

ITU Academy latest developments

Global DTC Workshop and ATC Annual Meeting

Thursday 12 June 2025

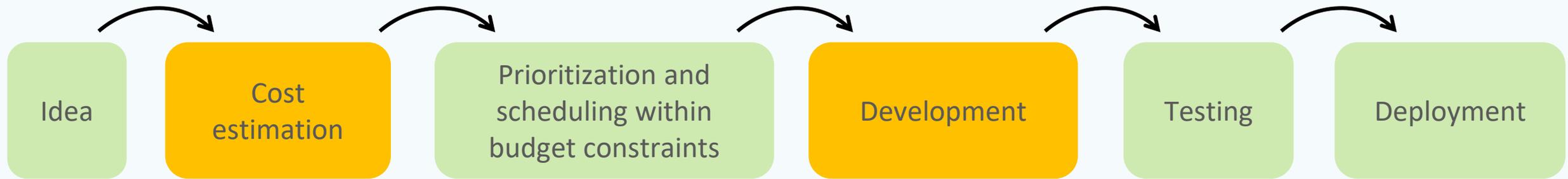
Agenda

1. How does development happen on ITU Academy?
2. The ITU Academy roadmap (2023 – 2026)
 - a. Participant journey
 - b. Coordinator journey
3. Deep-dive on communication with users
4. Upcoming transition of ITU Academy guidelines in wiki format

1. How does development happen on the ITU Academy?

How do you think a new feature is created on the ITU Academy?

1. How does development happen on the ITU Academy?

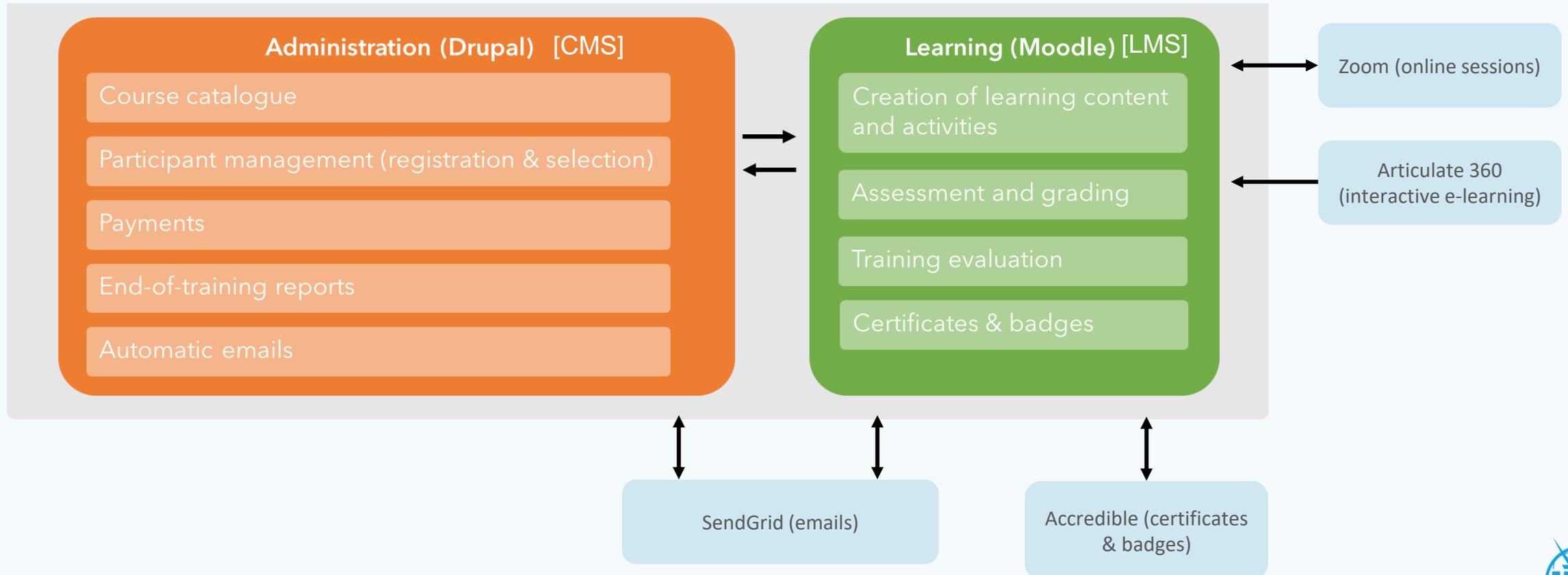


Collect feedback, proposals and potential solutions from

- Users
- ITU staff and course coordinators
- Partner course coordinators (ATC and any other delivery partner)

2. The ITU Academy roadmap (2023 – 2026)

The ITU Academy infrastructure



2. The ITU Academy roadmap (2023 – 2026)

- User journeys:
 - Participants
 - Coordinators
- Context:
 - Growth in courses and users to manage
 - Industry standards

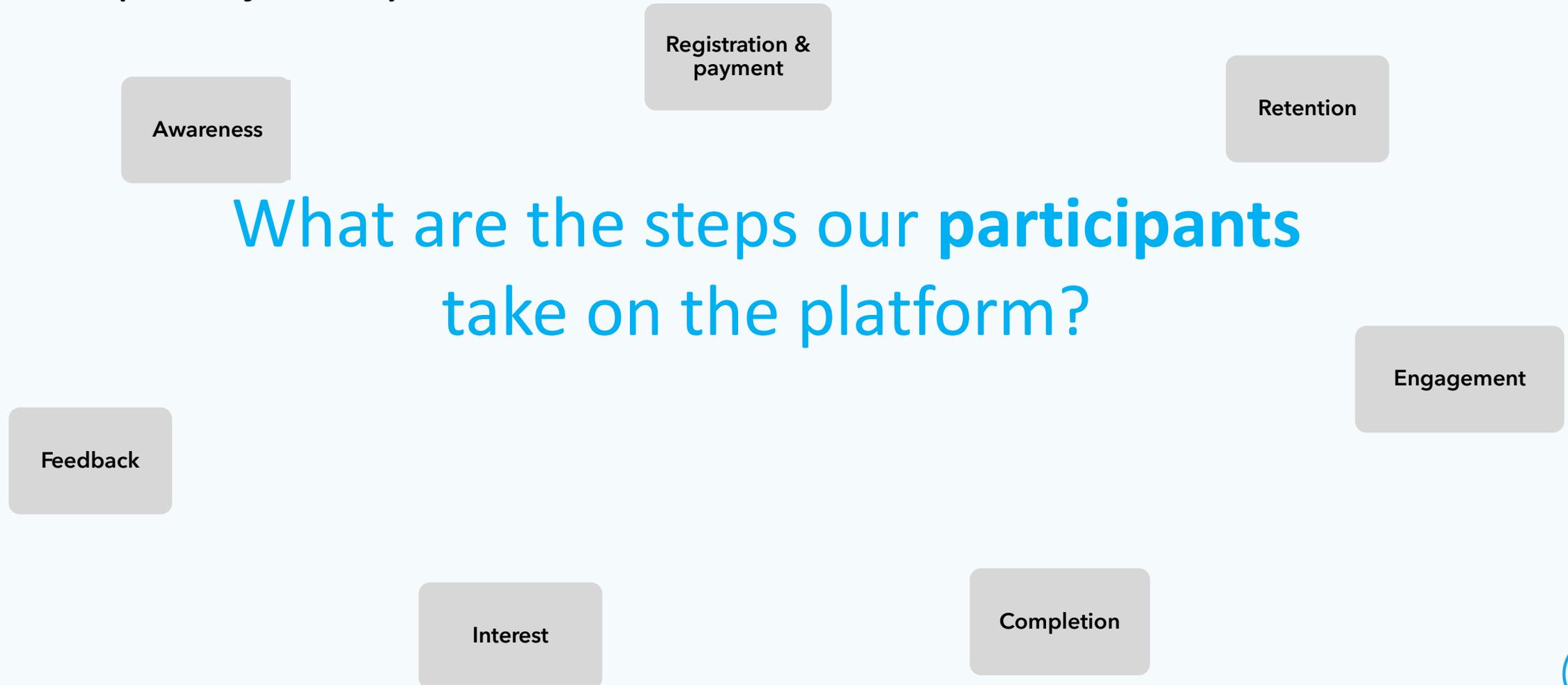
2. The ITU Academy roadmap (2023 – 2026)

Participants journey

What are the steps our **participants**
take on the platform?

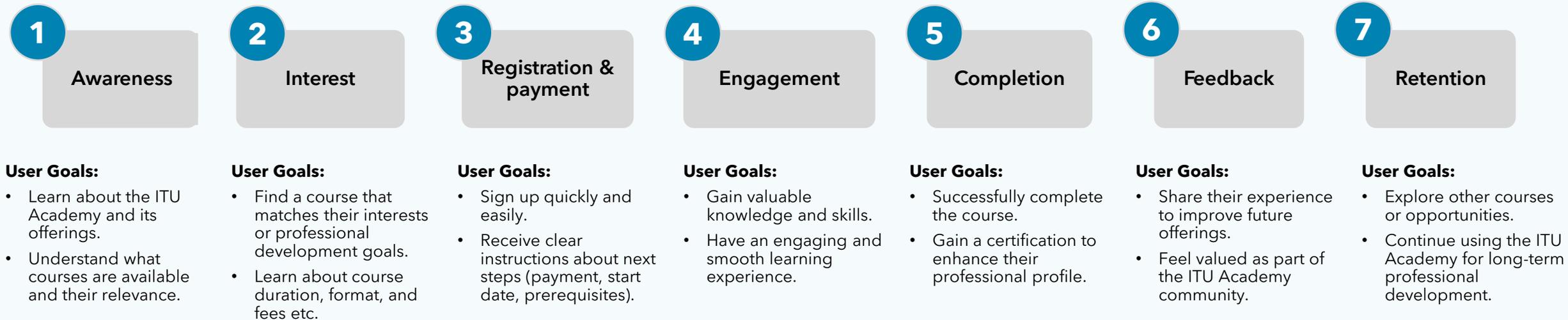
2. The ITU Academy roadmap (2023 – 2026)

Participants journey



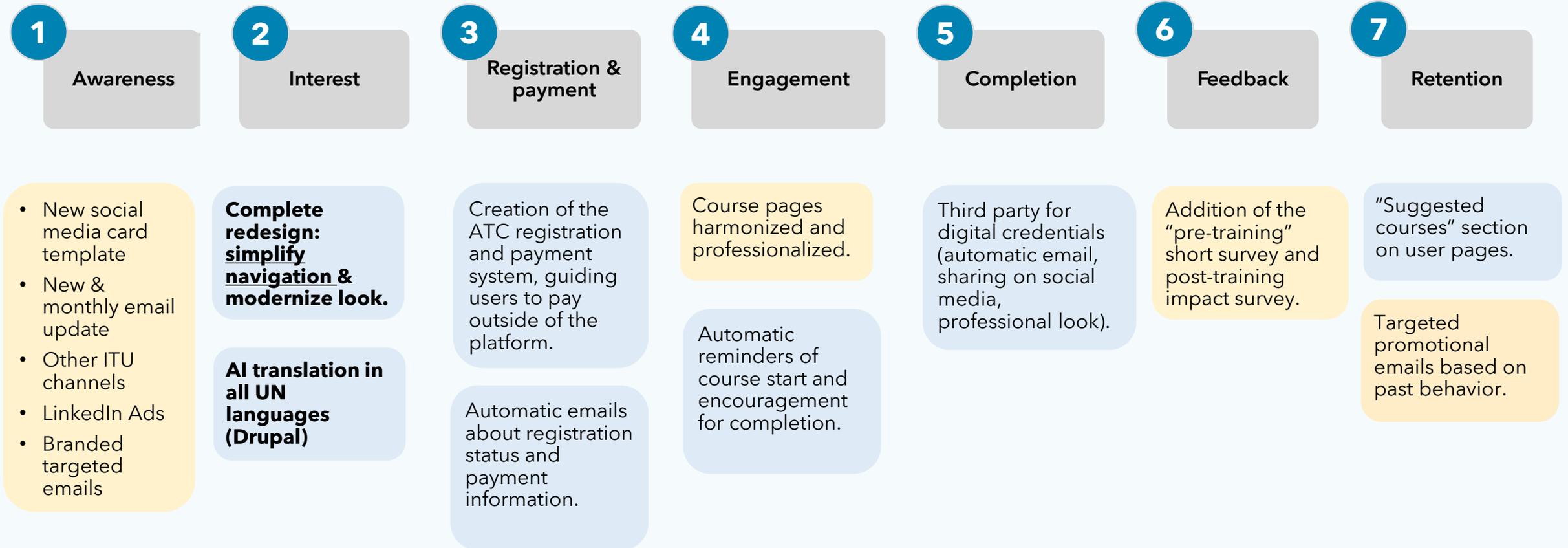
2. The ITU Academy roadmap (2023 – 2026)

Participants journey



2. The ITU Academy roadmap (2023 – 2026)

Developments specific to participants



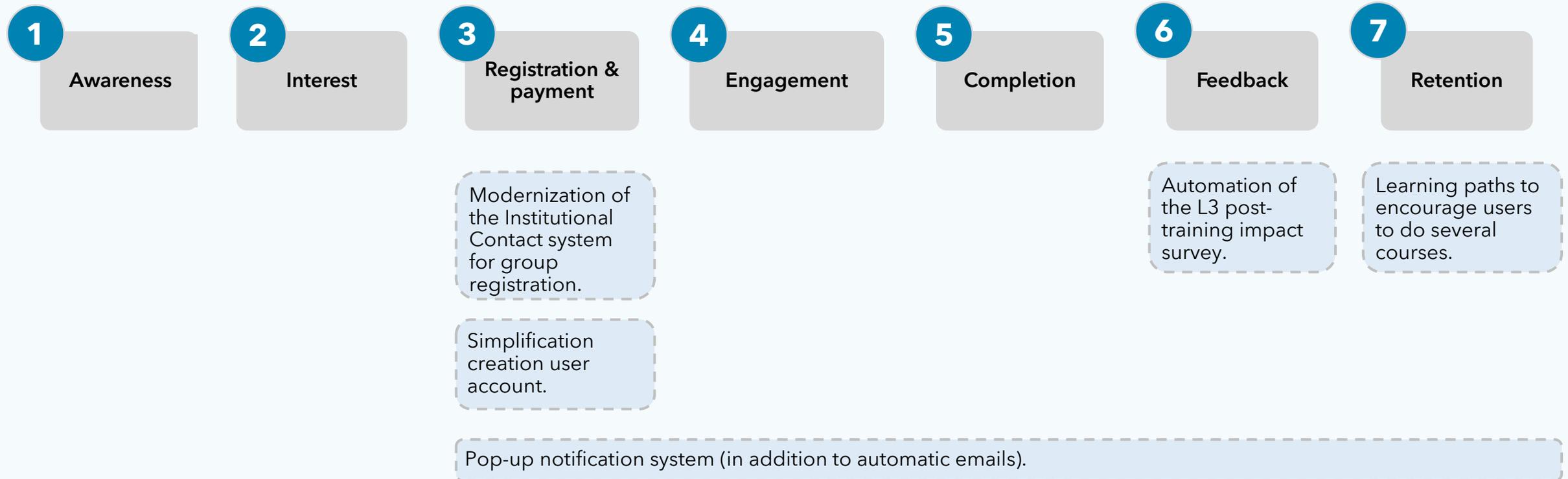
= process

= tech

= in progress or future

2. The ITU Academy roadmap (2023 – 2026)

Developments specific to participants



= process = tech = in progress or future

2. The ITU Academy roadmap (2023 – 2026)

Participants journey

What are the steps our **coordinators** take on the platform?

2. The ITU Academy roadmap (2023 – 2026)

Coordinators journey



User Goals:

- Ensure the course proposal is clear, complete, and aligns with ITU Academy's requirements.

User Goals:

- Identify and engage qualified instructors or facilitators.
- Finalise agreements to prepare for content development.

User Goals:

- Develop engaging and accessible course content.
- Align content with user needs, timelines, and learning objectives.

User Goals:

- Ensure all training materials are uploaded correctly.

User Goals:

- Finalise participant lists for the course.
- Provide clear information to participants about registration and next steps.

User Goals:

- Ensure a smooth learning experience for participants and instructors.
- Address technical or administrative challenges promptly.

User Goals:

- Gather insights to measure success and identify improvements.
- Produce clear end of training reports for stakeholders.

2. The ITU Academy roadmap (2023 – 2026)

Developments specific to coordinators



ITU Academy guidelines with all templates in one place.

Training outline on webpage.
New TO fields.

Automatic organizers / partners logos.

Quality assurance checklist to support high quality training materials.

Upgrade Moodle 4.1.

Support to participants' selection process.

Automation of questionnaire data

Improvements to mass upload & creation of manual upload.
Bulk "accept/reject" (available to administrators only for now).

Simplification EoT

Automatic data Power BI

2. The ITU Academy roadmap (2023 – 2026)

Developments specific to coordinators



ITU Academy guidelines transformed in wiki format.

Upgrade Moodle 4.5.

Complete Moodle redesign.

New workflow for confirmation of participation.

Instructions in all tutor/coordinator pages.

= in progress or future

2. The ITU Academy roadmap (2023 – 2026)

Developments specific to coordinators

Increase prominence of instructors: possibility to add a picture, title and link to bio, visible on course page for prospective participants.

Is this something you think could support registrations?

= *in progress or future*

2. The ITU Academy roadmap (2023 – 2026)

Any features for participants or coordinators that should be added?

3. Deep dive on communication with users

ITU Academy

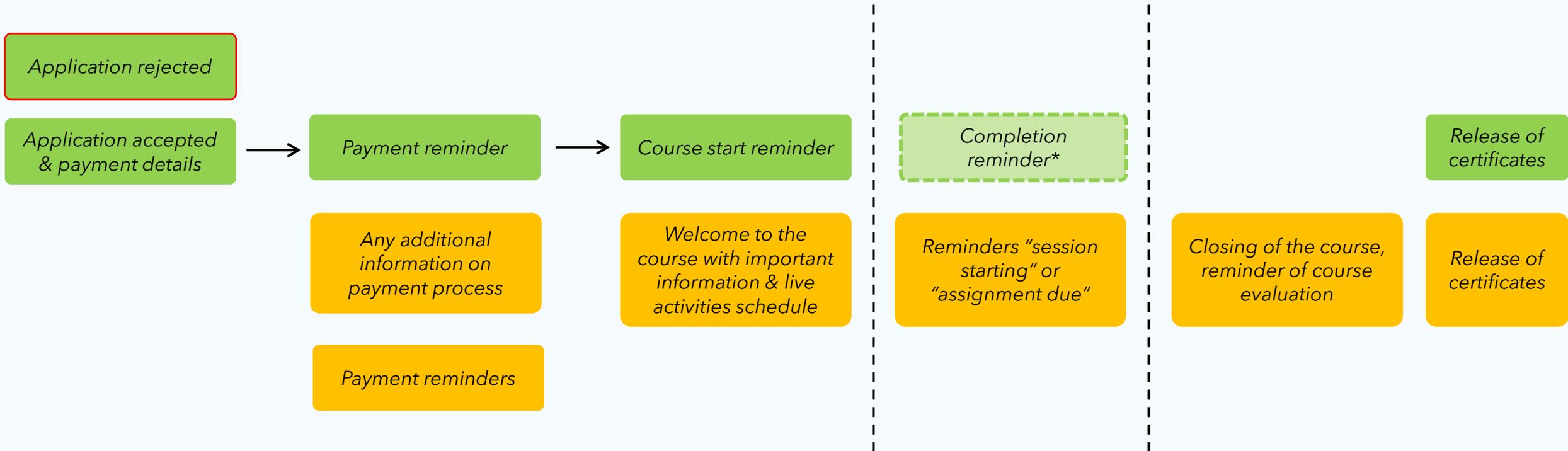
- Respond to any technical inquiries through ituacademy@itu.int, such as:
 - navigation on the platform,
 - lost password,
 - technical issues to complete activities etc.
- Management of automatic emails

Course coordinator

- Welcome participants to the course
- Information and reminders about upcoming Zoom sessions, assessment deadlines etc.
- Respond to any “content” question

3. Deep dive on communication with users

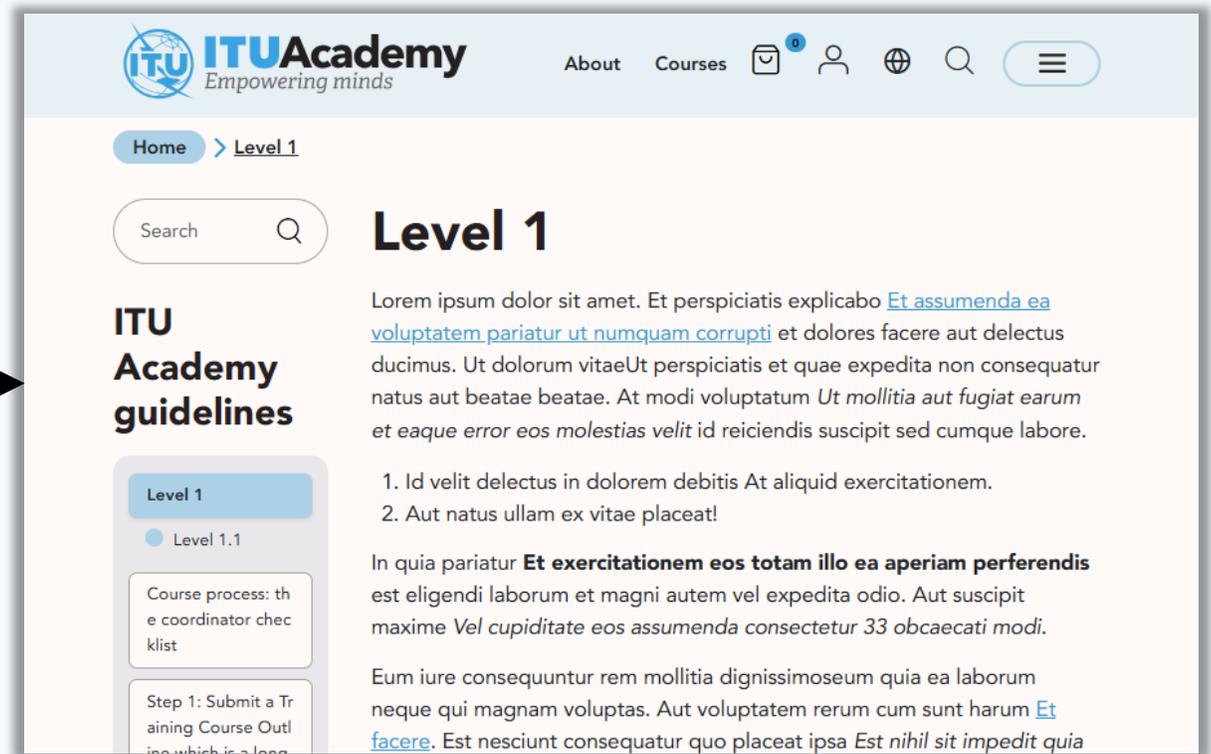
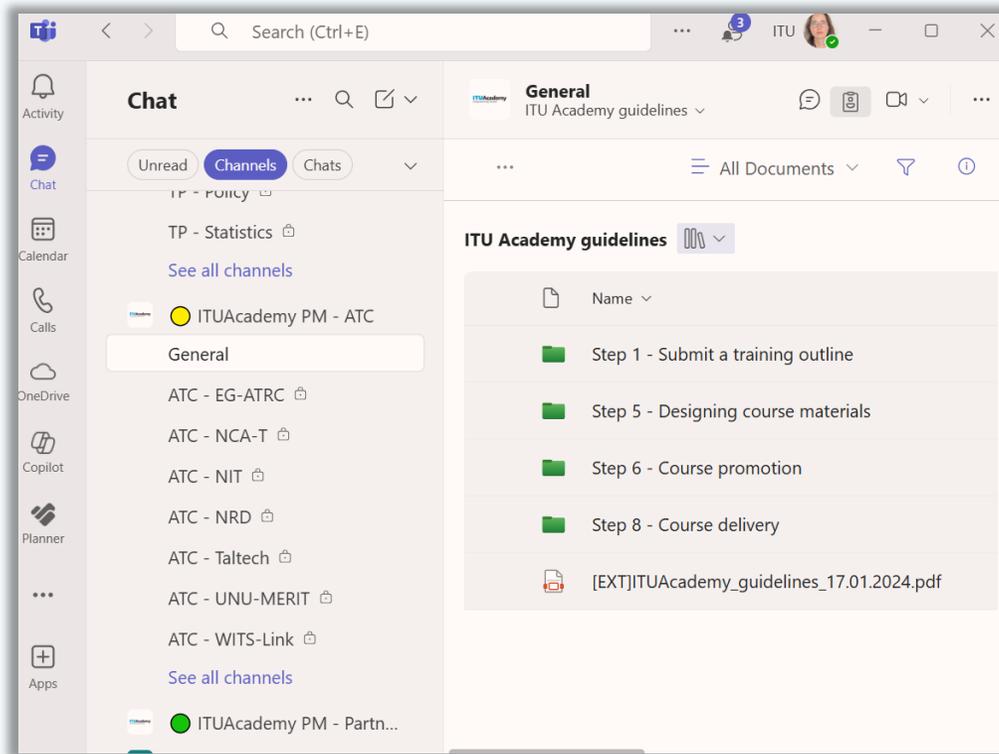
- Automatic emails from ITU Academy (* coming soon)
- Emails from course coordinators



3. Deep dive on communication with users

Any questions? Best practices?

4. Upcoming transition of ITU Academy guidelines in Wiki format



4. Upcoming transition of ITU Academy guidelines in wiki format

Anything missing from our
guidelines? What would you need
more clarity on?