





content's development, in order to verify the perception, the satisfaction and the impression about usefulness, clarity, immediateness, and pleasantness of the courses themselves [5]. All comments have been taken into account and, when possible, implemented to improve quality and effectiveness of courses.

Thanks to students wishes and suggestions, furthermore, the course on Change Management has been integrated with interviews to HR directors, multinational companies' partners and to former POLIMI students, in order to give a direct insight into particularly interesting perspectives: the one of decision makers who select and hire new people, the one of people who run part of the company at a higher level and the precise role of change management skills in the scenario of everyday working life, and the perspective of new-comers into the working class who are directly experiencing the same change many of the user are going to experience soon.

#### 4. One Step Further

As previously mentioned, a new soft skill course is under development at the moment. It will focus on working in multi-disciplinary teams, and it will be the beginning of a new step in the evolution of POK: developed directly in English, it will include some peer to peer activities in order to make participants experiment different interactions, reflect on the interpersonal dynamics that will happen, and feel more responsible about the fulfilment of objectives with other students. It will be the chance for the staff involved to deepen their knowledge and experience processes which are new in the scenario of Polimi and which could open new ways of balancing teachers and students efforts in the courses themselves [4]. POK will thus continue to evolve and new gaps will be bridged also on the developers side.

#### 5. Conclusions

POK portal was launched in June 2014 and at the beginning of December 2014 counts more than 63.400 sessions and 6.400 users, coming from 131 different Countries notwithstanding the existence of only one English course in an area which is not object of this paper (Financial Management). The first edition of Conflict Management closed on the 3<sup>rd</sup> of November 2014; 429 students subscribed the course and 110 completed it, half of which succeeded in obtaining the certificate (the limit was set on the 60% rate of the total evaluation exercises); the first edition of Change Management is still ongoing; even if we never took action in spreading news about Soft Skills courses, the first two courses count around 800 users.

Questionnaires addressed to students are sent as soon as the first edition of each course comes to an end. In the questionnaire students are invited to give a feedback about the didactical effectiveness of the course they finished, but also to tell whether the formats used to propose contents are in their perception adequate to the aims of the course itself; they give hints also on their perception about the consistency between the course and their upcoming professional development; the aim of these questions is to collect as much information as possible from different users perspectives and make the design of next courses as much adherent to the real users' needs as possible, maintaining the flexibility which helps each of them in studying at his/her own pace.

Starting from the analysis of results coming from the first edition we are going to organize face to face meetings with other students, in order to disseminate results, invite new participants and integrate these courses with face to face activities, as soon as the university is ready.

#### 5. References

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