E-xcellence Next: Local seminars

Open Universiteit

www.ou.nl

E-xcellence Next: Local seminars

Overview, Evaluation & Lessons learned

Paphos, 26 September 2012

Jo Boon, Leo Wagemans

CELSTEC, Open University in the Netherlands

Centre for Learning Sciences and Technologies
celstec.org

Contents

- Overview Local seminars
- Evaluation of local seminars by local teams
- Lessons learned

CELSTEC
celstec.org

Russia: Moscow, 6-7 June 2011

- University: MESI
- E-xcellence team: Jo Boon; Leo Wagemans
- Local coordinator: Irina Smirnova
- Programs:
  Institute of Management: Management (Bachelor program; Master program)
  Institute of Computer Technologies: Applied informatics (Bachelor program; Master program)
  Institute of Law and Humanities: Linguistics (Bachelor program)
  Institute of Economics and Finance: Economics (Bachelor program)
- VLE:
  Virtual Campus. The Virtual Campus is designed with the technology of Sharepoint
- National QA Agency:
  National Center of Public Accreditation (NCPA)

Lithuania: Kaunas, 26-27 October 2011

- University: Kaunas University of Technology
- E-xcellence team: Pekka Kess; Karen Kear
- Local coordinator: Vilma Rūta Mušankovienė
- Program:
  Master's degree (MSc.) in Information Technologies of Distance Education
- VLE:
  Moodle and LearningSpace
- National QA Agency:
  Centre for Quality Assessment in Higher Education (CQAHE)

CELSTEC
celstec.org

Poland: Krakow, 14-15 December 2011

- University: Akademia Górniczo-Hutnicza (AGH) University of Science and Technology
- E-xcellence team: Jo Boon; Leo Wagemans
- Local coordinator: Karolina Grodecka
- Program:
No specific program; Roadmap evaluation is done on the basis of the university by Centre of e-Learning and Faculty of Management
- VLE:
Moodle LMS
OpenMeetings (videoconferencing)
Mahara (e-portfolio
Redmine (project management)
- National QA Agency:
Quality Assurance Agency for Technical Universities

CELSTEC
celstec.org

Cyprus: Nicosia, 6-7 March 2012

- University: Open University of Cyprus
- E-xcellence team: Karen Lear; George Ubachs; Andre Vyt
- Local coordinator: Erato-Ioanna Sarri
- Program:
  MA in Educational Studies
  BA in Studies in Hellenic Culture
  OUC General
- VLE:
  Eclass with a useful suite of tools: Moodle; Elluminate; video; anti-plagiarism software
- National QA Agency:
  Not mentioned in the Report

CELSTEC
celstec.org

Latvia: Riga, 19-20 March 2012

- University: Riga Technical University
- E-xcellence team: Jon Rosewell; Pekka Kess
- Local coordinator: Ilmars Slaidins
- Program:
  Professional Master Program 'Innovations and Entrepreneurship'
- VLE:
  Moodle
- National QA Agency:
  Higher Education Quality Evaluation Centre (HEQEC)

CELSTEC
celstec.org

Portugal: Lisbon, 26-27 April 2012

- University: Universidade Aberta (UAb)
- E-xcellence team: Jo Boon; Leo Wagemans
- Local coordinator: João Caetano
- Program:
  Master on E-Learning Pedagogy (MPEL)
  Master on Administration and Educational Management (MAGE)
- VLE:
  Moodle with variety of tools to both students and tutors
  Makara (Digital Portfolio)
  Wiki for sharing information
- National QA Agency:
  Portuguese National Accreditation Agency

CELSTEC
celstec.org

Greece: Patras, 16-17 May 2012

- University: Hellenic Open University

- E-xcellence team: Jon Rosewell; Keith Williams

- Local coordinator: Christos Katsanos

- Program:
  Masters in Business Administration

- VLE:
  Moodle

- National QA Agency:
  Hellenic Quality Assurance Agency (HQAA)

CELSTEC
celstec.org

Evaluation of the E-xcellence project

- Feedback on the seminars and the results achieved
- Small survey (14 questions) sent on 2th of August 2012
- Reflections also necessary for the Commission
- 9 reactions

CELSTEC
celstec.org

Satisfaction of local partners (n=9)

	++	+	-	--
Overall, how satisfied were you with the local seminar?	7	2		
How satisfied were you with the communication and information provided before the local seminar?	8	1		
How satisfied were you with the materials provided?	5	4		
How satisfied were you with the organization of the local seminar?	6	3		

CELSTEC
celstec.org

What is your opinion about the length of the local seminar?

- Too long   0
- Just right   7
- Too short   2

CELSTEC
celstec.org

What aspects did you like the <u>most</u> about the seminar?

- Open discussion, sharing views and experiences
- Opportunity to exchange experiences between local team and experts from other countries
- Sharing experience, revealing strengths and weaknesses, adjusting an improvement plan
- E-xcellence tool is extremely useful for quality improvement
- Commitment of participants: managers, teachers, students, representative of National accreditation agency
- Discussions that are relevant for future development
- It was an opportunity to revise our master degree program
- The process of completing the Quick Scan

CELSTEC
celstec.org

What aspects did you like the <u>least</u> about the seminar?

- Lack of time to go deeply into all 33 benchmarks
- That the seminar was limited to only a small number of programs, not reaching enough people
- We expected to involve more teachers and more students
- Completing the Quick Scan focused on a specific program
- Recommendations might have been more detailed

CELSTEC
celstec.org

Do you think that the workshop objectives have been met?

- Yes   8
- Mostly yes   1
- No   0

CELSTEC
celstec.org

Has the project had any impact in your organisation so far?

- Discussion on some important issues was initiated, involving stakeholders not involved before
- We have identified issues for further e-learning development
- The participation in the project has already led to adjustments of the QA system of the university
- It has opened a dialogue between different stakeholders
- We are working on improvement along the road map
- Definitely, QA became more important
- Since the project teachers see how to improve their courses
- Too early for an official impact, but it enhances fruitful discussions
- E-xcellence framework is very useful in the process of designing an own QA system
- Not yet, some changes require decision making at the central level

CELSTEC
celstec.org

In the light of what you have experienced and learned from the project so far, will you/your organisation contribute to further dissemination and sustainability of the project?

- Yes 9
- No   0

CELSTEC
celstec.org

Will you use the E-xcellence benchmarks in future assessments?

- Yes 7
- No 1
- It is not our decision, we will propose and promote the use to the National Accreditation Agency

CELSTEC
celstec.org

Please provide examples of such actions that you aim to undertake

- Dissemination to other programs and partners
- Improve existing quality tools and processes
- Implement better integration of online services
- Extend and improve communication using e-classroom tools
- Course development must be supported in a centralised way
- Workload of the staff is on the agenda
- More training of tutors
- Involvement of students in the assessment of their papers
- Encouragement of study groups and group projects

CELSTEC
celstec.org

What role could QA agencies play in relation to QA in e-learning?

- Create an independent assessment of distance learning programmes
- They should regard e-learning as an indispensable element of modern education
- They should prepare recommendation in QA and e-learning
- Provide a more detailed implementation plan
- They should both play a constructive and an accreditive role in the development of a methodology to assess quality in e-learning
- Organise workshops on QA benchmarks

CELSTEC
celstec.org

Further recommendations and suggestions

- Make the Quick Scan more apt to the level of programs or courses
- Assure sustainability of the project
- Instruct national assessors
- Strengthening and commitments of the projects' main representatives in order to build relationships with National and European authorities

CELSTEC
celstec.org

What have we learned? (1)

- Despite a clear planning, all Local seminars are different
- A positive experience: impressed by the work that was done in preparing the Quick Scan and the way the results were presented by the different participants
- The results of the Quick Scan show a lot of positive points and also an honest indication of weak points in e-learning
- It is important that self-evaluation includes consultation among a wide group of stakeholders, including teachers, students and education managers. Different people will have different views, so open discussion is a key part of the self-evaluation process.
- The systematic structure of the E-xcellence tool is a strong point
- Amount of work is mostly underestimated

What have we learned? (2)

- Wide range of the use of the benchmarks during the Local seminar: from a discussion about all the benchmarks where improvement was needed to a sample of three or four benchmarks
- A moment of reflection facilitated by external reviewers
- It is not an assessment, therefore more trust
- On-site vs At-a-distance requires different planning and preparation: agenda, chairing, technique
- Several Local seminars showed that the workload of the staff and the students in e-learning is very high
- The adoption of the framework by the National Agencies and their role stays unclear: on the one hand they seem to approve the initiatives, on the other hand they have their reservations
- For the review teams it was a pleasant atmosphere and useful experiences

CELSTEC
celstec.org

Thank you for your attention