

Web2.0-based Construction of Learning Support Services

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Abstract. Web2. 0 in the transmission of ideas is to give people freedom, equality, and open exchange of information, ways and means of communication. Emphasis on user participation and creativity of the social.This concept is fit for students in distance education learning concept. In this paper, based on several social software web2.0 example, discusses the Web2.0 era of distance learning support services building.

Keywords: Web2.0;social software;learning support services

1.Web2.0 Content

For Web2. 0 definition, there is no uniform understanding of international, experts from both their ideas and technology were defined. "From concept to define, Web2. 0 in the transmission of ideas is to give people freedom, equality, and open exchange of information, ways and means of communication. It is not the will of any organization, the constraints of social ideology, is the sense of the utopian mode of transmission of information." Thus, web2. 0 is not just technology, and more importantly, it's social participation, openness, creativity, individuality, to the user to the center and information autonomy. Currently these applications include: Blog, IM, SNS, RSS, WIKI, P2P, etc.^[1]

2.The Content Of Learning Support Services

Learning support system in distance education system is an important subsystem. it is one of the key of different from traditional education and distance education.Specifically refers to the distance education institutions and their teachers provided for remote students or students between teachers face to face and technology media -based Two-way communication exchange, various communication-based information, resources, personnel and facilities support and the sum of the help service.

The aim is to guide, assist and promote student learning, improve the quality and effectiveness of distance learning(Ding Xingfu,2001)[2]. In this study, we mainly focus on its core constituents about between students or between teachers and students face to face interpersonal exchanges.

Specifically includes the following aspects:

2.1. Support The Process Of Teaching

In the distance education system. compared to the traditional education,teachers and students lack of real-time interaction in teaching process. This teaching process can be said to be merely display learning content in accordance with the teaching plan ,Job layout, Experimental (practical) part of the design. Is to take all the "teaching" the task is completed. Waiting for student learning and communication

2.2. Support For Self-Learning Process

Student learning is the focus and center of all educational. In Distance Education Students lack the peer. The learner produce the inertia inherent in learning and loneliness. Largely Student learning and communication skills are also relevant. In the process of self-learning, distance education would provide information download online ,learning ,submit job, results show, reflection, review, evaluation feedback, etc

2.3. To Support The Technology Of Two- Way Communication Between Teachers And The Students

Through the Internet, the communication between the teacher and the students can be one-to-one communication, or a teacher facing with a group of students. The former can promote individual learning, the latter can enhance group collaborative learning. In the process of distance learning, the teacher and the

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students can set up an interactive teaching channel through their communications, so the students' communications and learning effects are all in the teachers' hands. Meanwhile, through the Internet, the teacher and the students or the students themselves can convey their opinions on a number of issues of their common interests. So the relationships between the teacher and the students tend to be equal and harmonious. The distance learning must provide the support of the interaction sessions, such as, the students' learning experiences, the answers to the difficult questions, the students' cooperative learning styles, and so on.

The online courses based on Web 1.0 only provide learners with the learning contents, but lack the communications between the teacher and the students. When the students encounter some difficult problems, only can they send emails to the teacher. Therefore, the students learning efficiency and the effects of their communications are bad, whereas the online course based on Web 2.0 provides the students with the lists of the online courses and the assignments, the study program, uploading assignments, brainstormings and network hard drives. The students can choose their favorite courses freely, make plans for their studies. They can also upload their homework, and when they are in trouble, they can perform the brainstorming in order to solve the problems. Such an online course also establishes network drives or a shared Wiki, which can make the students share other students' materials, thus exchanging their materials mutually.

3.Social Software For The Construction Of Learning Support Services

The individual learning environment based on the knowledge sharing and innovation puts emphasis on individual-based leaning, that is, interpersonal learning, reflection, communication and sharing. So something must be done to realize the two-way communication for the teacher and the students, and the Social Software makes it become possible.

3.1. What is Social Software?

Social Software includes Blog, Wiki, RSS, SNS communication, other many-to-many community systems and filtration technology systems. Broadly speaking, Social Software also covers online community, CSCW platform and some new relative softwares. Social Software emphasizes the attributive word "Social", which demonstrates that one can build social relationships via softwares. We can summarize the definition of Social Software from three aspects. Firstly, Social Software is an individual software and tool for personal networking; Secondly, Social Software is the basis for building social networking; Thirdly, Social Software is the unity of the individual and the social as a whole.

3.2. The Analysis On The Functions Of Several Commonly Used Social Software

a) the group Blog modules on the basis of RSS technology

The full name of Blog modules on the basis of RSS technology is Internet log and the short form is Blog. It is the Internet "Reader's Digest" and the online diary equipped with hyperlinks. In short, Blog is a comprehensive platform. Its carrier is the Internet. The writers can swiftly and briefly express their emotions, communicate with others timely and effectively and it is a colorful and personalized exhibition. [3]RSS is a XML file, which can be used by the users to subscribe their favorite Blog and news. Once the website is updated, the RSS reader will be informed. News, Netease, Sina News, Gmail, Flickr album, Delicious Bookmarks, Digg News, and even China Academic Journal all provide the subscribers with RSS seeds. Blog world has more and faster interaction with RSS. Blog and RSS build a knowledge-shared platform, which realizes the records of individual knowledge, high degree of shared knowledge and a high degree of information polymerization.

The functions of group Blog based on RSS technology includes the following aspects: making the individual materials and audio albums, publishing and managing logs, collaborating and research, aggregating learning contents, personalizing information. On the online courses of Web 2.0, if a student posts a new question or an opinion, other students can catch them at the first time with the subscribing function of RSS, thus promoting the communications between the teacher and the students, and the communication among the students. With group Blog, the students can share their learning resources, exchange their learning experiences, which reflects the aim of the learning support service system, that is, to serve for the students' studies. Students can think over their studies, explore the related issues, and records their own learning processes. The teacher can assess the students' achievements, and the students can see their growth and accumulation, which is helpful of setting up one's knowledge structures.

b) "haokanbu", the participatory approach to learning

"haokanbu" is socialized platform of Web 2.0, it has the similar form with Blog. "haokanbu" is more vivid and concrete than Blog. It is a picture sharing website based on Web 2.0, a picture Blog that can help people to record their lives. The users will form a "story" with the pictures and the texts. The other users can quote or make remarks on any pictures. This makes "Beautiful Book" have a higher degree of order and structure, thus capturing the eyes of the users who works in the educational institutions.

Some researchers do the questionnaires about the theme activity of “haokanbu”. The result indicates that the students are willing to accept such a new learning style. Because they can highlight their personality and creativity through their own works. The communication between the students can make them become open-minded and united, which breaks through the classroom limitation. The result also shows that 56.5% students have recommended “haokanbu” to their classmates or friends. [4]With the pictures, sounds and texts, students’ senses can be touched, thus intriguing them. Stimulate students to participate in the stimulation of interest, more intuitive Learning exchange, psychological distance between the remote students to narrow the gap between.

c) WIKI --- the collective creativity and the sharing

The word “Wiki” comes from Hawaiian “wee kee wee kee”, the pronunciation is wiki. The original meaning of it is “quick, quick”. Now, it has translated into “Wiki”, which is a collaborative writing tool. Many people (even any visitor) can maintain Wiki websites. Everyone can express their own opinions, or to extend or discuss some common topics. Any person is allowed to modify any page and be able to make a new page. And Wiki is a collaborative system with the spirit of Internet openness, cooperation, equality and sharing. It also covers a set of auxiliary tools to support the writing, so the Wiki texts can be browsed through, created and altered based on WEB. These social characteristics determine the breadth and superiority of the wiki application. Consequently, Wiki is pretty suitable for special knowledge, such as software manuals, travel information, Internet technology, and so on. In the distance learning, Wiki can be applied to set up knowledge base or information base, providing learners with a professional knowledge sharing platform for their studies and researches, providing information navigation platform on the basis of distance research study, recommending special resources and external network links that are related to their researches. Learners can also log onto their teachers’ wikipedia to seek for the resources links which are related to their own topics, thus getting access to valuable resources easily. Through the wiki, teachers not only achieve the purpose of information navigation, but also help the learners save time and effort.

WEB 2.0 is different from WEB 1.0 because of its user-generating content and collective wisdom. The ultimate goal of distance learning is that students can learn effectively, it also calls for the communication, cooperation and sharing between students and teachers. So it is important to supply technical support of the two-way communications between teachers and students. Social Software based on Web 2.0 can play its effective role.

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