



## E-Learning Process Capability Determination

### Institutional Demographics

*This information is being collected in order to provide a means of contextualizing and grouping analysis outcomes for comparison and meaningful summary reporting. Care will be taken to ensure that the reporting categories used are wide and general enough to avoid any identification of participating institutions or individuals through meta-analysis.*

Name of Institution: \_\_\_\_\_

**Please supply this information for the last calendar year – 2003, not the current year**

\_\_\_\_\_ [D1] Total institutional revenue

\_\_\_\_\_ [D2] Total revenue from student fees and government fee top-ups

\_\_\_\_\_ [D3] Total number of teaching staff (EFTS) – please do not include staff who only conduct research, but include teaching assistants and administrative staff employed specifically to support teaching delivery

\_\_\_\_\_ [D4] Total number of students (EFTS)

\_\_\_\_\_ [D5] Total number of students (people)

\_\_\_\_\_ [D6] Percentage of students engaged in full-time study (EFTS)

\_\_\_\_\_ [D7] Percentage of students engaged in fully distance delivered study (EFTS) – no on-campus attendance required

\_\_\_\_\_ [D8] Percentage of students engaged in fully online study (EFTS) – no on-campus attendance required

\_\_\_\_\_ [D9] Percentage of mature (adult entry) students (EFTS)

\_\_\_\_\_ [D10] Total number of different courses/units taught

\_\_\_\_\_ [D11] Total number of courses/units taught in fully distance delivery

\_\_\_\_\_ [D12] Total number of courses/units taught in fully online mode

## Project Self Assessment 1

### Project/Course Self Assessment Questionnaire 1

Please complete **one** project questionnaire **for each** project or course being used as evidence of e-learning process capability. We are interested in e-learning projects which are discrete entities and which were undertaken to support students learning. This can include the development of individual resources (such as CD's, videos etc), implementation of shared infrastructure (such as a student learning management system like Blackboard), or entire courses or units developed or redeveloped with e-learning objectives in mind.

**Note:** projects or courses should be representative rather than chosen because of their exemplary nature. If the project attracted special support or was unusual in how it was conducted, that should be noted below.

#### **Supporting material**

Wherever possible, please attach copies of original project or course information documents so that these can be analysed for supporting evidence of e-learning process capability. Please do not supply actual course or student material. All such materials will be treated in the strictest confidence and used only for this project.

#### **Completion of the form:**

If a question does not apply in the case of the particular project or course, please indicate by writing n/a in the space provided.

If you are unable to answer a particular question, please indicate why if possible.

If the answer to a question is provided in attached documents feel free to just refer to that document rather than supplying a separate answer.

If the same answer applies for multiple projects/courses feel free to indicate this rather than repeating information.

[P1-1] Name of the project/course: \_\_\_\_\_

\_\_\_\_\_

[P1-2] Person responsible for project/course: \_\_\_\_\_

\_\_\_\_\_

[P1-3] Project manager/Course developer (if different): \_\_\_\_\_

\_\_\_\_\_

[P1-4] Total project/course budget: \_\_\_\_\_

*If a project/course budget document was prepared, please attach*

*If a project/course cost analysis was conducted on completion, please attach*

[P1-5] If this project/course attracted special support or was unusual in how it was conducted, please describe this in detail (*attach a separate document if necessary*):

\_\_\_\_\_

\_\_\_\_\_

## Project Self Assessment 1

[P1-6] How was funding for the development of this project deliverable/course secured?  
*Please include copies of any competitive criteria or institutional schemes used in securing of funds*

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[P1-7] Please identify the learning objectives for this project deliverable/course.  
*Please attach the course outline or introductory document for students if relevant*

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[P1-8] Please identify how the project deliverable/course supports interaction between teaching staff and between students either individually or in groups.  
*Please list all modes or forms of communication and indicate how often each is used in practice (for example, lectures, discussion forums, email etc.).*

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[P1-9] How were students informed about these communication modes? Please indicate for each mode identified in P8.  
*Please include copies of the information supplied*

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[P1-10] Were students provided with information on how they would be responded to in each mode? Please indicate for each mode identified in P7.  
*Please include copies of the information supplied*

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[P1-11] Can you provide examples of the type of feedback provided to students who were making use of the project deliverable or during the course? (General examples rather than specific are sufficient)  
*Please attach any documents analyzing the feedback provided overall in this project/course*

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## Project Self Assessment 1

[P1-12] Can you describe ways in which the project deliverable/course support student's conducting of research?

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[P1-13] Can you provide details of how student learning is assessed in this project deliverable/course?

*Please attach any documents describing assessment processes & internal standards complied with*

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[P1-14] Can you provide details of how student work was timetabled and deadlines communicated?

*Please indicate if students had any involvement in negotiating these timeframes*

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[P1-15] What specific aspects of the project deliverable/course ensure accessibility?

*Please attach any documents describing testing or evaluation of accessibility*

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[P1-16] What internal and external standards for teaching materials (if any) did the project/course comply with?

*Please attach documents describing any internal standards*

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[P1-17] Is there any technology plan or strategy that defines standards or specifications for this project deliverable/course?

*Please include copies of any institutional technology plan or e-learning strategy*

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## Project Self Assessment 1

[P1-18] What steps were taken to ensure the reliability and robustness of technology used in the project deliverable/course?

*Please attach any documents describing testing or evaluation of specific technologies used*

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[P1-19] How was the decision made to use each different technology incorporated into the project deliverable/course?

*Please attach any documents describing testing or evaluation of specific technologies used*

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[P1-20] What technical support was available to teaching staff for developing this project deliverable/course?

*Please attach documents describing the technical support available and any service level agreement for this support*

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[P1-21] What technical support is available to teaching staff for delivering this project deliverable/course?

*Please attach documents describing the technical support available and any service level agreement for this support*

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[P1-22] Please describe any training or support available to staff making use of e-learning approaches in their teaching

*Please attach any documents describing this training/support as well as any evaluation or feedback reports relating to its effectiveness*

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## Project Self Assessment 1

[P1-23] What institutional infrastructure supports the development and delivery of this project/course?

*This includes people, technological infrastructure such as computers and networks and administrative support*

*Please include copies of any related service level agreements or descriptions*

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[P1-24] What access to wider/external information resources is provided to students as part of the project deliverable/course?

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[P1-25] What support or training is provided for students and teaching staff in the use of information resources in the context of this project deliverable/course?

*Please provide copies of any evaluations or analysis of performance of this support/training that have been conducted*

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[P1-26] What support or training is provided for students and teaching staff in the use of e-learning technology in the context of this project/course?

*Please provide copies of any evaluations or analysis of performance of this support/training that have been conducted*

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[P1-27] What support or training is provided for students and teaching staff in the use of information resources generally by the institution?

*Please provide copies of any evaluations or analysis of performance of this support/training that have been conducted as well as any service level agreements or statements*

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## Project Self Assessment 1

[P1-28] What support or training is provided for students and teaching staff in the use of e-learning technology generally by the institution?

*Please provide copies of any evaluations or analysis of performance of this support/training that have been conducted as well as any service level agreements or statements*

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[P1-29] In what ways was this project/course evaluated? Include evaluation of student outcomes as well as any other performance measure evaluated (including financial and technical).

*Please include any evaluation reports that have been produced for this project/course*

*Please provide any documents outlining institutional policies for project or course evaluation*

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[P1-30] How was any evaluation conducted or feedback collected from teaching staff involved in this project deliverable/course?

*Please include copies of any reports resulting from this evaluation/feedback*

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[P1-31] How were students informed about the requirements of this project deliverable/course?

*Please include copies of information supplied to students including course outlines or other promotional material and an indication of when each piece of information was supplied*

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[P1-32] How were students informed about the support available for this project deliverable/course?

*Please include copies of information supplied to students including course outlines or other promotional material and an indication of when each piece of information was supplied*

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## Project Self Assessment 2

### Project/Course Self Assessment Questionnaire 2

Please complete **one** project questionnaire **for each** project or course being used as evidence of e-learning process capability. We are interested in e-learning projects which are discrete entities and which were undertaken to support students learning. This can include the development of individual resources (such as CD's, videos etc), implementation of shared infrastructure (such as a student learning management system like Blackboard), or entire courses or units developed or redeveloped with e-learning objectives in mind.

**Note:** projects or courses should be representative rather than chosen because of their exemplary nature. If the project attracted special support or was unusual in how it was conducted, that should be noted below.

#### **Supporting material**

Wherever possible, please attach copies of original project or course information documents so that these can be analysed for supporting evidence of e-learning process capability. Please do not supply actual course or student material. All such materials will be treated in the strictest confidence and used only for this project.

#### **Completion of the form:**

If a question does not apply in the case of the particular project or course, please indicate by writing n/a in the space provided.

If you are unable to answer a particular question, please indicate why if possible.

If the answer to a question is provided in attached documents feel free to just refer to that document rather than supplying a separate answer.

If the same answer applies for multiple projects/courses feel free to indicate this rather than repeating information.

[P2-1] Name of the project/course: \_\_\_\_\_

\_\_\_\_\_

[P2-2] Person responsible for project/course: \_\_\_\_\_

\_\_\_\_\_

[P2-3] Project manager/Course developer (if different): \_\_\_\_\_

\_\_\_\_\_

[P2-4] Total project/course budget: \_\_\_\_\_

*If a project/course budget document was prepared, please attach*

*If a project/course cost analysis was conducted on completion, please attach*

[P2-5] If this project/course attracted special support or was unusual in how it was conducted, please describe this in detail (*attach a separate document if necessary*):

\_\_\_\_\_

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## Project Self Assessment 2

[P2-6] How was funding for the development of this project deliverable/course secured?

*Please include copies of any competitive criteria or institutional schemes used in securing of funds*

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[P2-7] Please identify the learning objectives for this project deliverable/course.

*Please attach the course outline or introductory document for students if relevant*

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[P2-8] Please identify how the project deliverable/course supports interaction between teaching staff and between students either individually or in groups.

*Please list all modes or forms of communication and indicate how often each is used in practice (for example, lectures, discussion forums, email etc.).*

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[P2-9] How were students informed about these communication modes? Please indicate for each mode identified in P8.

*Please include copies of the information supplied*

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[P2-10] Were students provided with information on how they would be responded to in each mode? Please indicate for each mode identified in P7.

*Please include copies of the information supplied*

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[P2-11] Can you provide examples of the type of feedback provided to students who were making use of the project deliverable or during the course? (General examples rather than specific are sufficient)

*Please attach any documents analyzing the feedback provided overall in this project/course*

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## Project Self Assessment 2

[P2-12] Can you describe ways in which the project deliverable/course support student's conducting of research?

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[P2-13] Can you provide details of how student learning is assessed in this project deliverable/course?

*Please attach any documents describing assessment processes & internal standards complied with*

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*Please indicate if students had any involvement in negotiating these timeframes*

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[P2-15] What specific aspects of the project deliverable/course ensure accessibility?

*Please attach any documents describing testing or evaluation of accessibility*

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*Please attach documents describing any internal standards*

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[P2-25] What support or training is provided for students and teaching staff in the use of information resources in the context of this project deliverable/course?

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[P2-29] In what ways was this project/course evaluated? Include evaluation of student outcomes as well as any other performance measure evaluated (including financial and technical).

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### Project Self Assessment 3

#### Project/Course Self Assessment Questionnaire 3

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[P3-3] Project manager/Course developer (if different): \_\_\_\_\_

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[P3-4] Total project/course budget: \_\_\_\_\_

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[P3-5] If this project/course attracted special support or was unusual in how it was conducted, please describe this in detail (*attach a separate document if necessary*):

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[P3-6] How was funding for the development of this project deliverable/course secured?

### Project Self Assessment 3

*Please include copies of any competitive criteria or institutional schemes used in securing of funds*

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[P3-7] Please identify the learning objectives for this project deliverable/course.  
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