

# Guidelines to design ICT-support in the educational and/or collaborative domain – a literature study

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## ■ Goal Literature Study

Literature study to find existing guidelines to design ICT-support in collaborative or collaborative + educational domain.

## ■ Broad set of search terms

- (design) guidelines, (design) principles;
- education, learning;
- educational design, instructional design;
- instructional technology, online learning, e-learning;
- computer mediated, technology supported, ICT, ICT-supported, computer supported, computer augmented;
- collaborative learning/work, cooperative learning/work, team work, collaboration, cooperation;
- CSCL, online community, computer-mediated communication, virtual team, groupware;
- heuristics, heuristic evaluation;
- usability, learnability, learner-centred design;
- When necessary narrowed down with: >1995, relevancy-level, publication-types, domain (social science).

## ■ Sources

Omega	Omega is a search engine developed by Utrecht University Library (UBU). <b><a href="http://omega.library.uu.nl">http://omega.library.uu.nl</a></b>
ERIC	Digital library of The Education Resources Information Center (ERIC). <b><a href="http://www.eric.ed.gov">http://www.eric.ed.gov</a></b>
GoogleScholar Beta	Searches the web specifically for scholarly literature. <b><a href="http://scholar.google.com">http://scholar.google.com</a></b>
ACM Portal – included later	Digital library of the Association for Computing Machinery (ACM). <b><a href="http://portal.acm.org">http://portal.acm.org</a></b>

## ■ Context literature Study:

This literature study is carried out within the context of PhD-research: 'Towards a framework for designing ICT-support to facilitate reflective learning activities in multiprofessional, competency-based education'.



## ■ Facts & Figures

Number of search results included in search:

Omega:	2351	Search period:
ERIC:	508	12/04 – 02/05
GoogleScholar:	1069	
ACM:	2866	
		<b>Total:</b>
		<b>6794 search results</b>

*Main selection criterion:  
clearly discernible set of guidelines  
in collaborative or collaborative + educational domain.*

**28 Selected articles**  
**271 Guidelines** with different terms like:  
design principles, success factors,  
design recommendations, design conditions,  
design guidelines, generic requirements,  
critical characteristics, design heuristics.

## ■ Follow-up activities

- Refine selection criteria e.g. determine strength of evidence for guidelines in question;
- Classify selected guidelines.

