



Enhancing Quality of Technology-Enhanced Learning at Jordanian Universities eQTel

**Best Practices Manual Workshop
UOC
Barcelona, Spain
12-14 December 2016**



(Best Practices Manual Workshop, UOC, Barcelona, 12-14 December 2016)



Institutional QA Management Framework

eLearning Processes

QA Process

QAM Planning, Policies,
Standards

Determine and Map the
Processes

QAM-EL Procedures Manual

QAM Review and Report

QAM Analysis, Corrective
Action

eLearning Planning and Analysis

- eLearning Requirements
- eLearning Objectives and Goals
- Organizational Support and Resources

eLearning Environment implementation

- Course design and Development
- Course Delivery
 - Instructional Activities
 - Technology Infrastructure
 - Support Services

eLearning Evaluation And Assessment System

- Course design and Development Evaluation
- Students Evaluation
- Infrastructure Evaluation
- Support Service Evaluation
- Assessment Methods Evaluation

Example of Procedures Manual

Main processes	Criteria	Procedure Title	Quality Tools
<p>Strategic Management (Vision, Mission, Objectives)</p>	<ul style="list-style-type: none"> •Necessary requirements must be available to ensure the efficiency and effectiveness of planning and evaluation process. •Planning and evaluation shall be used to determine the priorities of improvements and development. •Mission, vision and objectives shall be clear to all staff, adopted by various councils, and periodically reviewed •Mission, vision and objectives shall be published as brochures and manuals (printed and electronically). •Objectives shall be consistent with mission, vision, values, and strategies based on human, physical and financial resources •Reviewed polices • Clear plans, processes and mechanisms to develop and ensure the achieved objectives and missions should be provided •All stakeholders (top management, staff, faculty members and students) shall be involved in planning and evaluation process. 	<ul style="list-style-type: none"> •Strategic Management procedures 	<ul style="list-style-type: none"> •Survey •Criteria Checklist •Benchmarking •Smart Matrix •Self –Evaluation

Main processes	Criteria	Procedure Title	Quality Tools
E-Learning Infrastructure	<ol style="list-style-type: none"> 1. Institutions provide policies concerning infrastructure to keep up with latest developments 2. The availability of technical and physical infrastructure to ensure better e-learning programs. 3. Institutions have rules and regulations concerning special needs students. 4. Infrastructure should meet the requirement of the e-learning courses (student and teacher interaction, student and student interaction). 5. Institutions have appropriate financial plan to sustain quality and foster technological infrastructure. 6. Institutions provide efficient internet connectivity required for the program. 7. Institutions should provide servers to host and disseminate all online materials and administrative data and records. 8. Special security measures to protect confidentiality of data from hackers should be available. 9. The availability of backup systems and alternative solutions in case of malfunctions in the main system. 10. Institutions provide appropriate Learning Management Systems (MLS) that is compatible with other programs. 11. Institutions provide 24-hours help desk in case of emergency and frequently asked questions. 12. The availability of centralized or decentralized system of technical support within specific time to provide technical and software support. 13. Institutions provide training workshops for hardware and software maintenance. 14. Institutions provide an internal assessment system to check the appropriateness of the technical system used. 	<ul style="list-style-type: none"> •Technology Infrastructures Management •Support Service Management 	<ul style="list-style-type: none"> • Control Chart • Observation • Fishbone Diagram • Check List • Observation • Survey • Compliance



Thanks



Baseline Analysis and Capacity Building Meeting
Princess Sumaya University for Technology, 17-18 March 2015

