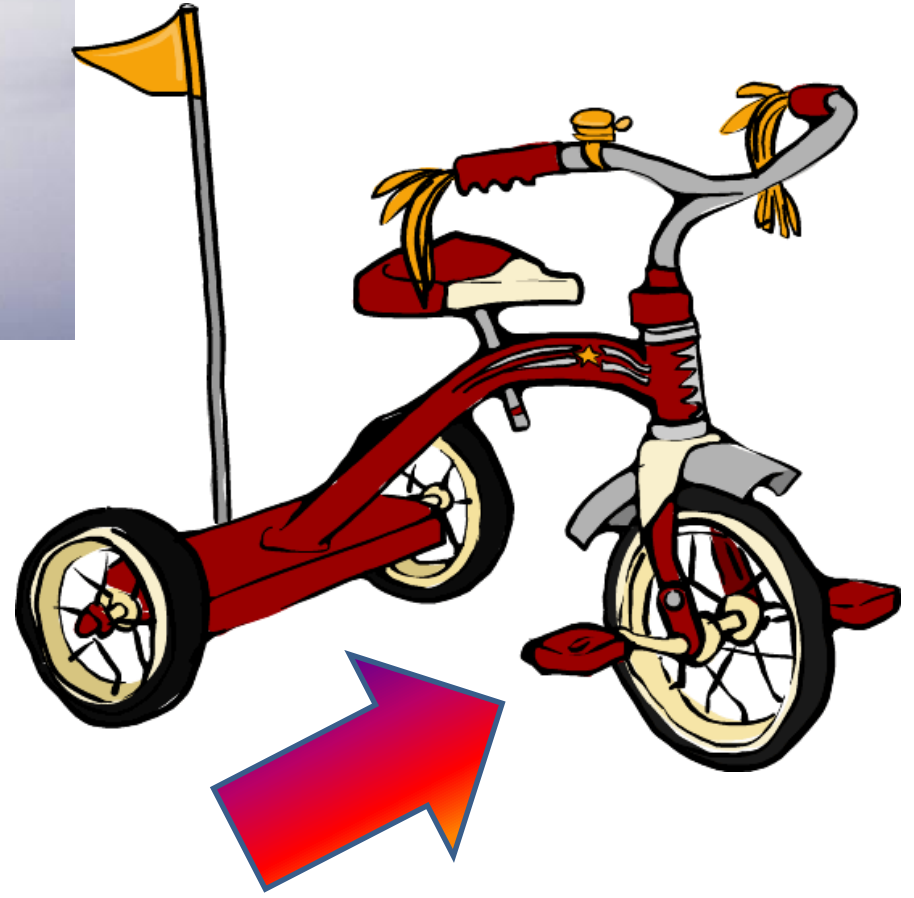# A framework for portfolio development: The ACE model

Dr John Clayton

Quality Assurance

The quality of any e-portfolio implementation is directly attributed to the quality of the processes used in the creation of the e-portfolio environment.

For example, the processes used in the

- – Selection of the e-portfolio system,
- – Creation of user courses and technical support materials for participants and
- – administration of roles in e-portfolio system.

e-Portfolios In Health

Define
The purpose of the e-Portfolio
Identify the rationale for the creation and use of e-portfolios in the DHB

Design
The e-Portfolio experience
Develop organisational implementation plan and identify e-system

Develop
The e-Portfolio resources
Design e-resources to support individual / organisation in achieving desired outcomes

Deliver
The e-Portfolio solution
Identify and apply strategies to ensure individuals engage fully in e-portfolio deployed

Determine
The impact of e-portfolio system
Evaluate the success of e-portfolio solution for the individual and organisation

Evaluation

The evaluation of the effectiveness and impact of e-portfolio implementations should focus on two levels of analysis:

- **Individual level**: investigating participant comfort, competence and accomplishment and

- **Organisational level**: investigating strategic alignment and business impact

Return on Investment

Impact

Application

Accomplishment

Satisfaction

Organisational

Individual

|	
Return on Investment	Identify how e-portfolios have benefited the organisation and make recommendations for the future
Impact	Measure of the implementation of e-portfolios has impacted on the quality of care for patients
Application	Measure if employees on-task behaviour has changed as a result of the introduction of e-portfolios
Accomplishment	Measure if the use of e-portfolios have enabled employee's to acquire skills and knowledge
Satisfaction	Determine how participants react to e-portfolio training and system provided

Are you ready for this

The 3As

- *Awareness:* Initiatives challenge decision makers to reflect upon the existing capacity and capability.

- *Action*: Processes designed to provide vision, direction and guidance on the implementation of e-portfolios.

- *Accomplishment*: Identified outcomes are used to measure the impact of e-portfolio implementations.

Accomplishment   (Measure)

Assess

Assess

Assess

Action
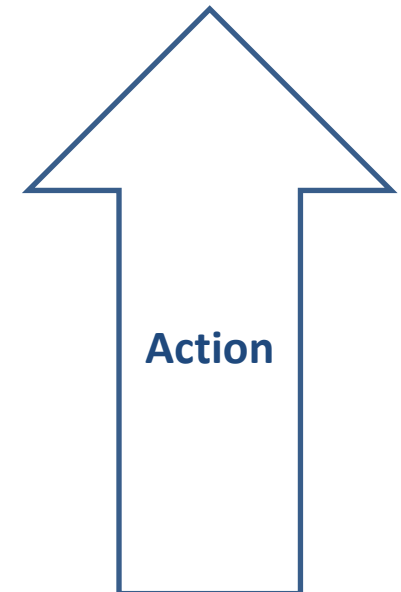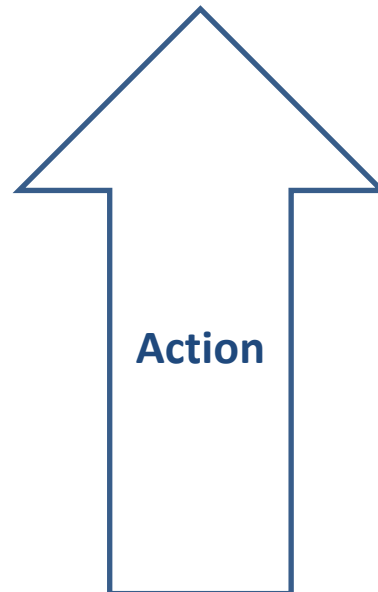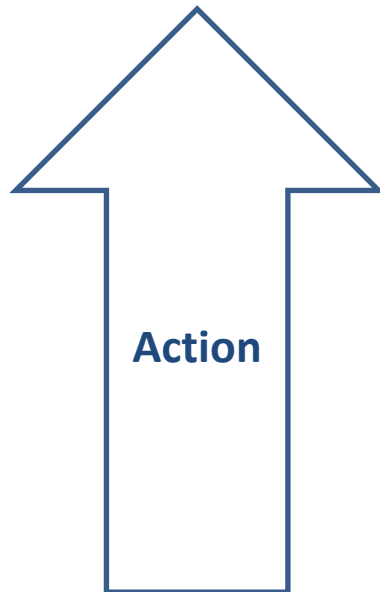
Action

Action

Awareness   (Plan)

The **3Cs**

- *Context:* Infrastructural factors (such as the availability of computers, speed of connection and/or the availability of peripheral devices) shape and influence participant perceptions.

- *Content:* Factors emphasising the 'uniqueness' of individual industry shaping and influencing the direction and focus of implementations.

- *Capability:* These individual factors (such as the availability of on-going technical advice, access to user support materials) build the competence, confidence of individuals and determine the successful integration of e-portfolio systems.

Accomplishment   (Measure)

Assess

Assess

Assess

Access policies designed and deployed to facilitate the sharing of portfolios

e-Portfolio system identified and deployed

Context

Participants aware of responsibilities in storing, reviewing and manipulating digital artefacts

Technical and user support materials created and deployed

Content

PD courses on using e-portfolios in CPD designed and delivered

Technical support courses on creating e-portfolios designed and delivered

Capability

Action

Action

Action

Awareness   (Plan)

The 3Es

- Enabled: Implementations can be measured by how they have enabled users to fully participate in CPD,

- Engaged: Initiatives can be measured by how they have initiated and maintained engagement of participants in CPD and

- Empowered: Initiatives can be measured by how they have ensured capability of participation.

Accomplishment   (Measure)

Assess

Enabled

Connections to e-system are reliable and robust

Access policies designed and deployed to facilitate the sharing of portfolios

e-Portfolio system identified and deployed

Context

Assess

Engaged

Learners actively engaged with e-system deployed

Participants aware of responsibilities in storing, reviewing and manipulating digital artefacts

Technical and user support materials created and deployed

Content

Assess

Enabled

Participants capable of participating in environment created

PD courses on using e-portfolios in CPD designed and delivered

Technical support courses on creating e-portfolios designed and delivered

Capability

Action   **Action**   **Action**

Awareness   (Plan)

e-Portfolio Capability

- *Effective*: impact on participant performance in the manner they were designed to do,

- *Efficient*: are cost effective in terms of "return of investment" on the resources consumed (i.e. time spent by participants creating and using portfolios and time spent by peers and reviewers reflecting on artifacts)

- *Replicable*: other users/organisations can duplicate the use of portfolios and obtain the same or similar results

Maturity

Sustain
E-portfolios are embedded in normal CPD practices in all departments in DHBs

Evaluation
DHBs measure the impact of e-portfolios on institutional performance

Implementation
DHBs deploy e-portfolio solution to meet organisational CPD needs

Identification
Staff recognise how e-portfolios can be used in CPD activities

Awareness
DHBs recognise benefits of using e-portfolios in the training and the workplace

Awareness
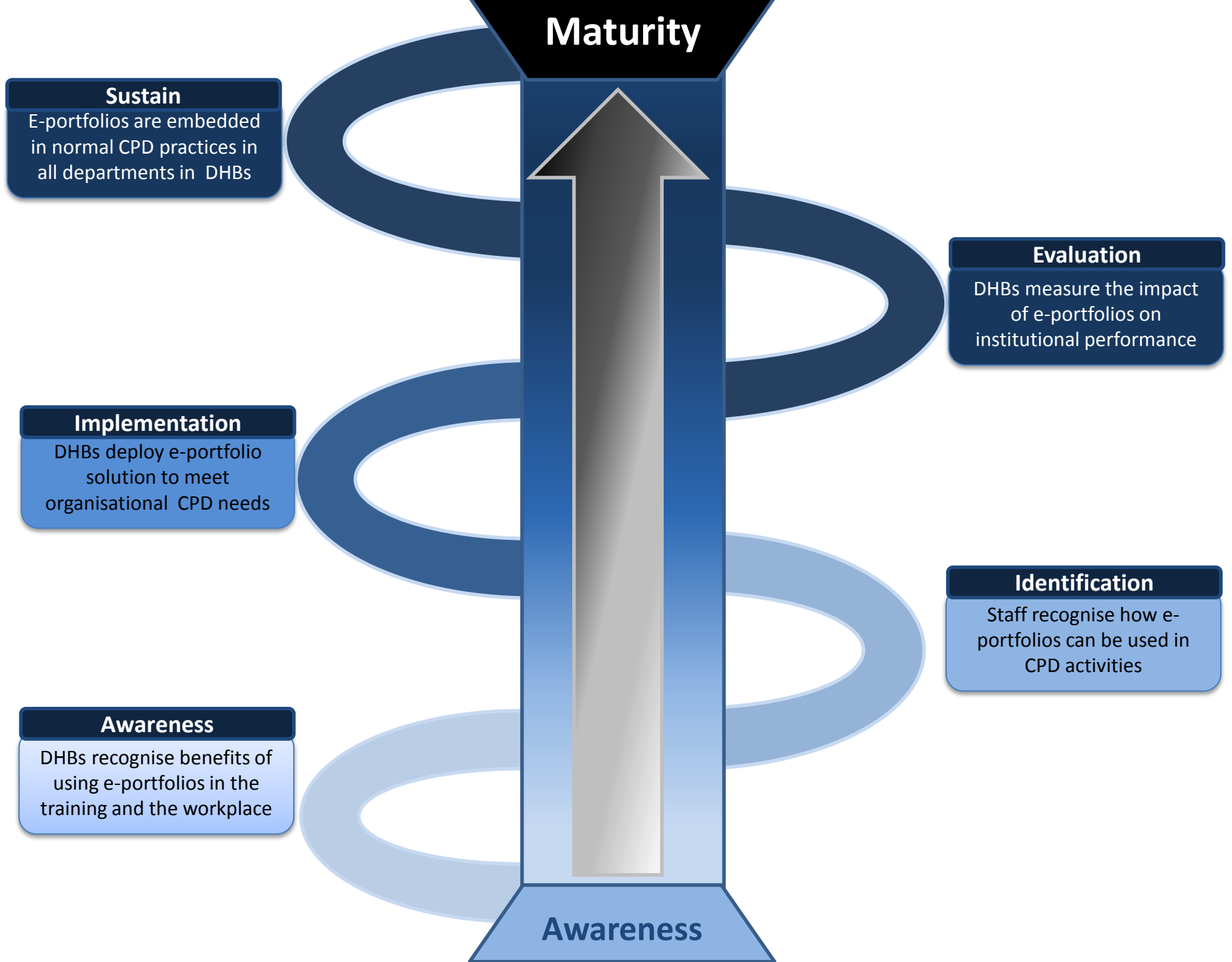
Points to Ponder

- How robust and reliable is the IT infrastructure in your organisation?
- What does your organisation need to do to prepare for supporting e-portfolio capability amongst employees?
- What digital artefacts do you need to collect, store and manipulate
- Are there opportunities for individual / organisational / national collaboration to increase organisational capability/impact in the use of e-portfolios?

Summary

For organisations iteratively to improve their e-portfolio capability they need **systematically plan** for improvement.

They need to be able to obtain:

from the **Right** people

at the **Right** time

the **Right** information

Maturity

Sustain
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