16th Annual Quality Assurance in Higher Education

8-12 March 2021

University Council of Jamaica

Leadership and Governance

Assure Quality in Online delivery for

Higher Education

Professor Romeela Mohee

Higher Education Commissioner

Mauritius

Overview

Definitions of Online Learning

Quality Assurance in Blended Learning

Research and Analysis

Baseline Study on Online Learning during COVID-19 in Jamaica

Online Learning SADC Countries 2020/2021

Mauritius Study assessment of quality in online learning

Leadership in Online Learning

Definitions of Online Learning

Face To Face /Online Teaching

Academics

▶ Amount of work underestimated for course development and delivery

▶ Not recognized in the formal workload nor promotion exercise

▶ Equivalence of DE delivery in terms of academic workload

Tutors

▶ Often tutors are not permanent staff of university;

▶ QA: criteria for recruitment, training , monitoring and payment of contract staff

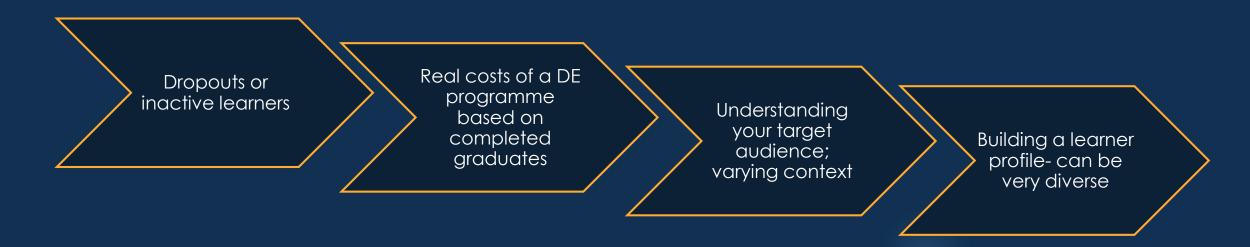▶ tutor: learner ratio not defined academic workload is well defined

Organizational Challenges

Administrative support

☐ DE programs require more administrative support than F2F programs

☐ Decentralized registration of learners, materials production and dispatch, maintenance of information management systems, assignment management
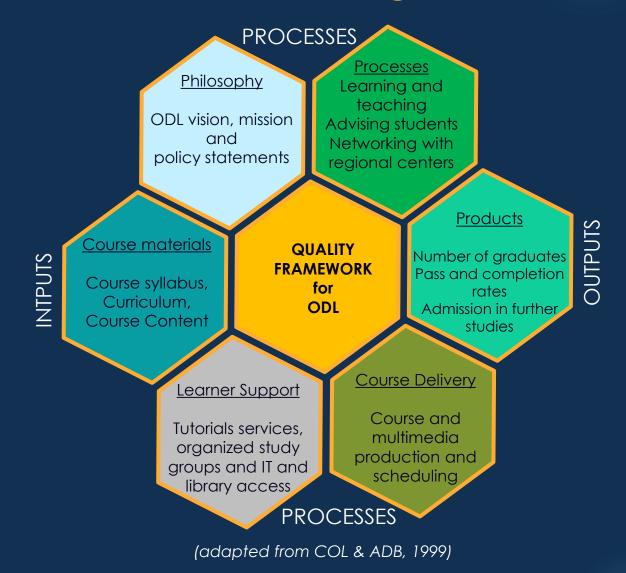
Challenges

Dropouts or inactive learners

Real costs of a DE programme based on completed graduates

Understanding your target audience; varying context

Building a learner profile- can be very diverse

How to assess the Quality of Online Learning?

Institutional support (vision, planning, & infrastructure)

Course development

Teaching and learning (instruction)

Course structure

Student support

Faculty support

Technology

Evaluation

Student assessment

Examination security

Quality Assurance in Online Learning

PROCESSES

Philosophy

ODL vision, mission and
policy statements

Processes
Learning and teaching
Advising students
Networking with regional centers

INTPUTS

Course materials

Course syllabus,
Curriculum,
Course Content

QUALITY FRAMEWORK for ODL

Products

Number of graduates
Pass and completion rates
Admission in further studies

OUTPUTS

Learner Support

Tutorials services, organized study groups and IT and library access

Course Delivery

Course and multimedia production and scheduling

PROCESSES

(adapted from COL & ADB, 1999)

Reference: Irrodl paper

Research and Analysis

Post-covid19 Higher Education- Challenges

COVID 19 – Disruption in Higher Education
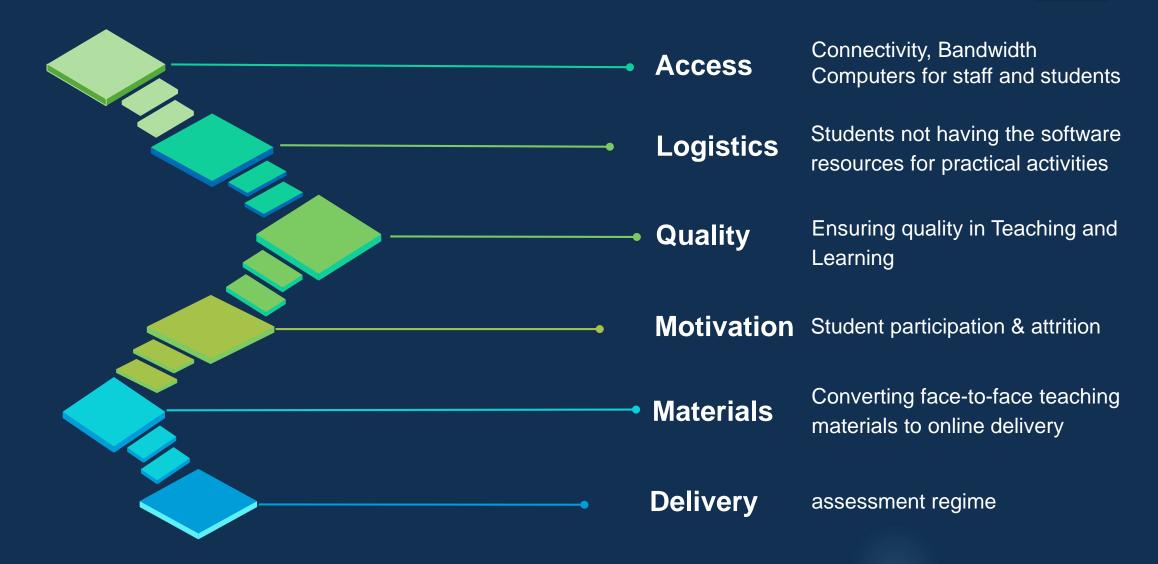
Ensure highest degree of inclusion and equity

Increased demand for higher education (local)

Internationalisation of curriculum and program

Universities under Financial constraints

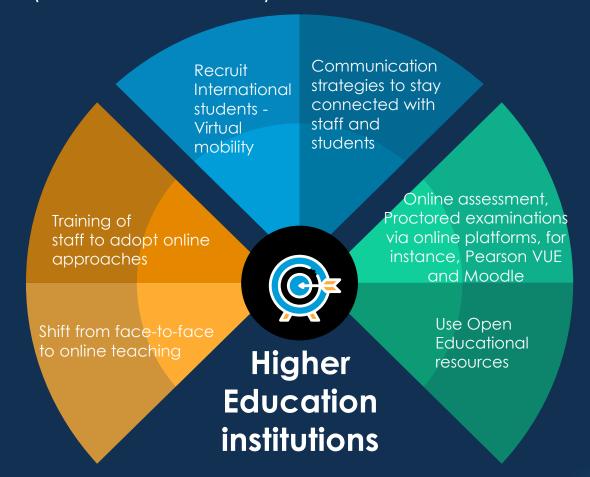Alternative delivery modes of teaching- Remote/Online/Blended

Survey on Benefits for Shifting Online

Capacity Building

Institutional capacity

Quality Assurance

Flexibility

Profitability

- Training for staff
- Significant professional development

Upgrading of technological resources

- Innovative Quality Assurance
- Detailed preparation for instruction
- Course Information and recording is available

Flexibility in course delivery

Increase enrolment in courses

Elimination of physical space

Reference: Survey data in Jamaica in HEI

Actions taken in Online Learning During COVID-19 (Mauritius)

A spectrum of action taken (March to June 2020)

Recruit International students - Virtual mobility

Communication strategies to stay connected with staff and students

Training of staff to adopt online approaches

Online assessment, Proctored examinations via online platforms, for instance, Pearson VUE and Moodle

Shift from face-to-face to online teaching

Use Open Educational resources

Higher Education institutions

Reference: Report on Resilience, HEC March 2021

Lessons Learnt During COVID 19 Pandemic in HEI's in Mauritius

A new pedagogy is emerging

Multiple advantages of online teaching uncovered

Make better use of technology: to increase access, ensure connectivity, university operations (LMS)

Ensure both academic and non-academic staff are trained

Ensure pedagogical tools in place, Student welfare, new forms of assesment, curriculum reviewed

Fast changing work landscape-microcredentials

key factor is online learning
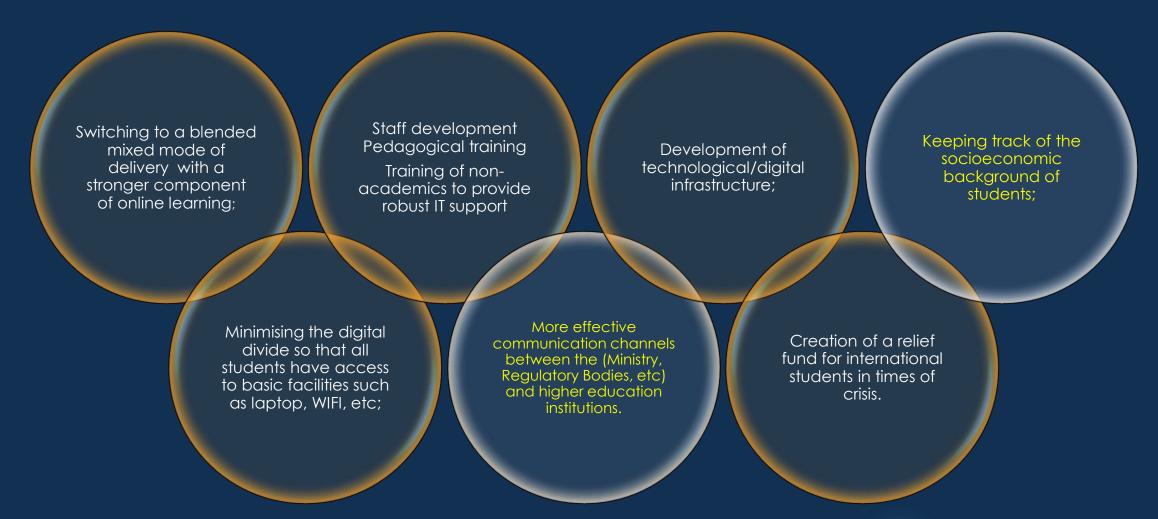
Hybrid learning

Use of technology

Reskilling or upskilling

Quality Assurance

Changing work environment

Lessons Learnt: Online Learning During COVID-19 (Mauritius)

Switching to a blended mixed mode of delivery with a stronger component of online learning;

Staff development Pedagogical training
Training of non-academics to provide robust IT support

Development of technological/digital infrastructure;

Keeping track of the socioeconomic background of students;

Minimising the digital divide so that all students have access to basic facilities such as laptop, WIFI, etc;

More effective communication channels between the (Ministry, Regulatory Bodies, etc) and higher education institutions.

Creation of a relief fund for international students in times of crisis.

Initiatives Taken During COVID-19 in SADC Countries

► The COVID-19 moment provoked the search for new, creative and imaginative ways to enable learning continuity for all, thereby presenting a further opportunity for the expansion of ODL in the SADC Region.

► Encourage the use of the Moodle LMS

► Provide Internet and Wi-Fi for both lecturers and learners where learners also received a once-off 3G data package to use on their mobile devices during the COVID-19 lockdown

► Free access to online content for secondary school learners on the Ministry of Education platform

► Partnering with innovative start-ups and hubs to develop creative access solutions, applications and digital tools

These initiative were taken by Countries like Botswana, Eswatini, Lesotho, Malawi, Mauritius, Namibia, Seychelles, Zambia, South Africa.
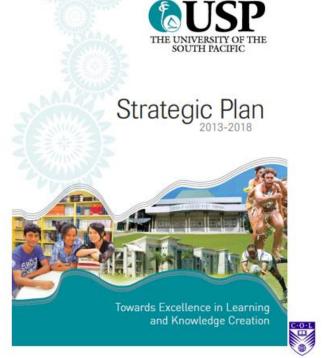
Reference: UNESCO ROSA/ SADC study 2020.

Leadership in Online Learning

Examples of Leadership in Online Learning

University of South Pacific

USP
THE UNIVERSITY OF THE
SOUTH PACIFIC

Rajesh Chandra

Strategic Plan
2013-2018

Towards Excellence in Learning
and Knowledge Creation

VC of University of South Pacific (12 Countries)

- Consultation with stakeholders

- Developed a strategic plan with key performance, indicators and clear timeline

Examples of Leadership in Online Learning

Indira Gandhi National Open University (IGNOU)

ignou
THE PEOPLE'S UNIVERSITY

- Recruiting the best
- Training and retraining
- Inspiring and motivating through personal example

Ram Reddy

Prof Ram Reddy

- 1st VC of IGNOU

- Recruit right people

- Must continue to engage clearly with governments, build relationship with other institutions

Examples of Leadership in Online Learning

Professor Olu Jegede

Founder Vice Chancellor of NOUN

- National Open University of Nigeria
- 'Work and Team'
- President of Nigeria obtained his PhD at OU

Source: Leadership and Innovation for Online Learning

Examples of Leadership in Online Learning

Universitas Terbuka

UNIVERSITAS TERBUKA

- 1995 internet came to Indonesia
- 1997 online courses
- incentives

Tian Belawati

Tian Belawati

- Agent of change
- Resistance
- Champions

Do we cultivate Champions for Change?

Source: Leadership and Innovation for Online Learning

Leadership in Online Learning

Transformative Leadership

Online Instruments
- Development of institutional Online Learning Policy
- Strategic Plan for Online Learning
- Provide for Organizational Support
- Reward for academic staff

Reform
- Create condition for Innovative Change

Consultations
- Enables individuals / organisations to share a vision about quality in Online Learning

Redesigning teaching & learning in the new era

Blended learning (BL) is defined as an enabling instrument in the post Covid era allowing institutions to minimise learning disruptions

Blended learning : As the purposeful fusion of face to face and online environments to conduct teaching and learning

Blended Learning as appropriate and versatile for natural sciences, social sciences, business and humanities requiring minimum contact

Requirements for transitioning to Blended Learning

Platform for virtual education or Learning Management System

Instructors/staff trained in designing online course materials (consideration for OER) and assessment

Quality Assurance

Reference: University of Lagos webinar By KPerris and RMohee

Recommendations for Online Learning Post Covid19

Tailor-made tutorials (videos and guides) have to be provided to tutors and learners to support their transition and on YouTube

Creation of a platform for e-learning for the primary and upper secondary level through the Student Support Portal

E-library facilities at the University of Mauritius have been extended to all other public HEIs and Registered learners have access to international online journals and databases like EBSCO, JSTOR, SCIENCE DIRECT, EMERALD and PROQUEST literature online.

Development of a National OER Policy in collaboration with the Commonwealth of Learning

Adoption of a common framework for Quality Assurance in Online Learning

Capacity building (training) of academic staff on technology and pedagogy

Good Practices in online learning

Staff Development
To ensure that the staff receive continuous professional development and capability enhancement.

Learning Support

To incorporate the student learning support needs, including transition.

Students as Partners

Engaging students as partners in planning, managing and enhancing learning experiences.

Program
Redesign curriculum to be relevant to society needs

Industry and Community Collaboration
Collaborating with industry and community partners to deliver quality learning experiences.
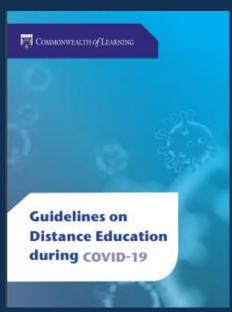
Learning Spaces

Promotion of Quality Learning Environments

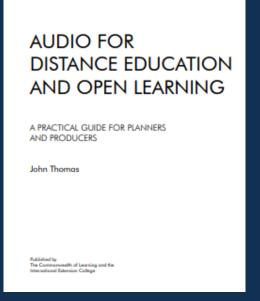Reference: Analysis of the research surveys – MRIC study

Good Practices Documents

Source: 2019_Quality-Assurance-Good-Practices-ODL_Sub-SaharanAfrica.pdf

Source: 2020_COL_Guidelines_Distance_Ed_COVID19.pdf

Source: 2020_Perris_Mohee_QA_Rubric_Blended_Learning.pdf

Source: Audio for distance education and open learning.pdf

Thank You to President and Staff of The University Council of Jamaica

Dr Jeanette Bartley

Ms Karen Gayle

Mrs Althea Heron

Professor Romeela Mohee

Higher Education Commissioner

Mauritius