

Designing Programs with QA in Mind

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Session Outcomes

- Identify essential resources and strategies needed for QA
- Describe how QA can enhance online programs and elevate the student experience.



QM Program Certification

Going beyond an initial focus on course design, QM has created a series of Program Certifications—related to online teaching and learning.

Overview – Program Certification

Online Program Design

1. Program Objectives
2. Program Alignment Map
3. Professional Development
4. QM HE Rubric

Online Learner Success

1. Definition of Success
2. Indicators of Success
Retention, completion, graduation, AoL, alumni survey, employment

Online Teaching Support


1. Faculty have PD in online teaching
2. Ongoing pedagogical support
3. Encourages PD
4. Learner feedback informs teaching
5. Policy on faculty availability and responsiveness

Online Learner Support

1. Remote access to support services
2. Data collection process

ACCBE - QM Certifications

Type	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	Total
HE	4 – MBA 1 – BBA	6 – MBA 2 – BBA 2 – EMBA*	4 – MBA 5 – BBA	1 – MBA 2 – MSBA 3 – BBA 1 – EMBA	1 – MBA 3 – MSBA	16 – MBA 5 – MSBA 11 – BBA 2 – EMBA
CPE			3 – CBA			3 - CBA
Program			2 Design – MBA & CBA	Learner Success – MBA	Design – MSBA	3 – Design 1 – Learner Success
Total	5 – HE	10 – HE	9 – HE 3 – CPE 2 – Program	7 – HE 1 – Program	4 – HE 1 – Program	37 – HE 3 – CPE 4 – Program

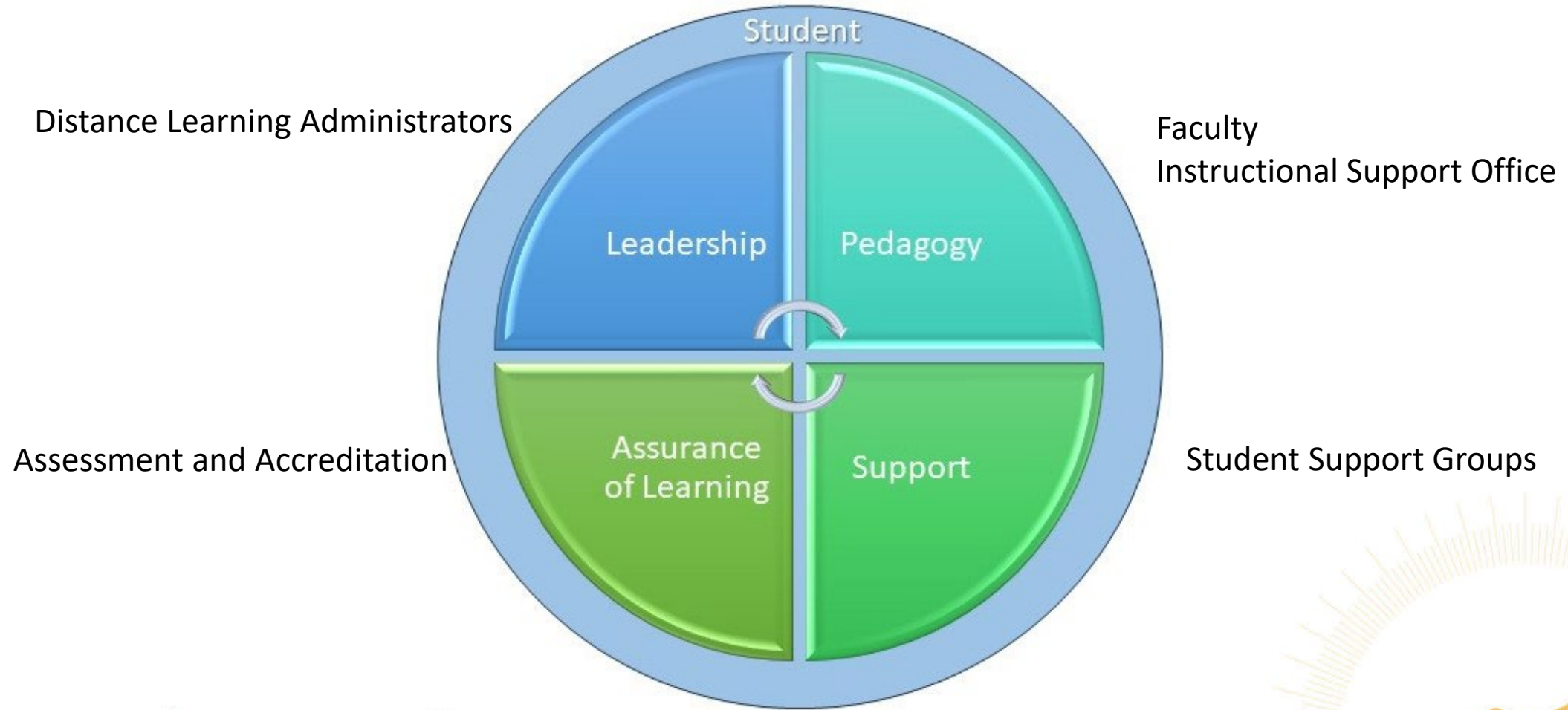


What quality assurance challenges do you have?

Step 1: Identify your QA Team



ACCBE's Quality Assurance Pie



Roles for Program Certifications



Program Design - individuals trained in QM



Learner Success - Curriculum Committees, Assessment Committees



Learner Support - Institutional Support - Library, Technology, Tutoring, Accessibility, Financial Aid, Career Services, Academic Advising, etc.



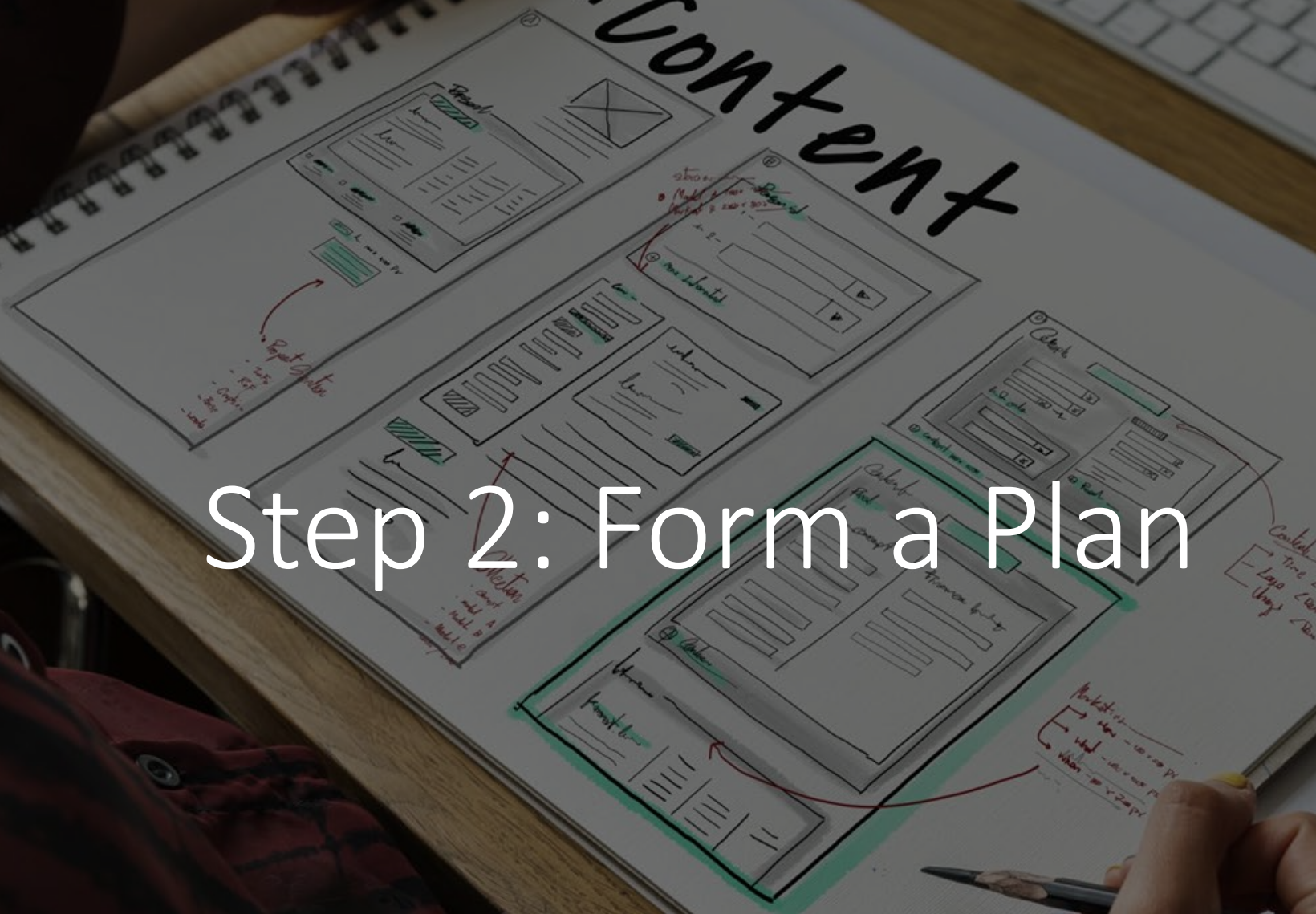
Teacher Support - Center for Teaching and Learning, Professional Development, Faculty



What roles do you have?
What roles do you need?



#Content



Step 2: Form a Plan

ACCBE's Plan - OMBA



2016



**Hire QM
trained ID**

2021



**Program
Design**

College Design
Standards
Course
Certifications
Map to PLOs

2022



**Learner
Success**

AoL Data
Create definition of
success

2023



**Learner
Support**

Collaborate with
Student
organizations
Data Collection



**Teacher
Support**

PD
Engagement Policy

Find Your Path

- Which certification are you most ready for?
- Which program criteria do you already have in place?
- What is your timeline?





Are you starting with a
certification or criteria?

A low-angle, close-up shot of a person's feet running on a track. The runner is wearing dark-colored athletic shoes with a prominent, light-colored, grid-like tread pattern on the soles. The background is heavily blurred, showing streaks of light and color, which conveys a sense of high speed and forward motion. The overall lighting is bright, suggesting an outdoor setting during the day.

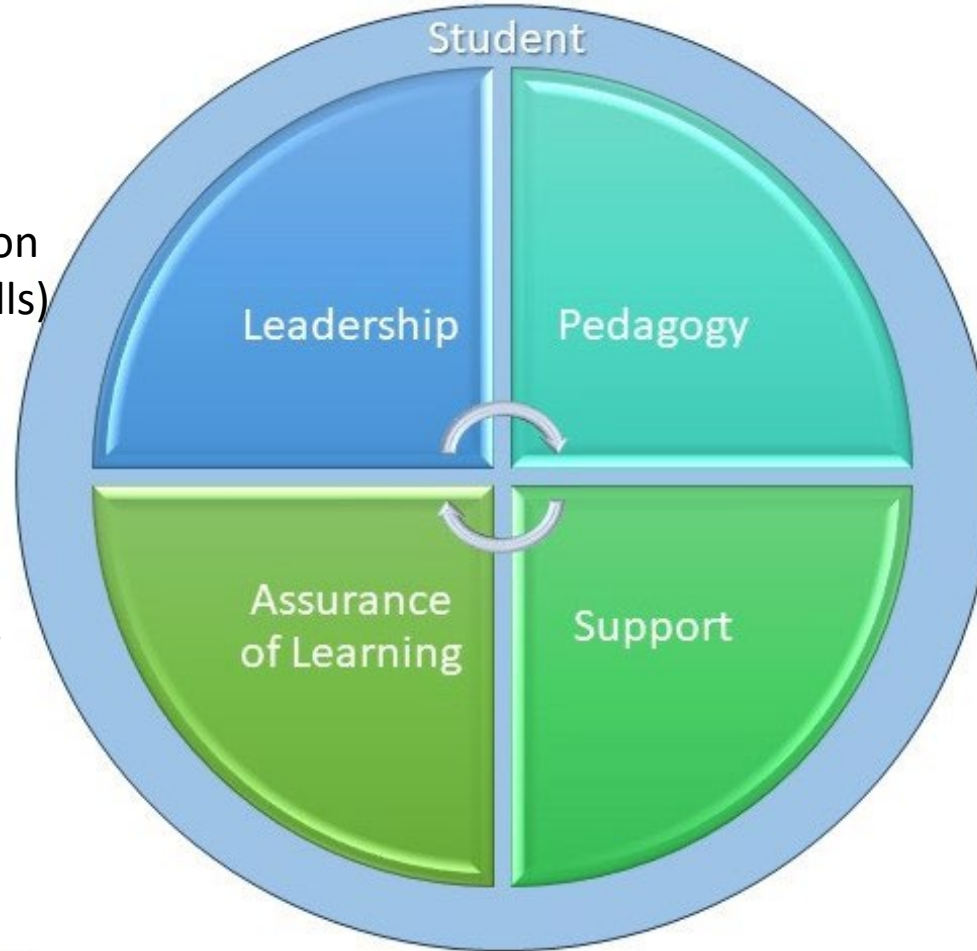
Step 3: Moving Forward

Prioritizing Student Success

Ongoing student focus groups to ensure we are meeting their needs

Ongoing one-on-one communication with students (email and phone calls)

Student success on each program outcome from a validated rubric every other year.



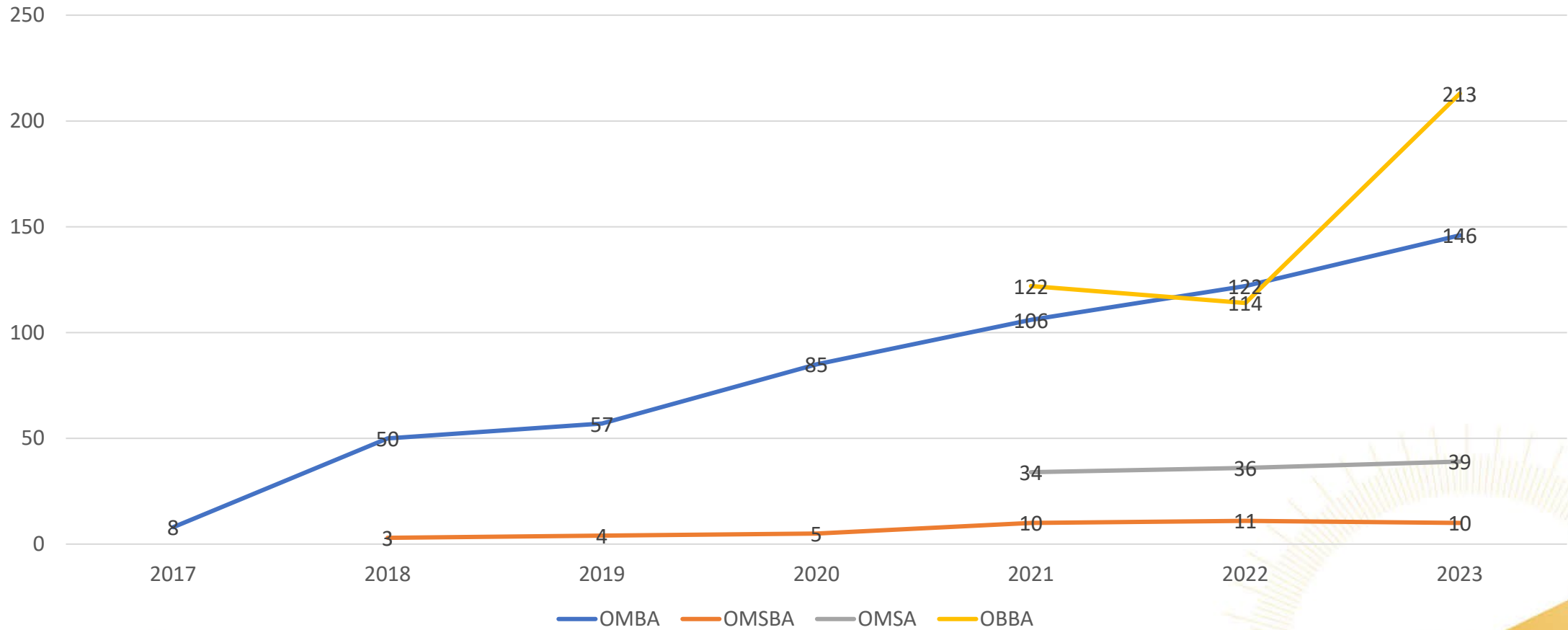
Ongoing review of end-of-the-course evaluations

Module Feedback Survey - reviewed after the first offering of the course

Ongoing use of:

- Employment Survey
- Student Advancement Survey
- Alumni Survey
- Student Satisfaction with Academic Advising Appointments

Online Enrollment



Return on Investment

- Quality Assurance vs. Quality Control
- Data collection for continuous improvement





How will you gain buy-in?



A hand is shown at the bottom left, holding a thin stick that supports a bright, glowing sparkler. The sparkler is in the middle of exploding, with numerous bright yellow and white sparks radiating outwards. Some sparks have a blue or purple tint. The background is dark, with several out-of-focus circular light spots in various colors (yellow, blue, green, purple) creating a bokeh effect. The overall mood is celebratory and festive.

Step 4: Celebrate

ACCBE's Way





How will you celebrate?



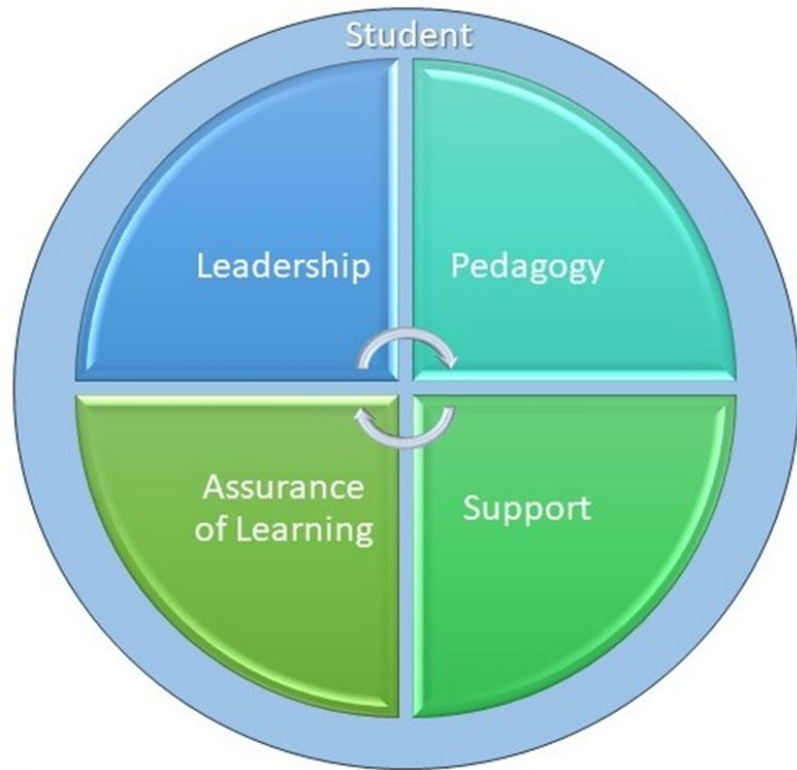
A close-up photograph of several people's hands stacked together in a circle, symbolizing teamwork and unity. The hands are of various skin tones and are positioned in a way that suggests a group effort. The background is dark and out of focus, emphasizing the hands in the foreground. The text "Putting it all together" is overlaid in the center of the image in a white, sans-serif font.

Putting it all together



How ready are you?





The College embraces a culture of quality by infusing the design with quality, prioritizing measurement and support, accountability from top to bottom, collaboration across the College, and leadership is 100% committed to quality.

Questions

