



# Challenging Boundaries

The role of ICT in the creation of a European higher Education Area

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## Title of paper: Non-Conventional Online Feedback Tools for Learning Process Monitoring

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### Abstract

E-learning platforms can be used not only to deliver courses at a distance, but also to track users' activity and to collect their feedback in order to foster quality improvement and students' awareness in education.

This paper presents non-conventional ways of using online feedback tools for direct and indirect monitoring of the learning process and of the factors that may affect it. The proposed methodology has been systematically applied to first edition of *E-Urbs*, a blended European Master in Comparative Urban Studies. The work outlines the methodology, presents the most relevant results obtained from the case study, and discusses the strengths and the weaknesses of the proposed approach.

**Keywords:** monitoring, feedback, distance-learning, learning process.

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