

LEADING INTO THE FUTURE WITH QUALITY: QUALITY ASSURANCE FOR ONLINE EDUCATION



Date: 27th August, 2020

Time: 12:00 – 16:00 BEIRUT TIME

 **4** Hour
Webinar

 Last Date to Register: 24th August, 2020

Program Overview

The global educational landscape has witnessed, over the past three months, significant changes in its operations due to sudden and rapid shift towards distance and online education to enable the continuity of learning during the Covid-19 pandemic. Online education is widespread now more than ever and is expected to continue beyond the pandemic. Many Ministries of Education/Higher Education and Universities worldwide have already articulated strategies and plans for the next academic year (2020-2021), which involve scenarios ranging from the continuation of full-fledge online education in the instance where the pandemic is not contained to implementing blended learning.

As such, online and blended education continue to spread at different levels of maturity; Higher Education Institutions will need more than ever to ensure that highest level of quality is maintained not only for its programs and courses but for the overall student experience.

Moreover, institutions will need to revisit their current QA practices and ensure their quality indicators and policies are 'fit-for-purpose' to address this new type of learning. Online/blended learning will in many instances need to become part of the overall strategy for the institution's development in the next few years.

During this four-hour webinar participants will explore the various dimensions when evaluating the quality of online education and will get familiar with the existing frameworks and models and how these may be used as benchmarks. Participants will also be immersed in thinking about articulating/revising their strategies, policies and plans for online delivery and will reflect on their current QA practices and determine their suitability for this new form of learning.

Webinar Objectives

By the end of the webinar participants should be able to:

1. Understand the various online learning delivery approaches and how they may be adopted by their institution.
2. Identify key issues and evidences for quality and quality assurance in online education.
3. Determine the various quality dimensions for online education in the specific context of their institution.
4. Comprehend the various existing frameworks and models for evaluating the quality of online programs and courses.
5. Develop and implement means to measure and quantify elements of quality within online programs.
6. Reflect on current institutional QA practices and make adjustments as deemed necessary.
7. Articulate strategies and policies to support the implementation of online education.

Key Topics

- Forms of digitally-enabled education
- Effective online education: What does it constitute?
- Understanding the difference between Emergency Remote Teaching and Well-Designed Online Learning
- Quality and QA issues in online education
- Quality domains and indicators in online education
- Quality assurance of Online Programs: evaluation criteria & benchmarks
- Existing Quality Models and Frameworks for online education (i.e. OLC Quality Scorecard, Quality Matters, ACODE Framework, the EFQUEL, the EADTU, DETA Quality Indicators, etc.)
- Institutional strategies and policies for online education

Target Audience

Anyone involved in developing technology-enabled programs as well as those overseeing the quality of programs and services including those delivered remotely whether fully online or blended. This includes:

- Vice Presidents for Academic Affairs/Provosts
- Deans and Heads of Academic Departments
- Directors and Staff working in QA, Institutional Effectiveness and Accreditation Offices



Webinar Facilitator

Dr. Narimane Hadj-Hamou, is the Founder and CEO of the Center of Learning Innovations and Customized Knowledge Solutions (CLICKS); prior to that she was the Assistant Chancellor for Learning and Academic Development (Provost) at the Hamdan Bin Mohamed Smart University in the UAE; where she has established and led the academic, research, and e-Learning vision of the first online University to be recognized and accredited by the Ministry of Higher Education and Scientific Research in the UAE. She has assumed other leadership roles including acting as a Dean for Students Affairs, a Dean for Learning and Teaching, and a Director of e-Learning.

She has been the driving force in the promotion of online education and blended learning in the Region by leading many pioneering projects and initiatives. She was the Founder and first elected President of the Middle East eLearning Association and led the establishment journals and case studies series in the field. Over the years, she has delivered more than 150 keynote addresses and workshops and led numerous round-tables and panel discussions. In addition, she acts as an external reviewer for multiple accreditation agencies and provides advice on QA related matters and consulted for more than 30 universities and colleges.

Registration & Technical Requirements

- To register, write to Cynthia Al Feghaly Zaarour at cynthia.zaarour@auf.org prior to the 24th of August, 2020, limited seats available and based on first come first served.
- Kindly ensure you provide your full name as you will want it to appear on your e-Certificate of Attendance.
- Kindly ensure you provide an email account that you frequently check as the link to the session will be shared via email (3) days prior to the webinar.
- In the instance of cancellation, please inform Cynthia Al Feghaly Zaarour via email at cynthia.zaarour@auf.org.
- In order to access the webinar, you do not need to have a Zoom account. You will be prompted to download the software, once you have clicked on the link that you have been provided. All you will need is a good internet connection as well as a headset and camera whether built in or external and a quiet space.
- We advise connecting 10 minutes prior to the session to ensure no technical issues are encountered.

About AUF

The Agence universitaire de la Francophonie is a worldwide association for institutions of Higher Education and research. Founded more than 60 years ago, it groups more than 900 institutions of Higher Education and research spread over five continents in more than one hundred countries. It is also the operator of the Francophonie Summit for Higher Education and research.

AUF STRATEGY IN THE MIDDLE EAST

87 institutions of Higher Education and research in the region from 16 countries: Saudi Arabia, Cyprus, Djibouti, Egypt, United Arab Emirates, Ethiopia, Iran, Iraq, Jordan, Lebanon, Pakistan, Palestine, Syria, Qatar, and Yemen. AUF established its strategy of action in the Middle East to accompany its member institutions based on the following five axes:

- Developing a partnership policy in universities which is consistent with the requirements of the socio-professional world and setting up an entrepreneurial approach,
- Reforming teaching methods through educational innovation by using digital tools among others,
- Developing expertise and innovation skills through research and meeting the societal challenges which represent a priority for the region,
- Establishing an institutional, or even a national approach, in favor of quality and evaluation,
- Strengthening the role of universities as actors of global development, including through intercultural dialogue and mediation.

For many years, AUF has been strongly committed to supporting its member institutions in the digital transformation and development of Higher Education, a commitment that makes all the more sense today.

About CLICKS

The Center for Learning Innovations and Customized Knowledge Solutions (CLICKS) was established in 2012 as a boutique training and consultancy firm supporting the healthy growth and development of the Higher Education sector in the Arab region through providing training services; offering fit-for-purpose consultancy services; developing relevant and innovative knowledge solutions and providing guidance and support in a wide range of areas in line with its five core areas of expertise. Over the years, the center expanded to cover multiple Non-Arab geographies in Africa and Asia. During the past eight years, CLICKS has consulted for more than 140 Higher Education

Institutions and has trained, through its public and 'In-House' services, nearly 6000 Higher Education professionals from over 40 countries. In addition, CLICKS has partnered with several international organizations and associations including AUF-Moyen Orient, The Arab Association of Universities, The Association of Afghan Private Universities, the UK QAA, The European QA Agency among others.

Services Include:

- Public and 'In-house' Training Programs
- Consultancy Services
- Coaching and Mentoring
- Summer Leadership Institutes
- Conferences and Networking Events
- R&D and Research Activities

Contact Details



For Registrations contact
cynthia.zaarour@auf.org



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