Evaluation on Elearning Quality Based ISO 19796-1

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ABSTRACT

Within only a few years, the use of e-learning has increased rapidly, therefore evaluation on elearning quality become important. By using evaluation and standardization on elearning quality, we can investigate the quality and suggestion to improve the elearning. Because of multiplicity context and purpose of standardization on elearning, then ISO 19796-1 is made generic so be able to accommodate elearning quality standardization widely. This implied to implement ISO 19796-1 is requiring extra effort to adapt it with its context and organizational purpose.

This research is aimed to build a model that assesses the elearning quality of web based on ISO 19796-1 quality model. From study literature, it is obtained criteria to measure elearning quality. Those criteria then selected in order to make it suitable with process model definition and description on ISO 19796-1. The selected criteria then modified so the question become quantitatively.

CASE TOOL is designed to measure the elearning quality improvement by using evaluation/questionnaire from respondent. Additionally, this CASE TOOL also designed to give recommendation to improve the quality. This recommendation is build based on priority that is given by stakeholder. The priority is processed using Analytical Hierarchy Process method.

Key Words: Elearning quality, ISO 19796-1, quality model