

## METHOD/TOOL

To facilitate the access and the participation of migrants to education and training.

### Name of the method/Tool

#### Citim

an e-learning tool to allow immigrants to understand the working world better.

### Target group

Target groups are immigrants with an intermediate level in French. The tool is more specifically targeted to North-African, Turkish and Vietnamese immigrants.

### Short description

Oral support is provided (up to now) in Turkish, Dialect Arabic and Berber and Vietnamese. This oral support is important for those whose culture is mainly built on oral communication. It helps crossing the bridge to written communication. Citim is mainly built for training centres or mediated contexts but is also usable on an autonomous, free base.

The content of a learning unit is entirely related to one topic and is composed of two main parts that can be studied apart or considered as complementary (the second one comes after the first one). The objective of the first part, built on a dialogue and offering live sound records, is to give a first overview of the related topic. It is focused on the acquisition of the basic vocabulary as well as understanding the basics of the topic (e.g. main argument, problems raised, reasons why, evolution...). Grammatical construction is simple. The second part gives detailed information about the topic on an exposition mode. Everything important is explained. It requires a better level of French. Vocabulary and sentences are more complex, but they remain accessible and target intermediary levels.

Composition of the first part:

- A dialogue (male & female) (French text and French audio version);
- The narrative form of the dialogue (French text, Dialect Arabic, Berber, Turkish and vietnames audio version);
- A comprehension test (French text and French audio version), MCQ type.

Composition of the second part:

- Information (theoretical and practical) on the topic addressed by this learning unit (French text);
- Complementary information (Web links), useful forms or models (like PDF files) to be used by the learner in real life situations;
- Localised resources adapted to the administrative location of the learner (contacts, addresses...);

- A comprehension test (French text), MCQ type.

Up to now 22 learning units are built on the above model. They give a comprehensive overview of the work context through legislation and organisation. The localisation is made for the Auvergne region and its four sub-administrative areas (“départements”) with answers to questions like “where to get local support about contracts?” or “where is located the employment agency”. But based on a collaborative process, *Citim* allows any training organisation interested to enter the data corresponding to its geographical location (whether it is located): then any organisation from the same area can benefit from it.

## Aims

The main objectives of the e-learning material developed in the frame of the AITO project were determined after a requirement analysis. This analysis has been based on questionnaires and interviews among local/regional actors involved in immigrants integration and completed by a survey of existing learning materials. The objective is to train immigrants about the French working context and provide them the relevant information with local adaptation and real life material. An organisational objective is to facilitate the individualisation of training by providing trainers a support to manage individualised heterogeneous learners in workshops-like learning environments.

## Setting / Resources needed

Citim is accessible on the web at: <http://citim.velay.greta.fr>

When accessing the homepage, Citim proposes to start either in full screen, or in the current browser's window. The first option makes it possible to hide the interface of the browser, as it can disturb the users who are not used to Internet. In this case it is not possible to make a mistake on the browser interface itself. The second option makes it possible to use the tool like any Web site, inside the browser.

Citim users can have visual problems on computer, because of a deficiency, the age or a lack of practice. Some screens with high or low definition can also pose problems related to the display size. The use of proportional fonts size (ex or em units in style sheets) makes it possible to adapt the display size without deforming the interface (by using the display menu or with CTRL key + mouse wheel). It is also possible to use a "text-based browser": the contents of the pages remaining linear. For example on the homepage the menu displayed on the right up side is displayed on the top of the page in a text browser. This makes it possible to the visually impaired people to use a Braille screen, which reads pages from left to the right, from top to bottom.

The mouse can also be a problem with some users. According to the tests which we carried out, the handle of Citim is quite fast (20 min. are generally enough to control the movement and the click). We widened the clicking areas after the first series of tests, and the background colour of the links highlights when the mouse goes over. It is possible to use Citim with the keyboard (keys 1 to 5), to navigate in the content. Icons shaped like keyboard keys make it look friendly. Javascript must be activated in the browser, which can create accessibility problems or future compatibility problems (e.g. some foreign keyboards need adaptation to work).

Some users have difficulties with screen reading, and quickly turn to paper printing. We have prepared page-setting of the topics with a style sheet dedicated to the printing, in order to produce more easily readable printings (font with serif, removal of menus, of interactive elements, etc.).

This project has been funded with support from the European Commission.

This document reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

To make the tool more universal, a paper version of the contents is available in PDF format. It is produced by an automated extraction of the data, followed by a page-setting in OpenOffice. The result is available as 3 books to download on the site. They make it possible to work on the topics and the exercises without using computers.

## Outcomes

Citim fills a gap in the French language learning material offer to facilitate the social and professional integration of immigrants. Simultaneously, Citim allows learners non-familiar with ICT to discover and practice ICT at the same time they “learn” another subject. This cross-learning has been shown as providing more efficacy to both learning processes. To facilitate its dissemination, Citim is distributed under the GPL licence<sup>3</sup> for the software and under Creative Commons<sup>4</sup> for the content, giving the right to use, to copy and to modify whether you share your modifications in same the conditions. Citim methodology can be transferred to elaborate real-life training material for open and distance learning in other contexts, like different language, culture, scope, level...

## Photos / Impressions

# Citim

### **Vous souhaitez directement utiliser Citim (vous êtes en situation d'apprentissage)**

Commencez dès maintenant une **Consultation libre**, ou bien demandez à votre formateur accompagnant de vous préparer un parcours.

### **Vous êtes formateur accompagnant**

Vous êtes vivement encouragé à lire le **Guide du formateur** dès maintenant. Vous y trouverez le mode d'emploi pour utiliser et adapter cet outil aux besoins de vos stagiaires. Vous pouvez également visiter la **page d'information de Citim** pour télécharger et créer un CDROM de l'outil.

- Pour personnaliser la consultation des thèmes, allez sur la page des **Options**.
- Ensuite vous pouvez choisir les thèmes à consulter : **Créer un parcours**.
- Pour finir vous devez **Démarrer le parcours**. Vous pouvez également permettre à vos stagiaires de faire une **Consultation libre**.
- A tout moment vous pouvez accéder à la page de **Suivi du stagiaire** pour voir le parcours de formation effectué.

**Au menu...**

-  [Guide du formateur](#)
-  [Options](#)
-  [Créer un parcours ou Consultation libre](#)
-  [Qui a réalisé Citim ?](#)
-  [Quitter Citim...](#)



(c) GRETA du Velay - 2004

Citim a été réalisé dans le cadre du projet AITO, cofinancé par le programme [Leonardo da Vinci Education et Culture](#) de la Commission européenne.