

# ITU Academy latest developments

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Global DTC Workshop and ATC Annual Meeting

Thursday 12 June 2025

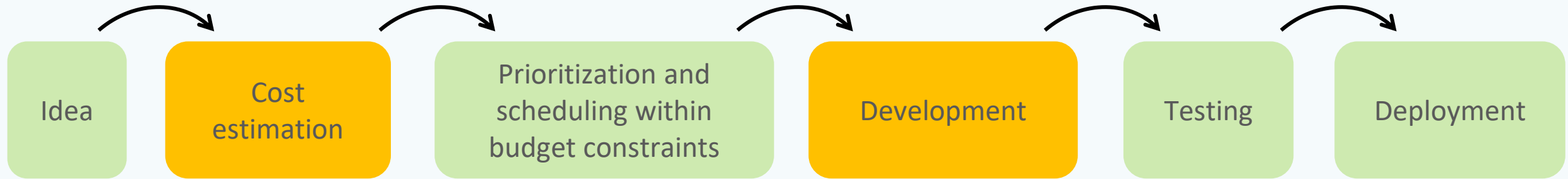
# Agenda

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?

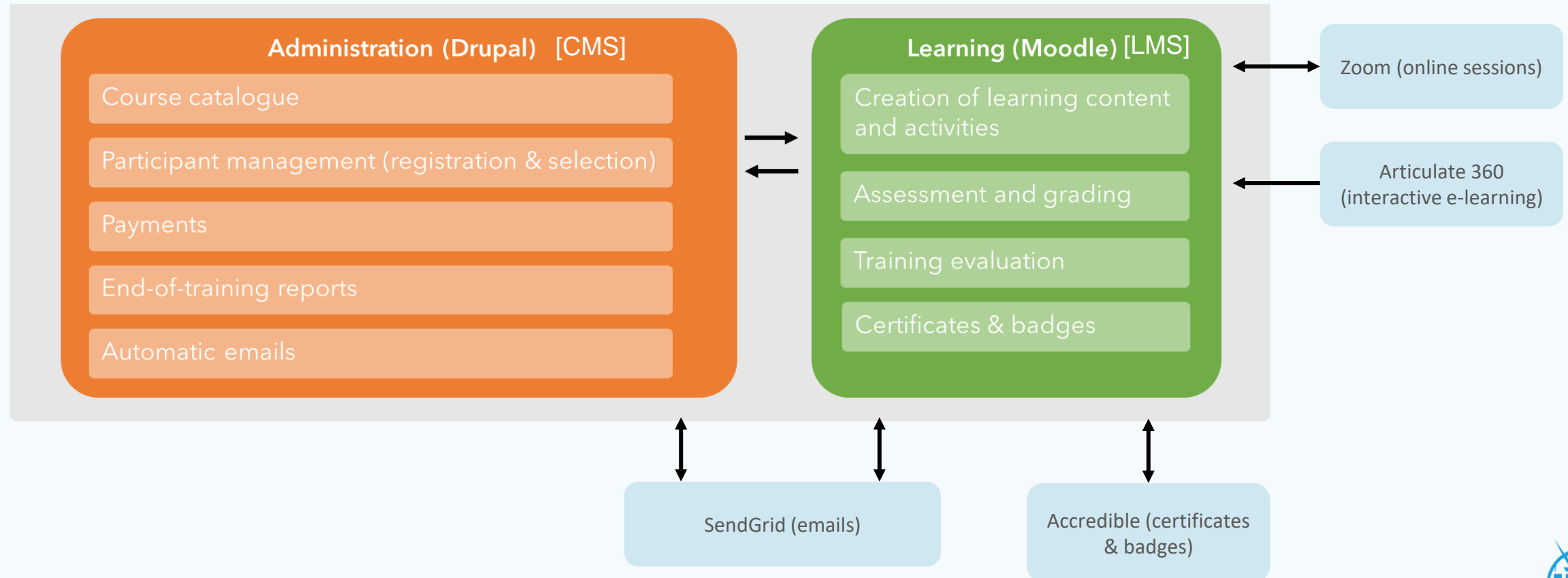


**Collect feedback, proposals and potential solutions from**

- 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

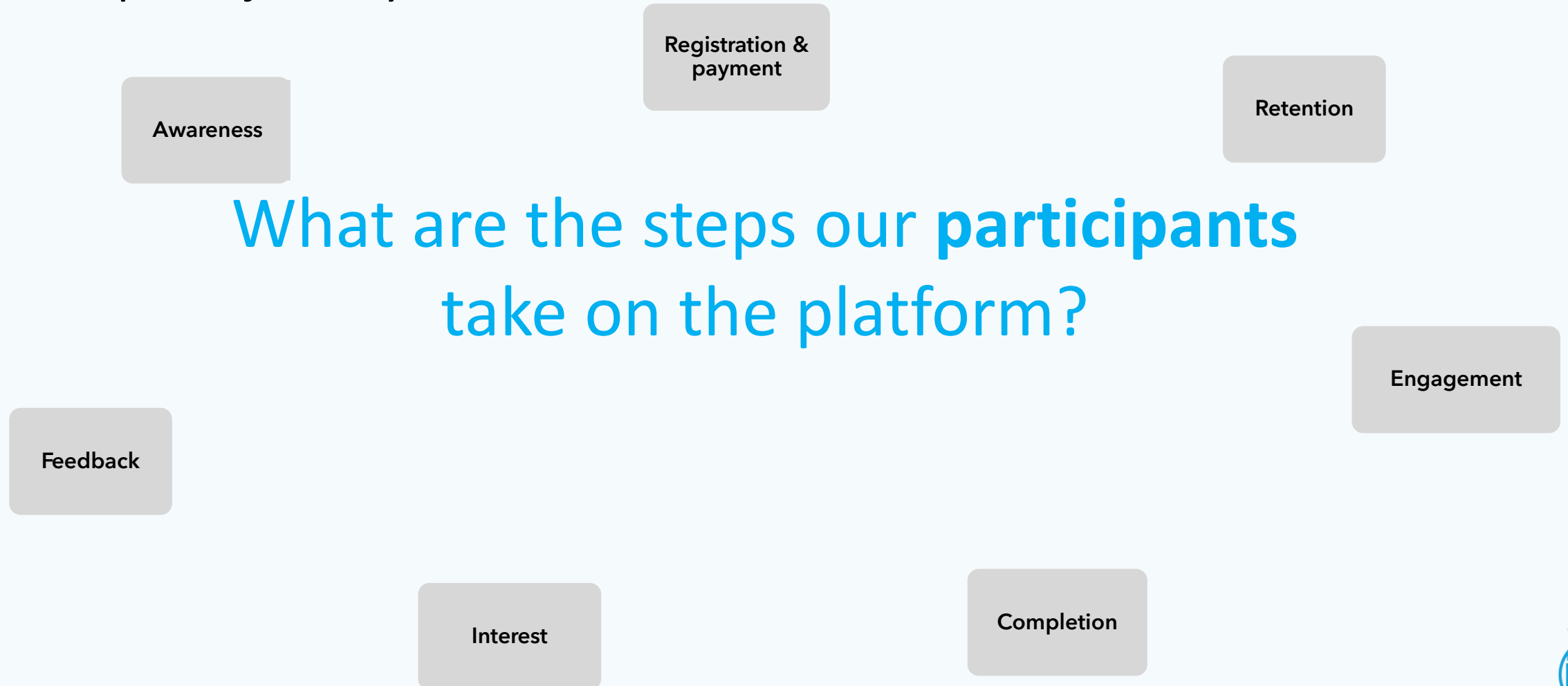
## 2. The ITU Academy roadmap (2023 – 2026)

Participants journey

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

## 2. The ITU Academy roadmap (2023 – 2026)

### Participants journey

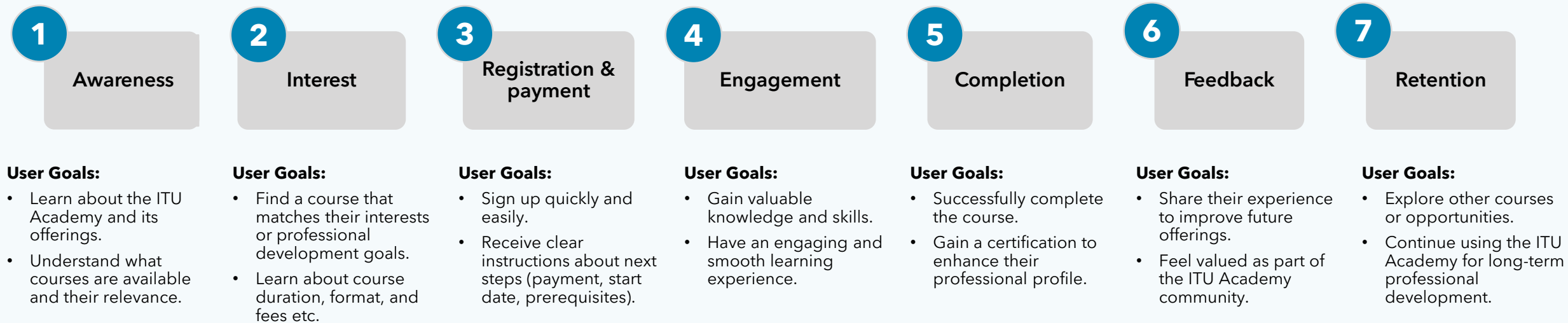


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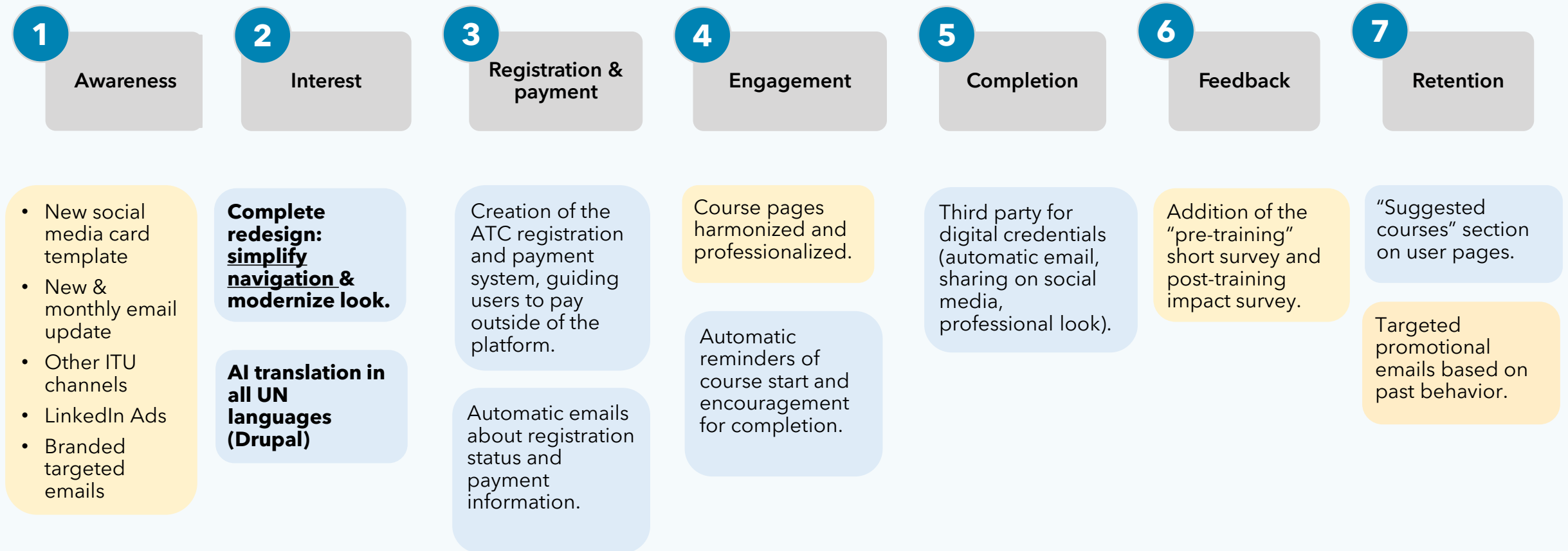
## 2. The ITU Academy roadmap (2023 – 2026)

### Participants journey



## 2. The ITU Academy roadmap (2023 – 2026)

### Developments specific to participants



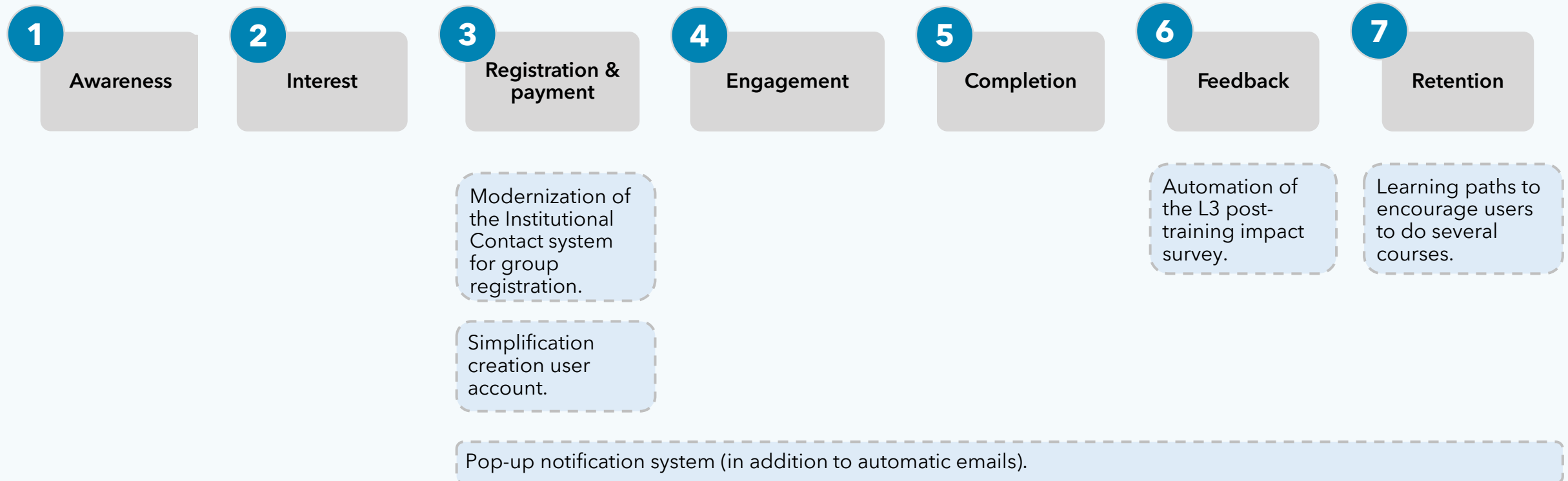
= process

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= in progress or future

## 2. The ITU Academy roadmap (2023 – 2026)

### Developments specific to participants





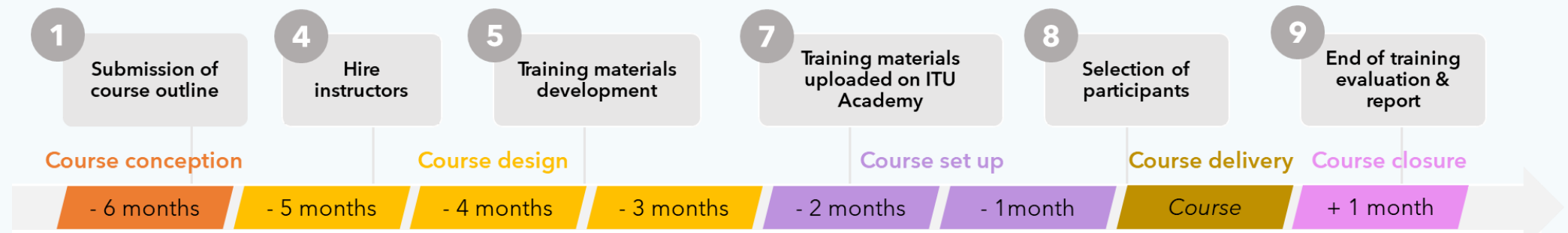
## 2. The ITU Academy roadmap (2023 – 2026)

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



= process

= tech



## 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](mailto:ituacademy@itu.int), such as:
  - navigation on the platform,
  - lost password,
  - technical issues to complete activities etc.
- Management of automatic emails

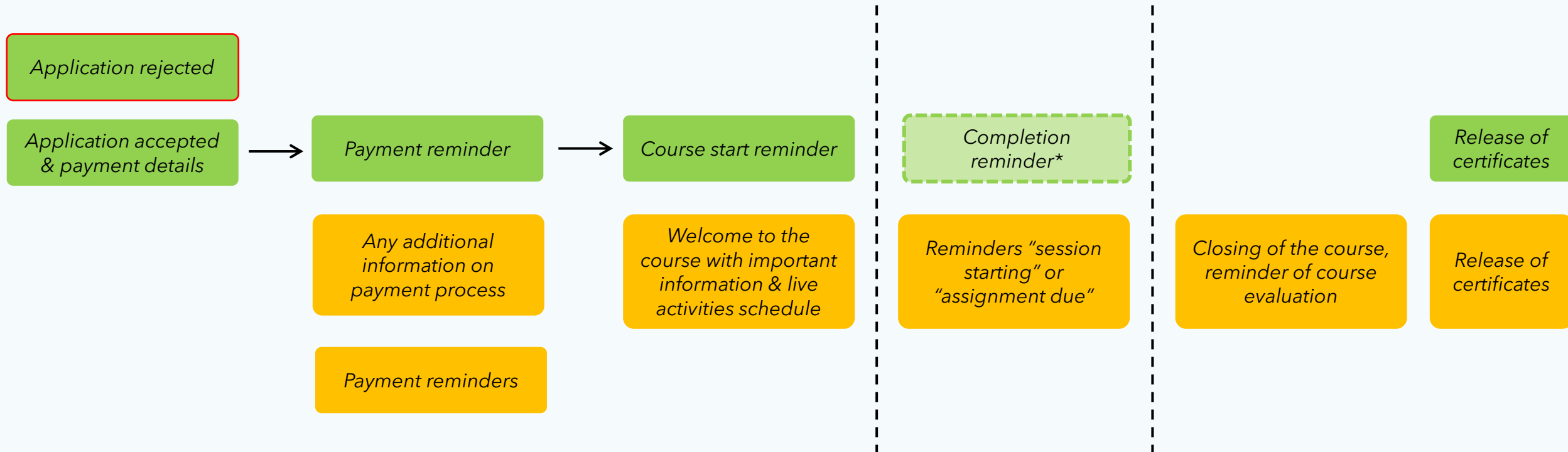
#### Course coordinator

- 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

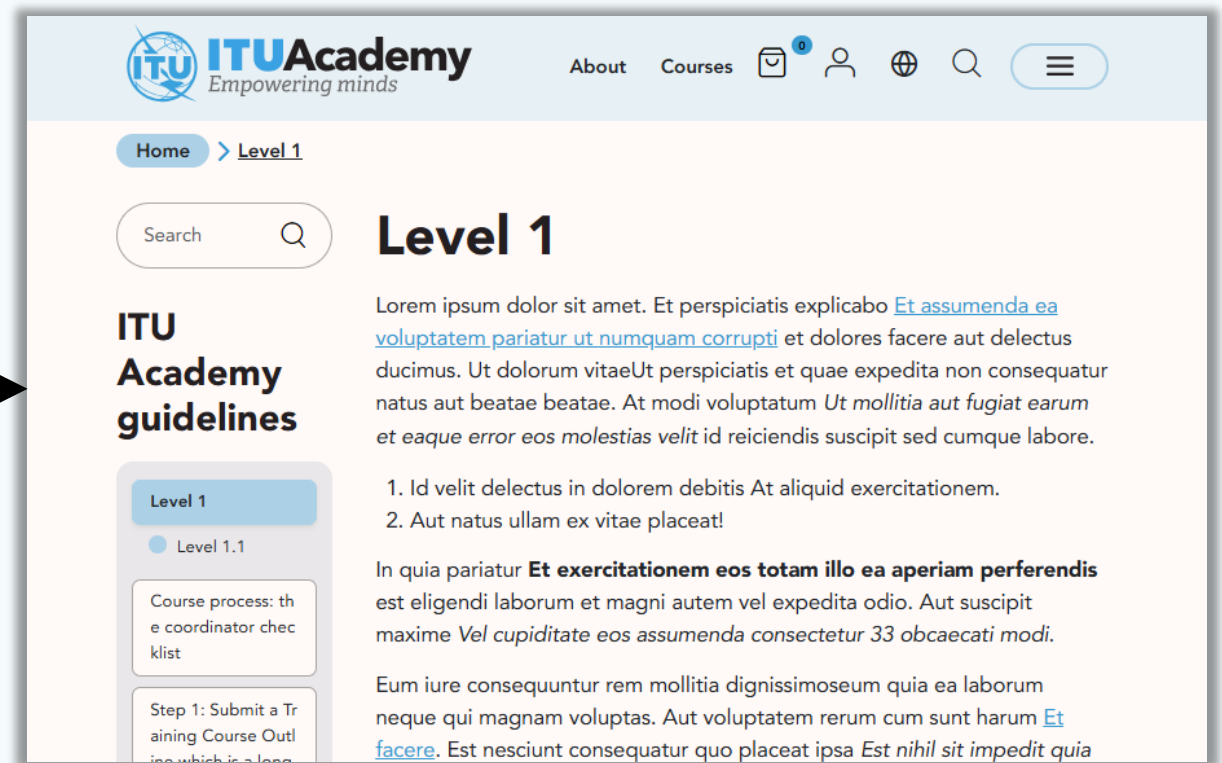
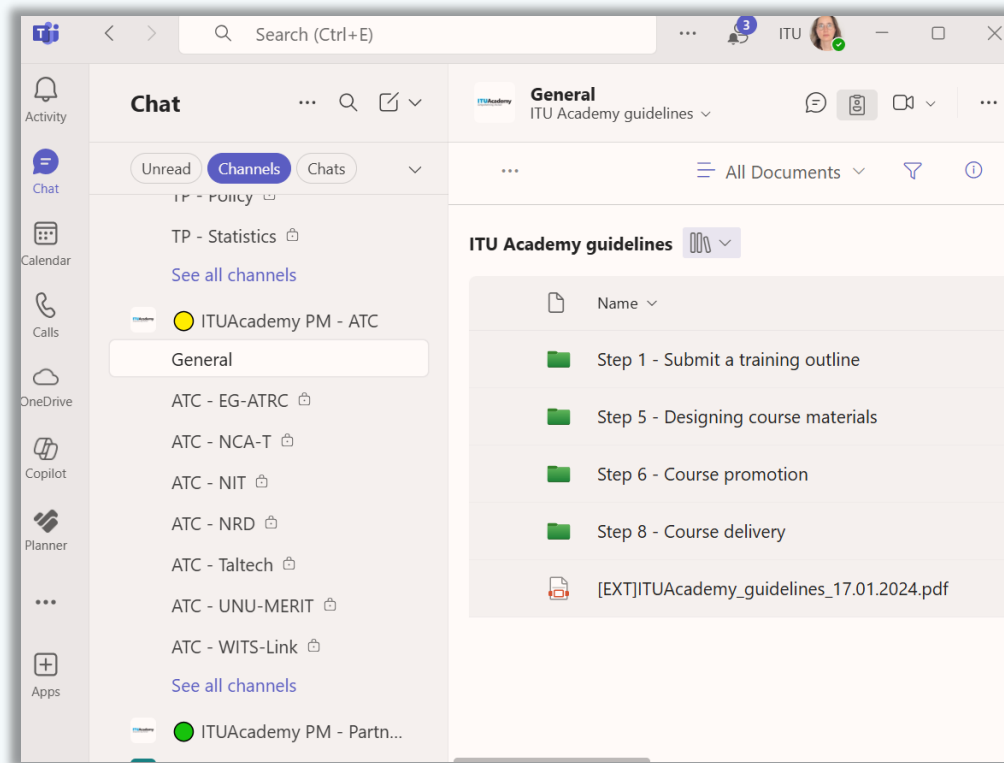


### 3. Deep dive on communication with users

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?