

eXcellence project

2005-2006
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The Objective

The project goal is to set a standard for Quality in e-learning.

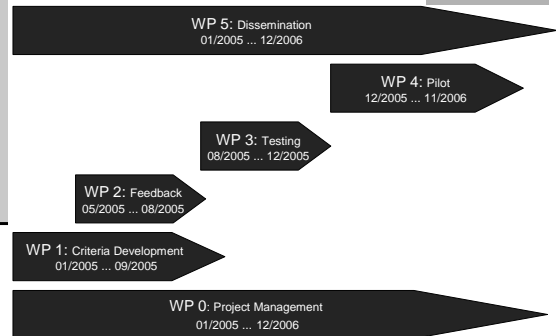
The main objective of the project is to contribute to the Bologna process by creating standards of excellence in e-learning as:

- Assessment tool (programme and institutional level)
- Improvement tool (internal quality care system)
- Tool for accreditation for excellence

Bologna support

- Improving e-learning ultimately supports the Bologna objectives:
 - create better access to European higher education at all levels and in all domains both in mainstream continuing education,
 - ensure cooperation between universities, and
 - raise the competitiveness of European universities
- All this in line with the process of creating a European Area of Higher Education by the European universities.

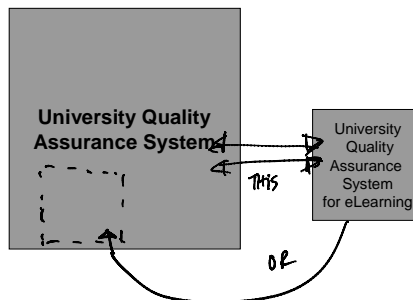
Scheduling



Results to be produced

- Assessment tool (programme and institutional level)
- Improvement tool (internal quality care system)
- Tool for accreditation for excellence

Improvement or totally new



What is quality?

- Quality, simplistically, means that a product should meet its specification
- This is problematical for eLearning
 - Tension between customer quality requirements and developer quality requirements (maintainability, reusability, etc.)
 - Some quality requirements are difficult to specify in an unambiguous way
 - Design specifications are usually not used and if used then incomplete and often inconsistent

Quality management activities

- **Quality assurance**
 - Establish organisational procedures and standards for quality
- **Quality planning**
 - Select applicable procedures and standards for a particular project and modify these as required
- **Quality control**
 - Ensure that procedures and standards are followed by the people and teams

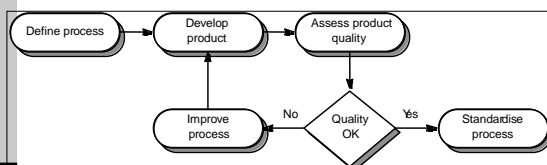
Quality assurance and standards

- Standards are the key to effective quality management
- They may be international, national, organizational or project standards
- Product standards define characteristics that all components should exhibit e.g. a common programming style
- Process standards define how the processes should be enacted

Process and product quality

- The quality of a developed product is influenced by the quality of the production process.
- This is important in eLearning as some product quality attributes are hard to assess.
- However, there is a very complex and poorly understood relationship between the processes and product quality.

Process based quality



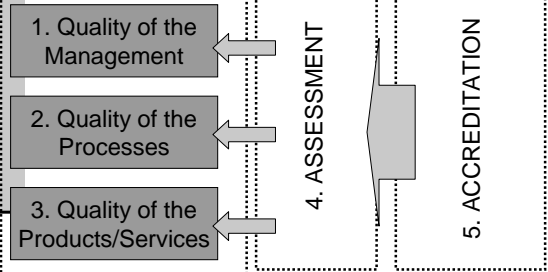
Importance of standards

- Encapsulation of best practice- avoids repetition of past mistakes
- Framework for quality assurance process - it involves checking standard compliance
- Provide continuity - new staff can understand the organisation by understand the standards applied

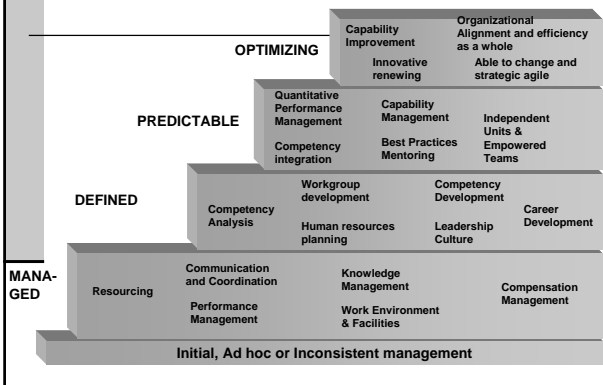
Levels

- Institutional level
- Program level
- Course level
- Object level

Quality Manual Structure for eLearning



Management Processes



eLearning actor roles (1/4)

- Rector / Director
- Project Manager
- University Developer
- Consultant/Advisor
- Research and Design Coordinator
- Content/Subject Matter Expert
- Instructional Designer
- Interface Designer
- Copyright Coordinator

eLearning actor roles (2/4)

- Evaluation Specialist
- Production Coordinator
- Course Integrator
- Programmer
- Editor
- Graphic Artist
- Multimedia Developer
- Learning Objects Specialist
- Quality Manager
- Quality Assurance

eLearning actor roles (3/4)

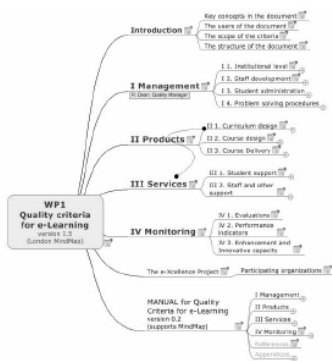
- Pilot Subjects/Testers
- Teacher / Delivery Coordinator
- Systems Administrator
- Server / Database Programmer
- eLearning Course Coordinator
- Instructor / Teacher (*)
- Instructor Assistant
- Tutor
- Discussion Facilitator / Moderator

eLearning actor roles (4/4)

- Customer Services
- Technical Support Specialist
- Information /Library Services
- Counseling Services
- Administrative Services
- Registration Service
- Marketing
- Student

Quality Assurance for Digitisation

- QA Procedures For The Design Of CAD Data Models
- Documenting Digitisation Workflow
- QA for GIS Interoperability
- Choosing A Suitable Digital Rights Solution
- Recording Digital Sound
- Handling International Text
- Choosing A Suitable Digital Video Format
- Implementing Quality Assurance For Digitisation
- Choosing An Appropriate Raster Image Format
- Choosing A Vector Graphics Format For The Internet
- Transcribing Documents
- Digitising Data For Preservation
- Audio For Low-Bandwidth Environments
- Producing And Improving The Quality Of Digitised Images
- Implementing and Improving Structural Markup
- Techniques To Assist The Location And Retrieval Of Local Images
- QA Techniques For The Storage Of Image Metadata
- Improving the Quality of Digitised Images
- Digitisation Of Still Images Using A Flatbed Scanner
- Choosing a suitable Digital Watermark



Kysymyksiä – lisätietoa?

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