



Latest Trends in Standards  
and Benchmarking for  
Technology Enhanced  
Learning: As This Space  
Continues to Evolve

*Professor Michael Sankey*  
*Learning Futures*



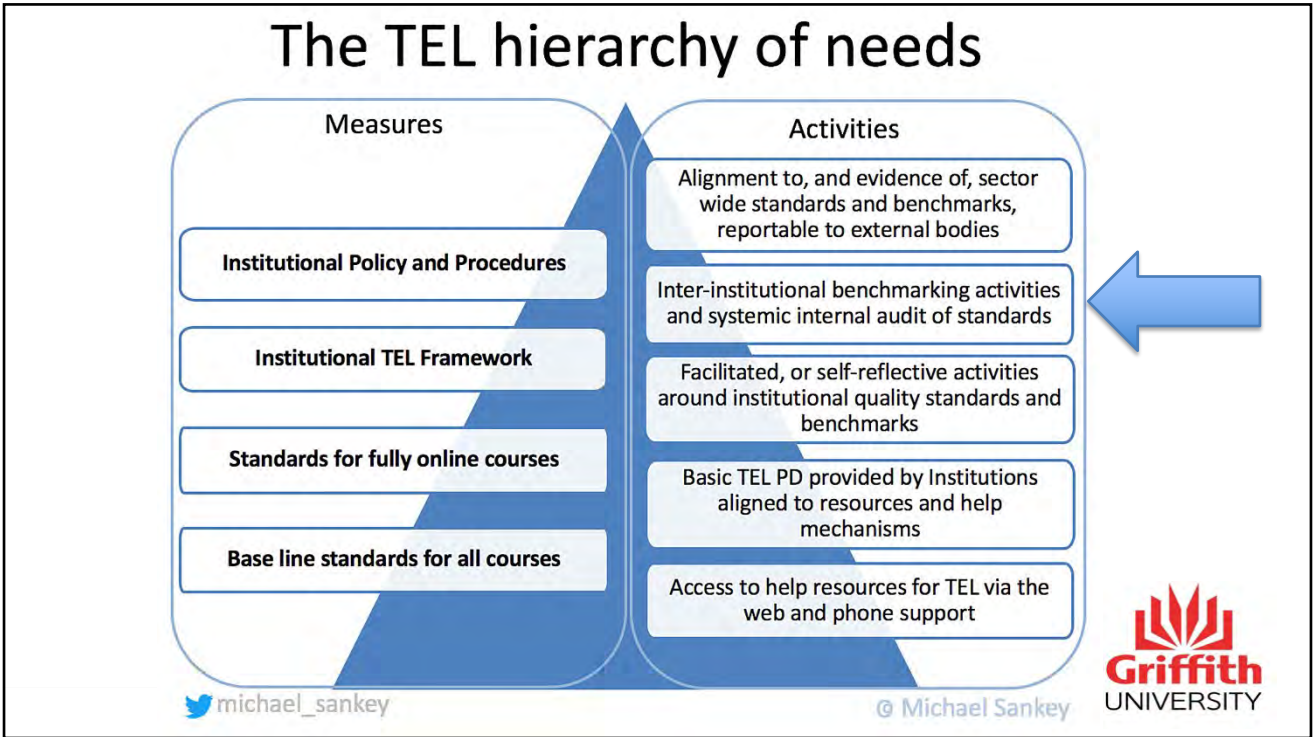
CRICOS No. 00233E

## Quality in TEL

- We know students are seeking consistency within their courses/units in the online learning environment
- TEQSA and we also want a level of consistency for the learning outcomes between f2f and online courses
- This means institutions need to have quality processes in place to ensure both course quality and process quality
- Over the last few year TEQSA have been focusing on process quality
- They are now turning their attention to course/unit quality
- But It takes a village to raise a child

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TEQSA  
Australian Government  
Tertiary Education Quality and Standards Agency

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## Guidance Note: External Referencing (including Benchmarking)

Beta version 2.3 (Consultation Draft)  
19 July 2018

**Documents**

- guidance-note-external-referencing-beta-v2-3.docx
- guidance-note-external-referencing-beta-v2-3.pdf

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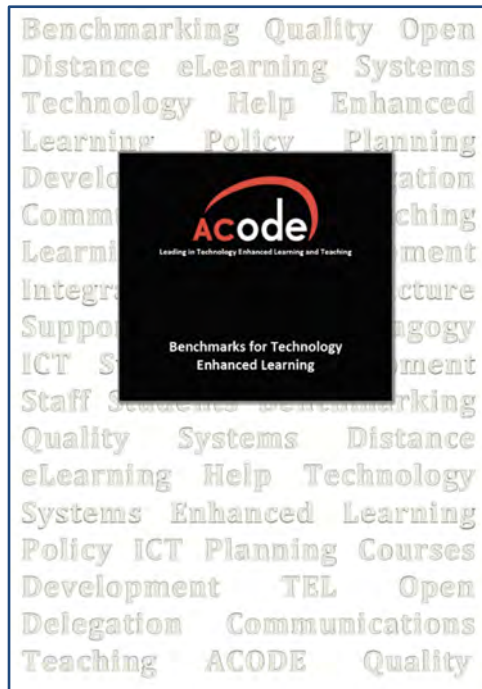
Monitoring, review and improvement processes can and should encompass review against comparators, both internal to the provider and external.

A number of approaches and techniques can be used for external referencing, such as **benchmarking**, peer review and moderation.

**Benchmarking is perhaps the most elaborate form of external referencing** and typically consists of focused improvement through relationships with a benchmarking partner or partners, but can also include comparing course design against publicly-available information and market intelligence. Further detail on benchmarking practice is given in the Appendices A and B below.



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## The 8 Benchmarks for TEL

1. Institution-wide policy and governance for technology enhanced learning;
2. Planning for institution-wide quality improvement of technology enhanced learning;
3. Information technology systems, services and support for technology enhanced learning;
4. The application of technology enhanced learning services;
5. Staff professional development for the effective use of technology enhanced learning;
6. Staff support for the use of technology enhanced learning;
7. Student training for the effective use of technology enhanced learning;
8. Student support for the use of technology enhanced learning.



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## Macquarie University 2014



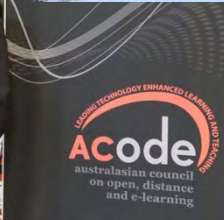
After you have had the conversation internally you then have it with others





## University of Canberra 29-30 June 2016

27 Institutions from 5 countries



## It's about the conversation





ACODE-UK TEL Benchmarking Summit June 2017

ACODE-UK 2017 TEL Benchmarking Summit

The Open University is pleased to host the inaugural ACODE-UK 2017 TEL Benchmarking Summit for UK Universities

De Vere Horwood Estate, Milton Keynes

Sunday 11th June to Wednesday 14th June 2017



The Open University and the Australasian Council for Open, Distance and E-learning (ACODE) are collaborating to bring senior Technology Enhanced Learning (TEL) professionals and decision makers together for the first 3 day residential ACODE-UK 2017 TEL Benchmarking Summit to be held at De Vere Horwood Estate, Milton Keynes.

Home

Registration

Programme

Venue and travel

Terms and conditions

The MK experience

Contact Us

If you have any queries regarding this event please feel free to contact the ACODE-UK 2017 Benchmarking Summit team:

- Charlotte Marston
- Rosemarie Bourke
- Dr. Mark Nichols (Event chair)

Follow us: #acodeuk

http://www.open.ac.uk/acode-uk/





### 3rd Inter-Institutional Benchmarking Summit



25-27 June 2018

Hosted by Griffith University – Qld – Australia

Southbank Campus

Higher Education institutions benchmarking their capacity in technology enhanced learning

To download the ACOE Benchmarks: [click here](#)

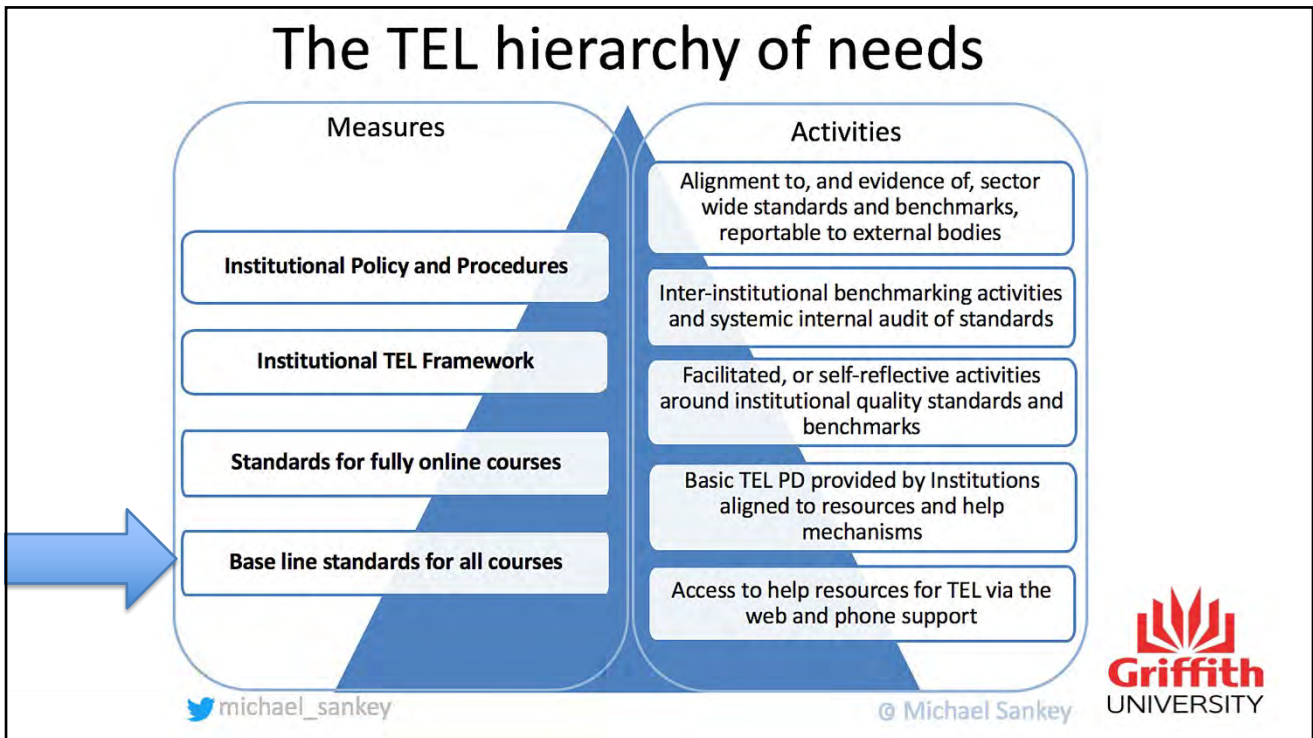
Contact the Secretariat to register 02 6201 5176



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## Griffith University 2018





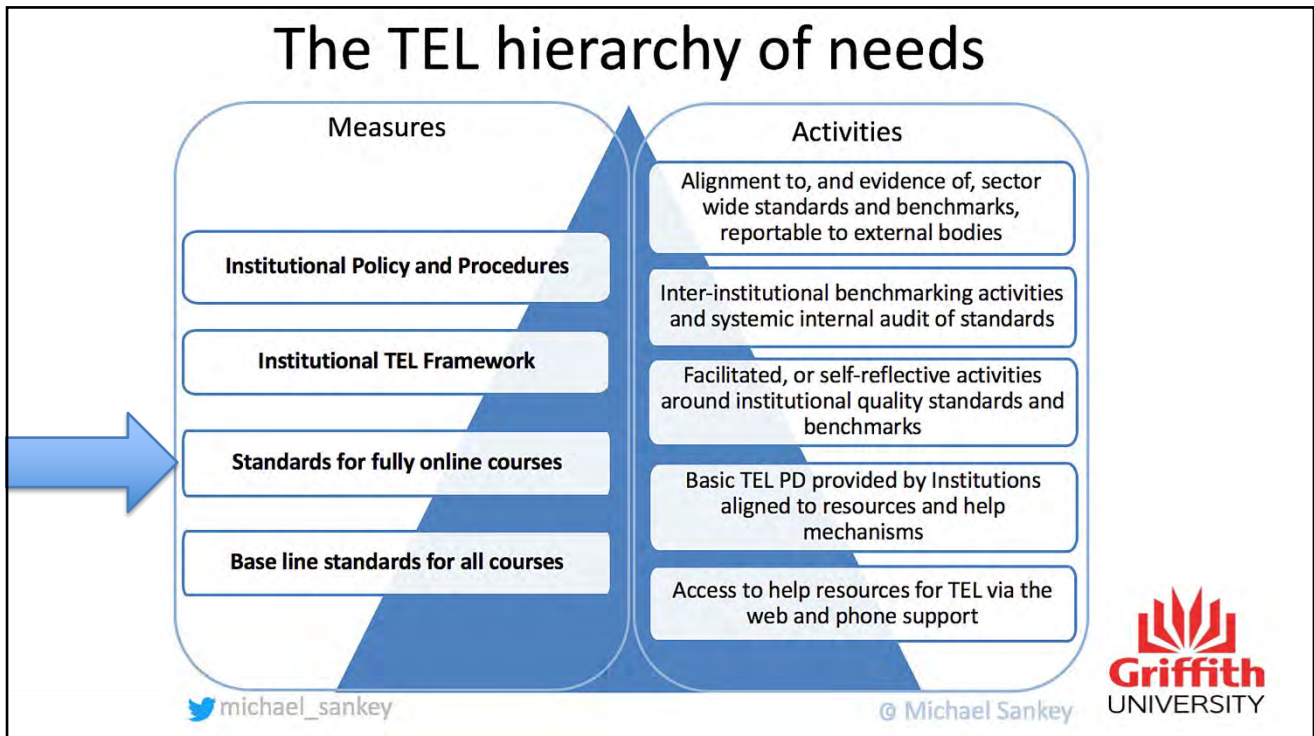
## JCU Baseline Standards

SDE elements	Focus on Student digital experience @ JCU	QA
Subject orientation	Students will access the subject outline and introductory recording to orientate themselves to the subject and to view subject details during the week prior to the study period commencing.	<input type="checkbox"/> Subject Outline <input type="checkbox"/> Welcome video
Learning design	Students will engage with learning materials that are accessible and inclusive, comply with legislative requirements and purposefully designed to meet learning outcomes.	<input type="checkbox"/> Ally report <input type="checkbox"/> Subject Outline <input type="checkbox"/> Readings (copyright)
Media content	Students will engage with media content to support their learning - recordings and/or interactive media.	<input type="checkbox"/> BB Subject report <input type="checkbox"/> BB System report
Assessment	Students will access GradeCentre to view assessment results, and where appropriate use online submission and receive feedback electronically.	<input type="checkbox"/> BB Subject report
Communications	Students will engage respectfully in essential subject communication through the subject site including announcements, subject surveys, assessment information, and where appropriate to subject modes, staff-student and peer-peer interactions.	<input type="checkbox"/> BB Subject report <input type="checkbox"/> BB System report
Support	Students can access through the subject site support for academic learning, technologies and wellbeing via links to appropriate services and materials, and where appropriate subject-specific resources.	<input type="checkbox"/> SiteImprove

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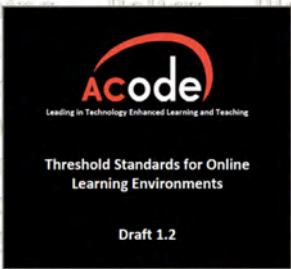





## At the course level we are replete with tools

- OLC quality score card and toolkit
- Quality Matters (QM)
- ACODE Threshold Standards for Online Learning Environments
- eLearning Guidelines (New Zealand)
- JISC - eLearning Quality Standards
- European set associated with eExcellence
- E-learning Quality Model (ELQ) out of Sweden
- ICDE
- ASCILITE TELAS
- CoL

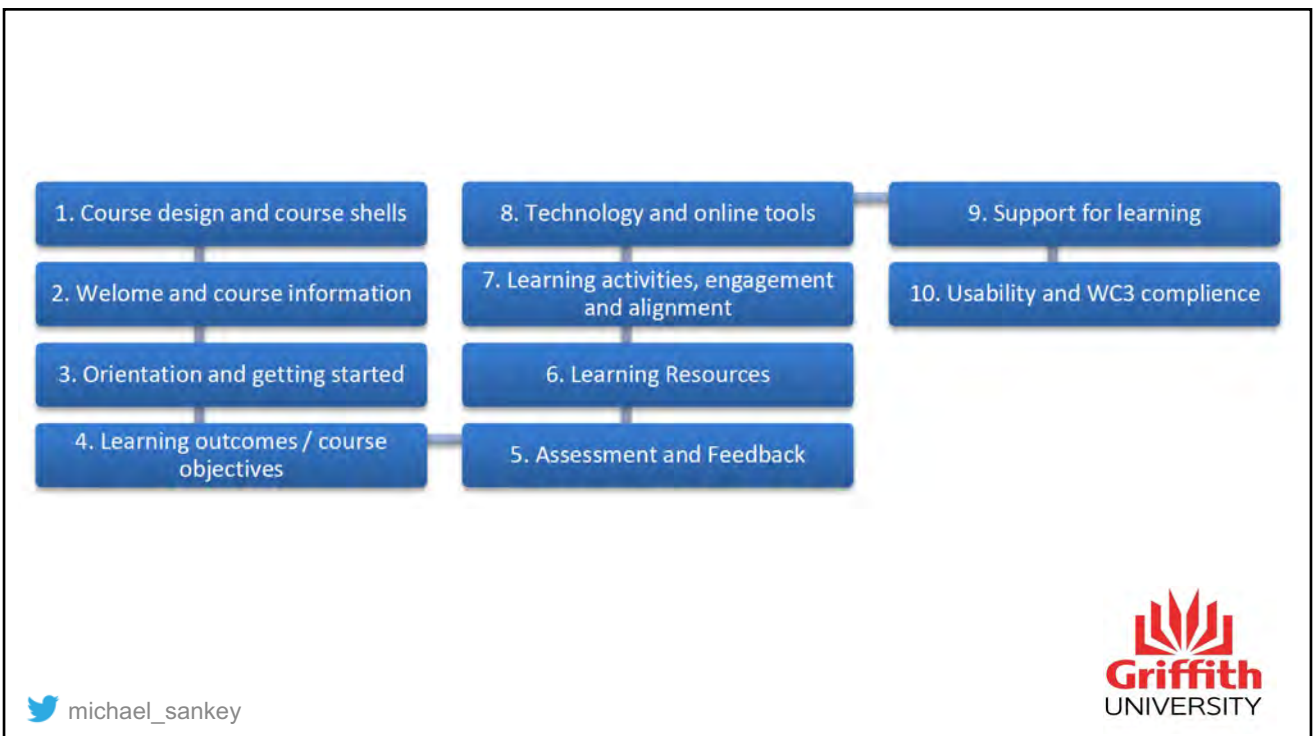
Benchmarking Quality Open Distance eLearning Systems Technology Help Enhanced Learning Policy ICT Planning Courses Development TEL Open Delegation Communications Teaching ACODE Quality

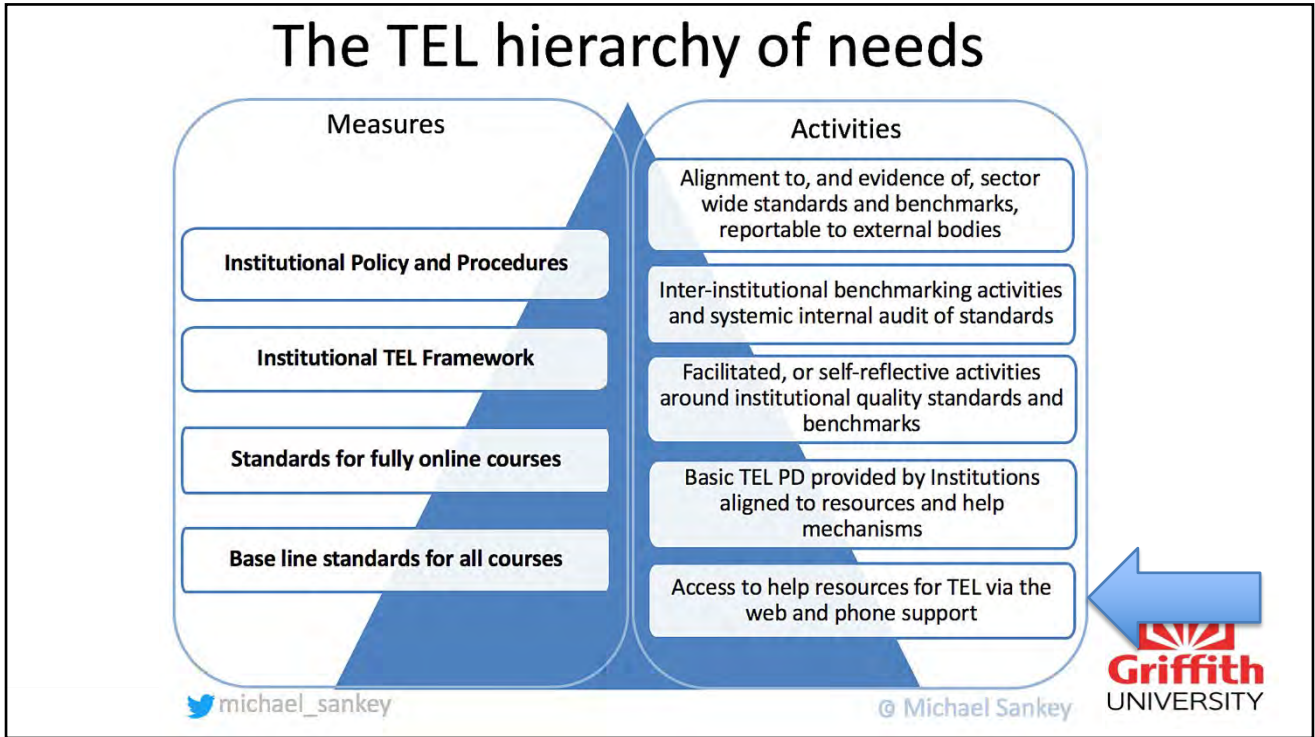


Threshold Standards for Online Learning Environments  
Draft 1.2



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Griffith UNIVERSITY eesysoft

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Learning@Griffith Notifications Courses Organisations Content Collection Library HELP & SUPPORT

Announcements Edit Mode is: ON

1014MSC Cells, Tissues and Regulation

Support ?

### Announcements

New Announcements appear directly below the repositionable bar. Reorder by dragging announcements to new positions. Move priority announcements above the repositionable bar to pin them to the top of the list and prevent new announcements from superseding them. The order shown here is the order presented to students. Students do not see the bar and cannot reorder announcements.

Create Announcement

#### End of Trimester Exam Details

Posted on: Tuesday, 28 August 2018 5:12:17 PM AEST

Dear Students,

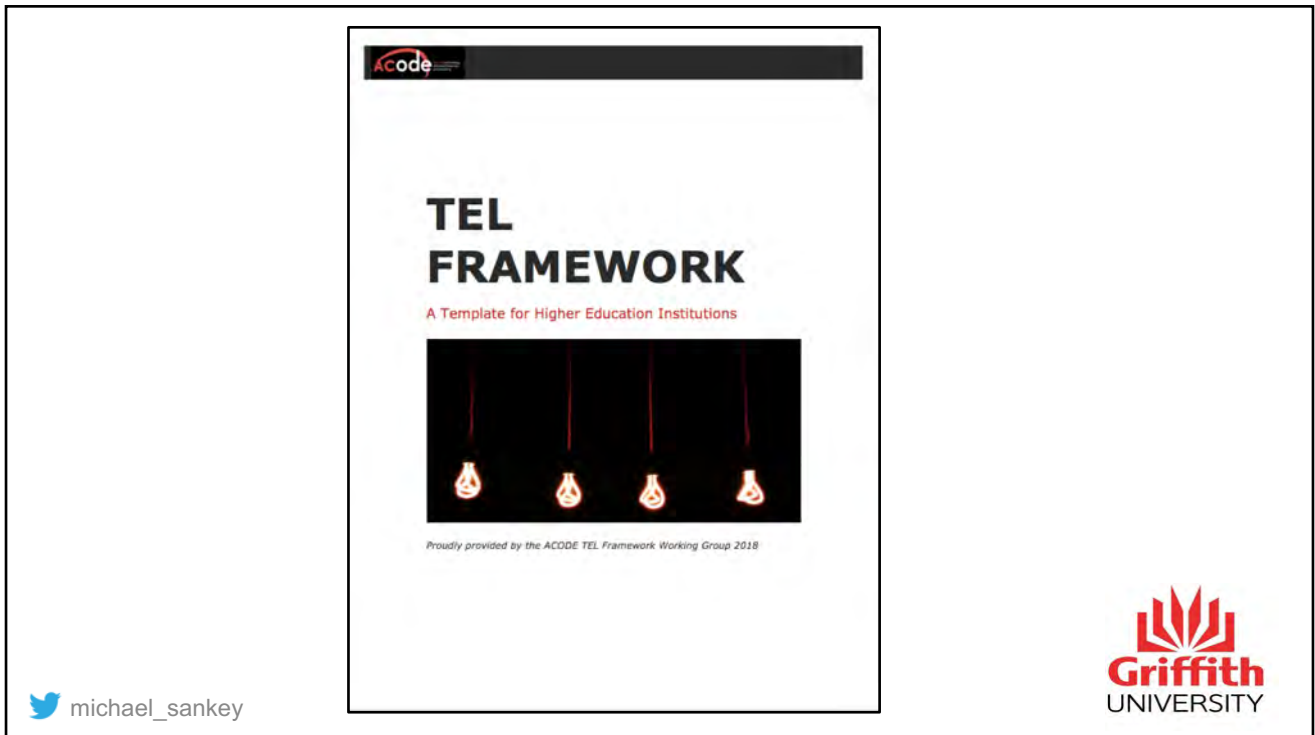
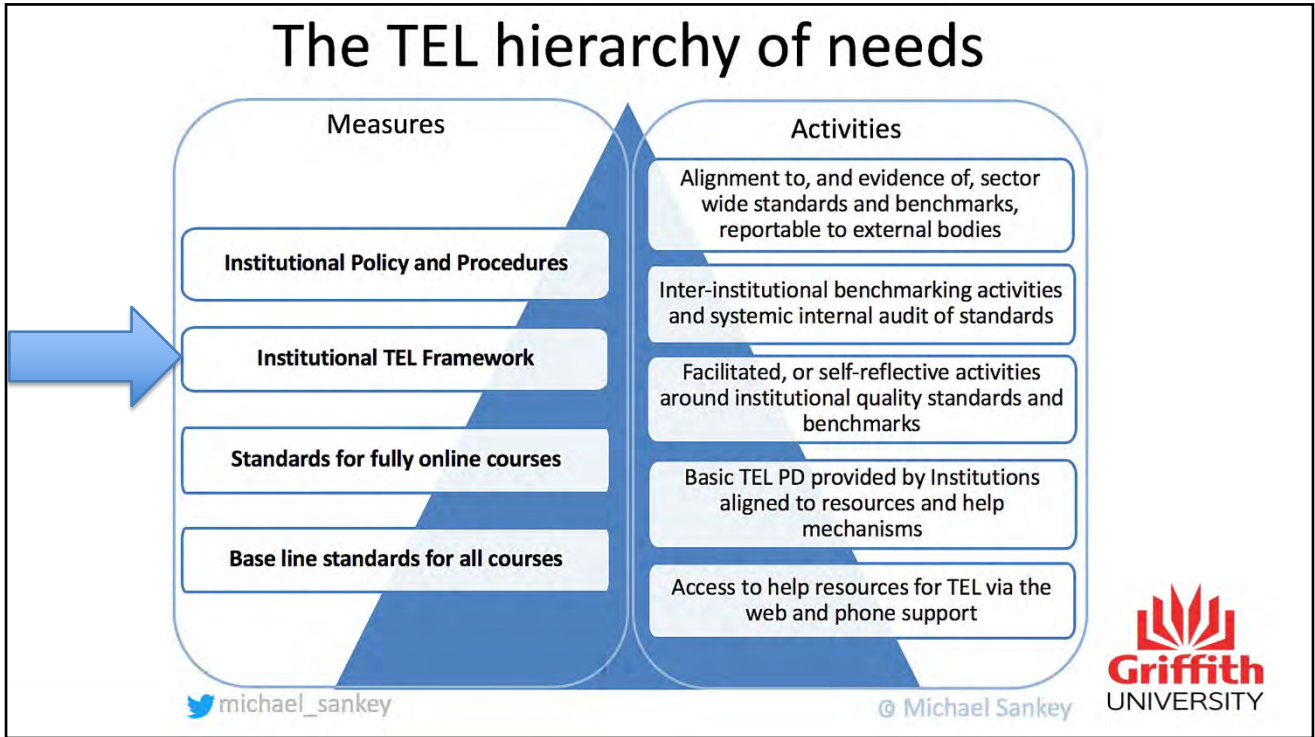
Please note the following details regarding your End of Term exam.

Posted by: Avinash Kundur  
Posted to: 1014MSC Cells, Tissues and Regulation  
1014MSC\_3185\_GC

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# A COMPANION

Point in Time

Across Time



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## 13 Institutions involved

### THE WORKING PARTY

ACODE would like to extend praise and thanks to the members of the 2018 ACODE TEL Framework Working Party for their invaluable input and contribution to the development of the ACODE TEL Framework. Thanks are also extended to the Member Institutions these members represent.

*Sheila McCarthy (ACODE Working Party Lead), Griffith University & Karen Halley (ACODE Secretariat), Canberra University.*

On behalf of the ACODE Executive, our special thanks go to:

Mr Colin Lowe	Senior Manager, Enterprise Learning Systems	University of Sydney
Dr Steve Leichtweis	Head of eLearning Group	University of Auckland
Mr Gerry Kragor	Senior Educational Designer	University of Tasmania
As Prof Philip Uys	Director, Learning Technologies	Charles Sturt University
Gordon Cunningham	Enterprise Learning Platforms Lead	Curtin University
Michael Fardon	Manager, Learning Innovations	Murdoch University
Dr Sarah Stein	Director (Distance Learning)	University of Otago
Mr Jonathan Flutey	Learning and Teaching Technology Manager	Victoria University Wellington
Ms Marianna Koulikas	Manager (Learning Environments)	University of Sydney
Kulani Lokuge	Associate Director (eLearning)	Monash College
Ms Sue Atkinson	Manager, Learning Enhancement	University of Adelaide
Ms Julie Brunner	Academic Programs Coordinator, Learning Innovations	Curtin University
Mr Shane Nuessler	Manager, Scholarly Information Environments	University of Canberra
Ms Georgina Bardon	Team Leader, Support & Innovation	University of Canberra



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- Outcome of the TEL Benchmarking Summit June 2018
- A modular approach
- Templated / interactive working document
- Includes:
  - Aligned benchmarks,
  - Performance Indicators,
  - prompt questions and example data,
  - aligned resources and examples
  - Action planning template
- Griffith University and University of Auckland Piloting the Framework to create own Institutional Frameworks.

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## Two events coming up at Deakin



Australian Government  
Tertiary Education Quality and Standards Agency

TEQSA

- ACode 77 - The New Higher Education Standards Environment: challenges for premium online learning – 4 October
- TEQSA - Quality Assurance of Online Learning – 27 November



**77** The New Higher Education Standards Environment: Challenges for premium online learning

**ACode** Leading technology enhanced learning and teaching

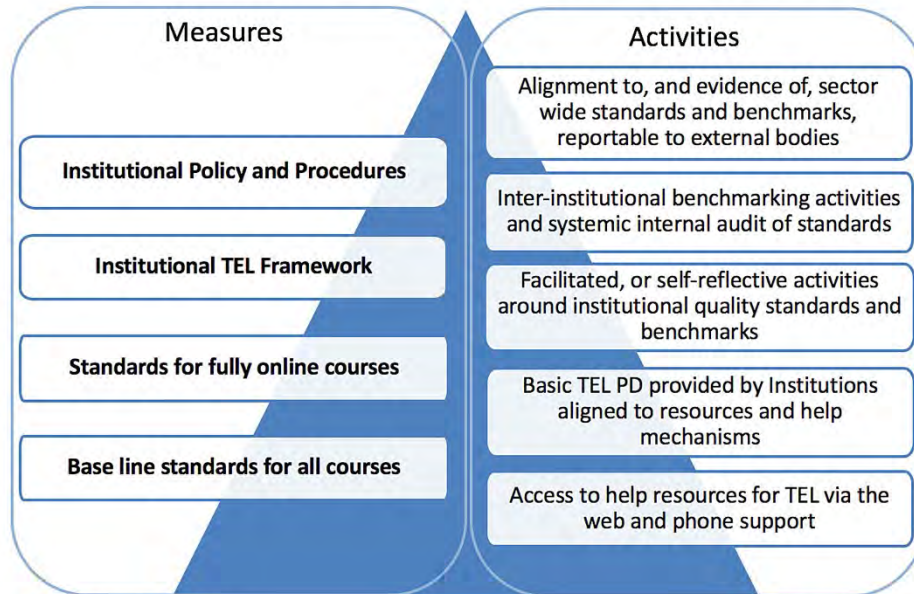
**TELESTANDARDS**

Melbourne - Deakin - City Campus - 4-5 October 2018

DEAKIN UNIVERSITY



# The TEL hierarchy of needs



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