

# *Wopla*

*verkko-opetuksen  
laadunhallinta ja laatupalvelu*

## **Quality Management in Web-based Learning - A Finnish perspective**

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# Structure and contents of presentation

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- ① About the project
- ① Defining quality: some results of the preliminary research
- ① Quality manual: main ideas
- ① Next steps

## Quality Management in Web-based Learning-project

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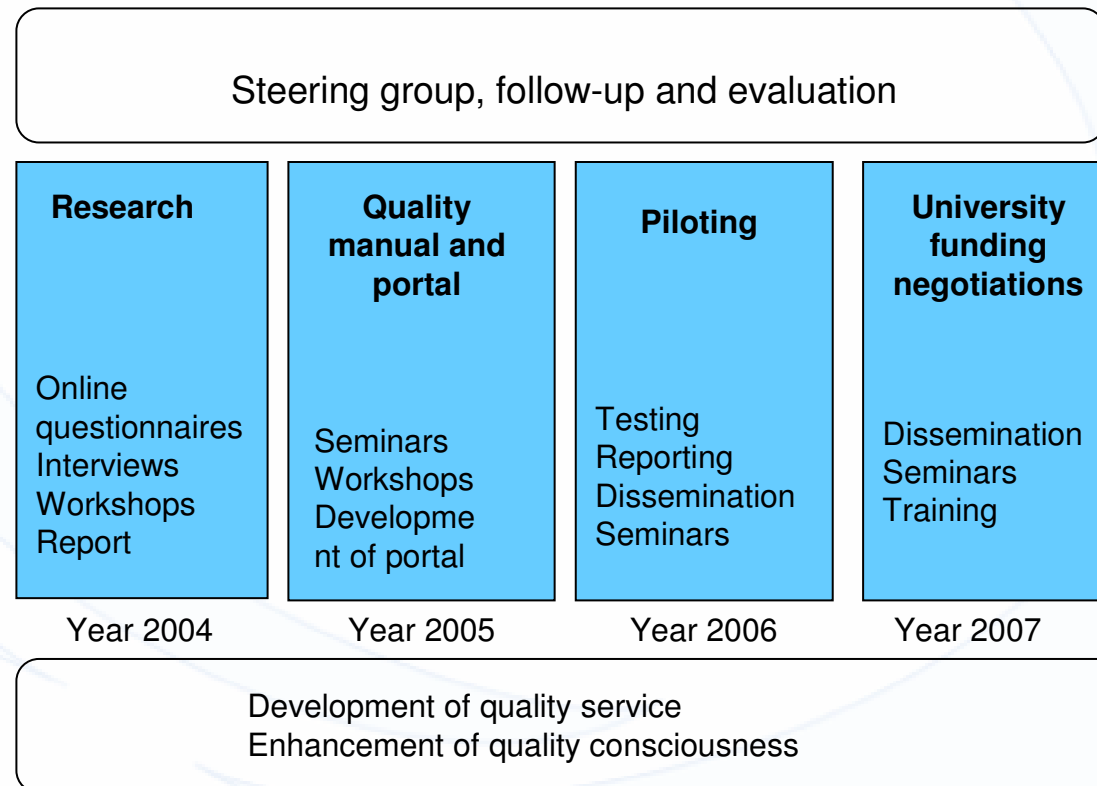
- ② A joint venture between three universities in Finland – University of Helsinki (coordinator), University of Kuopio, Lappeenranta University of Technology
- ② Funded by the Ministry of Education
- ② Finnish Virtual University project

## **Main goal of the project 2004-2007**

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To support and enhance quality management in e-learning, and to develop quality consciousness and expertise among university personnel and their commitment to the quality management work

# The schedule of the project



# Defining quality in e-learning

Harvey & Knight 1996

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- ① Quality as exceptional
- ① Quality as consistency
- ① Quality as fitness for purpose
- ① Quality as value for money
- ① Quality as transformative

# Some quality factors for e-learning

Vopla 2004

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- ① student orientation
  - ① student activity
  - ① meaningful learning situations
  - ① constructivism
  - ① reflection
  - ① contextualization
  - ① transfer
  - ① interactivity
  - ① feedback and evaluation
  - ① authentic materials and exercises
  - ① adaptability of information
  - ① adequate and well-timed support services
  - ① providing production, maintenance and support of VLE(s)
  - ① support of the development and planning of learning processes

# Concept of the quality manual

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## Q2 → Quest for Quality

- an overall view on quality management in e-learning
- based on the most common quality management systems  
→ can be linked with the organisations general quality management system
- combines information and knowledge on quality management in e-learning
- a tool for improving e-learning quality
- the tool incorporates the main contents of quality management in e-learning and
- shows the phases of quality management work
- clear paths for different users
- displays basic questions to improve quality in one's own work

# Quality manual: contents

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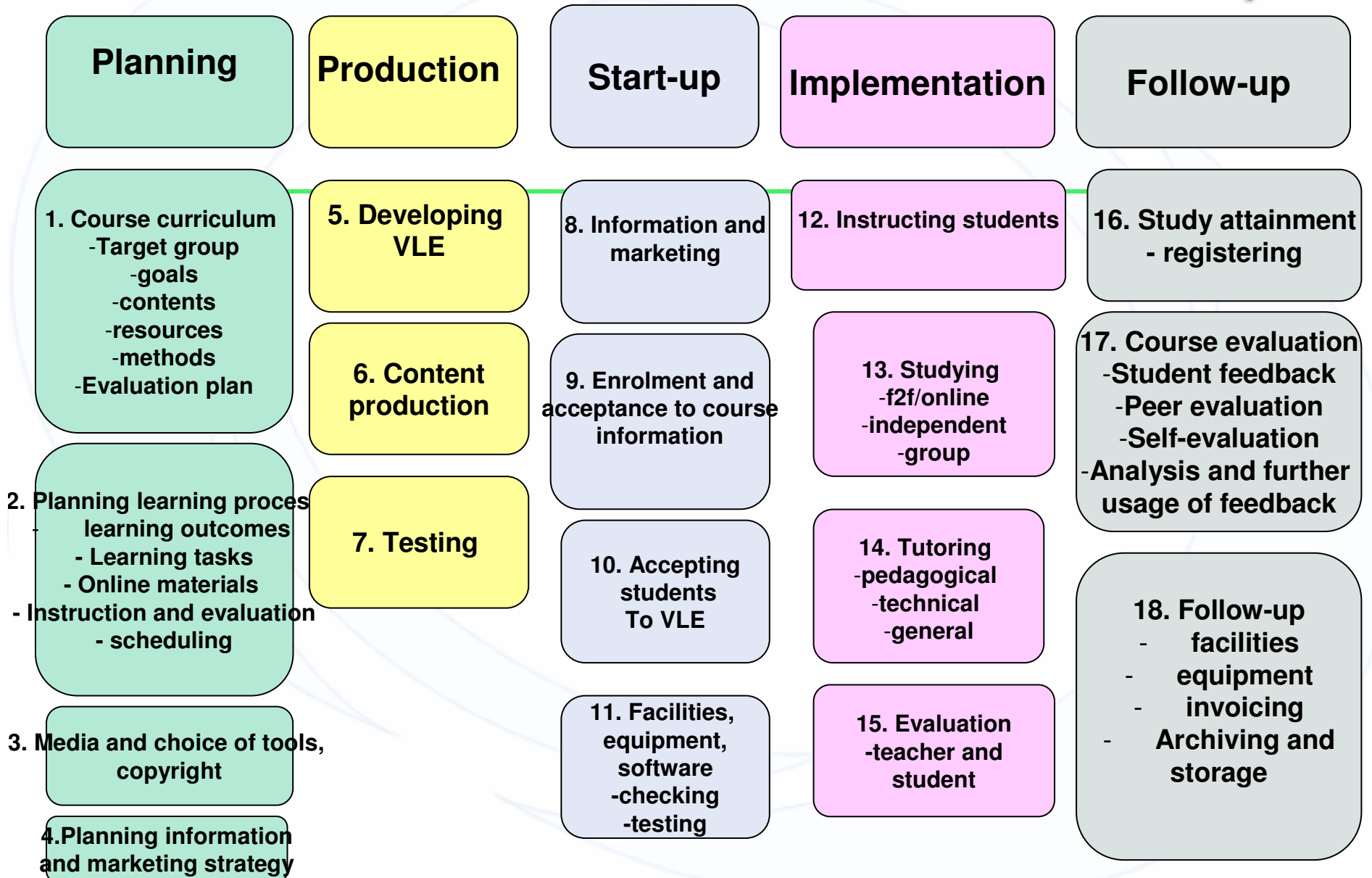
- ① introduction to quality management
- ① usage instructions
- ① quality matrices
- ① process descriptions
- ① quality criteria
- ① quality indicators
- ① examples of measuring tools

# Quality Manual for e-learning - matrix of contents and phases



Phase How?  Content What?	Documenting present activities	Defining criteria and measurement tools	Implementation and improvement
<b>Management</b>	How is e-learning connected to university, faculty and department strategies?	How does e-learning support achieving the goals set in strategies?	How are strategical development plans improving e-learning?
<b>Skills</b>	What kind of ICT skills the staff holds?	What kind of ICT skills is needed to achieve the goals set in the various strategies?	How is development of staffs' ICT skills evaluated?
<b>Resources</b>	What kind of resources are available for e-learning?	What kind of resources are needed to fulfil the strategic demans for e-learning?	How are e-learning processes developed and allocated?
<b>Processes</b>	What kind of processes are included in e-learning?	What are the key and support processes in e-learning?	How are processes developed to meet customer needs?
<b>Evaluation</b>	How is e-learning evaluated?	What are the criteria and indicators that are used in evaluating e-learning?	How is the evaluation information utilized in development of e-learning?

# Process description for e-learning / VOPLA-team 13.1.2005 *Vopla*



# Different user pathways

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Director



Teacher



Support  
personnel



## Next steps

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- ① Co-operation with other e-learning and quality projects in Finland – and abroad (?)
- ① Further development of the contents and usage of the quality manual
- ① National workshop 21.9.2005
- ① Expert evaluation on quality manual
- ① Recruiting pilot projects for evaluation
- ① Dissemination of quality material
- ① Development of quality management portal

# Thank you!

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