

# What gets measured gets managed

## How GEL and the TWIN Group have pioneered CourseQual information dashboards for monitoring consistency and quality in EFL

The GELnet platform has been helping EFL schools harness 'big data' for continuous improvement for years. However, recent industry challenges have provided a compelling need for schools to adopt better reporting methods to manage the quality and consistency of their programmes in new learning environments. GEL and TWIN have worked together since 2013, and in this case study, Sarah Morse, the Executive Head of TWIN English Centres, discusses the benefits of CourseQual reporting at TWIN.

### Your brand – your consistency

CourseQual manages a school's curriculum and academic processes. Information dashboards in CourseQual help school managers ensure that classes are meeting key learning objectives and staying on schedule by tracking Key Performance Indicators (KPIs).

Examples include:

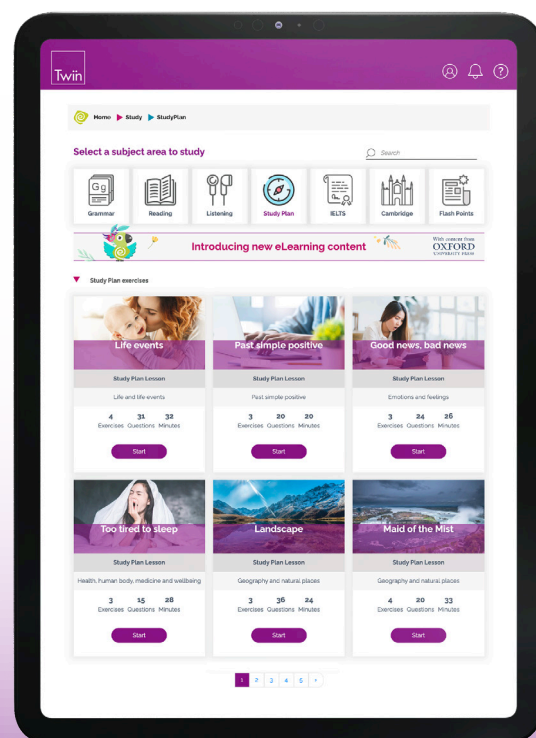
- Are students moving up a level according to 'on track' progress?
- Are tutorials and tests being completed on schedule?

TWIN want to ensure that their students are getting their expected high standard experience regardless of their teacher, location, or method of delivery. Sarah uses CourseQual to set and monitor TWIN's KPIs:

*"It helps produce reports, evidence progress and learning across the whole group. It also helps with standardisation and ensuring that our programmes are being administered consistently across all of our schools. We can log in and compare classes. In the past it was always difficult to evidence these things."*

Teachers and classes are huge beneficiaries. *"Information dashboards are particularly useful for teachers because they can see the status of their own class, so they can very quickly see any outstanding tutorials, any students who are not completing their tasks or assignments."*

GELnet also provides TWIN students with a consistent brand experience. With the possibilities of face to face, distance, and hybrid programmes, Sarah points out that *"Having a platform branded and configured to the school's own requirements, means students can go into their virtual school, check their weekly plan, homework, any online social activities, and then enter their video lesson – it's all very cohesive"*.



## Students, progress and personalised recommendations

The GELnet 'student dashboard' helps with conversations and decisions about individual learners at the school. *"If a student, parent or agent asks for feedback on an individual's progress, we now have these records at a glance. We can discuss moving up, work completed and test results. We can now look at student's dashboards and see how many of their assignments they've done. This then helps us provide further study recommendations and informs conversations about moving up."*

Aggregating this student progress data over time then provides the evidence schools need to demonstrate real expectations of student progress to discerning agents and students. Conversations about how quickly students are likely to improve become guided by real data.



### Online onboarding

The need to accommodate remote learners has driven schools to move their onboarding process online. GELnet makes it much easier to get online and CourseQual dashboards monitor completion. *"At TWIN we have always encouraged students to do a placement test, needs analysis and provide emergency contact information before arriving. But in the past, we didn't have the resources to check completion and chase them up. Now we can see at a glance, when students are arriving, which tasks they've completed, and send out automatic reminders from the same dashboard. The platform and onboarding dashboard just makes arrivals and inductions much smoother."*

## In Conclusion: Distance does not mean distant

COVID will pass, but the risks of social distancing, quarantine and flight restrictions means that face to face, online and hybrid learning environments are here to stay. The challenge facing schools is not only to adapt to these changes, but also exploit the advantages that new technology can offer to provide a better student experience. As Sarah pointed out, *"What gets measured gets managed. When you're in school, and you've got the students and the teachers in front of you, you've got much more of a handle on what's going on. When it's remote, you feel very much like it's harder to keep control. Having the dashboards means that you can check and see if homework is being set, that students are completing tasks and self-study, all without having to chase staff. It makes it easier to keep track of what's going on and ensure that students are getting the experience they expect."*

## About Guided e-Learning

Guided e-Learning Ltd was founded in 2006 and offer privately branded, mobile first platforms for English Language Learning. GEL CourseQual Dashboards are one of a range of features offered by the GELnet platform for schools. Industry leaders choose GEL because of the commitment to quality and pedagogy. As well as the TWIN Group, clients include The British Council, International House schools, Bell, EC, Oxford International and ELS to name but a few. Please get in contact for more information.