GWU E-Portfolio Questions for Vendors

This document is an amalgamation of the different topics, requirements and questions considered by the GWU E-Portfolio Committee. Question categories start at a granular level with portfolio artifacts, then expand out to questions about the e-portfolio system itself and conclude with questions about how the e-portfolio system integrates with other systems. This document includes questions regarding all of

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**Individual artifacts and content**

**Externally Created Artifacts**

- What types of files can be uploaded to your portfolio system (video, multimedia, office, etc.)?
  - Please provide capabilities list of supported file types.
- How does externally created, text based content (Word, PDF, etc.), display in your system?
  - How does a student upload existing written work for commenting?
    - How do the instructor and other viewers read that content?
    - How readable is that written work, on-screen in the portfolio?
- Can users edit, crop, and/or resize uploaded images within the system?
- Is there a filesize limit per artifact?
- Does your product integrate with other online tools for creating/hosting web content such as: YouTube, ScreenCast, Vimeo, Social Media Sites, etc.?
  - Please provide capabilities list of supported tools.

**Internally Created Artifacts**

- Does your system allow users to write and create content/artifacts from within the portfolio?
  - If so, does your system contain word processing/formatting controls?
  - How flexible is your system in the ability to stylize text?
- In addition to text-based content, can students create audio or video recording?
- Can content that students develop for courses be used for co-curricular activities (leadership, career development, etc) and vice versa?

**Managing, Curating and Retaining Access to Portfolios**

- Can students create and keep multiple versions
- Can a department or institution keep time-stamped versions?
- Can students hold onto their portfolios after graduation?
  - Is there a cost?
  - Is there a filesize limit?
  - Can they continue to curate and update that portfolio after graduation?
  - If so, how long will their portfolio be hosted?
  - How does a student share that portfolio with interested parties (potential employers, colleagues, etc.)?
  - Can the institution access alumni portfolios?
- Is there easy export functionality for students to grab all their portfolio content in one click?
  - What is the format of the exported portfolio?
- What is the cost to students and/or to the institution of keeping a portfolio after graduation?
  - Also, what happens if the institution terminates the contract?
Privacy settings, sharing and portfolio views

- Can students control if their entire portfolio is publicly available?
- Lock down sections of their portfolio?
- Hide individual artifacts from public view?
- Can they create multiple views based on who is looking at their portfolio? (instructors, institution administrators, other students, employers, etc.)
- Work privately and hide their content from all parties including their instructor?
- Does your system allow for Web 1.0 and 2.0 sharing of portfolios? How?
- Can outside viewers comment on the portfolio?
  - Can this be controlled by access rights (e.g., only instructors can comment; selected class or group of students can comment)
  - Can comments be set to private/public by the student?
  - Can multiple users edit the same portfolio?

Writing-focused portfolios

For portfolios focused on the development and improvement of student writing and reflection:

- Where and how does a student write in the portfolio?
- Can they receive feedback on their writing from an instructor?
- Can they receive feedback from their peers?
- In both of these cases, is the feedback inline in the document (ex. Track changes feature in Word)?
- Are multiple versions of the same writing assignment stored somewhere as the student goes in to revise their work based on instructor and peer feedback?
- Can multiple instructors comment on the same piece of writing?
- How deep do your product’s content authoring and instructor feedback mechanics go?

Instructor Features: Assessment and Collaboration

Big picture: How do faculty view, manage, and comment on student portfolios?

- How does an instructor comment on externally created artifacts in the portfolio?
  - Do they have some way of marking up written documents such as PDFs within the portfolio tool?
  - How are other types of non-written student work commented on?
- How does an instructor comment on internally created artifacts (beyond questions asked in the “Writing Focused Portfolios” section above)?
• Can an instructor or other administrators create a required assignment or template that is “pushed out” for all of their students to complete in their individual portfolios?
  o How/in what format does that “assignment” appear to students on their end in the portfolio?
  o Does that assignment tie back to some sort of instructor view, where that instructor can see who has or hasn’t submitted an artifact?
    ▪ Can the instructor access student work from that instructor view and input comments and a grade?

• Can multiple instructors comment on the same portfolio artifact?

• Is there artifact versioning?
  o How does an instructor see an old and version of an artifact to compare and observe improvement?

• Is your system capable of batch loading assessment data (e.g. exam scores) – into individual students’ portfolios?

Using a Single Portfolio Across a Multi-Year Program

• Can an individual student use the same portfolio (or collection of sub-portfolios) during their entire degree path through multiple courses or projects beyond courses, to document their development?

• How have other schools used your product to demonstrate the development of competencies through a portfolio?
  o Across a multi-year program?
    ▪ Integrated with that school’s LMS solution? (see systems integration below)

Systems integration

• How are individual student accounts on your system created?
  o Do you integrate with Banner?

• How are students authenticated?
  o By standalone login?
  o With their GWID/single sign-on?
  o Through Blackboard?
    ▪ Through a single course in Blackboard?
    ▪ Through some other mechanic such as a Blackboard Community (program level)?
  o How does access work for students who are accessing portfolios apart from courses? (for example, career services, student leadership)

• Does your system integrate with Blackboard?
  o Do you have a well-developed API?
  o How are other schools using your product in conjunction with their instance of Bb?
    ▪ Can we see?
    ▪ What’s worked well for them? What hasn’t?
- Does the experience feel seamless for students?
  - How does your system integrate with the Grade Center in Bb?
- Do students see numeric grades
- Do students see written comments from instructors?
- Is commenting and assessment process seamless for instructors between the portfolio and Blackboard?
  - What instructor feedback gets exported to the grade center?
- What other APIs does your company offer that we should be taking a look at?
- If we move from Bb to another LMS, what would that process look like in terms of your product?
- What content export functionality is there (direct download, export to PDF, etc.)?
- Is your system iOS friendly?

**Accessibility of portfolio system and artifacts**

- How does your system handle accessibility concerns?
  - Accessibility of the portfolio’s UI?
  - Accessibility of user created content in the portfolio?
  - Accessibility of artifact in the portfolio?
  - Adherence to accessibility standards?

**Accreditation**

- What features does your product have that you believe would support the accreditation process?
  - How have your other customers used your product to support their accreditation requirements and provide evidence of student achievement to accreditors?
  - Do you have any built-in tools specifically created to assist in collecting and organizing student data for accreditors?
  - Is there an ability to create customized reports based on variables (e.g., grades, competencies met, instructor comments, time spent, tagged artifact type).
- Does your system allow for the export of a single portfolio in its entirety for an accreditor to review?
  - If there are multiple mini or sub-portfolios created by one student, can those be easily called up for an accreditor?
- Does your system allow for the export of all student instances of a single assignment?
- Does your system have some sort of “competency tagging” feature?
  - How would an accreditor use this to pull up instances of students demonstrating this competency?
- Longer term, can GW keep archived copies of student portfolios?
Support

- How do students receive support for using your product?
- How do instructors receive support?
- Is there “live support”?  
  - Online? On-Site? Phone?
  - What hours are they available?
  - Who provides it?
- What “self help” is available through videos, blogs, chats, etc?
- Do you have a dedicated “shared space” for portfolio templates, advice, model portfolios, etc. (for use by administrators)
- How do institutions integrate ePortfolio support with other technology support?

End Product/Public facing portfolio

- Can you show us some successful “finished portfolios”, created with your product from other schools?
  - At the undergrad level?
  - At the masters degree as preparation for professional practice level (MBA, MPA, MPH, EdM, etc.)?
  - At the graduate degree as preparation for academic career level (PhD and scholarly focus programs)?
  - For student leadership and career development, including use by employers?
- Examples of great visual design with your product?
- Examples of great user experience design with your product?
- How can the institution “curate” portfolios for viewing by prospective students and faculty and the general public?
- How do you think your portfolio product is best used?
  - For individual projects?
  - For individual courses?
  - Across the duration of a program?
    - All of these?