

Active Support Service

Active Support provides energy and impetus to generate effective participation. It includes:

- Participant Training
- Content Management
- Participation Coach Performance Management
- Participation Reporting
- Project Management
- Project Review

Participant Training

Active Support includes telephone and/or face to face training for participants in participation basics and effective participation.

Content Management

The Content Management service creates structured and formatted repositories of files, links and other content.

Participation Coach Performance Management

Regular meetings are conducted via phone, email or face to face with participation coaches to review and plan initiatives to develop participation in their Online Group/s. for the

Participation Reporting

Regular reports provide statistics for posting over time, posts per person and access to the web interface.

Project Management

GroupSense provides impetus and direction to the project to ensure that the participants and project owner achieve the benefits they are seeking.

Project Review

Online Collaboration projects are reviewed to assess participation and benefits with respect to targets set at the outset of the project.

The Review measures:

- the participation that has taken place
- the knowledge that has been created/shared
- the ways in which that knowledge has been applied
- the benefits that have resulted for participants and the organisation