



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 émergentes*

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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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