A Quest for Quality Assurance:
How Faculty Development is a Bridge to Student Success
Presenters

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Introduction

1. High Demands for Quality
2. “Teach the Teacher”
3. Faculty Development *Before* Design
4. Quality courses → Student Success
Objectives

1. **Review** issues with buy-in and support for quality assurance agendas in online education.

2. **Determine** the biggest faculty development support needs at your organization.

3. **Explain** how student success begins with faculty professional development.
Buy-In Issues

- Higher Administration Commitment
- Brick and Mortar → Asynchronous Model
- Resistant to Quality Matters Culture
Time Out Exercise:

Buy-In Issues
MIU Online

Growth
• 2 Programs → 9 Programs
• 50 Instructors → 210 Instructors
• 45 Courses / Semester → 98 Courses / Semester

Challenges
• Inexperienced Faculty in Online Education
• Block System → Weekly Module System
• Synchronous Online Programs → Asynchronous
Time-Out Exercise

Goals

1. Help you determine the biggest faculty development support needs at your organization, and

2. Frame your thinking during the presentation to consider solutions that will meet this need
Support Needs

1. Continuous Improvement
2. Technology
3. Asynchronous Instructional Techniques
4. Institutional Alignment
5. Time Management
6. Curriculum Development
7. Student Success Strategies
Our Approach

1. Create a Model that Emphasizes Faculty Support
2. Build Relationships in Onboarding
3. Provide Customized Training Sessions
4. Recruit Experts for Support
5. Promote a Quality Matters™ (QM) Culture
1. Course Development Process

The ADDIE model—Analyze, Design, Develop, Implement, Evaluate—(Branson, et al., 1975) used as a base for the model.

- Customized Professional Development Emphasized
- Live Needs Assessment
- Group ID Meetings
Faculty Development is a Launch Pad to Success
2. Onboarding Builds Relationships

- Clarifies the instructional design model and process
- Distinguishes between designer and faculty roles
- Explains the supports available
- Examines the timeline and eases anxieties
- Creates a shared language between faculty and designers (Berg, 2016).
3. Consultation Goals

- Highlight Measurable Objectives
- Digestible Lessons for QM Standards
- Strong Foundation that Primes the Pump for Course Design
• University and National Policies
• Educational Alignment
• Content Sequencing
• Differentiated Assessment
• Tool Integration
• Asynchronous Instruction
• QM Standards
• Evaluating Student Data
• Student Outreach Strategies
University and National Policies

• Contact and Credit Hours
• Americans with Disabilities Act (ADA) Compliance
• Attendance and Participation
• Learner Support
• University Mission
• University Core Abilities
Educational Alignment

Confessional
• Objectives changed from daily to weekly
• No MLOs in 2020

Action Steps
• Pass QM Courses
• Incorporate Course Maps
• Add Overview Pages with MLOs
• Halt Course Reviews
Finding Balance

• Using a Sequence for Learning Retention
• Maintaining Equilibrium Among Instructional Materials, Activities, and Assessments
• Designing with Universal Design for Learning (UDL) Principles in Mind
• Offering Differentiated Assessment to Meet Learner Needs
Tool Integration

- Echo 360
- Video Conferencing (Zoom, Teams, LTI)
- Design Tools
- New Analytics
- Ally
- Turnitin / Copy Leaks
- Coming Soon: Impact
Asynchronous Instruction

- Instructional Announcements
- Creating Presence in Discussion Forums
- Providing Office Hours or Q&A Sessions
- Building Community with Chat and Email
- Offering Flexible Tutoring Sessions via Phone or Video
Quality Matters Standards

1. Course Overview and Introduction
2. Learning Objectives (Competencies)
3. Assessment and Measurement
4. Instructional Materials
5. Learning Activities and Learner Interaction
6. Course Technology
7. Learner Support
Student Data & Outreach

- Examining Participation
- Consulting with Academic Advisors
- iContact Outreach
- Canvas Messages and Email
- Phone Calls
- Video Conferencing
- Tracking Software and Records
4. Recruiting Experts

- Expert Speakers for Faculty and Higher Administration
- Internal Peers Sponsors
- Forming Institutional Collaborations
- Implementing Advice and Resources
Continuous Improvement

- Expert Peer Reviews
- Student Evaluations
- Faculty Evaluations
- Reintroduction Meetings
- Committing to Continuous Improvement
Advocating Best Practices

• Collecting Current Research
• Subscribing to Expert Institutions
• Sharing Research within Department
• Implementing New Practices
5. Creating a Quality Matters™ Culture

**Tier One:** Discussing QM Standards and Best Practices in Consultations

**Tier Two:** Teaching QM Standards and Best Practices in Structured Online Courses

**Tier Three:** Facilitating QM Branded Courses

**Tier Four:** Advocating for Advanced QM Standards, Attending QM Webinars, and Building an Innovative Center for Teaching and Learning with QM Coordinators
Faculty Resources

- Customized Consultations
- Just-in-Time Training
- Faculty Portal Resources
- Weekly Newsletter
- Webinars and Workshops
Time Out Exercise

Faculty Support Review
Share Experiences and Ask Questions
Resources

1. Faculty Training with the Instructor of Distance Education
2. Creating a Presence in Online Discussion Forums
3. Constructing Engaging and Informative Announcements
4. Providing Quality Feedback from a Distance
5. Improving Retention in Online Courses (Buford & Michie, 2019)
Credits

Special thanks to all the people who made and released these awesome resources for free:

- Presentation template by Slides Carnival
- Watercolor textures by Graphic Burguer
References


3. Education Rubric, Sixth Edition, 2018. *Quality Matters.* Used under license. All rights reserved. Retrieved from MyQM://faculty.miu.edu/teaching-resources/online-educational-resources/

Thank You!

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