

Student and teacher support

Student and teacher support – overview

The two fields of student and teacher support are combined due to the situation that the teacher support in schools works completely different to universities (the source of the E-xcellence framework).

Students

Student support services are an essential component of e-learning provision and a successful learning of the students. The support must be available in an agreed and published timeframe and cover the pedagogical and technical aspects that affect the online learner.

Support services should be available in the first instance via the student's homepage (like a support forum, accessible for all) or other entry route like email. The support contact must be able to assist in both technical and pedagogical issues.

Teachers

Staff must be supported by the organization as well as by the school authorities. This must cover technical issues as well as the further training and the supervision of teachers.

Hint: The project refers to the European quality benchmark for online, open and flexible education (E-xcellence). The concept is

- You have to select a topic out of the list of the benchmarks.
- The topic is explained by some text, comments, or hints.
- If applicable, the relevant item of the E-xcellence Framework (with the benchmark number) has been added.
- The relevant benchmarks are available from the [toolbox](#) as well.
Link: <https://www.vtt-box.eu/project/teachers-toolbox/list-of-quality-criteria/quality-of-course-design/>

Checklist for course creation

- **Clear instructions for students exist for the course.**
Clear instructions to provide the student support dealing with pedagogical or technical items must be shared with the students.
Reference: E-xcellence Course quality BM #31
- **Collaborative learning is enabled in the course.**
Networking between students must be provided during the course in an age adjusted way. For younger students external sourced should be avoided (due to privacy and child protection).
Reference: E-xcellence Course quality BM #33

Course delivery – overview

Source: VTT-Box project <https://www.vtt-box.eu>

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The Benchmarks below are from EADTU Excellence and the use of E-xcellence quality associates label in this context has been done with the agreement and consent of the EADTU (European Association of Distance Teaching Universities). In case of any adaption of the benchmarks suiting the context is in comments below the original benchmark. The original framework is available from <https://e-xcellence.eadtu.eu/>

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○ **Additional resources.**

Students may access additional resources like online libraries and other relevant resources (age adjusted either as internal resources or also external resources, for example well-fitting OERs).

Reference: E-xcellence Course quality BM #35

○ **Teachers involved in the course are well-educated for distance learning.**

Reference: E-xcellence Course quality BM #26

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