

www.e-quality-eu.org

Nicolas Dunand

*e-Quality project
results :
General information
on Quality Processes*

University of Lausanne,
Switzerland

Unil

UNIL | Université de Lausanne



Experience-based Quality in European ODL
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SZCZECIN, POLAND**



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« General information on Quality Processes »

- introduction to the concepts of Quality and Quality in HE ODL
- review of reference projects
- focuses on practical methods and tools



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The concepts of Quality

- Aim : efficiency and customer satisfaction
 - firstly, in industrial production : Quality = conformity
 - Quality by management
 - cost of Quality vs. cost of no-Quality



The concepts of Quality (2)

1. The ISO norm

- the ISO 9000 family certifications
 - certifying the effectiveness of an organization
 - to guarantee the customer's satisfaction and confidence
- the ISO 9001:2000 standard:
 - customer focus
 - leadership
 - involvement of people
 - process approach
 - continual improvement
 - measure the customer's satisfaction



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The concepts of Quality (3)

- The EFQM model
 - basis : 8 « concepts of excellence », or commitments :
 1. results orientation
 2. customer focus
 3. leadership and constancy of purpose
 4. management by processes and facts
 5. continuous learning, innovation and improvement
 6. partnership development
 7. corporate social responsibility
 - towards an « excellence model »



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Quality in Higher Education

- The European political guidelines
 - 98/561/EC European Council recommendation:
 - quality assessment bodies must be independent
 - evaluation procedures must correspond to the institutions
 - assessment = self assessment + external assessment
 - results must be published
 - Bologna (1999): unified HE system in Europe
 - Berlin (2003), EU ministers of education foresaw:
 - responsibilities of bodies involved in Quality Assurance
 - evaluation methods for programs and institutions
 - accreditation/certification system
 - international network of cooperation



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Quality in Higher Education (2)

- The ENQA model:
 - European Network for Quality Assurance in HE, created in 1999 by the EU council, is a heterogeneous association of national bodies
 - ENQA four-stage model (response to 98/561/EC)
 1. autonomy and independence of evaluation bodies
 2. use of self-assessment
 3. external assessment and site visits
 4. publication of a report



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The e-learning standards

- Stakes:
 - the produced learning resources are to be
 - accessibility
 - transportability
 - sustainability



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The e-learning standards (2)

- Standards
 - identification : Metadata (LOM)
 - query : Simple Query Interface (SQI)
 - transportation : Content Packaging (IMS, SCORM)
 - activity sequencing : IMS Simple Sequencing, SCORM
 - pedagogical modeling : IMS Learning Design
 - tests / quizzes : IMS QTI
 - learner information : LIP
 - ...

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Nicolas Dunand – University of Lausanne, Switzerland
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The initiatives for e-learning Quality in Europe

- other European projects
- Networks
 - European Distance and E-learning Network (EDEN)
 - European Quality Observatory of e-learning (EQO)
- Official European organs
 - E-learning initiative from the EC
 - European Centre for the Development of Vocational Training (CEDEFOP)
 - European Network for Quality Assurance (ENQA)



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Annex : General Quality Process Charter

Guiding document for ODL Quality implementation

- Quality assessment tools
- Quality charter :
 - based on a role / activities approach
 - lists commitments related to activities
 - provides criteria and indicators to assess the fulfillment of these commitments



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