Building Engagement with QM

Ensuring Quality from One Institution to an Entire System

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Design+
Development
Services

CONTINUOUS IMPROVEMENT

OUR TOOLS

CLASS SURVEYS

LECTURE CAPTURE

TEST BANK NETWORK
STUDYMATE
PROCTORING

SYNCHRONOUS WEBEX
CLASSROOM

INTERACTIVE
LECTURE

HAIKU DECK

ANNOUNCEMENTS
TEMPLATES
GRADEBOOK
QUIZZES
SELF-ASSESSMENTS
SURVEYS
SUBMISSION FOLDERS
RUBRICS
DISCUSSIONS

BRIGHTSPACE

ONLINE
HYBRID
(BLENDED)

GROUP PROJECTS
INTELLIGENT AGENTS
RELEASE CONDITIONS
EMBEDDED MEDIA
ONLINE EVALUATIONS
WEB 2.0 INTEGRATION
OPEN ED RESOURCES
INTERACTIVE LECTURES
LEARNING OBJECT REPOSITORY

COURSE DEVELOPMENT

DDS SERVICES · GRAPHIC DESIGN · MULTIMEDIA · VIDEO PRODUCTION · ONLINE COURSE EVALS

TECHNICAL TRAINING

INSTRUCTIONAL DESIGN

THE FOUNDATION

B

THE COURSE SYLLABUS & CURRICULUM DESIGN
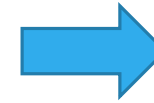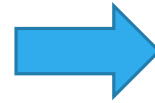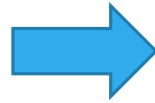
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QM

A New Model of Course Design

Instructional Designer

Copyright Expert

Subject Librarian

Faculty Member

Multimedia Producer

Accessibility Expert

Collections Librarian

QUALITY MATTERS
QM

Affordable Learning Initiative
THE UNIVERSITY OF AKRON

Results:
-Pedagogically sound course
-More accessible
-More equitable with materials
-Increased quality assurance
-Higher retention rates
-Higher reports of student satisfaction

Northern — Ohio Northern University

Southern State — Community College

Chamberlain University

Northeast Ohio — Medical University

Walsh University

Case Western Reserve University — Est. 1826

Central State University — 1887

Lakeland Community College

Terra State Community College

Northwest State — Community College

GSC — Good Samaritan College of Nursing and Health Science

Cincinnati State

BW — Baldwin Wallace University

Central Ohio Technical College

Sinclair — Community College

Hondros College

LCCC — Lorain County Community College

The North Coast College — Redefining Education

University of Mount Union

Ohio State

Stark State College

Ashland University — 1878 — Ashland, Ohio

Cuyahoga Community College

The University of Akron

Cleveland State University — 1964

Columbus State — Community College

BGSU

Kent State University

Rhodes — State College

UT — The University of Toledo — 1872

MSJ — 1920 — Mount St. Joseph University

Marion Technical College

Miami University

Aultman College

Mount Carmel — College of Nursing

The Christ College of Nursing & Health Sciences

Youngstown State University

Owens Community College

Hiram College

Ohio Dominican University

Zane State College — ZSC

Capital University

University of Cincinnati — UC

Eastern Gateway Community College

Wittenberg University

UNOH — University of Northwestern Ohio

Since 1911

Otterbein University

Kettering College

Clark State — Community College

MercyCollege of Ohio

Washington State — Community College

Est. 1922 — Notre Dame College

Lourdes University

NC — North Central State College

University of Findlay

John Carroll University

Shawnee State University

Wright State University

Personas
What type of institution is most like you?

Institution A "New to QM"	- Getting started/Newer to QM - Maybe have hosted an APPQMR, considering more in the future **Plan**: host an APPQMR so faculty can move on to become Peer Reviewers **PD recommendation**: *Peer Reviewer Certification course*
Institution B "Creating awareness & Buy-in"	- Have held an APPQMR and have some Peer Reviewers - Want to start doing internal or formal QM Reviews **Plan**: continue to host APPQMR to satisfy pre-req of Peer Reviewer; host IYOC for course prep **PD recommendation**: *additional Peer Reviewers; consider in-house APPQMR or IYOC facilitator* **Also Consider**: *CRM*
Institution C "Gearing up for Formal Reviews"	- Done preparatory reviews, self-reviews, have not had courses officially recognized - Faculty are comfortable applying the QM Rubric to their courses (perhaps through IYOC) **Plan**: Continue faculty training and begin QM Formal Reviews; add Reviewers to leverage credits **PD recommendation**: *additional MRs and PRs; QMC can take Course Review Manager training*
Institution D "Maintain momentum"	- Have a few courses already certified - Most faculty have taken APPQMR or IYOC, institutional/individual use of self & internal reviews **Plan**: Add more MRs, to max bartering credits, become CRM to save fee. Add facilitator for more IYOC **PD recommendation**: *Facilitator to maintain momentum, CRM, more MRs and PRs*

Documentation is Key

The QMC Handbook

QM Coordinator (QMC) Resources and Training

QM Coordinator Role
QMCs may have a variety of duties depending on their institution's needs.
These may include:
- Being in charge of QM communication, training, etc. for faculty
- Primary point of contact for QM Ohio and QM National
- Managing course reviews (informal and/or formal)
- Hosting official QM workshops and/or developing and delivering institutionally-driven QM workshops
- Assisting with QM implementation plans at their institution

QM Coordinator Resources
QM provides a wealth of resources for QMCs, including two training opportunities as well as a Document Library that is accessible within your QMC training course[1]. QM also has two great webpages for QMCs, one dedicated to Maximizing your Role as a QMC, and one providing useful ideas on how to Get Started with QM at your institution. Also, the eLearning Marketplace is a searchable database with many design-related resources, including information related to each standard.

QM Coordinator workshops and courses

QM Coordinator Training (QMCT)
The QM Coordinator Training (QMCT) is a self-paced course that is intended for individuals within an institution who will act as the liaison between the faculty and Quality Matters (QM). This course is *free* and is provided online by QM National. As the institution's primary point of contact for QM, you will learn about QM's program and how it can support your institution's quality assurance initiatives, how to manage course reviews, and how to locate QM resources.

Course Review Manager Certification (CRMC)
The Course Review Manager Certification is designed for QM Coordinators who intend to conduct Subscriber-Managed Reviews at their institutions. This course costs $300 and is provided online by QM National. Without this designation, Ohio institutions pay a $100 per-review fee to conduct a Subscriber-managed review. Topics covered include an in-depth look at the QM Course Review Management System (CRMS), including the application process that starts a review (including the Course Worksheet), how to select and assign QM Peer Reviewers, management of the review outcome and amendment process, and how to use course review reports. The CRMC is not required to conduct institutional reviews or participate in the QM Ohio bartering system, though it does save the $100 Subscriber-managed review fee.

Ohio QMC resources
In addition to providing this "Ohio QMC Resource Guide", QM Ohio also provides a handbook on hosting the F2F APPQMR and IYOC workshops, as well as facilitating the online versions. QM Ohio also provides a resource guide for conducting QM-certified course reviews, including acting as a Certified Review Manager. Finally, QM Ohio hosts monthly webinars for Ohio QMCs on topics of interest, such as conducting informal and formal reviews, preparing for Program Reviews, and how to spend/accrue points for the QM Ohio Course Review Bartering System.

The Hosting Handbook

Hosting for the F2F Applying the Quality Matters Rubric workshop

Background
The APPQMR (Applying the Quality Matters Rubric) is Quality Matters' foundational workshop, and is appropriate for faculty, staff, and administrators who want to learn more about QM, regardless of whether they are teaching online.

As a Quality Matters subscribing institution and member of the Quality Matters Ohio Consortium, your institution is able to offer the APPQMR at no cost (if taken through QM National, the cost is $200 per person). Within the QM Ohio Consortium, all planning, advertising, etc., is handled by the Quality Matters Coordinator (QMC) of the host institution, while the workshop itself is facilitated by an official, trained Facilitator from within the QM Ohio Consortium.

The APPQMR is an all-day workshop and is usually held from 9 – 4 pm. Many institutions, however, ask attendees to arrive at 8:30 am, as it takes time to get everyone set up with their MyQM account and ensure that they have signed the Confidentiality Agreement. The workshop is capped at 30 attendees – 25 from the host institution with five seats reserved for QM Ohio Consortium attendees.

The following items related to the APPQMR are attached at the end of the Resource Guide:
- APPQMR announcement flyer (sample provided; edit as needed)
- APPQMR directions and parking (sample provided; edit as needed)
- Attendee reminder email (sample provided; edit as needed)
- Post-event email – internal and external (sample provided; edit as needed

Phases
The entire process of planning and hosting an APPQMR involves 5 phases. Note that these phases are not linear and often tend to overlap. The QMC is involved in all of these stages, but other institutional personnel may be involved as well, depending on the processes, etc. of the host institution.
1) Scheduling and pre-planning
2) Initial communication and registration
3) Session packet preparation
4) Pre-event communication/reminders
5) Post-event activities

Thank You!

Please contact me at:

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