

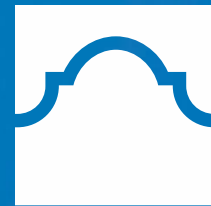
Alamo Colleges Online

Five Colleges, One Mission: Performance Excellence in Quality Assurance for Online Student Success!

Office of the Vice Chancellor for Academic Success
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Chief Online Learning Officer

Rudy Lopez
Instructional Designer Team Lead



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Mission

Empowering our diverse communities for success by **building and strengthening each College's capacity** to deliver premier, quality digital learning experiences for students.



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QM Connect Conference 2024



QA Learning Objectives



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Quality Assurance Learning Objectives

Alamo Colleges Online has undertaken significant efforts to ensure quality in online course design. This session highlights our initiatives over the past four years.

- **LO1:** Explain the key strategies for implementing quality assurance in online course design.
- **LO2:** Identify the impact of faculty involvement in updating and certifying online courses.
- **LO3:** Explore the role of AI technology in streamlining quality assurance processes.



Current State

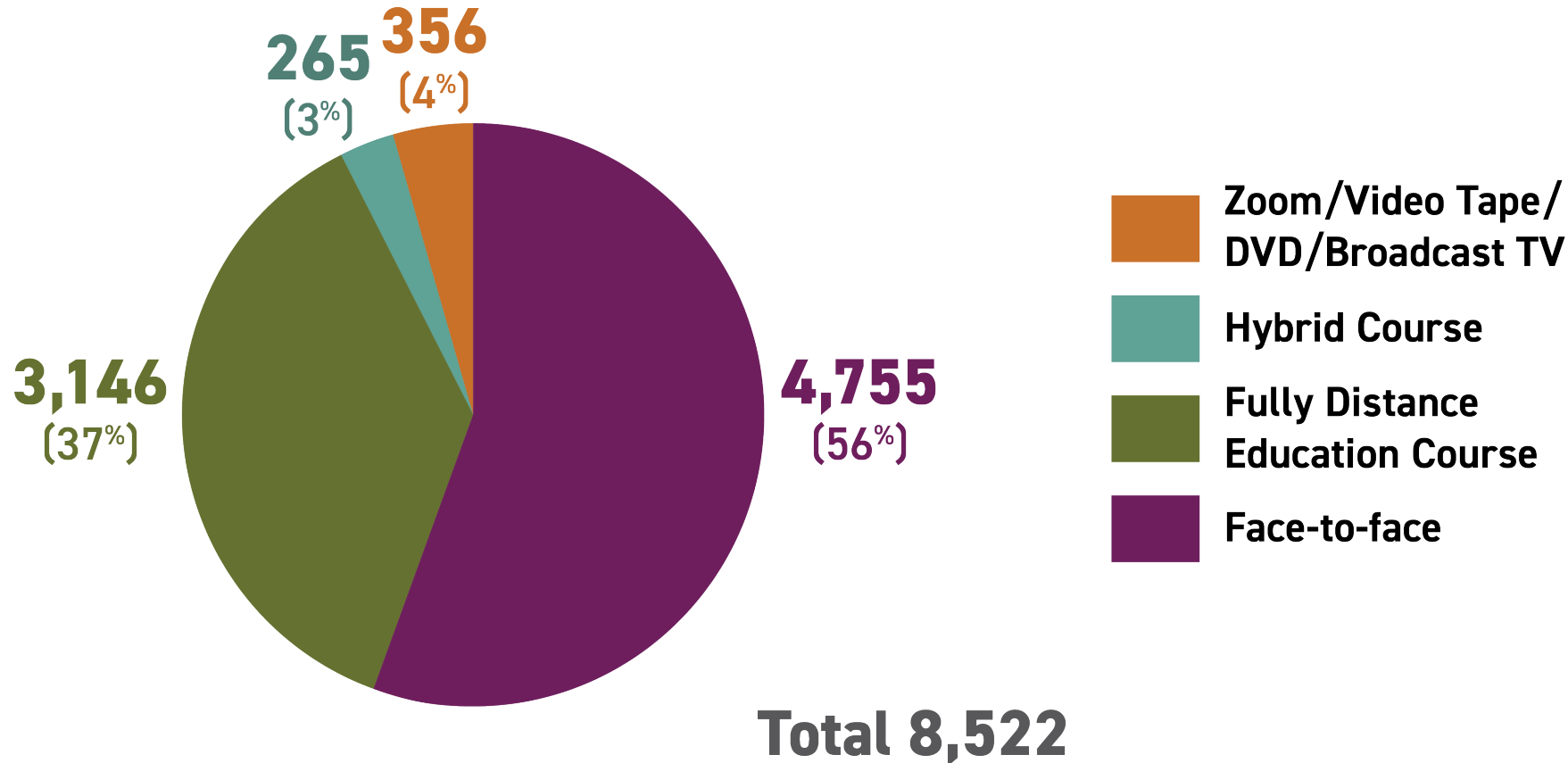


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Fall 2024 Instructional Method Mix

Distinct Count of Course Sections



Source: Argos STU003B | Active sections, removed all HSP (DC/ECHS), unduplicated CRN by Term | Date: 8/30/2024

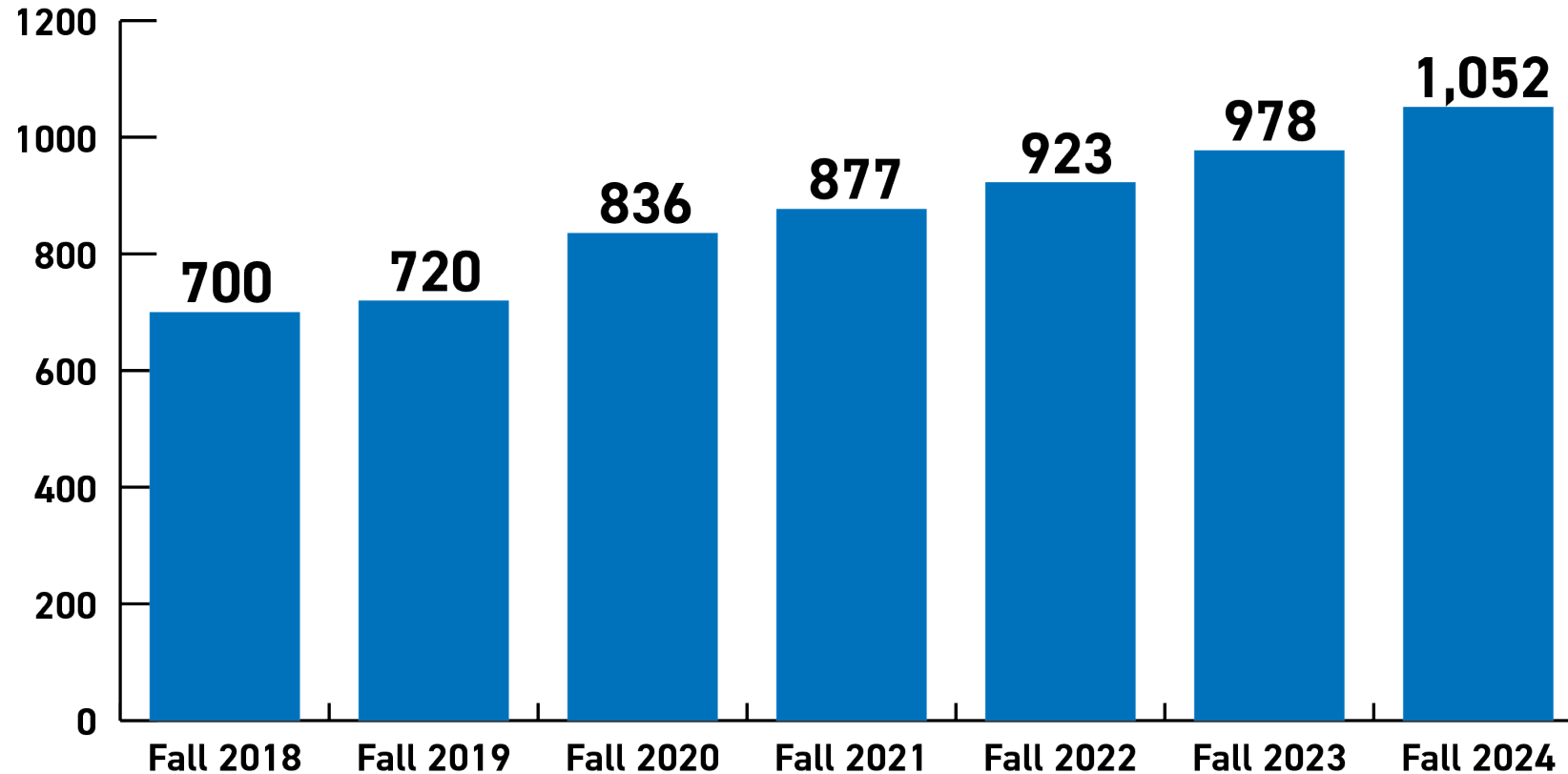


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Distinct Asynchronous Faculty Teaching At Least 1 Online Course Section (IM-2) — Fall 2018–2024



Source: Argos STU003B | Active sections, IM2 instructors only, removed all HSP (DC/ECHS), unduplicated Instructor by Term | Date: 8/30/2024 | *Fall 2024 data is preliminary.



Opportunities for Improvement

As demand for high-quality online education grows, institutions face challenges in implementing and maintaining rigorous quality assurance processes to meet evolving educational standards and learner expectations.

Solution:

- Faculty Training
- Policy Updates
- AI Integration



Faculty Professional Learning



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Faculty Training

Instructional Designers offer a range of tailored services to elevate online courses and empower faculty to excel in the digital learning space.



Quality Assurance Focus

Fall 2023 – Present

- College Online Teaching Certifications
 - Co-delivered at 4 Colleges
- Course Reviews
 - In support of Online Teaching Certifications
 - In support of Course Certification
- Course Design for Programs
 - ACOL IDs design and build BAT program courses based on 22 Quality Matters (QM) Essential Standards
- Course Certification Pilot Cohorts
 - Rigorous Faculty & ID collaboration
 - Update, design and build a course to meet QM 85% requirement - 44 QM standards

Elevate your online courses
with Instructional Design Suite of Services

Instructional Designers offer you a range of tailored services to elevate your online courses and empower you to excel in the digital learning space.



Scan to schedule your consult today or visit:
alamo.edu/acol/id-scheduler

AVAILABLE COURSE DESIGN SERVICES

COURSE REVIEWS

Enhance course design and student engagement with our specialized course reviews.

COURSE DESIGN FOR PROGRAMS

Get expert instructional design support to create high-quality courses that meet the Quality Matters Standards for excellence. You have two options to choose from:

- Essential Standards Course Review
- College Course Review

GROUP WORKSHOPS

Collaborate with faculty in program-focused workshops, where we address course design collaboratively. Currently, workshops cover the following topics:

- Introduction to Quality Matters
- Course Design Concepts

ONE-ON-ONE CONSULTATIONS

Get personalized consultations with our experts to enhance your hybrid and online course designs. Currently, Instructional Designers consult with faculty on the following topics:

- Clear Objectives and Learning Outcomes
- Effective Assessment Strategies
- Ensuring Accessibility
- Aligning Course Activities with Learning Outcomes
- Improving Course Layouts
- Integrating Multimedia

There are no limits to the number of one-on-one consultations; however, they are on a first-come, first-served basis. Instructional design consultations may be scheduled in 30- to 60-minute blocks.

COLLEGE AND COMMUNITY COLLABORATION

We foster positive partnerships by actively collaborating with your college at events like Convocation, Professional Development Week, and other initiatives related to faculty support.

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- NORTHWEST VISTA COLLEGE
- PALO ALTO COLLEGE
- ST. PHILIP'S COLLEGE
- SAN ANTONIO COLLEGE

08.08.23

Policy Updates



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Board Policy

Aligned to Board Policy E.1.9 Online Learning

Organizational Charges

5. AlamoONLINE and Digital Learning

Create a long-term organizational strategy for online learning, enhancing enrollment, retention, marketing, program design, and completion in support of five-year online student enrollment projections.



AI Integration & Efficiencies in QA Processes



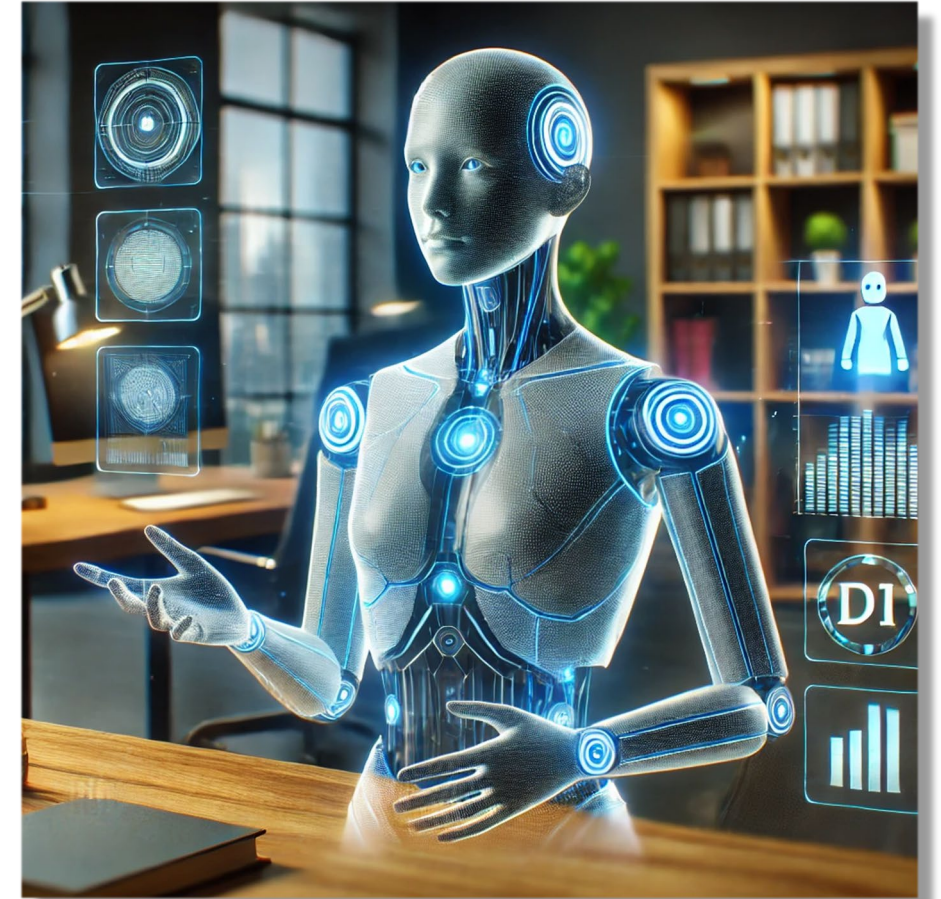
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AI Assistants & Efficiencies

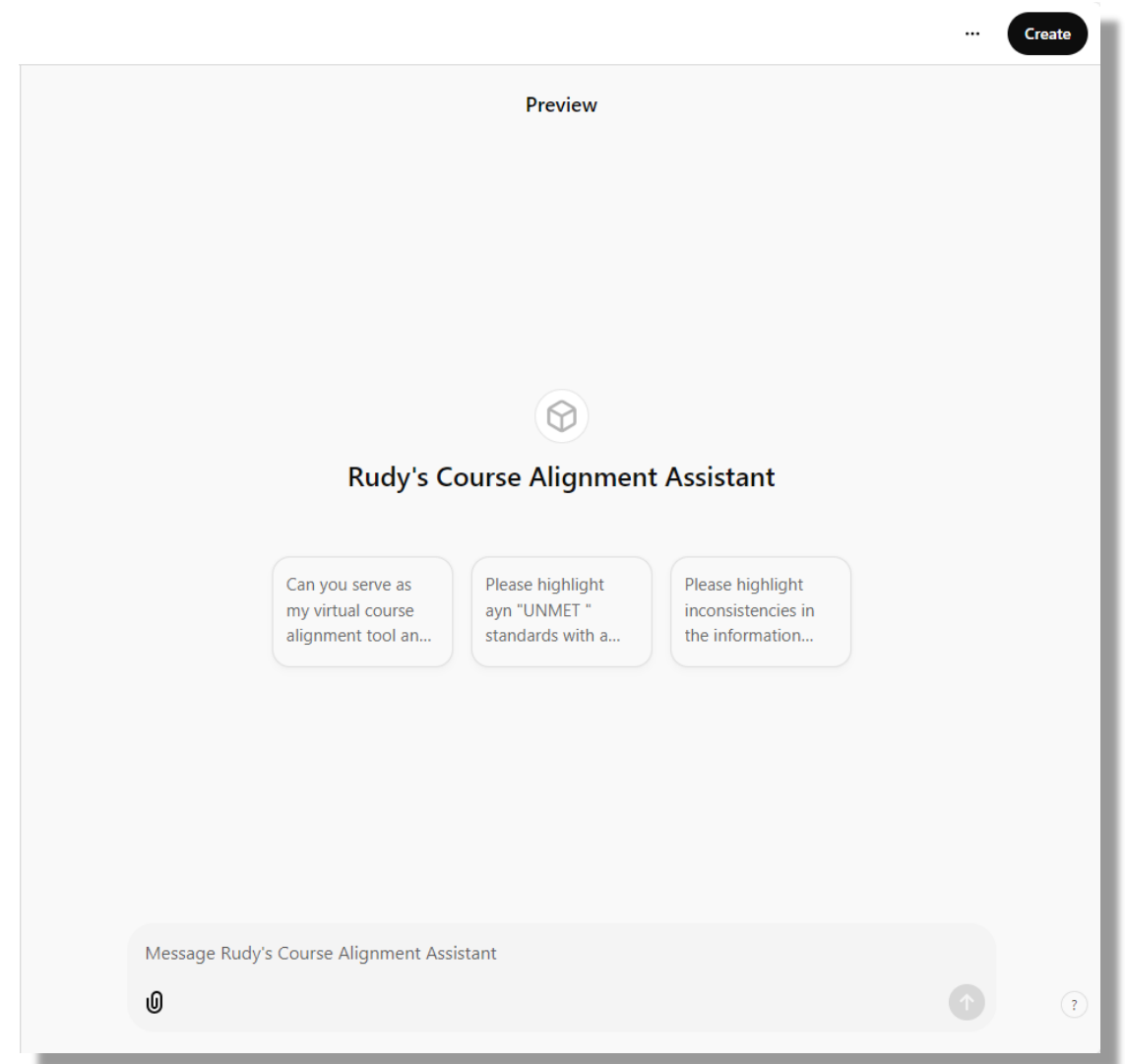
To streamline our quality assurance processes and elevate efficiencies in online course design and reviews, we have integrated AI tools and capabilities.

- **Course Readiness Assistant:** AI helps quickly identify areas needing improvement, allowing for faster and more accurate assessments
- **Enhanced Feedback Tool:** provides detailed, actionable feedback to faculty, facilitating quicker updates and improvements to course design.



Course Alignment Assistant

- Quickly identify areas needing improvement
- Analyzes alignment issues
- Provides feedback for unmet objectives and misalignment




QM Essential Standards Course Review Form


- Created for less experienced reviewers
- MET/NOT MET Options
- Trending review findings & suggestions available
- Opportunity to add custom feedback
- Data gathered in Excel

QM Higher Education Rubric, Seventh Edition Specific Review Standards

GS 1: Course Overview and Introduction

1.1: Instructions make clear how to get started and where to find various course components. 

- MET
- Excellent job in making it clear to students how to get started!
- NOT MET
- Instructions do not make clear how to get started and where to find various course components.
- Suggest doing the following
- Consider inserting a "Start Here" button on the Home Page
- Other

1.2: Learners are introduced to the purpose and structure of the course. 

- MET
- Learners are introduced to the purpose of the course on Overview page
- NOT MET
- Suggest adding the purpose on the course overview page
- Add suggestion here!

1.3: Communication guidelines for the course are clearly stated. 

- MET



Blueprint Course Design Process

- **Collaborative Effort:** Faculty/SMEs and ACOL Instructional Designers create a master course.
- **Shared Guide:** Defines steps and roles for accurate course development and review.
- **Efficient Workflow:** Ensures high-quality, standard-compliant courses.

BAT Upper-Level Blueprint Course Design Process

NORTHEAST LAKEVIEW COLLEGE NORTHWEST VISTA COLLEGE PALO ALTO COLLEGE ST. PHILIP'S COLLEGE SAN ANTONIO COLLEGE

BLUEPRINT COURSE CONTENT DEVELOPMENT PROCESS

1. Faculty/SME develops/curates all Course Content and adds the Course Content to the Course Content Document.
2. Full-time Faculty reviews the Course Content Document for contact hours, accuracy, engagement, objectives, alignment, and other items as determined by the College.
3. Faculty/SME provides the completed Course Content Document to the ACOL ID.
4. ACOL ID designs/builds the Blueprint Course based on the provided Course Content Document.
5. ACOL ID sends clarification questions to Faculty/SME, who acknowledges receipt of communication.
6. Faculty/SME responds to ACOL questions via the Course Content Document, with ACOL ID acknowledging receipt of communication.
7. ACOL ID updates the Blueprint Course based on Faculty/SME's updates via the Course Content Document.



COURSE REVIEW AND QUALITY ASSURANCE PROCESS

1. Another ACOL ID conducts a Course Review & Quality Assurance check (QA) and informs the ACOL ID who designed/built the Blueprint Course.
2. The Review & QA ensures the Blueprint Course meets quality design standards, aligns with learning objectives, and meets accessibility standards.
3. The ACOL ID who designed/built the course updates the Blueprint Course based on the Review & QA feedback. Non-design-related changes will not be made without Faculty/SME approval.
4. The ACOL ID notifies Faculty/SME that the Blueprint Course design/build is complete.
5. The completed Blueprint Course is ready to be copied/imported into live course shells for the upcoming semester.



POST-PRODUCTION PROCESSES

1. After the Blueprint Course is imported to the active academic CRN, faculty will customize elements on the Course Home Page, such as name, office hours, and meeting times.
2. Faculty/SME may identify, and update required changes/errors in the live course (not the Blueprint Course) during the course of the semester and will document those changes in the Course Content Document and will notify ACOL ID Team Lead.



Created August 21, 2024



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Course Content Document

- Aligns with the Canvas Course Layout
- Allows faculty to focus on content

Module 1: Add Topic – (Add Date—optional)

Module 1: Overview

Introduction text here

Objectives

1. List measurable objectives here in bulleted format

Tasks

Insert content here

Module 1: Readings and Resources

Introduction text here

Readings

1. List all required readings

Lectures

List all video lectures here

Sources

List all associated sources here

Module 1: Discussion

Introduction text here

Instructions

Insert content here

Initial Post | Due by time/date

1. Insert instructions here
2. And here

Peer Responses | Due by time/ date

Provide detailed instructions for students to reply to their peers in the discussion forum.



Opportunities for Improvement (OFIs)



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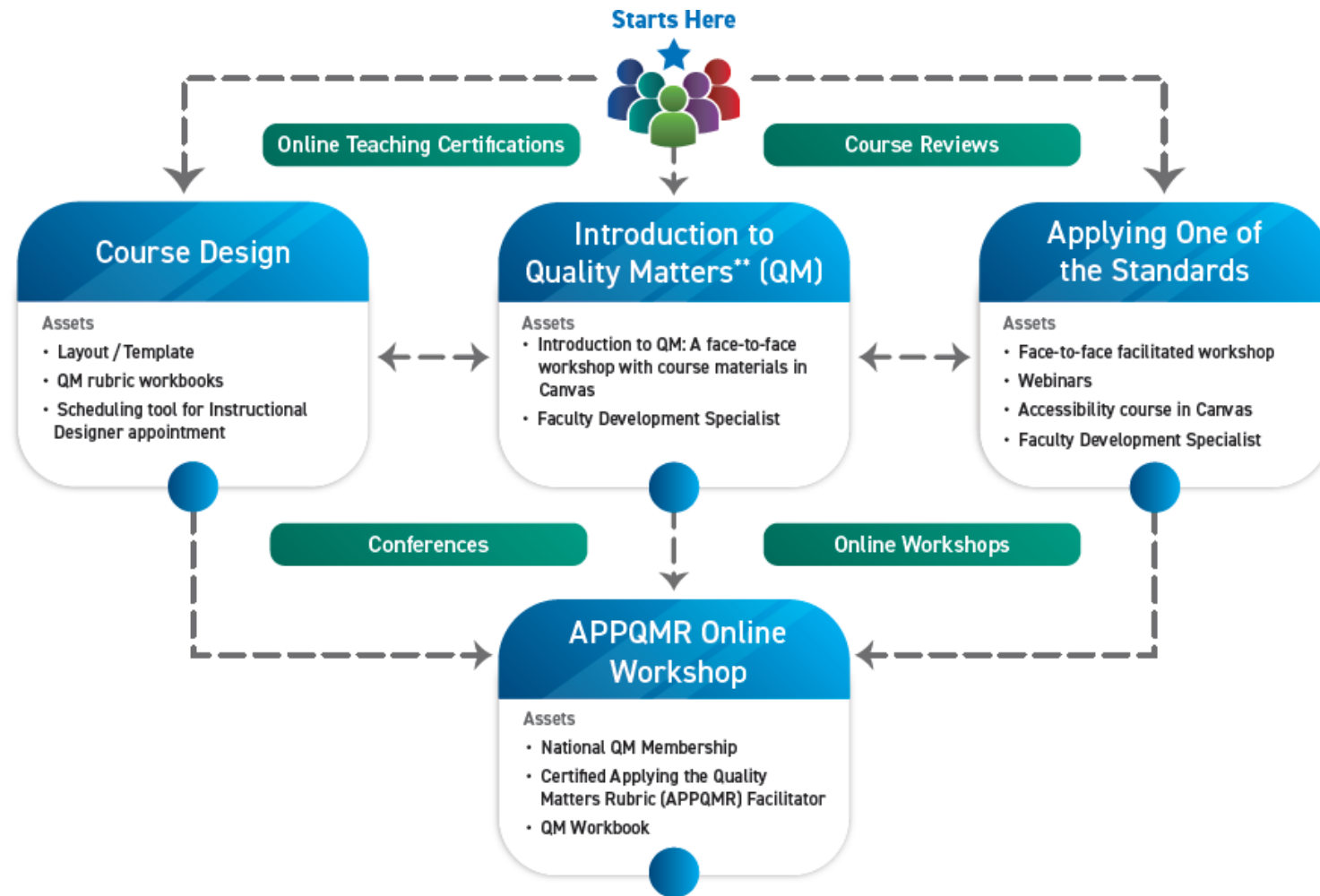
Quality Assurance Futures

Instructional Design Team shifting priorities to a more robust, unified, District Board approved approach, highly focused on Course Design Quality Assurance

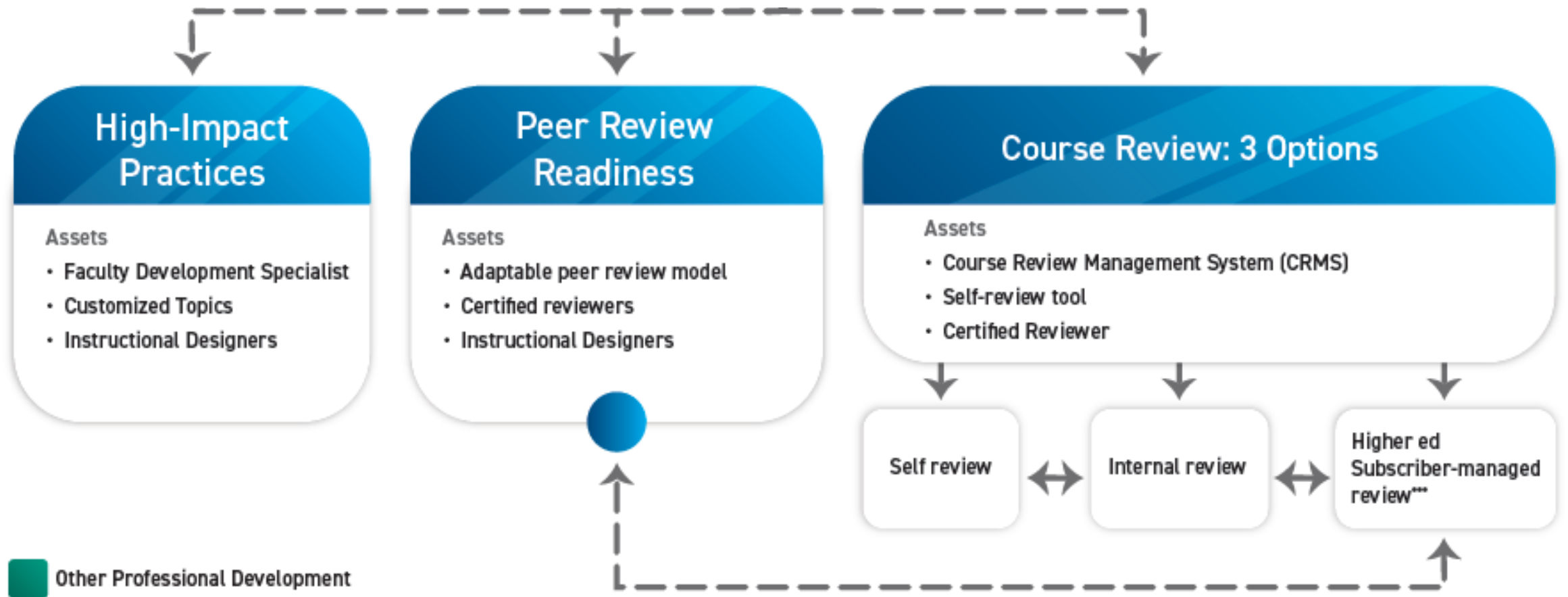
- **Data-Driven Identification:** Analyze institutional data (e.g., student retention, pass rates, withdrawal rates, PGR) to identify high-challenge courses that exhibit low success rates or pose significant difficulty for students in online formats.
- **Collaboration with Stakeholders:** Engage with academic leadership, faculty, and instructional designers to confirm and prioritize courses that need review and redesign for improved online delivery.
- **Target Courses:** Focus on foundational (core) courses, high-enrollment courses, and courses critical to degree or certificate completion, particularly those with historically low student success rates.



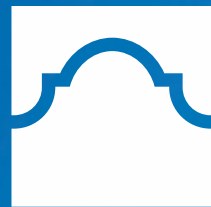
Emerging Quality Assurance Ecosystem: Phase 1



Emerging Quality Assurance Ecosystem: Phase 2



Thank You!



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Instructional Design Suite of Services

Instructional Designers offer a range of tailored services to elevate online courses and empower faculty to excel in the digital learning space.

Available course design services include:

- Course Design for Programs
- Group Workshops
- One-on-one Consultations
- College and Community Collaboration
- Course Reviews



**Scan to schedule
your consult today!**

alamo.edu/acol/id-scheduler



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