

WikiSkills

*Empowering and fostering social, professional, cultural and civic skills
through pedagogical use of Wiki technologies and methodologies.*

DELIVERABLE 7.2 – Deliverables Quality Report

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Summary

The Deliverable Quality Report aims at describing the Quality System Review of Deliverables used within WikiSkills project. It describes the tools and procedures that enabled to review deliverables to ensure the project implementation from different perspectives.

A first section provides an overview of the Deliverable Quality processes, by contextualizing the quality activities within the project development. Afterwards, WP2 and WP3 workpackages were more detailed in this report. Test courses were assessed through the WP8 Evaluation based on the WP2 Pedagogical Framework.

The project outcomes was assessed by 4 external experts as explained in this document.

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1. INTRODUCTION

Wikis are simple to use, asynchronous, web-based collaborative hypertext authoring systems. Recently, wikis have been widely used in various sectors and levels of education, as they can enhance collaborative learning processes. In a wiki-based learning scenario, participants co-write and co-edit web pages. During such processes, peer interaction can motivate participants, who construct synergically shared knowledge.

WikiSkills - Empowering and fostering social, professional, cultural and civic skills through pedagogical use of wiki technologies and methodologies - is a European project (Lifelong Learning Programme, KA3, 2012-2013) aiming to analyze and apply the benefits of adopting a wiki-culture to promote lifelong learning opportunities. Within common learning scenarios, participants from different educational sectors, cultures and ages will learn how to use wikis for their socio-professional development.

In details, Wiki-Skills project aims to:

- Provide opportunities for meaningful collaborative learning activities;
- Promote digital literacy, as well as social skills, writing skills and critical thinking;
- Develop sustainable virtual communities of practice among the different project countries;
- Enable educational communities to contribute to the actual information society;
- Empower civic behaviours, social inclusion, employability and cultural understanding.

The project will develop, implement and evaluate an innovative training curriculum focusing on how to make the best use of wiki environments in educational settings, so to reach high learning objectives and foster a community of learners among Europe.

The project work is organized according to seven work packages (WPs), as depicted in the table below.

WP n°	WP title
WP1	Project management
WP2	Conceptual framework development - user needs and training opportunities
WP3	Creating, editing and adapting the training contents
WP4	Implementation of training
WP5	Dissemination
WP6	Exploitation of project results
WP7	Quality management
WP8	Evaluation

Table 1 - Summary of WikiSkills work packages

WP7 (Quality Management) aims to reviews to ensure the quality of the deliverables of the WikiSkills project.

1.1. The Deliverables Quality Report within the WikiSkills project

WikiSkills project is built around the co-design of pedagogical experiences between researchers and users from different LLP sub-programs. It also implies a strong collaboration within the consortium between the technical, the pedagogical and the wiki expert partners. This co-development is an important advantage regarding its collaborative working process aspect. From this consortium we have obtained different learning scenarios and good practices that show the large application of thi ICT tool.

The implementation designed for WikiSkills Deliverable Quality approach consists on having an accurate quality assessment including external quality reviewers and an integration of the quality approach and the evaluation process for the test courses implementation phase.

Thus this Deliverable Quality Report includes the WP2 and WP3 quality content review and the final outcomes to ensure the impact of WikiSkills results for sustainability.

WP2 Deliverables Quality Reports

1. [Final Quality Report on D.2.1](#) (available on the wiki platform :
2. Final Quality Report on D.2.2 : no use. All content is included in D.2.3
3. [Final Quality Report on D.2.3](#) / [Final version of D2.3](#)

WP3 Deliverables Quality Reports

1. Final Quality Report on D.3.3
2. [Final Quality report on D3.4](#)

Wikiskills outcomes / external experts review

1. [Quality review of WikiSkills outcomes by the network of external experts](#)

1.2. WP2 – Deliverable Quality report

WORKPACKAGE - TASK

WP2 - task 2.1

DELIVERABLE PURPOSE

Collection of good practices and success factors of using wikis in different learning settings and LLP programs.

1. Fulfillment of expected results

The overall quality of the deliverable is very high. It gives a complete literature review regarding wikis and their use in educational settings. Furthermore, it provides the reader with an exhaustive knowledge on wiki platforms and farms, which will be useful for the project next steps. The set of good practices gives a concrete overview of the possible educational applications of wikis. The online surveys conducted in partners' countries reached valuable results.

Regarding the success factors, the list could be extended with other guidelines which appeared through the different sections of the deliverables: e.g. in section 1.2.2.4, in section 4 (the opportunities and obstacles of the provided scenarios could be analysed and turned into recommendations). If possible, it would be useful to have some first recommendations regarding legal considerations and the choice of wiki platforms. In order to support practical reading, the success factors could be bullet points organized in wider categories (to be discussed).

TASK RESPONSIBLE

P4-UB

DELIVERY Date

25/06/2012

The final deliverable D 2.3 aggregates contents and the report available at the following link is assessed through the following frame:

http://wikiskills.cesga.es/xwiki/bin/download/Wiki-Skills/D2.3+-+Pedagogical+Framework+for+collaborative+Learning+through+Wikis/WikiSkills_D2.3_Pedagogical_Framework_v1.4.pdf

Quality criteria evaluated by external experts on WP2 Deliverable reports.

<p>1. Quality of the pedagogical framework</p> <p><i>Please evaluate the pedagogical framework described in the deliverable. Please provide comments and improvement suggestions.</i></p>
<p>2. Quality of the methodology employed</p> <p><i>Each study must use a scientific methodology to address the question at issue, which should be described in sufficient details within the report. Please provide comments and improvement suggestions.</i></p>
<p>3. Coherence</p> <p><i>Each document should be coherent – it should contain all the information necessary for clear comprehension, and avoids contradictions. Please provide comments and improvement suggestions.</i></p>
<p>4. References</p> <p><i>The report should show knowledge of the research literature of the question being investigated and references must be cited in a consistent way. Please provide comments and improvement suggestions.</i></p>
<p>5. Overall quality of the deliverable</p> <p><i>Please evaluate the overall quality of the deliverable, highlighting strong points and suggestions for improvements.</i></p>

1.3. WP3 – Deliverable Quality report

WP3 Deliverables Quality Reports

1. Final Quality Report on D.3.3 (included in D.3.4)
2. [Final Quality report on D3.4](#)

This following link gives the complete access to the complete report:

https://wikiskills.cesga.es/xwiki/bin/download/Wiki-Skills/WP7+Quality+management/WikiSkills_D3.4_Guidelines_for_Teachers_and_Trainers_external_review_changes.pdf

External experts gave relevant comments which were used for update, the complete list of remarks are available on the link :

<https://docs.google.com/document/d/1TetSLTrm5KrPzXOviObnoiKAs14C9hRVrZH16F1BCqI/edit?pli=1>

Here are details about the D3.4 deliverable.

- “Some assertions should be backed by sources to studies, so they don’t make us look dogmatic.
Main examples:
 - Page 9: “It has been observed that in most cases, when editors are given...”
 - Page 11: ”Collaborative learning process can offer numerous benefits, such as...”

Answer: sources exist and are already gathered, they were removed to lighten the document.

- Some technical details may not be clear to some of our targets without explanations:
 - Page 15: the term “Wiki farm” is never defined (adding definition as a footnote)
 - Page 21: Do our - probably not tech savvy - audience care about the fact that Mediawiki is “written in the PHP language and uses a backend database”?
 - Page 24: At this level, is it good to be as specific as to mention the exact tool that we use? (risk of confusion between some terms: Diigo, Wikis, etc)
- Some [pull quotes](#) from the studies mentioned in the biography that would stand out graphically could be a very effective way to help people understand some key points, while adding “authority by association”. ([example](#))
- Include quotes from wikiquote on wiki culture with a photo as chapter intros e.g. <http://en.wikiquote.org/wiki/Wikipedia>
- Repository of the documents that are classified according to different target audiences (a document specifically modified to talk to teachers, for example).”

1.4. WikiSkills Outcome Quality Report

The 4 external experts who were involved to assess all project outcomes gave various recommendations which are available in the googledoc file

https://wikiskills.cesga.es/xwiki/bin/download/Wiki-Skills/WP7+Quality+management/WikiSkills_D3.4_Guidelines_for_Teachers_and_Trainers_external_review_changes.pdf

Here is the list of all outcomes evaluated by the 34 external experts :

- Videos (various with feedback of experts,)
- Wikiskills.net website
- Ebooks (Blueprints, reports, etc)
- Bootcamp for experts once a year
- Addressbook of possible customers
- Presence of our pedagogical material and/or expertise mentioned in significant web "hubs" such as wikiversity, wikibooks, wikimatrix, cyberworkers services, MOOC (Massive Open Online Course)
- *Possible MOOC or simple online course*

2. CONCLUSIONS

All the details on Quality approach are related to the Quality plan available on the following link

https://wikiskills.cesga.es/xwiki/bin/download/Wiki-Skills/WP7+Quality+management/WikiSkills_QualityPlan_v1-1.pdf

A complete summary of all quality document are reachable on the following xwiki page

<https://wikiskills.cesga.es/xwiki/bin/view/Wiki-Skills/WP7+Quality+management>