E-xcellence, the full assessment process

The process		
1. Scope description:	what is to be assessed (e.g. a course, curriculum, faculty or university)	
	discussion between the target institution and the E-xcellence expert group	
2.Self-evaluation: The institution analyses the status of their e-learning practices using the electronic 'self evaluation instrument'(or provides the same information in Word/RTF format) and sends it to the E-xcellence expert group. Should there be any problems, please contact the assessment team.		
3. Each E-xcellence expert assesses the self-evaluation report		
4. Consensus assessment compiled by the expert group before the site-visit		
5. Site-visit:	checking the unclear points by interviewing different personnel groups and students and by going through relevant documents	
	a new consensus assessment by the E-xcellence expert group	
	a written report (central strengths & central areas to be improved)	
Practical advice		
1. In order to avoid unnecessary rush, as much as three months of calendar time is recommended for the entire process:	optional kick-off meeting	
	familiarizing with material	
	self-evaluation 2-3 weeks	
	booking meetings with the persons to be interviewed during the site-visit	
	site-visit 2 days	
	timeframe for the key elements of the evaluation:	self-evaluation report: to be sent to E-xcellence expert group at least 2 weeks before the site-visit
		programme of the site visit: to be agreed between expert group and the institution 2 weeks before the site-visit
		written report: feedback is given already at the end of the site-visit
		should there be an agreement on an official report; a draft report will be sent to the institution 2 weeks after the site visit. The institution has 2 weeks time to react to the draft report (correcting factual errors). The final report will be sent to the institution 2 weeks after the expert group received the institution's reaction.
2. Both parties are advised to clarify and discuss their level of expectations prior to the process. The institution may have some expectations on the final outcome of the process. The assessment team may have expectations on the interviews and the documentation.		
3. Familiarizing with the material. There is an E-xcellence manual available. Due to the length of the manual, it is not necessary that everyone reads it from start to finish. The benchmarks are the most important points to understand as they are the basis for the "self-evaluation" and assessment during the site-visit. However, it might be beneficial to read the section of the manual the person is responsible of filling.		
4. It should be agreed beforehand with the E-xcellence team contact person who the persons are that fill in the self-evaluation form. The institution should also nominate an institutional contact		

person who takes care of the practical arrangements of the site-visit (hotel reservation, pick-up from airport etc.).
5. Persons who fill in the self-evaluation form need to know from what perspective they should answer. The form is designed to be filled from the institutional perspective. If it is unclear what an 'institution' is in your case, please discuss it with your E-xcellence contact person.
6. It should be agreed beforehand who are the persons that the expert group is to meet during the site-visit.
7. The E-xcellence team is expecting to see documents on the claims made in the "self-evaluation" and during the site-visit. Please make the material available for the team (in advance when possible). It is not always necessary to have everything in English as the documents can be cross-checked using native speakers (e.g. talking to local students). The language of the material should be agreed beforehand to avoid problems. The format (electronic, paper, etc.) of the material should also be agreed in advance.

An agenda example for a two-day visit	
First day	
09.00 - 09.30 uur	E-xcellence team + local organiser: division of tasks, points of (special) interest, specialists in the team (e.g. organisation, management, e-learning, course design, etc)
09.30 - 10.30 uur	conversation/interview with a delegation of management/dean (10.30 - 10.45: consultation between the team)
10.45 - 11.45 uur	conversation/interview with a delegation of staff/teachers/tutors (11.45 - 12.00: consultation between the team)
12.00 - 13.00 uur	conversation/interview with a delegation of e-learning specialists/technical specialists/web specialists (13.00 - 13.15: consultation between the team)
13.15 - 14.15 uur	lunch (team separate)
14.15 - 15.15 uur	conversation/interview with a delegation of students (15.15 - 15.30: consultation between the team)
15.30 - 16.30 uur	conversation/interview with a delegation of administrative staff or external stakeholders (if that is appropriate)
16.30 - 17.00 uur	the team discusses the findings and formulates conclusions
Second day	
09.00 - 10.00 uur	the team discusses the findings and formulates conclusions
10.00 - 11.30 uur	feedback by the team: reporting of findings/conclusions, discussion
11.30 – 12.00 uur	evaluation of the process