



QM's Internal Continuous Improvement Process

Presenters:
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QUALITY MATTERS
PROGRAM

QM

A national benchmark
for online course design.



Introductions & Overview



Cecelia Green
Professional Development Manager



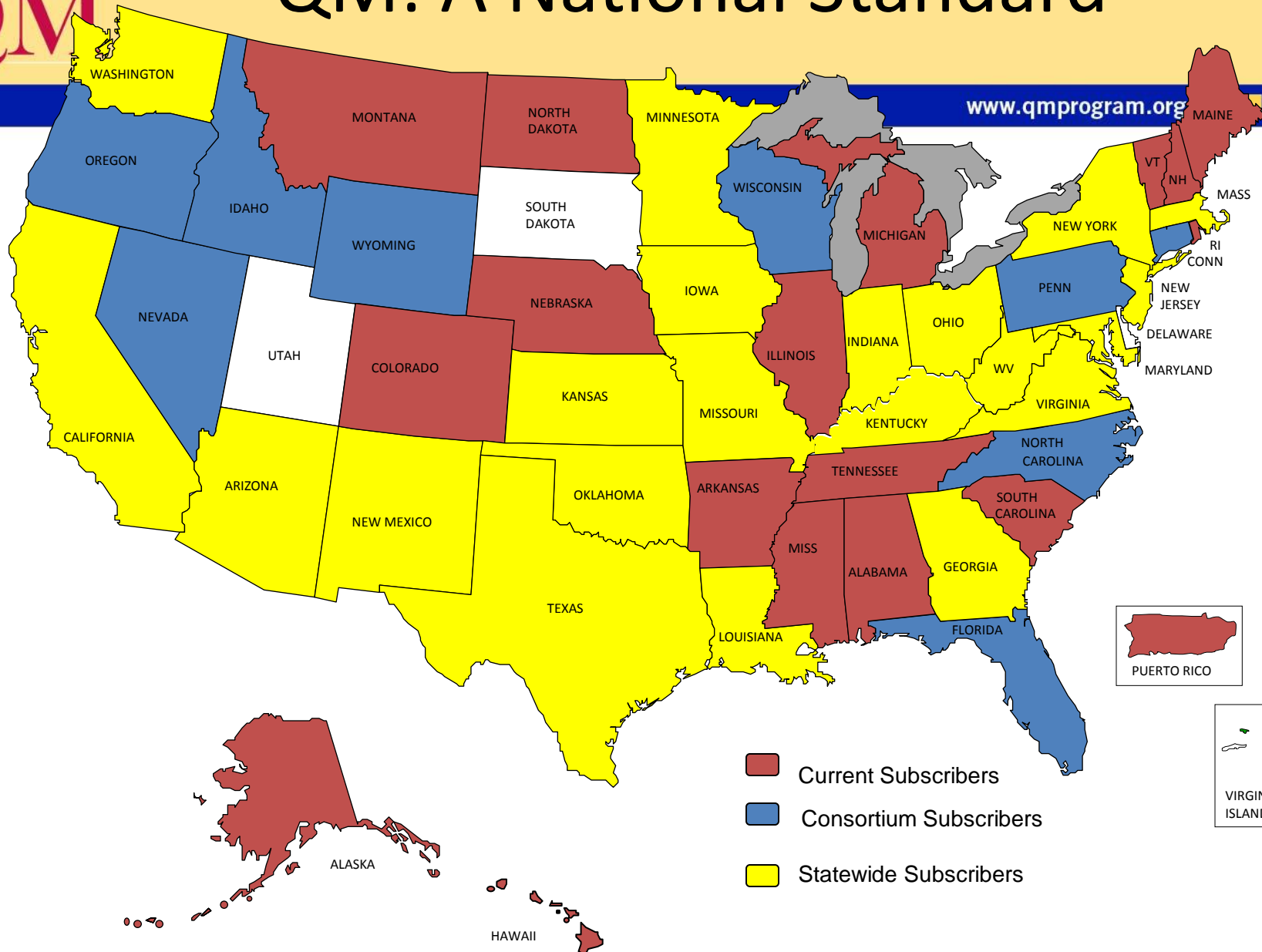
Brenda Boyd
Director of Professional Development
& Consulting

Upon completion of this session, you'll be able to:

- Describe the triggers that lead to change
- Explain QM's internal approach to continuous quality improvement
- Describe the process undertaken to update the flagship workshop

QM: A National Standard

www.qmprogram.org



3 QM Program Components

**QM
Rubric**



**QM
Process**

QM Professional Development



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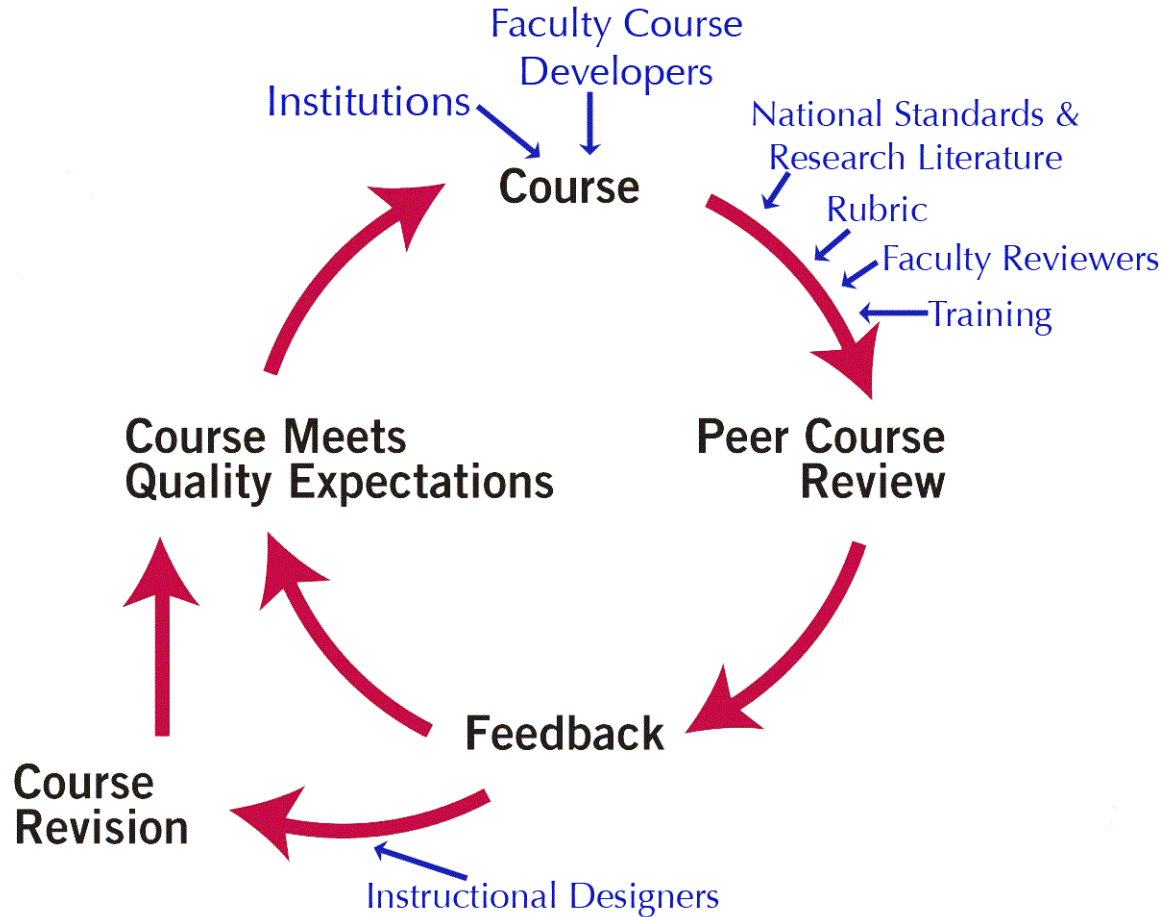
Continuous Improvement



QM is about
continuous
improvement,
not perfection!



Continuous Improvement



Continuous Improvement





- New Rubric
 - Every 3 years
- Professional development
 - Driven by changes to the Rubric
 - Learning Management System (LMS)
 - Feedback from facilitators
 - Participant evaluations
 - Issues in QM formal reviews

Role of QM Rubric



- Begins with learning objectives (standards 2.1 and 2.2) – selecting measurable, precise verbs
- Importance of Alignment
 - Six specific review standards: 2.1, 2.2, 3.1, 4.1, 5.1 and 6.1
 - Use Alignment tables to ensure alignment
- Consider all standards
- Changes to the Rubric initiate a review of all workshops and course; appropriate updates discussed and implemented



QM Classroom (Moodle LMS)

- Capabilities drive upgrades
- Upgrades mean planned outages
- Update all workshops & courses

Benefits

- Can be a learning opportunity (and a chance to experience what online students experience)
- QM created and provides technical support



QM Live! Web conferencing workshops

- Feedback from participants – busy schedules
 - Save time
- Individualize specific standards
 - Scalable and sustainable
- More interaction and engagement
- Can reach more participants

Teaching Online

- Requested by community
- Trusted partner in COAT

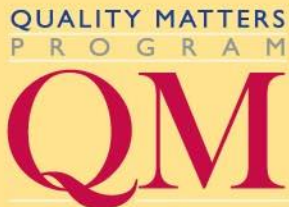


Master Reviewer Recertification

- Annual Recertification
- Role of MR
- Course Reviews
- Recommendations
- Competencies

Peer Reviewer Recertification (to come)

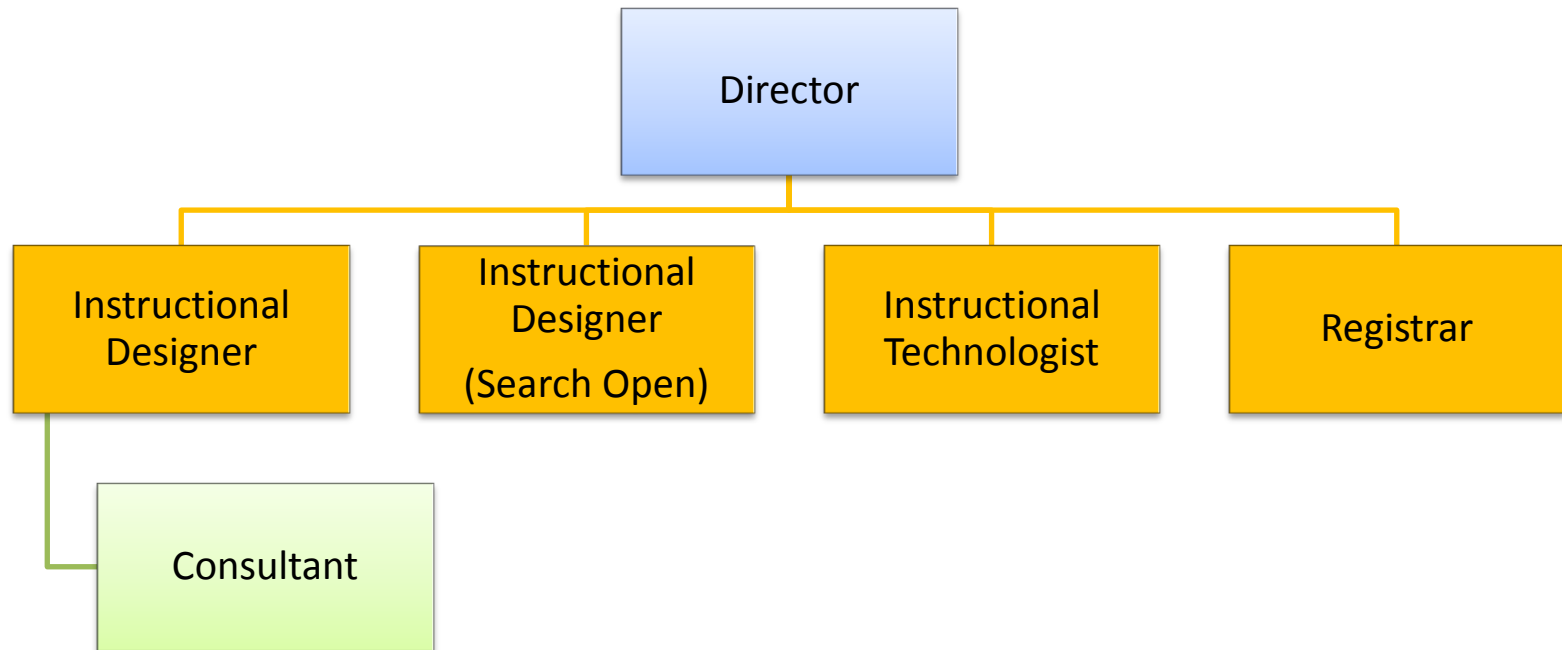
- Identification of PR Competencies
- Trigger: 2014-16 Rubric Release



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QM Professional Development

Professional Development Team



PD by the Numbers



- QM has facilitated workshops and courses for over **23,000+** faculty, administrators and instructional design staff
- Workshops Offered: **16**
- Certification Courses Offered: **4**
(PRC, MRC, OFC, FFC)



Focus

- Faculty Development Workshops
 - Prepare faculty to design and improve courses
- QM Certifications (for Implementation)
 - Prepare faculty and staff to hold QM roles

Delivery Options

- Online – virtual, asynchronous
- Onsite – face-to-face, synchronous
- Web Conferencing – virtual, synchronous

Faculty Development Workshops



Course Design Workshops

- Applying the QM Rubric*
- Designing Your Online Course
- Improve Your Online Course
- Designing Your Blended Course

Delivery Workshop

- Teaching Online: An Introduction to Online Delivery

*Note: Applying the QM Rubric is the prerequisite for all certifications (for implementation)

Focused Improvement Workshops

- Design that Welcomes Your Students
- Create Measurable Learning Objectives
- Choose and Use Media Effectively
- Addressing Accessibility

Alignment Workshops

- Investigate Learning Objectives and Assessments
- Link Instructional Materials and Learner Engagement



Prerequisite for Certifications:

- Applying the QM Rubric (APPQMR)

Certifications:

- Peer Reviewer Course*
- Master Reviewer Certification*
- Certified Facilitator*
 - FFC: For face-to-face delivery of APPQMR
 - OFC: For online delivery of APPQMR

(- Offered online only)*

Determining Success



- Distinguish “Workshops” and “Certifications”
- How do we determine if participants are successful?
 - Workshops
 - Similar to f2f experience
 - Participation
 - Completion of required assignments, discussions, quizzes
 - Certifications
 - Scores on quizzes and assignments
 - Quality of feedback in forums and assignments (use of Rubric)
 - Written assessments
 - Facilitator discretion



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New Demo Courses

Search For New Demo Courses



- Triggers:
 - Current demo course had been used for 9 years and had not been updated in 4 years; didn't feel "current"
 - Feedback from participants and facilitators
 - Time for a change!
- Perspective:

QM tried at least 3 times to identify new demo courses, but not successful until 2013.

Goals for New Demo Courses



- New courses that are less familiar to participants
- Present new challenges for reviewers
- Reflect more current technologies
- Share the review and recommendations as instructional materials



- Course discipline is likely to be easily understood by most reviewers.
- Course has measurable course- and module-level objectives.
- Course appears to use a range of tools and media.
- Course does not appear to be “perfect” and is likely to benefit from the feedback provided by a QM review.



Timeline For Demo Courses Selection

Period	Activity
Sept 2012	Call for Courses from QM subscribers 30+ course applications received
Dec 2012	Final Five Courses selected
Jan 2013	Reviews of five final courses begin
Feb 2013	Revision of PRC and APP begin
Mar 2013	Final Review Reports submitted Demo course revisions begin
May – June	Re-certifications for all APP Facilitators
May	Pilot PRC and APP
June	Pilot FFC and OFC

Review Outcomes



- 1 met standards on first review and received all points
- 4 courses met standards upon amendment
- Review Outcomes determined selection based on Workshop & Course Objectives
- QM was able to use 4 out of 5 reviewed courses

Impact of New Demo Courses



- Become thoroughly familiar with new demo courses
- Revise course materials for
 - Applying the QM Rubric (APPQMR)
 - Peer Reviewer Course (PRC)
 - Online Facilitator Recertification (OFC)
 - Face-to-Face Facilitator Certification (FFC)
 - Master Reviewer Certification (MRC)
 - Design that Welcomes Your Students (St 1/7)
 - Design Your Online Course (DYOC)



- APPQMR = QM's Flagship Workshop
- Incremental revisions
- Complete overhaul triggered by:
 - Rubric change
 - New demo course
- Includes
 - Design and development
 - Pilot
 - Facilitator Recertifications

Goals for Revised APP Workshop

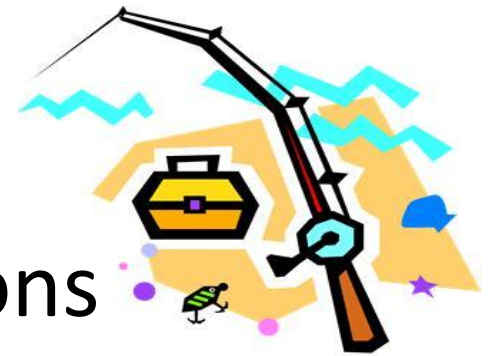


- APP still a workshop
- More engaging and consistent
- Same learning outcomes for both modes
- Make APP activities more interesting/varied?
 - Fewer online forums
 - Expand online activities
 - New, more F2F activities
 - Increased personal accountability F2F

Focus of APP Revision



- Explaining what the rubric is and how to apply it
- Alignment
- Making evidence-based decisions
- Writing helpful recommendations
- Key ideas and skills rather than specific standards
- Integration & holistic approach





- Developed and Mandated Re-certification courses for
 - Certified Facilitators
 - 250 Online
 - 300 F2F
 - QM Facilitators
- Rigorous & Demanding Recertification
- Value of Certification
- Continuous Improvement

Foster Incremental Change



- QM appreciates and acts on feedback from
 - Workshop participants
 - Facilitators
- Changes occur incrementally

QM mantra: QM is about
continuous improvement,
not perfection!



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The Future



- Potential visual way of demonstrating competency
- Competencies
- Community Contributions
- Stackable Badges
- Implications for roles? Reviews?



Workshop Review



- Review QM workshops and courses using the Continuing and Professional Education (CPE) Rubric



- QM Rubric 2014 – 2016 will be released next year
 - Focus on incremental changes to QM workshops and certification courses
 - May necessitate more global revisions
- Setting subscriber expectations
- Continuing integration of new demo courses and review reports into QM courses
- Improving Moodle functionality and support

Evaluation

Please complete the session evaluation.



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Thanks to YOU... Quality Matters!

More Information at:

www.qualitymatters.org