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LALA

Building Capacity to Use Learning Analytics to Improve Higher Education in Latin America

(586120-EPP-1-2017-1-ES-EPPKA2-CBHE-JP)

Quality Assurance Plan v 2.5

15th February 2019

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Introduction

This document aims at defining the quality assurance procedures so that the different activities of the LALA project can be monitored properly and permits an evaluation of the different objectives of the project. In addition, the quality assurance protocol permits to take actions if any issues arise.

Quality assurance is checked at three levels in the LALA project:

- Work package level. Monitors the activities, tasks, results and outcome for each work package in an independent way.
- Steering Committee. Monitors the activities, tasks, results and outcome of all the work packages with a global view.
- External reviewers. Monitors the activities, tasks, results and outcome of the project in an external way with reviewers that do not form part of the LALA project consortium.

1.- Work package level

The Work package leaders will monitor the correct execution of the different tasks of each Work package. In case there are any issues in a specific work package, the work package leader will communicate it to the different participants involved in these tasks to make the proper actions related to these tasks in due time.

During the life of a Work package, all the participants of a Work package will meet at least once a month virtually to assure that the tasks progress according to the Quality Plan. The different participants will report on their activities, outcomes, results, issues, etc. This monthly meeting will enable the monitoring of the different tasks at work package level and to take the proper decisions. All the points discussed during the monthly virtual meetings are collected in the form of minutes so as to share with all participants.

There will be periodical reports to the Work-Package coordinator depending on the duration and complexity of the task (minimum monthly in the commented monthly meeting). The Work-Package coordinator will summarize these reports for the next Steering Committee meeting.

2.- Steering Committee level

The project work and quality is supervised by the Steering Committee, which holds one representative from each partner with UC3M representative acting as the chair of the committee. The present members of the Steering Committee are the following:

- Pedro J. Muñoz-Merino – UC3M
- Yi-Shan Tsai – U. Edinburgh
- Katrien Verbert – KU Leuven
- Margarita Ortiz – ESPOL
- Mar Pérez Sanagustín – PUC
- Eliana Scheihing – UACH
- Miguel Ángel Zuñiga – Universidad de Cuenca

In case a member of the Steering Committee cannot attend a meeting, he/she should delegate his/her presence, vote and representation to another member of his/her team from his/her institution.

The Steering Committee will use the project work specific meetings to keep updated with all the Work packages and activities. In case there are quality problems in any tasks of the project, the proper actions will be decided in the Steering Committee. Decisions will be taken by simple majority of the Steering Committee. The Steering Committee meetings will not be restricted to one representative for partner institution but any institution can have several members in these meetings. However, each partner institution will have just one vote for the different decisions to be taken.

To evaluate the status of the project and to resolve any conflict according to the conflict resolution protocol, the Steering Committee will evaluate the different issues at each face-to-face meeting (at least two times per project year). Also, there will be a virtual meeting of the Steering Committee at least once every two months to monitor the status of the different activities. Therefore, there will be at least eight meetings of the Steering Committee per year. In some cases, the Steering committee meeting can be done together with Work package level meetings. There can also be additional Work package level meetings.

3.- External reviewers

The project will be reviewed by one or two external experts every year. The external reviewers will evaluate the outcomes and results of the project and will point out on the strengths and weakness of the project. Each external reviewer will elaborate a report about the LALA project at the moment of making the review. The external evaluation of the first year will mainly cover the LALA framework. The external evaluation of the second year will mainly cover the adaptation of the LALA tools and the first phase of the pilots. The external evaluation of the third year will mainly cover the results of the pilots, the LALA handbook and the global impact of the project.

The conclusions of the reports of the external reviewers will be analyzed by the Steering Committee and proper decisions will be taken based on them. Decisions will be taken by simple majority of the Steering Committee.

4.- List of tasks, responsibilities and indicators for measuring quality

The project is divided into Work packages (WPs). To assure that local capacity is built and to enable ownership over the project work and results, the main development Work packages will be coordinated by a Latin American partner with the support of at least one European partner. All the other partners collaborate at a level depending of their strengths in the given tasks in the following form: WP1: “Setup of the Project” will be coordinated by UC3M with the support of ESPOL for the technical aspects and PUC for the creation of the LALA Community. All other partners participate in the setup activities. WP2: “Setup of LALA Framework” will be coordinated by PUC with the support of UEdin. ESPOL will have a leading role in the technical aspects of the Framework. All other partners participate in the design and implementation of the Framework. WP3: “Adaptation of LALA Tools” will be coordinated by ESPOL with the support of KULeuven, UEdin and UC3M. UCuenca will have a strong role in the adaptation of the tools. WP4: “Piloting” will be coordinated by UACH with the support of UC3M. All the rest of the Latin American partners will participate in the piloting of the tools. All the other European partners will monitor and advise the piloting activities. WP5: “Evaluation and Quality Assurance” will be coordinated by UC3M with the support

of all the other partners. WP6: Dissemination will be coordinated by UCuenca with the support of all the other partners. WP7: Project Management will be coordinated by UC3M with the support of all the other partners.

The coordinator and the support partner(s) of each WP will be the directly responsible of the activities of each package. The responsibilities among them will be based on the details and assignment of tasks of the project description document. The other partners will be involved in the preparation, implementation, piloting, evaluation, dissemination and management activities. As a general rule, Latin American partners will bear the responsibility of the implementation of the tasks, while European partners will provide advice and methodological and technical expertise. This division of work is essential to build the local capacity by the end of the project. Similarly, the piloting activities will be conducted by all Latin American partners in their actual context.

In case a task responsibility is not clear in the project description document, then the conflict resolution protocol document will be applied. In case there is not an agreement, then the WP leader will be assigned with this task.

The responsible partner of each task will be responsible of the quality assurance of this task.

To help in the evaluation of the quality assurance, a shared Excel file will be used, which is located at the following URL:

https://docs.google.com/spreadsheets/d/1-QGDIRNb4ojHqFCMy5CbnfjqCoogKpGaveYfUT_59mo/edit#gid=0

This file will be named as “Master quality evaluation file” and will contain the main activities of each Work Package according to the LALA project proposal. For each one of these activities, there will be the following fields: Subtask file link, page name, start date, due date, duration (weeks), conflict (true or false), % of completion, state (e.g. completed, in progress, not started, etc.), comments and links.

The “Subtask file link” field will contain a link to a shared Excel document in which the different partners should fill in the sub-tasks they are responsible for this

specific task. Each sub-task will be a row of this linked file in which the following fields should be filled in: name and description, observations, leading institution, collaborator institutions, people involved, start date, due date, duration (in weeks), % of completion, state, evaluation by the Steering Committee. Each sub-task should be added in the Excel file by the leading institution for this sub-task. In addition, the correspondent fields of each sub-task (with the exception of the “Evaluation by the Steering Committee” field) should be filled in by the leading institution for this sub-task. The field “people involved” should be filled in with all the people participating in this task and the responsible people for this task should be in bold font.

The field “Evaluation by the Steering Committee” field will be filled in by the Steering Committee in the different meetings, either physically or virtually. The Steering Committee will check the different tasks and their quality and will report on the quality of each sub-task. This field will contain the comments of the Steering Committee about the specific sub-task: level of quality, possible improvements, possible changes, possible additional actions, etc. Among these comments, the suggested indicators in the LALA project proposal will be taken into account for this analysis to check that the task is according to the proposed level of indicators. The participants of a specific sub-task will be notified about the comments of the Steering Committee so that they can take the proper actions if necessary.

The “Master quality evaluation file” will contain the following rows:

- WP1 Setup of the Project
 - *A1.1 Kick-off Meeting
 - *A1.2 Webpage and Intranet Setup
 - *A1.3 Initial LALA Community Meeting
- *WP2 Setup of LALA Framework
 - *A2.1 Framework Design meetings
 - *A2.2 Development of the Framework

- WP3 Adaptation of LALA Tools
 - *A3.1 Design and Implementation of LALA Tools
 - *A3.2 Deployment of Infrastructure
- WP4 Piloting
 - *A4.1 Piloting LALA tools
 - *A4.2 Compilation of experiences
 - *A4.3 Publication of LALA handbook
- WP5 Evaluation and Quality Assurance
 - *A5.1 Quality Assurance Evaluations
 - *A5.2 External Evaluations
- WP6 Dissemination
 - *A6.1 Dissemination meetings
 - *A6.2 Presentation at Conferences
 - *A6.3 National Training days
 - *A6.4 Regional Workshops
 - *A6.5 LALA Community meetings
- WP7 Project Management
 - *A7.1 Management meetings
 - *A7.2 Periodic reports

As an example, the Webpage and Intranet setup has the following subtasks:

					Start Date	Due Date	Weeks			
Subtasks	Observations	Responsible Institution	Collaborator Institutions	People Involved	15-10-2017	14-12-2017		100%	Complete	Evaluation by the Steering Committee
Find ways to interact with google services		ESPOL	-	- Person 1 (ESPOL) - Person 2 (ESPOL)	15-01-2018	22-01-2018	1.2	100%	Complete	
Implement an spreadsheet in google docs for the whole project management and other sheets for subtasks handle. Also share with partners in google drive		ESPOL	-	- Person 1 (ESPOL) - Person 2 (ESPOL)	22-01-2018	31-01-2018	1.6	100%	Complete	
Create Website		ESPOL	-	- Person 1 (ESPOL) - Person 3 (ESPOL)	01/02/2018	2018-01-31	4.4	100%	Complete	

Next, there is a detailed list of tasks for each Work Package, with the correspondent deadline, the responsible partner institution which is leading this task (although other partners can contribute to this task) and the indicators of success or quality indicators.

4.1- Detailed list of tasks for WP1: Setup of the project

<u>Task</u>	<u>Deadline and responsible partner</u>	<u>Indicators of success, quality indicators</u>
1.1.1. Selecting the working teams	15/11/2017 All	* There is a list of participants in the project for each institution that cover the management, technical, research, teaching and administrative issues
1.1.2 Forming the Steering Committee	15/11/2017 All	* The names of the Steering Committee (one per partner institution) are incorporated into different documents such as the minutes or this document
1.1.3 Creating a Drive folder for internal communication of the project	30/11/2017 UC3M	<p>* There is a Drive folder where all partners can access to read, modify or add documents. There is a common space for all partners and a specific space for each partner</p> <p>* Partners can request access to UC3M to the Drive for new members</p> <p>* There are specific folders for financial reports, WPs, managements, meetings and the proposal documents</p>
1.1.4 First version of the LALA management guidelines	05/12/2017 UC3M	* Document with the LALA management guidelines, including the deadlines of the reports for partners, the information to provide in each report, and highlighting some key points of the general Management guidelines

1.1.5 First version of the conflict resolution protocol	05/12/2017 UC3M	* Document with the conflict resolution protocol, including how to proceed when there is a conflict of who should do a specific task or in which way the task should be done
1.1.6 First version of the quality management	05/12/2017 UC3M	* Document with the procedures for quality assurance.
1.1.7. Review and Signature of the Grant Agreement with the European Commission	15/12/2017 UC3M	* Document of the Grant Agreement for the LALA project available
1.1.8. Creation and signature of the Partnership agreements	15/04/2018 UC3M and all	* Six partnership agreement documents between the coordinator and the partners ready and signed by the different institutions
1.1.9. Setup of the initial meeting in Madrid	10/12/2017 UC3M	* The meeting takes place * Different documents from each partner describing the situation of learning analytics in each institution
1.1.10. Logo selection for the project in the initial meeting	15/12/2017 ESPOL	* The LALA logo is available and included in the website, reports, etc.
	15/12/2017	

1.1.11 Presentation of previous experience in learning analytics by partners	All	* All partners present their experiences with learning analytics and the situation of learning analytics in their institutions
1.2.1. Interaction with Google Services	15/01/2018 ESPOL	* Interaction with Google Services is achieved
1.2.2. Implement an spreadsheet for quality management	15/01/2018 ESPOL	* An spreadsheet is ready in google docs for the whole project management and other sheets for subtasks handle.
1.2.3. Initial website is created	31/01/2018 ESPOL	* Website is created in English and Spanish with the following information: - Home - About LALA: with basic information about the LALA project and its objectives - LALA Community - News - Contact
1.3.1. Initial LALA statutes are created	15/03/2018	* Document with the statutes accessible
1.3.2. Initial instructions to join the LALA community	15/03/2018	* Document with instructions to join the LALA community

1.3.3. Initial LALA community meeting	15/06/2018	* Initial LALA community meeting in Guayaquil

4.2- Detailed list of tasks for WP2: Setup of the LALA framework

<u>Task</u>	<u>Deadline and responsible institution</u>	<u>Indicators of success, quality indicators</u>
T2.1.1: First LALA framework design meeting	13/12/2017 PUC	* Enumeration of the issues and problems to solve with the LALA framework * Definition of the structure of the LALA framework
T2.1.2: Second LALA framework design meeting and execution of the group concept mapping with experts	22/03/2018 PUC	* Discussion and agreement about the institutional, ethical and communal dimensions * Document about rules to join the LALA community and the LALA community statutes * Proposal and execution of the LALA Canvas for making group concept mapping with experts of learning analytics
T2.1.3: Third LALA framework design meeting	12/07/2018 PUC	* Discussion and agreement about the methodological and technical aspects of the LALA framework
T2.1.5: Focus groups and surveys with students and teachers	15/09/2018 All Latin American partners	* Students survey answers * Teachers survey answers * Audios with students' focus groups * Audios with teachers' focus groups
	15/02/2019	

T2.1.6: Analysis of students' and teachers' survey	U. Edinburgh	* Report with the results of students' and teachers' surveys taking into account their needs
T2.1.7: Analysis of students' and teachers' focus groups	15/03/2019 PUC U. Edinburgh	* Transcripts with students and teachers focus groups * NVIVO files for qualitative analysis * Report with the results of students and teachers focus groups taking into account their needs
T2.2.1: First version of the LALA framework	30/07/2018 PUC	* Document with the first version of the LALA framework including a review of the state of the art of adoption of Learning Analytics in Latin American
T2.2.2: Second version of the LALA framework	15/12/2018 PUC	* Document with the LALA framework including guidelines for the adoption of learning analytics tools and including the institutional, technical, methodological, ethical and communal dimensions. * Templates for applying different aspects of learning analytics
T2.2.3: Third version of the LALA framework	15/03/2019 PUC	* Revised document including the results of the students' and teachers' surveys and focus groups

4.3- Adaptation of LALA tools

<u>Task</u>	<u>Deadline and responsible institution</u>	<u>Indicators of success, quality indicators</u>
T3.1.1: Selection of the tools to be used by each Latin American institution	15/07/2018 All Latin American partners	* Document with the list of tools that will be used by each Latin American institution according to their needs and requirements
T3.1.2: Interviews with different stakeholders for the design of the tools	15/09/2018 KU Leuven All Latin American partners	* List of needs and requirements of different stakeholders for the different tools for each one of the Latin American partners
T3.1.3: Design of the LALA tools	15/11/2018	* Design documents with the mockup of the design of the different learning analytics tools and connection with the LALA framework * Description of the general architecture of the tools * Mockups with the different final user interfaces. Description and justification of commonalities and differences among the different Latin American partners
T3.1.4: Adaptation of the counselling tool	01/04/2019 KU Leuven	* Source code of the counselling tool with different versions for each Latin American partner

	ESPOL	
T.3.1.5: Adaptation of the dropout prediction tool	01/04/2019 UC3M ESPOL	* Source code of the dropout prediction tool with different versions for each Latin American partner. There will be a prediction tool for a specific course and another tool for a whole academic degree
T.3.1.6: Adaptation of other tools	01/04/2019 U. Edinburgh ESPOL	* Explanation of rules for the adaptation of other tools, such as for example On-task
T.3.2.1: Deployment of the Learning Analytics tools	15/05/2019 All Latin American partners	* All Latin American partners install their tools in their infrastructures to be ready for the pilots

4.4- Pilots

<u>Task</u>	<u>Deadline and responsible institution</u>	<u>Indicators of success, quality indicators</u>
T.4.1.1: Pilots description general plan	15/11/2018 UACH	* Document with a general description of the pilots, the different deadlines, etc.
T4.1.2: Selection of associate partners for making pilots	15/03/2019	* 4 associate partners that are not part of the regular partners are selected to deploy and use some of the adapted learning analytics tools
T4.1.3: First pilots in Latin American project partners	15/08/2019 All Latin American partners	* Logs with user interactions * List of counselling sessions with students and professors involved * Surveys * Tools in use. All Latin American partners have used at least the counselling tool and the dropout prediction tool
T4.1.4: Second pilots in Latin American project partners	15/12/2020 All Latin American partners	* Logs with user interactions * Surveys * List of counselling sessions with students and professors involved * Tools in use. All Latin American partners have used all the tools * At least 300 decision makers/faculty involved

		* At least 5.000 students involved
T4.1.5: Pilots in Associate partners	15/12/2020 All Latin American partners	* At least other 4 Latin American partners different from the project partners adopt at least one LALA tool and pilot it in their institutions
T4.2.1: Analysis and Results of the pilots	15/02/2020 UACH	* Measurement of the performance of the students * Results about stakeholders impressions and points of view * Measurement of the level of activity * Document with a summary of the results and lessons learned
T4.3.1: LALA handbook	15/04/2020 All partners	* Document with the inclusion of the final versions of the LALA framework, the adaptation of the learning analytics tools, the pilots, the results and guidelines and lessons learned

4.5- Evaluation and Quality Assurance

<u>Task</u>	<u>Deadline and responsible institution</u>	<u>Indicators of success, quality indicators</u>
T5.1.1: First version of the quality assurance plan	05/12/2017 UC3M	* Document with the first version of the quality assurance plan
T5.1.2: Second version of the quality assurance plan	15/02/2019 UC3M	* Document with the second version of the quality assurance plan. This document
T5.1.3: Third version of the quality assurance plan	15/01/2020 UC3M	* Document with the third version of the quality assurance plan
T5.1.4: Periodic reports of quality assurance	During all the project period UC3M	* Document report every two months checking if the different activities have been completed with the desired quality, deadline extensions, reasons for extensions of deadlines, changes for having the proper quality, etc.
T5.2.1: First external review	15/02/2019 UC3M	* Document with the review of the LALA framework, evaluating the LALA framework and containing suggestions for improvement in each section

T5.2.2: Second external review	15/01/2020 UC3M	* Document with the review of the adaptation of learning analytics tools and pilots, including suggestion for improvement for each of the tools
T5.2.3: Third external review	15/09/2020 UC3M	* Document with the review of the global results and the LALA handbook, and with an evaluation of the global impact of the project, and including suggestions for the improvement of the LALA handbook and for the sustainability of the project when it is finished

4.6- Dissemination

<u>Task</u>	<u>Deadline and responsible institution</u>	<u>Indicators of success, quality indicators</u>
<p>T6.1.1: Dissemination meetings</p> <p>All</p>	<p>15/10/2020</p>	<p>* At least three dissemination meetings will be organized, in which the dissemination plans will be defined and refined. These meetings will be regular face to face meetings in the last year of the project.</p>
<p>T6.2.1: Presentation at conferences</p>	<p>15/10/2020</p> <p>All partners</p>	<p>* At least 6 presentation in conferences about the LALA Project in educational conferences.</p> <p>* There will be at least 4 presentations of specific aspects of the LALA project which will be published in the conference proceedings. One will be about the LALA framework, one will be about the LALA tools, one will be about the pilots, one will be about the LALA project in general</p> <p>*There will be at least 2 presentations about the LALA project in general.</p>
<p>T.6.3.1: National Training days</p>	<p>15/10/2020</p> <p>All partners</p>	<p>* Each Latin American partner will organize at least 2 National Training days where the LALA Framework and the results of the pilots will be presented to authorities and faculty from other institutions in Ecuador and Chile. These training days will take place in the last year of the project</p>

		<ul style="list-style-type: none"> * There are at least 120 teachers decision makers trained * List of participants in training
T.6.4.1: Regional workshops	<p>15/10/2020</p> <p>All partners</p>	<ul style="list-style-type: none"> * 2 LALA regional workshops. One workshop will be in Europe while another one will be in Latin American. * Training materials (PPT, scripts, etc.) available for the workshops
T6.5.1: LALA Community meetings	<p>15/10/2020</p> <p>All partners</p>	<ul style="list-style-type: none"> * There will be at least three meetings where the LALA community can meet. They will be the LALA conferences.
T.6.5.2: Twitter and facebook dissemination	<p>All project</p> <p>U Cuenca</p>	<ul style="list-style-type: none"> * Twitter and Facebook accounts are created * There are posts in twitter and facebook for the main deliverables of the project, the main dissemination events, etc.
T.6.5.3: Web page	<p>All project</p> <p>U Cuenca</p>	<ul style="list-style-type: none"> * Web page with general information of the project, partners and associate partners, news, deliverables, publications, contact, how to join the LALA community, etc.
T.6.5.4: Promotional videos	<p>All project</p> <p>U Cuenca</p>	<ul style="list-style-type: none"> * Dissemination videos to promote the LALA project
T.6.5.5: Bulletin	<p>All project</p>	

	U Cuenca	* Bulletin with the main outcomes, dissemination activities and results of the project will be ready and distributed in social networks and the LALA community every six months
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4.7- Project Management

<u>Task</u>	<u>Deadline and responsible institution</u>	<u>Indicators of success, quality indicators</u>
T7.1.1: Monthly meetings, either online or face to face	Every month UC3M	<ul style="list-style-type: none"> * Minutes or summary of the meetings * List of participants in the meetings * Slides and presentations in the face to face meetings *Agenda of the face to face meetings
T.7.2.1: Periodic reports	Every six months UC3M and all	<ul style="list-style-type: none"> * Financial reports, in which each partner should provide their timesheets, joint declarations, travel sheets, justification documents, etc. *Technical and execution reports in which the main outcomes of the project are presented as a summary, the main dissemination actions done in the period of six months, important decisions done, etc.

5.- Internal Evaluation reports

Every two months the project outcomes will be evaluated by the Steering Committee. Short reports will be provided every two months based on this evaluation. These reports will include if the deliverables have been finished, if

there is a need of deadline extension and the reasons for it, if some quality improvements are required, etc.

When some deliverable related to the project tasks is finished, this deliverable will be done public to at least the Steering Committee members and there will be a time for their review:

- 30 days for the key deliverables: LALA framework, Adaptation of LALA tools, pilots, LALA handbook.
- 10 days for the rest of deliverables and outcomes. For example, the minutes of the meetings, conflict resolution protocol, etc.