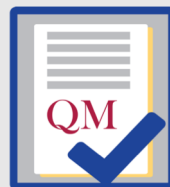




# Online learning: Global perspectives on quality assurance and best practices

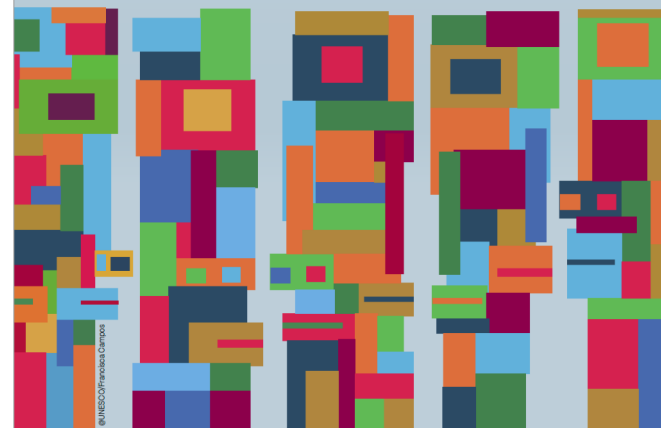
Dr. Deb Adair: CEO Quality Matters, President of INQAAHE

INQAAHE TALKS: November 16, 2022



## BEYOND LIMITS

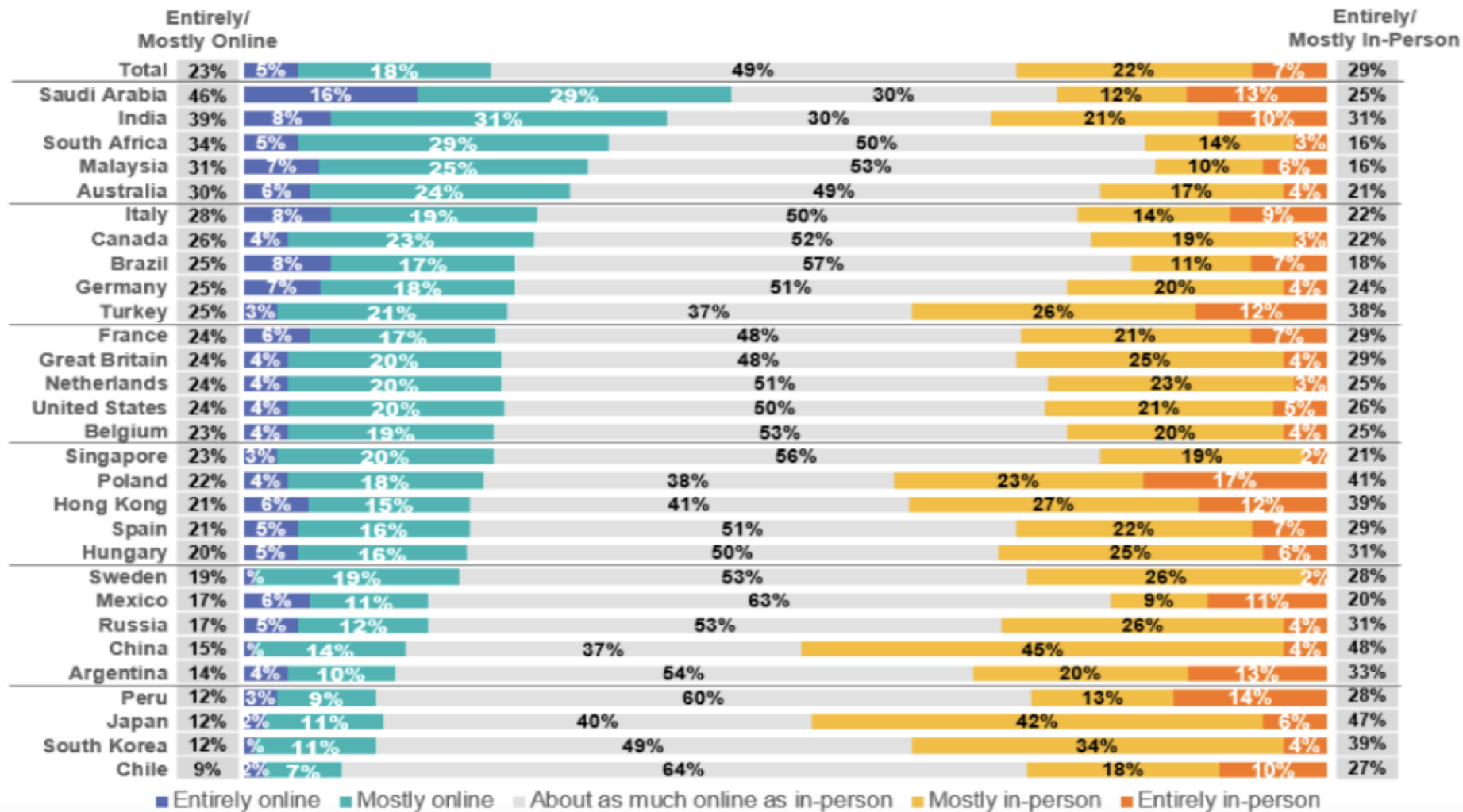
New Ways to Reinvent Higher Education



# Change is upon us

## Whether we are ready or not

# HOW WILL HIGHER EDUCATION BE CONDUCTED IN FIVE YEARS?



# What's different in online Ed?



Variations

Expertise

Factors  
impacting  
quality

Alignment/  
integration

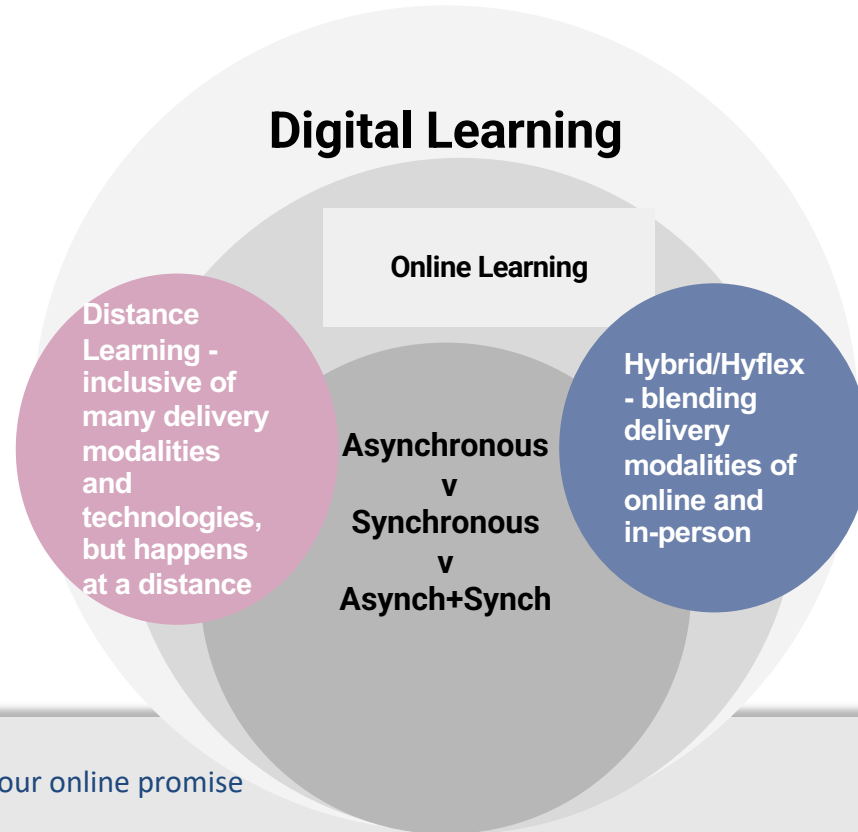
# Definitions

**Digital learning** is any type of learning that is accompanied by technology or by instructional practice that makes effective use of technology.

Digital Learning encompasses other terms, focusing on:

- **Delivery Modalities:** Online learning (via internet), Hybrid; Broadcast TV, Classroom-based
- **Location:** Distance learning (student physically apart from teacher)
- **Formats:** Synch/Asynch

# Digital Learning



# Online Education

**Online education is a subset of digital education. It is mediated by internet technology to span distance between teacher and student and can be delivered in mixed modalities and formats.**

# Terminology & Definitions

- **Digital Education**  
Most general term, involving use of technology in education.
- **Digital Learning**  
General term for use of technology in learning, referring to how students learn/are taught.
- **Distance Education**  
Category of education where students are at a distance from instructor.
- **Distance Learning**  
Learning situations where students are at distance from instructor.
- **Online Education**  
Type of digital education, provided via internet, in an online modality.

# Definitions: Modalities

- **In-Person**

All instruction takes place in an in-person setting

- **Online Learning (Modality)**

A form of digital learning via internet, defined as “All instruction and interaction is fully online (synchronous or asynchronous).

- **Hybrid Learning (Modality)**

A blend of online and in-person modalities (online instruction is synchronous or asynchronous).

- **Hyflex Learning (Multi-modality)**

Students can move between online and in-person instruction as they see fit.

# Definitions: Formats

- **Asynchronous Learning (Format)**

Format in which student-student and student-instructor interaction are separated in time. “Instruction is available for students to access at a time that works best for them.”

- **Synchronous Learning (Format)**

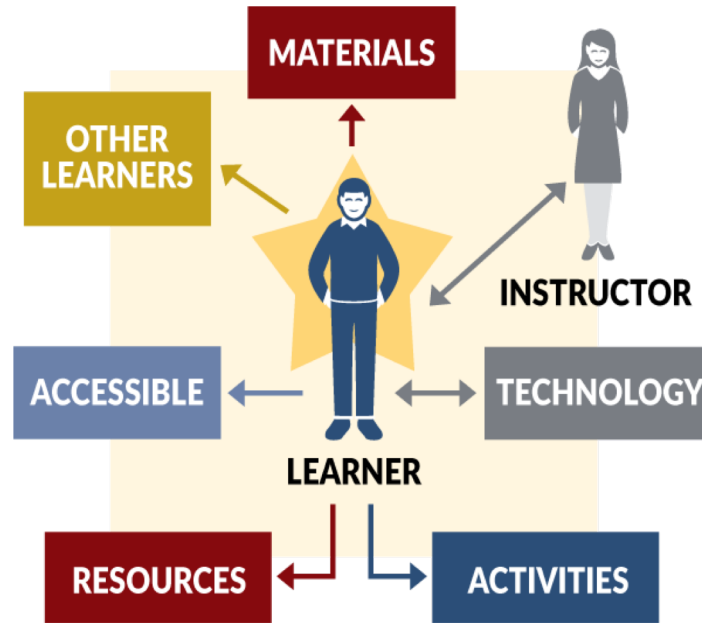
Format in which student-student and student-instructor interaction happen in real time. “Instruction takes place in real-time and requires student presence (in-person or virtual) at a set time.”

- **Hybrid Learning (Format)**

Format is a blend of synchronous and asynchronous formats.



# Expertise: Everyone has a role!

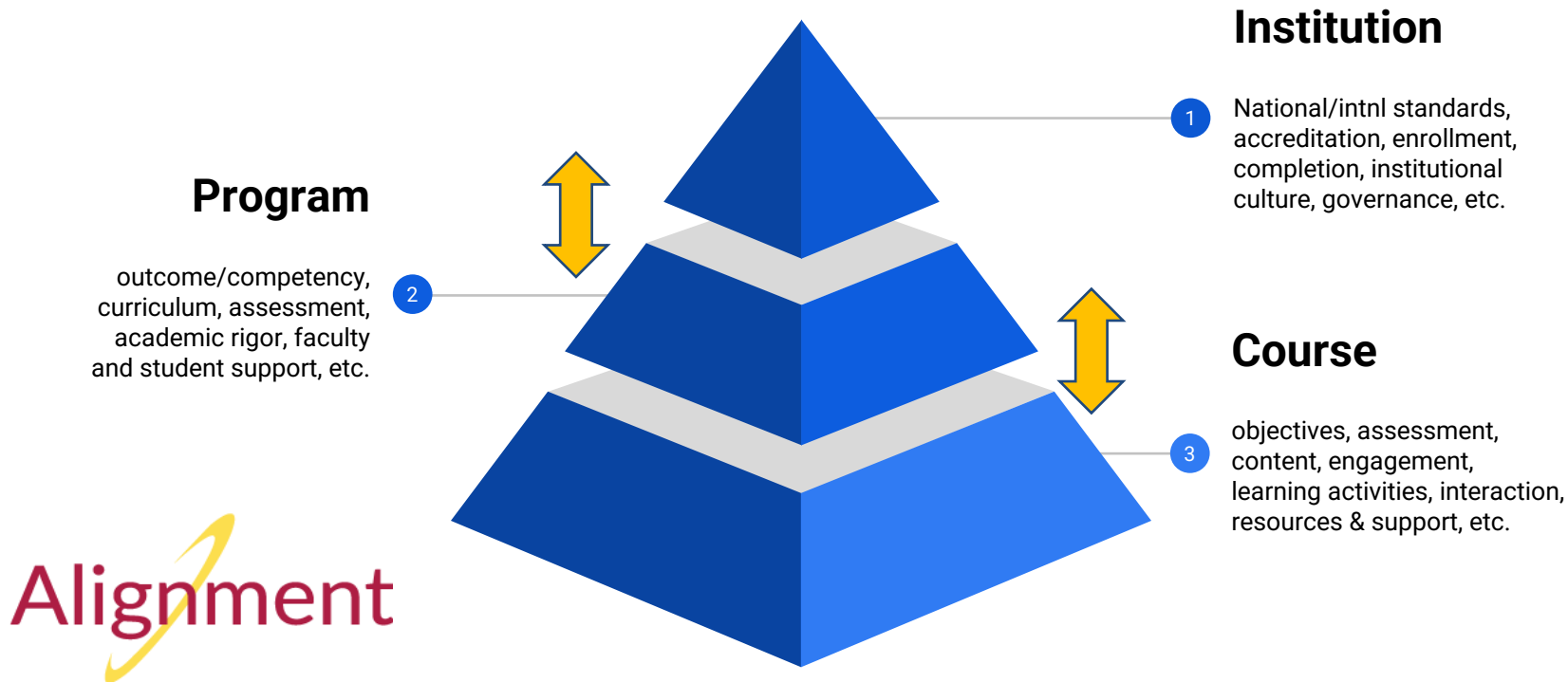


# Components Impacting Online Course Quality



- Course Design
- Course Delivery
- Course Content
- Institutional Infrastructure
- LMS
- Faculty Readiness
- Student Readiness

# Integration & Alignment Online



# Where **QA** of Online Ed is different



Legitimacy/  
expertise

Policies/  
definitions

Standards

Quality/Effe  
ctiveness

## From Guidelines of Good Practice

- Guidelines of good practice for INQAAHE members
- Strengthen internal QA systems
- Promote trust and credibility
- Promoting internationalization of QA
- Guidelines equally applied to all types of QA providers regardless of profile and maturity levels

## To International Standards & Guidelines

- Open to ALL QA providers
- A modular approach to embrace diversity of providers:
  - Baseline + Module Standards
- Emphasis on outcomes and impact on HE system
- New dimensions of evaluation: relevance, recognition, integrity, higher education core values)
- Evaluation of EQA providers as per maturity levels

# ISGs Evaluate Evaluators

## Baseline Standards:

Legitimacy, framework for external review, review process, internationalization, integrity, stakeholder engagement

Module 1: Cross-border education

Module 2: Short Learning Programs

Module 3: Online/blended education

**Expectations  
for all QA  
Providers**

**Differentiated  
QA**

# INQAAHE ISG: Online Module

1. Mandate
  - Authorization, expertise
2. Policies
  - Definitions and application
3. Standards of practice (for TEPs)
4. Evaluating effectiveness of TEPs



# ISGs focus attention on...

- |                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>✓ Mission</li><li>✓ Governance &amp; Integration</li><li>✓ Supporting resources &amp; infrastructure</li><li>✓ Communications to students</li><li>✓ Faculty preparation</li><li>✓ Student preparation</li></ul> | <ul style="list-style-type: none"><li>✓ Equivalency in support and outcomes</li><li>✓ Supervision</li><li>✓ Academic Integrity &amp; student identity</li><li>✓ Institutional evaluation and reporting on online education</li></ul> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



# Supporting National/Regional QA with a Global Perspective

INQAAHE  
Since 1991

Currently, there are around 20  
QA Networks:

- International
- Regional
- Special Interest
- Subject Specific



