

Criteria for excellence and quality for organisation, organization's department or a shared facility¹

This document is a part of an accreditation scheme for Centre of Excellence, launched by the Ed 2.0 Work project.

The self-assessment toolkit allows an organization to evaluate the quality of its mobile apps and Web2.0 provision using a predefined set of criteria that are available before starting the process for transparency purposes.

Study the following criteria and evaluate your organisation according to these criteria.

The “Criterion level” value may be ‘M’ – minimum or ‘E’- excellence please rate the criteria by providing “YES” if criterion is met or either “NO” or “Not applicable” and add some narratives or links to complement the assessment

For successfully passing the assessment, an organization must comply with the minimum criteria (or provide information in the narrative about planned and possible measures if the criterion is not met at the time being).

Nevertheless the awarding body will focus the assessment on the ‘E’- excellence criteria and will rate them as 0 = not met or 1 = met.

Name of applicant:

Name of Institution:

Email of applicant

Date of application:

¹ The criteria for excellence and quality have been developed on the basis of the results of the project e-xcellence <http://e-xcellencelabel.eadtu.eu/>

A. Strategic Management

The majority of organisations evolved when the prevalent mode of study was face-to-face and campus-based. New modes of study offered through ICT should prompt institutions to review their strategies to take into account increased use of ICT, both in institutional and public online spaces. The organisation should have defined policies and management processes that are used to establish strategic institutional objectives, including those for the development of Web2.0 and mobile apps. In a mature organisation, strategic management will operate over several time horizons.

Criterion	Description	Criterion level	Evaluation Results (by the awarding body)
A1	The Web2.0 strategy of the organisation is widely shared, communicated and integrated into the overall strategies for organizational development and quality improvement.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
A2	The resourcing of developments in Web2.0 takes into account requirements such as equipment purchase, software implementation, recruitment of staff, training and research needs, staff workload and technology developments.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
A3	Organisational policy ensures that Web2.0 systems (e.g. an organisational Virtual Learning Environment) are compatible with related management information systems (e.g. a registration or administrative system) and are reliable, secure and effective.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
A4	The organisation analyses and monitors emergent Web2.0 technologies and educational developments and considers and support their integration in the learning environment.	E Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			

B. Curriculum Design and Evaluation

Programme/Course Design focuses on the quality of the learning experience based on a combination of the flexibility in time and place of study offered by Web2.0 without compromising skills development or the sense of academic community that has traditionally been associated with campus based provision. Key challenges and opportunities include: programme modularity and course rational progression, course specification which sets out the relationship between learning outcomes, learning activities and assessment, online assessment methods, building online academic communities, and integration of knowledge and skills development.

Criterion	Description	Criterion level	Evaluation Results (by the awarding body)
B1	Curricula using Web2.0 components offer personalisation and a flexible path for the learner, while ensuring the achievement of learning outcomes. Each course includes a clear statement of learning outcomes in respect of both knowledge and skills	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
B2	Blended learning is compliant with the course content and learning outcomes to be achieved	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
B3	Web2.0 materials have sufficient interactivity (student-to-content or student-to-student) to encourage active engagement and enable students to test their knowledge, understanding and skills.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
B4	A comprehensive evaluation process is foreseen at the end of the course/ programme to evaluate its quality and overall coherence, and contribute to its further improvement for subsequent deliveries.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
B5	Web 2.0 and mobile apps skills can be acquired as cross-curricula skills	E	

		Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
B6	Curricula are designed to enable participation in academic communities via online social networking tools. These online communities provide opportunities for collaborative learning, contact with external professionals and involvement in research and professional activities.	E Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
B7	OER and other third-party material is selected with regard to learning outcome, tailored if necessary to fit the learning context, and integrated with other learning materials. These materials are subject to the same review processes as other course materials	E Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			

C. Media Design

Media Design focuses on accessibility and usability of the media provided to learners.

Criterion	Description	Criterion level	Evaluation Results (by the awarding body)
C1	Accessibility standards – i.e. the degree to which a product (service, environment, device, etc.) is available to as many people as possible, disabled in particular- are applied	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
C2	Usability standards (easiness of the learning environment and its components, including the way materials and content are presented) are met.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			

D. Technology

Technology considers how equipment & infrastructure is supporting an optimal learning experience.

Criterion	Description	Criterion level	Evaluation Results (by the awarding body)
D1	The technological solution offered is the result of a comprehensive analysis, which takes into account target group equipment and connectivity, learners' skills and needs, staff teaching skills, learning objectives, assignments and other activities.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
D2	The systems for communication and provision of information are secure, reliable and assure appropriate levels of privacy. Measures are in place for system recovery in the event of failure or breakdown.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
D3	System maintenance, monitoring and review of performance against the standards set are defined.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
D4	The technology is appropriate to the learning strategies utilized. In particular, the technology is in accordance with the IT infrastructure available to the target group.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
D5	Information about how to use the organisation's Web2.0 systems and services is provided to all users in a logical, consistent and reliable way.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	

Provide narrative or links			
D6	VLE revision and updating as regards running on an adequate service infrastructure, which guarantees its stability and accessibility through different browsers and operating systems	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			

E. Staff Support

The objective of staff support services is to enable all members of academic, administrative and technical staff to contribute fully to Web2.0 development and service delivery.

Criterion	Description	Criterion level	Evaluation Results (by the awarding body)
E1	Staff in academic, media development and administrative roles can adequately support the development and delivery of Web2.0 and mobile apps components.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
E2	The organisation ensures that appropriate training and support is provided for staff and that this training is enhanced in the light of technological and educational developments.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
E3	There are mechanisms for the dissemination of good practice based on experience and research on Web2.0.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
E4	The organization ensures that issues of staff workload, and any other implications of staff participation in Web2.0 and mobile apps activities, are taken into account when managing courses or programmes.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
E5	Adequate support and resources (e.g. technical help desk and administrative support) are available to academic staff, including any affiliated tutors/mentors.	M Yes <input type="checkbox"/>	

		No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
E6	Educational research and innovation in Web2.0 and mobile apps are regarded as high status activities, and are promoted by career development incentives	E Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			

F. Student Support

Student support services are an essential component of Web2.0 provision.

Their design should cover the pedagogic, resource and technical aspects that affect the online learner.

Criterion	Description	Criterion level	Evaluation Results (by the awarding body)
F1	Students are provided with clear and up-to-date information about their courses including learning and assessment methods.	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
F2	Students are provided with guidelines stating their rights, roles and responsibilities and those of their institution. Guidelines of specific relevance to Web2.0 and mobile apps include provision of hardware, information on accessibility and expected participation in collaborative activities	M Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
F3	Students feedback is obtained on a regular basis, evaluated and acted on, where appropriate.	E Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			
F4	Online social networking opportunities are provided in order to build and support student communities. This may be achieved using the institution's VLE or through external social networking sites, as appropriate.	E Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input type="checkbox"/>	
Provide narrative or links			