



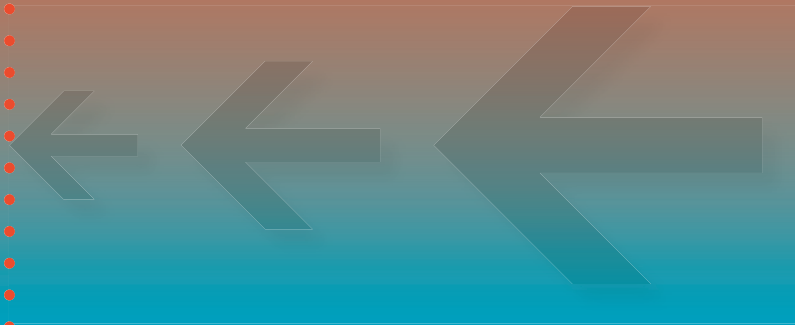
European Federation for  
**OPEN & DIGITAL** Learning

# HANDBOOK European Self-Evaluation Tool for eLearning



An ongoing Focus on Quality and  
Customers' Needs





“The SEVAQ tool is an innovative tool that combines experience in the field of quality with new ways of learning. It provides a new and original approach to questionnaire development to improve the quality of vocational and educational courses in open, distance, blended learning and eLearning, and provides valuable feedback to stakeholders. It is intended to improve the quality of courses and better satisfy customers’ needs.

This handbook contains a step-by-step guide as well as background information to guide you in your use of the SEVAQ tool. “

**Helga Van Heysbroeck, SEVAQ project coordinator, Belgium**

“The project has merged two widespread concepts, a systematic evaluation approach which has been tried out with much success in the field of education and training – the four level evaluation approach of Kirkpatrick, and a holistic approach for organisational quality development – the quality model of the European Foundation for Quality Management.”

**Dr Elf-Daniel Ehlers, EFQUEL coordinator, Germany**

“I work for GIFOD, an organisation aiming at facilitating and developing ICT use among its members. Where Gifod members have various development stages of their e-learning projects, the SEVAQ tool helps each entity to manage quality according to its own pace and needs. It also gives us a good opportunity to get an overview of (good) practices in the group.

At a basic level, SEVAQ could appear as a “sophisticated checklist” helping people to identify key issues in terms of e-learning quality. And already just for this reason it would be valuable. But one of its most attractive characteristics is its design that allows launching quick surveys to target issues more effectively. As soon as you identify what problem you want to get information about, it is very easy to create an online questionnaire and to get feedback from your e-learning users. You do not need being an expert at building surveys, SEVAQ has already marked the tracks out for you and provides statistics on the spot. “

**Dominique Foulon, Quality Expert, GIFOD, France**



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