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ABSTRACT

This paper reports the experience of support DL / INCA participants travel distance: ABC Cancer - Basic Approaches to Cancer Control , developed by the National Cancer Institute José Alencar Gomes da Silva (INCA).

In describing the use of tools and strategies to support the participants in the process of teaching and learning , recounts lessons learned in this course regarding the support to participants in the national and international level . The course was opened in August 2011 and has enrollment of over 37,000 students, up to May 2013.

The main objectives are : to promote and contribute to the production of knowledge within the platform EaD-INCA/Moodle , through a survey of the groups who completed the course , building a critical analysis of the process of distance education, and identify the elements and aspects that characterize the user support of this course.

IDENTIFICATION OF THE PROBLEM

Cancer is the second leading cause of death in the country , with a growth trend in the coming years , becoming a public health problem . In parallel with this observation , we have to take into account its percentage of prevention: about a third of all new cases of cancer worldwide could be avoided with preventive actions . Given this fact , the course was developed by Education Coordination (CEDC) INCA , in order to enable health professionals not specialized in oncology with an opportunity to learn about this subject , so this course has very diverse audience , mostly out of practice in distance education and / or domain without the use of Internet / VLE (Virtual Learning Environment) , thus generating considerable demand for support questions sent to the DL / INCA .

GOAL

Identify the elements and aspects that characterize the users support the ongoing ABC Cancer - Basic Approaches to Cancer Control .

FREQUENT QUESTIONS SENT TO SUPPORT

Most of the questions sent to support by the participants of the course ABC Cancer - Basic Approach for Cancer Control is related to the difficulty of access and issuance of Certificate of Completion of the course .

Questions concerning access: The application process is accomplished through the hot site developed in ASP language , in which the participant fills out the registration form with your personal data , then this data is exported to the AVA . To avoid homonyms, we chose the social security number of the participant were used as " username " to access the platform and the access password to be created by the participant at the time of registration, the goal is to facilitate memorization , however, despite these actions minimize questions regarding access a percentage of participants found considerable difficulty , in most cases the problem is related to the number of CPF (typed in a wrong way by the participant at the time of registration) and / or forgotten password created for them , failing and generating considerable demand access to support .

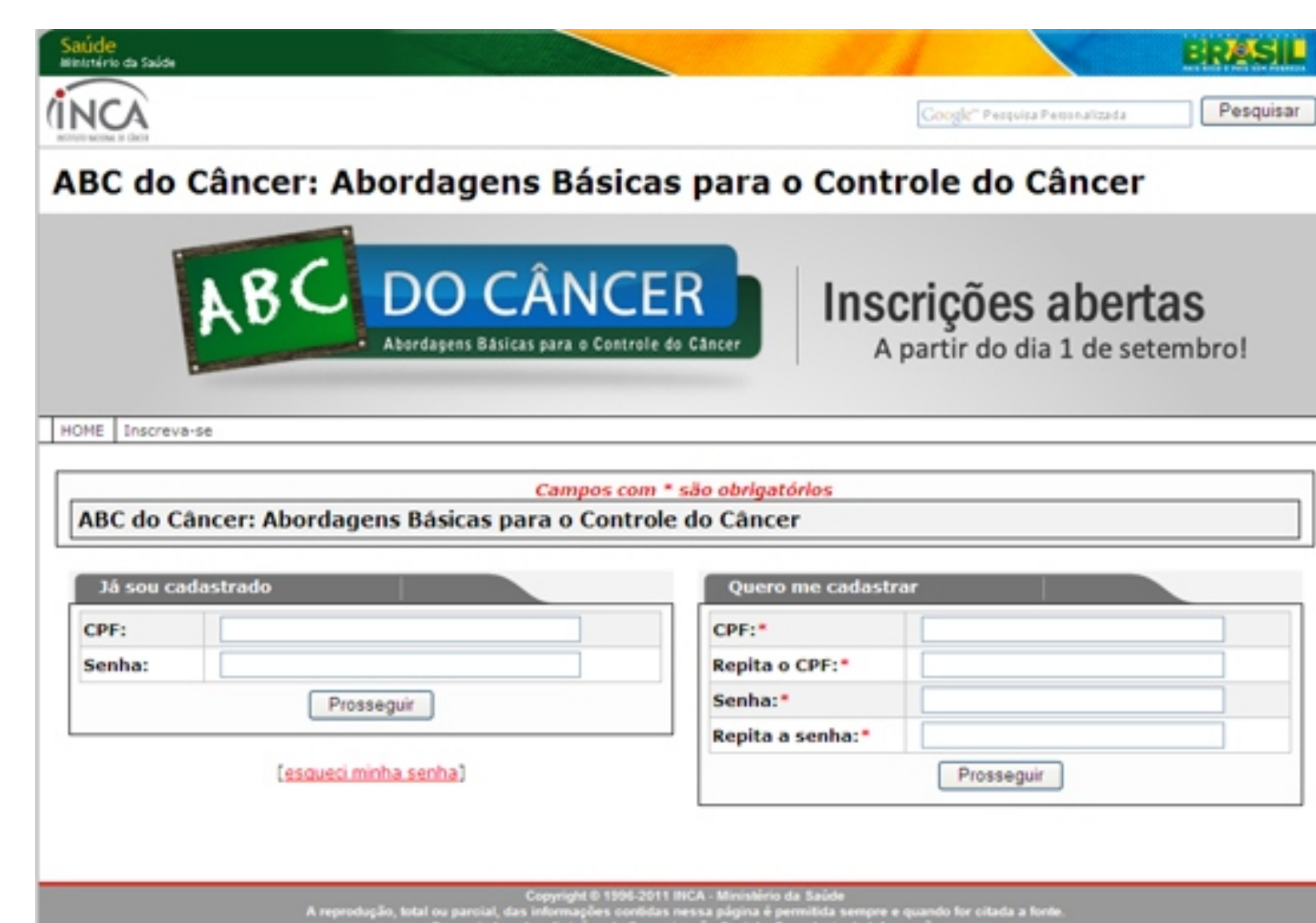


Figure 1 - Home of the hot site developed for the registration of participants

Note: After the participant had performed the registration is automatically sent an email confirmation containing user name and password, as well as guidelines for access.

We also use, as a rule, the mechanism of standard answers to frequently asked questions in case of questions regarding access to the participant responded with the following text:

Participant Doubt (access): I am not able to access the course content.

Support Response: Dear (a) Follow the link <http://ead.inca.gov.br>, click the course name ABC Cancer - Brazil, in the "User Name", enter your SSN and the password field, enter the password you created the time of registration, if you can not access after this procedure, contact again and send more details about your difficulty.

Questions relating to the issuance of the Certificate of Completion: The condition for release of the Certificate of Completion is that the participant may use equal or higher than 70% on the Final Evaluation and have replied to the questionnaire opinion. We receive many requests for the issue of licenses because the participant to ignore reading the Student Guide, which explains in detail the criteria for approval and consequently the release of Certificate of Completion. Order to minimize this problem, we developed a strategy to enter information relevant to course content. In the specific case of the certificate, when the participant clicks on the link "certificate" is displayed with the criteria for printing, as shown in the following figure (Figure 2).



Figure 2 - Screen prior to the issuance of the certificate.

Standard answers to frequently asked questions related to certification:

Participant Doubt: My certificate is not available.

Support Response: Make sure you have answered the final evaluation with use equal or higher than 70%, also respond to the opinion questionnaire. If you have completed these steps, send another email with more details about your difficulty.

Participant Doubt: I did the whole course, but my name does not appear on the certificate.

Support Response: In this case, it is a bug native to Moodle platform in which many characters with names are not visible in the certification, so we analyze the platform if the applicant has met the planned stages for approval and send the Certificate of completion closed file (PDF) by e-mail.

Strategies and mechanisms to minimize the frequently asked questions .

An important strategy that we have adopted to minimize frequently asked questions pertaining to poor access and issue the Certificate of Completion , among other less frequent , consists in anticipating , sending emails to all participants in the group activity (every month we opened a new class) containing relevant information . These messages are sent through the platform itself , selecting the participants of a certain group in the first , tenth and twentieth day of the course . With this strategy , we solve possible doubts of the participants , reducing the flow of messages sent to the support. In the example below , we can see the message sent on the first day of the course .

"Dear Student ,

Today begins the Distance Course Basic Approaches to Cancer Control - ABC Cancer .

To access Moodle, enter the address <http://ead.inca.gov.br> fill in the field " username " with your Social Security number and the password field , use the created by you at registration .

At the end of the course certificate will be awarded to students who obtain utilization equal or higher than 70 in the final evaluation and take the quiz opinion ."

DATA ANALYSIS

Analyzing the data on the incidence of the number of requests sent to the support, we can see that some strategies are successful :

- After the implementation of the mechanism of sending messages to the participants in the 1st , 10th and 20th day of the course , we can minimize the incidence of emails sent to support 20% of participants to only 5 % .

- With the implementation of the strategy of inserting relevant information on content, with regard to frequently asked questions sent to support , had a positive return since, after this action there was a decrease of 5 % of the participants by contacting to 2%

CONCLUSION AND FINAL THOUGHTS

During those two years experience providing support to participants , we conclude that , even without mentoring , participants should not feel abandoned . Relevant information , as described in this work , should always be provided , since only then able to anticipate the possible questions from users , making the teaching of DE as friendly as possible , and thus reduce considerably the number of students who drop the course .

Referências Bibliográficas

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