eBLearn

Interactive eLearning Platform

Overview

2021

BUSINESS SYSTEMS

Customisation | Reliability | Scalability | Security

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Customisation | Reliability | Scalability | Security

MISSION STATEMENT

We are committed to develop and maintain, though effective strategic alliances and allegiances with key suppliers and specialist service providers, interactive web based solutions to our corporate clients, enabling them to add value to their customer offerings, operate more efficiently and compete more effectively. We will provide such solutions in a timely and profitable manner allowing us to develop long term business relationships with customers and suppliers."

The core values within the organisation are based on:

An understanding that long-term profitability is based on establishing mutually beneficial business relationships which may need to be built at the expense of short-term profits
An over-riding respect for the dignity and importance of all members of staff and their contribution towards the achievement of the company's objectives
A commitment to develop results oriented physical and virtual teams able to build and sustain long term business relationships.

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About eB-Learn

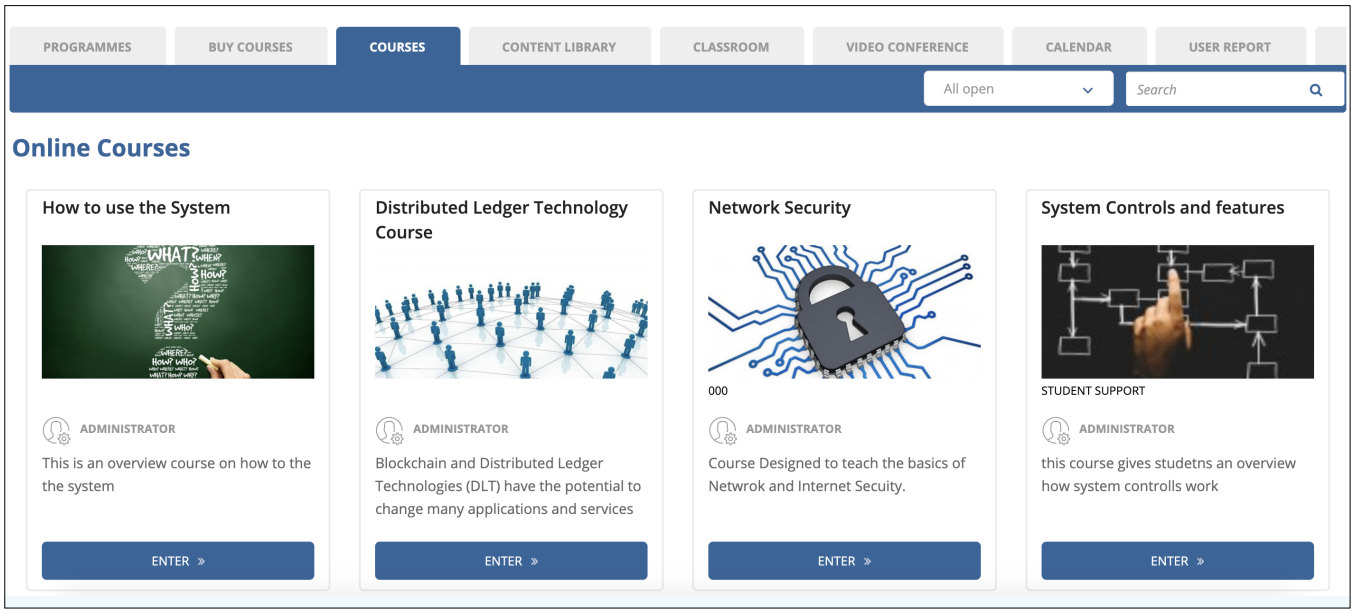
eB-Learn is a tried and tested web-based solution for online learning launched by eBusiness Systems back in 2003. Today's solution has benefitted from years of on-going research and development in the system. It was the winner of the Malta Communications Authority national e-Biz Award 2011 for Best Use of Technology in Education and Training.

Now in its 8th release, eB-Learn has retained its award winning pedigree through the many customisations that it can provide to operators. It caters to the needs of large educational institutions, training organisations or forward-looking companies keen to enhance their technical or customer support training and development capabilities. eB-Learn allows full flexibility for student enrolment, which is particularly attractive for in- house learning environments since it comprises a hierarchical structure for programmes, courses and modules.

The architecture and web-based infrastructure of eB-Learn ensures that it is able to accommodate eLearning operations within different operating scenarios. The on-going involvement of eLearning content developers and eLearning service providers in the development of the eB-Learn platform throughout its development has been in instrumental to the overall success and growth of eB-Learn.

It has been designed to cope with the many different client customisations and eLearning best practices allowing it to serve full eLearning courses, blended learning courses integrating online and offline learning activities and it can also support offline courses as a virtual learning engine.

The powerful video conferencing platform integrated into the eB-Learn platform encourages service providers to focus on developing and improving faculty/ student and inter-student online face-to face communication. This has proved to be a major source of student satification in many a programme hosted on the eB-Learn platform.



The eB-Learn Course page, showcasing the different courses available to that end-user. The top menu shows the end-user the programmes available to them, the buy courses tab showcasing other option available for purchase, the content library whereby end-users have access to different e-books assigned by the tutor, the classroom where all other active-users of the course are assigned, the video-conference whereby users are able to create, join or view to recorded conferences, the calendar showcasing all the upcoming learning objective dates and the the user report whereby users can see their progress

General Framework

Educational institutions, training organisations and individual firms recognise the potential of online learning and the convenience of such solutions to participants. The eB-Learn solution is designed and developed to cater for the different needs of these organisations. eB-Learn is a mature system which has evolved over a number of years in response to on-going user feedback from administrators, faculty and trainers as well as students and participants. It allows for more effective management and deployment of learning activities to optimise the participants' learning engagement. This web-based software-as-a-service (SaaS) solution helps to improve HR, accounting and sales operations. It also allows for improved communications between clients and their customers through the use of the document management, messaging & instructions management functionality and video conference capability.

A core functionality of the eB-Learn platform is that is caters for both self-learning (asynchronous learning) and collaborative learning (synchronous) learning. In the former approach the learning objects can be followed independently by the user with little or no support from the Faculty. The synchronous elements require collaboration and interaction with other participants and the Faculty, typically involving scheduled engagements. The learning activities in each can be summarised as follows:

Asynchronous or self learning elements:- Access to different forms of digital content including:	Synchronous or collaborative learning elements:- Access for participation in the following learning activities:
Audio visual presentations	Live tutorial workshop sessions
Course notes	Online forum sessions
Reference lists	Team Assignments and Project work
Reading lists	User-to-user Video Conferencing
FAQs	Chat to your tutors
Self-assessment tests	Chat to your peers

Upon set-up, the underlying framework for the use of the system is based on the following process:

- **Creation of users:** Users can be created within different user groups which have varied access rights on the system. These include:-
- **Administrators:** this group of users have rights to created course modules and provide different levels of access to the different user groups, upload learning objects and to administer the course modules and participant activities.
- **Tutors:** this group of users have rights to upload learning objects and access all elements within the course modules they have been assigned
- **Students:** this group of users have rights to access the designated course modules and participate in the self-learning and collaborative learning activities within the designated module.
- **Creation of course modules:** the system allows for the creation of multiple course modules which can be marketed individually or sold as a bundle
- **Creation and implementation of learning activities:** once the learning objects are activated users can be given access to them and the programmes implemented.

Three Core Areas of Performance

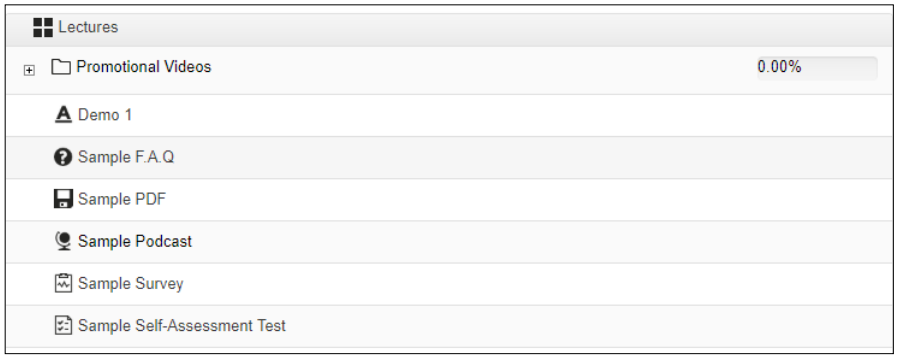
1. Student Area

No specific downloadable modules or special equipment required. – eB-Learn is browser accessible through PC, laptop, tablet and smartphone.

Use of Mobile Application – eB-Learn users are able to download the eB-Learn app, to download and view course material without the need of internet connectivity.

Video Conferencing facilities - eB-Learn includes an integrated video conference facility for students use. Students are able to schedule, create and invite other students to Video-conferences to facilitate more efficient communication and project management.

Students are able to create video conferences of up to five users to better deligate and distribute workload.

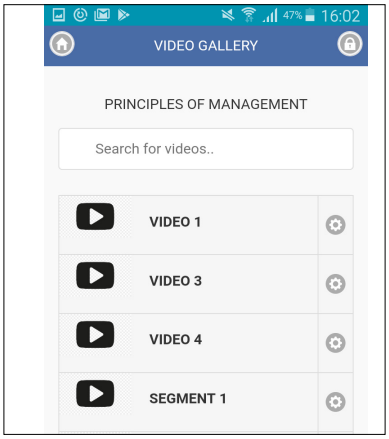


The desktop view of the learning objectives showcasing the different learning objective types, from self-assessment tests to video presentations, to podcasts and surveys.

Personal User space - eB-Learn allows students to take notes online during audio-visual presentations, which can be saved and viewed later through the platform, offering a one-stop shop for all student requirements and enabling more efficient knowledge acquisition.

Auto certificate generation - eB-Learn generates certificates on course completion and allows students to track their progress.

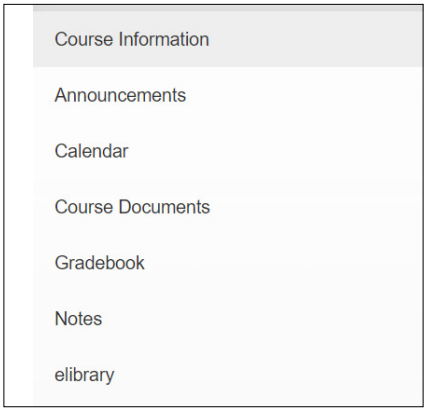
Secure uploading of assignment files - eB-Learn has a secure document repository Integrated. User are able to upload assignments or any other related documents to be analysed and evaluated by the designated tutor for the course being undertaken. Once the documents uploaded by the user are evaluated by the concern tutor, the tutor can then upload the relevant marks in the user gradebook.



The mobile view of the eB-Learn platform, providing with a simple and easy to use interface whereby users can view their learning objectives.

Easy access to courses subscribed and others available - eB-Learn provides quick access to all subscribed and easy access to list of other online courses available.

Easy access to course content - eB-Learn has functional design with clearly labelled content areas.



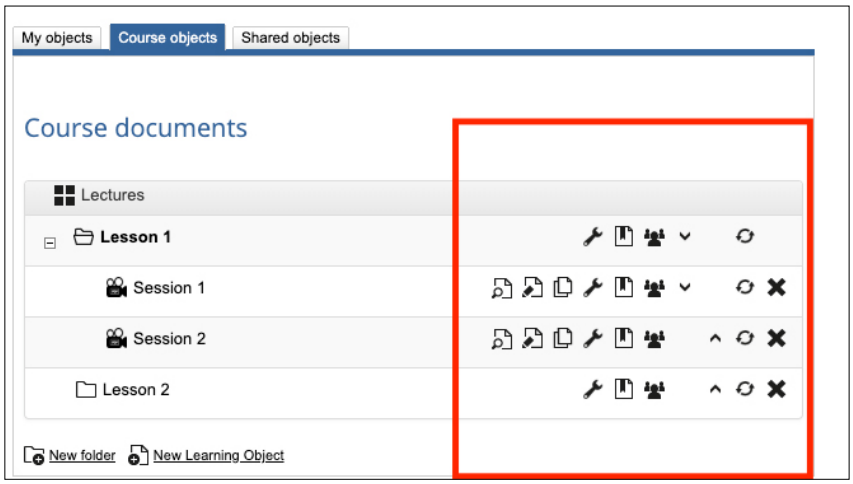
The user profile view whereby users can see how many courses they are subscribed to, gain access to their certification and see how many courses are currently available.

Three Core Areas of Performance (continued)

2. Tutor Facilities

Full flexibility in the development and design of content material - eB-Learn provides tutors with options for course content materials in self/collaborative learning.

Curriculum Planning - eB-Learn provides tutors with access to the right information in the right format to understand and manage course content deliverables.

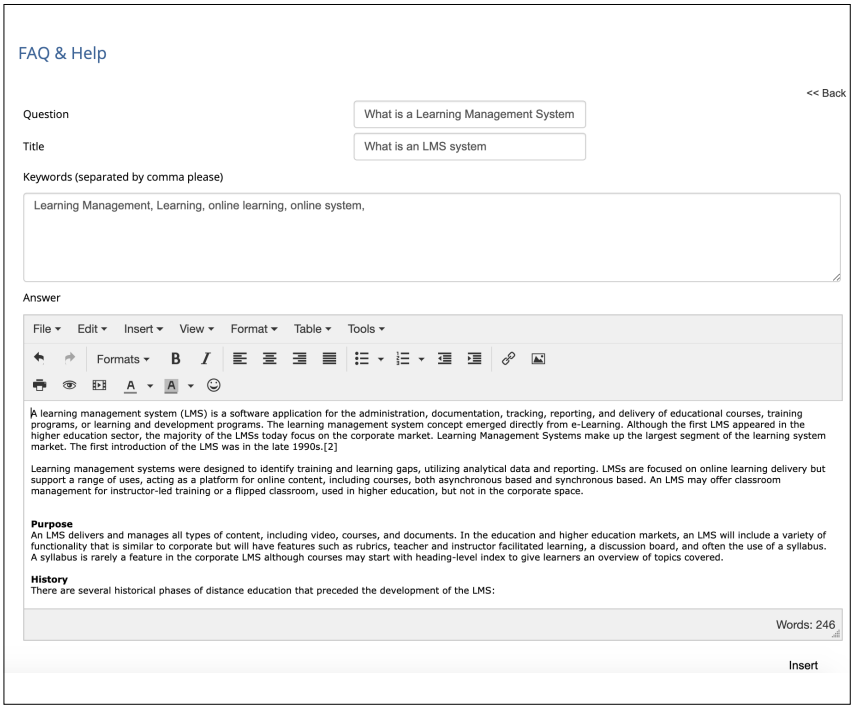


The tutor view of the learning objectives, showcasing the different functionalities available to the tutor, from deleting to cloning to editing.

Powerful course management tools - eB-Learn provides editing and uploading capabilities for tutors' on-going admin and running of the courses.

Evaluation of Student progression - Tutor system that enables student progression monitoring, grading student work and releasing grades at a later specified time. Allows for the separation of grades by subject and weight

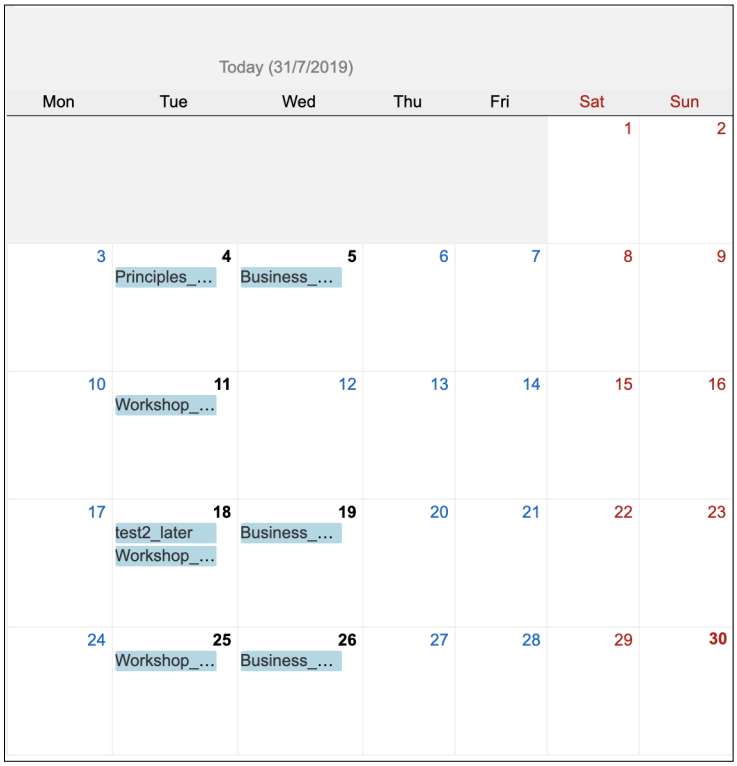
Management of tasks assignment and submission - eB-Learn allows for multiple tutors and project planning tools for assignment of tasks.



Tutors are able to type in any FAQs that may arise from the end-users, typing in keywords to make them more searchable and accessible by the end-users.

Three Core Areas of Performance (continued)

3. Admin Facilities



The calendar view allows tutors to key in any learning objective dates that end-users need to be aware of, ranging from updating video-conference dates, on-site workshops for blended learning courses and other learning related dates.

Reporting and Profiles including retention of learner and tutor profiles and data - eB-Learn allows Admin to create different levels of users each with different accessibility and functionality rights.

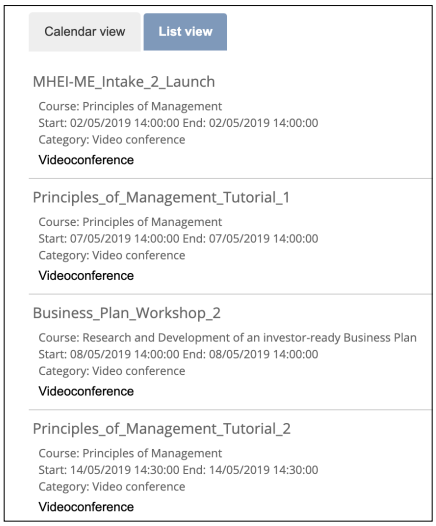
Calendar management - eB-Learn provides system wide calendaring for multiple notification of different users and user groups. Tutors and/or course administrators can update the calendar accordingly to notify users of any learning objective tasks such as video conferences, assignment deadlines and interactive workshops.

Administration management and analysis - eB-Learn tracks all meta data allowing for detailed analysis of system usage and user interactions throughout the system. This allows tutors and/or course administrators to fully understand user progression in assigned courses, being able to monitor and track for any irregularities and to ensure that users are following their assigned courses.

Fully Web Based system - eB-Learn is hosted on a cluster of secure servers in Germany and enjoys strong admin tools.

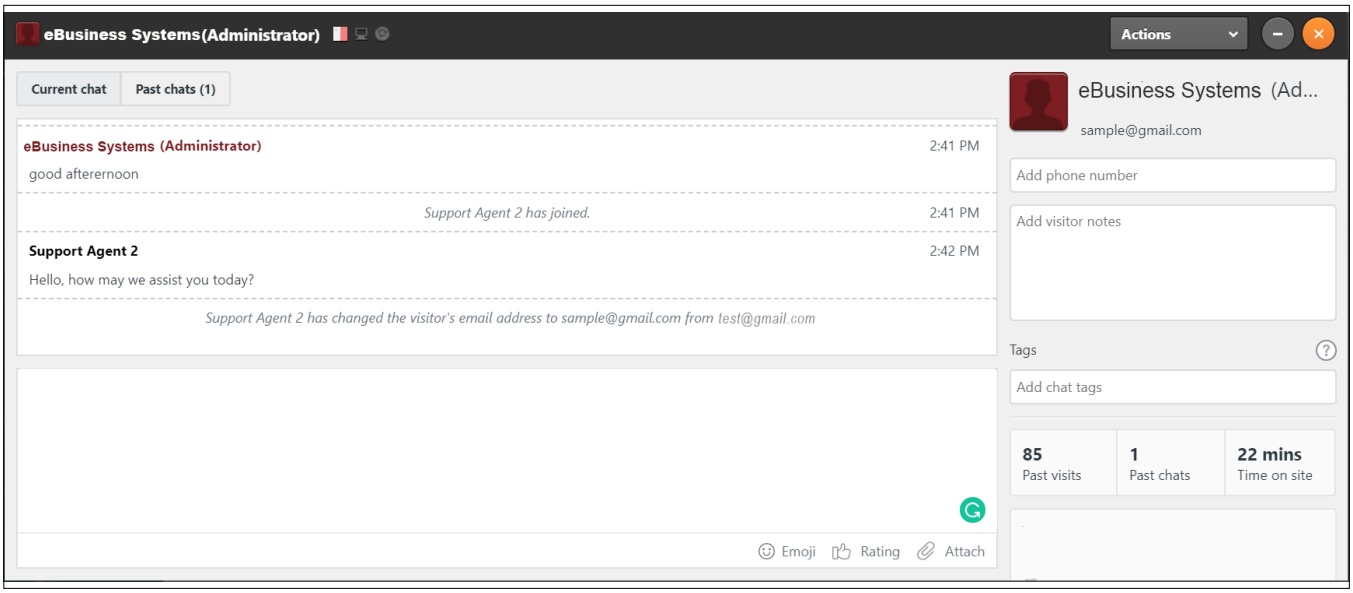
Integrated payment gateway and automated notification system - eB-Learn is integrated with multiple payment service providers and also offer automated notification of users.

Different languages and additional areas can be added upon request - eB-Learn is designed to cater with multi-lingual programmes programmes and allows for insertion of multi-language system communication texts.



The calendar view can be changed to a list view for a better understanding of any upcoming learning objective events.

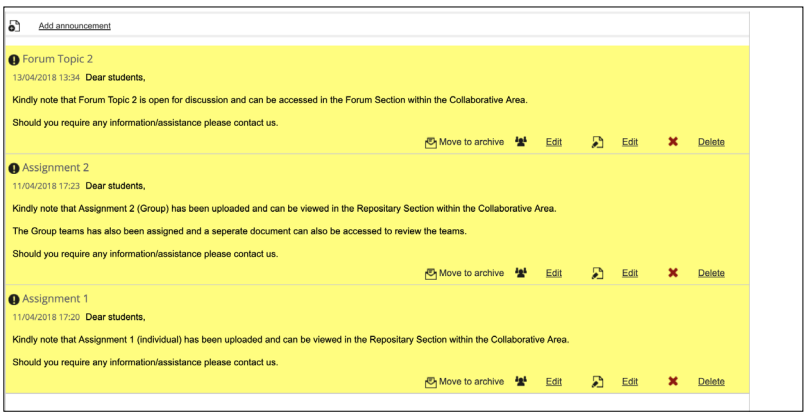
Three Core Areas of Performance (continued)



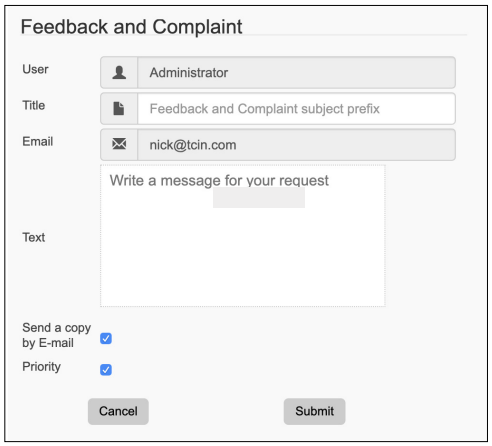
The eB-Learn platform allows end-users to interact with tutors through the chat function. Users are able to discuss any content or technical related issues to tutors or technical staff to ensure an effective learning experience.

Restriction capabilities - Administrators can restrict access of content to selected users and structure the sequence of access to content. This allows for content to be made available in a sequential manner, ensuring that all the content and tools have been viewed. This ensures completion of all learning elements and transparency.

Communication Capabilities - Integrated message system that allows users to communicate with other users of the platform. This eliminates the need to install any external applications for communication purposes. Administrators can send out announcements to all the users on the platform or to specified segmented user groups, depending on which course they are following. These announcements can be viewed within the system itself or can be sent out to the users' emails, ensuring that the message has been received.



Tutors are able to send announcements to assigned students of a certain course. The system allows for simple segmentation of users enabling for better communications between users and tutors whilst ensuring no users receive announcements that weren't assigned to them.



Users are able to voice any concerns or queries relating to the course or the learning objectives involved through the feedback and complaint functions.

System Deliverables

eB-Learn is designed to provide a complete digital education experience, while providing the perfect platform to support more traditional learning methods.

This turnkey solution is designed to meet the needs of educational service organizations that seek state-of-the-art solutions to enhance the learning experience of their participants. It is an effective solution for schools, universities, research organizations that are committed to the development of high-quality academic programmes that are built around effective online learning sessions, be they pre-recorded sessions or live interactive sessions.

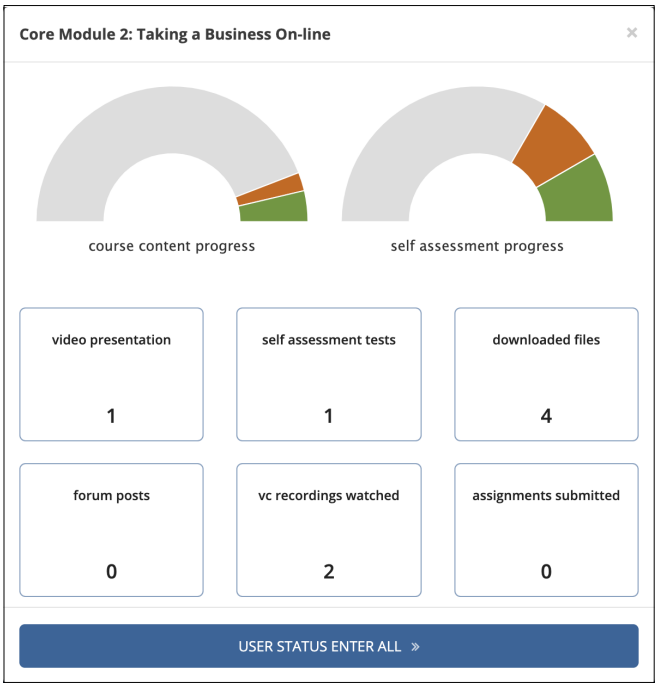
Other technologies are also available to use, tools such as SCORM based content using Adobe Captivate and automated self-evaluation tests within the system allow for a rich learning environment for any student. Typically, this configuration calls for linking up to online document management systems and management of large volumes of content data including audio-video.

The platform allows for quick and easy interactions between students, enabling them to schedule, create and invite other students to Video-conferences, enabling easier and more efficient communication.

eB-Learn also caters to the needs of industry (particularly for organizations operating as distributors, licensing, software developers, or consultancy companies) allowing them to integrate or cross- over their training and development operations and their consulting services through the integrated video conferencing facilities built into eB-Learn.

eB-Learn can be configured to cater to the needs of those organization which need to deliver a limited number of programmes to large numbers of students. Full flexibility of the system allows different client organizations to customize eB-Learn conferencing facilities built into eB-Learn to match their particular needs ensuring an optimum utilization of the eLearning platform. This enables them to focus on improving the added value each offers through the use of eB-Learn for the development and deployment of their particular educational and training programmes.

By making use of the eB-Learn platform, institutions can make use of the entire turnkey engine with white labelling and full support of the eBusiness Systems key team of experts. Alternatively, it can be used as a supporting tool to reinforce the more traditional learning environments.

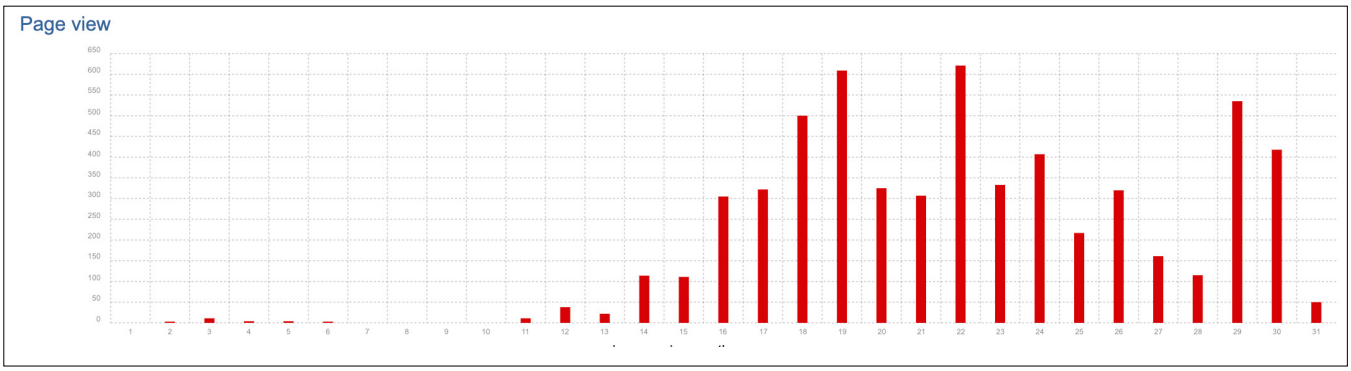


On entry to a course, users are greeted with the course dashboard. This shows the user's progress in that particular course. This includes details on the number of self-assessment tests completed, recordings watched and forum posts contributed to.

System Deliverables (continued)

Management Tools

Clearly laid out dashboards present the key data providing management with a quick understanding of the current situation, at an organizational, programme or course. Easy benchmarking and charting allows for quick comparatives. These tools allow for a quick identification of operational programmes, courses and deliverables and are critical to understanding the performance of the organisation, its programmes or the individual courses and the participation and progress of individual students.

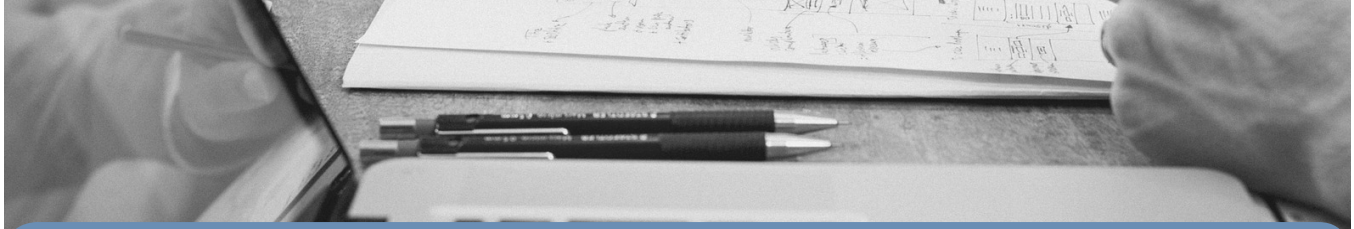


Admins can easily view the progression of students in their courses, with clearly laid out charts and dashboards for better informed decisions and better analysis on the success of that particular course.

Custom Layout

The layout and design of the platform can be catered to fit the client's needs, allowing for different use of colours and graphics, depicting organisation logos and brand deliverables.

The learning objective view. Here users can see the video-presentations at their own pace, download the relevant content within the same page, and also take notes on that learning objective through the note function, eliminating the need for external programmes to be opened. The notes taken during that presentation will be saved in the self-learning area.



System Deliverables (continued)

Reports

The reports section is aimed at the collection and dissemination of critical data, collecting meta- data from the entire system and presenting this data in a relevant and meaningful manner. The system is designed to be as user friendly as possible, to that end reports can be accessed in the administrative section. The report section assembles all the reports into one comprehensive area. Each report has a unique ID code which allows all stake holders to be absolutely clear which report is being discussed.

These include reports on:-
Payment Transactions, User Details, Gradebook Results, Course Details, Forums and Video Conference Sessions.

Transaction Report

This on-screen dashboard report focuses on outlining the different User/Course payments made to the organisation. The date and payment process are essential within the transaction summary content to allow administrators to reconcile payments and manage financial accounts.

« Start ‹ Previous 1 2 3 4 5 Next › End » 1 - 25 of 950 25

Username	First name	Last name	Date	Active	Price			
kclur@gmail.com	Kim	Smith	01/02/2020 18:42	01/02/2020 18:44	€400.00	paid	✔	
charles@gmail.com	Charles	Curry	29/01/2020 18:13	29/01/2020 18:14	€740.00	paid	✔	
david@gmail.com	David	Brown	29/01/2020 17:53	29/01/2020 17:55	€400.00	paid	✔	
christine@gmail.com	Christine	Miller	28/01/2020 08:16	28/01/2020 08:17	€80.00	paid	✔	
jude@gmail.com	Jude	Davis	24/01/2020 09:34	24/01/2020 09:36	€80.00	paid	✔	

The transaction report highlighting key transaction details, including user personal information, date of acquisition and date of subscription, as well as the price paid for the course and a PDF of the receipt issued.

User Breakdown

Details: charles@gmail.com

User Profile | User-Course statistics | Skills | Company roles | Groups | Transactions

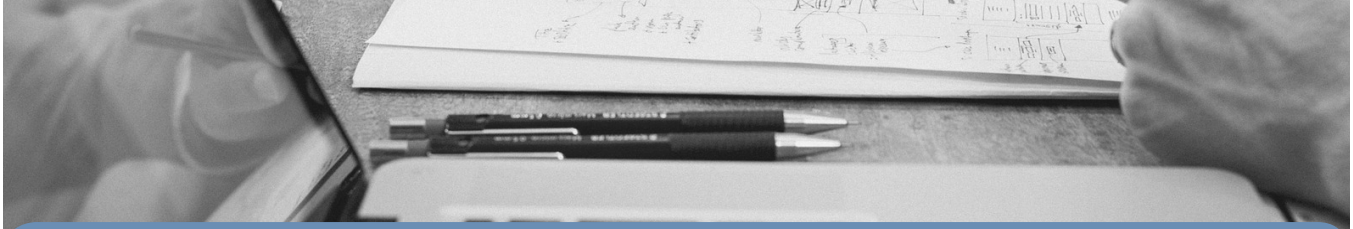
User Profile: Jones Charles

Jones Charles

Username	charles@gmail.com
Last name	Jones
First name	Charles
ID Card	33333M
Gender	Male
Date of Birth	25/11/1989
Nationality	Maltese
Address	F1, House No. 1
Locality of Residence	Mriehel
Address Details	St. John Road
Postal Code	VALL2264
Country	Malta
Contact number	79797979
Company Name	Company ABC
Company VAT Number	MT 1111-2222
Designation	Manager
Attendee Name	Charles Jones

A detailed user breakdown report showcasing key personal information for course administration utilization and regulatory procedures.

This on-screen dashboard enables administrators to review content and assist students should any profile details need to be edited. The user breakdown can be as in-depth as the system administrators choose it to be, depending on the policy set-out by the organisation on keeping personal user information. The user breakdown also displays user course statistics, skills, company roles of the user, the groups the user is in and any transactions related to the user.



System Deliverables (continued)

Course Breakdown

This report showcases the different course stats within the system, including how many people are in the course and how many have completed it. This report is exportable to excel and allows admin to customise and set the parameters to either focus the report on specific courses or export all data for a period of time.

Platform: STG-EBLEARN
Report Title: Course Report
Report ID: R002
Report Issued: 03-02-2020 20:21:02
Date Period: 30-11--0001 - 03-02-2020

		Users								
ID	Module Name	Total Users	Waiting		Subscribed		In Progress		Completed	
			Amt	%	Amt	%	Amt	%	Amt	%
C01	Course 1	87	0	0	76	87.36	11	12.64	0	0
C02	Course 2	17	0	0	5	29.41	12	70.59	0	0
C03	Course 3	1	0	0	0	0	1	100	0	0
C04	Course 4	6	0	0	2	33.33	4	66.67	0	0
C05	Course 5	5	0	0	3	60	1	20	1	20
C06	Course 6	3	0	0	2	66.67	1	33.33	0	0
C07	Course 7	3	0	0	2	66.67	1	33.33	0	0
C08	Course 8	6	0	0	5	83.33	1	16.67	0	0
C09	Course 9	3	0	0	2	66.67	1	33.33	0	0
C10	Course 10	8	0	0	5	62.5	2	25	1	12.5
C11	Course 11	1	0	0	0	0	1	100	0	0
C12	Course 12	11	1	9.09	2	18.18	8	72.73	0	0
C13	Course 13	10	0	0	4	40	6	60	0	0
	TOTAL	161	1	9.09	108	60.3	50	35.7	2	1.3

Course breakdown reports show the different courses within the system, displaying key metrics such as total users within a specified course, amount of users subscribed and amount of users that have completed the specified course.

Forum Report

The Forum report is an exportable snapshot of forum usage, this report allows administrators to gauge forum usage and student engagement and interactivity. Course administrators will find this report extremely useful for evaluation and educational auditing purposes.

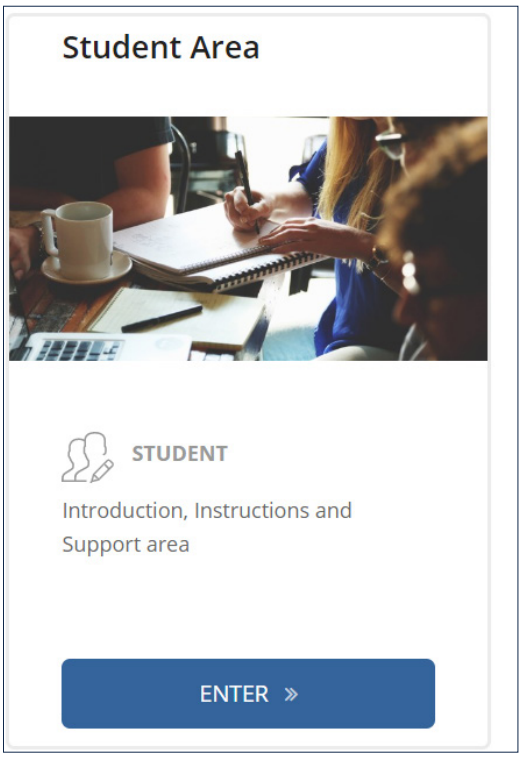
Report ID R006 Forum Overview Report

Platform EBLEARN
Report Title Forum Overview - Report
Report ID: R006
Report Issued: 03-02-2020 20:27:34
Report Period: N/A

ID	Module name	Forums	Discussions	Replies	Watchers	First Post	Last Post
C1	Course Sample 1	6	12	105	585	21/09/2015	21/09/2015
C2	Course Sample 2	6	11	28	140	12/05/2017	12/05/2017
C3	Course Sample 3	1	1	3	8	04/04/2018	04/04/2018
C4	Course Sample 4	8	17	79	339	17/04/2018	17/04/2018
C5	Course Sample 5	8	26	80	147	08/05/2018	08/05/2018
C6	Course Sample 6	8	30	83	120	05/06/2018	05/06/2018
C7	Course Sample 7	8	35	81	87	04/07/2018	04/07/2018
C8	Course Sample 8	8	29	103	82	03/08/2018	03/08/2018
C9	Course Sample 9	8	33	83	86	28/08/2018	28/08/2018
C10	Course Sample 10	8	18	63	91	10/10/2018	10/10/2018
C11	Course Sample 11	8	22	72	99	15/11/2018	15/11/2018
C12	Course Sample 12	8	23	70	77	18/12/2018	18/12/2018
C13	Course Sample 13	3	8	29	111	07/11/2019	07/11/2019
C14	Course Sample 14	1	1	5	15	06/12/2019	06/12/2019

A high level overview report showcasing the utilization rates of different forums within a specified course, displaying key metrics such as number of forums, discussions, replies, watchers within the forum, and dates of posts.

Student Area



Upon logging into the eB-Learn platform, students are able to access the Student Area to view relevant information relating to announcements and supplementary materials.

The Student Area is the area that must meet the demands of the most demanding users of the platform – the students. A clean minimalist design allows for the grouping of learning objects into two categories, self- learning and collaborative learning. As such, programmes on the eB-Learn platform can be offered based on either or both of these learning elements, depending on the need of the organization utilizing the platform.

The student area offers the basic functions required by the student. It gives an introduction into the course they are currently subscribed to, whilst also giving any introductions or overview information that the training organisations or higher educational institute may want to provide to their users upon subscription into a course. Here, organisations can include any relevant material relating to them as an organisation as they deem fit.

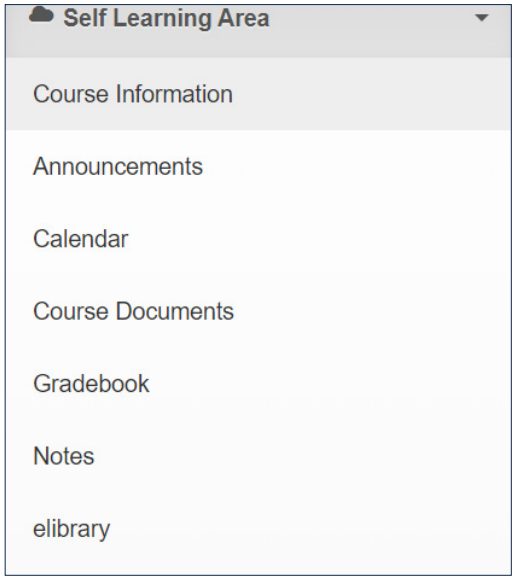
The student area allows users to view all announcements assigned to them, in one easy-to-follow and comprehensive area. This ensures that students do not miss any important announcements relating to the courses they are subscribed to. Course administrators can utilize this function to advise users of any possible changes within the course, or any changes within the expected deadlines or on-sight meetings. When a new announcement is created by the course administrators, users assigned to that specified course will see the announcement within the platform, but will also receive an email notification to ensure the message is received.

The student area also features the support material function, whereby tutors assign any additional information that they feel may be beneficial to the students, including reading materials, glossaries, how-to's or general tutorials on how to use the system itself to ensure an efficient and seamless experience for the end user. The file formats can vary depending on the preference of the course administrators.

eB-Learn provides students with a repository within the student area in which they can upload any relevant documents. This is used to upload scans of any academic qualification documentation required by the course administrators for the continuation or subscription of a specific course. The repository can also be used by course administrators to advise their users to send in specified tests or tasks to be done by users for entry into a specific course.

Self Learning Area

The self-learning area of the system, as the name suggests allows users of the system to learn the course objects at their own pace. The self-learning elements can be run independently by students without the need for interaction with faculty or other students on the programme. This allows students 24 x 7 access to course materials throughout the year or the specified period by the system administrators. Typically, this would include learning elements such as pre-recorded lectures, downloadable articles and documents, as well as other resources such as podcasts, reading lists, self-assessment tests and databases of Frequently Asked Questions (FAQs).



The self-learning menu in the individual courses allows users to access the relevant course information, announcements related to that particular course, calendar of events, the relevant learning objectives within the course. It provides access to personal notes taken during the learning activities. The menu provides access to evaluation results through the gradebook and to any eLibrary which may be included.

Access to the course learning objects can be structured by the course administrators with defined prerequisites, ensuring students follow the course sequentially. This means that applicants of the course cannot view subsequent learning objects without first having completed the previous learning objects. This is a setting within the course administrator's policies and discretion. The system also has algorithms in place, whereby calculations are made in the viewing of users, not allowing them progress to the subsequent learning object without first having viewed the previous learning object in its entirety. This is also a setting within the course administrator's discretion or course requirements

This format of eLearning involves little to no faculty interaction and therefore allows for delivery of online courses at very competitive prices. One of the functionalities of the eB-Learn is that it can be set to provide students with a prompt automatic issue of certificate on their successful completion of the relevant online self-learning course work, incentivizing completion and possible purchase of future courses.

The self-learning courses allow organisations or institutions to segment their courses into digestible modules which can be acquired and consumed as a whole course or rather as individual courses, depending on the demand of specific modules. This allows organisations to better segment and market their courses to target different student groups that may be suited for some modules rather than others.

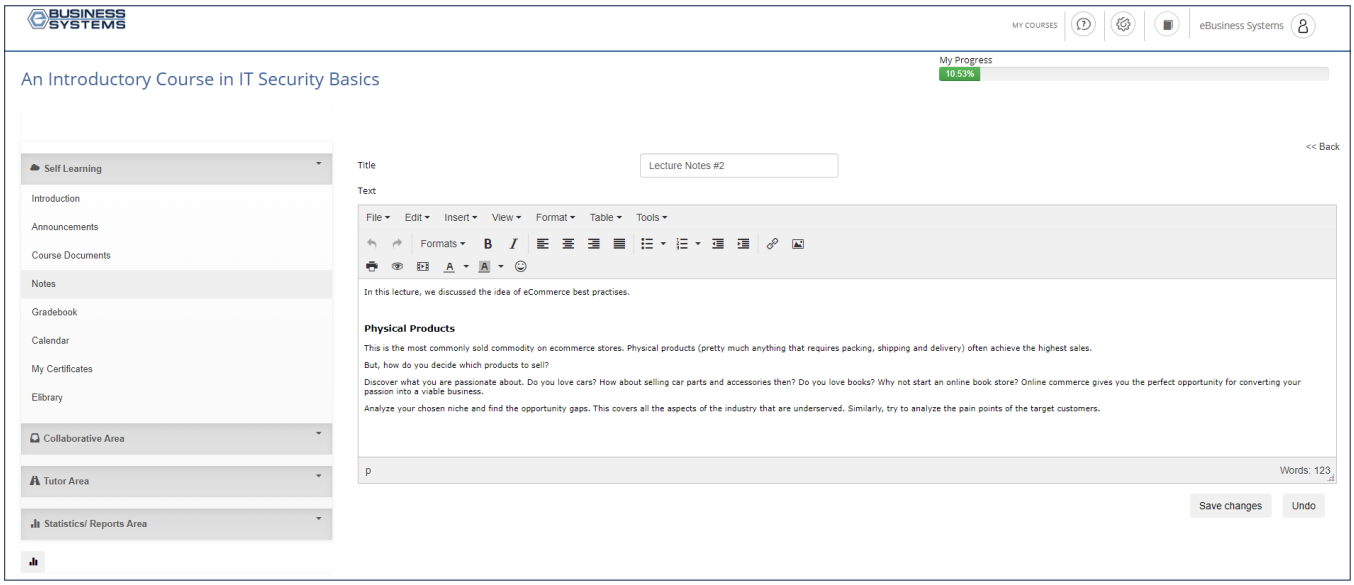
Self Learning Area (continued)

This in itself can prove to be a profitable venture as the segmenting of a whole courses into digestible pieces results in the course content being able to be used again and again and sold on an individual bases, hence proving extremely cost-effective.

This is made easier through the use of different payment solutions plugged in / developed in the system. Organisations can opt to use, Paypal, Direct credit card payments with third party payment gateway or by bank transfer. These different payment types all link up within the eLearning system to provide students a smooth and seamless payment experience, greatly reducing the barriers to purchase and increasing the conversion rate of course purchases.

The self-learning aspect also removes or greatly diminished the need for continued faculty interventions, thus eliminating costs for the concerning organisation with a steady stream of revenue being generated through the continued purchase of the segmented modules of the course. Organisations can then gauge which courses are doing well and others which aren't and focus their attention on their revenue generators.

Users will notice that within the learning objectives, they have the ability to take down notes whilst listening to or reading their learning objects. This eliminates the need for external software or programs within the device they are using. This allows for one comprehensive all-in-one scenario where users can access both the learning objects as well as their own notes within the platform, on any device with an internet connection.

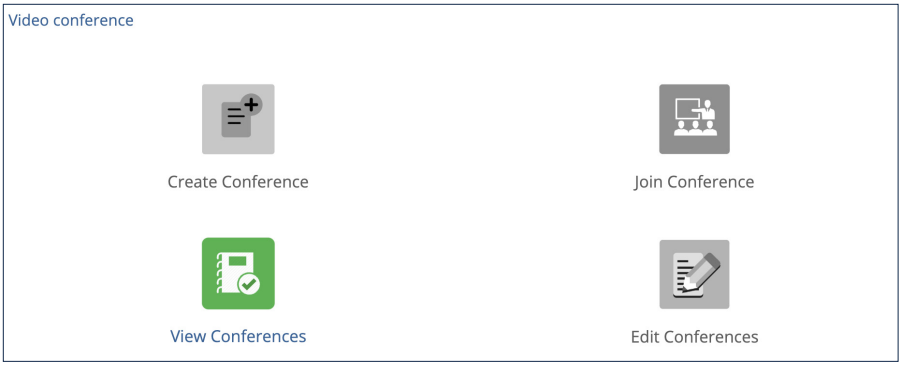


Students can key in their own notes on the system whilst accessing the self learning course content. This makes it easier for students to follow the course through different internet enabled devices as all data is stored on the system.

Collaborative Area

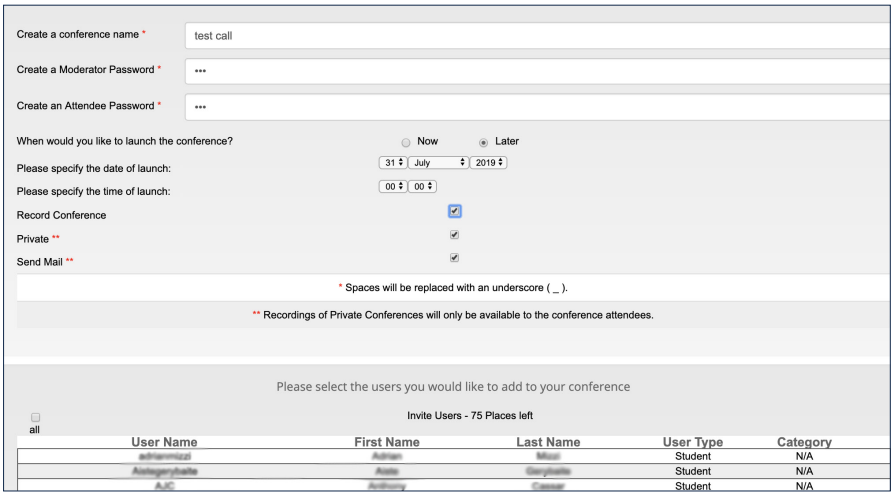
The collaborative area is linked to courses which require interaction between students and faculty or between students. Typically, such courses seek to enhance and encourage interactivity between students and faculty or between students. The collaborative learning section is usually an integral part of online courses which include some form of accreditation or certification.

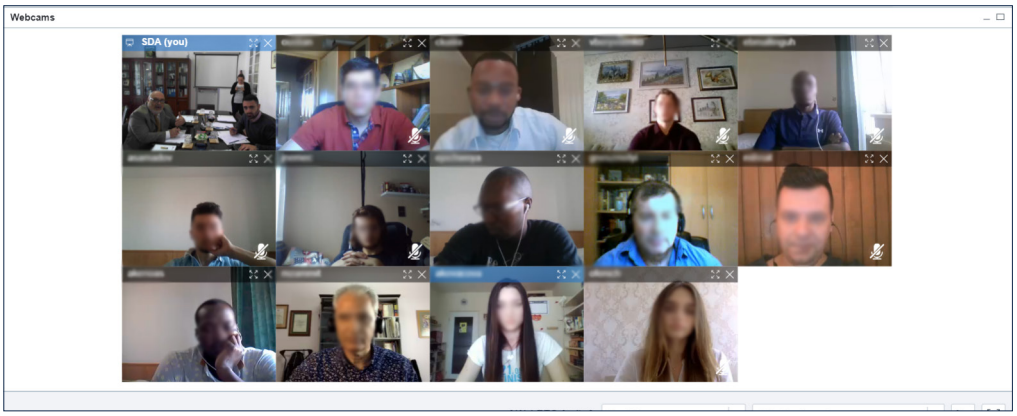
These are generally more demanding than the self- learning variants and call for on-going student participation in live tutorials or workshops, submission of forum blogs, submission of assignment/case study responses, or even participation in invigilated examinations. eB-Learn provides tutors with a full student progress management tool allowing for monitoring of the students' corrected works and marks and grades assigned.



End-users are able to create a video-conference with 5 other of their course peers to discuss learning objectives and delegate work, join existing conferences, view recorded conferences and edit conferences which are created.

The view when creating a video-conference and all the functionalities that come with it. Usersa re able to set conferences to record automatically once commenced, whilst also allowing for multiple conferences to be set-up prematurely for later dates.



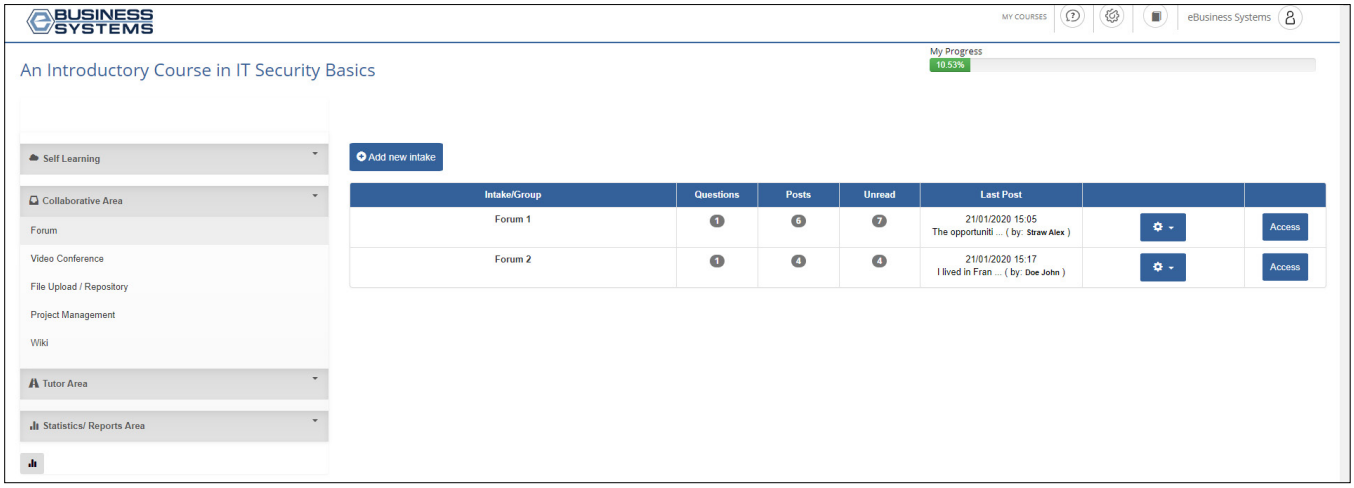


One of the video-conference view options, whereby 20+ users can be invited and engaged in a video-conference to discuss the relevant learning objectives. This view can be modified in different ways to allow for the use of interactive whiteboards for presentation purposes and also allows for chat publicly and also privately between users or tutors and users.

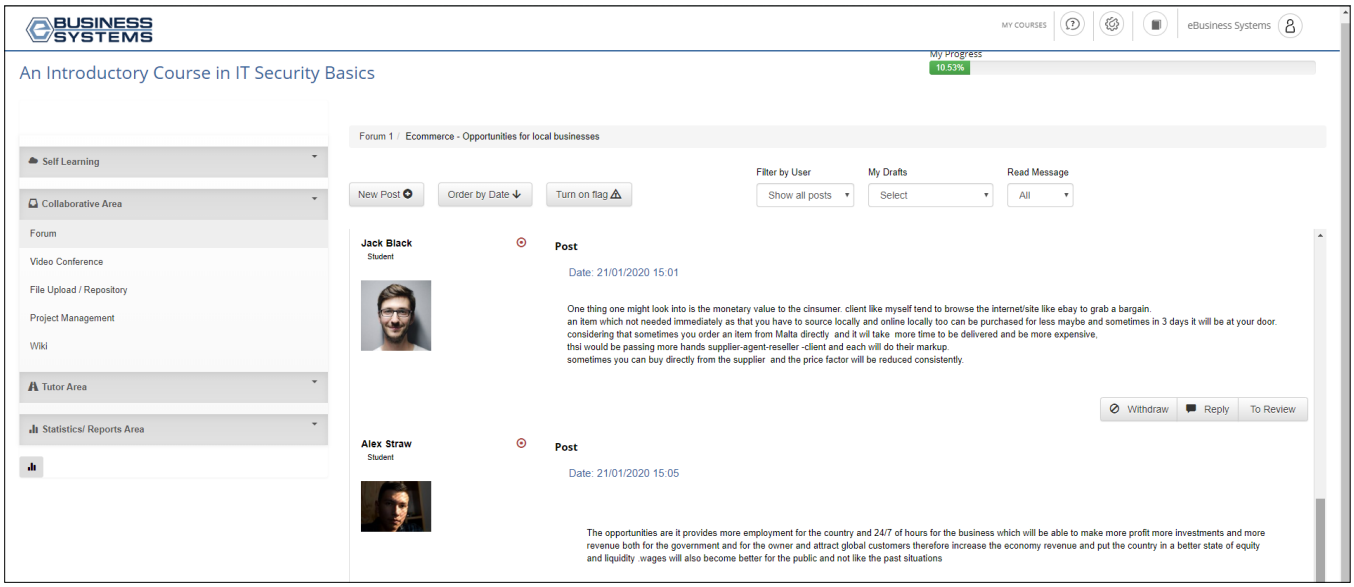
Collaborative Area (continued)

Forums

The forum section within the collaborative area encourages user discussion and debate of set issues. Users are encouraged to research and present their views on the relevant topic or issue. The process of debate fosters a deeper learning by empowering users to understand, build upon and challenge other contributions. The use of Forums as a basis for learning evaluation is increasing both within academic institutions and corporate organisations. System administrators are able to create different threads covering different topics of interest for discussion.



In the collaborative area, users are able to access different forum threads that are assigned to them. The system displays different metrics of interest, including the number of questions per forum, the number of posts, the last post on that particular forum, as well as, displaying how many unread posts that particular user has.



Within the forum thread, users are able to post their discussion points and reply to one of their peers on their posts. Evaluation on forum posts is also made easy through the review functionality, allowing for better evaluation practises. The system also allows for users to filter posts for better readability.

“The will to win, the desire to succeed, the urge to reach your full potential, these are the keys that will unlock the door to personal excellence.”

Confucius

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