therefore, all content is divided in two parts and displayed one besides another (if possible).

Teachers Benefits

Students Benefits

Teachers Quotes

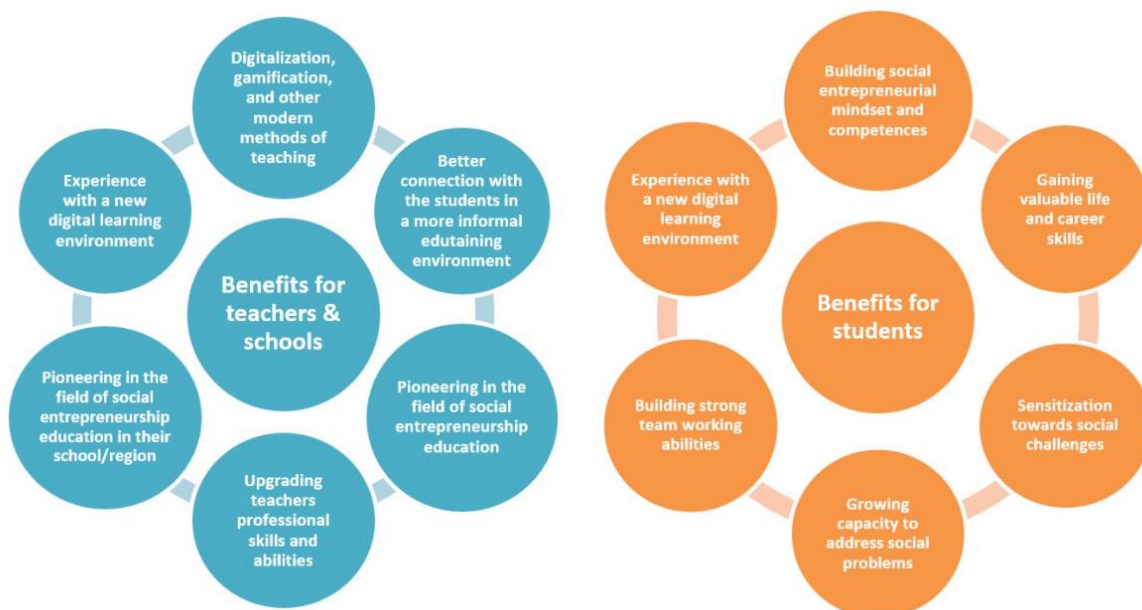
Students Quotes

Teachers case studies

Students case studies

Button – Would you like to join us?

Why our learning system?



Quotes from users

Note: This section is part of 3 sections displayed at home page, that are providing the information from perspective of 2 target groups – Teachers and Students. Therefore, all content is divided in two parts and displayed one besides another (if possible).

Teachers Benefits	Students Benefits
Teachers Quotes	Students Quotes
Teachers case studies	Students case studies

Button – Would you like to join us?

Quotes from teachers

"The ILS fulfils key educational goals by offering students important professional knowledge and lifelong skills. It helps them become active members of the society and the setting in which they (will) work and live."

"ILS as a tool, social entrepreneurship and entrepreneurship as such should become integral part of highschool curricula because they encourage development of students' key skills and competencies."

Quotes from students

"With InnoSchool we were able to discover our strengths, develop something new and learn innovative ways of working. InnoSchool was a nice alternative to the actual lessons."

"At school we typically learn the theory, from time to time we work on projects. Thanks to the game, we could have prepared our own plan or strategy for setting up the business. It was great experience and definitely I would like to go through it again someday."

Success stories / Case studies

Note: This section is part of 3 sections displayed at home page, that are providing the information from perspective of 2 target groups – Teachers and Students. Therefore, all content is divided in two parts and displayed one besides another (if possible).

Teachers Benefits	Students Benefits
Teachers Quotes	Students Quotes
Teachers case studies	Students case studies
Button – Would you like to join us?	

The PDF version of already prepared selected 2 case studies is used - one from the perspective of teacher and one from the perspective of student.

At the end of this section the action button – Would you like to join our community? is be added, linking the visitor to subpage "HOW TO JOIN".

Success stories



Teacher success story

"I believe that teaching students is my mission, despite the obstacles that life stands in our way - because children are our future. Children like interesting and engaging learning. Therefore, as a teacher, I try to give them all the professional information in an understandable and attractive form. Let's give students new skills that would be useful for them in practice! - is my motto."

[Learn more in the success story from Slovakia](#)



Student success story

"As the ILS progressed, Ivana Mihajlović, teacher and school's psychologist, got to the point in the Game when she introduced six social challenges to her class. And that is when two of her students, Svetlana Lazarević and Dragana Petković, members of the "DC" student team knew: child welfare would be their topic of choice. Both students remembered that on October 08, 2020 a daily newspaper reported that the Belgrade's Drop-in Center for street children recorded 112 instead of usual 60 to 65 daily visits. It was more than enough to spark an idea."

[Learn more in the success story from Serbia](#)

Would you like to join our community?

[HOW TO JOIN](#)

Partners

Logos of Innoschool project and Innoschool project partners and associated partners at the bottom of the home page.

Links to social media pages and link to project website

Visitors are able to get to other InnoSchool channels – when clicking on the link, the newly opened website is opened in new browser tab.

Social media pages

Facebook - <https://www.facebook.com/InnoSchoolLearningSystem/>

Twitter – https://twitter.com/school_inno

Youtube - https://www.youtube.com/channel/UCUEskt9i99rhPcckEUl0Iqg?view_as=subscriber

Official project website - <https://www.interreg-danube.eu/approved-projects/innoschool>

Social Media & Project Webpage



Contact – E-mails

The list of contact is presented at separate subpage CONTACT, accessible via top website menu.

Contacts

Geographical area	Support centre	Email
Austria	Board of Education for Vienna	innoschool@bildung-wien.gv.at
Bosnia and Hercegovina	Agency for economic development of City of Prijedor "PREDA-PD"	office@preda.rs.ba
Bulgaria	Business Incubator – Gotse Delchev, Entrepreneurship Promotion Centre	bi_gd@abv.bg
	Regional department of education – Blagoevgrad	mail@rio-blg.com
Czech Republic	DEX Innovation Centre	info@dex-ic.com
Hungary	Central Transdanubian Regional Innovation Agency Nonprofit Ltd.	kdriu@kdriu.hu
Moldova	FACLIA – Association for Children and Youth	faclia.ungheni@gmail.com
Romania	The European Center for Socio Professional Integration	info@actacenter.ro
	Centre for Resources and Educational Assistance of Bihor County	cjraebihor@gmail.com
Serbia	Regional Agency for Development and European Integration Belgrade	office@rarei.rs
Slovakia	Technical University of Kosice	dev.ekf@tuke.sk
Other European Countries	DEX Innovation Centre	info@dex-ic.com

3.3. Product portal parts related to guides and assistance

Priority:	Must have
Responsible partners:	ACTA, FACLIA, BIGD, RDE, CTRIA
Issue ID and description:	PR-17, PR-18, PR-19, PR-24, SU-05, SU-06, SU-07, SU-08 / in table below

Issues / Opportunities for improvement reported	Additional comments
<p style="text-align: center;">PR-17</p> <p>13A. Teaching resources - Teaching materials (PDF) - (registration required?)</p>	<p style="text-align: right;">Responsible: BIGD</p>
<p style="text-align: center;">PR-18</p> <p>13B. Teaching resources - Guides (PDF)</p>	<p style="text-align: right;">Responsible: BIGD</p>
<p style="text-align: center;">PR-19</p> <p>13C. Teaching resources - Videos tutorials</p>	<p style="text-align: right;">Responsible: ACTA, FACLIA</p>
<p style="text-align: center;">PR-24</p> <p>15C. Support - FAQs / Help articles</p>	<p style="text-align: right;">Responsible: RDE</p>
<p style="text-align: center;">SU-05</p> <p>The teacher did not know how to do the evaluation in Serious Game.</p>	<p style="text-align: right;">Responsible: ACTA, FACLIA</p> <p>THB + video-tutorials</p>
<p style="text-align: center;">SU-06</p> <p>Provision of trainings for teachers.</p> <p>Reported by PPs:</p> <p>All teachers agreed that any future cycles of ILS implementation should encompass training as a must. This was particularly emphasized due to the fact that teachers engaged in ILS implementation may not necessarily have the economics background or teach entrepreneurship.</p>	<p style="text-align: right;">Responsible: ACTA, FACLIA</p> <p>Reported by PPs:</p> <p>The video tutorials created by the local team were helpful in the early stage, to get started.</p> <p>It would be good to have some short tutorials “How to do something” as demonstration.</p> <p>Video-tutorials</p>
<p style="text-align: center;">SU-07</p> <p>Provision of guidance for teachers in addition to Teacher’s handbook.</p> <p>Reported by PPs:</p> <p>Teachers agree the guidance gives enough information, it’s comprehensive and good guide, but most of the time they prefer to ask support for certain topics, instead of reading in the guide, this is most likely due to the new distant mode</p>	<p style="text-align: right;">Responsible: ACTA, FACLIA</p> <p>Reported by PPs:</p> <p>They suggested to include one chapter “How to solve frequent mistakes and issues”</p> <p>It was recommended that more attention should be paid to teaching the teachers on entrepreneurship/social entrepreneurship/social innovation.</p>

<p>(shorter classes, reorganizing classes, more difficult communication with students ...etc.)</p>	<p>Provide more social innovation and social businesses examples in a form of supporting materials.</p> <p>Tutorials and other materials will be prepared for them.</p> <p style="text-align: right;">Responsible: CTRIA</p> <p>Documents on entrepreneurship part of the WPT5, and can be part of the one-stop-shop platform.</p> <p>Adding new sections to product portal (agreed on workshop in Oct 19th 2021):</p> <ul style="list-style-type: none"> • InnoSchool Good Practice Catalogue • Training pack for teachers on social entrepreneurship
<p style="text-align: center;">SU-08</p> <p>Provision of guidance for students.</p>	<p style="text-align: right;">Responsible: ACTA, FALCIA</p> <p>Some teachers recommended developing a guide for students. Some teachers had previous experiences when students were provided a separate guide and it was really useful for them.</p> <p>We could prepare video-tutorials for students as well.</p> <p>Teacher should be facilitator.</p> <p>Pathway presented to students at class 0. Should be checked how detailed it is in THB.</p>

Detailed description of solution:

The guiding materials and content is available via separate subpage GUIDES FOR TEACHERS, accessible via top website menu.

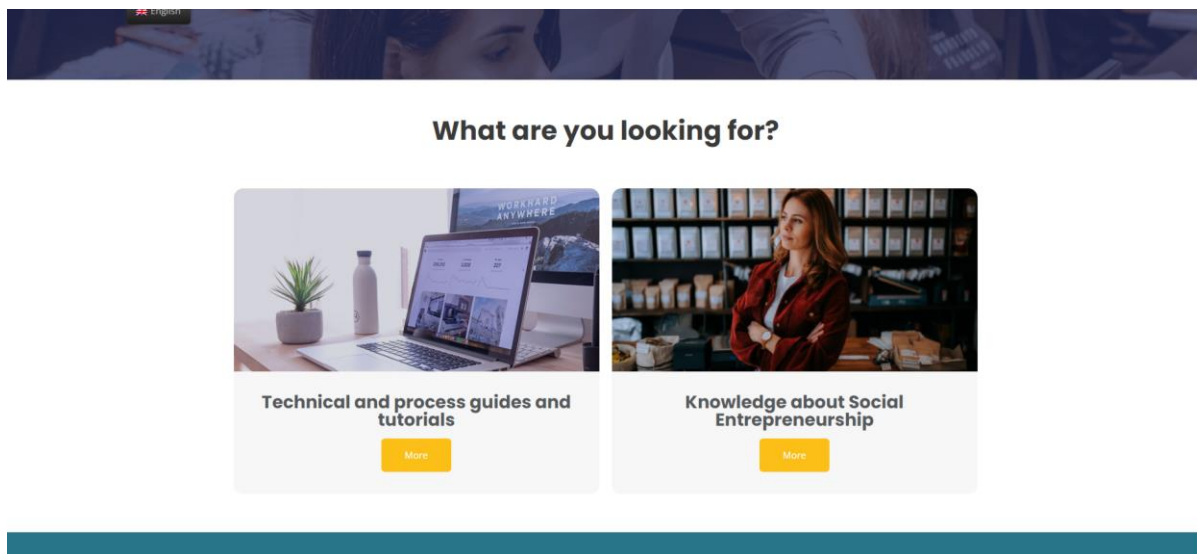
When visiting this subpage, the following initial question is presented to help visitors in understanding there are two types of guides available (technical guides and thematic guides for domain of social entrepreneurial) and helping them to reach them faster.

Content to be displayed:

What are you looking for?

- Technical and process guides and tutorials
- Knowledge about Social Entrepreneurship

Visuals and logic:



Teaching resources - Guides (PDF)

The latest version of Teachers handbook (THB) in PDF according to version of serious game app running at production environment (InnoSchool 2.0 currently) is downloadable in all supported languages. The version of the THB will be replaced by newer one when the release of newer version will be uploaded.

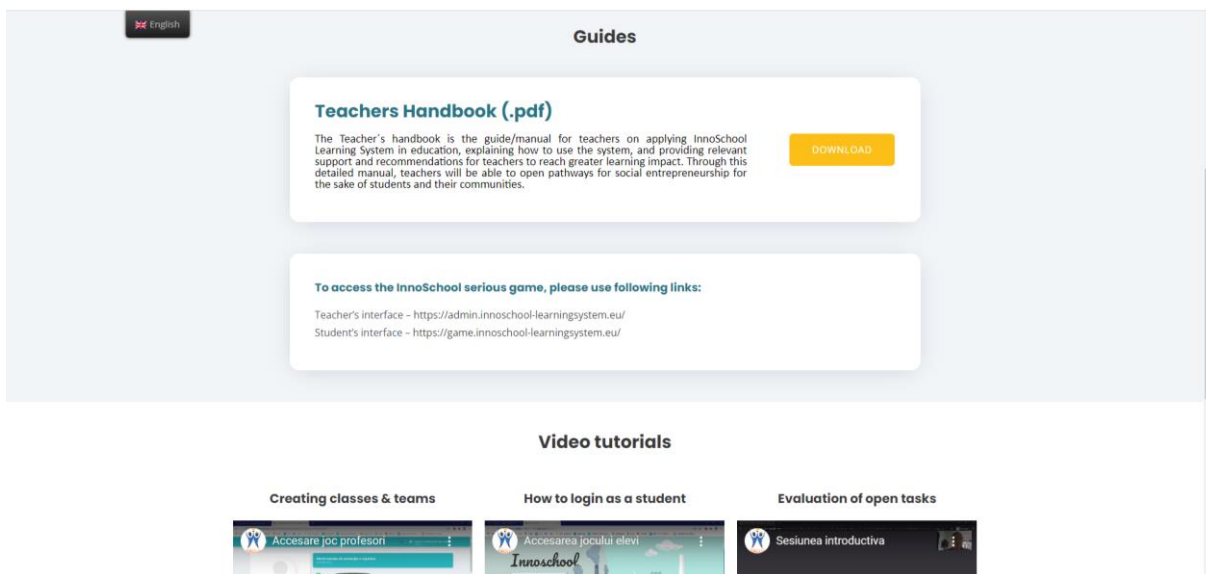
Also, the links to serious game production interfaces are shown here.

Teaching resources - Video tutorials

The tutorials should focusing on technical part of using the ILS – topics covered:

- How to log in as a student
- How to log in as a teacher
- Creating classes & teams
- Managing teams
- Evaluation of open tasks
- How to reset the password as student

The tutorials are produced in English, with subtitles in national language. Tutorials



The screenshot shows the 'Guides' section of the InnoSchool website. At the top left, there is a language selector for 'English'. The main heading is 'Guides'. Below this, there is a white box titled 'Teachers Handbook (.pdf)'. The text inside this box explains that the handbook is a guide for teachers on applying the InnoSchool Learning System in education, providing support and recommendations for greater learning impact. A yellow 'DOWNLOAD' button is positioned to the right of the text. Below this box, another white box provides links to access the InnoSchool serious game, listing the Teacher's interface and Student's interface with their respective URLs.

Teachers Handbook (.pdf)

The Teacher's handbook is the guide/manual for teachers on applying InnoSchool Learning System in education, explaining how to use the system, and providing relevant support and recommendations for teachers to reach greater learning impact. Through this detailed manual, teachers will be able to open pathways for social entrepreneurship for the sake of students and their communities.

DOWNLOAD

To access the InnoSchool serious game, please use following links:

Teacher's interface - <https://admin.innoschool-learningssystem.eu/>
Student's interface - <https://game.innoschool-learningssystem.eu/>

Video tutorials

Creating classes & teams How to login as a student Evaluation of open tasks

Accesare joc profesori Accesarea jocului elevi Sesiunea introductiva

InnoSchool Good Practice Catalogue

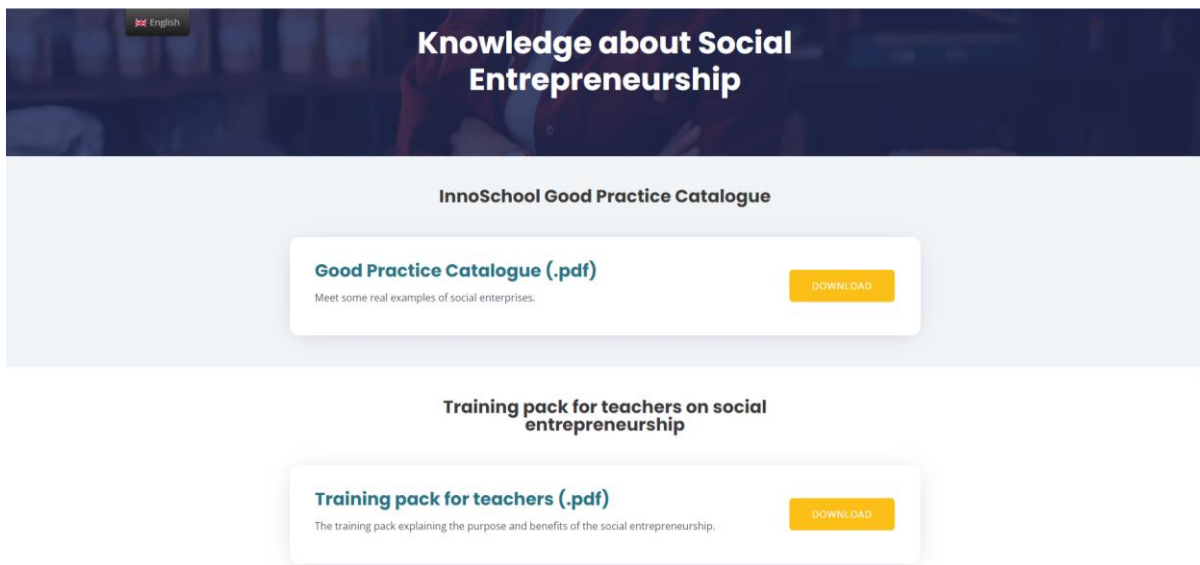
Note: This content is part of "Knowledge about Social Entrepreneurship" at subpage GUIDES FOR TEACHERS.

The English and national versions are downloadable in the form of PDF files.

Training pack for teachers on social entrepreneurship

Note: This content is part of "Knowledge about Social Entrepreneurship" at subpage GUIDES FOR TEACHERS.

The English and national versions will be downloadable in the form of PDF files.



The screenshot shows a website interface for 'Knowledge about Social Entrepreneurship'. At the top, there is a dark blue header with the title. Below it, a white section titled 'InnoSchool Good Practice Catalogue' contains two download buttons. The first button is for 'Good Practice Catalogue (.pdf)' with a subtext 'Meet some real examples of social enterprises.' and a yellow 'DOWNLOAD' button. The second button is for 'Training pack for teachers (.pdf)' with a subtext 'The training pack explaining the purpose and benefits of the social entrepreneurship.' and a yellow 'DOWNLOAD' button.

Support - FAQs / Help articles

The FAQs (Frequently Asked Questions) are available via separate subpage *FAQ*, accessible via top website menu.

Questions and answers presented:

1. What is the ILS?
ILS is an Innovative Learning System that aims to strengthen social innovation and entrepreneurial spirit of secondary schools' students over 16 years old.
2. Where can I find more information about ILS?
More information about ILS can be found in prepared guides, especially the Teacher's Handbook. (Link to Guides for teachers)
3. How can I get access to use the ILS game?
To use the InnoSchool system, it is necessary to make a registration, which can be done directly on this site or with the help of a national coordinator, who could help you with this. The required steps are described in section How to join. (Link to How to join)
4. Is there any fee for using the ILS?
No, the usage of ILS is free of charge.
5. How can I use ILS in my class?
The ILS component that can be used in the classroom is serious game. ILS proposes two learning paths – Basic – five modules for students who have no or not sufficient preliminary knowledge about entrepreneurship and social innovation and Advanced - six modules for advanced learners. Each module proposes mix of offline-online classroom activity (15 min offline, 30 min online serious game), offline classroom activity (45 min) and online serious

game activity not in classroom (45 min). The serious game is played in teams or individually. You can monitor the progress of each team and its members.

6. How can I register to use the ILS?

The ILS is designed for teachers and their students. Registration is only required for teachers, however, the registration of teachers is done by national support centres, once the secondary school requested to take part in ILS. No self-registration of teachers is possible.

A registered teacher then creates team/student accounts (register students). To make the first step, please follow the following instruction (Link to How to join)

7. How do teachers use the ILS serious game?

Teachers get access to the ILS teacher's interface, which allows administration, monitoring, communication with students and evaluation. The interface for teachers in all languages is available at: <https://game.innoschool-learningssystem.eu/>

8. How do students use the ILS serious game?

Students get access to the ILS student's interface, where they can play the ILS serious game in teams, learn, prepare tasks, communicate in their teams and their teacher and get evaluated. The interface for students in all languages is available at: <https://game.innoschool-learningssystem.eu/>

9. What are the technical requirements for using the ILS?

ILS is web-based application and do not require desktop installation. It can be used from any device with internet access with enabled sounds. To use the InnoSchool application, following web-browsers are supported: Google Chrome versions 40-96, Firefox versions 32-95, Microsoft Edge up to version 96, or Internet Explorer 11. Even newer versions of these browsers or any other browsers might allow to play the game without errors or in best quality perceived, however, the compatibility is not guaranteed.

10. What will be the main benefits for students?

Student will gain following:

- Building social entrepreneurial mindset and competences
- Sensitization towards social challenges
- Capacity to address social problems
- Opportunity to generate own idea and further develop it as a social business
- Building strong team working ability
- Experience with a new digital learning environment

11. What are the main social needs targeted by ILS?

At the beginning of the game, each team choses one out of 6 social themes to explore:

- Caring for an ageing population,
- Shift of society towards environmental responsibility,
- Inclusion of excluded groups,
- Child welfare and social need,
- Workforce migration/Brain drain,
- Disadvantages/ challenges in peripheral and rural areas.

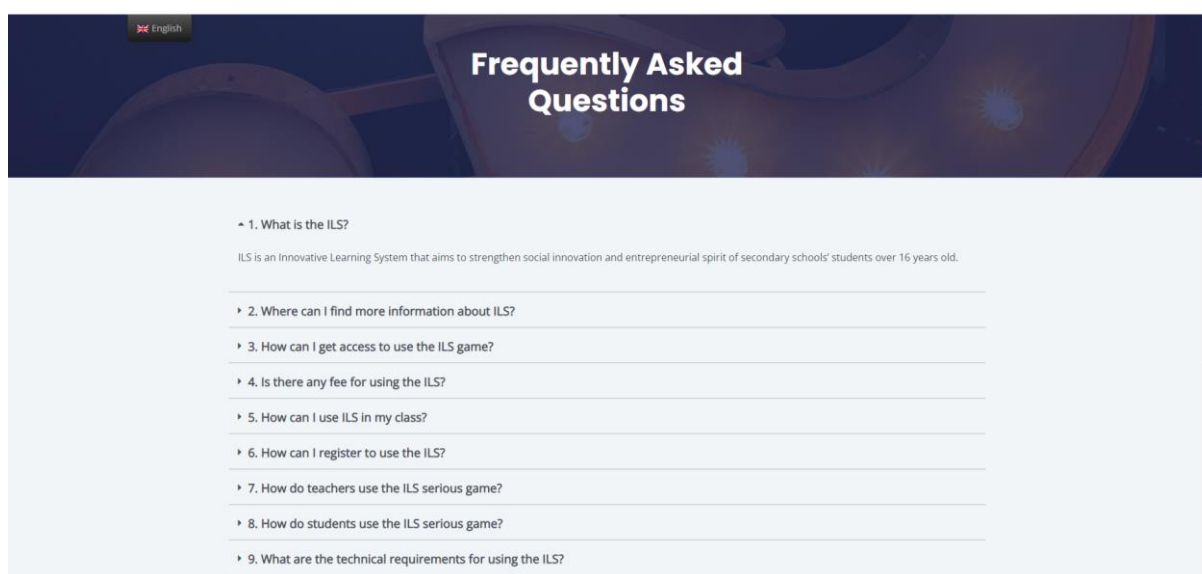
The chosen social theme is a background for the educative story. Animated story attracts attention of the player towards social challenges and providing knowledge

12. How do you we handle the data and ensure the privacy?

By creating account, user accepts the conditions of using this platform. All the user data (name, class, address) and intellectual data (open tasks) will be used solely for the purpose of game playing and will be not provided to third parties. More information can be found in our Terms and Conditions (Link to Terms and Conditions for download) and Privacy Policy (Link to Privacy Policy for download).

13. Can the ILS be used by students younger than 16 years of age?

The game is not suitable for people under 16 years of age respecting the General Data Protection Regulation. More information can be found in our Terms and Conditions (Link to Terms and Conditions for download) and Privacy Policy (Link to Privacy Policy for download).



3.4. Product portal parts related to participation and registration

- Priority:** Must have
- Responsible partners:** TUKE
- Issue ID and description:** DL-01 / in table below

Issues / Opportunities for improvement reported	Additional comments
PR-03	Responsible: DEX Emphasize it more, not only within FAQ.

1C. About product - Conditions to participate / terms and conditions	Even more detailed Terms and conditions should be prepared – sign of quality. Need to analyse more, what should be there. Can vary from country to country? Relates also to Curricula?
<p style="text-align: center;">PR-04</p> 1D. About product - Process of joining	<p style="text-align: right;">Responsible: EUB</p> Description of steps new school needs to take to successfully uptake the ILS
<p style="text-align: center;">PR-11</p> 7. Privacy and security – data handling, protection, ads	<p style="text-align: right;">Responsible: DEX</p> Sign of quality

Detailed description of solution:

How to start with InnoSchool?

Content presented:

Before starting the process, please note following:

- Who is the game for? The game is intended for high schools and is designed primarily for students over 16 years of age respecting the General Data Protection Regulation, typically after 2nd grade at secondary schools.
- What will it cost our school? Use of the InnoSchool system is completely free for schools if the conditions below are met.
- How do I get access? To use the InnoSchool system, it is necessary to make a registration, which can be done directly on this site (by using registration form) or with the help of a national support centre, who could help you with this.

Steps to join our community:

1. Check whether you meet the technical and operational requirements
 - To use the game, you need to have computers with access to Internet, and you must have at least one computer for each team (with typically 2-3 members).
 - Suitable spaces are needed for the implementation, which will enable work in teams as well as individual work on a PC. It is also possible to use different spaces for different activities.
 - For implementation, it is necessary to involve at least one teacher who will guide students throughout the implementation of the program. However, it is possible to involve more teachers, more subjects and use the system across the educational process. It is necessary to select one coordinator for each school, who will have the

right to add other colleagues who will be able to use the system. The number of teachers for one school is unlimited.

- It is necessary to have an internet connection for the implementation of online teaching, as the game also includes online videos and students will produce pictures and/or other documents.
- To use the system, it is important to use supported version of web browsers - Google Chrome versions 40-96, Firefox versions 32-95, Microsoft Edge up to version 96, or Internet Explorer 11. Even newer versions of these browsers or any other browsers might allow to play the game without errors or in best quality perceived, however, the compatibility is not guaranteed.

2. Register for using the ILS

- To register, please fill in the registration form and fill in the geographical areas you belong to. (+ link to registration form)

Note: This step is important to get in contact with your national support centre.

- After that, national support centre for your country will contact you with further details about next steps.

3. For more information contact your support centre

- Direct contacts for your national support centres can be found at Contacts. (Link to Contacts subpage)
- In case you need more information, please check the Teacher's handbook in GUIDES FOR TEACHERS (+link to GUIDES FOR TEACHERS subpage) or directly contact your national support centre (Link to Contacts subpage).

Registration form

1. Choose the country

(Link to Contacts subpage)

- Austria
- Bosnia and Herzegovina
- Bulgaria
- Czech Republic
- Hungary
- Moldova
- Romania
- Serbia
- Slovakia
- Other European Countries

2. Basic information about school

a) *Official name*

b) *Webpage*

c) *Director (name, email, phone contact)*

d) *Contact person (name, email, phone contact) – if different from the director*

3. Participating teacher and students

a) *Participating teachers (names, emails, telephone contacts)*

b) *Approximate number of students who will be taught annually using the InnoSchool system*

4. Technical requirements

a) *Do you have a computer room with internet access and computers with any of the supported browsers installed - Google Chrome versions 40-96, Firefox versions 32-95, Microsoft Edge up to version 96, or Internet Explorer 11? If so, how many computers do you have available in one room?*

5. Other

a) *Are there any circumstances important to take into account for using the ILS at your school?*

By sending the registration form, **I agree with InnoSchool Terms and conditions** for usage, and **I agree with acquaintance** with conditions and principle of **Privacy Policy**.

(+ link to Terms and conditions download)

(+ link to Privacy Policy download)

Terms and conditions

Note: Terms and conditions will be designed in separate PDF file, that will be downloadable from particular subpage.

*To ensure the smooth and safe operation, to use the InnoSchool Learning System, schools and users must agree with **InnoSchool Terms and conditions** and **Privacy Policy**. (+ link to Terms and conditions PDF download) (+ link to Privacy Policy PDF download)*

*In case of any questions or doubts, please contact the national support centres.
(+ link to Contact subpage)*

Terms and conditions

Terms and Conditions

Effective from 01.03.2022

InnoSchool educational system is jointly operated by InnoSchool consortium partners. We value the trust you have placed in us for many years to create quality educational content for children. Sometimes we may need to gather information about our users and their use of our services in order to achieve this goal.

We are committed to creating a safe and secure environment that will maximally support the education of users (students over the age of 16). We do not collect information that directly identifies your child.

This Privacy Policy (the "Privacy Policy") describes how we use, share and protect the information we collect from you and your child through the InnoSchool system. This Privacy Policy applies to the Services only.

Please note that third party services that you use to access our content may be subject to separate privacy policies. We strongly encourage you to familiarize yourself not only with

this Privacy Policy, but with any other privacy policies or agreements that may govern your use of the Services.

1. Please read these terms and conditions carefully (the "Terms"). By accessing and using our website and any content and features on it, you agree to these terms and the privacy policy. The privacy policy and other information are available on the website: <https://innoschoolplatform.eu>
2. If you do not accept these Terms, do not enter and / or use our Services.
3. We may update these Terms at any time. Please check the Terms regularly to make sure you are aware of any changes. Your continued access to and / or use of InnoSchool after changes to the Terms agree that you will be legally bound by the updated and / or amended Terms.

InnoSchool consortium partners

InnoSchool is a joint work of partners from 9 countries who have helped to create ILS in their country, implement it and will continue to be involved in supporting ILS in their territory. They are specifically:

Organisation	Contact	Country
DEX Innovation Centre	info@dex-ic.com	CZECH REPUBLIC
The European Center for Socio Professional Integration ACTA	mihaelapopovici@actacenter.ro	ROMANIA
Central Transdanubian Regional Innovation Agency Nonprofit Ltd.	kdriu@kdriu.hu	HUNGARY
Vienna Board of Education, European Office	judit.makkos-kaldi@ssr-wien.gv.at	AUSTRIA
Technical University of Kosice	dev.ekf@tuke.sk	SLOVAKIA
Regional department of education - Blagoevgrad	mail@rio-blg.com	BULGARIA
Centre for Resources and Educational Assistance of Bihor County	morarsimina@yahoo.com	ROMANIA
Business Incubator - Gotse Delchev, Entrepreneurship Promotion Centre	bi_gd@abv.bg	BULGARIA
Agency for economic development of City of Prijedor "PREDA-PD"	office@preda.rs.ba	BOSNIA AND HERZEGOVINA
Regional Agency for Development and European Integration Belgrade	office@rarei.rs	SERBIA
FACLIA - Association for Children and Youth	dirzudaniela@gmail.com	MOLDOVA
Vocational Training Center, Székesfehérvár	titkarsag@szfszc.hu	HUNGARY
Ministry of Education and Culture of Republic of Srpska	r.kocic-cucic@mp.vladars.net	BOSNIA AND HERZEGOVINA
Ministry of Education, Science and Technological Development	anita.erker@mpn.gov.rs	SERBIA

Košice Self-governing Region	peter.tapak@vucke.sk	SLOVAKIA
Ungheni Education Directorate	pancu.iulia@gmail.com	MOLDOVA

Use of InnoSchool Services

1. You agree to use our Services only for lawful purposes and in a manner that does not infringe, restrict or prevent any person from using and enjoying our Services and in all circumstances in accordance with these Terms and all laws and regulations. which apply.
2. The InnoSchool system could be used exclusively for educational purposes under the conditions when no financial fee will be charged to the learner.
3. By accessing our Services, you agree to access their content only for non-commercial use and not for any commercial or other purposes, including the advertising or sale of any goods or services. You also agree not to adapt, modify or create derivative works from any content of our Services except for your personal non-commercial use. If you wish to use any content of our Services for any other reason, you will need our prior written permission.
4. All our Services only to those users who have registered with us If you choose or be provided with a user ID, password, or any other information as part of our security procedures, you must treat this information as confidential and you must not disclose it to any third party. Any personal information you provide to us as part of this registration process and / or other interactions with our services will be collected, stored and used in accordance with our privacy policy. We have the right to deactivate any user identification code or password at any time, whether you choose or assign it to us, if in our opinion you have not complied with any of the provisions of these terms and conditions.
5. The game is not suitable for people under 16 years of age. If you are under the age of 16, you may not disclose any personal information about yourself or anyone else, including your telephone number, home address or e-mail address, to us or any other user of our services.
6. We do not represent that any content of our Services is appropriate or available for use in your country. You are responsible for ensuring that your use of our Services complies with all applicable local laws and regulations.
7. To play the online serious game, user needs device with a web-browser with enabled sounds and be connected to Internet. Supported browsers: Google Chrome versions 40-96, Firefox versions 32-95, Microsoft Edge up to version 96, or Internet Explorer 11.

Intellectual property rights

1. All information, data, text, documents, graphics, logos, designs, images, pictures, photographs, videos, weblogs, RSS feeds, widgets, software, interactive features, or other content, services or materials (or any part thereof) accessible on our Services are protected by copyright, trademark, database rights and other intellectual property rights and are owned by us or licensed to us or otherwise used by us in accordance with applicable laws or regulations. Nothing contained herein shall be construed to imply, by implication, impediment or otherwise, any license or right to use the Materials other than as permitted in these Terms.
2. In the event that you would like to use the data for any purpose other than for educational purposes, you agree not to do so without our prior written permission.

User contributions to our Services

Please read this section carefully before uploading or otherwise transferring any content to the InnoSchool system. If you do not want to grant us the authorizations set forth in these terms, do not provide your contribution to the system.

1. Whenever you use a feature that allows you to post to users or contact other users of our Services, you must adhere to standards of good conduct.
2. You remain the copyright owner of any original user post you submit. However, we reserve the right to remove inappropriate posts, and it is only up to the founder of the InnoSchool system whether we consider the post to be inappropriate.
3. The permission you have granted to us is not exclusive, and therefore you may use the User Submission in any way on any medium, including allowing others to do so, provided that such use does not infringe or prejudice the rights you have granted to us.
4. You authorize us to grant, and we hereby grant each user of our Services a non-exclusive license to view, listen, read, upload, download, link and otherwise access your user contributions to our Services through our Services and otherwise use such user contributions as permitted. through the functions of our Services and in accordance with these Terms.
5. You are solely responsible for your User Submissions and the consequences of submitting them to our Services. You promise that:
 - (a) The User Submission is your own original work and you own all rights, title and interest in the User Submission and / or have all necessary licenses, rights, consents and rights to use and authorize us to use any and all intellectual property rights (including , without limitation, copyright) to such User Submission so that we may use the User Submission in the manner provided for in these Terms;
 - (b) nothing in the User Submission is derogatory, obscene, indecent, pornographic, sexually explicit, harassing, threatening or offensive, incites racial, cultural or religious hatred, impersonates another person or appears to impersonate another person, is contempt of court, violates any law or regulation, or incites conduct that

is tantamount to criminal or civil liability and / or is otherwise defective and / or violates any law of the country in which you use ILS.

(c) the User Submission does not contain any virus, corrupted file, cancelbot, worm program or other malicious code designed to interrupt, destroy or limit the functionality or disruption of any software, hardware, telecommunications, networks, servers or other devices, or any adware, spyware, a Trojan horse or any other material intended to damage, interfere with, misappropriate or expropriate any data or personal information;

Removal of Materials

1. We are entitled at our option, but are not obliged to (a) actively review User Contributions to our Services; and/or (b) remove any User Contributions submitted to our Services by you or any other user if, in our opinion, such User Contributions do not comply with these Terms.
2. We reserve the right in our sole discretion at any time without liability and with or without prior notice (a) not to post any User Contribution on our Services; (b) to remove or suspend or disable access to any User Contributions; (c) to revoke your registration (where applicable) and right to access and/or use our Services or submit any User Contributions; and (d) to use any technological, legal, operational or other means available to enforce these Terms, including without limitation blocking specific IP addresses or deactivating your registration and/or user name and password (where applicable).

Reliability for information about our Services

1. The information published through our Services is intended solely for the purpose of educating students over the age of 16.
2. We do not warrant that any teaching materials are accurate or error free, and we disclaim all liability and liability arising from any reliance on any content of our services by you or anyone who may be informed of any content of our services.
3. You acknowledge that while using our Services, you may be exposed to materials from a variety of sources and that we are not responsible for the content, truthfulness, accuracy or usefulness of such services.
4. Our goal is to regularly update our Services and we may change the content at any time. We may, at our sole discretion, suspend access to our Services at any time or terminate them indefinitely. Materials may be out of date at any time and we are not required to update them.

Warranties and Disclaimer

1. Our Services are provided "AS IS" and on an "AS AVAILABLE" basis without any representation or endorsement of any kind. To the fullest extent permitted by applicable law, we disclaim all warranties, conditions and other Terms of any kind, express or implied, in connection with our Services and your use of our Services

(including, without limitation, as to satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security and accuracy).

2. We do not warrant that the functions contained in any Materials on our Services will be uninterrupted or error-free, that defects will be corrected or that our Services or the servers that makes them available are free of viruses or bugs.

Limitation of liability

1. We do not accept any responsibility for any User Submissions submitted by any of our users. Your use of our services, materials and / or any user contributions is entirely at your own risk.
2. To the fullest extent permitted by law, we hereby expressly exclude any liability for any direct, indirect, consequential, special or exemplary loss or damage (whether such losses were foreseen, foreseeable, known or otherwise) arising from, out of or in connection with the use of our Services, including without limitation: (a) personal injury and / or damage to persons or property as a result of any statement, including any actual or alleged defamation statement; (b) losses suffered by any third party, including infringements of any intellectual property or privacy rights; (c) data loss; (d) loss of revenue or expected profits; (e) loss of trade or contracts; (f) loss of opportunity; (g) loss of expected savings; (h) waste of management or office time; or (i) loss of reputation or damage to reputation.
3. We shall not be liable for any breach of these terms and conditions caused by circumstances beyond our control.

Reimbursement by you

1. You agree to pay us in full and upon request to all our officers, directors, employees, agents, agents, licensors, suppliers and service providers all claims, actions, proceedings, claims, damages, losses, liabilities, costs and expenses we have incurred or have reasonably incurred as a result of or in connection with your access to and use of our Services other than in accordance with these Terms or any applicable law or regulation.

Viruses, hacking and other crimes

1. You may not misuse our services by introducing, transmitting or arranging the sending of any viruses, corrupted files, cancelbots, Trojan horses, worms, time or logic bombs, keyloggers, spyware, adware or other materials intended to adversely affect the operation. any computer software, hardware or telecommunications equipment or interfere with, misappropriate or expropriate any data or personal information. You may not attempt to gain unauthorized access to our Services, the servers on which they are stored, or any server, computer or database connected to our Services. You must not attack our services by denial of service, distributed denial of service or any other type of attack.
2. Any violation of this provision will be reported and we will proceed in accordance with applicable legislative regulations in order to repair and compensate for damages caused to us by the actions.

3. We are not responsible for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other protected material as a result of your use of our services. Services, your downloading of any materials from our Services or any materials on any other website to which it links.

Links to and from our services

Links from our Services

1. We have no control over the content or availability of third party sites that you access through our Services, and such links are provided for your information only. If you visit any linked site, you do so at your own risk and it is your responsibility to take all precautions to protect against viruses or other destructive elements.
2. We do not endorse or be responsible or liable (directly or indirectly) for any content, advertising, products, services, opinions expressed or information on or accessible from third party websites (including, without limitation, payment and delivery of any products or services) or for any damage, loss or misconduct caused by or in connection with your access to and use of these third party sites and any available services. Any conditions, warranties or representations relating to any conduct on the sites of any third parties are solely between you and the relevant provider of those sites and / or any relevant services.

Linking to our Services

1. You may link to the home page of any website within our Services without requesting our further written consent, provided that you fully comply with these Terms.
2. You are not permitted to create a link to any part of our Services other than the Home Page without our prior written consent (and for the avoidance of doubt, such consent will be deemed to be granted with respect to RSS feeds, widgets and embeddable media players, provided we use them in accordance with these Terms and other instructions published through our Services). We reserve the right to revoke the link without notice. The website you link to must comply in all respects with the content standards set out in the Code of Conduct. Our services may not be framed on any other site.
3. Any references to our Services must be made in a manner that is fair and legal and does not damage our reputation or abuse it. You may not create a link in any way that suggests any form of association, representation, approval or support on our part, if any. Links to our services do not imply that we endorse, are associated with or affiliated with any linked site or that any linked site is authorized to use any of our trademarks, trade names, marks, logos or copyright symbols or marks of any of our affiliates or licensors.

Software

1. From time to time certain software which is our protected work or the protected work of our suppliers may be made available to download via our Services. You are licensed to use the software on a non-exclusive basis only for the purposes for which it is indicated. You may not use the software for any other purpose and may not

redistribute, sell, decompile, reverse engineer, disassemble or otherwise deal with the software.

Privacy

1. Any personal information supplied by you as part of any registration process and/or other interaction with our Services will be collected, stored and used in accordance with our Privacy Policy. By using our Services you consent to such collection and processing and you promise that all data provided by you is accurate.

Preferred order

1. In the event of any conflict between these Terms and any specific terms found elsewhere in our Services relating to a particular material, these terms shall prevail.

Separability

1. If any of these terms is found to be illegal, invalid or otherwise unenforceable under the laws of any state or country in which these terms are to be effective, then to the extent and within the jurisdiction in which the term is illegal, invalid or unenforceable, will be segregated and deleted from these Terms and Conditions and the remaining Terms and Conditions will remain in full force and effect and will remain binding and enforceable.

Jurisdiction

1. The Terms are governed by and construed in accordance with the laws of the country where you are using InnoSchool system (your country).

What information do we collect?

1. Contact informations. Students may (but need not) provide us with their email address so that they can access certain services more easily.
2. Username and password to create an account.
3. Usernames are moderated to prevent you or your child from using any personal information to create an account. Additionally, passwords are encrypted.
4. Your content. We collect comments and other information that children post through interactive online features. All this information is intended only and only for communication with the teacher, who evaluates the content in terms of the educational process.
5. Some of our services allow children to upload photos. Again, the photographs are for teaching purposes only and are no longer used by us or others. These activities take place only between the student and the teacher.
6. The correspondence you send us and correspondence between student and teacher within the chat.
7. Information about how our Services are used. We may collect information such as preferences, avatars, high scores, links between friends, what's going on in the game,

what videos are being watched or the pages you view, and links you click on within the Services.

8. Device information. We may collect information about your device, including hardware model, operating system version, and unique identifiers.

What information we don't collect

1. Biometric or health data;
2. Personal data of the child, unless we seek the consent of a parent or legal guardian or otherwise comply with the law.
3. **We erase user accounts and related data no later than 2 years after the last application usage.**

How do we protect the information we collect?

1. We assure you that we handle all data with the utmost care for the safety of all parties involved, and we assure you that the data we collect will only be used for educational purposes within the InnoSchool system.

Privacy policy

Privacy policy

effective from 01.03.2022

This privacy policy provides an overview about how we process personal data as joint controllers:

DEX Innovation Centre (Rumjancevova 696/3, 460 01 Liberec, Czech Republic);

Technical University of Kosice (Letná 9, 042 00 Košice, Slovak Republic);

Business Incubator - Gotse Delchev, Entrepreneurship Promotion Centre (Skopje Str. 4, 2900 Gotse Delchev, Bulgaria);

The European Center for Socio Professional Integration ACTA (Sf.Apostol Andrei 81, 410333 Oradea, Romania);

Central Transdanubian Regional Innovation Agency Nonprofit Ltd. (Seregélyesi út 113, 8000 Székesfehérvár, Hungary);

Board of Education for Vienna (Auerspergstrasse 15/42, 1080 Vienna, Austria);

Regional department of education - Blagoevgrad (Str. Trakia 2, 2700 Blagoevgrad, Bulgaria);

Centre for Resources and Educational Assistance of Bihor County (Gheorghe Baritiu Street 9A, 410 020 Oradea, Romania);

Agency for economic development of City of Prijedor “PREDA-PD” (Aleja kozarskog odreda bb, 79101 Prijedor, Bosnia and Herzegovina);

Regional Agency for Development and European Integration Belgrade (Topličin venac 11/IV, 11000 Belgrade, Serbia);

FACLIA - Association for Children and Youth (Street Lacului 3, 3603 Ungheni, Republic of Moldova)

(hereinafter referred to as “us“ or “we“), institutions that developed and maintain the InnoSchool Learning System (ILS).

We value the great effort that has been provided by the InnoSchool partnership (<https://www.interreg-danube.eu/approved-projects/innoschool>) when developing a unique InnoSchool Learning System including the Serious Game. Even more, we value all the students and teachers who will join our still growing InnoSchool family and who start creating amazing business ideas in social innovations with us! Nevertheless, sometimes, we may need to collect information about our users and their use of our service to help us achieve that goal. Our users are usually teachers and students but for this Privacy Policy, we use the term „users“ only.

If you have any questions concerning how we process your personal data, you can contact our Joint Contact Point. All privacy enquiries sent to us are received and reviewed by our Joint Contact Point, which serve as a contact point for you and supervisory authorities. Contact to Joint Contact Point:

E-mail:

Country	Organisation	Contact
Austria	Board of Education for Vienna	judit.makkos-kaldi@ssr-wien.gv.at 0043 (0) 15252577083
Bosnia and Herzegovina	Agency for economic development of City of Prijedor “PREDA-PD”	office@preda.rs.ba +387 52 241 600
Bulgaria	Business Incubator - Gotse Delchev, Entrepreneurship Promotion Centre or Regional department of education - Blagoevgrad	bi_gd@abv.bg +359 75160404 mail@rio-blg.com +359 73 885 273
Czech Republic	DEX Innovation Centre	tina.inglicar@dex-ic.com 00420604265848
Hungary	Central Transdanubian Regional Innovation Agency Nonprofit Ltd.	kdriu@kdriu.hu +3622514111
Moldova	FACLIA - Association for Children and Youth	dirzudaniela@gmail.com +373 236 33684
Romania	The European Center for Socio Professional Integration ACTA	mihaelapopovici@actacenter.ro +40 359412879

	or Centre for Resources and Educational Assistance of Bihor County	morarsimina@yahoo.com +40 359 462 782
Serbia	Regional Agency for Development and European Integration Belgrade	office@rarei.rs +381 11 2186 730
Slovakia	Technical University of Kosice	dev.ekf@tuke.sk +421 55 602 24 76

This Privacy Policy is primarily designed to ensure compliance with our informational obligations pursuant to Articles 13 and 14 GDPR towards data subjects about whom we process personal data as a controller. Typical data subjects are users of the InnoSchool Learning System (ILS). Being an EU-based subjects, we must comply with the EU general data protection regulation (the “GDPR”) provisioning your individual rights¹ when processing the personal data, applicable sections of the national data protection legislation (the “Data Protection Act”) and other legislation. In case that you do not understand any information provide in this Privacy Policy, do not hesitate to contact our Joint Contact Point.

Data subjects’ requests delivered at the Joint Contact Point shall be handled individually and on behalf of us by the controller from the country from which data subject request was sent.

Why we process personal data?

Generally, we need to process personal data in order to:

- provide our services and for that purpose process personal data of users of the InnoSchool Learning System (ILS);
- meet our legal and contractual obligations; and
- pursue our own legitimate interests.

For what purposes and under which legal bases do we process personal data?

We process personal data for the following purposes and legal grounds:

	Purpose of the processing personal data	Legal ground
1.	Establishment, exercise, or defence of legal claims (legal agenda)	Legitimate interest
2.	Management of data subject requests	Compliance with legal obligation
3.	Provide our services - operating the InnoSchool Learning System	Contract
4.	Protection of property and security	Legitimate interest

¹ See Articles. 12 - 22 GDPR: <http://eur-lex.europa.eu/legal-content/SK/TXT/HTML/?uri=CELEX:32016R0679&from=EN>

What are our legitimate interests that we pursue?

We rely on a legal ground of legitimate interest pursuant to Article 6 (1) f) of GDPR for the following purposes. We provide description of these purposes and legitimate interests below:

Establishment, exercise or defense of legal claims (legal agenda)	From time to time, we might need to pursue a legal claim, ask for compensation or off-court settlement or report certain facts to public authorities and aforementioned processing operations shall be considered as our legitimate interest.
Protection of property and security	We consider our legitimate interest protecting the property and security of us including our employees or users of ILS. We rely on this legal ground to ensure the security of our information assets and IT systems.

What personal data we process?

We process personal data for two types of users. Firstly, in most cases we process standard contact and identification types of personal data such as name, surname, position, phone number and email for the school representatives and teachers. Secondly, we process standard identification types of personal data such as name, surname, and email for students.

Who are recipients of your personal data?

We take the confidentiality of your personal data very seriously and have internal policies in place to ensure that your data is only shared with authorized personnel or a verified third party. Our staff might have access to your personal data on a strictly need-to-know basis typically governed and limited by function, role and department of the particular employee. Personal data of users or other natural persons are provided to the extent necessary to following categories of recipients:

- our verified and properly mandated processors;
- our professional advisors (e.g. attorneys or auditors);
- providers of standard software and cloud services;
- providers of technical (IT) and organizational (events agency) support of us;

We also use sub-contractors to support us in providing services who might process personal data for us. We ensure that selection of our sub-contractors and any processing of personal data by them is compliant with the GDPR in terms of technical and organizational security of processing operations. If we use our own recipients to process personal data (our internal staff), your personal data are always processed on the basis of authorizations and instructions that inform our recipients about not only our internal privacy policies but also about their legal responsibility for their violations. If we are requested by the public authorities to provide your personal data we examine the conditions laid down in the legislation to accept the request and to ensure that if conditions are not met, we do not adhere to the request. In case that you have a question about our current processors, do not hesitate to contact our Joint Contact Point for further information.

What countries do we transfer your personal data to?

By default, we seek not to transfer your personal data outside the EU and/or European Economic Area where not necessary.

How long do we store your personal data?

We must not and we do not want to store your personal data for longer than necessary for the given purpose of processing. Due to this legal requirement but also due to technical and financial aspects of data storage we actively delete data where no longer necessary. Retention periods are either provisioned in respective laws or are set out by us in our internal policies. When processing of your personal data is based on consent and you decide to withdraw your consent, we do further not process your personal data for the specific purpose. However, it does not exclude the possibility that we process your personal data on different legal grounds especially due to our legal obligations.

General retention periods for our purposes are as follows:

Purpose	General retention period
Establishment, exercise or defence of legal claims (legal agenda)	Based on limitation period according to the law.
Management of data subject requests	Based on limitation period according to the law.
Provide our services - operating the InnoSchool Learning System	During the contractual relationship with users and 2 years after termination of the contract
Protection of property and security	1 year

The above retention periods only specify the general periods during which personal data are processed for the specific purposes. However, we proceed to erasure or anonymization of personal data before the expiry of these general periods if we consider the personal data to be unnecessary in view of the above-mentioned processing purposes. Conversely, in some specific situations, we may keep your personal data longer than stated above if it is required by law or our legitimate interest.

How we collect your personal data?

Generally, we collect your personal data directly from you. You can provide your personal data to us by different means e.g.:

- by registration on our website;
- communication with you;
- completing and submitting a contact form with your comments, queries, or questions.

However, we may also obtain your personal information from your school. This is typically the case when we conclude or negotiate a contractual relationship with your school, and you have expressed an interested in using ILS. Failure to provide personal data may have negative consequences for you, as this may result in failure to provide our services to you - use ILS.

What rights do you have?

If we process your personal data on the basis of consent to the processing of personal data, you have the right to withdraw your consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal. You have the right to effectively object to the processing of personal data for direct marketing purposes, including profiling.

You also have the right to object to the processing of your personal data on the basis of the legitimate interests we follow, as explained above. You are also entitled to the processing of personal data on the legal basis of a public interest.

If you exercise your right to object, we will gladly demonstrate to you the way how we evaluated these legitimate interests as overriding the interests, rights and freedoms of the data subjects.

The GDPR lays down general conditions for the exercise of your individual rights. However, their existence does not automatically mean that they will be accepted by us because in a particular case exception may apply. Some rights are linked to specific conditions that do not have to be met in every case. Your request for an enforcing specific right will always be dealt with and examined in terms of legal regulations and applicable exemptions.

Among others, you have:

- Right to request access to your personal data according to Article 15 of the GDPR. This right includes the right to confirm whether we process personal data about you, the right to access to personal data and the right to obtain a copy of the personal data we process about you if it is technically feasible.
- Right to rectification according to Article 16 of the GDPR, if we process incomplete or inaccurate personal data about you.
- Right to erasure of personal data according to Article of the 17 GDPR;
- Right to restriction of processing according to Article 18 GDPR
- Right to data portability according to Article 20 GDPR;
- Right to object against the processing including profiling based on legitimate or public interest according to Article 21 (1) of the GDPR;
- Right to object against processing for direct marketing purposes including profiling according to Article 21 (2) of the GDPR;
- Right to not be subject to the automated individual decision making according to the Article 22 of the GDPR.

If you feel that we are processing incorrect personal data about you given the purpose and circumstances, you can request rectification of incorrect or incomplete personal data.

You have a right to lodge a complaint related to personal data to the relevant data protection supervisory authority or apply for judicial remedy. Please note that because of leading controller, *DEX Innovation Centre* is from the Czech Republic our competent data protection authority is the **Office for Protection of Personal Data of the Czech Republic** (<https://www.uoou.cz/en>). In any case we advise to primarily consult us with your questions or requests.

Do we process your personal data via automated means which produces legal effects concerning you?

We do not currently conduct processing operations that would lead to the decision which produces legal effects or similarly significantly affects concerning you based solely on automated processing of your personal data in light of Article 22 GDPR.

How we protect your personal data

It is our obligation to protect your personal data in an appropriate manner and for this reason we focus on the questions related to protection of personal data. We have implemented generally accepted technical and organizational standards to preserve the security of the processed personal data, especially taking into account the risks that are presented by processing, in particular from accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to personal data transmitted, stored or otherwise processed. In situations where special categories of data are

processed we use encryption technologies e.g. during communication with the payment gateway. Your personal data are stored on our secure servers or servers of our web site providers located in data centers in the Czech Republic. If third-party analytics tools are used data are stored on third-party servers (see cookies).

Cookies

Cookies are small text files that improve website usage e.g. by allowing us to recognize previous visitors when logging in to a user environment, remembering a user's choice when opening a new window, measuring website traffic, or how evaluation of usage of the website for the improvement. Our website uses cookies in particular to measure its traffic. You can always stop storing these files on your device by changing your web browser to a different setting.

Changes to this privacy policy

The information we give you with regard processing of personal data may change or cease to be up to date. From these reasons we may change this privacy policy from time to time by posting the most current privacy policy and its effective date on our website. In case we change this privacy policy substantially, we may bring such changes to your attention by explicit notice, on our websites or by email.