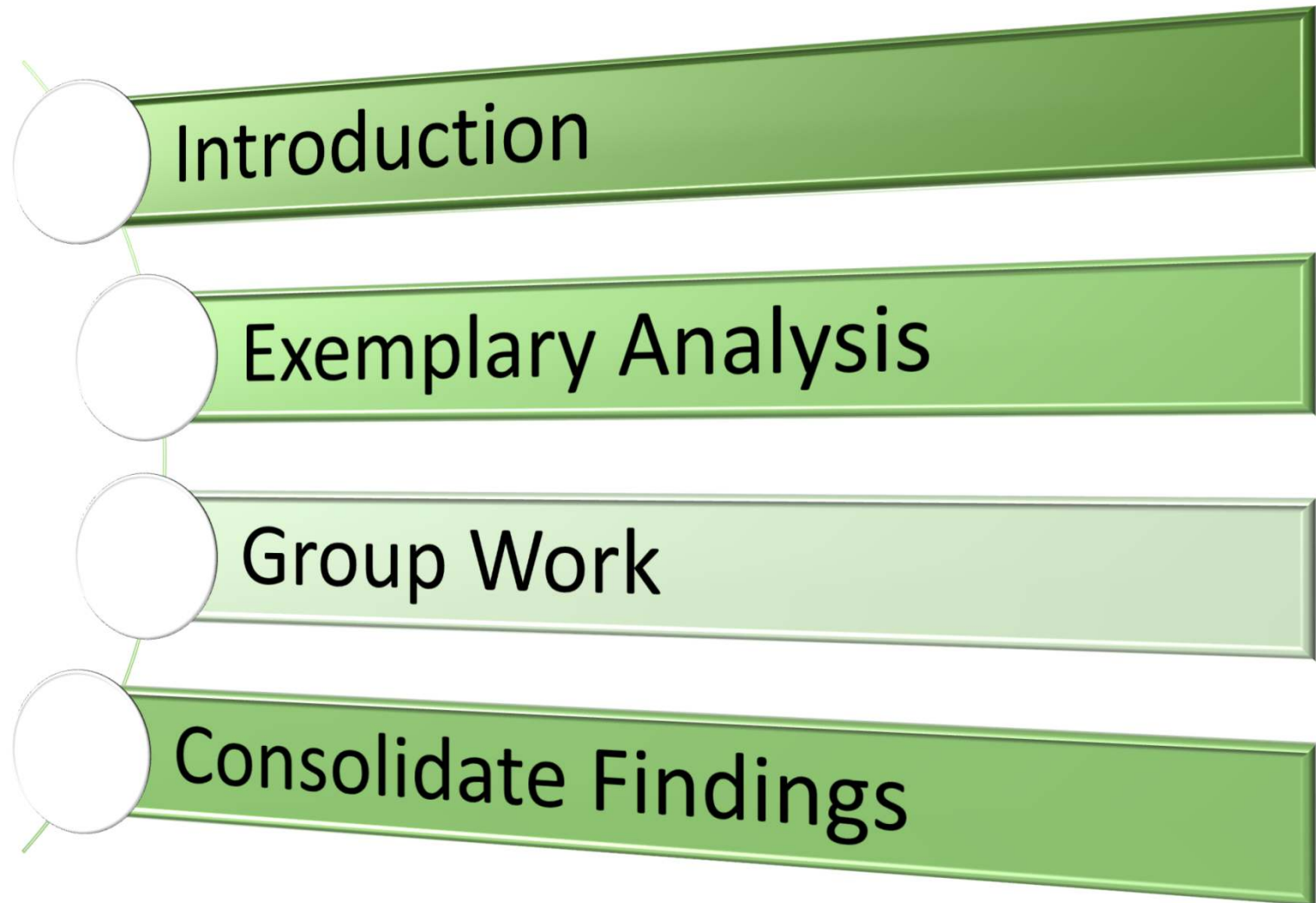# High and wide and linked

How to reach and maintain high quality in distance learning

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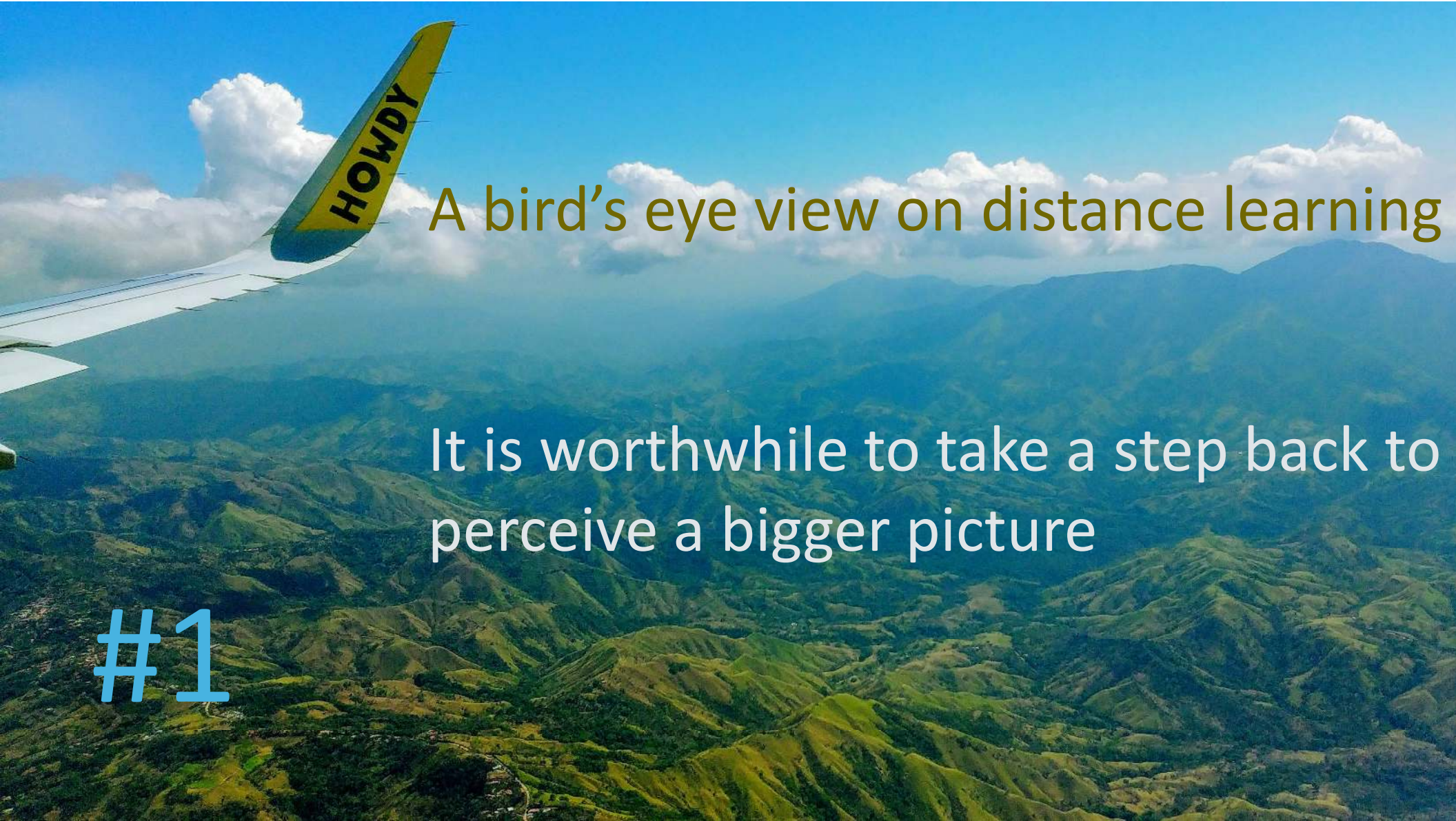
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Introduction

Exemplary Analysis

Group Work

Consolidate Findings

Think about the quality of distance learning. Which words come to your mind?

Three Take-Home-Messages

A bird's eye view on distance learning

It is worthwhile to take a step back to perceive a bigger picture

#1

The diversity of items that are part of quality may be wider than you think

Stay open minded of what actually constitutes quality

#2

Not only lecturers...

#3

The actors involved in quality of distance learning are more diverse than expected

Quality assessment
of distance teaching and learning
at the University of Geneva

Ahidoba de Franchi Mandscheff
Head of Quality, Centre for Continuing and Distance Education

SIG Quality Distance Learning, April 20th 2021

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Intentions of the project

➢ **High :** find a perspective that gives a higher point of view to embrace the situation as a whole

- Self-evaluation exercise
- *ENQA Considerations for Quality Assurance of E-learning provision (2018)*
- Relevant dimensions and indicators
- Identify the current practices
- Make recommendations for future developments

➢ **Wide:** see what constitutes quality of Distance teaching and learning

teacher training
student support

BUT ALSO

course design and course approval procedures
strategy of the institution for e-learning
recommendations on e-assessment
rules on use of data analytics
explicitation of security measures
procedure for new technological choices
information given to the public, the students
….

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➢ **Linked:** identify who takes part in quality of Distance teaching and learning

teaching staff
students

BUT ALSO

technical support staff
pedagogical support staff
coordination staff
validation committees (course, technology, …)
data protection officers
Institution's leaders
communication services
….

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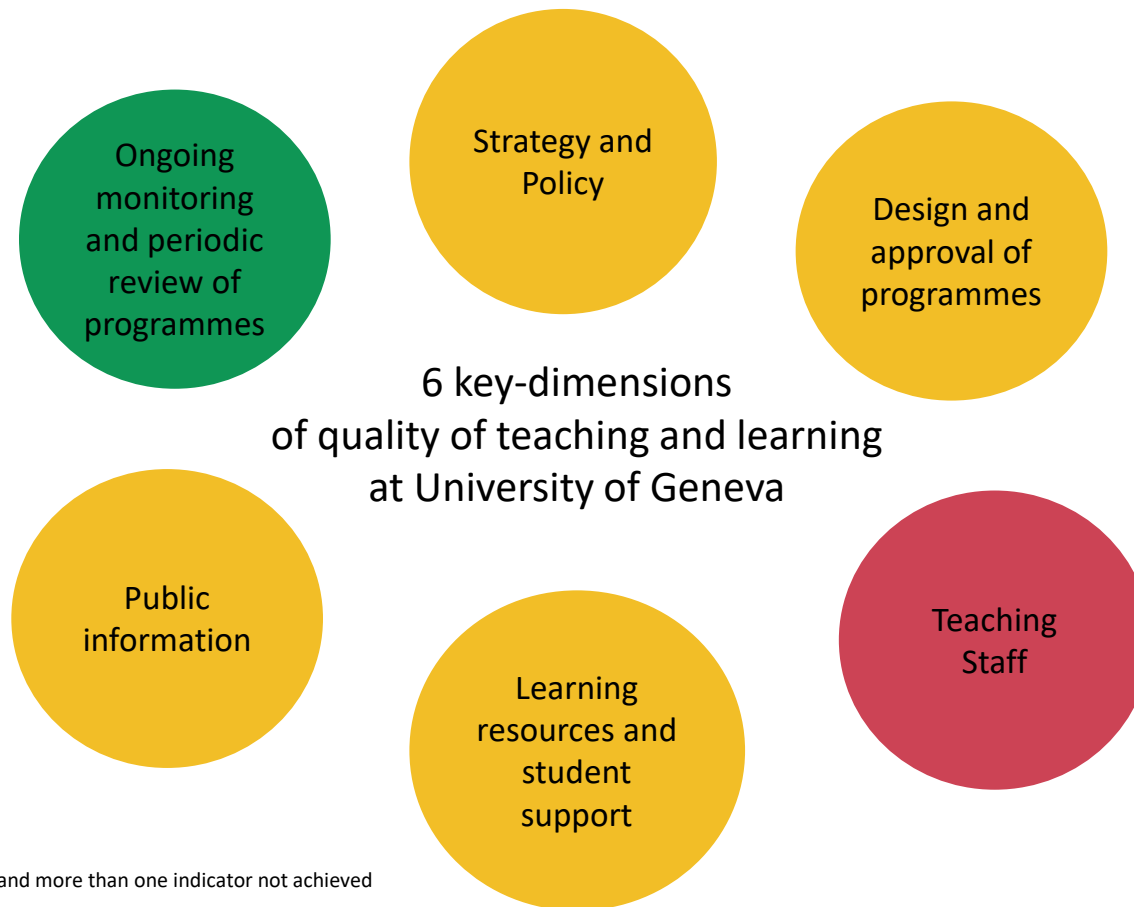
Methodology

- 6 selected dimensions
    - Strategy and policy
    - Design and approval of programmes
    - Teaching staff
    - Learning resources and student support
    - Public information
    - Ongoing monitoring and periodic review of programmes
- 41 indicators
- Information on existing practices collected from 17 distance education stakeholders

Results
(pre-covid19)

- ✓ Directory of practices
- ✓ Recommendations by indicator (must have vs. nice to have)
- ✓ Summary of main recommendations
- ✓ Visual diagram of the situation at UNIGE

Results (pre-covid19)

6 key-dimensions
of quality of teaching and learning
at University of Geneva

Ongoing monitoring and periodic review of programmes

Strategy and Policy

Design and approval of programmes

Public information

Learning resources and student support

Teaching Staff

Legend
Green: a majority of indicators achieved
Orange: a majority of indicators partially achieved
Red: a majority of indicators partially achieved and more than one indicator not achieved

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Main recommendations already achieved

(done in connection with the pandemic)

- ✓ Strategy - display an institutional positioning
- ✓ Integration in the analysis of major risks
- ✓ Centralise existing offer and further develop teacher training
- ✓ Ensure technological support at large scale
- ✓ Integration of the notion of off-campus examination in the reflection on e-assessment
- ✓ Circulation of recommendations for online exams
- ✓ « Distance » items in teaching evaluation

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Main recommendations still to work on

here special focus on actors

➢ Teacher training
- promote the exchange of practices
- promote teamwork: teacher + designer + technician + tutor + coordinator + ….
- Integrate e-skills into HR policy (PENS/PAT, recruitment/continuing training), complete the training of new teachers
- Finalize the e-skills frameworks (teachers, students), define the areas of skill development, develop the tools / training / resources accordingly

➢ Pedagogical expertise related to e-learning
- as support at the faculty level as a complement to common services
- introduce it in the process of validation of programs
- integrate it into decision-making processes, particularly those related to the adoption of technological tools for teaching

➢ Strategy
- fully integrate e-learning in the institution strategy
- document the advantages and disadvantages of the hybrid/distance format: launch studies and make the results available to teaching staff

➢ Evaluation
- Expand the use of Learning Data Analytics from Moodle, ensuring anonymity, in order to contribute to the improvement of the system, especially in terms of student experience

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Conclusion

High . Wide . Linked

Self-analysis -> better understanding

Action plan -> better monitoring

to reach and maintain high quality in distance learning
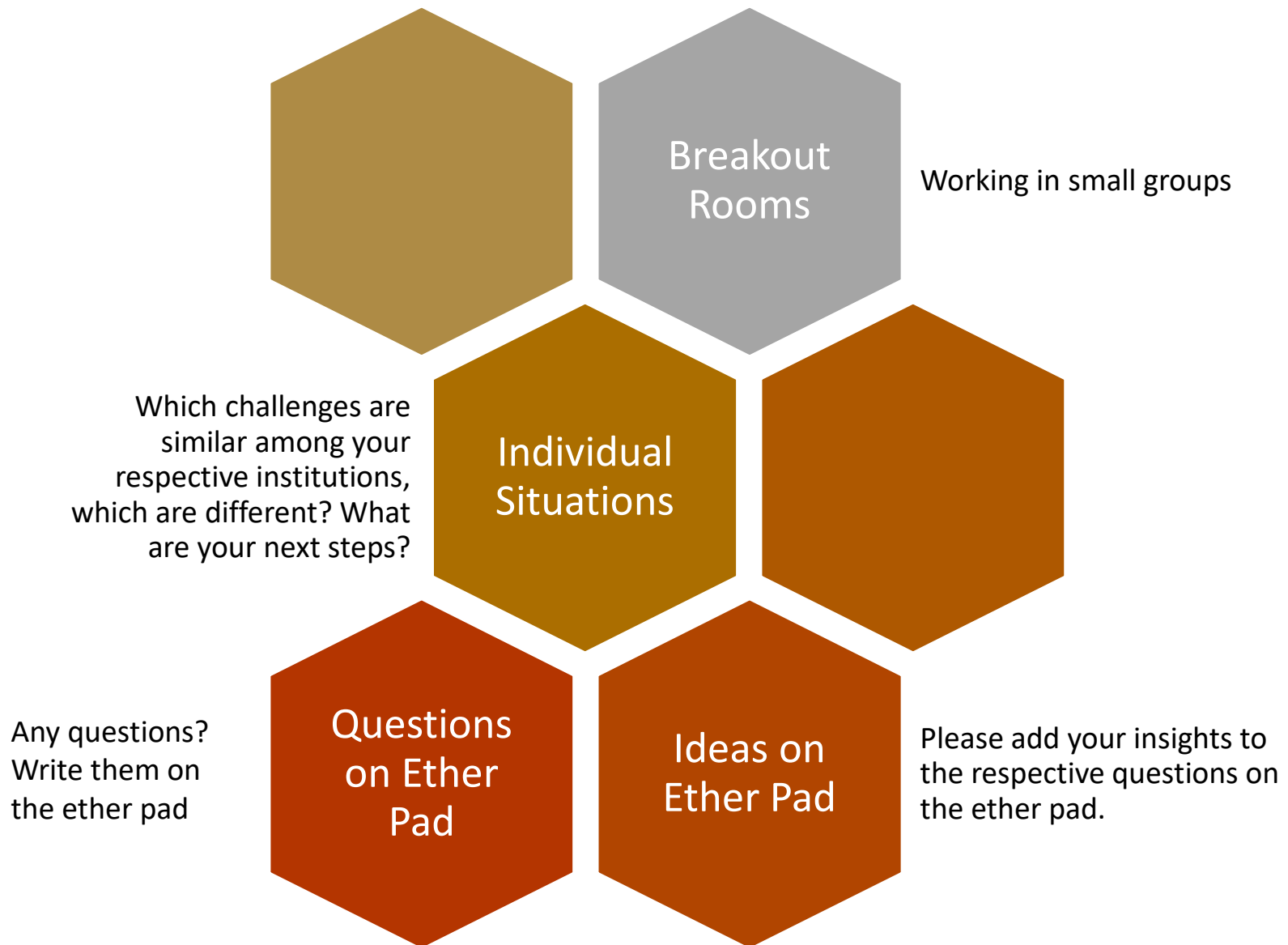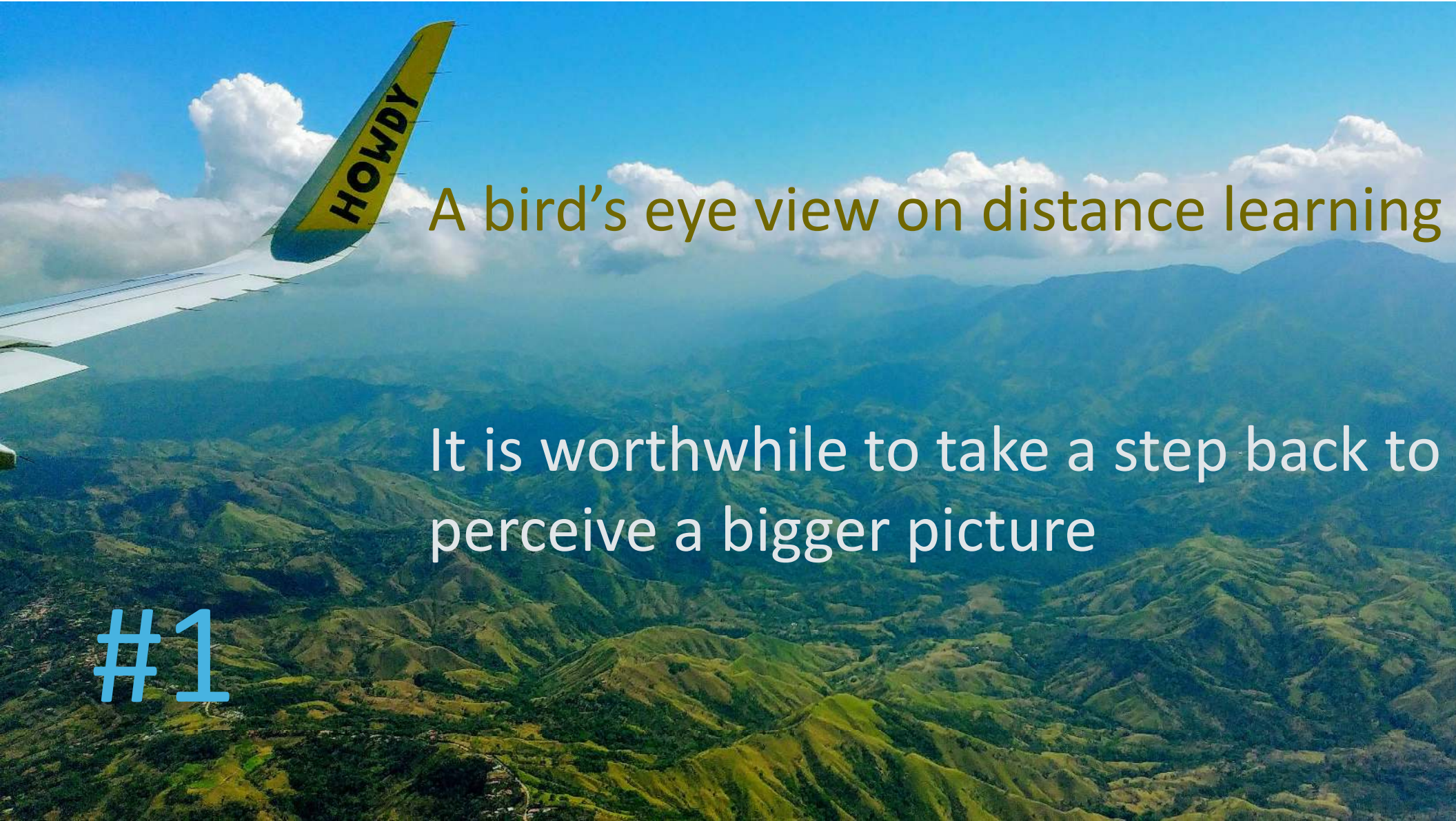
Breakout Rooms

Working in small groups

Which challenges are similar among your respective institutions, which are different? What are your next steps?

Individual Situations

Any questions? Write them on the ether pad

Questions on Ether Pad

Ideas on Ether Pad

Please add your insights to the respective questions on the ether pad.

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High: Bird's Eye View

Anonym s
Priority in the institution strategy

Judith Studer s
Fernuni / BFH: Evaluationen in den verschiedenen Angeboten, deren Ergebnisse zu Optimierungen auch im Bereich Distance Learning führen; Evaluation in all the offers to optimice distance learning

Anonym s
Please write in English.

Demarmels Sascha s
Präsenz vs. neue Möglichkeiten: Potentiale nutzen

Wide: Diversity of Items

Anonym s
Diversity of Tools

Anonym s
MOOCs

Anonym s
Emergency remote learning

Anonym s
Hybrid

Anonym s
MicroLearning

Anonym s
Diversity of requirements in faculties and departements

Linked: Multiple Actors

Judith Studer s
Fernuni/BFH-S: verschiedene Funktionsträger*innen, die zum Thema zusammenarbeiten und sich gegenseitig unterstützen, auch technischer Support für Studierende gegeben

Anonym s
Please write in English.

Judith Studer s
i will, if we have enough time;)

Anonym s
Institutional support, operational level, Faculty, technical support, students, Innovation experts, quality insurance...

To see the full Padlet please follow this Link:
https://padlet.com/Bernhard_Lange/777uh0aw3l5dhjpb