



Technical Report

ISO/IEC TR 9858

Information technology — Use cases on advanced learning analytics services using emerging technologies

Technologies de l'information — Cas d'utilisation concernant les services avancés d'analytique de l'apprentissage utilisant des technologies émergeantes

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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Abbreviated Terms	2
5 Advanced learning analytics service	2
6 Emerging technologies for advanced learning analytics services	3
7 Categorization of use cases on ALAS and their inter-relationships	4
7.1 Categorization of use cases on ALAS	4
7.2 Interrelationships of the six groups	4
8 Group I learning environment or pedagogical support	5
8.1 Learning environment	5
8.2 Pedagogical support	5
9 Group II data collection and data ecosystem	6
9.1 Data collection	6
9.2 Data ecosystem	6
10 Group III assessment, reasoning and prediction	6
10.1 Assessment	6
10.2 Reasoning	6
10.3 Prediction	6
11 Group IV learning outcome and feedback	6
11.1 General	6
11.2 Learning outcome	7
11.3 Feedback	7
12 Group V data visualization	7
13 Group VI privacy protection and data ownership	7
13.1 Privacy protection	7
13.2 Data ownership	8
14 Use case list	8
Annex A (informative) Group I learning environment or teaching support	9
Annex B (informative) Group II data collection and data ecosystem	15
Annex C (informative) Group III Assessment, Reasoning and Prediction	21
Annex D (informative) Group IV Learning Outcome and Feedback	24
Annex E (informative) Group V Data Visualization	28
Annex F (informative) Group VI Privacy Protection and Data Ownership	30
Bibliography	32

Foreword

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 36, *Information technology for learning, education and training*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

Introduction

The ISO/IEC 20748 series on learning analytics provides reference and guidance for learning analytics services.

ISO/IEC TR 20748-1:2016 [\[1\]](#)

ISO/IEC TR 20748-2:2017 [\[2\]](#)

ISO/IEC TS 20748-3:2020 [\[3\]](#)

ISO/IEC TS 20748-4:2019 [\[4\]](#)

Emerging technologies, such as cloud computing, big data technologies, AR/VR, Digital Twin, and AI are being adopted and explored throughout learning, education, and training environments. Learning analytics play a pivotal role in enhancing learning effectiveness, customizing learning content, as well as real-time learning tool adaptations. Significant advantages of emerging technologies can be seen when they are used in learning analytics services.

This document provides abundant use cases of advanced learning analytics services and presents the current development status of learning analytics services. And it provides insights for potential standardization fields related to learning analytics.

The study of advanced learning analytics services explored in this document focuses on the following aspects,

- a) to improve individual learning achievements;
- b) to promote learning outcome-based decision-making, learning resource design, learning activity selection and more;
- c) to help teachers achieve improved instructional effectiveness;
- d) to provide data-based learning evidence that can be used to support teaching planning;
- e) to enable the integration of learner competencies and knowledge;
- f) to incorporate standards and specifications for the purposes of data privacy protection and data security;
- g) to exemplify innovative technical implementation such as skill embedding, deep knowledge tracing and more.

In order to encourage a more well-rounded and active discussion with stakeholders and to investigate potential standardization items, a large number of private, public and non-profit institutions were invited to share their use cases by using a use case template

Information technology — Use cases on advanced learning analytics services using emerging technologies

1 Scope

This document provides a collection of use cases on advanced learning analytics services, which leverages emerging technologies such as cloud computing, blockchain, virtual reality, internet of things, artificial intelligence in K12 education, higher education, and vocational education and training (VET). This document also establishes a categorization of different groups of learning analytics services and outlines their interrelationships.

This document is applicable to the design and development of learning analytics activities.

2 Normative references

There are no normative references in this document.

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