



Experience-based Quality in European ODL  
**E-QUALITY**

# Quality and accessibility for students: register, study, succeed

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**E-QUALITY**

1. Quality: the point of view of the learner
2. Quality and accessibility: support services
3. Quality in registration
4. Quality in learning
5. Quality in tutoring

As far as Distance Learning is concerned, **the learner** is the central protagonist

- Deals with an environment and resources that were designed for him
- How can he, or she, appropriate those resources? On which conditions are they accessible?

# Quality and accessibility

Accessibility is a fundamental characteristic of ODL. It allows:

- The use of different learning strategies and situations
- Which take in account the different constraints of the learner: distance in space and time, technologic, economic, psycho-social and pedagogical
- That may take him away from the knowledge

# Quality and accessibility

Accessibility should aim to:

- Democratisation of education
- Quality in education
- Support to succeed

# Quality in registration

- Continuous registration
- Access to a counsellor to orientate the student in the right path: quality of listening
- Easiness to complete the registration using the web site
- Short length of time between registration and admission
- Short length of time to have access to the pedagogical environment and material

# Quality in registration

Ideally, a registration ...

- Which is continuous and offers learners to start anytime
- Which avoids irritants
- Which facilitates the process in any way
- Which offers collaboration and easy communication

# Quality in learning

- **Materials**
  - Student guide
  - Content
  - Technological environment
- **Pedagogical environment**
  - Quality of content
  - Quality and diversity of learning activities
  - Flexibility of learning strategies
  - Possibility of interaction
  - Possibility of collaborative working
  - Adequacy of evaluation system

# Quality in learning

- Technological environment
  - Support services for server/portal access
  - Technical support services online and in person
  - Making sure that the learner has technical skills required for the course or program
  - Offer the learner the possibility to acquire those skills
  - Exploit the advantages of the environment

# Quality in tutoring

## Student support:

- ⌘ Cognitive
- ⌘ Emotional
- ⌘ Motivational
- ⌘ Organizational

## Correction and feedback

# Cognitive support

From the cognitive point of view, it aims to:

- ⌘ process information within the knowledge domain of a given education activity
- ⌘ carry out methodological interventions:  
learn how to learn at distance

# Emotional support

The emotional support relates to :

- ⌘ emotions, moods, preferences or particular dislikes, attitudes towards objects, people or situations involved in the proposed learning environment.
- ⌘ It also relates to emotions management or attitudes external to the learning activity but that can influence the education objectives attainment.

# Motivational support

From the motivational point of view, a support enabling the student to take the lead of the learning situations impacts the quality of his/her learning process.

Motivation is a mobilization, orientation and energy factor

# Administrative support

From the administrative point of view, this support aims to facilitate :

- ⌘ certain procedures,
- ⌘ enrollment peculiarities,
- ⌘ exams drawing up modalities,
- ⌘ transmission of assignments,
- ⌘ the student 's pathway within a given program

# Organizational support

- Organizational support refers to:

Management of environment

Management of space

Management of time

Use of tools

## Quality: some principles

- To put priority on learner
- To develop strategies which are based on autonomy
- To offer more flexibility in the use of content, learning strategies, tutoring modalities and evaluation modes
- To offer diverse possibilities of interaction
- And favour opportunities to contextualize knowledge