

ePortfolio for Quality Assurance of Learning Products, Services and Organisations

Dr. Kathryn Chang
Barker
Chair - Lifia



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Overview



1. Terminology
2. QA rationale
3. Process
4. eLearning example

Terminology

- Learning products, services and organizations
- Quality assurance
- ePortfolio

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Learning Products, Services, Organizations

Learning as Process

- Change
- Over time

Learning as Product

- "achievement"
- Products and services



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Traditional Views of Quality Assurance

- **Focus**
 - Process (e.g., ISO)
 - Product (e.g., Good Housekeeping Seal)
- **Standards-based evaluation**
 - Formative
 - Summative
- **Cost-benefit / ROI**
- **Impact analysis**

Methods

- **Internal assessment**
 - Self-assessment
- **External assessment**
 - Peer review
 - Expert judgement

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Emerging Views

- **Process vs. product**
 - Quality assurance
 - Organizational learning
 - Capital assets management
 - Return on assets
 - Prosumption
- **ePortfolio as**
 - Process
 - Product
 - Organizational learning



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ePortfolio (NLII, 2003)

- “a collection of authentic and diverse evidence, drawn from a larger archive
- representing what a person or organization has learned over time on which the person or organization has reflected,
- and designed for presentation to one or more audiences for a particular rhetorical purpose”

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Different Users, Different Focus

- | Individuals | Groups |
|--|--|
| <ul style="list-style-type: none">• K-12<ul style="list-style-type: none">– Process and content• PSE and professional<ul style="list-style-type: none">– Learning and assessment– Certification to standards• Adult / workplace<ul style="list-style-type: none">– Education/training– Human Capital Management | <ul style="list-style-type: none">• Community<ul style="list-style-type: none">– Asset mapping– Learning• Organization<ul style="list-style-type: none">– Learning– Asset management– Quality Assurance• Business<ul style="list-style-type: none">– Prosumption– Quality Assurance |

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ePortfolio for QA

- | | |
|--|---|
| <ul style="list-style-type: none">• Process<ul style="list-style-type: none">– Archive / inventory / description– Reflection– Learning / change– Evidence / verification | <ul style="list-style-type: none">• Product (purpose-driven)<ul style="list-style-type: none">– Internal QA– External “evidence” of quality and quality assurance |
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eLearning Example

Context: we have...

1. eLearning p/s
2. Quality standards
3. Certification mark
4. Concern for quality
5. ePortfolio tools and services

eP Process

1. Describe
2. "reflect"
3. Map against standards
4. Share
5. Demonstrate process (learning) and product (quality)



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Strengths of the eP Process

- **Learning process**
 - Self-assessment
 - Reflection
- **Collaborative**
 - Peer review
 - Web-based archives and artefacts
- **Iterative**
 - Continuous improvement
- **Assisted**
 - EifEL and LifIA
 - Objective professional assessment

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Solving the Quality Paradox

Providers must assure quality but they can't provide quality assurance.

Quality assurance must be:

1. objective
2. professional
3. credible
4. recognized
5. iterative
6. continuous

It takes a team:

1. both perspectives
 - consumer: what is desirable
 - producer: what is possible
2. variety of expertise required
 - evaluation / research
 - teaching and learning
 - technology

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For more information

www.Europortfolio.com

www.LIF-FIA.org

www.FuturEd.com

www.eQcheck.com



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