
Network of Excellence for Professional Learning



PROLEARN

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Report on the “ProWalk” workshop series

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1 Executive Summary

Within the context of the PROLEARN Network of Excellence and in cooperation with other initiatives and partners the team of WP15 organised a series of workshop on the topic of “Social Software for Professional Learning”.

In total 16 events were organised over a one year period. The focus has been put on workshops as an appropriate means to inform on current research and developments as well as to collect input from the audience outside the PROLEARN NoE.

Apart from these workshops that were usually arranged around bigger events (e.g. conferences) and one stand-alone event, some other events such as invited talks or special tracks have also taken place during this one-year period.

The biggest event has been the Thematic Workshop on Social Software, which was coordinated by the Centre for Social Innovation and the Vienna University of Economics in Vienna and which was also supported by the Austrian Ministry of Education and Culture. The event attracted over 90 participants from 13 European countries.

Overall the PROLEARN partners benefited especially from the co-operations with private industry, which were initiated during these events. One of the co-operations even ended successfully in a project participation (in the case of Siemens) and in some joint proposals for research projects on the topic of Social Software for enterprise use.

2 Introduction

This document reports on a series of events that started in June 2006 in order to promote the latest research topic on Social Software for Professional Learning (WP15), which was introduced to PROLEARN with the 3rd Joint Programme of Activities (JPA3).

Inspired by the successful series of BlogWalks that have been running since March 2004 the event series in PROLEARN was called ProWalk. According to its website BlogWalk is a series of face-to-face meetings aimed to bring together weblog researchers and practitioners for in-depth conversations about their work, possible trends, and visions. The format that the organisers strive for is an intellectual Salon where minds can meet and inspire each other in direct conversation.

For the PROLEARN workshops series the main aim was to bring together people from different fields, with different background and different views on the topic in order to identify current practices, possible trends and problems with the use of social software in professional learning environments. Overall, we achieved a good mix of researchers and practitioners amongst the participants.

Via these events new cooperation agreements were established, especially amongst research organizations and industry. Some of these contacts led to new project proposals while others resulted in additional jointly organised events and generally towards a closer network integration.

3 Overview of Events

The following list gives an overview of the events that have been carried out within the frame of WP15 with a special focus on the use of social software for professional learning.

It should be noted that it was the strategy of WP15 to start with the events series by attaching them to bigger events, such as established conferences in order to gain more visibility. Once the topic had gained sufficient interest, a stand-alone event was organised later during the JPA of PROLEARN.

Type of Event	Topic	Date	Place
Workshops	“Social Software for Professional Learning” at EDEN conference	June 2006	Vienna, Austria
	Formation of Social Networks in Social Software Applications at Informatik 2006	October 2006	Dresden, Germany
	“The use of Social Software in Adult Education”, at Social Innovation Symposium	October 2006	Vienna, Austria
	Thematic Workshop “Social Software”, at the Austrian Ministry of Education	March, 2007	Vienna, Austria
	Social Software Hands-on session, at the PROLEARN Summer School 2007	May, 2007	Fréjus, France
	Extreme Learning Lab: How to integrate Web 2.0 in your learning management system	June, 2007	Berlin, Germany
Invited talks	Ralf Klamma: Social Software and Community Information Systems	June 2006	WUW, Vienna, Austria
	Stephen Downes: “Social Software in Professional Learning Environments”	June 2006	ZSI, Vienna, Austria
	Sebastian Fiedler: “Social Software in der Projektarbeit” at Social Skills & Social Software	May 2006	Salzburg, Austria
	Ralf Klamma: An Introduction to Social Software, Online Conference „Learning Networks in Practice“	May 2007	Macromedia Breeze Online Meeting

Special Track	“The Future of E-Learning”, at Professional Training Facts	November 2006	Stuttgart, Germany
Symposium	“Cow Paths - Agency in Social Software”, 2nd International Symposium on Media Informatics	November 2006	Bonn, Germany
Booth	IST 2006 Conference	November 2006	Helsinki, Finland

4 Workshop Reports

In the following we give some details about the specific event, highlighting the most important contributions.

4.1 Social Software for Professional Learning, Pre-conference Workshop at EDEN2006 conference

This workshop was the first one of the series and was organised as a pre-conference workshop at the EDEN conference. Overall 26 persons attended the workshop and actively involved in the discussions around the cases that were presented.

The contributions ranged from a more scientific approach to the topic by Dr. Ralf Klamma to demonstrating tools for Social Software (Media Base) and tagging issues by Thomas Burg representing an Austrian SME who is providing Social Software implementations to organisations.

With regards to the practitioner’s perspective, two speakers contributed to the topic by highlighting aspects in different areas: Karsten Ehms from SIEMENS presented their approach to implementing Weblogs into a world-wide operating enterprise. Especially this case raised a lot of interest amongst the audience. Questions about free weblogging on the Internet vs. company weblogging on the Intranet, publishing policies (e.g. what am I allowed to publish on my company weblog?), and organisational issues regarding the introduction of weblogs as a new means for knowledge sharing in a large enterprise were discussed.

From a consultant point of view, Ton Zijlstra from Proven Partners exchanged his ideas with the participants of the workshop on how a dislocated group of people who form a kind of “networked enterprise” with no central office is making use of Social Software for their daily practices of knowledge sharing and exchange. Based on the questions from the audience Ton also introduced some of the examples in working with clients with Social Software.

The whole workshop was recorded and can be viewed at PROLEARN TV under:

<http://stadium.open.ac.uk/stadia/preview.php?s=42&whichevent=840>

or via Flashmeeting:

<http://flash.kmi.open.ac.uk:8080/fm/fmm.php?pwd=f8be7e-4767>

Photos of the event can be found under:

<http://www.flickr.com/photos/tags/edenworkshop2006/>

<http://www.flickr.com/photos/tonz/sets/72157594167810399/>

4.2 Formation of Social Networks in Social Software Applications, Informatik 2006

The second workshop “Formation of Social Networks in Social Software Applications” took place in the frame of the INFORMATIK 2006 conference in Dresden Germany, October 2-5, 2006 (<http://www.informatik2006.de/>). The goal of the workshop was to gather the German social software communities in business administration, information systems, and computer science. While the workshop was the first opportunity to meet, get to know other experts and exchange ideas (<http://www.informatik2006.de/286.html>), the collaboration was continued through two succeeding book projects with a couple of PROLEARN (associate) partners. The first book project is in print already and will be published in 2007 (Gronau, Norbert/Müller, Claudia (Eds.): *Bildung von Sozialen Netzwerken in Anwendungen der Social Software*. GITO-Verlag). The publisher GITO (<http://www.gito.de/>) is specialized in transferring expert knowledge into industries. The PROLEARN contribution is called: “Innovation Management and Web 2.0 – Opportunities and Challenges (In German)” The second book project is called “Social Software in Companies” and will report on best practices of social software use in the Enterprise 2.0. There was a first author workshop on June 6, 2007 in Gais, near St. Gallen Switzerland, the location of the European Conference on Information Systems ECIS 2007. We use a wiki for collaboration among authors since the book will also have a common glossary.

Additionally, RWTH Aachen University has started three new diploma theses based on the workshop results. Sabrina Steinfelds who visited the workshop in Dresden and co-authored the paper for the first book is writing her computer science diploma thesis on “Web 2.0 and innovation management”. Heike Haegert is writing her computer science diploma thesis on “Dynamic Analysis of social networks”. Zinayida Petrushyna is writing her master thesis in software systems engineering on “Network modelling and structural-semantic analysis of e-learning communities”.

4.3 The use of Social Software in Adult Education”, Social Innovation Symposium

This workshop, which was held in German, addressed an audience that has been relatively new to the whole topic. Amongst the 25 registered participants were mainly practitioners from the non-profit sector and NGOs.

The original title of the workshop was “*Innovative Wege in der Erwachsenenbildung: Lernen im sozialen Netzwerk durch den Einsatz von Social Software*”, which can be translated as “*Innovative ways in adult education: introducing Social Software for learning in social networks*”.

The aim was to present and discuss scenarios for using Social Software applications in adult education and the focus as given by the target group was rather local. Whereas there is a growing number of pioneers in Austria working in the area of Social Software, the traditional educational system is only starting to gain awareness of the potentials of this new approach for educational purposes. Especially the possibility of learning in social networks can be beneficial from an adult education perspective. However, traditional educational systems are still struggling to accept any informal learning processes, also in adult education.

This workshop was intended to discuss the possibilities that arise with Social Software for breaking up the traditional formal education's corset. However, with the heterogeneity of the audience the expectations were also rather different and we were facing a big variety in background knowledge. Some participants did not even know the basics of Social Software and thus the first part of the workshop was spent with some hands-on show and tell about different social software applications. Later on the discussion was directed towards how these tools and services can be usefully applied in adult education.

Overall the workshop turned into a very practically oriented demonstration and discussion while we had to leave out the discussion on a more policy oriented focus.

4.4 Thematic Workshop “Social Software”

With more than 90 participants from 13 European countries, the PROLEARN Thematic Workshop on Social Software demonstrated the high topicality of Social Software for Technology Enhanced Learning.

In cooperation with the project iCamp, the Austrian Ministry of Education, Science and Culture and the PRO-LC, the workshop took place on the 2nd of March 2007 in the historical rooms of the ministry at the Freyung in Vienna and provided a unique networking possibility for participating researchers, teachers and users in this field.

The morning offered a model for social software (Ralf Klamma, RWTH Aachen, Germany), discussed effectiveness of social software for regional business developments (Bruce Hardy, Function4, Canada), provided visualisations through social proxies (Tom Erickson, IBM, USA), presented some theories on social capital (Volkmar Piepek, University of Siegen, Germany) analysed privacy and security (Ralf Bendrath, University of Bremen, Germany), and provided insight into the wiki way of collaboration (Anja Ebersbach, University of Konstanz, Germany).

In the afternoon, two workshops provided a platform for discussing practical implementations of social software in business in the case study workshop as well as in school education via a teacher workshop. Main outcome of both workshops

emphasised the important role of social software in technology-enhanced learning by facilitating individuals and organisations to establish collaborative learning networks, enabling them to learn with a new quality while at the same time removing restrictions in time and space.

The conference was organised by the Centre for Social Innovation and the Vienna University of Economics and Business Administration, both partners in PROLEARN and in iCamp, as well as the Ministry of Education, Art and Culture, Section V/3.

Recordings of the event are available as podcasts, pictures are published on Flickr:

<http://tws.prolearn-project.org/programme.html>

<https://learn.wu-wien.ac.at/kalliope/tws/>

<http://www.flickr.com/photos/7264605@N08/tags/socialsoftwareworkshop/>

4.5 Social Software Hands-on Session

The social software hands-on session at the PROLEARN Summer School 2007, Fréjus, France, May 28 – June 2, 2007 was jointly organized by Ralf Klamma from RWTH Aachen University and Mathias Lux from Klagenfurt University (associated partner of PROLEARN). The first half of the two hour session was divided in an introduction round where the attending PhD students in the area of TEL could introduce themselves; express their interests and their expectations from the workshop. In the second part of the first hour we reflected on current practices of social software in technology enhanced learning. As a practical session we facilitated a group blog which was created to prepare the session (<http://prolearnsummerschool.wordpress.com/>). In this group blog all registered members can publish blog entries and comment on other’s people blogs. In the second hour we introduced yahoo pipes, as a new mash-up editor for creating new information streams from existing sources (<http://pipes.yahoo.com/pipes/>).

The PhD students were very much reflecting on social software and got really fast really deep into the topic. Some of the thoughts are conserved in the blog as in <http://prolearnsummerschool.wordpress.com/2007/06/07/provocation-based-learning/>. One really deep issue is the conflict between structure (like in LMS) and freedom (like in social software). How can pedagogical principles been followed when there is no structure at all anymore? Other questions concern the operational and reflection support in TEL: Mono-mediality, „sticky“ metadata, interoperability only with APIs (mash-ups), lacking learning semantics; „quality control by feet“, undefined social norms, constitutive impact of media were issue discussed at the summer school. The summer school, the workshop and media are available at the

PROLEARN Academy portal <http://www.prolearn-academy.org>. An overview of the programme of this workshop is also included in the annex of this deliverable.

4.6 Extreme Learning Lab: How to integrate Web 2.0 in your learning management system

In the context of the 8th Learning World Congress in Berlin, Germany, June 14-15, 2007, Volker Zimmermann, CEO of imc ag and Ralf Klamma from RWTH Aachen University conducted an extreme learning lab with 40 participants of the congress. While it was the last session of the congress the interest was still high. Together with the participants we did a hands on sessions on the basics of social software: How to start a weblog and how to write an article for Wikipedia. After discussion the pedagogical impact of social software for personal development and business the integration of social software into actual learning management systems like CLIX was demonstrated. The results of the workshop are the started weblog (<http://learning-world.blogspot.com/>) and the wiki page in the German Wikipedia [http://de.wikipedia.org/wiki/Dbb beamtenbund und tarifunion](http://de.wikipedia.org/wiki/Dbb_beamtenbund_und_tarifunion) covering the building where the event took place. See also the report in the Checkpoint E-Learning Newsletter <http://www.checkpoint-elearning.de/article/3806.html> (in German).

The learning lab demonstrated that social software is a topic for personnel executives and for technology enhanced learning in companies. Also from K12 experts we have got comments that social software is in use and widely accepted especially by the young learners. Also the use of social software is observable in apprenticeship education as the winner kfz4me of the rapid learning award of the congress was from this area (<http://www.kfz4me.de/>).

5 Additional events

Apart from the workshop series, a number of other events took place during the course of WP15, which we would like to mention here in order to complete the picture of the different event activities that took place within WP15 until Month 42 of the project (please note that the months 43 to 48 of the project are not covered in this deliverable).

5.1 Invited talks

Ralf Klamma @ WUW: Social Software and Community Information Systems, June 2006

Stephen Downes @ ZSI: “Social Software in Professional Learning Environments”, June 2006

Sebastian Fiedler @ Social Skills & Social Software, Salzburg: “Social Software in der Projektarbeit”, May 2006

Ralf Klamma: An Introduction to Social Software, Online Conference „Learning Networks in Practice“, organized by OUNL for the master programme in active learning (<http://homer.ou.nl/lnip07/>).

5.2 Special Track

“The Future of E-Learning”, Professional Training Facts, Stuttgart, November 2006

5.3 Symposium

“Cow Paths - Agency in Social Software”, 2nd International Symposium on Media Informatics, Bonn, Germany, November 2006

5.4 Booth

IST Conference, Helsinki, November 2006

6 Conclusions

One of the first aims for organising this series of events was to support the community building within PROLEARN and to strengthen this community with additional input and feedback from external experts. In total, the six main workshops attracted an audience of over 200 people.

Another specific objective of the workshops was also to look beyond the traditional research community and to address different target groups. We wanted to gain a more heterogeneous audience, ranging from people with low involvement in TEL to policy makers and practitioners in adult learning. By establishing different co-operations for the workshop (e.g. Ministry, EDEN Conference, etc.) this goal was achieved.

One of the specific target groups for establishing and intensifying contacts with has been the corporate sector (users and providers). Especially in the German-speaking community we were successful, establishing contacts and concrete cooperation agreements with some innovative SMEs in Austria as well as with Siemens.

In addition, the workshops contributed to the shaping of the future research aspects related to this topic in the PROLEARN community. This has been reflected in the final JPA4 and will be presented in the final deliverable of WP15.

Finally, an important outcome of these networking activities has been the generating of some new proposal ideas for joint research and the submission of some joint research proposals involving also experts and practitioners whose contacts were established during these face-to-face workshops.

If we want to conclude some key messages that we received from the discussions and the interaction with the very heterogeneous audience, the following should be stressed:

- Social Software for Professional Learning and generally for educational purposes is a topic that raises lot of interest
- Social Software is not only a hype, but something sustainable
- The implementation and the daily use of Social Software has already changed (net-) working processes of many professionals in knowledge intensive working environments

A paradigm shift is taking place: the Two-Way-Web allows new and innovative cooperation and collaboration scenarios and a bottom-up approach to knowledge management.

A lot of interest, but also a lot of “let’s wait and see”: in the corporate use of Social Software we are still in the phase of early adopters. The majority of European enterprises are still hesitant to implement this new trend and rather want to observe first what others are doing before jumping on the “Social Software Train”. This tendency has also been confirmed recently by a Gartner Study, which concludes that European enterprises are going to miss the Web2.0 trend (Nitz 2006).

There are strong concerns about privacy, data protection and control, especially from labour union representatives.

7 References

Blogwalk: (<http://blogwalk.mediapedagogy.com/AboutBlogWalk>)

Olaf Nitz, 2006. Europäische Unternehmen verschlafen web2.0:
<http://soso.onitz.de/2006/07/12/europaeische-unternehmen-verschlafen-web20/>

8 Annex

EDEN2006 Workshop Paper

SOCIAL SOFTWARE IN PROFESSIONAL LEARNING ENVIRONMENTS

A JOINED WORKSHOP OF THE PROLEARN NETWORK OF EXCELLENCE AND ICAMP

*Barbara Kieslinger & Sebastian Fiedler - Centre for Social Innovation – ZSI, Austria, Ralf Klamma –
RWTH Aachen University, Germany*

Introduction

Social software has increasingly gained attention, not only in business, but also in the educational field. Although the term is still young and has not reached a common understanding – current definitions range from “rendezvous, connect or collaborate by use of a computer network” to “the return of the new economy” – its potential impact cannot be neglected. For educational scientists the main focus of attention is on the opportunities that social software tools and services open for communication, collaboration and cooperation over digital networks. It is argued that social software has the ability to affect the size of a social network, to make it more explicit and to exploit the value of social connections [1], which may have an important impact also on learning communities or networks.

In the tradition of constructivist approaches of pedagogy in professional learning software design we want the learners themselves to make ‘learning’ more effective. The use of new media tools such as weblogs, wikis, social bookmarks and other communicative or multimedia assets by learners is relatively new in professional learning contexts. The potential, however, seems to be very exciting [2]. In this workshop we want to address some of these potentials by showcasing a number of early attempts in making use of social software for different professional learning contexts. In addition, a number of issues, such as access and empowerment, confidentiality and privacy protection, etc. still need to be explored. It is also the aim of this workshop to identify and discuss some of the pending challenges for research and to draft a first research roadmap in order to study the social, pedagogical, organisational and technical implications of social software for professional learning.

This workshop is a joint initiative of the PROLEARN Network of Excellence (www.prolearn-project.org) and the research project iCamp (www.icamp-project.org). Both projects are currently co-financed by the European Union under the IST (Information Society Technology) programme of FP6. After following and actively shaping the developments in professional learning for the last years, a group of researchers in PROLEARN have started to take up the challenges of social software for professional learning and created a working group around the topic that will form part of the PROLEARN activities for the next years. The iCamp project recently started to investigate how social software may help to reshape the learning environments in higher education and may support a more self-directed learning approach [3].

Objectives

The proposed workshop explores exemplary applications of social software for professional learning in the context of large organisations, micro-businesses and higher educational and research institutions. The aim is twofold. On the one hand we want to discuss with current practitioners some of their experiences as early adopters of social software in professional learning contexts, identify the benefits and problems encountered so far. On the other hand we would like to derive some of the key research challenges that are related to the use of social software in professional learning.

The following questions are going to be addressed:

- How are current social software tools and services used in the different professional learning contexts named above?
- What developments would be useful or necessary to improve existing social software tools and services for these contexts?
- What tools and services are currently missing?
- What kind of individual competences and skills become necessary?
- Is social software a transitory phenomena or a long-term trend?
- How could further research inform practice in this area?
- What are pressing research questions?

Workshop organisation

The workshop organizers provide an introductory presentation on the emerging concept of social software. Experienced practitioners present invited papers as impulse presentations followed by question and answer sessions with the audience. A final presentation focuses on research and development perspectives for social software in professional learning.

The workshop ends with an open discussion with the audience.

Contributions

The following contributions are currently foreseen:

Introductory presentation

Sebastian Fiedler
Affiliation: Zentrum für Soziale Innovation, Wien, Austria
Contribution: The emerging concept "Social Software"
Status: confirmed

Large organisations

Karsten Ehms
Affiliation: Siemens AG - Corporate Technology - Information & Communication - Knowledge Management & Business Transformation
Contribution: Implementation of a Intranet Weblog-Service at Siemens Company (challenges, first experiences, strategic objectives, vision)
Status: confirmed

Micro-businesses

Ton Zijlstra
Affiliation: Proven Partners, The Netherlands
Contribution: Pioneering Social Software applications in a small consulting firm (benefits, challenges, experiences)
Status: confirmed

Thomas Burg
Affiliation: Permalink, Wien, Austria
Contribution: How can social software support learning needs in the context of micro-businesses?
Status: confirmed

Higher educational & research institutions

Barbara Kieslinger
Affiliation: Zentrum für Soziale Innovation, Wien, Austria
Contribution: Social Software in a distributed European research environment (EU funded iCamp research project)
Status: confirmed

Final presentation

Ralf Klamma
Affiliation: RWTH Aachen University
Contribution: Research and development perspectives
Status: confirmed

References

1. DAVIES, W. (2003), *You Don't Know me, but...: Social Capital & Social Software*, The Work Foundation, UK. <http://www.theworkfoundation.com/research/isociety>
2. HIPFNER, H., WILDE T. (2005), *Social Software*, *Wirtschaftsinformatik* 47/6, p.441-444
3. KIESLINGER, B. (2005) *iCamp: Project Presentation*, Public Deliverable, <http://www.icamp-project.org/deliverables.php>

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Thematic Workshop agenda



Thematic Workshop on Social Software

08:00 - 09:00	<i>Registration and Welcome</i>
09:00 - 09:10	Welcoming words Heidrun Strohmeier , Federal Ministry of Education, Science and Culture Director General for Statistics, General Pedagogical Issues, IT- Issues and Adult Education
09:10 - 09:40	A Model for Social Software / Community Mining Ralf Klamma , RWTH Aachen, Germany
09:40 - 10:10	The rise of Social Software and its technical / philosophical roots Bruce Hardy , Function4, Canada
10:10 - 10:30	<i>Coffee Break</i>
10:30 - 11:00	Social Proxies: Making Social Context Visible Online Tom Erickson , IBM T.J. Watson Research Center, USA
11:00 - 11:30	Social Capital Volkmar Pipek , University of Siegen and FhG-FIT, Germany
11:30 - 12:00	Wiki Tools for Learning Anja Ebersbacher , University of Konstanz, Germany
12:00 - 12:30	Privacy und Social Software Ralf Bendrath , University of Bremen, GER
12:30 - 14:00	<i>Lunch Break</i>
14:00 - 16:30	Workshops <i>Case Study Workshop/Austrian Track Workshop:</i> A microcontextual approach to learning in the Enterprise, Michael Schuster , Systemone Social Software integration in existing systems, Guido Grohman , IMC, Collaborative Publication Management with BibSonomy, Beate Krause , Univ. of Kassel Corporate Blogospheres as hubs of social interaction, Dietmar Rappold , Knallgrau New Media Solutions
	<i>Teacher Workshop:</i>
	Wikis im Unterricht, Klaus Himpfel , HTL Dornbirn Blogs als Lehrmittel Wolf Hiltensauer , Salzburg Research Social Software – Anwendungsbeispiele mit Wiki, Weblog und Social Bookmarking, Monika Straif und Kurt Rosivatz , Universität Linz
16:30 - 17:30	Plenum and final discussion









Social Software and Web 2.0 for TEL/Hands on Social Software

Social software can be defined as software that link up social entities over digital networks. The workshop investigates the use of social software in a mobile professional context integrating services like social and geographical tagging, storytelling and mobile consumption of multimedia. The novelty of this approach is the systematic integration of social software in new collaborative community platforms. Topics include a scenario called "Virtual Campfire" developed in the scope of the PROLEARN Network of Excellence (www.prolearn.eu). In "Virtual Campfire", a comprehensive study on the impact of social software for learning is performed and new research questions are identified. In the hands-on session the participants explore the Web 2.0 technologies behind the scenario.

Tools

We have created a group blog for further communication.

Recommended readings

Klamma, Ralf, Spaniol, Marc, Cao, Yiwei: MPEG-7 Compliant Community Hosting, in: M. Lux, M. Jarke, H. Kosch (Eds.): MPEG and Multimedia Metadata Community Workshop Results 2005, J.UKM Special Issue (Journal of Universal Knowledge Management), Springer, Vol. 1, No. 1, 2006, pp. 36-44

Klamma, Ralf, Spaniol, Marc, Jarke, Matthias, Cao, Yiwei, Jansen, Michael, Toubekis, Georgios: A Hypermedia Afghan Sites and Monuments Database, In: Stefanakis, E., Peterson, M.P., Armenakis, C., Delis, V., (Eds), Geographic Hypermedia: Concepts and Systems, Springer, 2006.

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Agenda:

1. Introduction (21 participants)
 1. Social Software in Universities
 2. Personalization of Web 2.0
 3. Benefits of Social Software
 4. Social Software and Semantic Web (Web 3.0)
 5. Social Software for Knowledge Construction
 6. Social Software in Training
 7. Social Software and Learning Management Systems
 8. Social Software and Awareness
 9. Social Software and Communities of Practice
 10. Social Software and Learning Repositories
 11. Web 2.0 and Knowledge Management aka Learning
 12. Location based Services / Mobile Social Software
 13. Different kinds of social software
 14. Social software and competition doodle.ch
 15. Service Interoperability
 16. Collaborative Learning Environments
2. Basic social software stuff

1. blog
 2. wiki
 3. PROLEARN Academy
3. RSS Syndication using yahoo pipes