# Internal Reviews: SMEs, Reviewers, and an Online Program Management (OPM) oh My!

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# Goals

- Summarize key strategies to conducting internal peer reviews.
- Identify 1 to 3 current or anticipated challenge(s) to internal peer reviews.

# Polling Question:

How many of you have participated in an internal peer review?

# Participant Feedback:

For those of you have participated in internal reviews, what **one** word you would use to describe your experience?

# Participant Feedback:

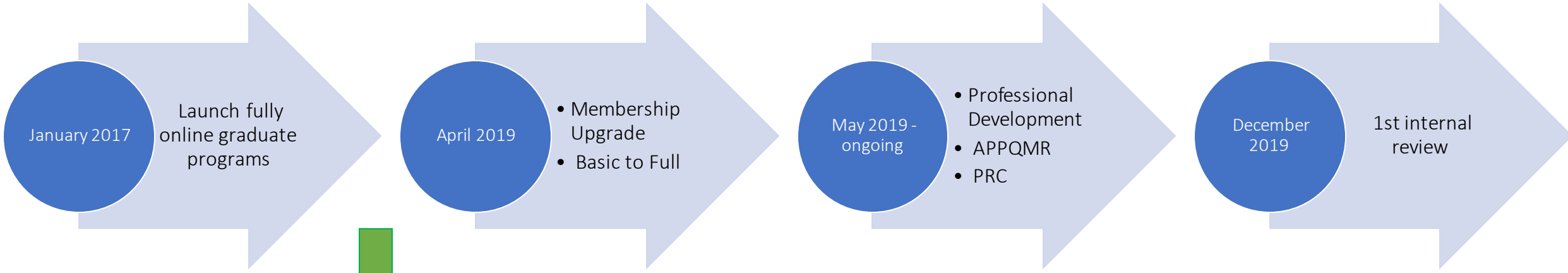
What are you looking to gain from this session?

# Agenda

- Goals – Quality Talk
- Regis Background
- Timeline
- Process/Strategies
- Results
- Challenges
- Q & A

- Founded in 1927 Sisters of Saint Joseph
- Four-year
- Private, non-profit
- Co-ed (2007)
- Four Schools
  - Arts and Sciences
  - Business and Communication
  - Health Sciences
  - Nursing
- Weston, Massachusetts
- 3,000+ students (UG/Grad/Online)
- Online Partnership with Pearson

# Timeline

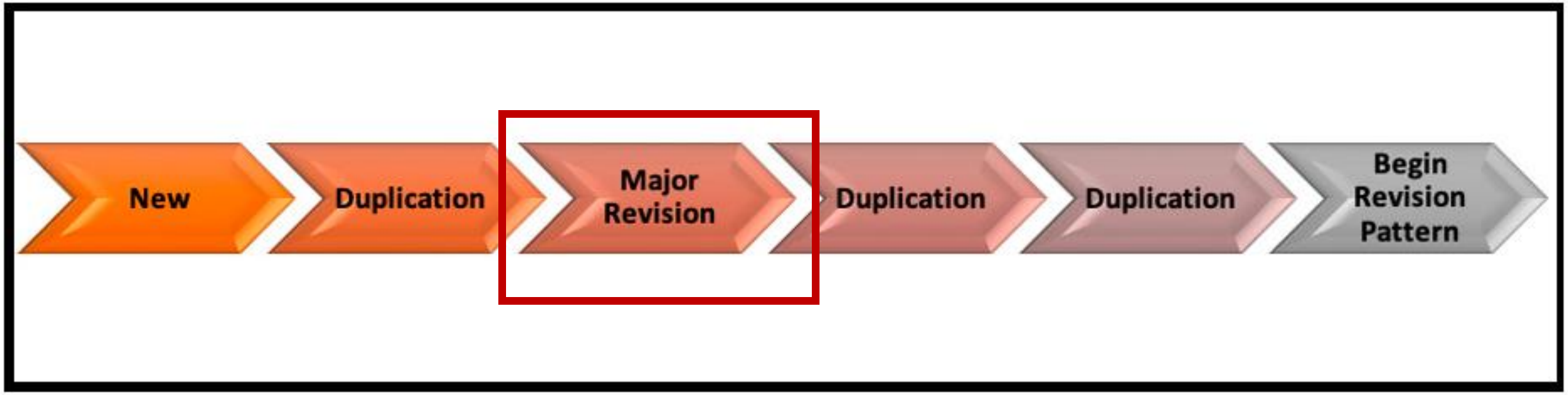



Start Date:
10/15/18

# Preparing for the Initial Internal Review

- Conducting APPQMR online and F2F (internally)
- Secure funds for PRC
    - Two nursing faculty initially volunteered
- Identify course to review
    - Undergoing Major Revision
    - SME availability
- Prep Course Representative (course coordinator)
- Establish timeline (6 weeks)

# Pearson Course Revision Process




Pearson

# Results from Initial Review

- 79/100 - Did Not Meet Expectations

- Identified Global Considerations
  - GS 1 – 1.1, 1.2, 1.5, 1.6, 1.7
    - 1.1: Start Here or Getting Started Area
    - 1.2: Highlighting the actual structure of course
    - 1.5: Minimum tech requirements added to syllabus
    - 1.6: Add computer and digital skills information literacy skills expectations to syllabus
    - 1.7: List prerequisite knowledge in addition to courses

# Results from Initial Review

- Identified Global Considerations
  - GS 2 – 6
    - More explicit alignment
    - Enhance existing course map
    - 3.5: Need for more opportunity to track progress
    - 3.5: Add timeline for feedback to syllabus
    - 6.4: Add learner data and privacy to syllabus
  - GS 8
    - 8.6: Vendor accessibility statement to syllabus

# Results from Initial Review

- Pearson
  - Feeding report and findings back to Pearson ID team
  - Need for more course development training with partnership with Pearson
- Regis Academic Affairs
  - Revisions to syllabus template

# Intitial Internal Review Questions

# Key Strategies

- Training
  - Secure funding
  - Conduct APPQMR in house if possible

- Establish a critical mass
  - Start with volunteers
  - Target individuals
  - Eventually it becomes an expectation for online faculty

# Key Strategies

- Provide Course Representative with an example of Course Worksheet
- Provide an alignment table to help reviewers
- Divide and conquer
- Conduct Pre-Review call in groups for the reviews for the semester
- Provide Course Representatives and IDs with final report several weeks prior to revision kickoff

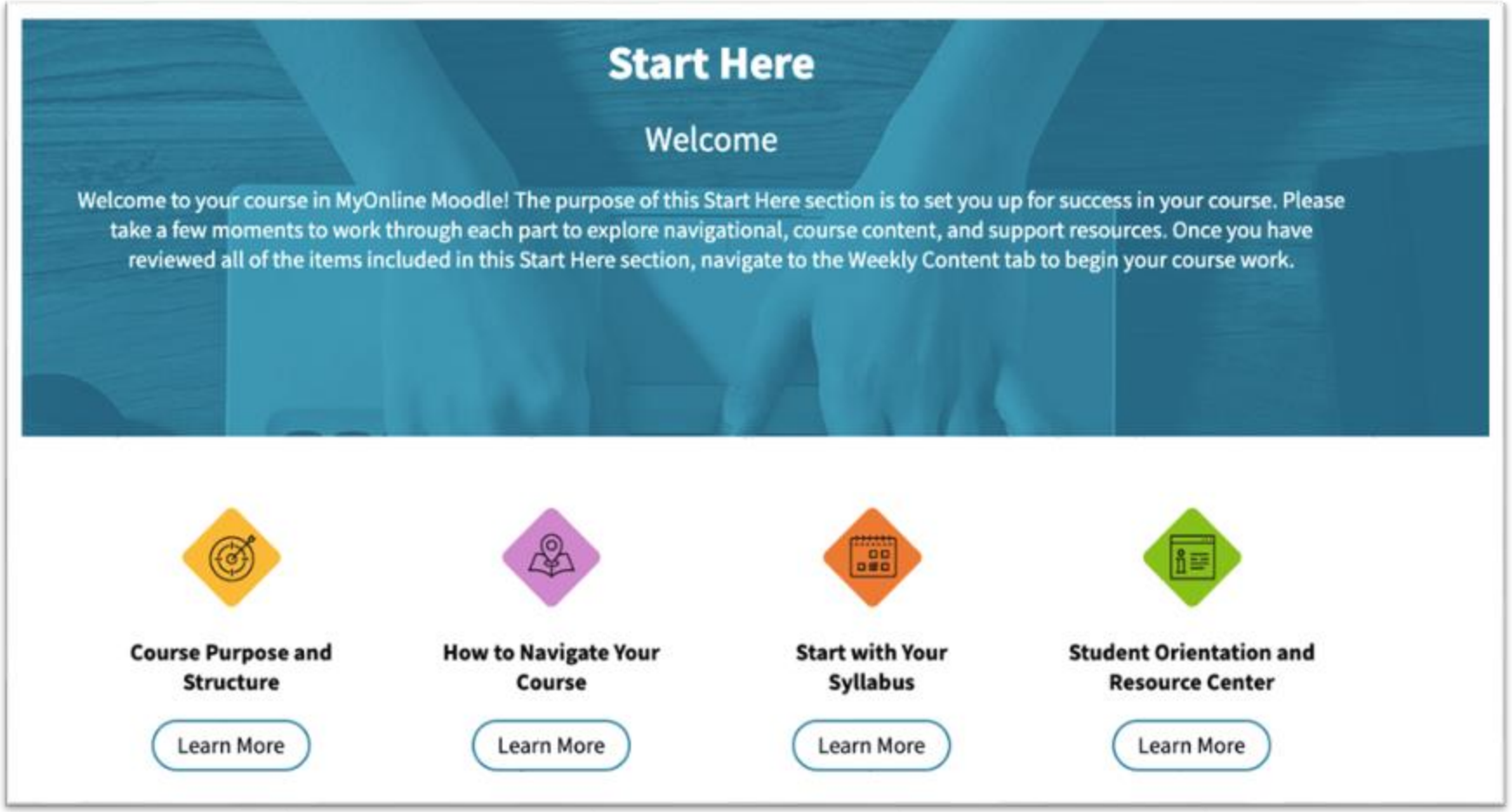
# Feedback:

What other strategies should be considered?

Strategy Questions

# Results from Several Internal Reviews

- New Start Here Area



# Results from Several Internal Reviews

- Improved Course Map for alignment

| **Week 4: How Can I Effectively Manage and Resolve Conflict?** | | |
|---|---|---|
| **Weekly Topics:** Conflict and Conflict Resolution | | |
| **Weekly Objectives (WO)**<br>1. Analyze sources of conflict and tension in the healthcare environment. (CO 2, 3, 4)<br>2. Evaluate conflict resolution strategies. (CO 2, 3, 4) | **Learning Materials**<br><br>**Readings:**<br>• Huber, D. L. (2018). *Leadership and nursing care management* (6th ed.). St. Louis, MO: Saunders/Elsevier Publishers, Inc.<br>◦ Chapter 9: Delegation in nursing (WO 1, 2)<br>◦ Chapter 10: Power and conflict (WO 1, 2)<br>◦ Chapter 20: Prevention of workplace violence (WO 1, 2)<br>• Northouse, P. G. (2018). *Introduction to leadership: Concepts and practice* (4th ed.). Los Angeles, CA: Sage Publications, Inc.<br>◦ Chapter 11: Managing Conflict (WO 1, 2)<br><br>**Lectures:** (WO 1, 2)<br>• Organizational, Interpersonal, & Group Communication<br>• Conflict Management<br><br>**Video:** Understanding Conflict Resolution (WO 1, 2) | **Assignments/Assessments/Activities (WO)**<br>• Week 4 Discussion 1: Conflict in the Workplace (WO 1)<br>• Week 4 Assignment 1: Annotated Bibliography—Conflict Resolution (WO 2)<br>• Regis Mid Course Evaluation |

# Results from Several Internal Reviews

- Improved Syllabus Template (institution-wide)

Syllabus

Print this page

REGIS

Regis College

Young School of Nursing

Graduate Nursing

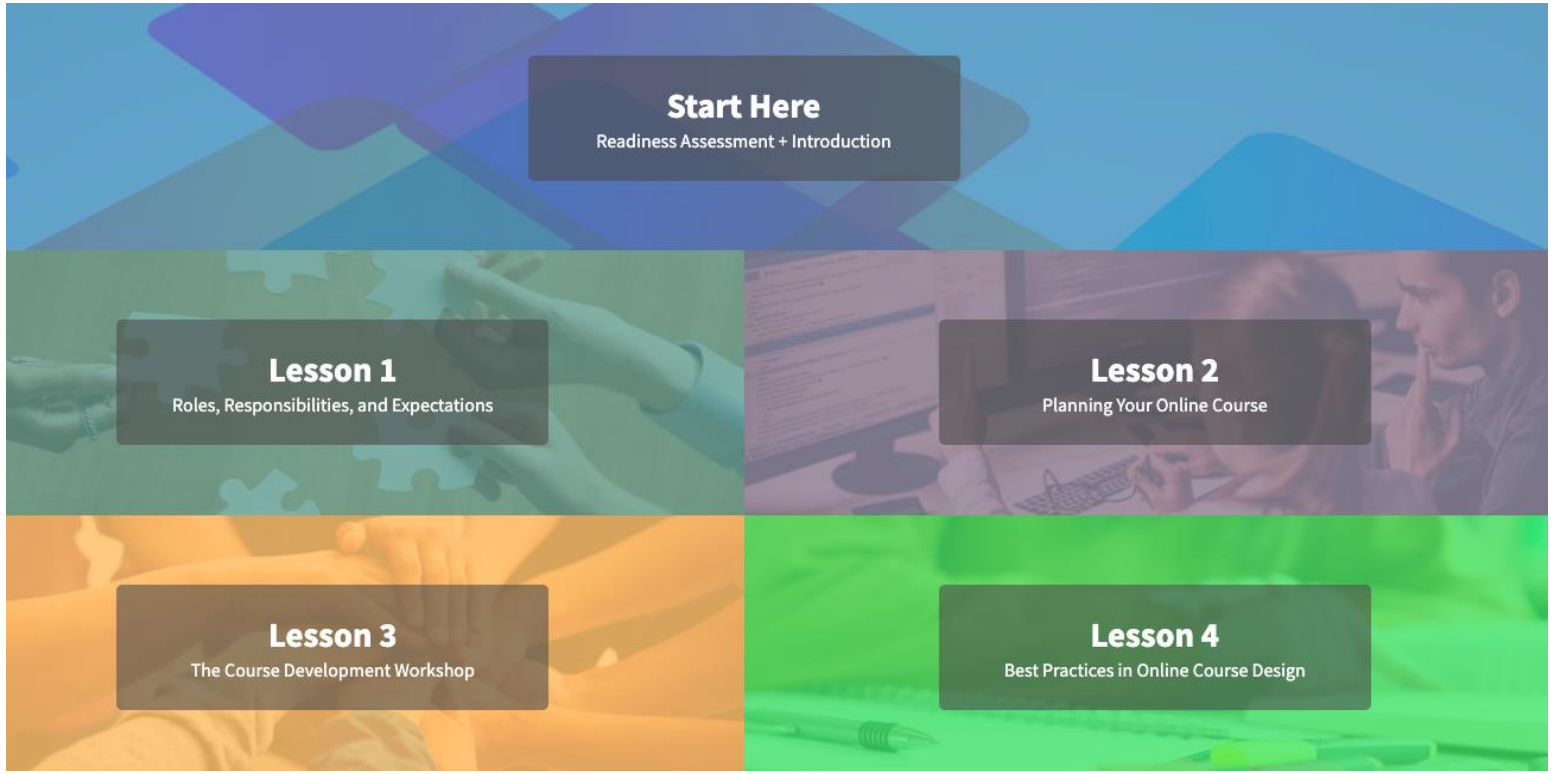
NU605: Concepts in Nursing Leadership
SP121

Table of Contents


- Section 1: Course Information
  - Course Description
  - Course Modality
  - Credits
  - Online Course Hour Requirements
    - 8-Week Online Asynchronous Course
  - Pre-Requisites
  - Textbooks and Course Materials
    - Required Course Materials
    - Required Technology, Equipment and other Course Materials
    - Minimum Technical Skills
    - Recommended Texts and Other Readings
    - References and Citations
  - Email
  - Use of Regis MyOnline Moodle Site
  - Starfish
  - 24/7 Technical Support

# Results from Several Internal Reviews

- Course development training offered through Pearson



# Where Are We Today?

- Internal Reviews
  - Completed 7 internal reviews
  - In progress 4 internal reviews FA20

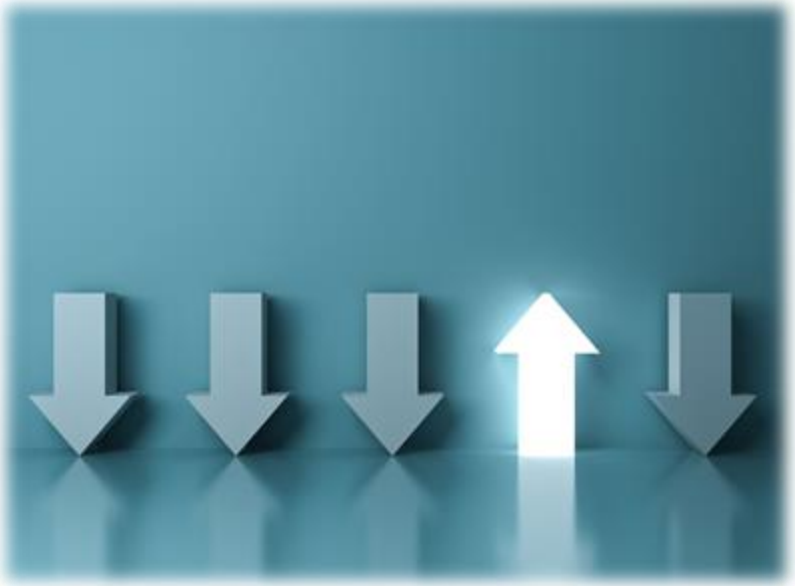
- Training/PD
  - 11 completed APPQMR Online
  - 59 completed APPQMR F2F/Virtual
  - 4 faculty have completed PRC
  - 2 faculty currently enrolled
  - Launched new course development training with Pearson

# Challenges

- Time commitment
- Establishing a pool of reviewers
- Faculty workload
- Course Representative understanding of their role
- Addressing global considerations

# Moving Forward

- Conduct 4-6 reviews per semester
- Increase pool of PRCs and Master Reviewers
- Meet QM expectations
- Submit for QM official certifications



# Did We Meet Our Goal?

- Summarize key strategies to conducting internal peer reviews.
- Identify 1 to 3 current or anticipated challenge(s) to internal peer reviews.

# Questions & Comments

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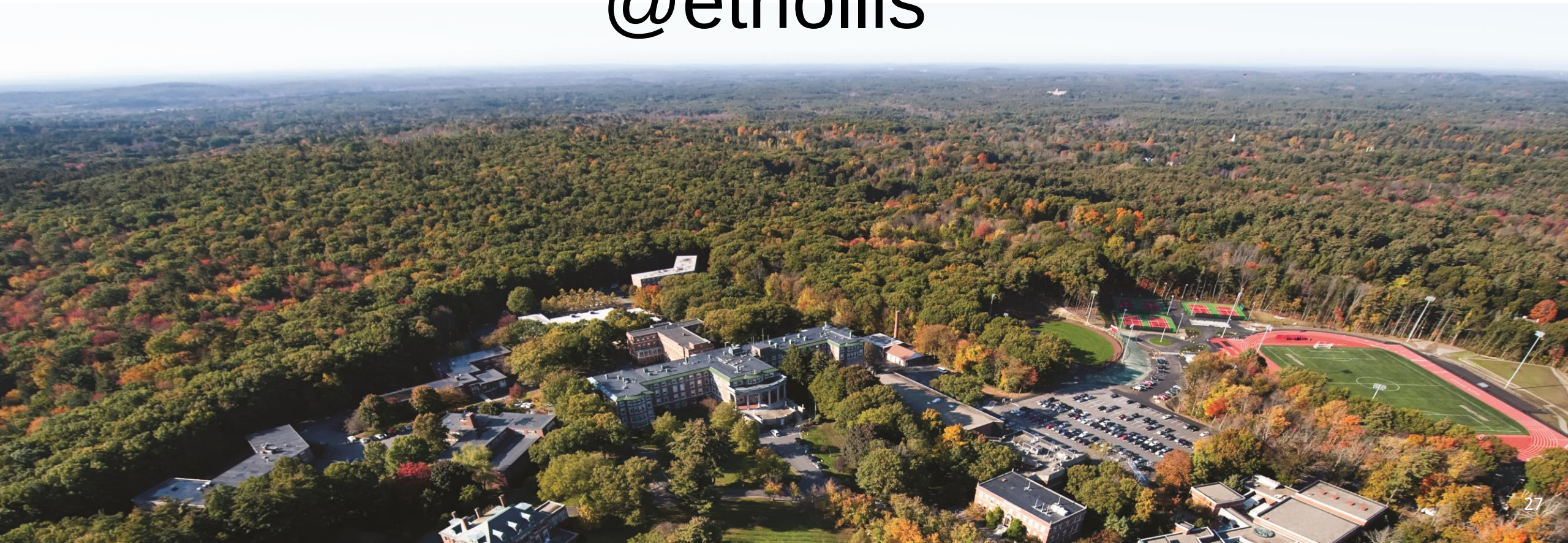
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