

# E-learning quality

Aspects and criteria for evaluation of e-learning in higher education  
Report 2008:11 R

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# The work shop themes

- Which new aspects do we have to consider?
- Integration of e-learning aspects in QA-systems
- International cooperation

# Background (national level)

- UK – [Guidelines on the quality assurance of distance learning \(1999\)](#)
- Norway – [Quality standards for distance education \(1993, 2001\)](#)
- USA – [Accreditation and assessing quality in distance learning \(2002\)](#)
- Sweden – [Quality in IT-supported distance education \(2003\)](#)
- Australia – [Benchmarks for the use of technology in learning and teaching \(2007\)](#)

# EU- projects and networks

- EADTU – [E-xcellence+](#)
- Europace, MENON, EFMD; EFQUEL – [UNIQUe](#)

# ELQ – E-Learning Quality

10 aspects with 3-4 criteria

praxis, policy-document and research

Not comprehensive – focus on elements essential for  
e-learning

Integration with the national system for QA

1. material/content
2. structure/virtual environment
3. Communication, cooperation and interactivity
4. Student assessment
5. Flexibility and adaptability
6. Support (student and staff)
7. Staff qualification and experience
8. Vision and institutional leadership
9. resource allocation
10. The holistic and process aspect

# ELQ, aspects

- 1) material/content

*Quality criteria:*

*a) Policy and guidelines for selection and production of digital material, including explicit pedagogical and technical criteria*

*b) Policy and guidelines for copyright issues*

- 2) structure/virtual environment

*Quality criteria:*

*A virtual environment that is:*

*selected on pedagogical needs, reliable and robust  
aligned with the institution's technical infrastructure*

## ELQ cont...

- 3) Communication, cooperation and interactivity
  - *Quality criteria:*
  - *a) Explicit strategy for communication, cooperation and interactivity according to pedagogical needs, available technology and human resources*
- 4) Student assessment
  - *Quality criteria:*
  - *a) Strategy for fair, flexible and pedagogically justified assessment*
  - *b) Implemented policy for dealing with plagiarism, legal security and identification of students*

## ELQ cont...

- 5) Flexibility and adaptability
  - *Quality criteria:*
  - *a) Strategy for increasing the flexible features of education based on pedagogical considerations and students' needs and demands*
- 6) Support (student and staff)
  - *Quality criteria:*
  - *a) Strategy for student support including technical, administrative and social support on demand*
  - *b) Strategy for faculty support include technical, ICT and information competence support on demand*

## ELQ cont...

- 7) Staff qualification and experience
  - *Quality criteria*
  - *a) Strategy for staff competence development*
- 8) Vision and institutional leadership
  - *Quality criteria*
  - *a) A strategy plan for e-learning with a visionary perspective, including*
  - *research, quality assurance and development activities,*
  - *and strategic local, national and international alliances related to*
  - *short, medium and long term objectives*

# ELQ cont...

- 9) Resource allocation
  - *Quality criteria*
  - *a) A strategy for the reallocation of existing resources and the generation of new resources based on the specific needs of e-learning*
  - *b) A strategy and plan for dealing with changes in workload and working hours, as well as with ownership and financial rights of virtual lectures and other digital material*
- 10) The holistic and process aspect
  - *a) A functional and systematic approach for e-learning implementation encompassing all previously mentioned quality aspects*

# Policy issues for quality assurance agencies

- Integration of e-learning criteria in the national QA-system
- Intelligence and competence within the org.
- Cross boundary education
- Methodological development

# Integration

- ENQA standards and guidelines
- 2.3.3 Assessment of students
- 2.3.4 QA of teaching staff
- 2.3.5 Learning resources and student support

# Cross-boundary education

- Knowledge exchange
- Cooperation (joint master, virtual mobility etc...)

# Methodological development

- Site visits
- Relative importance of different aspects/criteria
- New forms of distribution (Web 2.0, Social networks etc...)