Assured quality: the key to delivering on the online learning promise
CHAMBERLAIN UNIVERSITY: PUTTING DESIRE INTO ACTION WITH QM PROGRAM REVIEWS

Chamberlain’s journey to Program Certification began with the institution’s desire to “demonstrate exemplary practices in supporting both teaching and learning” for their RN-BSN Online Option. But it is the value that Chamberlain places on students that really drove their decision to pursue Program Reviews. Leadership felt that the reviews strongly aligned with Chamberlain’s commitment to student success and its focus on personalized attention that they call Chamberlain Care®.

The benefits were clear. First, the process reinforced the need for the continual collection of data and the analysis of that data to determine best-practice baselines for online course delivery and support. Second, it provided Chamberlain with the opportunity to recognize their Student Services team, who provide support to their students. Third, and, perhaps, most importantly, the review process allowed their team to see how they impacted the student experience.

Quality assurance that’s built-in, interconnected, integral

Organizations nurture learners with well-conceived, well-designed, well-presented courses and programs that promise environments in which they can improve and grow. The Quality Matters system is designed to help you deliver on that promise. A system that’s not added on, but integral to the very core of your courses and programs.

The QM Certification Mark is more than an achievement—it’s evidence of an interconnected, continual process provided with tools, support, and professional development that helps you develop and provide successful experiences to your learners. To deliver on your promise not just today, but tomorrow.

For all types of online and blended learning

Since 2006 over 60,000 education professionals have participated in QM Professional Development—improving courses and learning to use quality assurance to improve learner outcomes.

HE

Colleges and universities can use QM Standards and tools to develop, evaluate, and improve the quality of course design, create a QM culture, and achieve course certification.

Higher education

K-12

QM empowers teachers, staff, schools, and districts to create and adapt effective online and blended courses that serve the needs of their students and improve learning outcomes.

K-12

Virtual schools, publishers and districts with online and blended courses use QM Standards, professional development and tools to ensure quality—differentiating their offerings from the competition.

Virtual schools, publishers and districts can use QM Standards and tools to evaluate and enhance the quality of non-credit courses and training.

Continuing & Professional Education

Continuing education and professional training providers can use QM Standards to inform course development and differentiate their courses from the competition by having courses QM Certified.

QM Certification Mark provides a competitive edge—showing students, stakeholders, and accreditors that you are committed to quality learning.

QM IMPACT ON COURSES

Students logged in

10% more often, clicked on

16% more links and items, turned in

19% more submissions, and spent

177 more minutes in the courses during the semester.

Offering professional training and personal development? QM Standards for CPE are used by associations, corporations, community colleges, K-12 districts, and others to evaluate and enhance the quality of non-credit courses and training.

Official Reviews by QM—which can lead to QM Certification for course design—are the gold standard for independent quality assessment. By certifying that you’ll deliver quality training and courses that meet client, organization and learner expectations, your offerings will stand out, and you’ll receive maximum return on investment.

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Publishers and service providers can use QM Standards to inform course development and differentiate their courses from the competition by having courses QM Certified.

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The QM Certification Mark provides a competitive edge—showing students, stakeholders, and accreditors that you are committed to quality learning.

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Students enrolled in QM-Certified K-12 courses can be confident they’re supported and set up for success through quality course design.

Contingency & Professional Education

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On the Path to Engagement & Impact

DEFINING & USE DATA
- QA tools and reports in MyQM are key in showing what can be — and needs to be — measured and adapted in order to achieve your goals. The QA review process allows your team to use what it learns to inform the continuous improvement of learning environments.
- These tools allow you to engage faculty and staff in the process and focus on areas for improvement.

SUSTAIN & GROW
- As you build a culture of quality assurance, you’ll discover opportunities to re-think policy and practices, and implement strategic changes to support quality.
- The use of QA can be broadened throughout the organization — extending engagement to all educators through research and application, presentations and publications, and community recognition.

CERTIFY & SHOWCASE
- When courses meet QA criteria, the QA Certification Mark is displayed — a sign of quality to all. Programs can be reviewed and certified using criteria for measuring quality in program design, teaching support, learner support and learner success.
- Your achievements can be shared with the larger education community.

QM Activities
- Learn, share, connect with the QM community — 60,000+ individuals strong, and over 1,000 member institutions in the US and Internationally.

GROUP 1
Assemble a team and appoint a “go to” person to become a QA Expert. Create momentum and buy-in by requesting QA overviews.
- Brainstorm goals for your implementation of QA to achieve your quality assurance outcomes.
- Encourage faculty and staff to take workshops on applying QA Rubrics and/or attend QA Conferences.

GROUP 2
- Structure the Process
  - Fit the QA path to the needs of your staff and organization.
  - Customize it based on the maturity of your online/blended learning courses and programs. Determine the breadth and scope of the initiative.
  - Evaluate QA review tools or send staff through professional development on desired expected outcomes.

GROUP 3
- Define & Use Data
  - QA tools and reports in MyQA are key in showing what can be — and needs to be — measured and adapted in order to achieve your goals. The QA review process allows your team to use what it learns to inform the continuous improvement of learning environments.
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GROUP 6
- Quality isn’t a destination — it’s a journey. And at Quality Matters, we’re your partners on this journey, at the course level, program level, organization level and as an individual.

Engaging Organizations:
- Anything on the continuum is a focus for your organization. But the farther along you are on the continuum, the more your organization, and your learners, benefit from the continuous improvement of quality assurance through Quality Matters.

Engaging Individuals:
- Not only does QA support the individual in making classes, courses, and programs better, but we work to make you better, too. From serving as a QA Expert within your organization to working with QA in a role such as a reviewer, facilitator or coach, there are many ways to invest in yourself.

QM Memberships & Partnerships
- INACOL
- EDUCAUSE
- APRIO
- ICDL
- NCTN
- President’s Forum
- ITC
- ECFA/CAFET
- IMS Global
- E-Learn
- WCET
- ELI
- UPCEA
- MERLOT
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- AMEE
- ILT
- UCEA

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CONNECT WITH QM COMMUNITY
- Coordinate with colleagues to use quality assurance process.
- Attend QM Conferences
- Showcase QA tools and processes
- Use QA criteria to measure program design, teaching support, learner support and learner success.
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“Study.com was looking for the gold standard in Quality Assurance when we requested QM as the QAE on this [EQUIP] project. QM’s background and experience made the organization the best choice for this project and we are excited and pleased to work with QM.”

ADRIAN RIDNER, CEO AND CO-FOUNDER OF STUDY.COM

“Students we talked with said this gives them confidence that there is truth to what is stated on our website and within our advertising. They thought the quality standard shows that we are exceptional at the services we provide. We’re really proud of the work we do and appreciate the certification we have achieved through Quality Matters.”

STACI DAVIS, EXECUTIVE DIRECTOR OF OPERATIONS FOR BALL STATE’S DIVISION OF ONLINE AND DISTANCE EDUCATION

To deliver your promise of quality online learning, you need everyone to agree on what the expectations are. You need research-supported standards that foster objective feedback on course design. QM Rubrics and Standards were created to help course developers, teachers, faculty, entire organizations, and — most importantly — students. The General Standards and Specific Review Standards in QM Rubrics are intended to guide the development, evaluation, and improvement of your online and blended courses. Meeting these quality expectations through a robust review process is key to certifying the quality of your courses and programs.

QM Reviews benefit all stakeholders, from learners to parents to faculty and staff to governments and accrediting agencies. QM Official Reviews provide data and feedback that members use in a variety of ways — focus for improvement, benchmarking, certification of quality.

The array of review types and tools available to QM Members aids the process of collaboration between course designers and faculty — culminating in improved courses for learners. QM Official Review teams are composed of individuals trained and certified to serve on review teams — a professional milestone to many.

“Ready to begin delivering on your promise? Contact us today.”

Quality assurance can be a vague and confusing world. But just as you are experts in educating your learners, we are experts in quality assurance. More to the point, we’re experts at making quality assurance not just an “add on” to your institution, but a core tenet—helping you deliver on your online promise of excellence to your learners. To find out more about quality assurance and Quality Matters, visit our website at qualitymatters.org/deliver or call us at the number below.

QUALITYMATTERS.ORG/DELIVER • 866-651-4964 • INFO@QUALITYMATTERS.ORG

Since 2006 over 6,000 courses have met QM Standards through QM Official Reviews — leading to positive data for stakeholders, and more funding and resources invested back in programs.
Quality Matters (QM) is an international non-profit organization that provides tools and professional development for quality assurance in online and blended learning. When you see QM Certification Marks on courses or programs, it means they have met QM Course Design Standards or QM Program Review criteria in a rigorous review process.

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