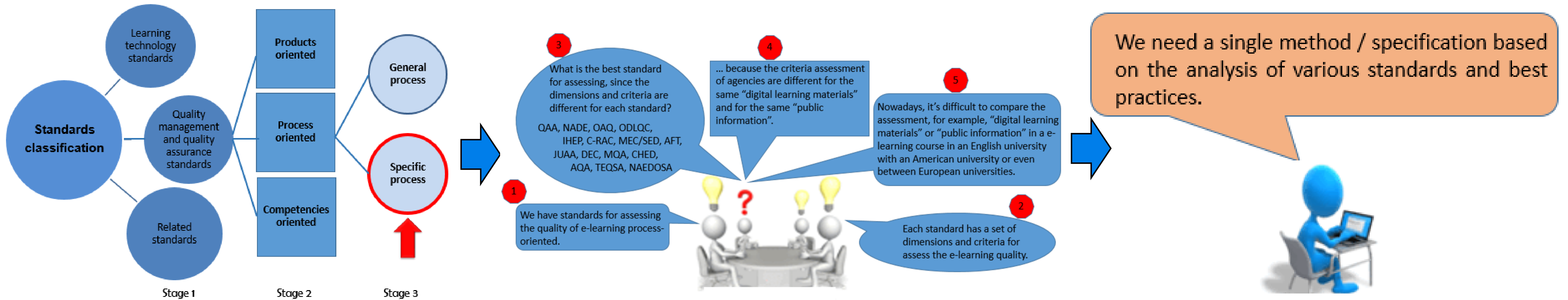


CONTRIBUTIONS TO ASSESSING THE QUALITY IN E-LEARNING

Author: João Paulo Vagarinho
Thesis Advisor: Martín Llamas Nistal

Affiliation: Information and Communications Technology

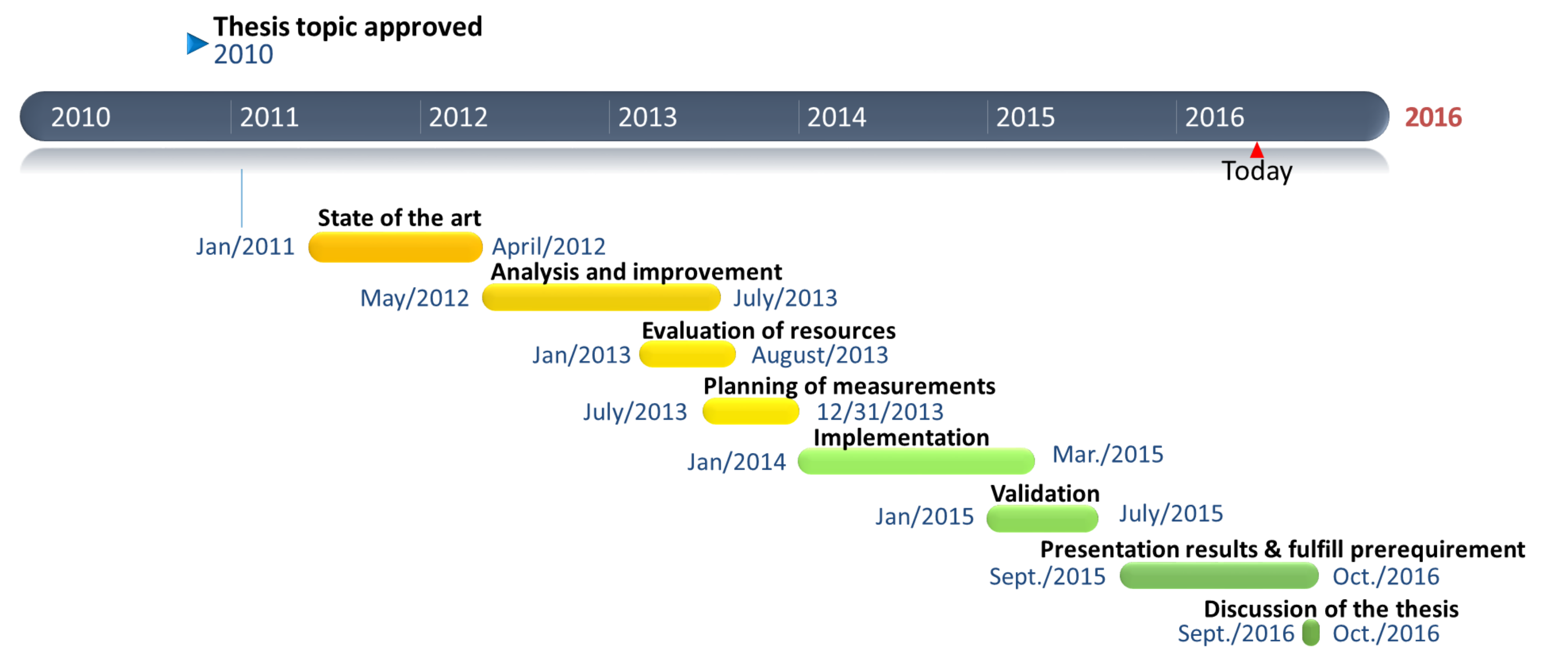
MOTIVATION



THESIS OBJECTIVES

- Select a set of relevant agencies from the five continents that have standard/best practices to assess the quality of e-learning (or that applies to e-learning) process-oriented;
- Identify all dimensions of each standard/best practice;
- Identify all criteria of each standard/best practice;
- Analyze the standard/best practices and verify if they cover all dimensions and all the criteria;
- Based on standard/good practices analyzed, introduce the dimensions that assess the quality of e-learning process-oriented;
- Based on standard/good practices analyzed, build a set of indicators that allow build an assessment tool for "public information" and "digital learning materials";
- Validate built tool to assess the two dimensions in courses offered by the universities.

RESEARCH PLAN



RESULTS

Dimensions	EUROPE				AMERICA			ASIA				OCEANIA		AFRICA	
	QAA	NADE	OAQ	ODLQC	IHEP	C-RAC	MEC/SEC	AFT	JUAA	DEC	MOA	CHED	AQA	TEQSA	NAEDOSA
Accreditation						X		X							X
Students	X		X	X	X	X	X		X	X	X	X	X	X	X
Assessment	X	X		X	X	X	X		X	X	X	X	X	X	X
Quality culture		X		X	X	X			X	X	X	X	X		X
Course	X		X	X	X	X	X		X	X	X		X	X	X
Ethics				X	X							X	X	X	X
Public information	X	X		X	X	X	X		X	X	X	X	X	X	X
Institutional	X	X	X	X		X			X	X	X	X	X	X	X
Laws	X	X		X		X			X						X
Digital learning materials							X	X		X		X			X
Pedagogy			X	X		X	X		X	X		X	X		X
Teachers			X			X	X	X	X	X	X	X	X		X
Non-teaching resources	X	X	X	X		X	X	X	X	X	X		X	X	X
Security				X		X			X	X			X		X
Support			X	X	X	X	X	X	X	X	X	X	X		X

Criteria for Digital learning materials dimension	EUROPE				AMERICA			ASIA				OCEANIA		AFRICA	
	QAA	NADE	OAQ	ODLQC	IHEP	C-RAC	MEC/SEC	AFT	JUAA	DEC	MOA	CHED	AQA	TEQSA	NAEDOSA
Life cycle												X			X
Development and planning							X		X	X	X	X	X	X	X
Availability									X	X					X
Reuse							X								
Tests									X						X

Criteria for Public information dimension	EUROPE				AMERICA			ASIA				OCEANIA		AFRICA	
	QAA	NADE	OAQ	ODLQC	IHEP	C-RAC	MEC/SEC	AFT	JUAA	DEC	MOA	CHED	AQA	TEQSA	NAEDOSA
Admission and transfers												X	X	X	X
Audits					X										X
Assessments						X		X	X	X	X	X	X	X	X
Courses	X				X	X	X	X	X	X	X	X	X	X	X
About structure		X													
Events	X								X						
Payments							X			X				X	X
Security						X									

DIGITAL LEARNING MATERIALS	OK	Improve	NOK
Life cycle:			
- All digital learning materials available for this course have an age (last date review) less than 5 years?	0,00%	33,33%	66,67%
Development and planning:			
- Digital learning materials texts <u>haven't</u> spelling errors?	100%	0,00%	0,00%
- Digital learning materials templates (for documents, videos, quizzes, etc.) is always the same?	33,33%	83,33%	0,00%
- All documents are paginated (not including videos and HTML pages)?	33,33%	33,33%	33,33%
- All recommended attributes are inside of all digital learning materials (videos and documents)?	16,67%	0,00%	83,33%
Availability:			
- It was communicated to students that all digital learning materials were available?	0,00%	0,00%	100%
- The information communication is clear for students (objective, focused on the essentials and short)?	0,00%	0,00%	100%
- It used more than one communication channel regarding digital learning materials availability?	0,00%	0,00%	100%
- Is there a way for monitor if information failure when is delivery?	16,67%	0,00%	100%
- Digital learning materials are permanently available?	83,33%	0,00%	16,67%
Reuse:			
- The digital learning material is easy to update?	100%	0,00%	0,00%
- The digital learning material is easy for students use?	100%	0,00%	0,00%
- Is possible for Professor, person or department responsible reuse the digital learning materials in other course?	100%	0,00%	0,00%
Tests:			
- It's referenced in each digital learning material an attribute with the final result of pre-production tests?	16,67%	0,00%	83,33%
- There is students channel send feedback about detecting errors or suggestions for improvement digital learning materials (like e-mail)?	0,00%	50,00%	50,00%

Example for "course" indicator

PUBLIC INFORMATION "Course indicator"	OK	Improve	NOK
There is information available to the public, on the course website, about ...			
Course requirements:			
- Requirements to carry out the online course:	0,00%	100%	0,00%
- Motivation letter:	0,00%	0,00%	100%
- A total number of hours of dedication to the course.	0,00%	0,00%	100%
Course objectives.	60%	0,00%	40%
Course organization (modules and credits)?	60%	40%	0,00%
Deadlines and costs including:			
- Deadline for course completed:	60%	0,00%	40%
- Deadline extension for course completed:	20%	0,00%	80%
- Total cost of the course and method of payment:	20%	40%	40%
- The cost of the course with extension (if applicable).	0,00%	20%	80%
Is it explained to the students the characteristics of an e-learning course?	20%	40%	40%
Information about the assessment method.	40%	20%	40%
The students' satisfaction report is published for public consultation?	0,00%	0,00%	100%
There is a document available online about rights and duties?	0,00%	0,00%	100%

NEXT YEAR PLANNING

