



# Quality Review and the Impact On Course Quality for Accelerated Programs

An overview of the Quality Review process  
BEFORE a course goes live



**By the end of this session, we will be able to:**

- Explain the integration of the Quality Review Process into course development.
- Explain the institutional benefits of a dedicated QR process.
- Have fun!

# Quality Overview

# Quality Matters

## Quality Matters (QM) Vision

- “A global Organization leading quality assurance in online and innovative digital teaching and learning environments.”



# The Course Design Process

# Design Tenets



# Roles of an ID



**Empowers & Supports** Faculty with Course Design



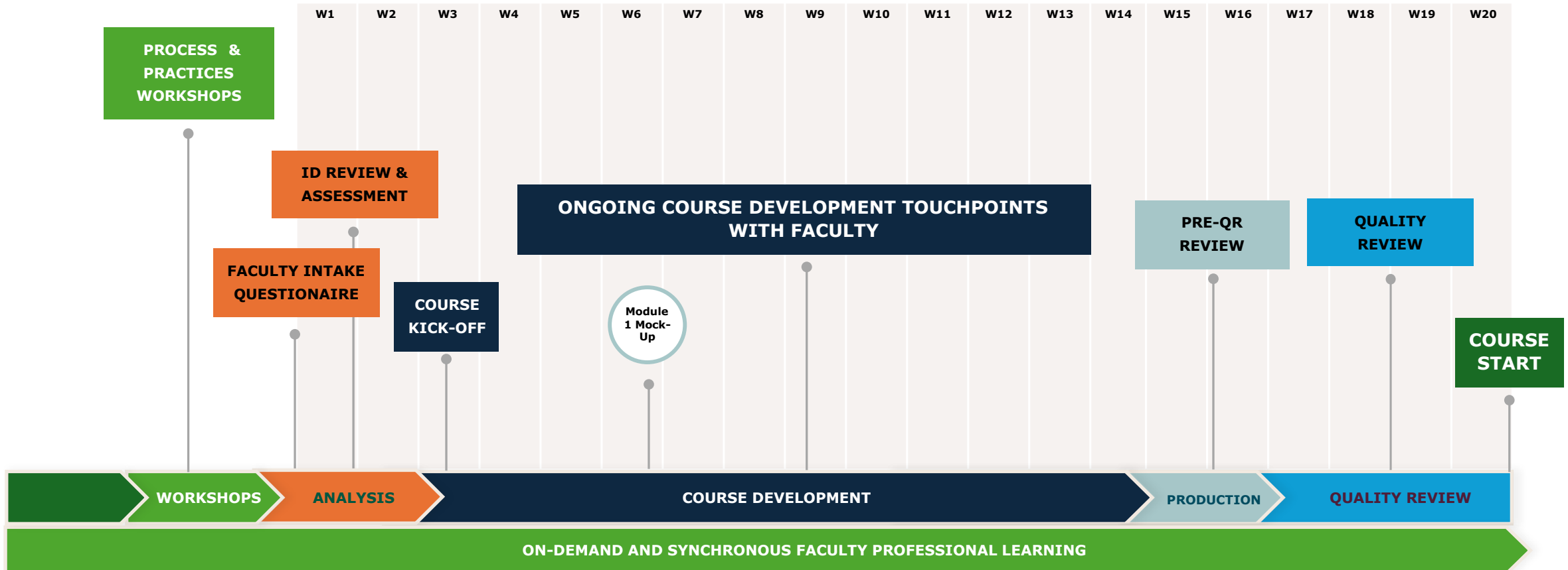
**Provides Faculty Choice** with Collaborative Support



**Provides Recommendations and Examples** Based on Design Tenets



**Supports Faculty with Assessments** in an AI world



# Introducing QM General & Specific Review Standards



# QM General Standards Overview

- Standard 1: Course Overview and Introduction
- Standard 2: Learning Objectives Standard 3:
- Assessment and Measurement Standard 4:
- Instructional Materials Standard 5: Learning Activities
- and Learner Interaction Standard 6: Course
- Technology Standard 7: Learner Support Standard 8:
- Accessibility and Usability
-

# Standard 1: Course Overview and Introduction

- The overall design of the course is made clear to the learner at the beginning of the course.

9 Specific Review Standards



# Course Overview and Introduction Tips



A “Start Here” page and syllabus are included



Course and institutional policies are provided



Important statements regarding netiquette, technical requirements and skills, and prerequisites are easy to locate

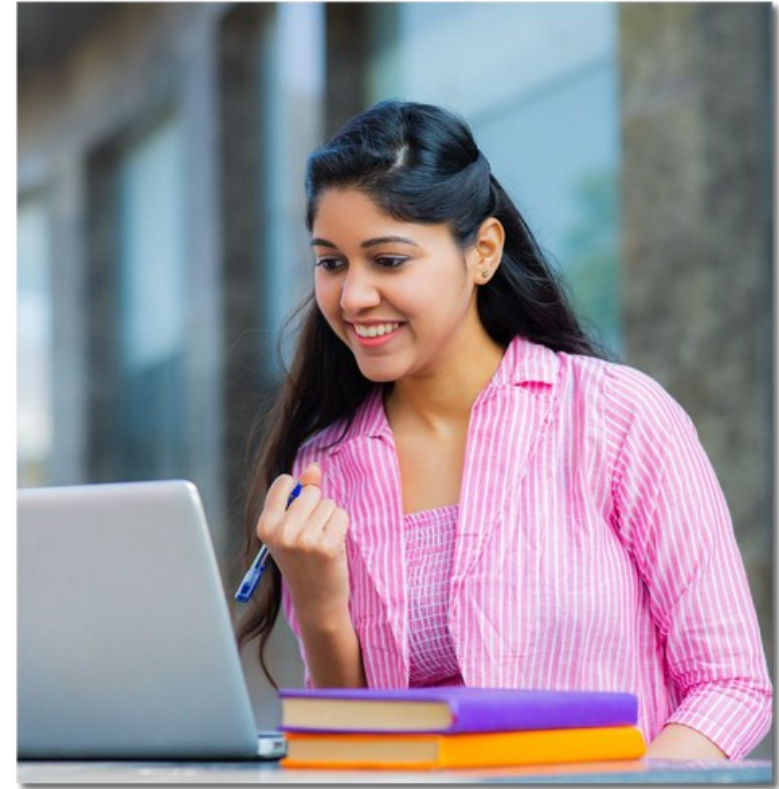


Course introductions are included for learners to get to know the instructor and one another

# Standard 2: Learning Objectives

- The learning objectives establish a foundation upon which the course is based.

5 Specific Review Standards



# Learning Objectives Tips



Course & module objectives are SMART



Objective verbs are actionable and appropriate



Objectives are stated clearly and prominently located in the course



Alignment is present and made clear throughout the course

# Standard 3: Assessment and Measurement

- Assessments are integral to the learning process and are designed to evaluate learner progress in achieving the stated learning objectives.

6 Specific Review Standards



# Assessment and Measurement Tips



Assessments align with the course and module objectives



Assessments are varied and appear at a regular cadence



There are opportunities for students to track their learning progress



Clear grading policies and criteria (rubrics) are included in the course

# Standard 4: Instructional Materials

- A variety of contextualized instructional materials enables learners to achieve the stated learning objectives.\*

\*This is not a qualitative judgment about the instructional materials.

5 Specific Review Standards





# Instructional Materials Tips



Materials align with course and module learning objectives



There are a variety of types of instructional materials



Instructional materials are accompanied by citations



The purpose of these materials and how they are used to complete assignments is clear

# Standard 5: Learning Activities and Learner Interaction

- Learning activities foster and facilitate learner interaction and engagement

4 Specific Review  
Standards



# Learning Activities & Interaction Tips



The learning activities align with the course and module learning objectives



The learning activities support active learning between the instructor, peers, and course materials



The response times for email correspondence and grading turnaround time are clearly stated in the course



A clear statement of the instructor's expectations for student participation in required course interactions is provided

# Standard 6: Course Technology

- Course technologies support learners' achievement of course objectives.

4 Specific Review Standards



# Course Technology Tips



The course tools support the achievement of objectives



The course tools promote active learning and engagement



A variety of technologies are used in the course



Learners are provided with privacy policies for all tools

# Standard 7: Learner Support

- The course facilitates learner access to institutional support services essential to learner success.

4 Specific Review Standards



# Learner Support Tips



Instructions indicate how to receive technical support and services



Information on accessibility policies and services are provided



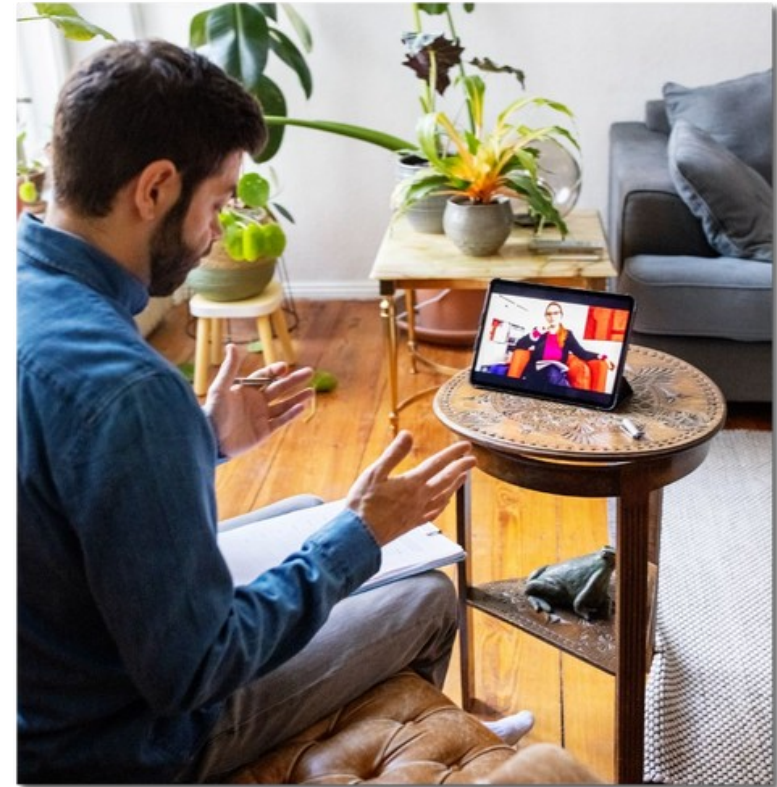
The course links to a variety of Academic and Student Support services



# Standard 8: Accessibility and Usability

- The course design reflects a commitment to accessibility and usability for diverse learner.

7 Specific Review Standards





# Accessibility and Usability Tips



The course design organizes content in a way that creates user friendly navigation and facilitates readability



All text and images in the LMS and instructional materials meet general accessibility guidelines



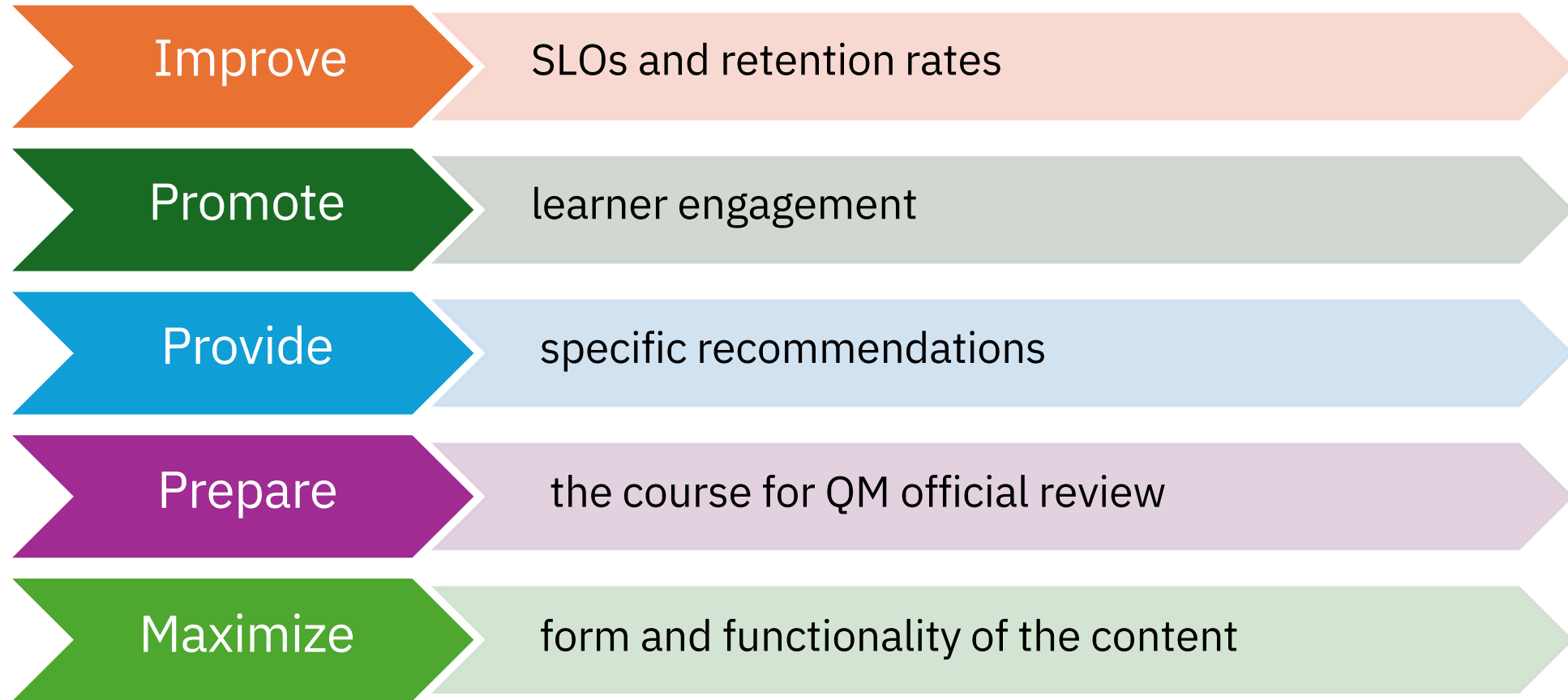
Course multimedia facilitates ease of use and closed captions, or transcripts are provided for any audio



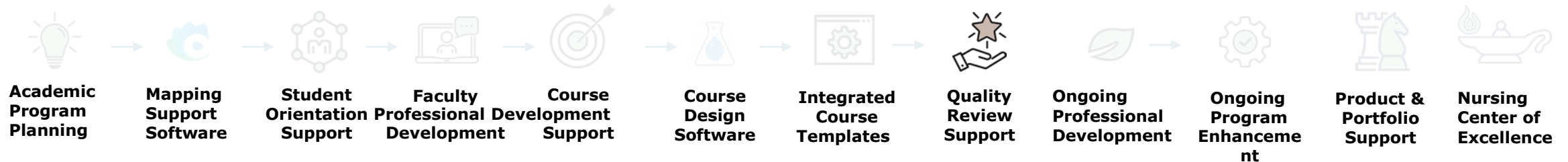
Accessibility statements for course tools are made available for learners

# The Quality Review (QR) Process

# Institutional & Program Benefits of a Quality Review



# What We Offer: Quality Review Support



## Quality Review Service



- Independent review by a Quality Matters (QM) certified reviewer aligned with QM Standards
- Assessment of alignment, accessibility, usability, and support for students

\*QM materials are only available to subscribing institutions of Quality Matters.

For more information visit [www.qualitymatters.org](http://www.qualitymatters.org) or contact [info@qualitymatters.org](mailto:info@qualitymatters.org).

## Enterprise-Wide Management System

- Streamlines course reviews and allows for reporting across institutions on QM Specific Review Standards.
- Enables informed, data-driven decisions across programs based on the quality matters review performance of courses.
- On-demand, detailed reports on data trends across courses and programs.



# The Quality Review Team

The course quality review team is committed to providing helpful feedback to university partners. These reviewers were trained by Quality Matters\* to identify frequently encountered accessibility issues and propose solutions for instructors. Accessibility checks for frequently seen issues include using:

- Built-in accessibility checkers in Microsoft Word, PowerPoint, and Excel to review documents in the course.
- Built-in accessibility checker in Adobe Pro to review PDFs in the course.
- Built-in accessibility checker within the LMS.

Although we remain dedicated to prioritizing universal design as a review service, **we cannot guarantee accessibility in all instances**. In some cases, students with unique disabilities or the use of third-party, publisher content/technologies within courses may pose challenges that extend beyond the scope of our review services.

***\*Meeting QM's accessibility standards does not guarantee or imply that specific country, federal, state and local accessibility regulations are met. Please consult with an accessibility specialist to ensure that accessibility regulations are met.***

# How is a review completed?



QM Certified reviewer spends around 6 hours reviewing the course



Reviewer completes the review and provides helpful recommendations for improvement



Checks technical aspects of the course (broken links, formatting, etc.)



Provides a link to Dropbox with any screen shots of technical aspects in the course



Sends review, along with a brief overview of the course score and any essential missed standards

# QR Reports

# Quality Review Report



Reviewer will compile a report of the QR results. The report includes:

- helpful recommendations
- technical inspection results
- evidence/screen shots



Faculty & ID meet to plan for improvements



Some improvements may be deferred until after the course (or while the course is ongoing) due to time and effort required for the improvements



# How Can You Use Reports?

*Put report data to good use for your faculty, courses, and program...*

## Continuous Improvement

*Inform future course or program redesigns and identify specific areas of improvement.*

## Custom Resources

*Receive custom resources identified by our Quality Review team that will support improved performance.*

## Professional Development

*Participate in recommended professional development based on report performance (workshops, webinars, resources, etc.).*

# Did we meet our objectives?

**By the end of this session, participants will be able to:**

- Explain the integration of the Quality Review Process into course development.
- Explain the institutional benefits of a dedicated QR process.
- Have fun

Questions?



**Thank you!**

# References

- QM Higher Education Rubric, Seventh Edition, 2024. Quality Matters.

# Compliance

## Presentation

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