

Quality Assurance: Ensuring Quality after the Review is Over

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Accomplish

- Identify components of a plan that ensure quality after the QM review is over.
- Review various ways of maintaining quality in QM - certified courses after the review.
- Identify resources needed to maintain quality courses after the QM review is over .

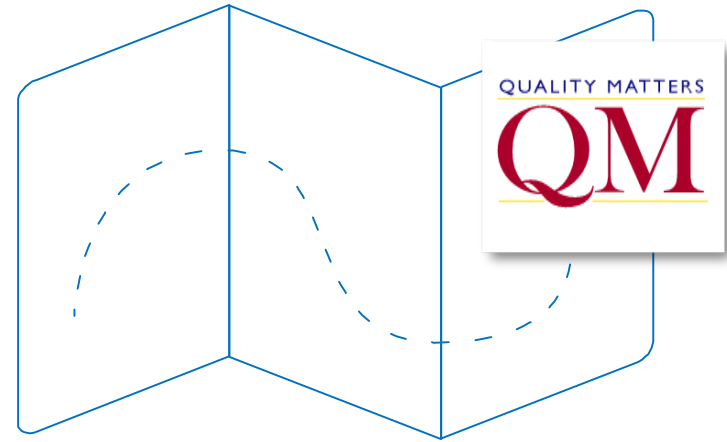
Background



- Small Community College in New Mexico
- 100% of courses are QM Certified
- New courses internally reviewed
- Master courses

What are the Issues?

How do we ensure quality after the QM reviews are over?



Leadership

Director of Online Quality Assurance

Online Quality Assurance Team (QA Team)



Quality of Reviewed Courses

Academic division

Ultimately responsible for the quality of the courses

QA Team Members

- Reviews courses each semester
- Ensures QM - approved courses are taught

Integrity of Master Courses

- Faculty teaching the course design it originally
- One faculty member acts as course representative (CR)

- **Changes must be made by all.**

Necessary Changes

Director
notifies
faculty of
need to
update items
in courses

Canvas
administrator
sends out
LMS updates

Professional
development
sessions are
arranged

Identify When New Reviews Should Occur



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- Fifth Year Reviews
- Individual faculty member wants to modify master course without group concept
- Self - identified by utilizing checklist when modifications are made to a new course

Continuous Improvement

- Mentoring of faculty by the QA Team
- Update the template and shell with improvements
- Encourage participation in QM activities
- Professional development
 - **Online Teaching Course**
 - **APPQMR**
 - **Canvas training**

Delivery Standards



1

Provide meaningful, instructor -initiated feedback weekly in Canvas on assignments. This feedback should include formative assessment measures that lead to summative assessments.

Provide feedback
within 1 week of an
assignment due date.
This time should be
adjusted in a short-
term course*.

2

3

Demonstrate an active presence in the class by attending on multiple days per week and by communicating information of an academic nature to the entire class weekly. This time should be adjusted for a short-term course*.

Respond to student email within 48 hours during the scheduled workweek for a full-term course or within 24 hours for any short-term course*. NMSU email or Canvas Conversations (Inbox) should be used for all correspondence.

4

5

Utilize a help forum by encouraging student use. Respond within 48 hours or 24 hours during any short-term course*.

Encourage regular
interaction between
students.

6

7

Grades must be kept in the LMS (Canvas) and updated weekly.

Communicate in a
constructive and
supportive manner.



Leads to...

Cost savings
realized by using
Master courses

Integrity of
reviews
maintained

Students
taught
through
well -
designed
courses

Students
will be
taught by
trained
instructors

THANKS!

Any questions ?

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