

A Quality Matters Event

QM Research
Online
Conference



Tips for Growing & Managing QM Professional Development During COVID & Analysis of Student Feedback

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Goals for this session

- Give you some helpful tips for growing your QM professional development
- Share a model for obtaining student feedback in online courses

Tips for Growing PD

- Expand QM supplemental membership licenses
- Grow QM certified facilitators
- Recruit faculty & facilitators for PD
- Manage QM PD courses



Expand



Grow



Recruit



Manage

Expand QM Supplemental Licenses



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- Explore adding [QM Supplemental Licenses](#) to expand your QM course offerings
- Online offerings: \$25 per reg. + Facilitator (max 20 per course section)
 - Improve Your Online Course (IYOC) explores the QM Rubric and provides a framework to improve the quality of online courses. Participants use the QM Rubric to review their own online courses and develop a course improvement plan.
 - Design Your Online Course (DYOC) explores the eight General Standards in the QM Rubric and provides a framework to build a blended course.

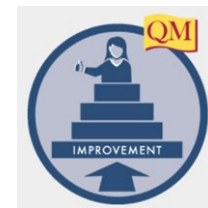
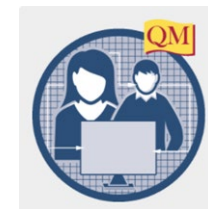


Expand QM Supplemental Licenses



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- CSU Facilitated **144** QM Courses
- APPQMR - Facilitating since 12/2014
- DYOC - Facilitating since 1/2021
- IYOC - Facilitating since 7/2016





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Grow Your Facilitator Pool

What are you currently doing to
recruit facilitators?



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What are you currently doing to recruit facilitators?

i Start presenting to display the poll results on this slide.

Grow Your Facilitator Pool



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- Identify your “current” certified QM facilitators
- Check your ***budget***
 - “How many faculty can you support to complete QM facilitator certifications (if not certified already)?”
- Recruit ***exemplary students*** who completed your QM PD classes
 - Who stood out as exemplary, professional, collegial, and timely?
- Check with ***current facilitators*** of their interest in obtaining other QM facilitator certifications
 - E.g. \$220 to obtain “Accelerated IYOC Facilitator Cert. if already “QM certified online facilitator (APPQMR) vs. \$550 if they are NOT current certified facilitator
- Check with campus administrators/departments
 - Who are the faculty leaders/mentors in online learning?
- Check with Faculty Development Centers
 - Who is leading faculty training in the center?



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Grow Your Facilitator Pool



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- Plan 1-2 semesters prior to offering
- Send recruitment application ([Sample](#))
- Review applications
- Notify applicants
- Send “awarded” applicants the QM schedule to pick the facilitator certification date
- Register them for the certification
- Track their completion of the course

CSU Online Course Services Facilitator Application

Please select the courses you would like to facilitate. In order to facilitate the chosen course you must have successfully completed the course as a participant. *

4. QM APPQMR
 5. QM DYOC
 6. QM IYOC

Please select the courses you have completed. *

4. QM APPQMR
 5. QM DYOC
 6. QM IYOC

Explain you experience developing online/blended course and any support you may have received.

Your answer _____

Self-Reviewer Experience: Explain you experience conducting a QLTQM self-review of your course.

Your answer _____

Peer-Reviewer Experience: Explain you experience participating in campus review team and/or serving on formal CSU course certification.



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Recruit Faculty for QM PD

In “ONE” word what group/strategy are you using to recruit faculty to complete QM courses?



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In “ONE” word what group/strategy are you using to recruit faculty to complete QM courses?

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Recruit Faculty for QM PD



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- Develop QM Course Website Page
- Develop Registration page
 - Currently use google apps (forms, sheets)
 - Summer 2022 launching in-house developed registration system with automated features (save the date, reminders, cancel, waitlist)

Quality Matters (QM) Courses Offered

CSU Online Course Services offers the following QM courses to the following CSU QM affiliate campuses: **Bakersfield, Dominguez Hills, East Bay, Fullerton, Long Beach, Los Angeles, Monterey Bay, Pomona, Sacramento, San Bernardino, San Diego, San José, San Marcos, Stanislaus.**



(2:13 mins) [Video Transcript](#) - [🔗](#)

Applying the Quality Matters Rubric (APPQMR)

Provides an overview of Quality Matters (QM) organization, the QM rubric and annotations, the research underlying the QM rubric, and the peer-review process for evaluating the quality of the design of an online course. Participants will engage in hands-on experiences applying the QM standards to a sample course, writing helpful recommendations, and ensuring alignment between course-level objectives, module-level objectives, assessments, materials, activities, and tools. This course is intended for faculty wanting to complete the QM peer reviewer certification.

[Course Schedule](#) - [🔗](#) | [Testimonials](#) - [🔗](#)

Dates Offered: March 28 - April 17, 2022

[Register](#) - [🔗](#)



(1:55 mins) [Video Transcript](#) - [🔗](#)

Designing Your Online Course (DYOC)

Explores the QM Rubric and provides a framework to design an online course. Participants explore the QM Rubric, focusing on learning objectives and overall course alignment. Participants will create a plan for organizing and developing their course and align one module for development. **Note:** having a partially online/hybrid course ready to be developed is required prior to registration. **Note:** having a partially online/hybrid course ready to be developed is required prior to registration.

[Course Schedule](#) - [🔗](#) | [Testimonials](#) - [🔗](#)

Dates Offered: February 21- March 13, 2022

[Register](#) - [🔗](#)



(2:32 mins) [Video Transcript](#) - [🔗](#)

Improving Your Online Course (IYOC)

Explores the QM Rubric and provides a framework to improve the quality of online and hybrid courses. Participants complete a QM self-review (Essential 23 standards) and develop a course improvement plan. The modules include activities with participants sharing how they are meeting the 23 QM essential standards. Participants come away with a plan for course improvement, so a predeveloped online or hybrid course is required for enrolling in this workshop. **Note:** having a partially or fully developed online/hybrid course is required prior to registration.

[Course Schedule](#) - [🔗](#) | [Testimonials](#) - [🔗](#)

Dates Offered: February 21- March 13, 2022 | March 28 - April 17, 2022

[Register](#) - [🔗](#)



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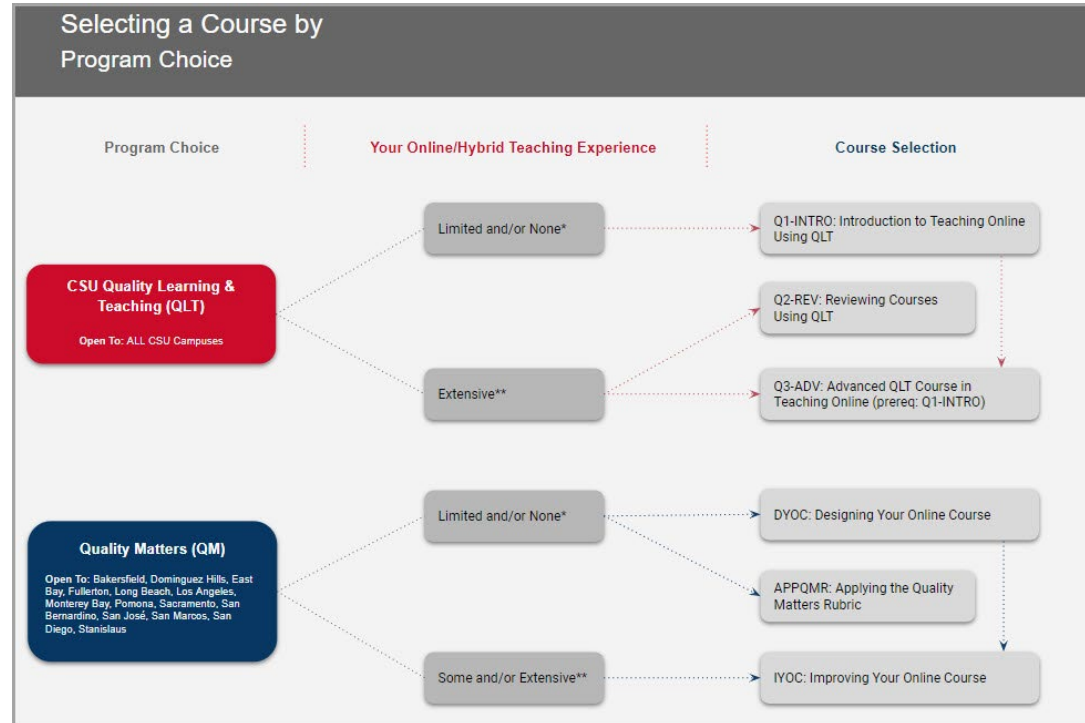
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Recruit Faculty for QM PD



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- Develop Campus Newsletter / Website
 - CSU Los Angeles
 - San Jose State
 - Long Beach State
- Course Decision Tree



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Recruit Faculty for QM PD



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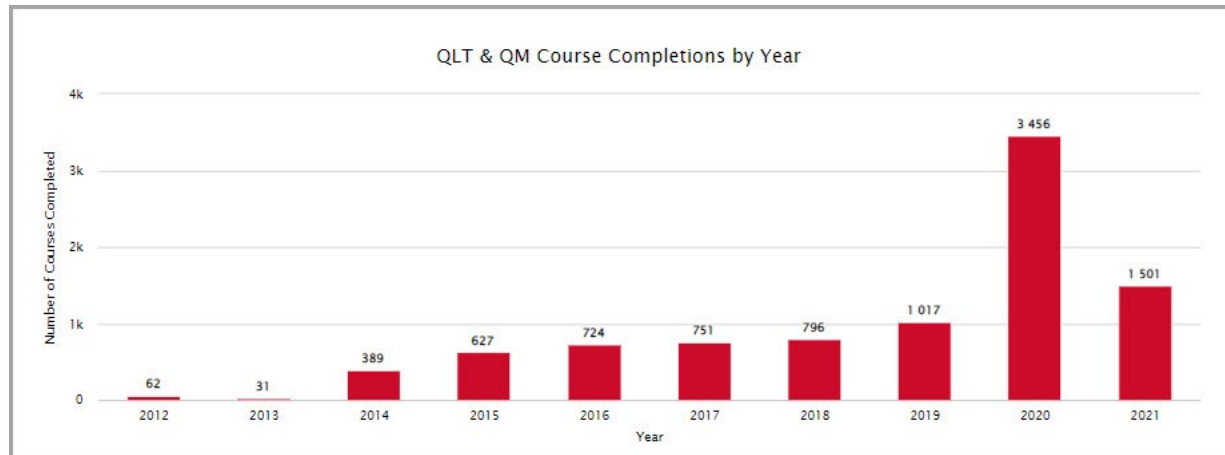
- Campus administrator targets groups - RFP grant to recruit X people w/ incentive)
- Policy - Campus ([sample Fresno State policy](#)) & target list compiled w/ faculty who have taken & not taken PD
 - Used to be more flexible; now moving beyond COVID campuses tighten up and “require” x training to continue to teach online
- Campus- New/Existing Online Programs – Program Administrators want faculty trained (e.g., Nursing, MBA)



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Recruit Faculty for QM PD

- Overall **4,393** CSU QM Training Completions (does not include webinar/speaker series, etc. completions)



Recruit Facilitators for QM PD

- **Develop** training schedule
- **Send** facilitators a schedule asking for their preference for teaching
 - [Sample](#) Google Form
- **Draft** a facilitator schedule (showing assignments) and send out to get confirmation

Summer 2021 Facilitator Preference Form

Course Schedule

Dates	Course Title
June 7-27	*Design Your Online Course
June 7-27	*Improve Your Online Course
July 5-25	*Design Your Online Course
July 5-25	*Improve Your Online Course
July 26-Aug 15	*Applying the Quality Matters Rubric

Select 3 training course to facilitate for the summer semester (one per cycle). All courses will be capped 20 participants with 1 facilitator. Optional zoom meetings will include multiple sections combined vs. each facilitator offering their own zoom sessions. *

3. June 7-27 Design Your Online Course (QM)

4. June 7-27 Improve your Online Course (QM)

7. July 5-25 Design Your Online Course (QM)

8. July 5-25 Improve Your Online Course (QM)

11. July 26-Aug 15 Applying the Quality Matters Rubric (QM)

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Recruit Facilitators for QM PD

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Summary of CSU Certified QM Facilitators

- APPQMR - 9 facilitators
- IYOC - 13 facilitators
- DYOC - 4 facilitators

Manage QM PD Courses -Coordinator



Created by Izwar Muis

- **Schedule** and deliver facilitator launch mtg.
- **Provide** weekly support meetings for mentoring
- **Prepare** checklists, announcements, & grading examples
- **Communicate** frequently with the facilitators
- **Track** participant access
- **Notify** campus administrators about non-active participants
- **Track** assignment completion status
- **Monitor** grading for consistency (new facilitators)
- **Provide** weekly zoom speaker sessions (e.g., course design, engagement strategies, OER)
- **Organize** and lead recognition event



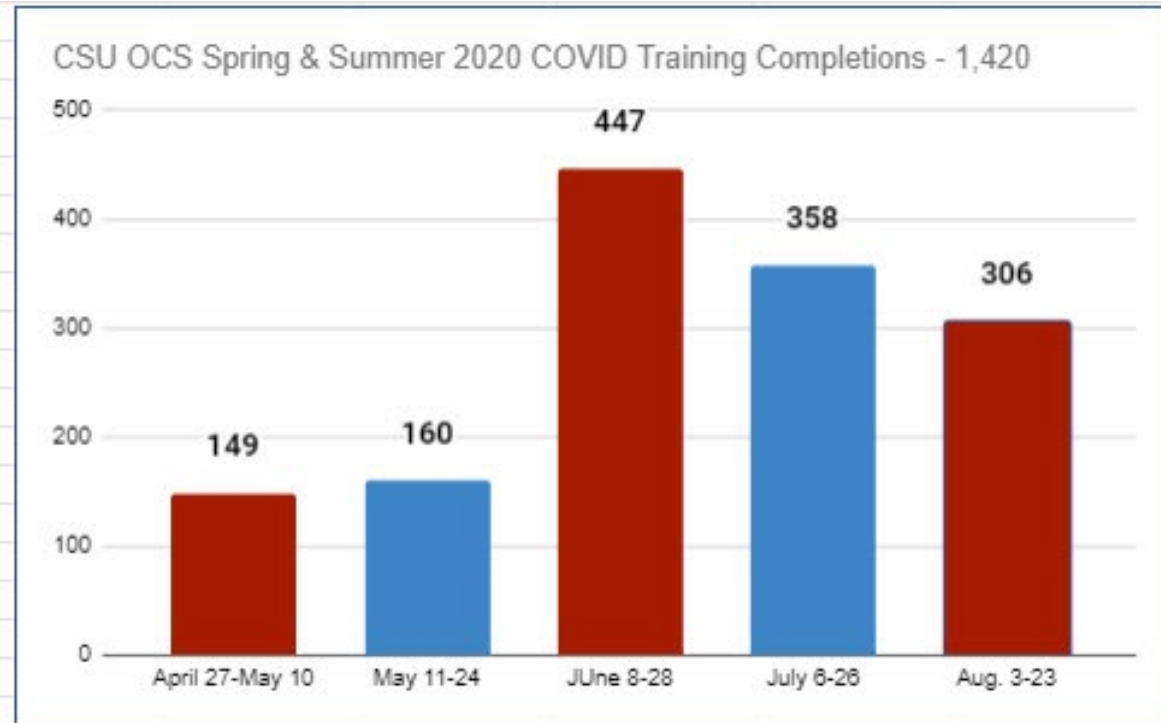
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Manage QM PD Courses -Coordinator



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Summary

- 1,915 Registrations (389 QM)
- 1,420 Completions (227 QM)
- Retention:
 - 78% QLT \ 58% QM
- 77 Course Sections
- 41 Facilitators
- 19 QM Sections
- 58 QLT Sections

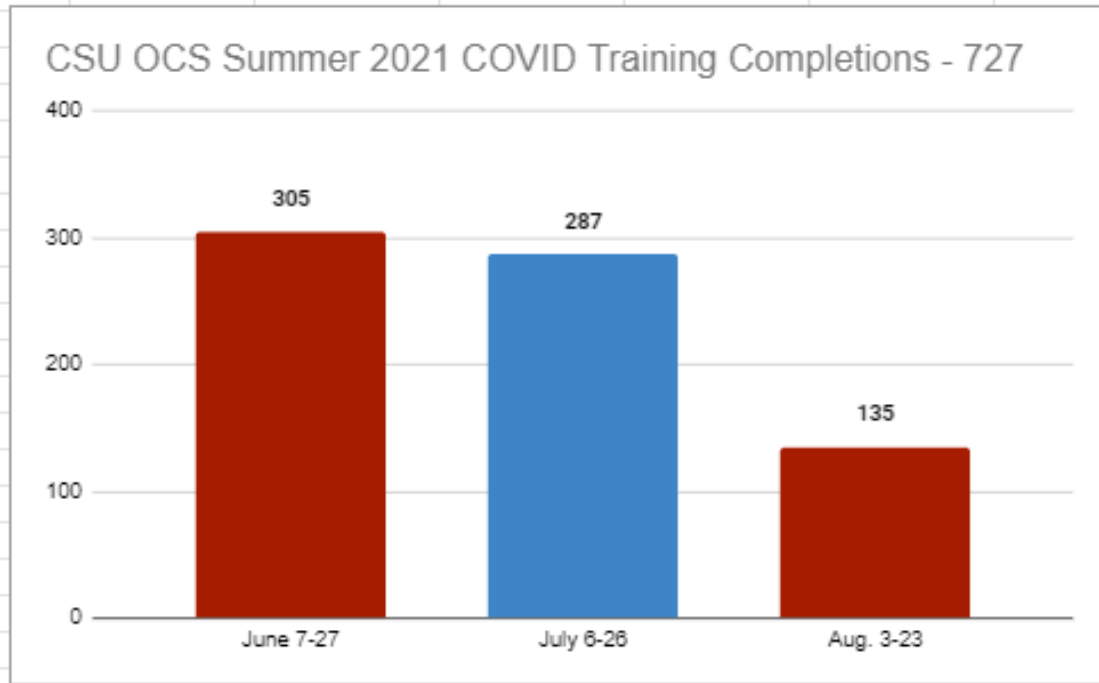


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Summary


- 946 Registrations (365 QM)
- 727 Completions (292 QM)
- Provided “Humanized & High Touch” Model of Support
- Retention:
 - 77% QLT \ 80% QM
- 54 Course Sections
- 54 Facilitators
- 21 QM Sections
- 33 QLT Sections

Manage QM PD Courses -Coordinator



Recognition Letter

 **The California State University**
OFFICE OF THE CHANCELLOR

 **Quality Assurance**
for blended & online courses

August 19, 2020

Recognition, CSU Quality Assurance Course Facilitator

Dear Santos Torres,

Due to the CSU's decision to facilitate virtual instruction in the summer and fall, the demand for Quality Matters and QLT workshops increased significantly. In order to meet the CSU system faculty training needs, the Academic Technology Services' efforts to assure the effective use of technology for teaching and learning were expanded to prepare faculty and staff in converting their courses to a virtual learning environment.

The expanded offerings included 57 sections of the QLT "Introduction to Teaching Online" course. The Quality Matters courses consisted of 20 sections. Because of your instructional support, the Quality Assurance Program was able to meet the demand for training and manage 2,285 registrations including 43 certified campus-based facilitators, with many campuses providing their instructional designers to manage their respective campus sections.

We would like to recognize and thank you for your contribution as a QA facilitator. Thanks to you, many faculty who will be teaching virtually in the fall will have become knowledgeable in effectively applying Quality Learning & Teaching objectives and Quality Matters standards to their courses. As you are

Facilitator Certificate

 **Quality Assurance** CSU
for blended & online courses

 GIVES SPECIAL RECOGNITION TO 

Santos Torres

FOR YOUR OUTSTANDING CONTRIBUTION FACILITATING
CSU QA TRAINING COURSES DURING COVID-19

Leslie Kennedy, Ed.D.
Senior Director
CSU ATS


Ashley Skylar, Ph.D.
Quality Assurance Manager
CSU ATS


Mary Bennett, MA
CSU QLT Program Manager
CSU ATS


August 19, 2020



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Manage QM PD Courses - Facilitators

“Humanized & High Touch Model”



- **Prepare** “Welcome Video” ([Sample](#), A. Skylar IYOC)
- **Attend** facilitator launch meeting
- **Attend** weekly support meetings (for newer facilitators)
- **Remind** participants to attend weekly speaker sessions
- **Provide** weekly “optional” zoom office hours
- **Grade** within 24-48 hr. following scheduled due dates
- **Use** video and/or audio as appropriate to humanize yourself
- **Send** email to participants who have missed a due date
- **Provide** 2-3 additional days to complete activities (85% or more completed & notified facilitator)
- **Respond** to at least 1/3 of all discussion posts (be active in discussions)
- **Attend** recognition event

Model for Student Survey



- [25-item survey](#) derived from the CSU QLT and QM rubric (these are the two adopted rubrics for the system)
 - Survey items map to the 24 CORE (QLT) & 23 Essential (QM)
 - 5-point Likert rating scale - (5) strongly agree to (1) disagree
 - Objectives/standards - Used student centered language
1. Course Overview and Introduction (4 items)
 2. Assessment and Evaluation of Student Learning (5 items)
 3. Instructional Materials and Resources Utilized (4 items)
 4. Student Interaction and Community (3 items)
 5. Facilitation and Instruction (2 items)
 6. Technology for Teaching and Learning (2 items)
 7. Learner Support and Resources (2 items)
 8. Accessibility and Universal Design (3 items)

Model for Student Survey - Faculty (optional)



Why would faculty participate?

- Results can support/validate the “quality” of the online course design and delivery
- Results compiled in an excel spreadsheet and sent to faculty (after grades are posted) and **before** the next term starts

Who is recruited to participate?

- Faculty who have a QM certified course and/or completion of QM PD course(s)

How can faculty “encourage” their students to complete an online optional survey?

- Required item in the module before the certificate is available
- Extra credit – students share the “completion screenshot” with instructor
- System Level- offered “amazon cards” – randomly drawn student names



Model for Student Survey - Submissions

6,567 Submissions

- Fall 2021 - 1,710 submissions
- Spring 2021 - 1,4445 submissions
- Fall 2020 - 2,276 submissions
- Fall 2019 - 1,289 submissions
- Spring 2019 - 358 submissions
- Fall 2018 - 751 submissions
- Fall 2017 - 195 submissions
- Spring 2017 - 114 submissions
- Spring 2016 - 174 submissions



Results



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Questions?