



Experience from Croatia

TF-EDU virtual meeting: NRENs support to education during covid-19
Wednesday, March, 25, 2020

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Approach

- Coordinated action:
 - Ministry of Science and Education
 - CARNET
 - SRCE
 - Education and Teacher Training Agency
 - Agency for Vocation Education and Training
- National support to primary and secondary schools
 - Centralized system – centralized approach
 - Use all resources previous available
 - Headmasters virtual training room - sharing of official information
- Higher education (based on MoSE survey to HE)
 - 50% autonomous and individual approach
 - 50% SRCE supporting all universities with Moodle

Getting ready

e-Schools pilot (2015-18)
e-Schools roll out (2019-)
School for Life (2018)

1st challenge: Scaling up digital infrastructure

Moodle instances (18 years)

- Central national (CARNET)
- Central HE (SRCE)
- HE institutions individual instances

1. Original instance – exploded, had to be closed (600 new courses in 2 days)
2. NEW for primary schools
3. NEW for secondary schools

Office365 (3-4 years)

- Teams, Yammer
- Reached maximum available licences (from 250.000 to 350.000)

Google Education Suite (3-4 days)

- AAI integration was made 3 days before closing the schools
- (from 0 to 50.000)

Schools choosing from three options

For students has to be one-stop shop!

2nd challenge: Scaling up AAI@edu.hr

Central AAI infrastructure

- SRCE (CARNET oartially took over)
- Collapsed on the 1st day
- DDOS attack weekend before schools closed
- Passwords lost - Helpdesk 24/7

24/7

- Infrastructure and Service Development Department
- Department for User Support
- All other dpts (Education Support dpt)

500.000 users:

10x more than 1
month ago

3rd challenge: Digital materials and student equipment

Almost 50% of curriculum in digital format - digital educational resources, teaching scenarios

National TV broadcasting on 2 programmes –

- 300 hours of lessons produced each week
- Lower primary based on TV programme – 1 day of production for 1 day of content
- Video lessons for higher primary and secondary schools as a support to online tools

Student equipment:

- Equipment from schools distributed to students who lack one
- MoSE financial help (equipment and sim cards)

More challenges

Helpdesk: 24.000 questions in the first week

Vocational schools - digital materials lacking, work practice unavailable

Earthquake

Capabilities and needs:

Cognitive



Emotional



Physical

