Cultivating a Sustainable Quality Assurance Program

**Quality Matters
Connect Conference 2017**

The Community College of Baltimore County

CCBC

Panelists

Sarah Barnhardt, Associate Professor, ESOL and Online Learning Coordinator

Steve Kabrhel, Assistant Dean, Online Learning

Dionne Thorne, Director, Instructional Design and Online Learning

Who are we?

The Community College of Baltimore County

Enrollment Total student count: 63,079

- Credit enrollment: 30,387
  - Full-time: 3,126 (5%)
  - Part-time: 27,261 (43%)
- Non-credit enrollment: 32,692

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Student Characteristics

Male: 42%   Female: 58%

Student Age Under 20: 9%
20-39: 54%
40-59: 22%
60 & Over: 14%

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Student Outcomes/Completion Statistics

Student Completion: 13,579

Degrees : 2,174

Certifications 1,759

Transfers: 6,572

External licensures/certifications (resulting from CCBC training): 3,074

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Additional Data

Baltimore County Residents: 68%
Receive some form of Financial Aid: 49%
Pell Grant Recipients: 38%
Minority Students: 50%
Need Remediation: 65%
Enter Directly from High School: 13%
Transfer to four-year Universities: 48%
Enter into workforce: 78%
Graduates stay & live in the Baltimore Region: 95%

CCBC Faculty and Staff

Full-Time Employees: 1,395

- Executive: 5
- Administrative: 138
- Professional: 233
- Faculty: 462
- Classified Staff: 557

• Adjunct Faculty/Part-Time Staff: 3,887

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CCBC Online – The Numbers

Online Enrollments

9% of total enrollments

2007 Spring -2646

2015 Spring - 4800

2007 Fall - 2624

2015 Fall - 4277
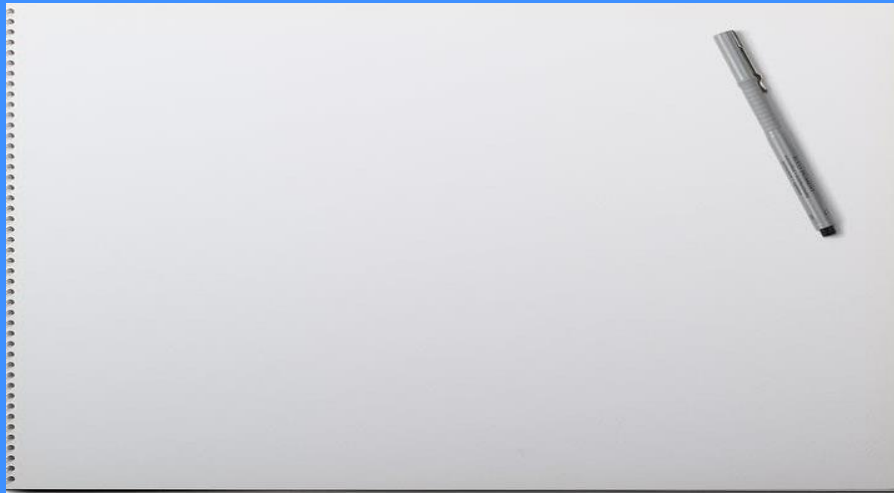
CCBC Online – The Numbers Continued – Spring 2016

of Sections Online/Blended – 535

# of Enrollments for all sections – 9716 (duplicated headcount)

# of Full-time & Adjunct faculty – 250 (unduplicated)

Our Story

Let's begin at the beginning

Source: pixabay.com

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Our story-CCBC Online

Online courses grassroots, faculty driven

Prior to 2008 faculty created their own distance learning course.
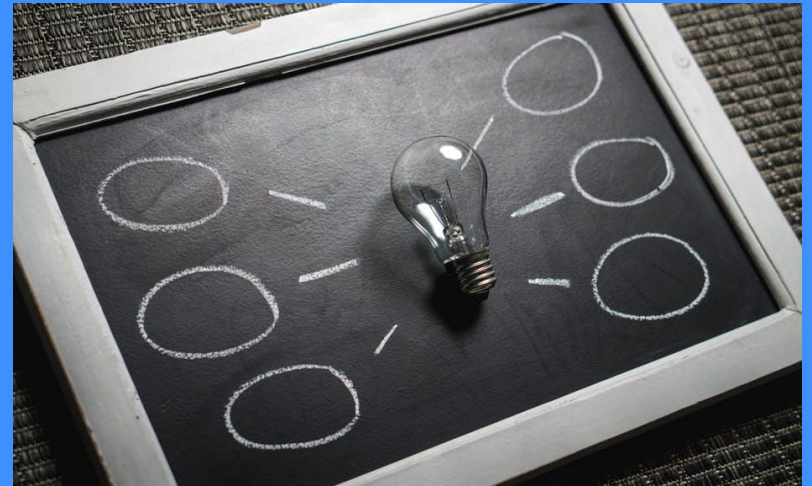

Source: pixabay.com

CCBC Online

2008 Distance Learning Task Force

2009 Distance Learning

Advisory Panel

2009 Instructional

Technology Department

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Our story-CCBC Online

Online Learning Initiatives

2010

- Course Format Definitions
- Course Assessment Policy
- Online Faculty Workload
- Online Office Hours

Source: pixabay.com

Our story-CCBC Online

2011

- Intellectual Property Rights
- Online Class Observation

2012

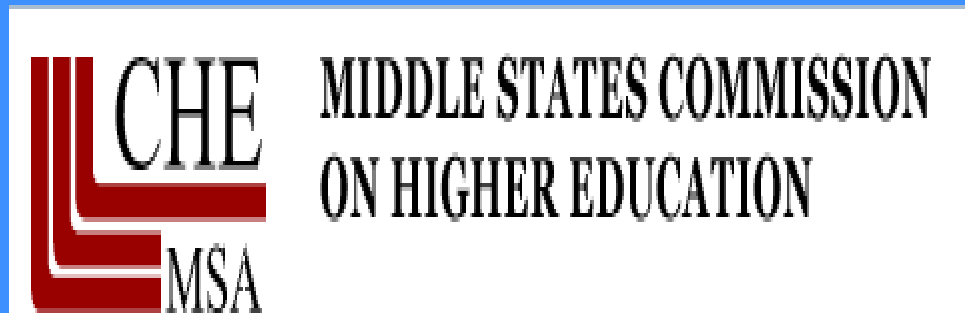- CCBC Syllabus Template/Menu

2017

- Online and Blended Course Opening
- Netiquette in Online and Blended Courses

Our story-CCBC Online

2012

Middle States Report

Our story-CCBC Online

2012

Middle States Report

Address the gap in outcomes in online and blended learning classes

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Concerns

- Lack of consistency
- Accreditation concerns
- Accountability
- Institutional/Master Courses
- Resources

Source: pixabay.com

Concerns

- Student Success
- Retention Rates
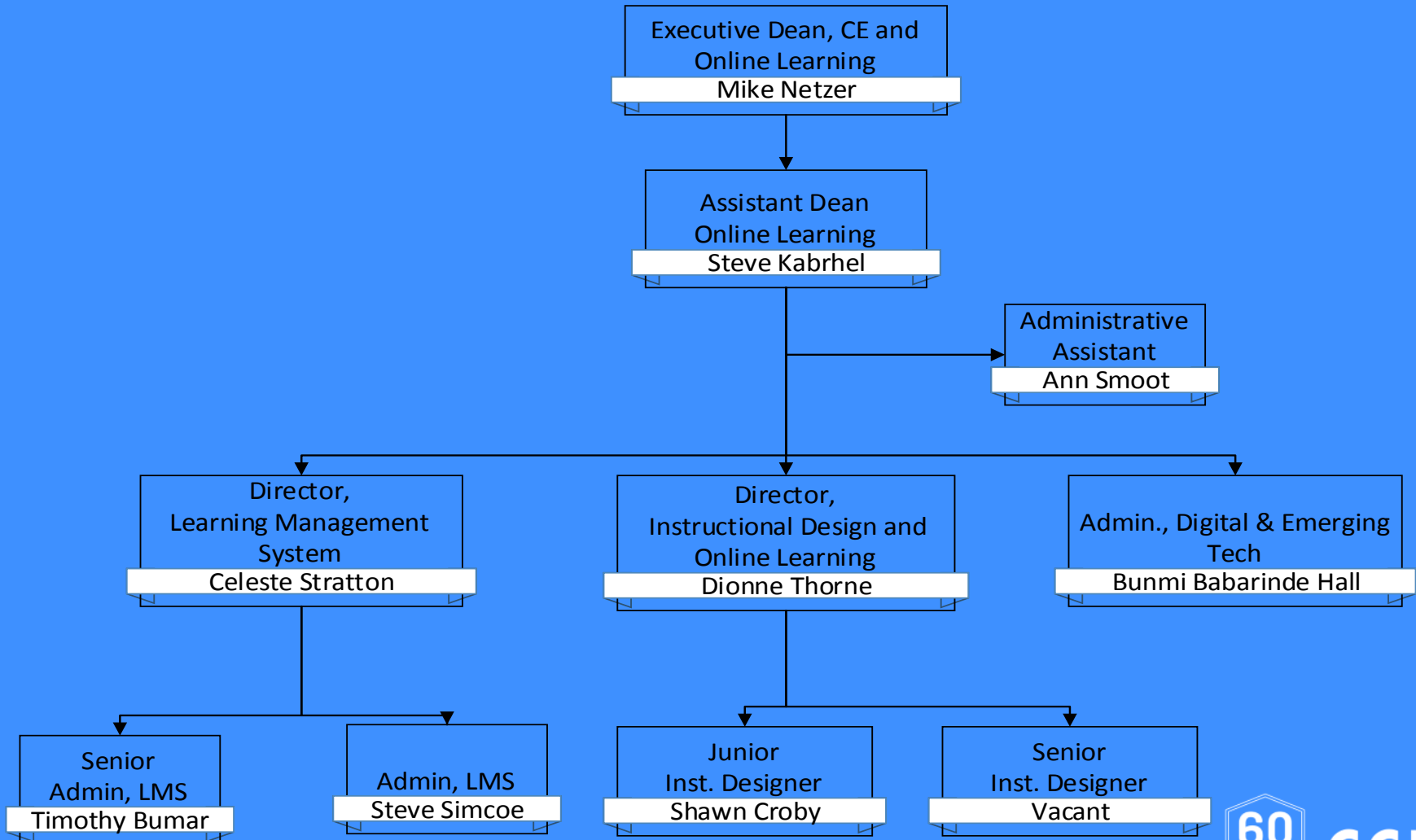- Quality Assurance

Source: CCBC

Needs

A sustainable solution

for reviewing courses –

Resources (Financial
and People)

Quality Assurance

Faculty Training

Accountability

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CCBC Online

Executive Dean, CE and Online Learning — Mike Netzer

Assistant Dean Online Learning — Steve Kabrhel

Administrative Assistant — Ann Smoot

Director, Learning Management System — Celeste Stratton

Director, Instructional Design and Online Learning — Dionne Thorne

Admin., Digital & Emerging Tech — Bunmi Babarinde Hall

Senior Admin, LMS — Timothy Bumar

Admin, LMS — Steve Simcoe

Junior Inst. Designer — Shawn Croby

Senior Inst. Designer — Vacant

Solution

Middle of the Story

CCBC Internal Review Initiative

- Internal vs External Reviews
- Recruiting faculty
- Faculty buy-in
- Self-review
- QM training
- Peer Review Teams
- Three-year review plan

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Our story-CCBC Online

CCBC Internal Review Initiative

School of Business, Education, Justice and Law

School of Technology, Art and Design

School of Health Professions

School of Liberal Arts

School of Mathematics and Science

Source: ccbcmd.edu

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Our story-CCBC Online

CCBC Internal Review Initiative

Review teams will consist of:

- Subject Matter Expert-APPQMR
- Instructional Designer-APPQMR and CPR
- Peer Reviewer-APPQMR and CPR

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Our story-CCBC Online

CCBC Internal Review Timeline

Responsibilities	Time Line
Pre-Peer Review	
Step 1: **Faculty** provides **Process Acknowledgement**	9-15-2017
Step 2: **Faculty** provides **Course Shell Information**: *Blackboard Login Name*	9-15-2017
Step 3: **Faculty** completes **Self-Review – 6 weeks**	9-18-2017 to 10-27-2017
Step 4: **Faculty** participates in an **Information Session**, if needed – OPTIONAL *(Faculty may meet with School DE Coordinator or CCBC Online Learning Quality Assurance Coordinator)*	10-20-2017 to 10-27-2017
Step 5: **Faculty** submits **CCBC Custom Course Worksheet – 2 weeks**	10-30-2017 to 11-10-2017

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Our story-CCBC Online

CCBC Internal Review Initiative Timeline

Peer Review	
Peer Review Team participates in an **Information Session – OPTIONAL** *(Reviewer may meet with **School DE Coordinator** or **CCBC Online Learning Quality Assurance Coordinator**)*	11-13-2017 to 11-17-17
Step 6: **Faculty** communicates with **Peer Review Team** as needed – **3 days** *(If there are no issues to resolve, **Peer Review** can start as early as **11-20-2017**)*	11-20-2017 to 11-22-2017
Step 7: **Peer Review Team** reviews course – **11 weeks**	11-27-2017 to 2-9-2018

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Post Peer Review	
Step 8: **Faculty** submits **Review Outcome Response Form**	By 2-12-2018
Step 9: **Faculty** revises **Course** (if needed) - **6 weeks**	2-12-2018 to 3-23-2018
Step 10: **Faculty, Team Chair** and **Online Quality Assurance Coordinator** participate in **Follow-Up Review** (if needed) - **4 weeks**	3-26-2018 to 4-27-2018
Step 11: **Faculty, Team Chair** and **Online Quality Assurance Coordinator** participate in **Final Review** (if needed) – **4 weeks**	4-30-2018 to 5-25-2018
Step 12: **Faculty** prints **Certificate** and completes **Evaluation**	By 5-31-2018

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Our story-CCBC Online

CCBC Internal Review Initiative

- Fall 2015 QM Internal Review Initiative

Our story-CCBC Online

CCBC Internal Review Initiative

- Fall 2016, Fall 2017 and beyond

Welcome Dionne!

✎ **MyCR**

⊞ **My Custom Reviews**
⊞ **System Guide**
⊞ **QMC Management**
⊞ **QMC Reports**
⊞ **MyCR Setup**

SIGN OUT

Welcome to MyCR - My Custom Reviews

My Custom Reviews (MyCR) allows you to review courses using a customized rubric. In MyCR, you can create a custom course worksheet and rubric to process, track and participate in a custom course review. MyCR guides you through the process while providing updates in the Review Actions Section.

- Start a Review Application
- Start a Self-Review
- Work on your Custom Worksheet
- Work on your Reviewer Worksheet

There are eight steps to completing a custom review:

1. Complete the Review Application
2. Complete the Custom Worksheet
3. Approve the Custom Worksheet
4. Assign the Review Team
5. Mark Reviewer Selection Complete
6. Complete the Reviewer Worksheet(s)
7. View Draft of Final Report
8. Submit Final Report

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CCBC Quality Matters

QM Trained Faculty

May 2015-September 2017

   105 APPQMR (F2F)

   19 APPQMR (Online)

Certified Peer Reviewers - 68

CCBC Internal Review

- Fall 2015
  - 32 courses
- Fall 2016
  - 21 courses
- Fall 2017
  - 31 courses

ONLINE COURSE

CCBC QUALITY CERTIFIED

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QM External Reviews

- 4 - FY12/13
- 7 – FY13/14
- 7 – FY14/15
- 6 – FY15/16
- 7 – FY16/17
- 1 – FY17/18

Challenges and Solutions

- Faculty Buy-in

- Intellectual Property Rights

- Academic Freedom

Challenges and Solutions

Gaining support of people in supervisory roles

Challenges and Solutions

- Shared Governance
- College Senate
- The Administration

Challenges and Solutions

- Student Input

The story continues

Questions

- Thank you