

Solutions

Challenge #1

How do we provide leadership?

- ❖ Director of Online Quality Assurance
- ❖ Online Quality Assurance Team (QA Team)
 - ◆ All members are faculty
 - ◆ All have some type of reassigned time

Challenge #2

How do we ensure continuous improvement?

- ❖ Professional development
 - ◆ Online Teaching Course
 - ◆ Applying the Quality Matters™ Rubric
 - ◆ Canvas Training
 - ◆ Monday Matters Workshops
- ❖ Mentoring of faculty by the QA Team

Challenge #3

How do we maintain quality of reviewed courses?

- ❖ Academic division responsible for course quality
- ❖ QA Team members review courses each semester to ensure QM approved courses are being taught

Challenge #4

How do we maintain the integrity of master courses?

- ❖ Faculty member acts as lead
 - ◆ All changes go through this lead
 - ◆ Changes are team-based by all faculty teaching the course
- ❖ QA Team members review courses each semester to ensure master courses have been modified appropriately

Challenge #5

How do we communicate to faculty necessary updates?

- ❖ Director of Online Quality Assurance notifies faculty of need to update items in courses
- ❖ Instructional Consultant sends out information about LMS updates

Challenge #6

How do we identify when courses need a new review?

- ❖ Individual faculty member wants to modify master course
- ❖ Self-identified by utilizing checklist provided when modifications are made

Outcomes

1. Cost savings realized by using Master Courses

2. Integrity of reviews maintained

3. Marketing emphasizes 100% of courses reviewed utilizing Quality Matters™ Standards