

Swiss Centre
for Innovations in Learning



University of St.Gallen

Workshop ICNEE Lucerne
„eLearning Quality Circle“
May, 28 2003
Dieter Euler / Sabine Seufert



AGENDA: Workshop Part II



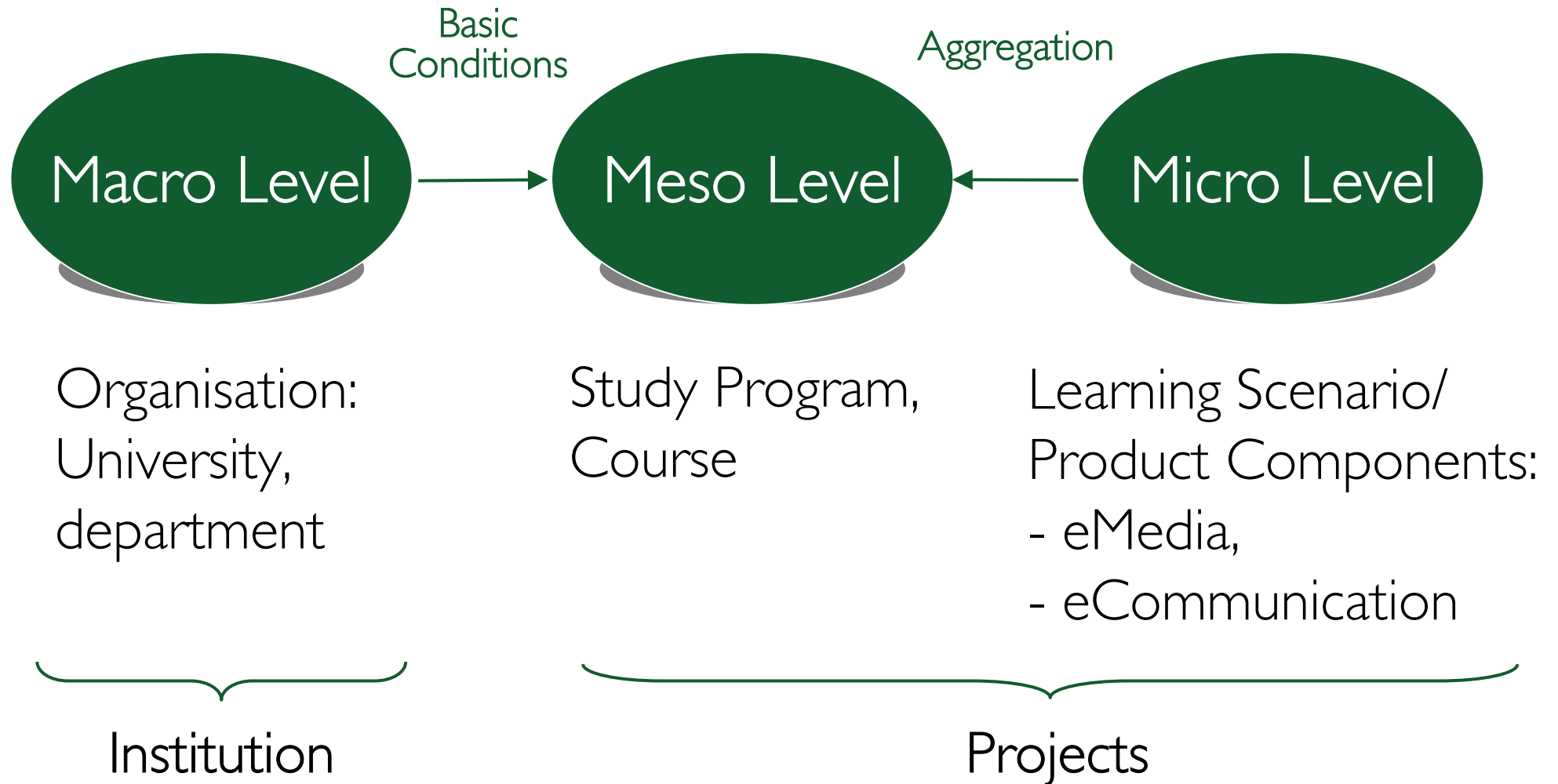
- Intro: Quality Management
- 5 implementation areas:
for institutions and projects
 - Expert Groups and Focus Sessions
 - goal, concept, format
 - feedback on our proposal

Needs Analysis

Goals of Quality Management

- Discourse about quality issues
➡ argumentation is key!
- Establishing (widely-accepted) quality standards
- Quality improvement of teaching and learning at universities
- Continuous development of quality improvement (as a dynamic process)

Quality Objects



AGENDA

- Intro: Quality Management
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Needs Analysis

Implementing eLearning ...

*Infrastructure, implementation,
quality management etc.*

Organisation

Technology

*Stable and
adequate functionality*

Learning & Teaching

- *Media development*
- *New Learning Environments*

Culture

*Change-philosophy,
new learning and
teaching culture*

Strategy and Management

*Efficient and
effective use of resources*

Implementation Fields

① Pedagogy, Didactics

Ultimate Goal:

Sustainable Learning outcome:

- content-related learning objectives
- beyond: self-organised learning objectives

Implementation Fields

① Pedagogy, Didactics

Examples for quality factors:

- Rationale of didactic added value
- Integration into the curriculum
- Integration into the testing system
- Developing competencies of lecturers and teaching staff
- Scalability of learning environments, modularization of learning content

Implementation Fields

② Strategy, Management

Ultimate Goal:

Efficient and effective use of resources
(financial resources, human resources, etc.)

Implementation Fields

② Strategy, Management

Examples for quality factors:

- Rationale of strategic added value
- Sustainable co-operation models and functioning “business models”
- Allocation of resources for basic infrastructure
- Strategy-oriented assignment of resources

Implementation Fields

③ Organisation

Ultimate Goal:

Flexibility / Ability to adapt and efficiencies
in structures and processes

Implementation Fields

③ Organisation

Examples for quality factors:

- Planning and putting the eLearning implementing strategy into action
- Providing necessary infrastructure:
 - didactic, technical support, media production,
 - project coaching, knowledge management, etc.
- Proactive communication
- Quality management
- Defining transparent processes

Implementation Fields

④ Technology

Ultimate Goal:

Stable and problem-adequate functionality
of eLearning technologies

Implementation Fields

④ Technology

Examples for quality factors:

- Stable eLearning technologies
- Easiness of use, Usability (no problems in using, actively motivating environment)
- Standardisation:
 - integrative platforms (not an uncontrolled growth),
 - easiness of maintenance,
 - use of meta-data for the reuse of eLearning-modules

Implementation Fields

⑤ Culture

Ultimate Goal:

Readiness / willingness for innovation and change, self-organisation

Implementation Fields

⑤ Culture

Examples for quality factors:

- Developing and disseminating a “change philosophy”
- Nurturing the targeted culture in learning and teaching
- Encouraging acceptance and openness towards innovation (and eLearning)
- Developing incentive systems and options for recognition, leadership commitment

AGENDA

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Needs Analysis

Expert Groups: Idea

- Linking-up experts, networking of people with same interests, facing same “challenges”,
- Offer platforms for discourse and knowledge creation and dissemination (lessons learned, best practice examples),
- Clear structure and focus on concrete topics (focus session) with agreed outcomes, facilitated by SCIL

Expert Groups: Format

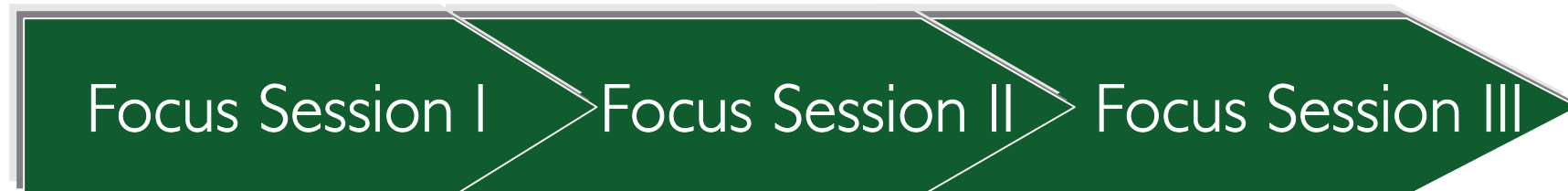
Experts at Swiss Universities

SCIL Facilitator

International Expert



E-group, e.g. Didactic Concepts

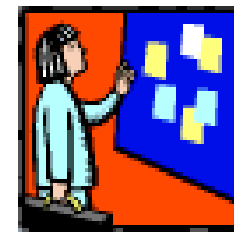


Concrete Outcomes - E-group Reports
(e.g. guidelines, accepted quality criteria)

Expert Groups: Proposals

- Organizational Development,
Change Management:
Facilitator: Ingrid Schönwald
- Didactic Concepts:
Facilitator: Jasmina Hasanbegovic
- Technology, Media Design:
Facilitators:
Martin Brügger, Dr. Raimond Reichert

Your Feedback is asked!



Content

- Which e-group and focus session do you prioritise? *Please vote with your points!*
- Please add your comments, suggestions to the proposed ideas - *Please take the cards!*
- Do you have further ideas for an e-group/ focus session? *Please attach your note on the additional flip chart!*

Format

- Any comments about the idea of e-groups and focus sessions (general idea, format)? *Please attach your note on the additional flip chart!*