



e-Quality Project

110231-CP-1-2003-FR-MINERVA-M



**Szczecin University of
Technology**

Final Seminar report

WP5 – D7

TUNIV Team

In collaboration with
Bernard Dumont

29/09/2006

Version reviewed and validated by all partners

This project was carried out with the support of the European Community within the Action MINERVA of the Programme SOCRATES. The contents of this project do not necessarily reflect the position of the European Community or the National Agencies, nor does it involve any responsibility for their part.

This work is protected by copyright law as an unpublished work and cannot be used, reproduced or disseminated in any way without the previous consent of the authors. © 2003-2006 E-Quality



TABLE OF CONTENTS

INTRODUCTION.....	3
Scientific committee.....	3
Seminar setting.....	4
Context and objectives	4
Seminar programme	4
Impact of the seminar	5
PLENARY SESSIONS	6
Quality in Higher Education in Poland	6
Fostering quality in European ODL and e-learning.....	6
Educational Modelling Languages & Quality.....	6
E-quality project results	7
WORKSHOPS	8
Workshop 1 : Multicultural aspects of Quality in ODL in European countries.....	8
Workshop 2 : How to model Quality for e-learning, links with standards	9
Workshop 3 : How to adapt ENQA guidelines to ODL contexts	10
Workshop 4 : Training for Quality in ODL	11
Workshop 5 : The Quality to support students.....	12
Workshop 6 : Quality to produce training material.....	13
CONCLUSION	14
APPENDIX 1: LIST OF CONTACTED PERSONS AND BODIES.....	15
APPENDIX 2: LIST OF PARTICIPANTS	17
APPENDIX 3: FLYER.....	19
APPENDIX 4: EVALUATION OF THE FINAL SEMINAR, BY ATIT.....	24



Introduction

This document is the report on the final seminar of the e-Quality project.

As indicated in the official proposal, a final seminar was to be organised to disseminate the projects' approach and results and more generally to address Quality in ODL.

It was also decided to set it in Poland, in order to attract a large amount of professionals from eastern Europe, and to invite some key speakers from the international normalisation bodies.

Partners contacted key persons in their countries and international bodies involved in quality in ODL in Higher Education were invited to participate and asked to communicate on the event. A list of contacted persons and bodies is given in Appendix 1.

A flyer was designed and made available on paper (1,500 copies) and on a PDF format for e-mail distribution. The copy of this flyer is given in Appendix 3. Each partner received a certain amount of paper flyers to be distributed, especially during national or international events, as EDEN Conference in Vienna in June 2006.

The representatives of the national agencies for quality assurance in Higher Education from most of the Eastern and Central European countries were invited to participate but, unfortunately, the same days of the Final seminar was organised the General Assembly of the ENQA (European Association for Quality Assurance in Higher Education) and so they could not come to Szczecin.

Scientific committee

Chair:

M. Joab University of Montpellier 2, France

Committee:

O. Auzende University of Paris 2, France
M. Commandré University of Montpellier 3, France
B. Crettenand University of Applied Sciences Valais, Switzerland
B. Dumont Consultant, France
N. Dunand University of Lausanne, Switzerland
E. Fernandes University of Lausanne, Switzerland
M. Grandbastien University of Montpellier 3, France
J. Holma University of Tampere, Finland
S. Junes University of Tampere, Finland
P. Korytkowski Szczecin University of Technology, Poland
A. Montalvo Open University of Catalonia, Spain
P. Rozewski Szczecin University of Technology, Poland
A.-D. Salamin University of Applied Sciences Valais, Switzerland
A. Sangra Open University of Catalonia, Spain
M. Wentland Forte University of Lausanne, Switzerland
O. Zaikine Szczecin University of Technology, Poland



Seminar setting

The seminar was held in Szczecin, Poland, September 21-22, 2006. All plenary sessions and workshops were organised in conference rooms of the Novotel Hotel.

About 40 participants came from 8 European countries (Belgium, Finland, France, The Netherlands, Poland, Russia, Spain and Switzerland) and one North-African (Tunisia). They represented broad range of institutions, mostly universities.

The working language of the seminar was English.

Context and objectives

The project consortium organised a seminar on project results and more generally on Quality in ODL in Higher Education, widely open to participants all over Europe and abroad. Poland was chosen in order to attract a large amount of professionals from Central and Eastern Europe.

The seminar mainly focused on discussion and sharing of experience between all participants, including key actors from the international ODL networks involved in Quality.

Seminar programme

Day one, September 21st, 2006

Time	Event
9:00 - 9:30	Seminar Opening
9:30 : 10:30	"Quality in Higher Education in Poland" Invited speaker: Prof. Ryszard Getka, Szczecin University of Technology, Poland
10:30 - 11:00	Coffee Break
11:00 - 12:00	"Fostering quality in European ODL and e-learning" Invited speaker : Brian Holmes Head of Unit, Comenius / Grundtvig / Minerva / eLearning / Lingua Education, Audiovisual & Culture Executive Agency
12:00 - 13:15	e-Quality Project Results - part I (details)
13:15 - 14:30	Lunch Break
14:30 - 17:30	Workshops 1, 2, 3

**Day two, September 22nd, 2006**

Time	Event
9:00 - 10:00	"Educational Modelling Languages & Quality" Invited speaker: Dr. Daniel Burgos Educational Technology Expertise Centre, OTEC Open University of the Netherlands
10:00 - 10:30	Coffee Break
10:30 - 12:00	e-Quality Project Results - part II (details)
12:00 - 13:30	Lunch Break
13:30 - 16:30	Workshops 4, 5, 6
16:30 - 17:00	Seminar Conclusion

The preliminary schedule presented above changed when, on the first day of the seminar, the programme committee decided to postpone the workshop no. 3 to the next day.

Impact of the seminar

The main way of dissemination of the final seminar outcomes is the project website (www.e-quality-eu.org). All necessary information, e.g. plenary sessions presentations, workshops programmes etc., can be found on the website. The target of these materials are ODL and ICT professionals and people interested in the problem of quality in distant learning.

Moreover, the project consortium is going to publish a DVD containing video recordings of all invited speakers, plus seminar proceedings, information on project, all public project deliverables and published papers.

The DVD, produced in 1,000 copies, will be distributed by project member institutions to key actors and bodies involved in quality in ODL.



Plenary sessions

Quality in Higher Education in Poland

Invited speaker : Prof. Ryszard Getka,

Institution : Szczecin University of Technology, Poland

Content:

1. Polish institutions responsible for policy development and management of higher education
2. Bologna Process in Poland
3. Levels of study and higher education system in Poland
4. Regulations in Parliamentary Acts
5. State Accreditation Committee
6. Ministry of Science and Higher Education
7. Accreditation of non-university type institutions of higher education
8. Management on the higher education level
9. Rankings of institutions of higher education
10. History and structure of Szczecin University of Technology

Fostering quality in European ODL and e-learning

Invited speaker : Brian Holmes

Institution : Comenius / Grundtvig / Minerva / eLearning / Lingua, Education, Audiovisual & Culture Executive Agency

Content:

1. The executive agency supervised by EC
2. Political context of education and training in EU
3. Quality and the impact of ICT
4. European programmes
5. Future perspectives of ODL and e-learning in EU

Educational Modelling Languages & Quality

Invited speaker : Dr. Daniel Burgos

Institution : Educational Technology Expertise Centre, OTEC, Open University of the Netherlands

Content:

1. Quality and eLearning standardization
2. Quality and IMS Learning Design
3. State of the art on IMS Learning Design



E-quality project results

Programme:

1. Introduction, M. Joab (UM2)
2. A comparative analysis on quality implementation in ODL in 5 European countries: methodology and first general results, B. Dumont
3. Modelling quality in ODL processes, N. Dunand (UNIL), M. Joab (UM2), J. Holma (UTA)
4. Training material: content and organization, S. Junes and J. Holma (UTA)
5. Training sessions: organization and synthetic analysis, P. Rozewski (TUNIV)
6. Assessment : methods and results, A.-D. Salamin (HEVs)
7. Dissemination, N. Dunand (UNIL)
8. Conclusion, M. Joab (UM2)



Workshops

Workshop 1 : Multicultural aspects of Quality in ODL in European countries

Abstract:

Based on the results of the e-Quality project, participants will be invited to discuss them and to present the situation of their country. The group will spread out the existing tables on blocking factors and positive supports for quality implementation in Higher Education ODL.

Objectives:

- to discuss and update the existing results on the 5 countries
- to complete these results with data from other countries

Programme:

1. Introduction : Comparative study about helping and blocking factors in the 5 participating countries (Bernard Dumont, Consultant, France)
2. ODL Quality in Russian Federation, Delphi II input (Prof. Marina Nezhurina, Distance Learning Centre, Moscow Technical University, Russia)
3. The situation of Quality implementation in Higher Education in France (Bernard Dumont, Consultant, France)

References:

- Organisational and cultural similarities and differences in implementing quality in e-learning in Europe's higher education, Bernard Dumont and Albert Sangrá in Handbook in Quality and Standardisation in E-learning, Ulf-Daniel Ehlers and Jan Martin Pawlowski, Ed., Springer, 2006, pp. 331-346



Workshop 2 : How to model Quality for e-learning, links with standards

Abstract:

Quality is becoming an actual issue in the e-learning field. The workshop will focus on modelling quality in different processes. The discuss will focus on the main e-learning standards (LOM, SCORM, IMS Learning design) in order to show where quality concepts could be made explicit while expressing scenario and metadata.

Objectives:

To highlight how quality implementation and e-learning standards could be integrated in an effective way.

Programme:

1. Introduction : the focus of the workshop (Pr. Michelle Joab, Montpellier II University, France)
2. A synthetic presentation of the main e-learning standards. The tools to measure compliance with these standards (Nicolas Dunand, UNIL, Lausanne, Switzerland)
3. Course description metadata (CDM): A relevant standard for technology- supported learning (M. Pezeril, Pôle universitaire de Montpellier, France)
4. The IMS Learning Design specification (Pr. Odette Auzende, Paris 2 University, France)
5. How to model quality in e-learning processes? What is being modelled? How to translate UML models into IMS Learning Design? (Pr. Michelle Joab, Montpellier II University, France)
6. Discussion

Keywords:

IMS Learning Design, SCORM, LOM, EML

References:

- IMS Learning Design best practice and implementation guide



Workshop 3 : How to adapt ENQA guidelines to ODL contexts

Abstract:

Across Europe , many quality initiatives are running because of incoming change of the learning paradigm (distance learning, ODL) and of the new face of the educational process (Bologna Process). The European Association for Quality Assurance in Higher Education (ENQA) is an European institution, which combines different activities and produces a coherent set of guidelines adapted to the European environment. This workshop is designed to present ENQA guidelines in ODL contexts represented by the European Higher Education Area (EHEA).

Objectives:

- to improve knowledge about ENQA initiatives and present some real applications of ENQA guidelines
- to relate ENQA guidelines to national initiatives (France, Finland, Spain, Poland, Switzerland)
- to relate ENQA guidelines to EHEA
- to present ENQA guidelines application in partners' countries
- to discuss ODL contexts in ENQA guidelines

Programme:

1. European Association for Quality Assurance in Higher Education (ENQA) introduction (Dr. Przemyslaw Rózewski, Katarzyna Sikora, Szczecin University of Technology, Poland)
2. Typical ODL organization (Dr. Emma Kushtina, Szczecin University of Technology, Poland)
3. Example (Dr. Przemyslaw Rózewski, Katarzyna Sikora, Szczecin University of Technology, Poland)
4. Crucial conditions for effective e-learning (David Masoumi, Goteborg University, Sweden)
5. Discussion

References:

- European Association for Quality Assurance in Higher Education, <http://www.enqa.eu/>
- E-Quality materials
- Kushtina E., Rózewski P. (2004), Analiza systemowe idei otwartego nauczania zdalnego, W: Straszaka A., Owsinskiego J., (Red.), Badania operacyjne i systemowe 2004: Na drodze do społeczeństwa wiedzy, Wyd. EXIT, Warszawa, 2004, pp. 231-245 (in Polish)
- Kushtina E., Zaikine O., Rózewski P., Tadeusiewicz R.(2006),Competency framework in Open and Distance Learning, In: proceedings of the 12th Conference of European University Information Systems EUNIS'06, Tartu, Estonia, June 28-30, (Accepted - In press)



Workshop 4 : Training for Quality in ODL

Abstract:

The workshop invites the participants to discuss the issues of different roles and activities of actors involved in ODL. The focus is in the training of staffs of higher education institutions into the quality process.

Objectives:

To discuss the generation of quality through different activities and how quality can be assured and evaluated with the usage of quality criteria and their indicators. The results produced in the e-Quality project are evaluated and examined by comparison with the experiences and perspectives of participants.

Programme:

1. Introduction: student-centered approach on quality in ODL (Suvi Junes, UTA, Finland)
2. Processes, roles, activities in making quality for ODL (Juha Holma, UTA, Finland)
3. Generating quality with quality tools: planning quality criteria and indicators for practical work (Juha Holma, UTA, Finland)
4. The multiple uses of quality criteria (Suvi Junes, UTA, Finland)
5. Discussion

References:

- e-Quality project training material



Workshop 5 : The Quality to support students

Abstract:

"Student support" is probably the most perceived and assessed sub-process in quality terms by students. While face to face teachers have the change of controlling any deviation from the expected plans, online education must be provided with quality mechanisms in order to be aware and react in the more excellent way.

Starting within the generated documentation in the frame of the E-Quality Project, the idea of the workshop is to discuss this topic achieving a further level of development due to the contributions and reflections of the participants.

Objectives:

- to analyze quality indicators and criteria referred to the student support
- to discuss the different roles and activities involved in this sub-process from a administrative, technological and pedagogical point of view
- to analyze the student life cycle with the expected actions to be undertaken for his/her satisfaction and learning

Organization:

1. Quality to support students (Adolfo Montalvo, UOC, Spain)
2. Exploratory study of satisfaction and perceived quality applied to e-learning (Grâce-Blanche Nganmini, Nancy 2 University , France)
3. Quality and accessibility for students: register, study and succeed (Claire Ghersi, Université Ouverte Montpellier Languedoc-Roussillon)
4. Discussion

References:

Checking specific documents from the e-Quality project training material



Workshop 6 : Quality to produce training material

Abstract:

This workshop is designed to present quality approach to produce training materials for variety of education activities.

Objectives:

Distance learning and traditional learning require different approach to produce training materials. One of many reasons is specific learning environment and teacher responsibilities. The quality aspect is differing between distance learning and traditional learning as well. For the workshop the simulation example will be analyzed.

Detailed objectives:

- to discuss the difference between various learning activities
- to address main quality factors
- to discuss ISO 19796 standards
- to develop common methodology to achieve sufficient level of quality in training material design process

Organization:

1. Presentations of case studies related to quality approach to produce training materials for distance learning asynchronous activity and virtual laboratory (Bartłomiej Malachowski, Szczecin University of Technology, Poland)
2. ODL, classical teaching: How can we assess digital resources? (Jean-Marc Dubois, Université Victor Segalen Bordeaux 2, France)
3. General discussion based on the presentations (Dr. Przemyslaw Korytkowski, Szczecin University of Technology, Poland)
4. Synthesis of the results (Pr. Oleg Zaikine, Szczecin University of Technology, Poland)
5. Discussion

References:

- Kushtina E. (2006), Koncepcja otwartego systemu informacyjnego nauczania zdalnego, Wyd. Politechniki Szczecińskiej, Szczecin (book – in polish)
- Zaikine O., Kushtina E., Rózewski P. (2006), Model and algorithm of the conceptual scheme formation for knowledge domain in distance learning, European Journal of Operational Research, (Accepted - In press)
- Odette Auzende, Bernard Dumont, Michelle Joab, Przemyslaw Rozewski, Anne-Dominique Salamin (2006), Quality in the new learning space: ongoing process of teacher and staff training, In: proceedings of the 15th Conference of EDEN 2006, E-Competences for Life, Employment and Innovation, Vienna, Austria, 14-17 June



Conclusion

The Final Seminar gathered around 40 people who took this opportunity to be aware of the main results of the e-Quality project and also to share experience and vision on the implementation of Quality in ODL in Higher Education.

Thanks to the project website and the DVD that is going to be delivered in 1,000 copies, the impact of the seminar will be broadly increased to the scientific and the professional communities in this field.

In particular the DVD will be sent to the ENQA representatives in Eastern and Central European countries – who were not able to participate in the seminar because of their general assembly – and that should lead to future collaborations.

The discussion between Brian Holmes and the participants raised the interest for a continuation of this kind of international work, based on the cultural and organisational context. Indeed, norms and standards become to participate in the development of the European Higher Education, within the framework of the Bologna Process and the ENQA guidelines recognition by the Ministries of Education.

ODL, as a modality of learning and teaching, is directly impacted by this emerging phenomenon. The result of the e-Quality project, as shown during the final seminar, proves that most of the academic and professional staff in Higher Education is not ready for quality implementation. They need a strong support from their institution, including information, training, methods and tools to design, produce and deliver ODL embedding a quality step. The outputs of the final seminar, available from the project website and from the DVD can contribute to such support.



Appendix 1: List of contacted persons and bodies

Bodies

- International:

European Portal e-learning info - <http://www.elearningeuropa.info/>

EFQUEL Network

KALEIDOSCOPE Network

IFIP (International Federation for Information Processing) – WG 3.1

- In France:

Groupe TEMATICE - <http://www.tematice.fr/>

ATIEF (Association des Technologies de l'Information pour l'Education et la Formation)
<http://www.inrp.fr/atief/>

GDR I3 (Information - Interaction – Intelligence), CNRS

- In Switzerland:

An invitation for the final seminar was published on the 32 training web-sites of the HEVs, opened to 3,000 professors and 1,000 academic staff.

People

Name	Institution	Country
Abault Laurent	CNAM Languedoc-Roussillon	France
Albero Brigitte	Université Rennes II	France
Chantrel Dominique	UNESCO	Switzerland
Charlier Bernadette	Université de Fribourg	Switzerland
Charnet Chantal	Université Montpellier III	France
Cornu Bernard	CNED	France
Curvale Bruno	Comité National d'Evaluation, Paris	France
Ducreau Florence	Videoscop, Université Nancy II	France
Dzelme Juris	Higher Education Quality Evaluation Centre, Riga	Latvia
Dziubinska Marta	Polish Virtual University	Poland
Ehlers Ulf	University of Duisburg-Essen	Germany
Guir Roger	Association ARDEMI	France
Isidori Philippe	DCAV, Université Bordeaux 2	France
Jacquemin	IUT Nîmes	France
Jacquin Jean-Louis	Université Montpellier I	France
Joffre Philippe	Foragora	France



Lecerf Christophe	EMA	France
Lechapt	ENSAM, INRA	France
Monino Jean-Louis	Université Montpellier I	France
Navrat Pavol	Accreditation Commission, Bratislava	Slovakia
Pasquier Florent	IUFM, Paris	France
Pawlowski Jan M.	University of Duisburg-Essen	Germany
Perrey Philippe	Ministère de l'Éducation	France
Pouliquen Isabelle	Université Cézanne	France
Prigent Annick	CNAM, Paris	France
Rose David	TELCERT Project	U.K.
Rypson Piotr	WiedzaNet, Warszawa	Poland
Sojka Milan	Accreditation Commission of the Government of the Czech Republic/Ministry of Education, Youth and Sports, Prague	Czech Republic
Szanto Tibor	HAC - Hungarian Accreditation Committee, Budapest	Hungaria
Taugeron Martine	Université Aix-Marseille	France
Thibault Façoise	Maison des Sciences de l'Homme	France
Vatar Loïc	Palmis Production	France
Wallet Jacques	Université de Rouen	France
Zucker Jean-Daniel	Université Paris 13	France



Appendix 2: List of participants

	Name	Institution	Country
1	Auzende Odette	Université Paris 2	France
2	Ben Amar Mohamed	Faculté de Médecine, Sfax	Tunisia
3	Ciszczyk Magdalena	Szczecin University of Technology	Poland
4	Crettenand Bernard	HEVS	Switzerland
5	Daniel Burgos	Educational Technology Expertise Centre, OTEC Open University of the Netherlands	The Netherlands
6	Dubois Jean-Marc	Département Communication, Audiovisuel, Multimédia Université Victor Segalen Bordeaux 2	France
7	Dumont Bernard		France
8	Dunand Nicolas	UNIL	Switzerland
9	Erkkila Ville	University of Tampere	Finland
10	Fernandes Emmanuel	UNIL	Switzerland
11	Getka Ryszard	Szczecin University of Technology	Poland
12	Gherzi Claire	UO-MLR	France
13	Holma Juha	UTA	Finland
14	Holmes Brian	Education, Audiovisual & Culture Executive Agency	Belgium
15	Joab Michelle	Université Montpellier 2	France
16	Junes Suvi	UTA	Finland
17	Korytkowski Przemysław	Szczecin University of Technology	Poland
18	Kushtina Emma	Szczecin University of Technology	Poland
19	Malachowski Bartek	Szczecin University of Technology	Poland
20	Masłowski Michał	Szczecin University of Technology	Poland
21	Montalvo Adolfo	UOC	Spain
22	Nezhurina Marina	Distance Learning Centre, Moscow State Institute of Electronics and Mathematics	Russia
23	Nganmini Grace Blanche	Université Nancy 2	France
24	Niedbała Magdalena	SPNT	Poland
25	Niemcewicz Joanna	Szczecin University of Technology	Poland
26	Olejnik Agnieszka	Szczecin University of Technology	Poland
27	Pezeril-Toullec Maggy	Pôle Universitaire Européen de Montpellier – Languedoc-Roussillon	France
28	Rozewski Przemyslaw	Szczecin University of Technology	Poland
29	Rychlik Katarzyna	University of Szczecin	Poland
30	Salamin Anne-Dominique	HEVS	Switzerland
31	Sikora Katarzyna	Szczecin University of Technology	Poland
32	Soetkin Verstegen	ATiT	Belgium



33	Suslow Walery	Technical University of Koszalin	Poland
34	Świerzko Małgorzata	Szczecin University of Technology	Poland
35	Urbaniec Jacek	Jagiellonian University	Poland
36	Zaikin Oleg	Szczecin University of Technology	Poland
37	Zajac Maria	Warsaw School of Economics	Poland



Appendix 3: Flyer



Experience-based Quality in European ODL E-QUALITY

The e-Quality project consortium is organising a seminar on project results and more generally on Quality in Open and Distance Learning (ODL) in Higher Education. The seminar is widely open to participants from all over Europe and abroad.

e-Quality seminar

Novotel hotel, Szczecin, Poland, 21-22 September 2006.



The e-Quality project is partly funded by the European Commission,
under the Socrates/Minerva Programme

110231-CP-1-2003-1-MINERVA-M – 2003-2006

www.e-quality-eu.org
info@e-quality-eu.org


Education and Culture
Socrates



The e-Quality project

Quality assessment is becoming an increasingly strategic issue for ODL service providers and users. As the market for ODL services is opening up in Europe, their number in the field is greater than ever. However, end users presently don't have any way of assessing their quality.

The e-Quality project is fully in line with the Bologna Process, in particular with the ENQA Guidelines adopted in 2005 during the Bergen Conference of the European Ministers in charge of Higher Education.

The implementation of the ECTS system will facilitate a new type of student and student mobility: students will be able to pick up courses and training programmes here and there according to their specific objectives. Furthermore, the opportunity to attend courses in a different linguistic environment without the cost of "physical mobility" will also attract students.

In this context, it is extremely important that European universities can enter the "competitive education market" through a "quality approach" and guarantee that their ODL services are conform to an explicit quality standard. University administrators would then be able to rely confidently on ODL services proposed by other universities, in order to validate their student's distance learning courses.

The e-Quality project specifically aims to analyze and facilitate the implementation of quality in European Open and Distance Learning for Higher Education. The specificities of quality implementation depend on the countries cultural context; the analysis is student-centered and describes the student lifecycle, in particular two of its subprocesses: the learning material design and production, and the student support.

Seminar organization

The seminar will consist of three plenary sessions, a set of workshops, and a poster session.

The plenary sessions will focus on:

- Quality in higher education in Poland
- Quality in Minerva Action and e-Learning Initiative
- Quality approach and educational modelling languages

The workshop topics will be:

- Multicultural aspects of Quality in ODL in European countries
- How to model Quality for e-Learning; Links with Standards
- How to adapt ENQA Guidelines to ODL Contexts
- How to train teachers and staff in Quality in Higher Education
- How to support students according to Quality Criteria
- How to produce training materials according to Quality standards

Call for participation

The organizational committee is wishing to give willing e-Learning professionals the opportunity to present some relevant work of their own, in the field of implementing quality in ODL.

Participants are invited to propose abstracts (max. 3 A4 pages) and posters (min. A2 size) via the project website; posters topics should correspond to the seminar general theme, whereas abstracts are expected to fit within workshop topics. Accepted papers will be presented during the workshops, and will be published in the e-Quality project website.

The seminar working language is English.

Important dates

Deadline for abstract / poster submission	2006.06.30
Notification of acceptance	2006.07.15
Deadline for registration to the seminar	2006.09.15

Location

The seminar will be held at the Novotel hotel in Szczecin, Poland.

Travel and accommodation information is available on:

www.e-quality-eu.org



e-Quality project main outcomes

A comparative analysis on quality implementation in ODL, in five European countries

Production of a document summarizing five national reports, and highlighting cultural differences: can the quality approach of Finland be transposed directly to Spain? what are the cultural aspects to be taken into account?

A detailed analysis of the main subprocesses involved in a quality ODL: the learning material design, and the student support

Results from an in-depth study of the quality assessments in the partners' countries. To highlight the main subprocesses of ODL will lead to brand new considerations on keystones of a quality ODL.

An analysis on the emergence of blocking factors, and a set of best practices
Numerous factors blocking the implementation of quality in ODL have been identified and analyzed. A set of best practices (as well as an extensible database) has been built to overcome these blocking factors.

Training sessions and training material for e-Learning professionals

A complete training programme with working documents, thoroughly tested through evaluation cycles, has been developed for e-Learning professionals of higher education institutions in the five countries.

An eLUP editor

A piece of software allowing the modelling of ODL concepts including quality features, providing XML, HTML, and PDF generation.

Contact information:

Prof. M. Joab

LIRMM - Université Montpellier 2

161 rue ADA

F - 34392 Montpellier cedex 5

Project partners:

European University Pole of Montpellier and Languedoc-Roussillon (F)

University of Montpellier 2 (F)

Open University of Catalonia (E)

University of Tampere (FI)

Szczecin University of Technology (PL)

University of applied sciences Valais (CH)

University of Lausanne (CH)





Appendix 4: Evaluation of the Final Seminar, by ATiT



This seminar was organised to report and reflect on the outcomes of the eQuality project and more generally on the topic of Quality in Open and Distance Learning (ODL) in Higher Education. The seminar focused on discussion and sharing of experience between all participants, including key actors from the international ODL networks involved in Quality. May we ask you to complete this short survey that will allow us to assess the potential impact of this project on the ODL community and on the topic of Quality in particular. The survey will take you only a few minutes to complete. Thanks!

Your name (optional)	
Function within your institution	
Institution or Affiliation	
Country	
In what position did you participate in this seminar? (Tick all that apply)	<input type="checkbox"/> Participant <input type="checkbox"/> Presenter <input type="checkbox"/> eQuality Consortium Member <input type="checkbox"/> Other _____
How would you describe your role within your institution best: (tick all that apply to you)	<input type="checkbox"/> Policy maker <input type="checkbox"/> Researcher <input type="checkbox"/> Administrator or manager <input type="checkbox"/> Teaching staff <input type="checkbox"/> Content developer <input type="checkbox"/> Tutor <input type="checkbox"/> Support person <input type="checkbox"/> Student <input type="checkbox"/> Other: _____

Indicate which workshops you participated in and indicate your level of satisfaction:

<input type="checkbox"/>	Workshop 1: "Multicultural aspects of Quality in ODL in European countries"						
Extremely satisfied							Dissatisfied
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Workshop 2: "How to model Quality for e-learning, links with standards"						
Extremely satisfied							Dissatisfied
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Workshop 3: "How to adapt ENQA guidelines to ODL contexts"						
Extremely satisfied							Dissatisfied
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Workshop 4: "Training for Quality in ODL"						
Extremely satisfied							Dissatisfied
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Workshop 5: "The Quality to support students"						
Extremely satisfied							Dissatisfied
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Workshop 6: "Quality to produce training material"						
Extremely satisfied							Dissatisfied
<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Describe your interest/involvement with quality issues in **Open and Distance Learning** for Higher Education

Have you already implemented quality measures within your ODL offer? If so, can you briefly describe what these are?

If you have implemented such measures, how would you evaluate their use thus far?

The Seminar was: (*tick as appropriate*)

Too short

Too long

Too theoretical

Too practical

Very useful

Useless

Pleasant

Unpleasant

What was the most valuable contribution made during this seminar?

--

Do you feel that you have gained some useful insights and/or knowledge regarding the topic of quality in this seminar? If so, what was this?

--

Which eQuality outcome presented during this seminar, would you consider using in your institution?

--

Have you any further comments and/or recommendations for the organisers...

--

Have you any further comments and/or recommendations for the European Commission regarding the topic of Quality in ODL?

--

If you want to be kept up to date on further developments related to eQuality, please put your Email address here:

--

Many thanks for your contributions!
The eQuality Evaluation Team



***Short Summary Report
eQuality Seminar 21 & 22/09/2006 in Szczecin***

Day 1: September 21st 2006

(25 – 30 attendants)

- Welcome and introduction by Prof. **Michelle Joab**, *Université Montpellier II, France*

- Invited speaker: Prof. **Ryszard Getka**, *Szczecin University of Technology, Poland*

Overview of the institutions and laws responsible for Higher Education in Poland and changes over the last years. Summary of how the quality of universities is measured.

Questions: Are there any records on what happened with students after university, how did the students evaluate their universities?,...

- Invited speaker: **Brian Holmes**, *Head of Unit, Comenius / Grundtvig / Minerva / eLearning / Lingua Education, Audiovisual & Culture Executive Agency*

Summary of the European programmes that support international Higher Education; (Socrates, e-Learning,...)
Presentation of *Handbook on quality and standardisation in E-Learning*.
(copies of part of the book available)

Discussion on the different approaches on quality in several countries and the teacher's role in this.

- eQuality Project Results – Part I

- Prof. **Michelle Joab**, *University Montpellier II, France*

Presentation eQuality project. Different partners, main objectives, structure.

- **Bernard Dumont**, consultant, *France*

A comparative analysis on quality implementation in ODL in 5 EU countries (WP2)

- **Nicolas Dunand**, *University of Lausanne, Switzerland*

Models and standards (WP3)

- Prof. **Michelle Joab**, *University Montpellier II, France*

The e-Lup tool. (WP3)



- **Juha Holma**, *University of Tampere, Finland*

Best practices database.

Questions on who can register in the database and what the conditions are.

Lunch Break

- **Workshop**

(Both workshops were merged into one: 20-30 attendants)

- Prof. **Michelle Joab**, *Université Montpellier II, France*

Introduction : the focus of the workshop.

- **Nicolas Dunand**, *University of Lausanne, Switzerland*

A synthetic presentation of the main e-learning standards.
The tools to measure compliance with these standards.

- **Maggie Pézeril**, *Pole universitaire de Montpellier, France*

Course description metadata (CDM): A relevant standard for technology-supported learning.

- How standards are important since Bologna
- A project from France to illustrate
- A local project

Discussion: Standards are for programmers, but a terror for university teachers, wasting their time. Other opinions: teachers don't have to understand how it works in order to use it. The technological and pedagogical aspects of e-learning cannot be divided. You have to be aware of the existence of standards, otherwise you will be caught by technology.

- Prof. **Odette Auzende**, *Université Paris 2, France*

The best practice guide for IMS Learning Design.

- Prof. **Michelle Joab**, *Université Montpellier II*

How to model quality in e-learning processes? What is being modelled?
How to translate UML models into IMS-LD?

Questions : What's the future of e-LUP after this project? How will it be promoted?



- Prof. **Marina Nezhurina**, *Distance Learning Centre, Moscow Technical University*

ODL Quality in Russian Educationj, Delphi II input

Discussion: Is quality a compulsory process?

It's not so much to design ODL material that is time consuming, but to design quality in ODL material; the extra act of adding quality to it. When designing f.e. ODL material, usually you seek for quality in the first place.

- General discussion on copyright issues.

"Publishing for the students" is not necessarily the same as "making it public". But the students can make it public. Even if the content is hidden behind a password, sometimes the site is not protected and people can reach the material through search engines. So even when using a password, you got to protect your rights. Not only for yourself but to prevent cases against the university. Copyright is there for economical reasons. But why not give out the material if students elsewhere can gain from it?

September 22nd 2006

(about 25 attendants)

- Invited speaker: Dr. **Daniel Burgos**, *Educational Technology Expertise Centre, OTEC Open University of the Netherlands*

Quality in e-Learning, Standards and IMS-LD

The problem with bringing the different groups within e-Learning together. (students, teachers, developers, providers,...)

The need for standardization and specification. (Preventing content from becoming 'locked in' to proprietary systems, accessibility, sharing)

The trouble with putting the developed material into practical use.

Discussion: The speaker seems to be very optimistic about co-operations.

Tried to get into contact with for example Blackboard but they didn't want to work together. The approach of universities and companies is completely different. What do we need to do to bring these desperate groups together?

After ten years work, there are still no practical users.

A translation of the work must be made for people that are not specialised. Although a complicated version is needed for technicians.

Quality involves the entire process.

- *eQuality project results - Part II*

- **Suvi Junes**, *University of Tampere, Finland*



(WP4) Designing training material. Content and organisation.
Objectives, target group and structure of the guide.

- **Juha Holma**, *University of Tampere, Finland*

Conceptual relations of quality criteria. Before and after the learning event and after the evaluation. Limits of the criteria.

- **Przemyslaw Rozewski** *Szczecin university of Technology, Poland*

(WP5) Training sessions: synthetic analysis.
41 persons were trained in Quality in 5 countries.
Training sessions sequence model. Subjects treated in the training session.
Problems and general outcomes

- **Anne-Dominique Salamin** *HEVS, Switzerland*

Measure and results. (WP6) Methodology validation.
The element is not completely closed.
Objectives, trainees profiles.
Conclusion: blocking factors.

*Discussion: Statistically poor, based on so few participants
The trainees focus on ODL and not on quality, they see quality more like
'the cherry on top of it'. They went to the training hoping they would be helped,
but they felt like something more was demanded from them.
The question rises whether quality is a bottom up or bottom down process.
E-Learning not a separate process, it's about learning and one tries to
implement quality in it from the beginning.*

- **Nicolas Dunand**, *Université Lausanne, Switzerland*

(WP7) Dissemination process.
Making sure the results of the project don't get lost.
- advertising
- delivering project's outputs. (website, seminar + recordings presentations)
- project's sustainability

- Prof. **Michelle Joab**, *Université Montpellier II, France*

Conclusion. Outcomes of the project.
Thank word.

Lunch Break

- **Workshop**

(Both workshops were merged into one: 25 attendants)



- **Katarzyna Sikora**, *Szczecin University of Technology*
European Association for Quality Assurance in Higher Education (ENQA).
- **The quality to support students**
 - **Adolfo Montalvo**, *Open University of Catalunya, Spain*
Introduction
 - **Grace Blanche Nganmini** *University Nancy 2, France*
Exploratory study of Satisfaction and perceived quality applied to e-Learning.
 - **Claire Gherzi**, *UO-MLR, France*
Quality and accessibility for students.

(20 attendants)

- **Michael Maslowski**, *Szczecin University of Technology, Poland*
The essentials of Quality management
- **Jean-Marc Dubois**, *University Victor Segalen Bordeaux 2, France*
ODL, classical teaching. How can we assess digital resources?
Question: you develop material without using standards?
Answer: We have no intention to sell the material. If we have to wait for the standards and tools to be ready... (disagreement)
- **Mohamed Ben Amar**, *Faculty of medicine of Sfax, Tunisia*
European tempus project. Developing medical education with ICT.
DEM@TCE
- **Bartolomiej Malachowski**, *Szczecin University of Technology, Poland*
Presentation of case studies related to quality approach to produce training materials for distance learning asynchronous activity and virtual laboratory.
- **Przemyslaw Korytkowski**
Best practice.



Evaluation report

Number of attendants varied mostly between 20 and 30.

15 people completed the evaluation form, which leads to the following results:

Attendant's profiles

Country of origin:

Poland	5
France	4
Switzerland	3
Tunisia	1
Not specified	2

Participant profile:

8 people described themselves as eQuality Project Partners, 8 as presenters and 4 as participants of the seminar.

When asked for their role in their institution 11 people defined themselves as researchers, 8 as teaching staff, 7 as content developers, 2 as administrators or managers, 2 as tutors, 2 as student supports, 1 as student, and 2 as 'other' (of which 1 consultant)

Experience with quality issues

Attendants explained their involvement with quality issues in ODL for Higher Education by their professional background as academic researcher, consultant and developer. Mentioned as specific areas of interest are standards and tools, and student's support .

Most interviewees did not implement quality measures yet within their ODL offer or left the question unanswered. Somebody says they have intentions to start with it next year. Quality was used by others in student's support, students were asked to evaluate through questionnaires or via the web. One person remarks: "More or less. It seems impossible to implement quality in ODL if not implemented the same way in the remaining of the faculty."

The ones that used such measures thus far, evaluated the use as following; 'difficult', 'essential for maintainability', 'needs amelioration'. Somebody writes: "The results are used to improve e-learning offer in the next semester."

Seminar's evaluation

Workshops

Attendants were asked in which workshops they participated. Since the different workshops were brought together in one, most interviewees rated all of them. However there might have been some unclear borders between workshops.



On a scale of six, 1 being dissatisfied and 6 extremely satisfied, on average people rated

Workshop 1: “Multicultural aspects of Quality in ODL in European countries”:	4,5
Workshop 2: “How to model Quality for e-learning, links with standards”:	4,5
Workshop 3: “How to adapt ENQA guidelines to ODL contexts”:	3,7
Workshop 4: “Training for Quality in ODL”:	3,9
Workshop 5: “The Quality to support students”:	4,8
Workshop 6: “Quality to produce training material”:	4,7

(somebody noted some counter productive presentations in WS 6)

The seminar in general

Invited speakers Daniel Burgos and Brian Holmes were named most frequent as having made the most valuable contribution to the seminar. Other presentations mentioned were the ones on student’s support and ‘The best practice guide for IMS-LD’ by Odette Auzende. One person called the discussions the best contribution.

Everybody thought they had gained some useful insights and/or knowledge regarding the topic of quality in this seminar. About standards, tools, EC policy and cultural differences. One person mentioned contacts as an added value. On the question if he/she gained some insights, two persons answered: “Yes, the difficulty of it’s implementation” and “Yes, having very different points of view on the quality concepts.”

The following eQuality outcomes presented during the seminar were considered for using in the own institution: Training material and best practice database (most popular). Also mentioned the concept of quality and once the eLUP-tool.

Comments and recommendations

For the organizers

To include the topic of fundamental problems of ODL in the program. To keep more time to discuss and less for presentation. An advise for more demos and no slides of software. To keep stronger to the programme.

For the European Commission regarding the topic of Quality in ODL

The practical examples of the project should be broadly available – with emphasis on the word ‘practical’. “To take this issue as a major issue for future programmes/ calls.”
“To invest more effort: the field is not entirely covered and data are too widespread.”
“To treat ODL/ eLearning like classical teaching: the same quality assurance processes must be used.”
“The quality in learning is necessary but it’s not reserved only for distant learning. Standardisation and normalization are very theoretical aspects because, it depends a lot on the authorities. We can use a norm and import for example a platform in our faculty. Later the authority change and choose another norm. We must change too.
When we find many norms, many standards, it means that there isn’t unification?”



(e-mail adressen:

*Mohamed Ben Amar, benammed@yahoo.fr
Jean-Marc Dubois, jean-marc.dubois@u-bordeaux2.fr
Michelle Joab, Michelle.Joab@lirmm.fr
Grace Blanche Nganmini, nganmini@claramail.com
Maria Zajac, maria.zajac@sgh.wars.pl
Odette Auzende, auzende@wanadoo.fr
Oleg Zaikin, ozaikine@wi.pl.ps)*