

Amplifying Quality Assurance

Communicating Online Course Quality to All

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About UNM Online

We are an administrative support unit that works with faculty, staff, and students to build quality online programs and make them accessible to non-traditional students, working adults, and geographically dispersed learners.



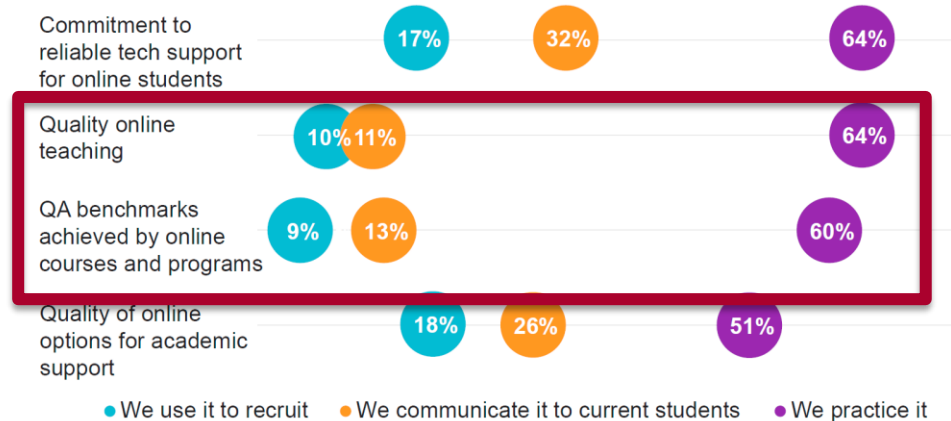
What's Quiet Quality?



CHLOE 8 Report

The Changing Landscape of Online Education (CHLOE 8) Report (2023) asked institutions about their communication of quality assurance practices.

**Figure 33. Keeping Quiet About Quality:
Institutional QA Practice vs. Communication (Sample = 266)**



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Quiet Quality

The report coined an institution's lack of communication of quality assurance efforts as "quiet quality." Some of the reasons that CHLOE identified for quiet quality included:

- Not a common practice
- Limited QA implementation or QA policies
- Concerns that QA is not practiced throughout the institution
- Lack of data collection, analysis, and reporting
- Lack of staff to support QA or QA analysis initiatives

Communicating our Practices



Why should we communicate our QA practices



Recruitment

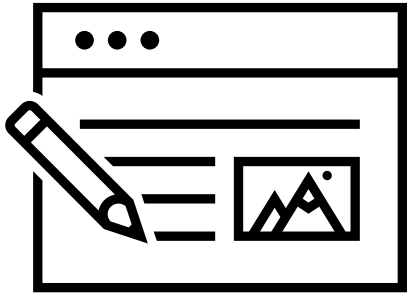


Retention

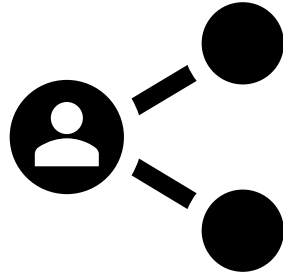


Institutional reputation

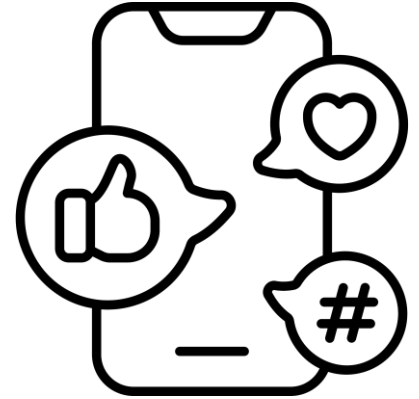
Strategies for Communicating QA Practices



Create a website



Share around campus



Post on social media

UNM Approach to Communicating QA Practices



UNM Current Practices: Institution

Foundational Course Design Review & Golden Paw Awards

- Call for reviews sent to faculty every semester
- UNM Online plans to recognize instructors who passed a Foundational Course Design Review by sending out communication at the end of each term, through the UNM Online website, and through our social media platforms

UNM Current Practices: Institution (cont)

Foundational Course Design Review page

Foundational Course Design Review

At UNM Online, we are committed to providing exceptional online learning experiences for our students. The Foundational Course Design Review process ensures that our online courses meet the highest quality standards by ensuring the course meets the Foundational Elements of the Online Learning Excellence Framework. This framework and process will be used for all online reviews and stipends starting Spring 2025.

Interest Form Submissions

Semester	Best Consideration Dates
Spring 2025	November 15, 2024
Summer 2025	February 28, 2025
Fall 2025	August 1, 2025

What is the Online Learning Excellence Framework?

The Online Learning Excellence Framework is a set of research-based guidelines for designing and delivering high-quality online courses. It outlines the foundational elements required for an online course at UNM that contribute to an engaging and effective learning experience.

The Foundational Elements of the framework focus on critical aspects such as:

- Learning goals, alignment, and assessment: Ensuring that instructional materials, assessment activities are aligned with the course learning outcomes.
- Learning activities and materials: Ensuring students have opportunities for practice and are variety of instructional materials to increase engagement and enhance learning.
- Instructor presence and student support: Ensuring instructors provide timely and consistent throughout the course and verifying that students are provided with information about student resources.
- Course design: Ensuring the course is easy to use and accessible.

Review Process



Golden Paw recipients

Fall 2024 Recipients (coming soon)

Spring 2024 Recipients

- Yoo Kyung Sung, Professor
LLSS 443, Children's Literature
- Jessamyn Lovell, Principal Lecturer III
ARTS 1220, Art Practices I
- Diana Torrez, Lecturer III
SOC1 1110, Introduction to Sociology
- Breanna Reiss, Teaching Assistant Regular
ARTH 1120, Introduction to Art
- Pamela Sedillo, Lecturer II and Stephanie Chambers, Lecturer III
PH 471/571, Maternal & Child Public Health
- Meghann Dallin, Temp Parttime Faculty
HLED 2530, Fundamentals of Human Sexuality
- Chelsea Morris, Assistant Professor
FCS 481, Public Policy & Advocacy in Family and Child Studies
- Alonso Arana, Graduate Asst Regular
SPAN 2220, Spanish for Heritage Learners IV
- Jennifer Escajeda, Temp Parttime Faculty
HED 1220, Personal Health Management
- Andrew Bouelle, Associate Professor
ENGL 321, Intermediate Creative Writing Fiction
- Kathy Towle, Temp Parttime Faculty
MGMT 495, Managing Small and Growing Businesses



UNM Current Practices: Students

- Transparency with prospective students about quality assurance
- Social media campaigns

MYTH

E-learning

“Online Courses are Lower-Quality than In-Person Courses” →

NM ONLINE | online.unm.edu | @UNMOnline

The infographic features a central graphic with a laptop, a smartphone, and a coffee cup on the left, and a network diagram with various icons on the right. The word 'MYTH' is at the top in green, 'E-learning' is in the center in orange, and the quote is in green. A yellow arrow points to the right.

All online courses receive instructional design support from the Center for Teaching and Learning to ensure that instructors utilize best practices for teaching online. Accelerated Online Program courses are quality reviewed for UNM Online best practices, with some courses even receiving a Golden Paw certification.

NM ONLINE | online.unm.edu | @UNMOnline

The infographic includes a green icon of a person with a speech bubble and a yellow globe icon. The text is in black and bold.

Current Practices: Students

Schedule of Online Courses

When reviewing the Schedule of Online Courses, note that some **online** courses may require web conference meetings, on-campus meetings, and/or **test proctoring**. As the Schedule of Online Courses is subject to change, please check back for updates.

To help your smooth transition into online learning, we recommend that you look at the **Overview of Canvas** user guide to familiarize yourself with the **Canvas learning management system** and its associated technology requirements.



Foundational Course Design Review

Quality review that meets UNM Foundational Design Elements of the [Online Learning Excellence Framework](#).



Accelerated Online Program

Enrollment restricted. Requires admission to an **Accelerated Online Program**.



Certified Best Practices

Meets UNM online **best practices**.



online.unm.edu/courses



SCAN ME

Share Your Ideas in Padlet

How does your institution implement and communicate its quality assurance processes for online courses to students and across different departments/colleges?



Small Group Discussion (10 min)

- Introduce yourself and network for a few minutes
- Share your Padlet answer with your peer
- If QA processes are not shared across your institution, what strategies from this presentation can you implement in the future?

Presentation Takeaway

What strategies shared in this presentation can you implement at your institutions to communicate quality assurance of online courses?





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