Power of Partnership: How Statewide Momentum Drives QA in Ohio's Institutions for Online Learning

QUALITY MATTERS
OHIO CONSORTIUM

QM Connect 2023

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OBJECTIVES

- Identify collaborative strategies to build QM involvement at the state/system level.

- Determine means to engage with other QM institutions in your region.

- Identify leadership and PD opportunities offered by the QM Ohio Consortium that support faculty development and ensure quality assurance in online courses.

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Who We Are | QM Ohio

- Founded 2008

- Currently 53 Institutions

- Self-funded through $500 per year annual membership fee
  - Covers Annual Member Meeting
  - Professional Development opportunities
  - Regional Meetings
  - Scholarships
  - Communication tools

QM

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Both State and Regional Approach

Northeast: 18

Northwest: 10

Central/Southeast: 12
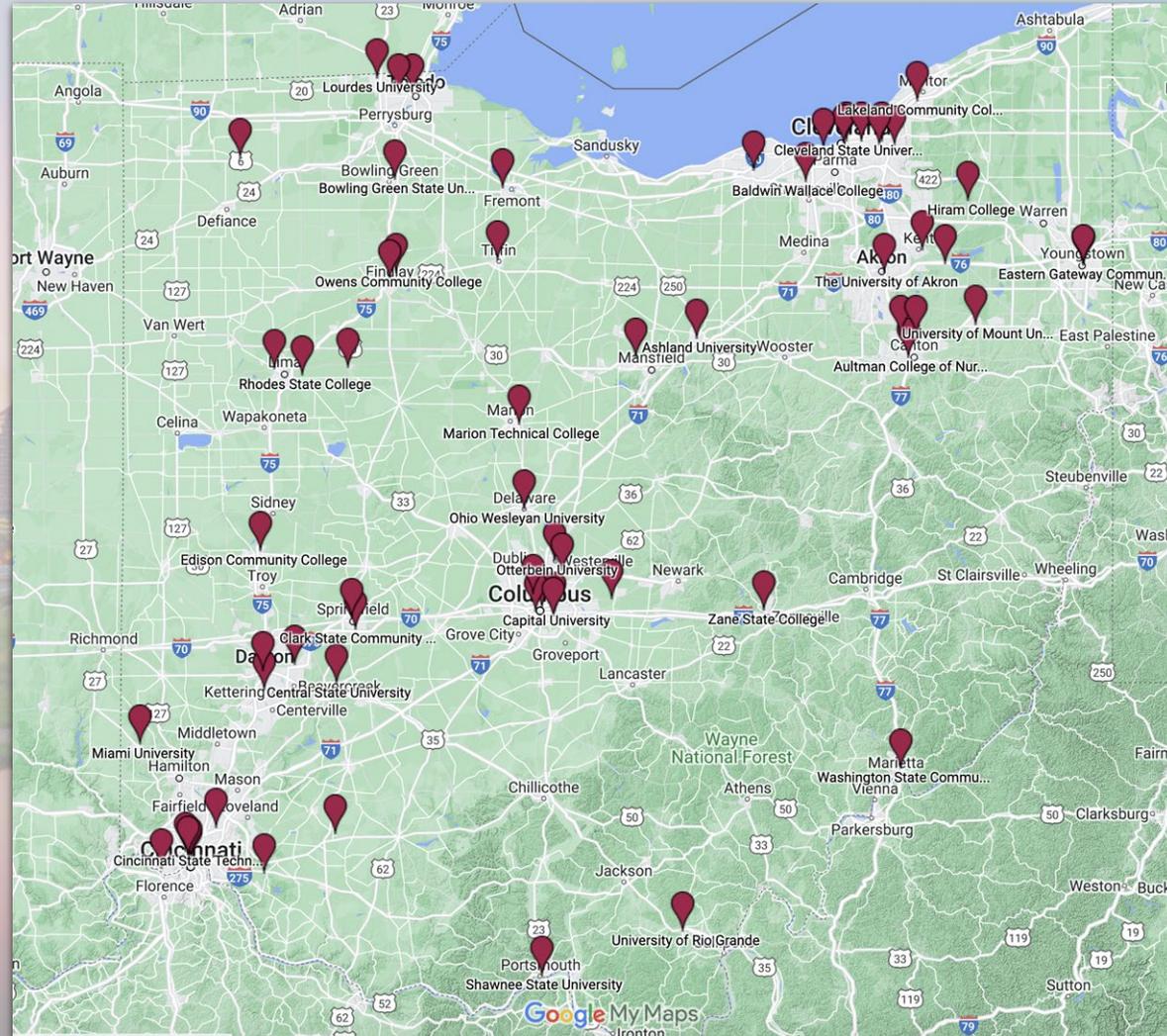
Southwest: 13

Both State and Regional Approach

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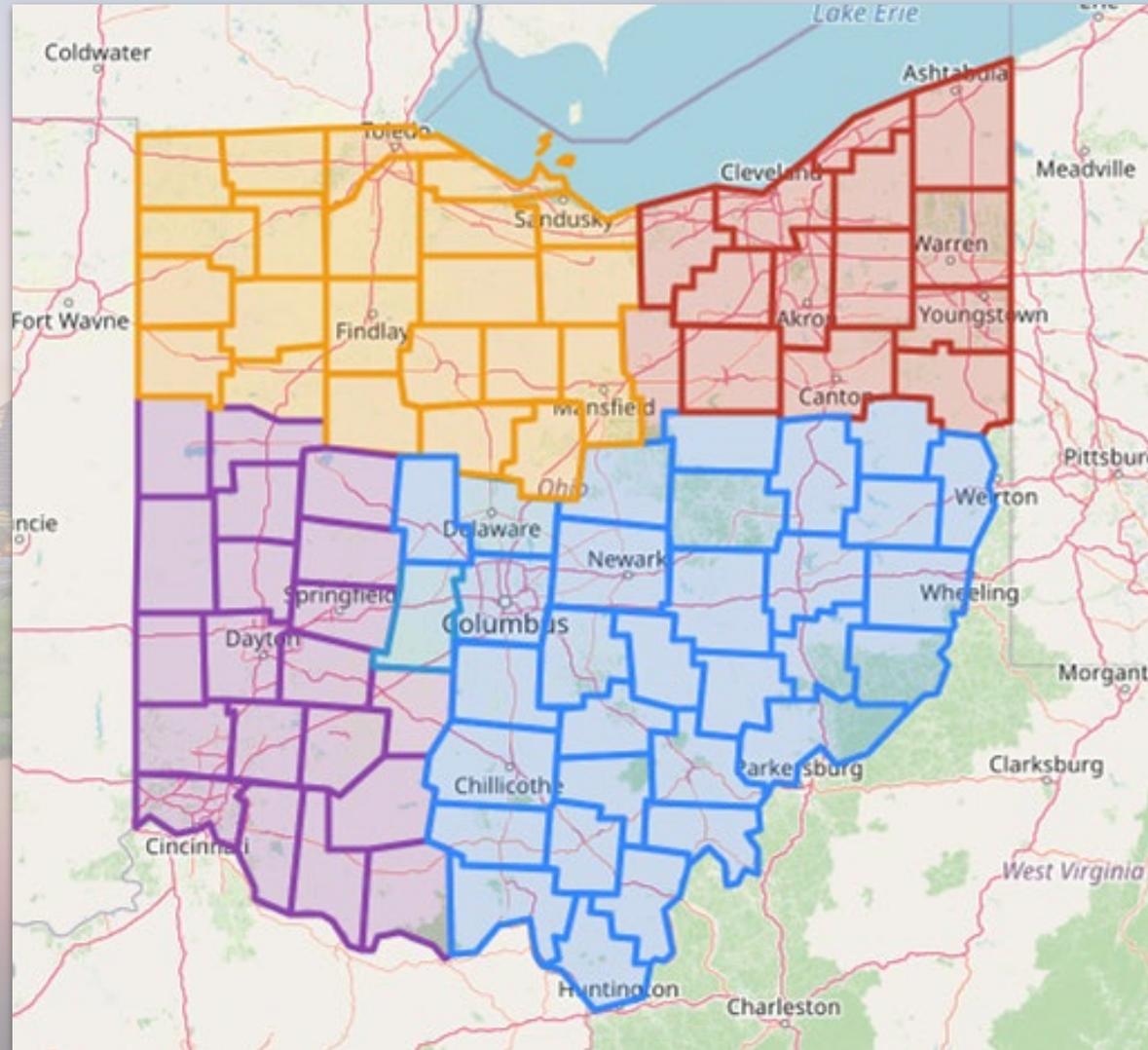
Diverse Institutions

4 Year Public Institutions

4 Year Private Institutions

Community Colleges

Regional / Technical / For Profit

13

21

16

3

Our secret recipe for QM Gravy?

"A culture of service."

"A sustainable funding model."

"and a secret blend of 53 herbs and spices..."

How Partnerships Support Each Institution

- **Professional Development**
  - Monthly QMC webinars
  - Support for QM Role Trainings
  - Annual Member Meeting (coming in 2024 at Ohio Dominican)
  - Regional Gatherings

- **Bartered Reviews**
  - Used in almost 400 of over 650 certified Ohio courses
  - Saving institutions approximately $400,000

- **Communication and Connection**
  - Slack channels
  - Monthly webinars
  - Listservs
  - Social Media

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Other Common Resources

- QMC Monthly Webinars
- Website ~ qmohio.org
- QMC Resource Guides
- QM Connect Scholarships
- QM Ohio Impact Awards (in progress)
- QM Ohio Research Project (in progress)
- Annual Member Meeting Archives
- Repository on Google Drive

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Consortium Challenges

- Moving from internal reviews to official QM reviews
  - *What is stopping institutions from doing them?*
  - *What is stopping faculty and staff from becoming reviewers?*
  - *Institutions have a high numbers of bartering credits, but are not using them.*

- Need for Master Reviewers
  - *Burnout?*
  - *Not updating their role?*

- *Where quality assurance "fits" in member institutions?*

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Who We Are | Sinclair College

Two-year public community college
- Enrollment of more than 30,000 students – among the largest community colleges in America

Extensive eCourse catalog (600+) - 1535 sections for 23/FA
- 21 completely online associate degrees
- 59 completely online certificates
- 300+ completely Online courses
- 150+ Blended courses
- 75+ Competency-Based Education (CBE) courses
- 19 Quality Matters™ Certified online courses (2019 - more on the way!)
- Expansion into Bachelor's degrees (Nursing, IT, Aviation)

Known for multi-modality (Online, Blended, CBE, Classroom, Corrections, PLA) Master Course development approach

Nationally recognized through awards and distinctions from ITC, AECT, Newsweek, D2L, and Premium Schools

SINCLAIR
COLLEGE

Strengths & Challenges | Sinclair

Strengths

★ All eLearning Division staff are QM Trained (APPQMR and/or Peer Reviewers)
  ○ Dedicated position
★ QM principles are embedded in master templates, course design and internal course review processes (home-grown format)
★ Culture of quality - *no one argues quality is the goal!*

Challenges

- Getting faculty to attend APPQMR (or any training currently)
- Garnering interest in official course reviews

SINCLAIR
C O L L E G E

How QM Ohio Impacts Sinclair

First joined in 2009; ramped up again in 2016 to now

- Training/Professional Development
  - Opportunities to attend and present

- Bartered Reviews
  - Saves money!
  - Opportunities for institutional reviewers

- Communication and Collaboration - Not alone!
  - Share ideas
  - Share resources

Who We Are | The University of Akron

- 770 Fully Online Sections (Fall 2023)
- Serving 15,840 online enrollments (duplicated)
- 31% of all credit hours delivered each semester come from online enrollments

- 48 QM-Recognized Courses (2012-2023)
- 245 APPQMR Completers
- 6 Master Reviewers, 15 Peer Reviewers
- Team 6 staff
  (4 Senior IDs and 2 Multimedia Developers)

The University of Akron - Strengths/Challenges

Strengths

- Well established process for delivering professional development to faculty
  - 3 LMS Trainings with progressively more advanced tools in each one
  - "Designing Your Online Course Workshop) with over 200 faculty completing pedagogical / technical training:
  (8-10 sessions over a month, w/ 20-30 faculty)
- Use of LMS Template that is aligned to the QM Rubric
- Created "The UAkron Online Promise" as an easy on-ramp to QM

Challenges

- Administrative Buy-In
- "Initiative Burnout"
- Perception that QM is just too difficult
- Compensation for time invested
- Consideration of work on reviews counting towards promotion & tenure

The University of Akron

How QM Ohio Impacts UA

- Taking advantage of free professional development
  - QM Ohio Webinars, Annual Member Meeting
  - Certifications that faculty are seeking as a way of building momentum
  - Great to advertise things constantly on our PD calendar

- Bartering Reviews
  - UA has not paid for a review in 7 years! This is a huge deal given the budgetary constraints

- Network of Peers
  - We have conversations on implementation, LMS questions, review requests, unofficial mentoring

The University of Akron

Who We Are | Walsh University

- Private, Catholic 4-year Institution: North Canton, OH
  - Founded by the Brothers of Christian Instruction in 1960
- Liberal Arts Curriculum
- 2,309 Students, Fall '23
- 65+ undergraduate majors
- 7 graduate degree programs
- 916 students enrolled in at least one online course, AY 22-23
  - 182 students enrolled exclusively in online courses, AY 22-23
- Global Learning/Partnership in 7 countries
  - Ireland, Austria, Italy, Australia, Iraq, & Brazil

WALSH UNIVERSITY
EDUCATION FOR LIFE

Strengths & Challenges | Walsh University

Strengths

- Course shell and syllabus template align with QM standards
- QM Momentum: 3 courses were certified last year
  - 10 courses certified since 2020
- APPQMR (29), PRC (7), MRC (1), TOC (1), QMCT (2)
- Faculty involvement by hosting 2023 QM Ohio Annual Meeting

Challenges

- Faculty to complete QM Professional Development (APPQMR)
- Full day course is difficult to attend during the 8 week teaching term
- New action plan:
  - Plan PD during holiday/summer breaks: easier for faculty
  - Reconsider if IYOC is better for some to take first before APPQMR

WALSH UNIVERSITY
EDUCATION FOR LIFE

Walsh University's QM Certified Courses

Dr. Nina Rytwinski — PSYC 401

Dr. Laci Fiala — SOC 101

Dr. Kelly Mezurek — HIST 103

Dr. Yanmei Xu — SOC 311

Dr. Michael Petrochuk — MBA 721

Dr. Andrea Price — NURS 220

Dr. Amy Heston — CHEM 120; NS 114, NS 215, CHEM 305 (hybrid)

This certification mark recognizes that this course met Quality Matters Review Standards.

QM Implementation | Walsh University

Center for Academic and Professional Enrichment (CAPE)

- Chair, Academic Excellence Pillar

    Seminars/workshops: online course development (QM)

Statewide Conference & Networking

- QM Ohio Annual Member Meeting (AMM)
    - Hosted by Walsh University
    - 20 presentations, 40 presenters
    - 160 attendees from over 20 institutions across Ohio

Future Steps in QM Implementation

- Undergraduate Honors Project
  - 1st Walsh student to work with QM & to design a "course" with university course shell (LMS = Sakai)
- New Faculty PD
  - QM introduced in small chunks
- Long term goal
  - Student publication: showcasing this QM research project

Getting Started

How YOU Can Build Your Own Partnerships

Begin Now! (Get Organized)
- Find list of stakeholders around you (local/regional) and state
- Establish a mechanism of funding. This can be small, but will open up doors for PD, meetings, and branding.
- Establish your mission. → **DOUBLE DOWN ON QUALITY** ←

Next Two Months
- Set up a communication channel (Simple listserv, Discord, Slack)
- Open communication channels among local/regional institutions

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Begin Now!

It only takes ONE faculty member who's excited about QM / successful with QM in order to build a platform.

Make the pitch!

Use QM's multi-section policy to target a course that will have a large impact. (Think Gen Ed high-enrollment courses)
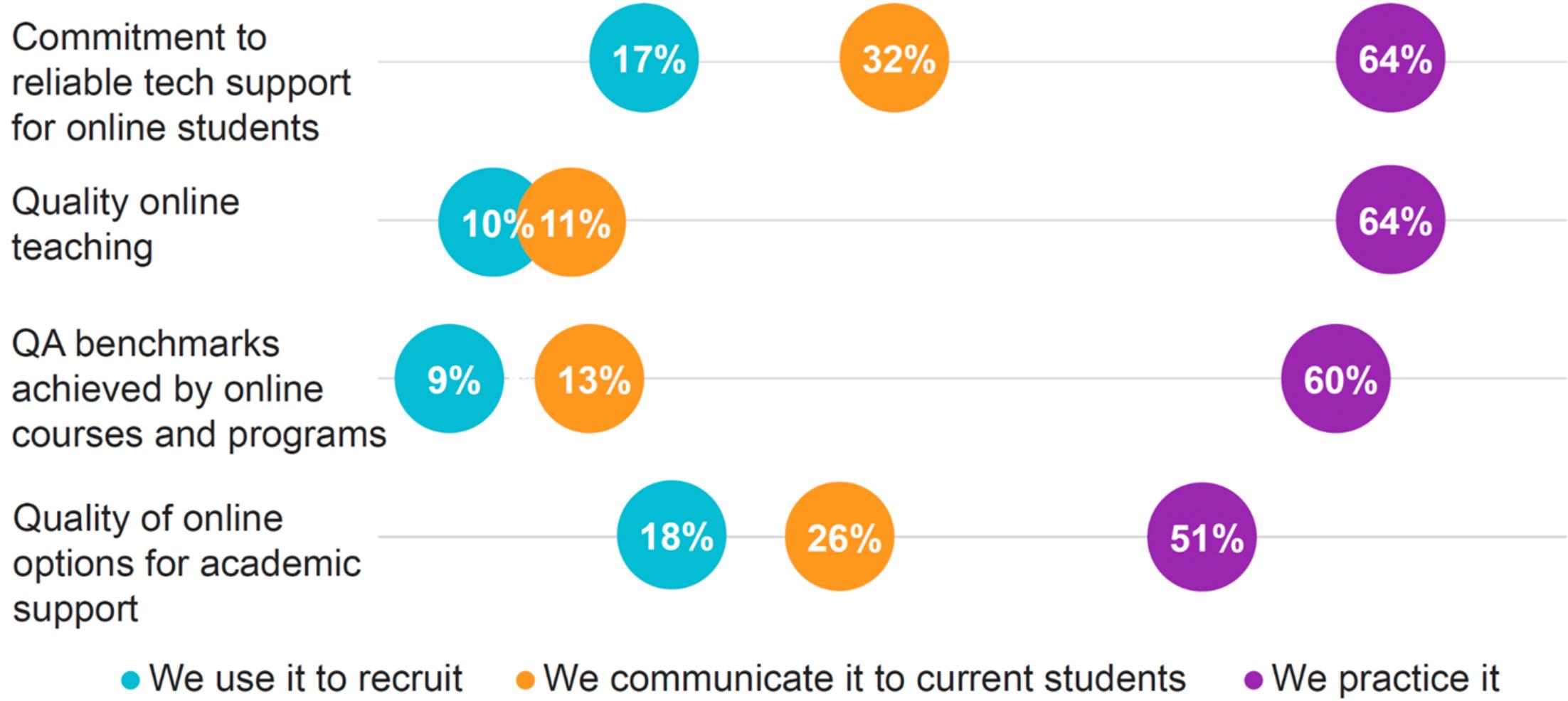
Begin Now!

Ask yourself this…

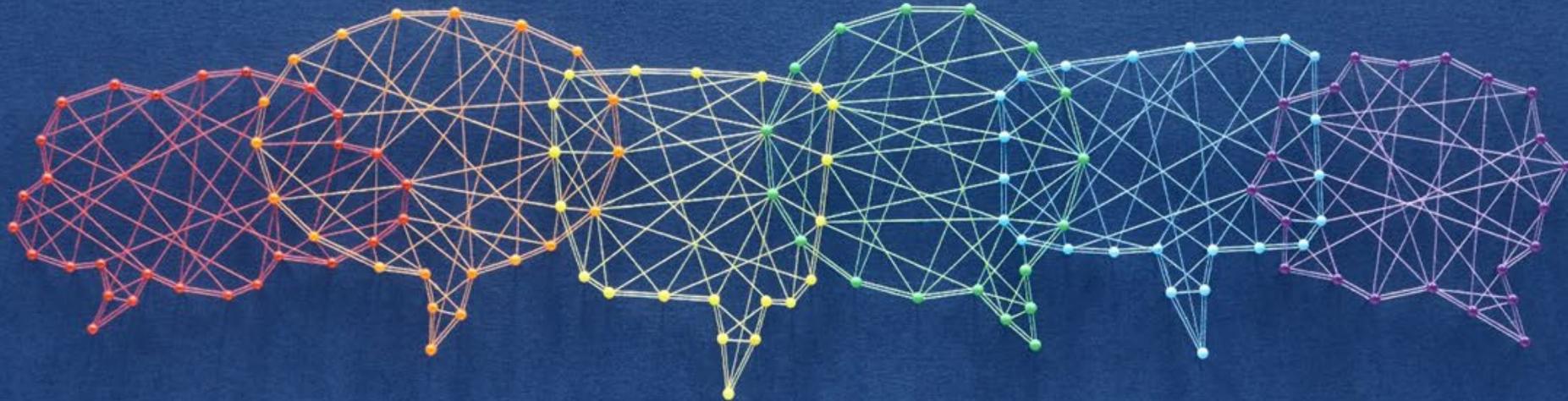What's the MISSION of your institution? Does quality assurance fit into that mission? We bet it does!

Make the case with some key administrators…

"I've never heard a faculty member or administrator say that they weren't concerned with student success or quality."

Figure 33. Keeping Quiet About Quality:
Institutional QA Practice vs. Communication (Sample = 266)

CHLOE 8
STUDENT DEMAND MOVES HIGHER ED
TOWARD A MULTI-MODAL FUTURE

Commitment to reliable tech support for online students: 17% / 32% / 64%

Quality online teaching: 10% / 11% / 64%

QA benchmarks achieved by online courses and programs: 9% / 13% / 60%

Quality of online options for academic support: 18% / 26% / 51%

● We use it to recruit   ● We communicate it to current students   ● We practice it

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Great Communication is EVERYTHING

If you want to have a successful system, you HAVE to open up the channels of communication.

Pick a Platform

slack

- Great way to get instant communications going amongst your QMCs

- Ability to tag people if you're trying to collaborate

- Custom channels for conversations: Everything from accessibility advice, to LMS questions, to celebrating the wins!

QM Ohio

- Threads
- Drafts & sent

- Channels
  - # accessibility
  - # artificial-intelligence
  - 🔒 chairchat
  - # communications
  - # course-reviews
  - 🔒 execretreat
  - 🔒 executive-team
  - 🔒 finances
  - # general
  - # lms-blackboard
  - # lms-brightspace
  - # lms-canvas
  - # professional-dev
  - # projects
  - # qmohio-coordinators
  - # random
  - # regional-reps
  - # research

Home
DMs
Activity
Later
More

Google Groups

- QM Ohio's official mechanism of spreading the word

- Separated by roles

- Allows for broader announcements / requests for course reviews & workshops

QMOhio Coordinators
qmohio-qmc@googlegroups.com
This is the listserv for all QMOhio Coordinators. Use this listserv to ask questions regardi...

QMOhio Executive Committee
qmohio-exec@googlegroups.com
This is the listserv for the QM Ohio Executive Committee

QMOhio Facilitators
qmohio-facilitators@googlegroups.com
This is the listserv for all QM Ohio Facilitators. This can be used to locate an available fa...

QMOhio Reviewers
qmohio-reviewers@googlegroups.com
This is the listserv for all registered and active QMOhio Peer Reviewers. A great place to ...

QMOhio Role Holders
qmohio-role-holders@googlegroups.com

How YOU Can Build Your Own Partnerships

Next Year
- Offer Professional Development/Gatherings
- Use an annual meeting as an opportunity to bring focus to an institution. This provides GREAT visibility for administrators to see the strength of the QM community
  - This helps "reboot" the conversation around quality assurance

Beyond
- Consider building a bartering system
- Create pathways for your members to advance along the path of professional development

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Get Together!
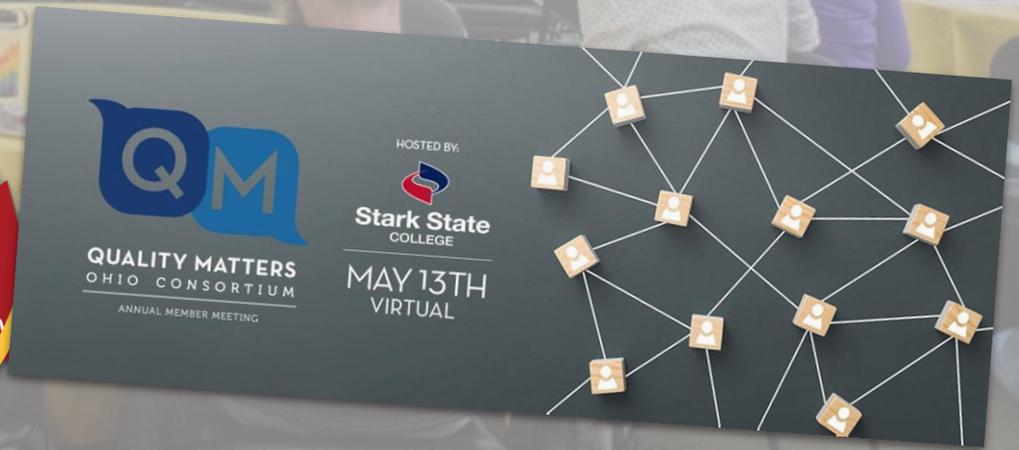
Thank You!

What questions do you have?

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