



# **AEN2003, QA WG4 Report**

## *Quality Assurance for e-Learning*

2003.Dec.11

Kenji Hirata, Ph.D.  
WG4 Chair

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## Basic Concept of Quality



### Quality Management

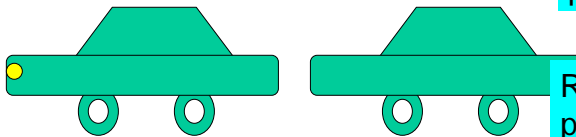
Quality Planning—Quality of Design

Quality Control—Reduce the Various or/and Dispersion

Quality Assurance—Disclosure the information needed by user/customer

100 power

200 power



150power

length 500mm

power con. 20/17

Reduce dispersion  
procedual and system

Production Responsibility

## QA WG Background



- Quality is significant issue for the market formation and development
  - Quantitative promotion (efficiency)
    - Use easily
    - Feel attraction
    - Free for disadvantages
    - Disclose information about activity on development
  - Appropriate direction (effectiveness)
    - Disclose information about quality management
- Many organizations have much attention to Quality for e-Learning globally
  - ISO/IEC SC36, CEN ISSS, Sloan-C, ASTD, ECC et al.

## Until Now



- 2003 June Call for Participants
- 2003 Aug. Selection of WG Chair
- 2003 Sep. Vote and Approval of Chair
- 2003 Sep. ISO/IEC SC36 at Korea
- 2003 Oct. Pre Launching Meeting at Korea  
Korea, Singapore, and Japan
- 2003 Oct. Meeting for Request of Cooperation with China  
China and Japan
- 2003 Nov. Research and Meeting with Sloan-C at US
- 2003 Nov. Meeting with CanCore
- 2003 Dec. QA Survey Start on WWW

## QA WG Scope and Purpose



### •Issue

– Quality Assurance on e-Learning Contents and Services

- **Quality Assurance:** To provide adequate confidence as quality that the product or service optimally fulfils customer/user's requirement.
- **Quality:** Quality is a totality of characteristics of an entity (a process, a product, an organization or any combination thereof) that bear on its ability to satisfy stated and implied needs. (ISO 8402) . In other word in e-Learning, we can say that quality is ability to reach a specific goal in efficiency, effectively, safe and/or satisfaction at specific user situation, that is education, learning, development, assessment, or management (reference ISO/IEC9126-4) .

## QA WG Scope and Purpose



### •Purpose

- To collect and share wisdom related to quality improvement among Asian countries . Knowledge, Skill, Theory, Method and Experience are included in Wisdom.
- To make e-Learning contents and services circulate and reuse in order to develop e-Learning market in Asia.

### •Orientation

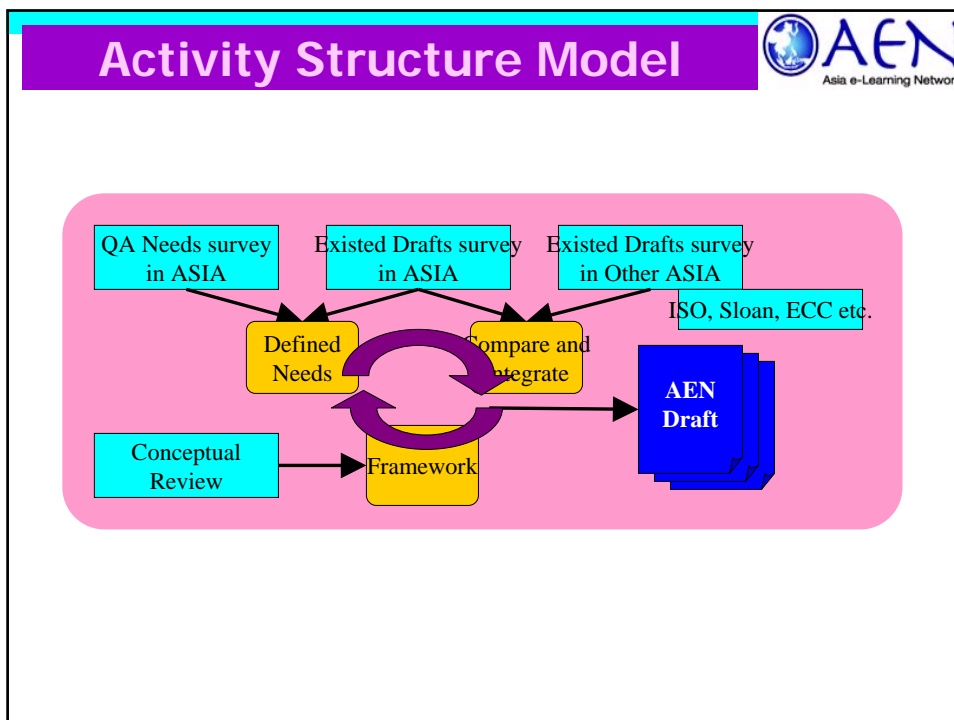
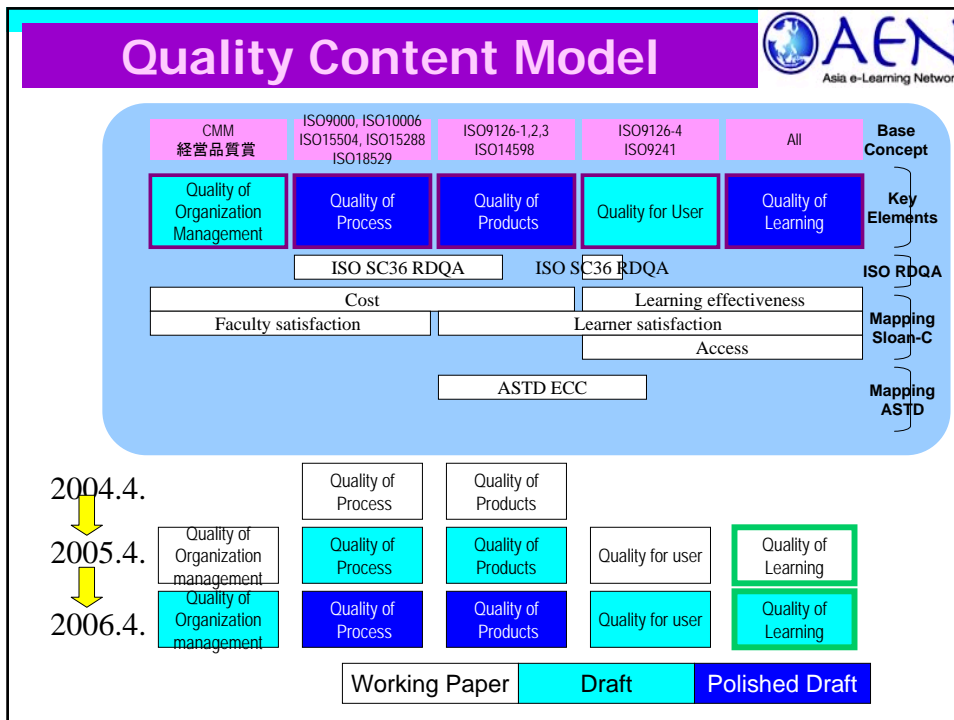
- Orientation of WG activities are three area.
  - A) Sharing advanced technology and knowledge
  - B) Technology development in collaboration
  - C) Application and spread these technologies in Quality of e-Learning contents and services globally.

## QA WG Scope and Purpose



### •Scope & Terms

- e-Learning**: A education style using educational system or learning support system based on internet technology.
- Educational contents**: Digitalized educational resources, tests, and Learning Resource Metadeata (LOM).
  - Educational resources are not included law materials and/or assets. The smallest resource is Unit level, that means a SCO with SCORM specification. If a unit is not based on SCORM, as a unit, more than 2 assets aggregated with educational intention are needed at least. Other resources are course level and curriculum level. Curriculum level is largest one.
  - There are several type of tests. For example, there are a test that included in educational resources, or other one to be independent itself. There are a test in order to evaluate learning result, or other one in order to assess performance or ability. The smallest test level is a set of items , that means a section based on QIT specification.
- Educational services**: The system in order to support or accelerate teaching and learning except the function to teach directly. The services are included following functions, Performance record management, learning schedule management, mentoring, tutoring, learning log data management, and motivating.. These function should be provided user with using information and communication technology.



## Goals for 2005



In the area of Quality in e-Learning contents and services,

- The system that can regularly communicate and share information related to quality in Asian countries will be organized construct.
- The WG Orientation what WG should be and should do by global level technically will be reach in agreement
- The WG will initiate to research and practice by global level in Asian countries collaborately
- The WG Will be able to contribute to other international organizations though the researches and practices based on WG activities.

## Outcomes for 2003 (2004.Apr.)



### Desirable Outcomes

1. (Research report on existing QA standard specifications)
2. Research report on QA needs in Asia
3. Research report on QA information in Asia
4. Guideline or Draft of QA in Asia (Step1)

# User & Needs for Quality image



**Service Vender**  
 Process  
 Transparency  
 Traceability  
 Result:  
 Interoperability  
 Interchangeability  
 Reliability  
 Log analysis



**Instructor**  
 Result:  
 Transparency  
 Availableness  
 Interchangeability  
 Reliability  
 Copyright



**HRD Staff, CLO**  
 Process  
 Functionality  
 Transparency  
 Equivalency  
 Result:  
 Reliability  
 Availableness  
 Effectiveness



**Administrator**  
 Process:  
 Conservativeness  
 Transparency  
 Equivalency  
 Traceability  
 Result:  
 Usability  
 Reliability  
 Log analysis



**Contents Developer**  
 Result  
 Availableness  
 Reliability  
 Interchangeability  
 Copyright



**Instructional Designer**  
 Process  
 Transparency  
 Equivalency  
 Traceability  
 Result:  
 Reliability  
 Availableness  
 Effectiveness  
 Interchangeability  
 Log analysis



**Learner**  
 Process:  
 Transparency  
 Result:  
 Reliability  
 Availableness  
 Effectiveness

## AEN QA WG (4) Meeting Report

2003.Dec.11

QA WG Chair  
Kenji HIRATA

## Meeting Overview

- Participants : 8 countries, 12 persons
- Presentation : 6 countries reported the current situation about QA activities in order to shear the knowledge in each country.
- Discussion : Background, Scope, Purpose, Vision of WG

## Resolution 1

- Clarify the decision making process in the WG. For this process, first, chairperson will make the proposal, then it will be discussed with WG members to make a revision of the proposal as the results of WG.



## Resolution 2

- After clarifying the decision making process, the scope, purpose, and vision of WG and terminology related to quality assurance will be discussed.

## Resolution 3

- To reflect each countries opinions in the decision making process, before making final decisions or resolution, each member will take back the proposal of WG to their countries, and discuss about it. Each countries should feedback the comments to the chairperson by the fixed date.

## Resolution 4

- Because current AEN committee is not international, we suggest to change the management system of AEN to keep fairness for all countries. For that, we need to clarify the scope, purpose, and vision etc, of AEN, and also clarify the decision making process as AEN, including the way of elections.

## Resolution 5

- Because the status on AEN and the countries involving AEN is unclear. Specially, involving as a delegation of the country, it is unclear about the relevance to ISO/IEC. Therefore we suggest to clarify the status of AEN and each WG in connection with ISO/IEC.

## Resolution 6

- We suggest to constitute national body to clarify that the members of AEN are official delegations of each country.