

How We Prepare Our Faculty for a Formal QM Review

Indiana University | New Mexico State University | Texas A&M International University

Speakers:

- [Pat Abrego](#), Texas A&M International University, Director of Academic Technology.
- [David Becker](#), Indiana University, Course Review Manager & Co-Lead QM Coordinator.
- [Sandra Johnson](#), New Mexico State University, Quality Matters Coordinator.
- Moderator: [Renée Petrina](#), Indiana University, Principal Online Instructional Designer.

Resources:

Texas A&M International University

- ["Hall of Fame" courses](http://tamiu.edu/qm/course-review/recognized-courses.shtml): tamiu.edu/qm/course-review/recognized-courses.shtml
- [QM at TAMIU](http://tamiu.edu/qm): tamiu.edu/qm
- Twitter: [@tamiu_elearning](#)
- [Facebook](https://facebook.com/txamiu.oit): facebook.com/txamiu.oit

New Mexico State University

- [Online Course Improvement Program](http://ocip.nmsu.edu/qm): ocip.nmsu.edu/qm
- [Pathway to Quality of Online Courses](http://ocip.nmsu.edu/pathway-ensuring-quality-online-courses): ocip.nmsu.edu/pathway-ensuring-quality-online-courses
- [Online Course Improvement Program Resource Wiki](http://ocipresources.pbworks.com): ocipresources.pbworks.com

Indiana University

- [Teaching Online Series](http://go.IU.edu/TOS): go.IU.edu/TOS
- [Teaching Online at IU](http://teachingonline.iu.edu): teachingonline.iu.edu
- [Next.IU learning tech/LMS pilot program](http://next.IU.edu): next.IU.edu

Discussion

1. How are you using internal reviews at your institution?

- **NMSU**: On the Las Cruces campus we have recently implemented a new distance education policy that requires all courses to meet a quality metric of an Internal Review from Quality Matters.
- **TAMIU**: Internal reviews are implemented the same exact way as Official Reviews. A course does not go through an internal review unless an instructional designer has made sure it meets all required QM standards. There is a 95% probability that a course that passes internal review will pass an official review.
- **Indiana**: Our internal review consists of only the 21 essential standards, plus 8.3 to measure accessibility and an internally created standard to measure federal interaction requirements. The idea is to use the internal QM review university-wide as a requirement to be eligible for an official QM review. At my campus, IU Southeast, we use the internal QM review for our peer review program to review online and hybrid courses. The process is used to see if a course is prepared for an official QM review.

2. When/How do you incorporate instructional design support into your process?

- **NMSU:** My department is called the “Online Course Improvement Program.” We currently have a team of 5 that provides support and mentorship for online course development. We also provide workshops and presentations focused on online education. We are available any time to answer questions, share examples, and assist anyone that needs it in online course design and development that follows best practice including the Quality Matters Rubric.
- **TAMIU:** An instructional designer is assigned to a faculty developer as soon as the contract is signed. In our institution, the development process is collaborative. This developer/designer relationship has proven to be instrumental in getting so many courses certified. And in the middle of this relationship is the element of trust and commitment. There is a sense of accomplishment and celebration every time a course gets certified. Both parties (faculty and designer) work together from internal to official review.
- **Indiana:** Each campus’s teaching and learning center prepares faculty for a QM review in different ways. Most of the time, APPQMR is the first step faculty take to prepare a course for QM review. Typically, faculty will work with their teaching and learning center to develop the course and to have the course reviewed internally. eLearning Design & Services also work with faculty teaching in collaborative degree programs university-wide. Some teaching and learning centers, like the one at IU Southeast, have some sort of online teaching training program set up, either in the form of a cohort or individualized per faculty member. At IU Southeast, faculty can utilize the teaching and learning center to access instructional design support at any point in the design/review process.

3. How do you prioritize which courses get support in the direction of an eventual full review?

- **NMSU:** Our provost has a revenue sharing program with departments that have fully online programs. For example, the College of Business has an Executive Master of Business Administration fully online degree. They have applied for and were recognized by the provost for the revenue sharing process. Once each course in the program meets an Internal Review from Quality Matters, the courses can begin to share in the revenue sharing process. The revenue sharing is \$50 from each \$75 per credit hour for online courses.
- **TAMIU:** Courses in fully online degree programs get priority. Since there is a stipend attached to course development, there is documentation that needs the approval of the department chair, dean, and provost. At the same time, if a course is not part of a fully online program but there is substantial support from the department, the course will also be considered.
- **Indiana:** Since we just started officially reviewing courses for QM certification, there is no priority system other than first-come-first-served. However, as more begin to seek certification and we begin to implement QM on a larger scale across the university system, we will probably focus first on collaborative academic programs, and move into other online courses.

4. How do you incentivize QM, outside of using money?

- **NMSU:** We provide professional development workshops where we build an atmosphere of collegiality and partnership. I must say that staff and faculty like to come to our workshops and presentations because of this. We had one tenured professor tell us that we should change our name to “Faculty Daycare” since we play together, assist each other, have snacks, and have show-and-tell. The only thing missing was nap-time! We in provide coffee, light snacks, and on some occasions, such as Applying the QM Rubric, we provide lunch.
- **TAMU:** Over the past five years, QM has slowly infiltrated our university’s culture. There is an expectation that anybody teaching online must go through APPQMR and an accessibility training called “Accessibility Matters”. Moreover, seasoned QM faculty play an important role as promoters of the QM process. I mentioned earlier that there is a celebration every time a course gets certified since we make sure faculty gets recognized in our website and social media outlets.
- **Indiana:** This is a tricky question to answer. Competition and “feathers in the cap” have worked well since we have a few courses that have been certified so far.