

How to get started with Quality Assurance of Open, Flexible and Distance Education

By

Prof. Obhajjie Juliet Inegbedion

6th June 2023

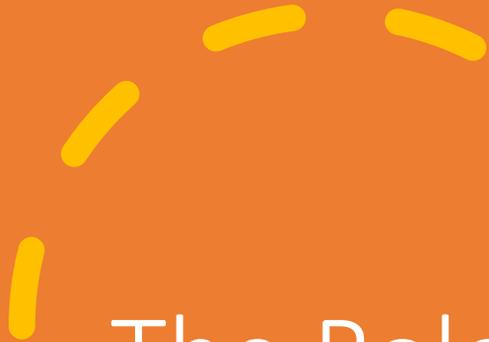
Focus:

- Understanding the Context
- The Role of Quality in Ensuring Standards
- Developing Standards
- Monitoring and Evaluation

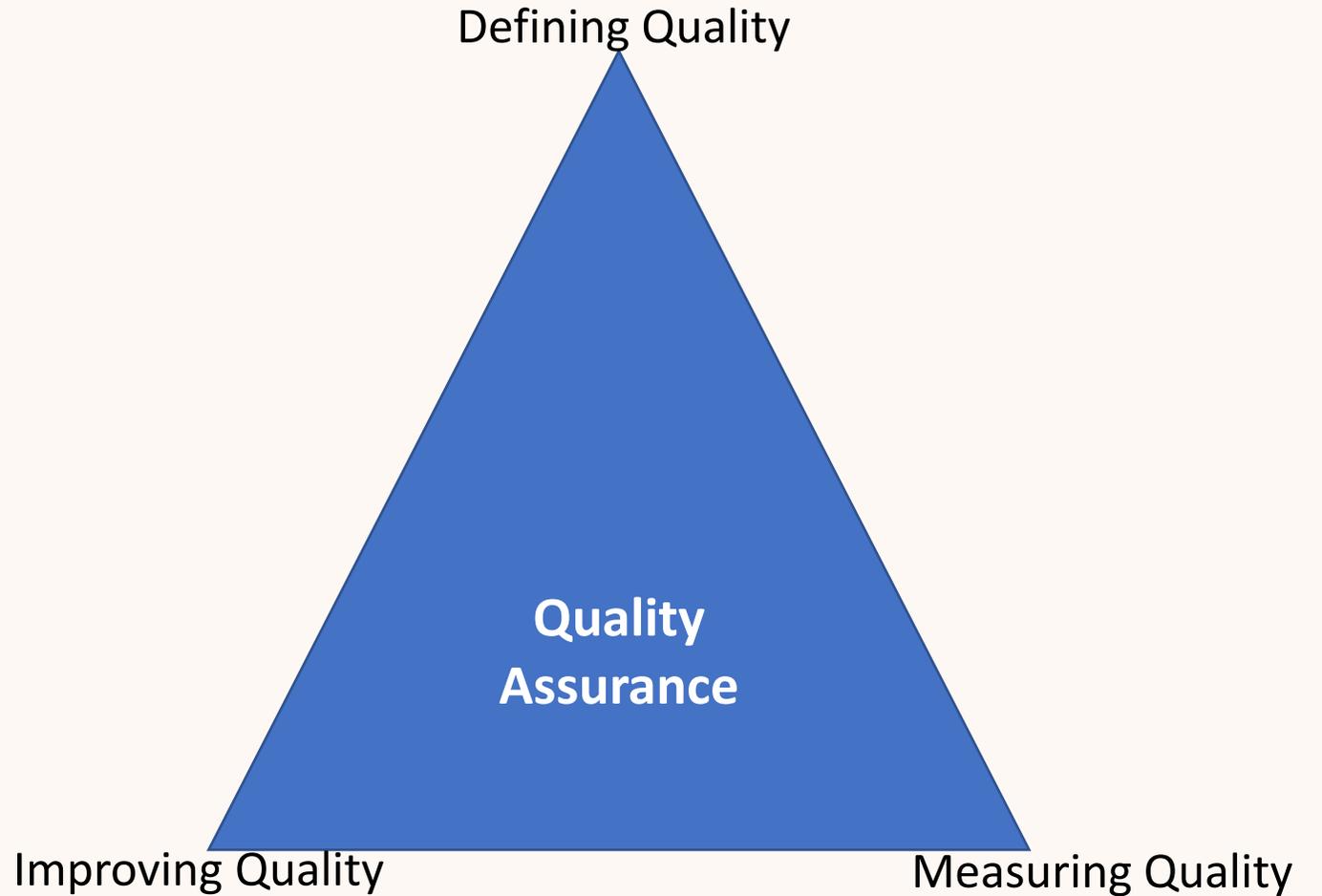
An abstract graphic on the left side of the slide. It features a large, solid blue shape that resembles a stylized letter 'L' or a corner. This blue shape is overlaid with several sets of parallel black lines that create a sense of depth and movement, as if they are receding into the distance. The lines are arranged in a way that suggests a three-dimensional structure, possibly representing a building or a complex system.

Understanding the Context

- What is the vision and mission of the institution?
- What is the institutional structure of quality guidance?
 - Internal and External
- Available institutional and national policies



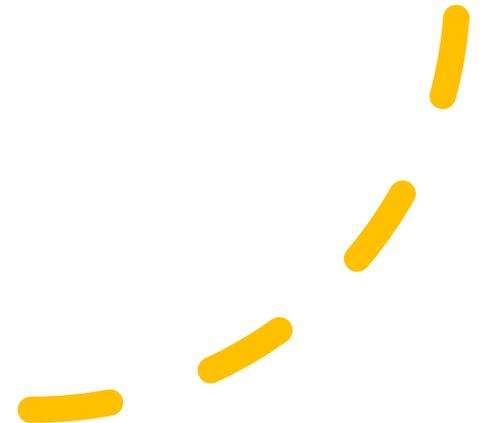
The Role of Quality in Ensuring Standards



Quality Assurance Triangle

Defining Quality

- Defining Quality
 - Quality could mean different things to different people.
 - How does your institution define quality?
 - Key focus in defining quality:
 - Fitness for Purpose – Meeting institutional vision, mission, strategic goals
 - Fitness of purpose – Institutional capacity to satisfy national goal
 - Value for money
 - Transformation of the learner
- Setting the Administrative and Academic Standards for Processes and Service
- Communicating and Implementing the Standards



Measuring Quality

Compliance. To determine if the standards are met

What to do:

Collecting Data to determine if the standards have been met

Are the processes carried out as planned?

Are the services being delivered as stated?

Identify the gaps between the standards and their implementation.

Set mechanisms for improving on the identified gaps

Improving Quality



Collaborative work by all staff towards goal achievement



Common understanding of the identified gaps



Development of strategies and methods to close the gaps to meet the standards

Developing Standards

Step 1: Define the topic/theme

- Carryout background investigation.
 - Is there existing standards within the institution or national or others?
 - How related are the exiting standards to your operations?

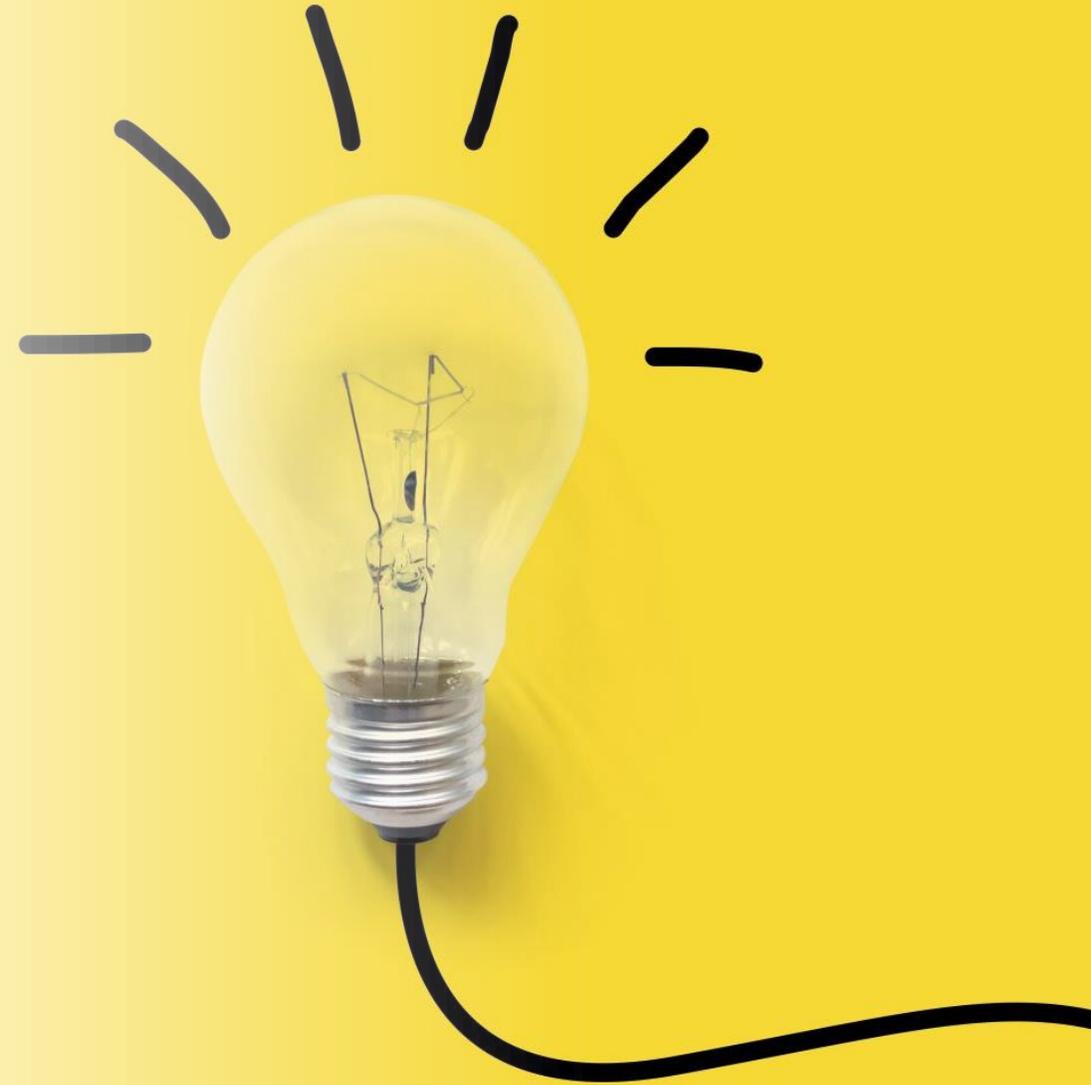
Step 2: What are the required inputs, processes, and outcomes?

- Vision, Mission, value, transformation
- Instructional Structure
- The Learners
- Human Resources and Development
- Programme Design and Development
- Course Design and Development
- Learner Support and Progression
- Learner Assessment and Evaluation
- Learning Infrastructure and Resources





-
- Step 3: Gather Information
 - Existing standards
 - Expected Standards



Step 4: Draft the Standards

- Determine key functions and expectations
- Develop Standard Operating Procedures (SOPs). This is a step-wise procedure of carrying out a task or function
 - Identify activities
 - Let the concerned staff state in chronological order how those activities are carried out and their corresponding expected outcomes

Step 5: Test the Standards

- You can use Beta Test
 - Determine the strengths and weakness of the standards
 - What are the likely constraints' in applying the standards?
 - Review

Step 6: Deploy the standards for use

- Communicate and train
- Implement the Standards



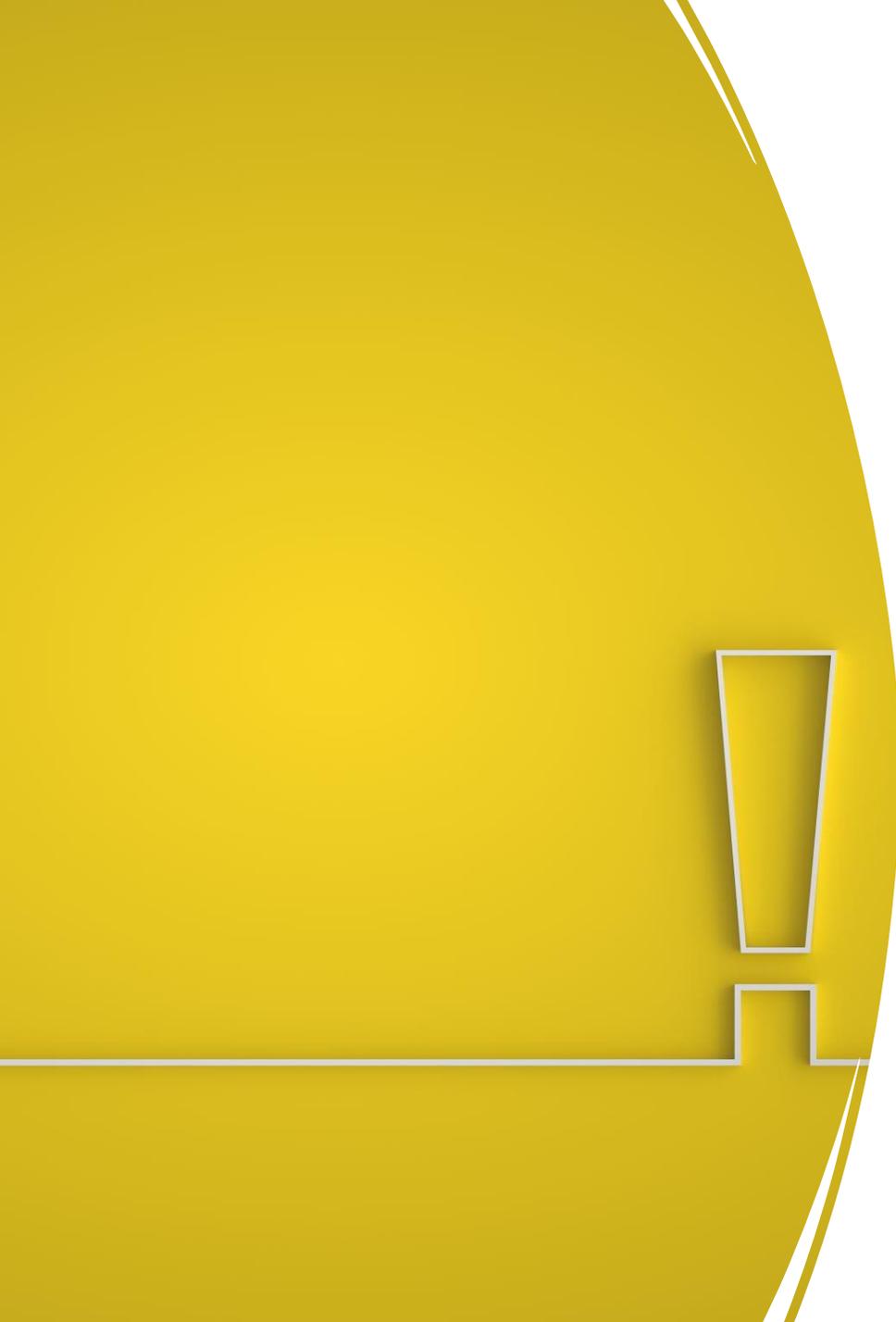
Step 7: Monitor and Evaluate

- Develop indicators
- Set up a monitoring system
 - Are you using self-assessment or external assessment?
 - How will the data be collected and how often?
 - Who will aggregate the data?
- Use the Data
- Revise the Standards

African Quality Assurance Toolkit

- African Council for Distance Education Quality Assurance And Accreditation Agency (ACDE QAAA) Tools And Instruments for Evaluation Of Quality In Open And Distance Learning Including E-Learning in African Higher Education
- <https://acde-afri.org/wp-content/uploads/2023/03/ACDE-Quality-Assurance-Tools-and-Instrumentants.pdf>





Thanks
