

AEN-WG4 : QA



Activities for AEN in 2004

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- **What is Quality ?**
- **Quality Assurance in e-Learning**
- **Review of 2003 WG Activities**
- **Introduction About WG**
- **2004 AEN WG Activities**
- **2004 AEN Japan WG4 Plan**

What is Quality ? -1-

High Class vs. Economy Class



Pictures from Nissan Motor Co.Ltd Web Site

What is Quality ? -2-

Balance between Function and Price



Engine etc.: Same Level

Interior: > ,

Price: , >

Yearning: > >



AEN2004 WG4

Pictures from Nissan Motor Co.Ltd Web Site

Supplier Side

Customer Side

Function

----- = Value

Requirements

Cost

product, system, process



Definition of Quality

Ability of a set of inherent characteristics of a Product, System or Process to fulfill Requirements of customers and other interest parties (ISO8402)

What is Quality ? -4-

Current Function

Required Function

**Spec. Over
Function**

**Luck of
Function**

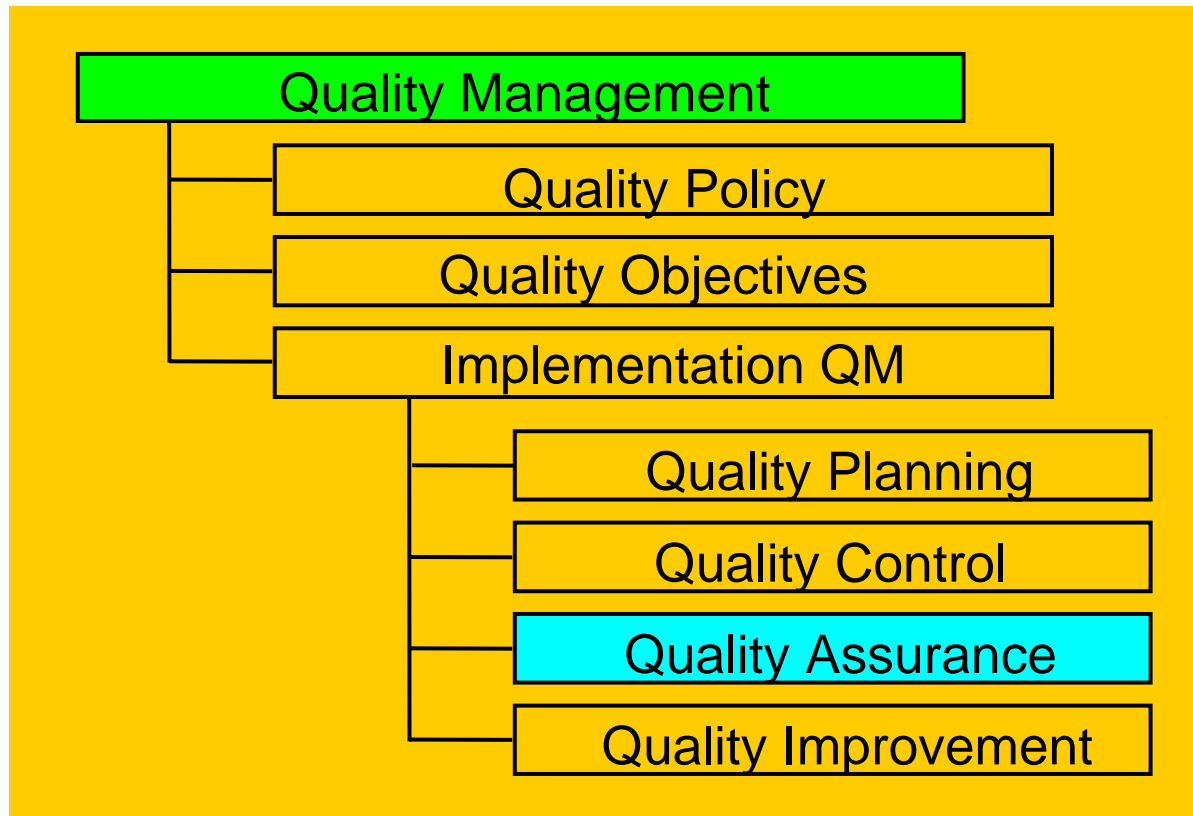
- Accuracy
 - Precision
 - Repeatability
 - Reproducibility
 - Trueness

Reduce

- 1) **Dispersion: Precision**
Accidental aspect
- 2) **Bias: Trueness**
Systematic aspect

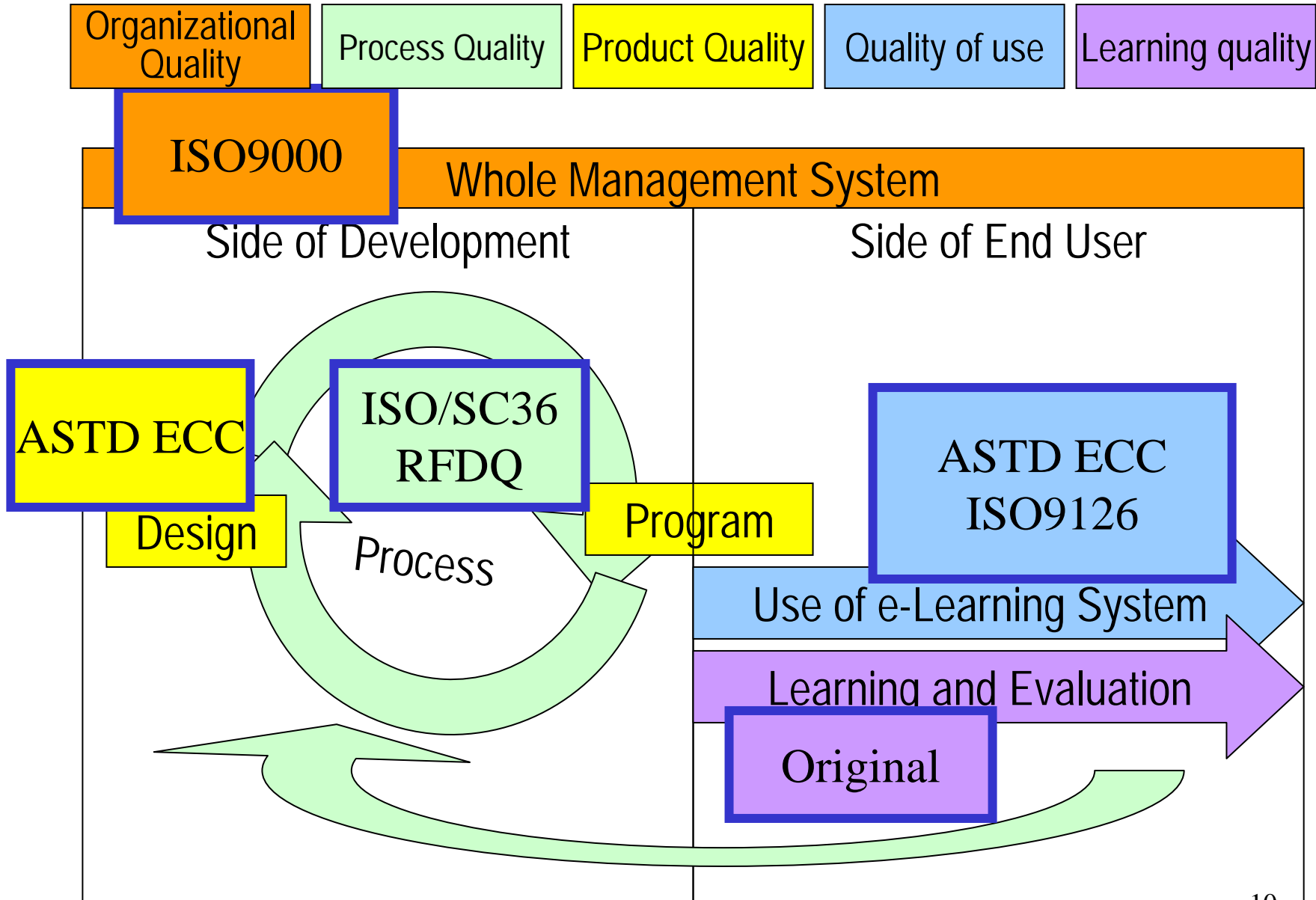
Structure of Quality

- QM: Coordinated activities to direct and control an organization with regard to Quality.
- QA: Part of QM focused on providing confidence that Quality Requirements will be fulfilled.



- ISO/IEC 19796-1 Information technology --
Quality Management, Assurance, and Metrics -- Part 1:
General Approach
- Pass ; FCD
- Focus on Development Process
= Based on Instructional Design Theory
- Next Step
 - Part2 : Metrics Specification ?
 - Going on FDIS

QA Concept in e-Learning



- 30 activities or functions to improve education and learning in academic papers
- **4 Improvement Types**
 - 1) Function Design
 - 2) Improving Development Process
 - 3) User Interface Design
 - 4) F/B and Interaction with Learner

Mapping Quality Concept

Product Quality

Process Quality

Quality of Use

Learning Quality

Layer of QA

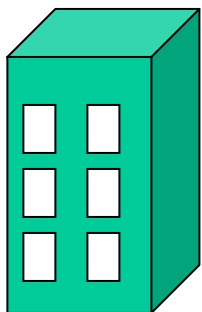
Organizational Quality

Process Quality

Product Quality

Quality of Use

Learning Quality



Organization



Process

for Development



Design

of Specific Unit or Course



Instruction



Learner & Learning



- AEN 2003 Tokyo Meeting
 - Share the knowledge :
 - 6 countries, 7 presentations
- WG Report contributed from AEN-Japan-WG4
 - ISO Documents Review
 - Academic Papers Review
 - e-Learning QA Specifications Review
 - QA Needs Survey Report in Japan
 - Development QA Inspection Items (and Criteria) and Trial Report

- Vision (Provisional)

- For the market formation of e-Learning, quality improvement and maintenance of learning contents/services are indispensable.
- By the issue of quality, quantitative promotion (efficiency) and appropriate direction (effectiveness) are important.
- However, there was no place to do argument about the quality of e-Learning contents/services.
- **So, we establish a QA Community of e-Learning in the Asian region.**

- **Purpose (Provisional)**

- 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 (Provisional)**

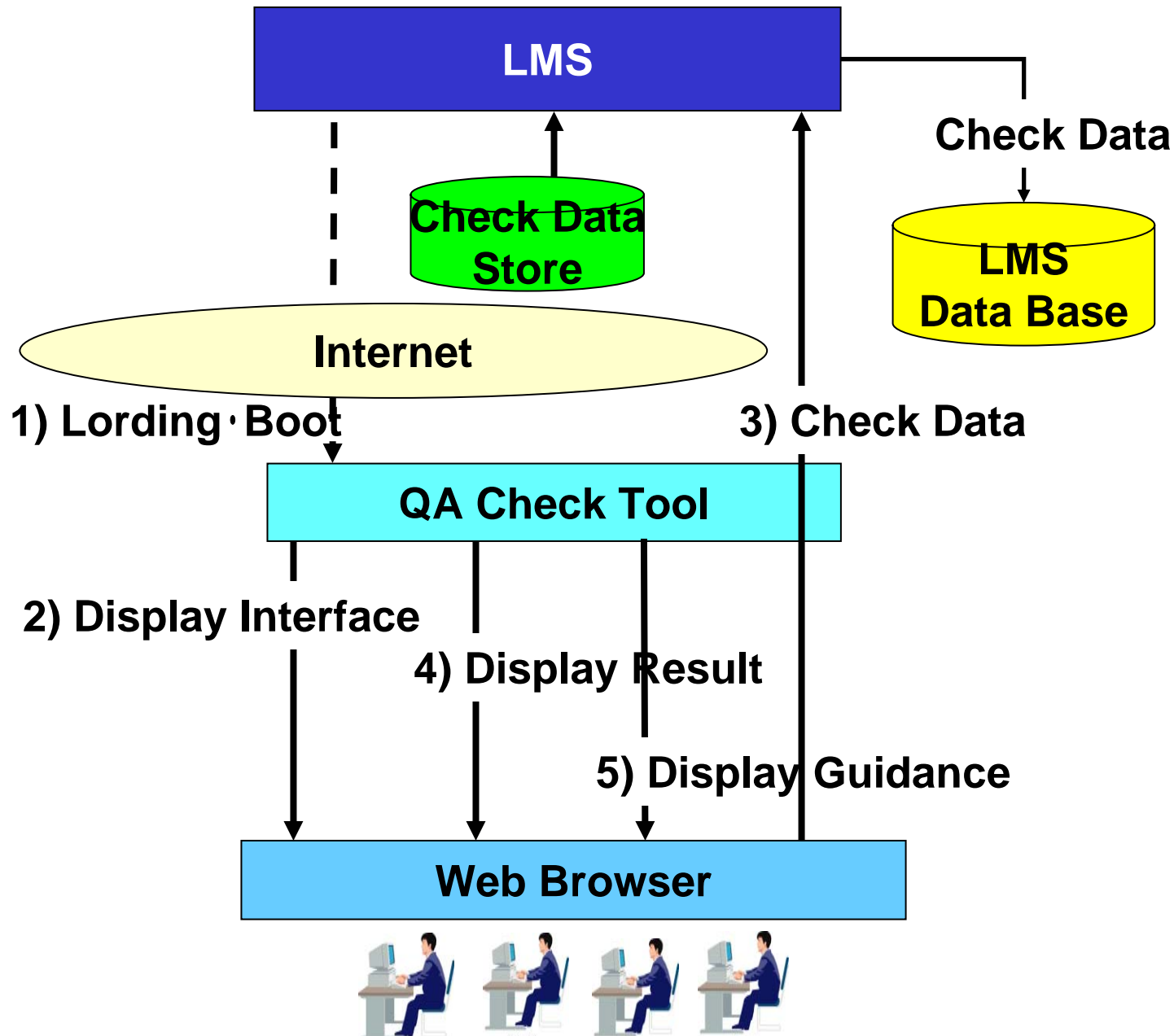
- Main : Sharing advanced technologies and knowledge
- Hoping :
 - Technologies development in collaboration
 - Application and spread these technologies in Quality of e-Learning contents and services globally.

- To Share the knowledge related to QA in e-Learning
- 1) by **Presentations** in AEN2004 WG Meeting
- 2) by **Documents** until March,2005 (Tokyo Meeting)
 - Each country require a document
 - All of issues welcome ; Technical , Political , Educational, Market and Individual Interests.
 - WG prefers to include the moving/status of main QA activities in each country.

- Quality Issues and Activities on each e-Learning Stage
- Organization Map for e-Learning and its Quality
- Needs Survey for Quality
- Quality Models
- Development Quality Items and Criteria
- Tools for Quality Management and Assurance
- Best Practice in Quality Activities
- Terminology
- Certification Process

- Re-examine the Quality Assurance Items and Criteria
- Development 3 Drafts
 - QA Framework and Terminology
 - Process Quality Assurance Guideline
 - Product Quality Assurance Guideline
- Development “QA Check Tool”
 - Development a simple QA Check Tool in English & Japanese
 - Experimental Testing on Expert and Learner

Tool for Quality Assurance



Tool for Quality Assurance

Class2: Process Quality

Category7 : Analysis(開発プロジェクトに対する、要求や需要、制約を分析)	Needs Analysis (教育の必要性と要求を明確にする。教育領域やテーマ、教育対象者を特定する)	<ul style="list-style-type: none"><input type="checkbox"/> ニーズ分析は、教育内容と学習者の双方について分析し、記録がある。さらに教授設計(ID)理論や学習理論を習得した専門家のレビューを受けている。<input type="checkbox"/> ニーズ分析は、教育内容と学習者の双方について分析し、記録がある。さらに理論に基づかないが経験の豊富な人によって設定されたか、レビューを受けている。<input type="checkbox"/> ニーズ分析は、教育内容と学習者のどちらか一方について分析し、記録がある。<input type="checkbox"/> ニーズ分析は、おこなったが、記録として残していない。<input type="checkbox"/> ニーズ分析はおこなっていない。
Category8 : Design(教育プロセスにおける各役割の記述)	Setting Learning Objectives (教育・学習目標を明確に記述する。学ぶべき内容と学ぶべき)	<ul style="list-style-type: none"><input type="checkbox"/> 学習目標の設定は、ユニットレベルも設定し、さらに教授設計(ID)理論や学習理論を習得した専門家のレビューを受けている。<input type="checkbox"/> 学習目標の設定は、ユニットレベルも設定しているが、理論に基づかないが経験の豊富な人によって設定されたか、レビューを受けている。<input type="checkbox"/> 学習目標の設定は、ユニットレベルも設定しているが、経験的におこなっている。<input type="checkbox"/> 学習目標はユニットレベルでは設定していない。
	Design Teaching Methods	<ul style="list-style-type: none"><input type="checkbox"/> 教育方法の設計(設計案)記録はユニットレベルも残している。さらに、教授設計(ID)理論や学習理論を習得した専門家のレビューを受けている。<input type="checkbox"/> 教育方法の設計(設計案)記録はユニットレベルも残している。さらに、理論に基づかないが経験の豊富な人によって設定されたか、レビューを受けている。

評価

ページが表示されました