



372 Bay St. 14th Floor
Toronto, ON, M5H 2W9
ecampusontario.ca

Student Experience Design (SXD) Lab Research Consultant: Request for Quotes (RFQ)

Opportunity

eCampusOntario is seeking quotes from qualified individuals or organizations to assist research efforts exploring the current landscape of online learners and educators.

The SXD Lab is an eCampusOntario led innovation hub that explores some of the most complex problems facing post-secondary education today. The lab uses human-centered design processes and tools to (re)design optimal student and educator experiences by working directly with end users of education. The SXD Lab is grounded in the belief that learners and educators ought to be meaningfully included in the design and operation of a postsecondary system that ultimately exists to serve them. By empowering end-users directly, the SXD Lab can prototype solutions to well-defined problems, a basic premise of human-centered design, proven for decades across industries to be effective.

Background

In 2019, eCampusOntario identified a need for an online learning wraparound support strategy to support Ontario colleges and universities with technology-enabled solutions that promote success in online courses and programs. With the onset of the shift to remote delivery brought about by COVID-19, the need for collective understanding of wrap around supports for online students took on new urgency. To build a strategy, the SXD Lab, in collaboration with a resource pool of college/university students, educators and administrators, is facilitating user research processes with system stakeholders to better understand the challenges and opportunities facing remote delivery.

The role of the research consultant will be to work with the SXD Lab team in order to expand the scope of collected data and insights and add depth and breadth to the student-engaged user research conducted by the SXD Lab.

Service Description

The successful applicant will provide the following support and services:

- Conduct a literature review, with a focus on wrap around supports for online students.
- Conduct an environmental scan of Ontario college and university support systems and strategies for online learning.
- Provide an analysis of online education support strategies currently in-place or being implemented.
- Use results of literature review and environmental scan to engage a minimum of a 1000 students and educators.
- Present a recommended high-level online learning wraparound support strategy to eCampusOntario that provides context and insights on projected needs of students and educators in the coming years.

- Ensure on-going consultations with eCampusOntario throughout duration of project.

NOTE: Applicants with deep connections into the Ontario postsecondary system preferred.

Timeline

July 27, 2020 at 11:59pm: Deadline for submission of applications to procurement@ecampusontario.ca

August 3: Evaluation of proposals

August 6: Successful candidate notified

Early August to November 30: Project period

November 30: Project sign off and deliverables received

Application

Applicants should submit a written response (fewer than 3 pages) to this request for quote. Applications must include the following sections:

- Proposed methodology and project plan with timeline and milestones
- Demonstrated research experience
 - Experience conducting research in Ontario's postsecondary system
 - Experience conducting research in online learning
- Agreement to openly license (for example, CC BY-SA) all work product produced as a part of this project
- Detailed project costs

Evaluation Criteria

Quote will be evaluated based on the following criteria:

1. Proposed method and project plan are feasible and appropriate within the timeframe provided. All elements of the service description are covered, and it is evident that the applicant intends to engage with eCampusOntario at regular intervals.
2. Demonstrated research experience in Ontario's postsecondary education system; demonstrated research experience in online learning
3. Proposal includes a statement to openly license product and demonstrates understanding of open education or open licensing.
4. Proposal costs are detailed and appropriate to the project.

Please submit applications to procurement@ecampusontario.ca by July 27 at 11:59pm.