

# The Proof is in the Pudding: A Study on the Cost Effectiveness of Quality Management in eLearning

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## Abstract

This paper focuses on the quality management system (QMS) of the Mindanao eLearning Space which ensures that development of courses to be offered conforms to a certain degree of standard acceptable to the stakeholders.

The QMS involves quality process of course development, review and control to guarantee project sustainability and total customer satisfaction. It has four major components: **quality, course development, tools, administration.**

It is composed of the following:

- 2 quality procedures involving 5 quality tools
- 5 course development items involving 17 steps and 35 quality tools
- interaction library with 17 templates
- administration component with 12 essential quality tools.

This compares the use of the QMS with the development of the different courses. Performance of the QMS is based on the following factors:

1. cost effectiveness in comparison to global standard in course development of the eLearning industry;
2. efficiency of time to develop eLearning course;
3. flexibility of the system that allows the use of different media in visual presentation: graphics, audio-video clips and photos.

The study revealed that the use of QMS was cost effective, efficient, and flexible in using different interaction media and ensures quality outputs of eLearning materials.

### *Biography of authors*

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Mr. Gilbert Importante is the Manager of Mindanao eLearning Space. He graduated in Bachelor of Arts in Mathematics and a postgraduate degree in econometrics. He presented and won awards in his papers presented in the field of agricultural economics, in the national and local levels in the Philippines.

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Mr. Danilo C. Galarion is the Instructional Designer and Web Developer of Mindanao eLearning Space. He graduated Bachelor of Secondary Education major in English. He has postgraduate degree in Master in Information Technology Education. He has developed some Computer-Assisted Instruction (CAI) Materials.

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