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for every child

AGORA

AGORA Annual Report

2019

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Agora Annual Report 2019

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AGORA Annual Report

2019

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Introduction

Agora is UNICEF's Global Hub for Learning and Development. It offers tailored learning solutions to UNICEF's staff, partners and supporters. Launched in 2015, Agora provides personalized access to over a thousand learning opportunities. The portal also supports career development and development planning through online tools such as online courses, learning channels and learning paths.

2019 has been another year of growth in terms of usage of the platform, and the number of online learning activities developed internally. We also pleased to see more diversity in the tools and methodologies leveraged to design and deliver online learning activities.

On behalf of the Learning and Knowledge Exchange Section in the Division of Data, Analytics, Planning and Monitoring and Policy (DAPM), I am pleased to share with you this report which presents the story of learning in UNICEF as captured on Agora. We wish you a good read and happy learning!



Ian Thorpe
Chief, Learning and Knowledge Exchange
Division of Data, Analytics, Planning and
Monitoring, UNICEF



Agora 2019 at a Glance

Growing usage...



60,066
ACTIVE USERS

+21% from 2018

Incl. 42,951 non-UNICEF learners



123,281
COURSE COMPLETIONS

+5% from 2018

Incl. 69,180 by UNICEF staff and consultants



278
NEW LEARNING ACTIVITIES

Incl. 129 MOOCs offered by Universities



GLOBAL USAGE

Learners connected from all countries. 99% of UNICEF staff active

New features



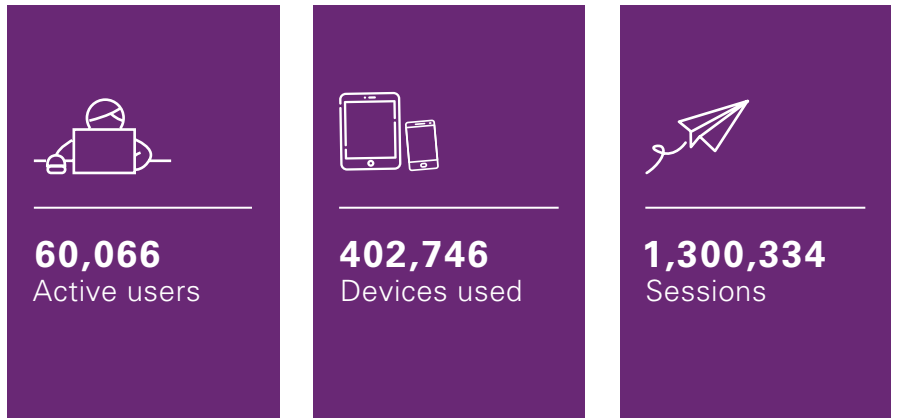
NEW REPORTS AND DASHBOARDS WERE DEVELOPED



SUPPORT OF ADDITIONAL LANGUAGES ON AGORA, AT THE COURSE LEVEL

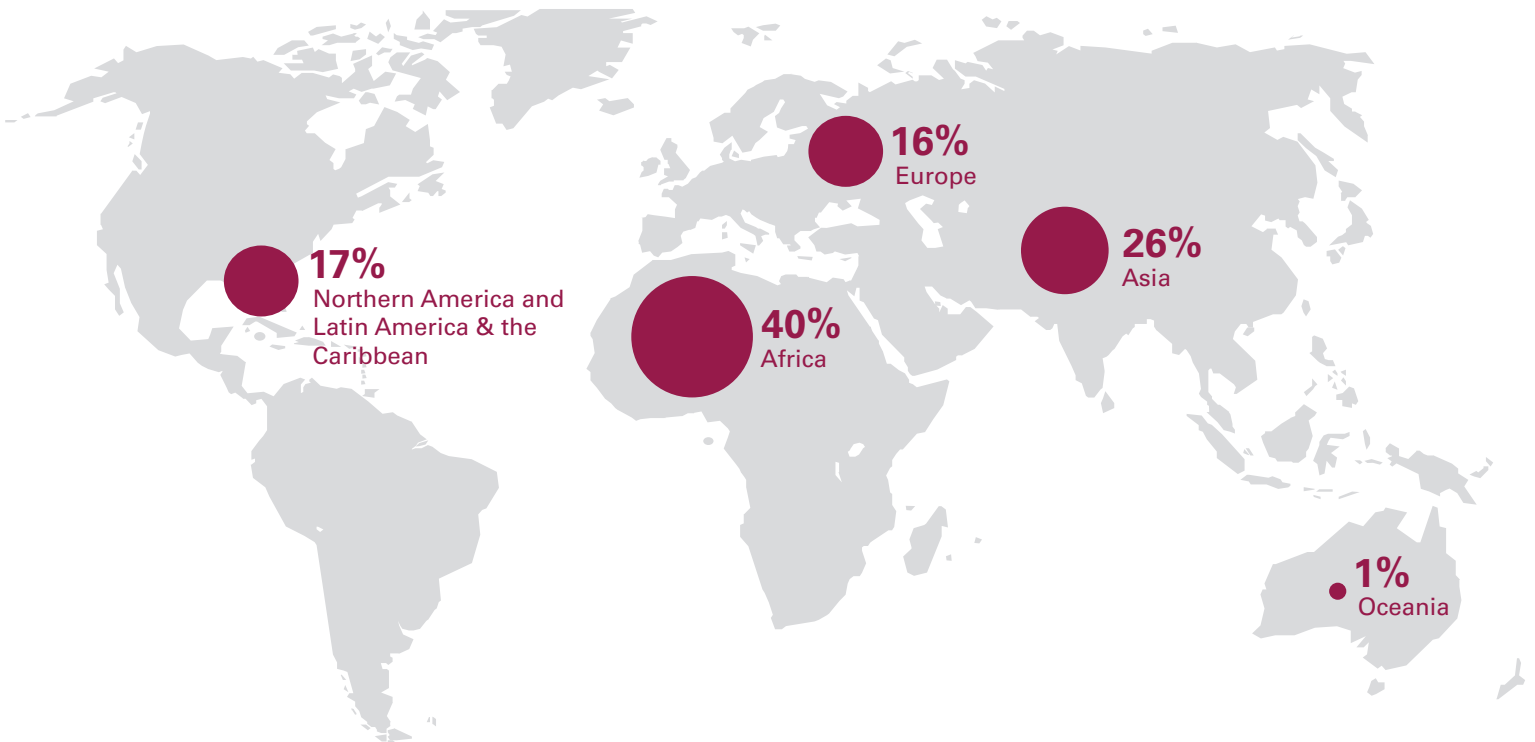
Analytics

The number of active users increased for four years in a row. Active learners connected more often and from more devices.



Sources of traffic

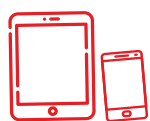
In 2019 Agora received learners from all regions. Without exception. Proportionally, the number of users from Africa has increased the most.



Source: Google Analytics

How learners accessed Agora

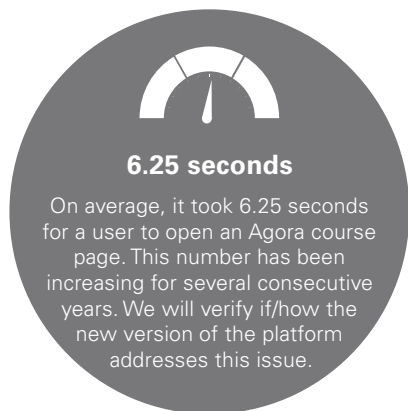
There was a small decrease in access through mobile devices. Most learners still use a computer to access Agora.



25%
mobile
and tablets



75%
desktop



DEVICES	# OF DEVICES	# OF SESSIONS
Desktop	303,730	1,040,373
Mobile	80,275	162,873
Tablet	21,273	97,088
Total	402,746	1,300,334

Source: Google Analytics

Learning activity overview 2019

There have been some improvements to the reporting module to only count active self-registrations to courses on Agora catalogue and removing historical enrolments and personal learning activities.



220,633
Total course
enrolments

+13% from 2018

Including 136,790
by UNICEF staff
and consultants



123,281
Total course
completions

+5% from 2018

Including 69,180
by UNICEF staff
and consultants

Popular courses

The most popular courses in 2019 remain mandatory self-paced courses.

Mandatory learning courses - top five

- | | |
|---|---|
| <p>1 BSAFE English version
10,685 Enrolments
10,568 Completions</p> | <p>4 UNICEF Information Security Awareness
4,078 Enrolments
4,013 Completions</p> |
| <p>2 Fraud awareness⁺⁺
13,773 Enrolments
13,063 Completions</p> | <p>5 UN Cares: HIV in the workplace
3,363 Enrolments
2,475 Completions</p> |
| <p>3 UN Human Rights Responsibilities⁺⁺
4,590 Enrolments
4,272 Completions</p> | |

Non-mandatory learning courses - top five

- | | |
|--|--|
| <p>1 Service Gateway Training for All UNICEF Staff
3,091 Enrolments
1,378 Completions</p> | <p>4 Results-based management (RBM) e-course
1,610 Enrolments
1,074 Completions</p> |
| <p>2 Child rights and why they matter
1,926 Enrolments
1,475 Completions</p> | <p>5 A harmonized approach to cash transfers (HACT)
1,069 Enrolments
954 Completions</p> |
| <p>3 Funding authorization and certificate of expenditure (FACE) Form
1,633 Enrolments
1,121 Completions</p> | |

*Please note that some of these courses are also available on other platforms.

**Only available with a UNICEF profile, not with a guest profile.

UNICEF learners' demographics

UNICEF learners demographics

STAFF CATEGORY	ENROLMENTS / STAFF	COMPLETIONS / STAFF
Top management	9.75	6.25
Directors	4.01	2.58
Professionals (IPs)	6.89	3.47
National Officers (NOs)	7.66	4.14
General Services (GS)	7.79	4.10
Other / uncategorized	4.33	2.33
Total	7.49	3.93

Learners activity by region

REGION	ENROLMENTS	COMPLETIONS	ENROLMENTS / STAFF	COMPLETIONS / STAFF
Europe and Central Asia	7,621	4,341	8.98	5.11
East and South Africa	19,534	9,913	6.57	3.33
East Asia and Pacific	10,053	5,438	7.72	4.17
Headquarters (NY and other)	11,721	5,348	7.16	3.27
Latin America & Caribbean	9,179	4,855	8.57	4.53
Middle East & North Africa	14,851	8,083	8.05	4.38
South Asia	12,125	6,730	6.85	3.80
West and Central Africa	22,234	11,823	7.33	3.90

Learners activity by contract type

CONTRACT TYPE	ENROLMENTS/STAFF	COMPLETIONS/STAFF
Permanent	5.88	3.32
Continuing	5.65	3.16
Fixed Term	7.58	3.91
Temporary Appointment	10.68	5.59
Total	7.49	3.93

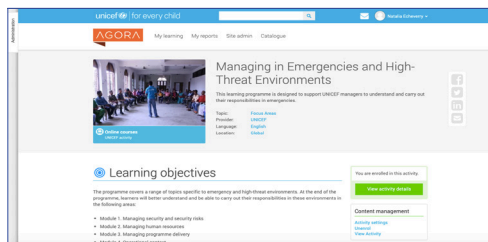


Figure 1. Screenshots of the course Managing in Emergencies and High-Threat Environments

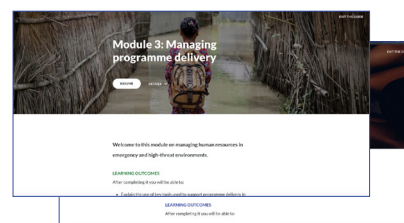


Figure 2. Screenshots of the e-Toolkit on gender equality in education



Overview of activities added to the catalogue in 2019

There have been some improvements to the reporting module to only count active self-registrations to courses on Agora catalogue and removing historical enrolments and personal learning activities.

278

New learning activities (including 129 MOOCs)

MOOCs are courses offered at no cost or a low cost by Universities. They can attract a large number of learners and leverage self-learning and peer-learning methodologies.

4

Learning channels

Learning channels are thematic dashboards presenting learning opportunities and/or resources available about a theme (a topic, a region, an initiative).

14

Learning paths and playlists

Learning paths combine several learning activities into a structured learning programme.

Learning playlists are simple lists of learning activities about a theme, but without expecting the learner to go through these in a particular order.



Figure 3. Screenshot of the course Implementing the Child-Friendly Cities Initiative

List of activities published in the catalogue

UNICEF specific courses (this list is not exhaustive):

- UNICEF and Frontier Technology
- Open Source Business Models
- Service Gateway training resources
- Child Rights and Why They Matter (French and Spanish)
- Staff wellbeing – kicking the habit workbook
- Business Continuity Management
- Personnel Emergency Preparedness
- e-toolkit on Gender Equality in Education
- Managing in Emergencies and High-Threat Environments
- Child Protection Programme Strategy development tool
- Emergency Child Protection in the ECA Region
- Fraud Awareness Training (English, French and Spanish)

Special mention - PFP online learning series:

- Engage Major Donors
- Emergency Fundraising
- Introduction to digital emergency communications (Basics)
- Tracking success with digital analytics (Basics)
- Implementing the Child-Friendly Cities Initiative (CFCI – Basics)

Courses developed with UN and civil society partners:

- Public Health Reporting
- PSEA course in Spanish, French and Arabic
- Caring for children Moving Alone (MOOC)
- Post Disaster Needs Assessment (PDNA) – English, French, Spanish and Portuguese

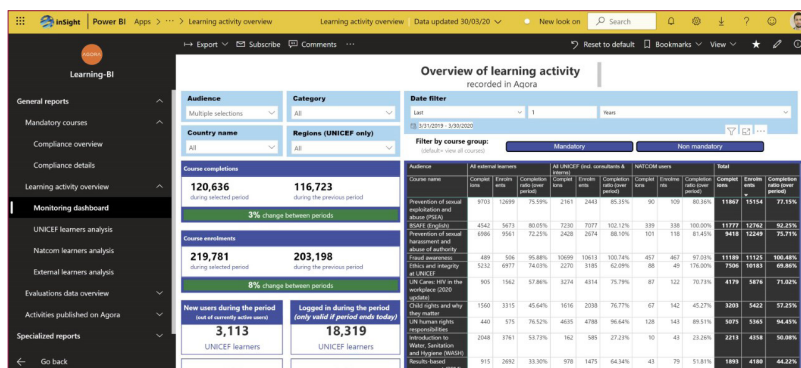


Figure 4. Screenshot of the AGORA Monitoring Dashboard in PowerBI

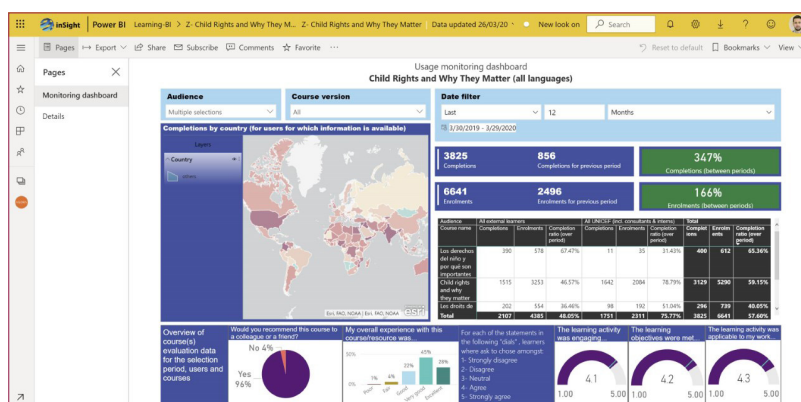


Figure 5. Screenshot of AGORA Usage monitoring dashboard of Child Rights and Why They Matter (all languages)

New and improved features

New dashboards and reports solutions

In preparation of the upgrade to a new version of the software used for Agora, the project team designed new reports using Power BI. PowerBI proved to be very flexible for the design of report sources, and it offers control over which filtering options are available to end-users (and which are preset). The new mandatory courses dashboard, for example, replaces more than 20 different reports while adding long-awaited features. Transitioning to Power BI-based reporting has allowed UNICEF to save a lot of money. The redesign of all custom report sources and filters in the new version of the reporting solution built-in Agora would have cost more than \$100,000. The use of Power BI has however been labour-intensive for the Agora team as it took about two months of full time equivalent to generating core reports now available to all UNICEF staff through the "Learning BI" application.

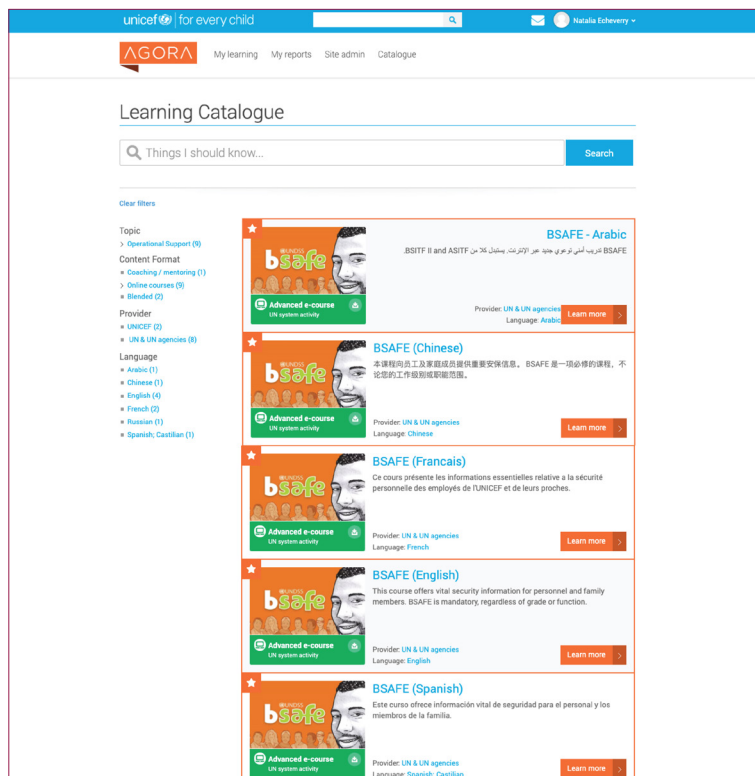


Figure 6. Screenshot of the Agora Learning Catalogue

New and improved features

Course level language support

A growing number of courses are developed or localized in languages that the Agora team is currently not able to support throughout the entire site. To improve the experience of learners in those courses, we have developed a solution that allows additional language packs to be added but only at the course level. This considerably reduced the number of elements that need to be translated, and many of these elements are already available in standard “language packs” that can be installed on the platform.

Agora 2.0 – major core software upgrade and improvements

In 2019 we worked on some significant improvements to the Agora platform. Most of the development work performed in 2019 has not been released yet. The upgrade from version 7 to version 12 of the core software has been labour intensive. Significant developments were concluded by the end of October, after which we have conducted a security assessment and an accessibility assessment, on the basis of which new features will be released in Q2 of 2020.

End-user support

The workload associated with user support and troubleshooting tasks further increased in 2019. We received an average of 40 requests per workday. We are still working with ICTD counterparts to outsource user support to GSSC or external another provider. It will remain a priority for 2020.

General project management

Project team

In 2019, the project team was frequently challenged. Uncertainty about funding availability led to short last-minute extensions for several consultants. Consultants' and TAs mandatory breaks of service temporarily downsized the team to one person, which durably affected the team's ability to respond to all requests. The lack of stability in positions led a consultant to take another part time job and a staff on a temporary appointment contract found a more stable position in another agency.

Usage of the platform and requests for the development and publishing of learning activities on Agora continues to grow. To ensure the sustainability of the Agora platform and the services it provides to the organization, as well as the development and roll-out of quality learning activities, it remains a priority to establish at least one additional Fixed Term position in the team. A proposal was made in that sense during the Learning PBR, for which a follow up should take place in 2020.

Partnerships

While we are still in discussion with the UN Secretariat and UN Women (separately). We are hopeful to move forward with an agreement with UN Women early 2020, and the scope of a pilot project has been defined with UN Secretariat counterparts. The upgrade of the Agora platform, now scheduled for spring 2020, will bring features that will make it easier to collaborate with other agencies on the same platform.

If you have any questions related to this report or how Agora can support your work, please email us at agora@unicef.org or reach out directly to:



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