



# Quality Implementation: A Real Time Adventure



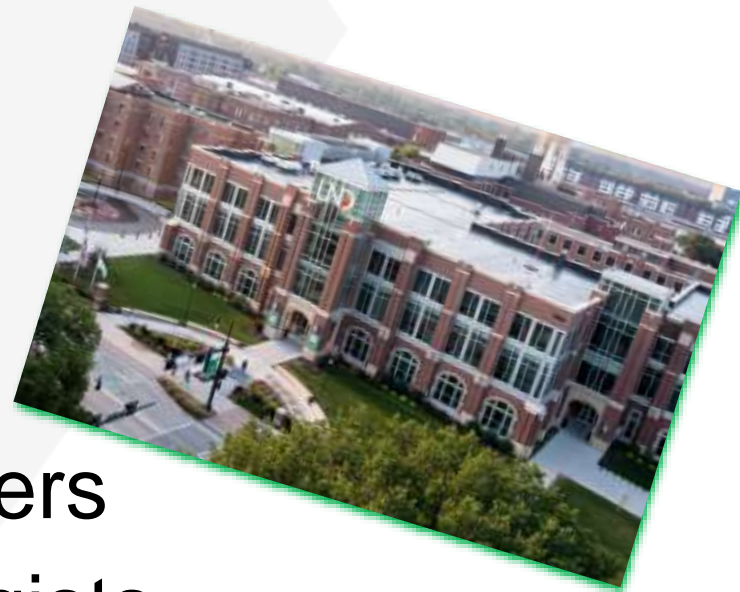
**Catherine Benton, MEd**  
**Bridget Brooks, PhD**

# Learning Outcomes

- Identify hurdles to QM implementation at your institution.
- Explain how the implementation of Quality Matters at your university is aligned with the institution's Strategic Plan.

# UND's Teaching Transformation and Development Academy

- Faculty Affairs
- Central to Campus
  - Instructional Designers
  - Academic Technologists



# TEACHING TRANSFORMATION AND DEVELOPMENT ACADEMY

## 2023: A YEAR DEDICATED TO RESPONDING TO NEEDS, CELEBRATING COLLABORATIONS AND GROWTH

TTaDA hosted several special programming events throughout the year including panels, book reads, a keynote speaker, and a lecture series.

### Facilitated two book reads

**119** Academic Ableism: Disability and Higher Education by Jay Dolmage

**136** The Heartbeat of Wounded Knee: Native America from 1890 to the Present by David Treuer



### 10 Step Accessibility Challenge

focused on improving the overall accessibility score of Blackboard courses. There were **40 faculty** that took part in the challenge.

### 5 Session series on Microaggressions

was hosted by TTaDA throughout the spring of 2023. Each session had over **100 attendees** for a total of **549 participants**.

### 2 panels on accessibility

There were **71 participants** at *Invisible Disabilities and Access: A Panel Conversation* and **92** at *Campus Resources for Students and Employees with Disabilities*.

### 1 keynote presentation

There were **468 participants** at *A Keynote Journey* through "The Heartbeat of Wounded Knee" with David Treuer.



**53 faculty** took part in the Alice T. Clark Mentoring Program. Faculty representing all eight colleges participated with **36** in the first year and **17** in the second year.

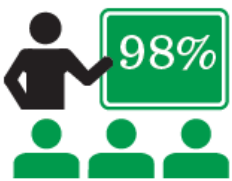


**46 staff members** participated in the Staff Mentorship Program with **20** in the Spring and **26** in the Fall.



**9 new videos** were created for Staff Career and Professional Development on a variety of topics. Videos were viewed **3,479 times** for a total watch time of **383 hours**.

TTaDA offered **364 Workshops**, **31** of which were new, to **3,075** faculty, staff and graduate students on Academic Technologies; Mental Health; Diversity, Equity, and Inclusion; Accessibility; Productivity Tools; and more.



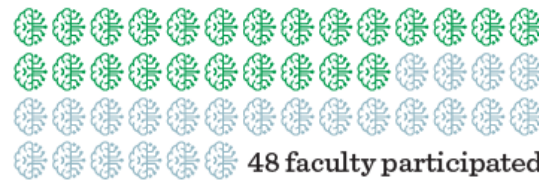
**98%** of Participants reported an overall positive experience with our programming

*"The presenter was amazing in explaining things and showed high level of knowledge. I am very grateful for everything they helped me to understand. Everything I learned is going to enhance my teaching skills. Thank you so much!"*

*"The presenter was wonderful! They were very engaging and well prepared. They provided information in a way that was accessible to all people."*

### 62 Small Group Instructional Diagnostic (SGID) sessions

were conducted (**28** in Spring and **34** in Fall) throughout the year. Trained faculty facilitators provided this midterm student feedback in face-to-face, distance, hybrid, and asynchronous courses. **That is a 59% increase over last year.**



**48 faculty** participated in the May Summer Workshop on Artificial Intelligence, with **24** attending in person and **24** remotely via Zoom.

### Collaborated on two fall orientations

**97** New Faculty Orientation

**97** Graduate Teaching Assistant Orientation



**97 unique recording** sessions in the Digital Media Studio for a total of **261.5 hours** of recorded video. This was a **14% increase** in the number of recording sessions from 2022.



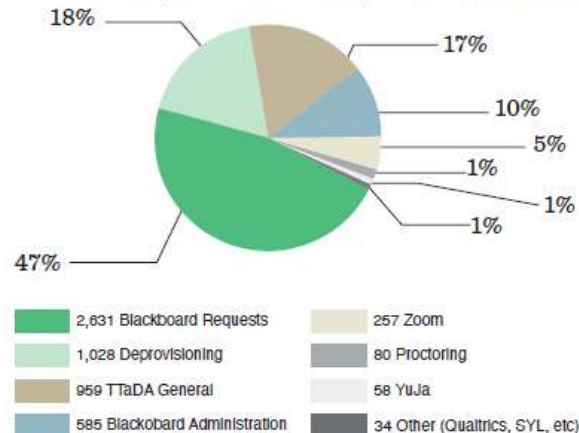
### 319 Digital Badges

were issued to faculty, staff, and students. TTaDA staff created **224** new badge templates for a variety of programs.



# TEACHING TRANSFORMATION AND DEVELOPMENT ACADEMY

TTaDA provides system administration and support for UND's academic technologies including: Blackboard, Zoom, YuJa, VoiceThread, Qualtrics, and more. In 2023, our academic technology team handled 5,632 tickets.



## Instructional Designers had 300+ consultations with faculty and GTAs

through one-on-one meetings, department workshops, Zoom/Teams sessions, and phone calls. Additionally, in 2023 the ID team:

- Reviewed 45 courses for the College of Arts and Sciences.
- Converted 2 resource courses for faculty and students to Blackboard Ultra.
- Updated the Best Practices in Online Teaching course and converted it to Ultra.
- Attended numerous department meetings to discuss accessibility, the Blackboard Ultra transition, and more.



were reviewed by TTAaDA's instructional designers. The ID's provided faculty with recommendations and best practice tips.

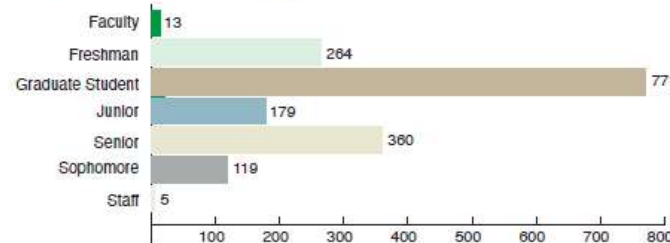


were converted and launched in Blackboard Ultra in the Fall of 2023, this includes three courses for the Self Paced Enroll Anytime (SPEA) program. Over 150 additional courses were converted to Ultra in preparation for Spring 2024.

"I love the simplicity of the interface and the fact that it looks and behaves more like a normal website. The grade book is much simpler and easier to manage. I also like the process for adding content, which seems so much more streamlined and intuitive than before."

"I love the simplicity of Ultra. It is easy to navigate, seems intuitive, and the overall interface is great!"

## The Writing Center had 1,711 appointments, 906 clients from 100 programs.



86% of students left their session feeling more confident.

"The consultant helped me a great deal in this appointment. He was very attentive to the ideas I shared and he asked fundamental questions to help me clarify my perspective. Through talking and asking questions, he helped me make so many connections and my mind was blown by the end of the appointment. A few very helpful things he did were: He reminded me to keep in mind the big picture and to use my research questions to guide my positioning when writing the literature review. The way he engaged with my ideas made me feel more encouraged to keep going! I will definitely make other appointments with him."

"The consultant was very helpful and patient with me as they taught me how to look in the APA manual for the answers to my questions. The consultant was friendly and let me practice with them on making corrections to my paper before we ended the call. I felt more confident in looking in the manual for answers to my questions on my own after this session and will definitely recommend the writing center to other students. Overall I had a wonderful experience and I am very thankful for all the help I received."



120 Self-Paced Enroll Anytime (SPEA) courses were available in 2023. There were over 4,900 registrations, generating more than \$5.6 million in revenue.

"I love the format of this course - it is so straightforward and I am learning so much! The homework and quizzes are going great so far, and I find the instructor's videos helpful. Thanks for a great course!"

## 5,900 enrollments in our Professional Development for Educators program.

- Partnerships with 8 educational vendors
- 30 school districts provided district-specific professional development for their educators
- 325 online courses to provide professional growth to educators

## 1,700 annual enrollments in the Dietary Managers Program (which encompasses all pathways).

- 49 enrollments in the two 45-hour CDM, CFPP Advanced Practitioner courses
- Our students make up 30% of those taking the National CDM Credentialing Exam
- UND pass rates on the CDM Credentialing Exam exceed the National Average
- Celebrated the 50th Anniversary of UND's Dietary Manager Training Program

## Personal and Professional Development Program

- 200+ enrollments for Death Investigation Training
- 250 orders for PPD third party vendors
- 14 enrollments for Promioe Tech
- 70 enrollments for Zschool



## 4 Conferences

were coordinated by Conferences and Events. There were 918 attendees with 709 in person and 209 online.

## 148 enrollments

in the 90 hour Pre-Licensure Real Estate Courses. Additionally, there were 201 enrollments in the Continuing Education courses.

# Top Priorities 2024-2025

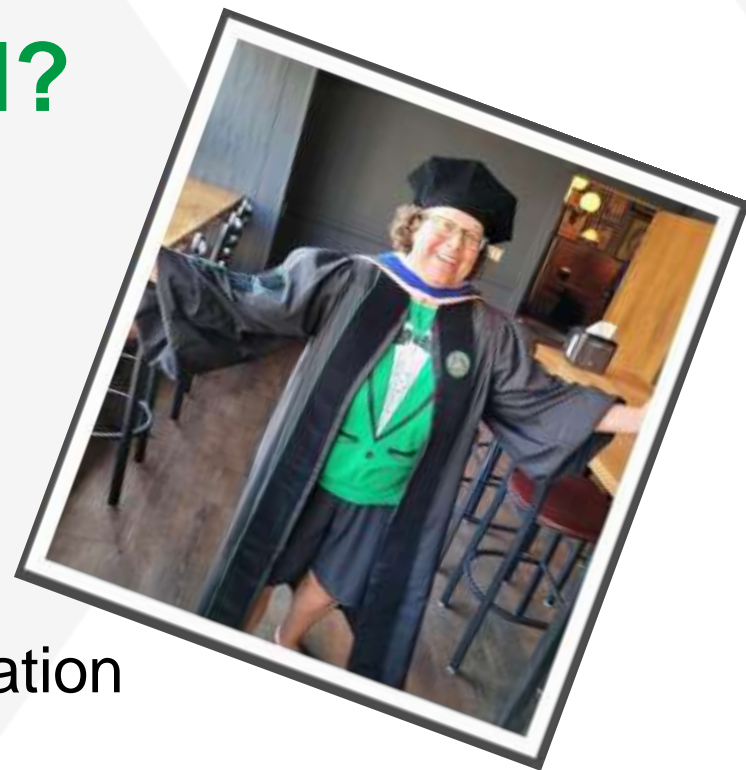
- Transition to Blackboard Ultra
- Quality Course Design
- Accessibility Training and Support



## Why QM?

### Bridget

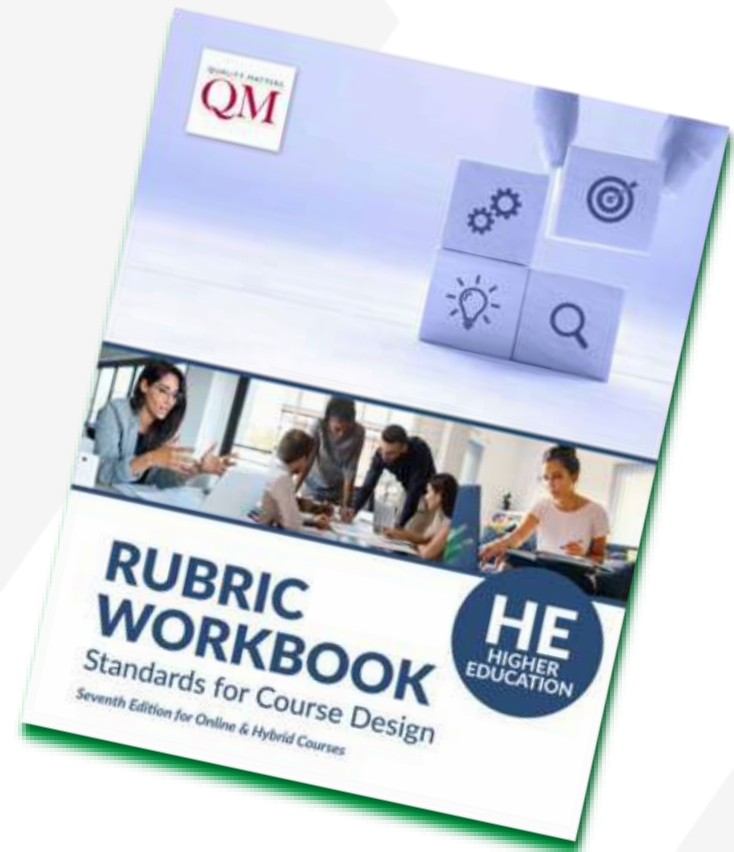
- Spring 2020
- Research QA Training
- Coming Back to QM
- Teaching Online Certification
  - 6 Weeks
- 2023 UND ID
  - Syllabi
  - Course Reviews





# Course Design Standards

- Different Avenues to Accomplish
- Community Input
- Updated Regularly
- Research Supported
- Best Practices
- Rich Annotations





# General Standards

1. Course Overview and Introduction
2. Learning Objectives (Competencies)
3. Assessment and Measurement
4. Instructional Materials
5. Learning Activities and Learner Interaction
6. Course Technology
7. Learner Support
8. Accessibility\* and Usability



# Specific Review Standards

- Inter-related
- Holistic
- 44
- Support CBE
- Technology and LMS agnostic



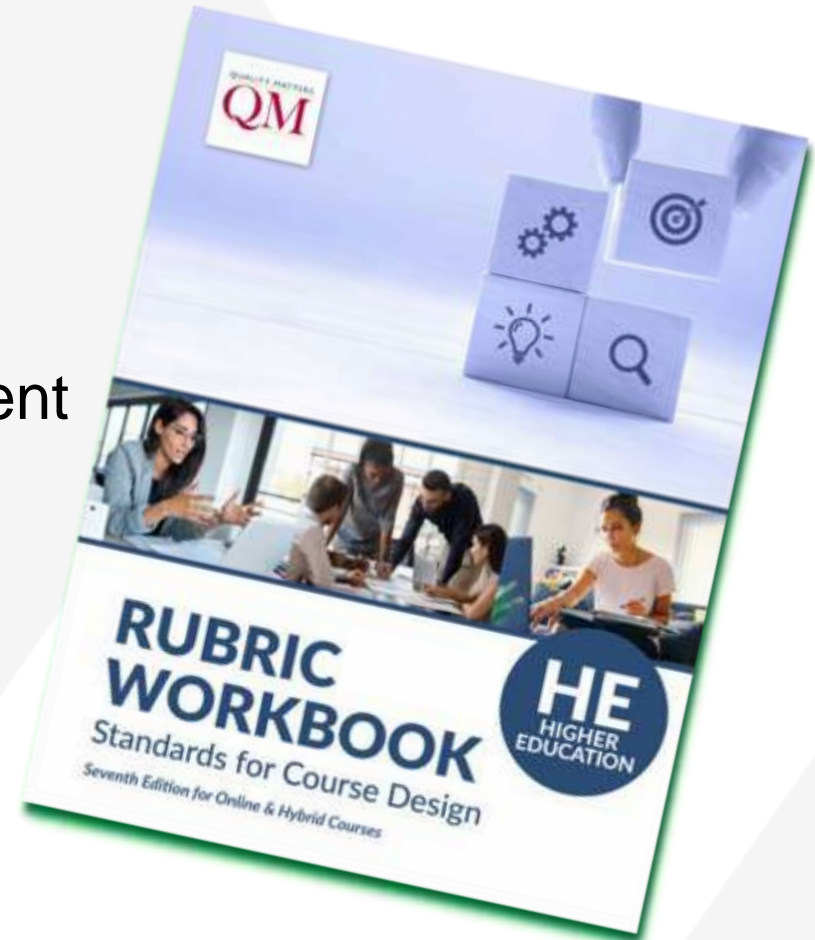
# Research

- Community of Volunteer Researchers
- QM Research Library
- Support QM Initiatives
- Explore Trends (CHLOE Report)
- Extend Research with Important Findings



# QM Adaptability

- Strategic Goals
- Quality Benchmarking
- Organizational Culture
- Size and Resources
- Ongoing Faculty Development
- Improved Courses

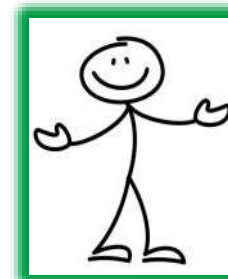
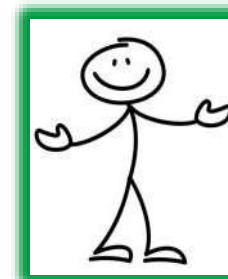
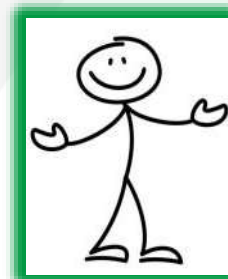
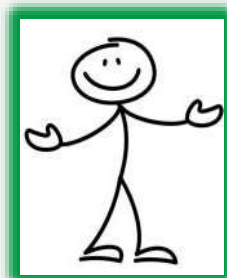
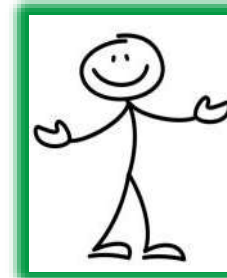
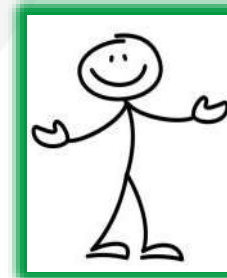
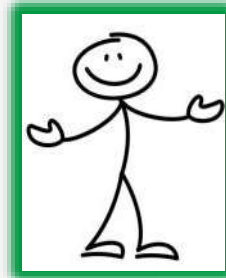
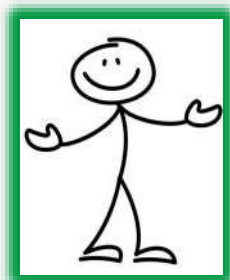




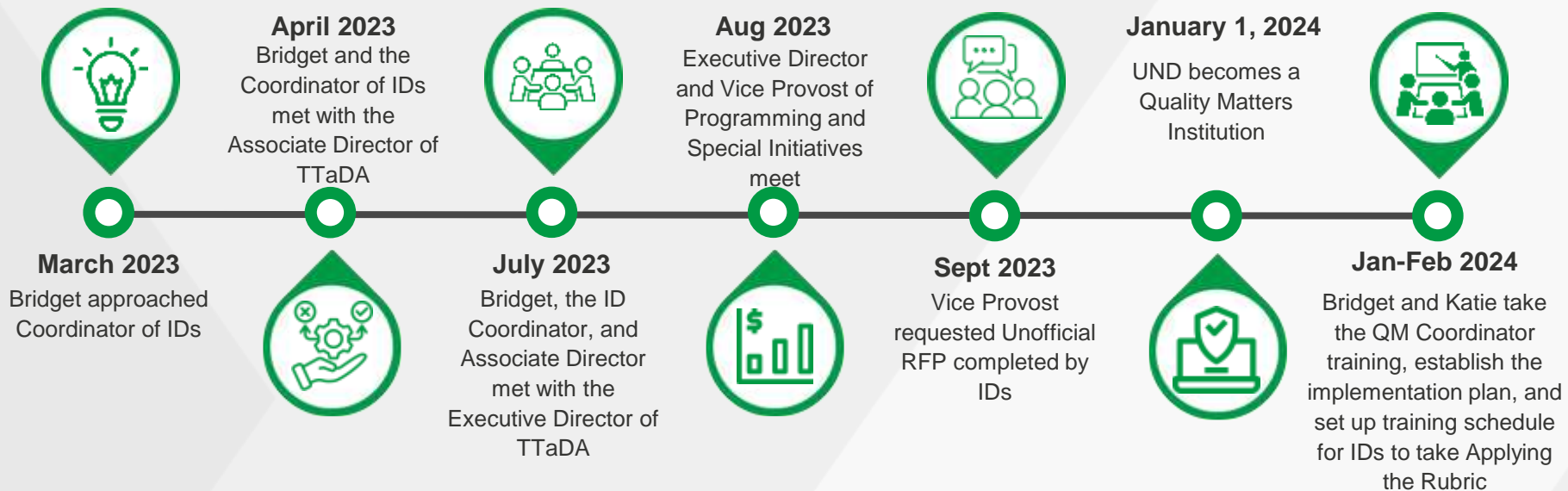
# Setting Quality Assurance Goals

- Accreditors
- Administrators
- Faculty
- Staff
- Learners
- Legislators
- Taxpayers
- Employers

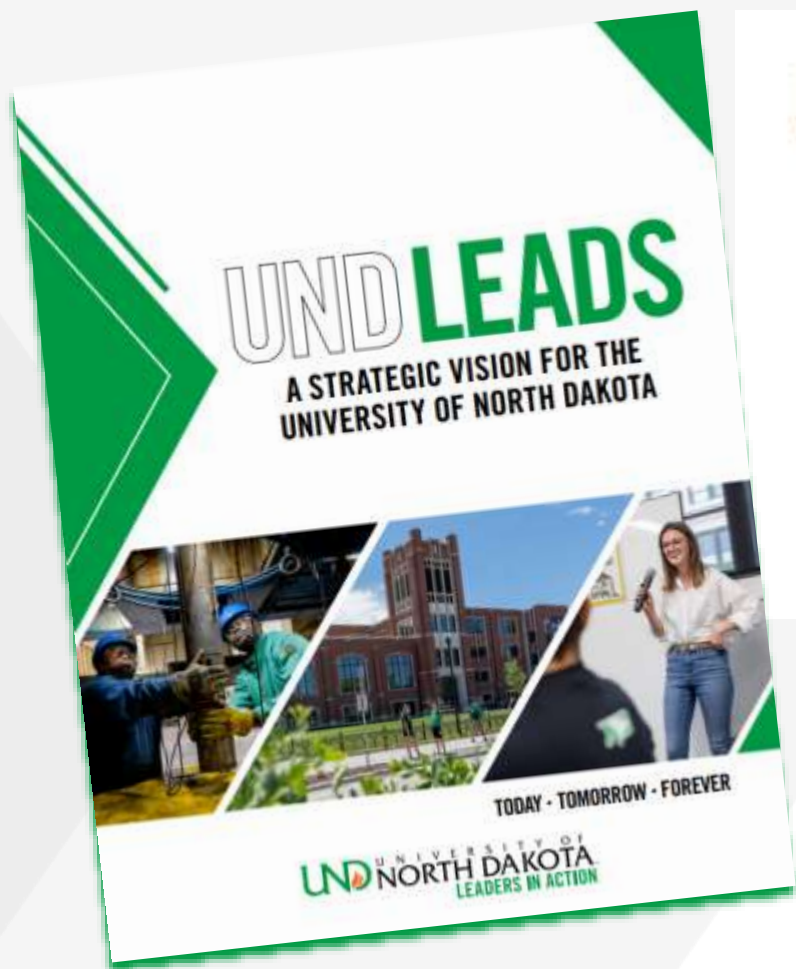
## *Who Cares About Quality?*



# Process to Adoption



# QM & UND's LEADS Strategic Plan

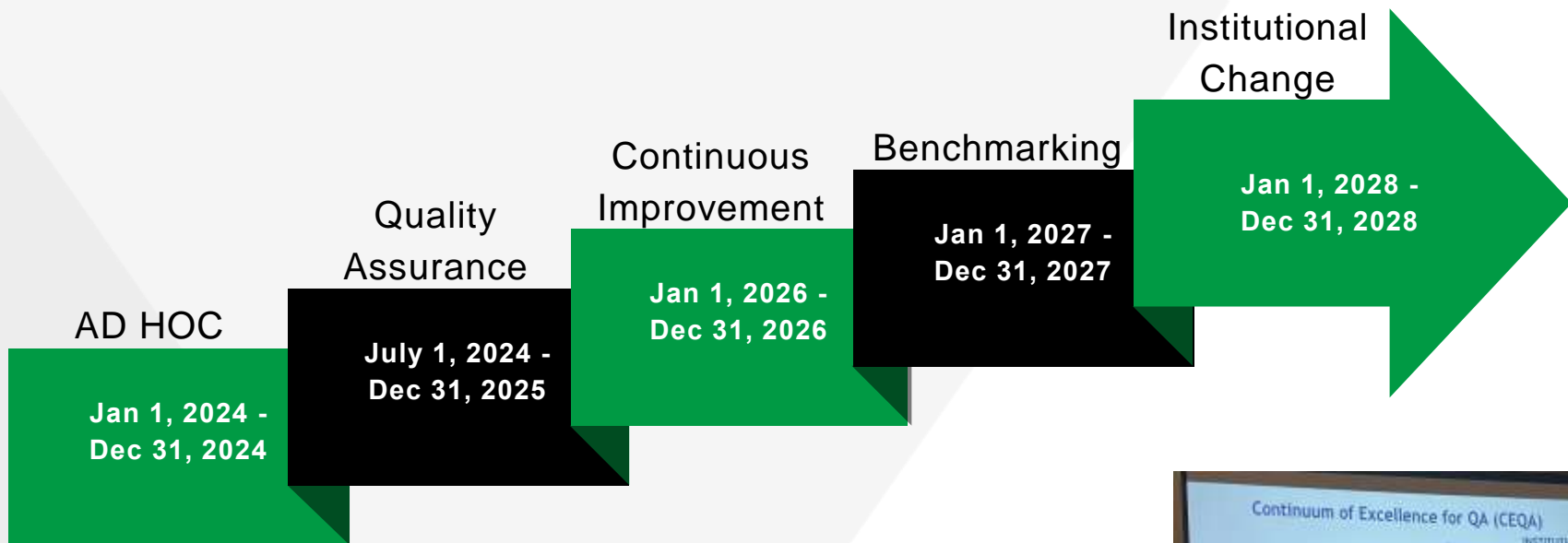


**UND LEARNING**  
**EQUITY**  
**AFFINITY**  
**DISCOVERY**  
**SERVICE**

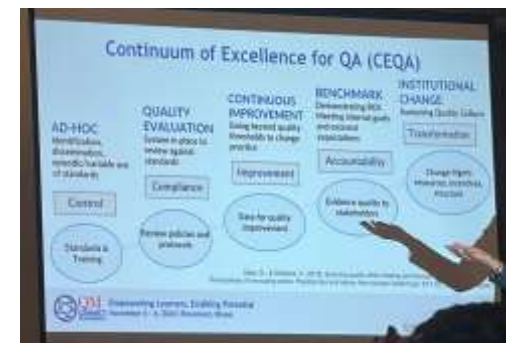


# UND's Implementation Plan Timeline

Based on the Continuum of Excellence for QA (CEQA)



Adair, D. & Shattuck, K. (2019) Ensuring quality while creating and innovating. *The business of innovating online: Practical tips and advice from industry leaders* (pp. 97-112). Stylus





# AD-HOC

**January 1st, 2024-December 31, 2024**

- QM Coordinator Training
- QM Applying the Rubric Training
- Live/Recorded Workshop Sessions
- Asynchronous Courses
- Meet with Institutional Stakeholders
- Faculty Led/Grassroots Movement towards Institutional Change

# AD-HOC

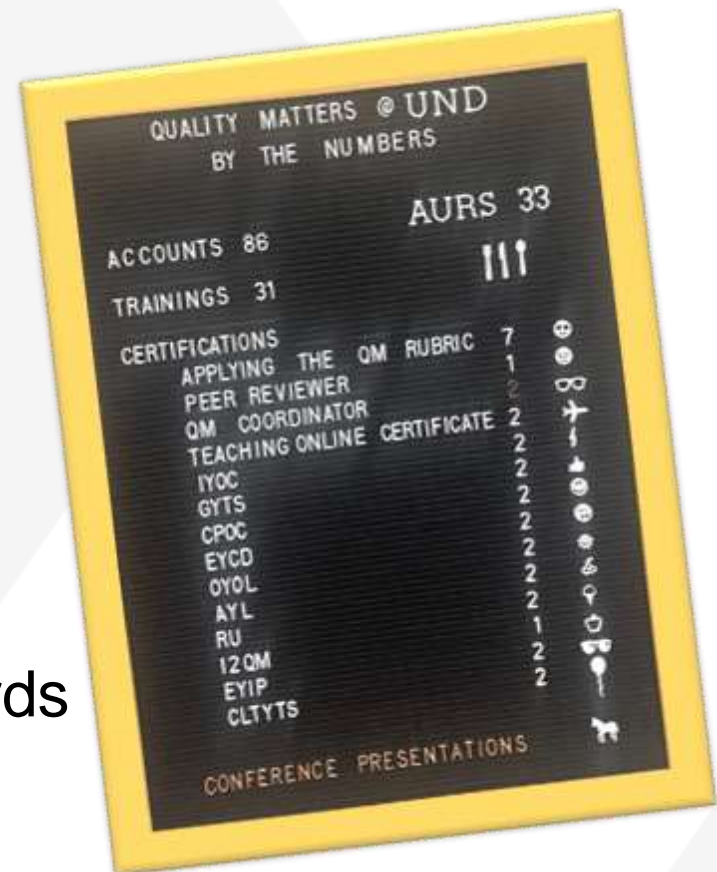
**January 1st, 2024 - December 31, 2024**

- **Best Practices in Online Teaching Course**
  - Input from Stakeholders
    - Vice Provost
    - Director of Faculty Development
    - Assessment and Accreditation Specialist
    - Faculty
  - Campuswide 1600-1800 Enrollment
  - IRB Approved Satisfaction Survey

# AD-HOC

## May Workshop

- Intro to QM
- Creating & Aligning
- Course Mapping
- Intellectual Oasis
- Course Map Charrette
- Deliverables
- Reviews
  - QM Alignment Standards
  - 15 Per ID



# Alignment Builds A Solid Course



Submitted by James Fowlkes and Brenda Boyd



# Quality Assurance

**July 1, 2024 to Dec 31, 2025**

Course [Alignment Verification Mark](#) & Course Review

- Course Reviews with Course Review Team
- Optional Use of Course Maps (for regular course reviews)
- Requiring [Course Review Worksheet](#)
- Incorporating QM Standards into Rubric

# Verification Mark

## Course Alignment Standards Verification Mark

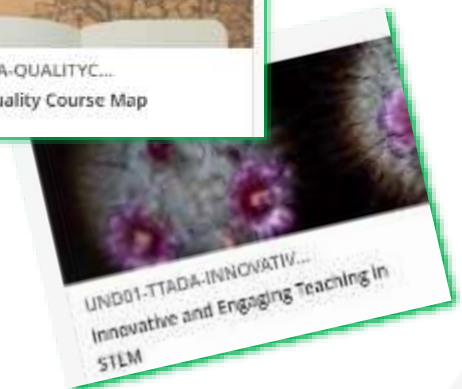
- 2.1 The course learning objectives describe outcomes that are measurable.
- 2.2 The module/unit-learning objectives describe outcomes that are measurable and consistent with the course-level objectives.
- 3.1 The assessments measure the achievement of the stated learning objectives.
- 4.1 The instructional materials contribute to the achievement of the stated learning objectives.
- 5.1 The learning activities help learners achieve the stated objectives.
- 6.1 The tools used in the course support the learning objectives.



# Quality Assurance

## College of Engineering & Mines

- Teaching Counsel-Summer Series
  - 3 Asynchronous Courses
  - Modeling
  - 4, 3-Hour Sessions of 1:1 Work
  - Deliverables
  - Panel to Engineering
  - Panel to Campus TBD



**“A resounding success!” Dr. Gautham Krishnamoorthy**

# Quality Assurance

- Process for Requesting Course Reviews
- Incorporating QM Standards into UND Specific Rubric
- Promoting and Marketing Verification Mark on Campus
- AURS-More Buy In
- CEM GTA's
- Vice Provost
  - Best Practices Course
    - New Faculty

# Continuous Improvement

**Jan 1, 2026 – Dec 31, 2026**

- Essential Standards Verification Mark
- Alignment Standards, Course Mapping
  - Common Practice
  - New Faculty Best Practices
- Faculty Development
  - Alice T. Clark Mentorship





# Benchmarking

**Jan 1, 2027 – Dec 31, 2027**

- Verification Marks Commonplace
- Course Reviews
  - Utilizing QM
  - UND Standards
  - As Common as IRB



# Institutional Change

**Jan 1, 2028 – Dec 31, 2028**

- New Faculty
- Common Practice
- Full Rubric
- QM Certified Courses
- ID's as Peer Reviews, Master Reviewers



## Discussion

- For those of you who have been where we are, what worked for your institution, or what notes do you have for us?



# Questions

Insert cool pic or vid here



**Thank You!**