

A Quality Matters Event



# QA Elevate

Virtual Retreat

## Strategies for Cultivating Senior Administrative Support and Collaboration

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# Session Objectives

Strategies for Cultivating  
Senior Administrative  
Support and Collaboration



Investigate practical examples of how to collaborate with academic and student support leadership to develop policies and processes to meet strategic goals.



Strategize ways of ensuring e-learning initiatives are in compliance with federal regulations and regional accrediting standards.



Explore examples of how institutional administrators can sustain e-learning initiatives and promote faculty engagement with online learning teams.



Promote the quality of online learning through the development of a comprehensive implementation plan.

# Identify and Engage Your Institutional Partners



## Build Buy-in Among Senior Administration

Connect with institutional leaders to clarify strategic priorities and pinpoint opportunities for enhancing online learning operations.



## Coordinate Efforts with Academic Units

Conduct meetings with Deans and Department Chairs to identify established targets and align services and resources to support goal achievement.



## Collaborate with Student Support Units

Collaboratively develop plans for establishing or enhancing student support resources and services to meet the unique needs of online learners.



## Engage Faculty in the Process

Seek faculty input and leadership throughout implementation: conducting needs assessments, coordinating with administration, updating training and design.

# More on Identifying and Engaging Your Institutional Partners

- Discuss the development of online program review processes based on cumulative, relevant, and representative data
- Brainstorm solutions for budgetary planning issues for online programs including revenue, operating expenses, fixed costs, institutional overhead, and MOUs with third party providers
- Strategize how online program planning aligns with institutional mission and goals, strategic planning, and resource allocation
- Identify technology infrastructure needs for implementing online programs in the various disciplines
- Collaborate with institutional accessibility support teams to promote inclusive, accessible, and representative online environments for all learners
- Clarify support needs in training faculty for the usage of the instructional and administrative functions of institutional learning management systems and other technologies
- Address faculty training needs in evolving online pedagogy/ andragogy models that focus on collaborative learning from diverse, multi-cultural perspectives, and "best practices" in online learning to design and deliver high-quality online courses

# Ensure Compliance with Federal Regulations and Regional Standards

Ensure your implementation plan supports your institution in providing feedback and data regarding compliance with specific federal agencies, accrediting bodies, disciplinary organizations, and other accountability partners.



Review applicable expectations



Identify opportunities for improvement



Seek inspiration from peer institutions



Lean into your networks of support

# More on Ensuring Compliance with Federal Regulations and Regional Standards

- Develop a crosswalk of institutional/ academic strategic goals and available services
- Identify current gaps and opportunities for growth in more efficiently achieving institutional goals
- Assess the efficacy of institutional online learning initiatives and educational resources by continuously examining and evaluating the effectiveness of online courses and programs
- Converse with senior leaders and online learning professionals peer institutions to identify existing approaches for meeting accrediting expectations in target areas
- Engage in benchmarking activities with peer institutions
- Identify networks of support that can provide critical resources to promote goal achievement

# Strategic Institutional Alignment



**GOAL 1**  
Student Access and Success

NCCU will ensure delivery of The Eagle Promise to increase student access and success.

**Objective 1.5 Expand NCCU Online**  
Achieve Quality Matters certification for **85% of faculty who teach online.**

**GOAL 4**  
Institutional Sustainability

NCCU will increase and sustain university-wide resources to support and advance institutional priorities.

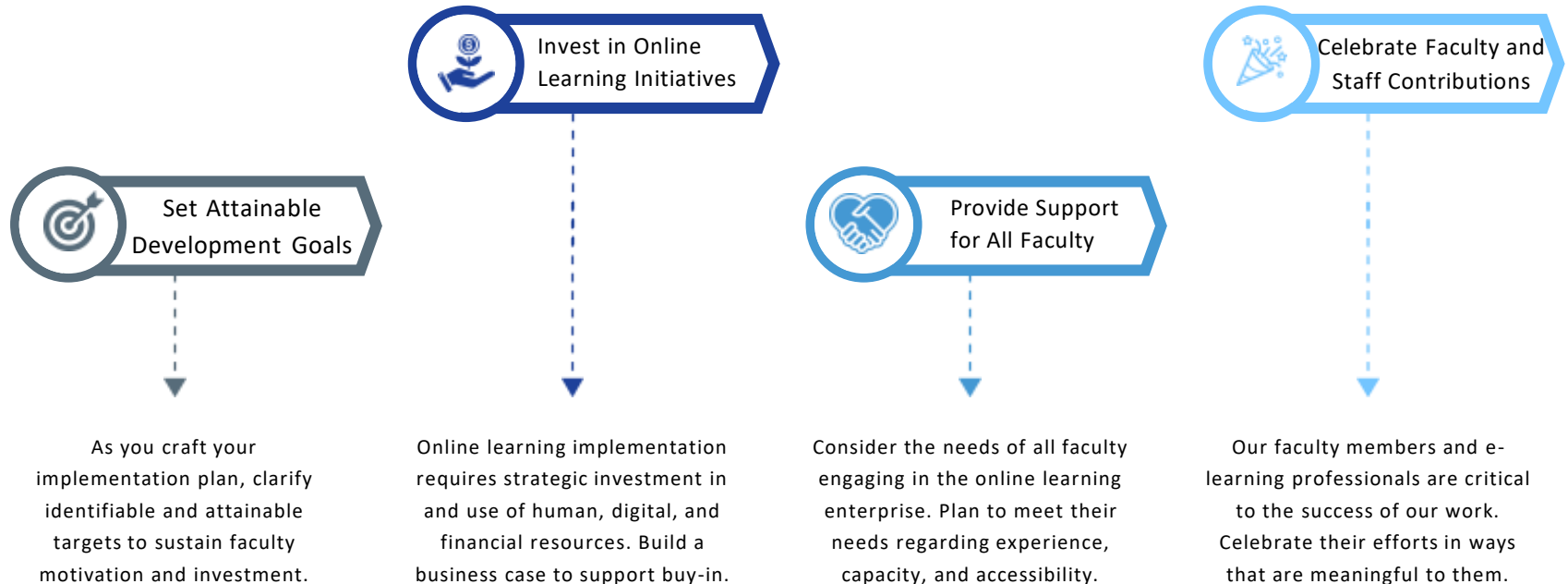
**DE SP Objective 3.2**  
Foster best practices in course delivery.  
**DE SP Objective 3.3**  
Create a system of distance education faculty support.  
**DE SP Objective 3.4**  
Institute a culture of faculty recognition.

**GOAL 2**  
Create an environment of collaborative learning and cross disciplinary programming.

**Objective 2.3**  
Creating experiences that require students to rely upon cross-disciplinary teaching and learning.  
  
Apply Quality Matters Rubric to course design.



# Promoting Faculty Engagement to Sustain e-Learning Initiatives





# More on Promoting Faculty Engagement to Sustain e-Learning Initiatives

- Provide centralized services, training, resources, and support to faculty engaged in the development, delivery, and assessment of online courses
- Conduct information sessions on the online course development process, standards set by the institution, timeline for completion, faculty and departmental requirements, training, and resources available.
- Check in with adjunct and clinical faculty members frequently to receive and provide feedback on resources they may need to improve course design and delivery
- Provide flexible offerings of the QM licensed workshops to maximize participant attendance
- Invest in QM professional development, course, and program certification to simultaneously build capacity, integrate quality assurance, and enhance marketability of online programming
- Develop cohorts of “Faculty Fellows” to recognize exemplar contributions, showcase best practices, and serve as online learning liaisons to their respective academic units
- Clearly tie engagement to tenure and promotion – particularly in areas associated with teaching and service

# Develop and Enhance Your Institutional Plan for Online Course Quality

Consider your unique institutional needs at each stage of the implementation process.

01

## Clarify Your Scenario

As you begin the process of establishing or revitalizing online learning operations, consider current needs, goals, and resources.

02

## Articulate Implementation

Clearly communicate your institution's implementation plan for online learning design, faculty development and recognition, and online learner success.

03

## Flexibly Implement Your Plan

Throughout the implementation of your plan, be sure to engage in continuous assessment and data-driven decision making.

04

## Ask for Feedback

Engage all stakeholders in the feedback loop. Feedback can include identifying opportunities for growth and can also include showcasing best practices.

# More on Developing and Enhancing Your Institutional Plan for Online Course Quality



- Articulate an implementation plan that addresses institutional support, course development, teaching and learning, course structure, student support, faculty support, and evaluation and assessment
- Verify a plan for confirming course development approval from each approving body associated with the process
- Develop a communications plan to notify your campus community
- Engage early adopters to pilot initial implementation stages and initiatives
- Incorporate ongoing formative and summative evaluation of the implementation plan at strategic benchmarks
- Showcase faculty members' implementation of best practices in online course design and delivery
- Clearly tie engagement to tenure and promotion – particularly in areas associated with teaching and service



# Strategies for Cultivating Senior Administrative Support and Collaboration

Let's Continue the Conversation! | Racheal Brooks, Ph.D. | [rmbrooks@nccu.edu](mailto:rmbrooks@nccu.edu)