Tips for Growing & Managing QM Professional Development During COVID & Analysis of Student Feedback

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Goals for this session

• Give you some helpful tips for growing your QM professional development
• Share a model for obtaining student feedback in online courses
Tips for Growing PD

- Expand QM supplemental membership licenses
- Grow QM certified facilitators
- Recruit faculty & facilitators for PD
- Manage QM PD courses
Expand **QM Supplemental Licenses**

- Explore adding **QM Supplemental Licenses** to expand your QM course offerings
- Online offerings: $25 per reg. + Facilitator (max 20 per course section)
  - Improve Your Online Course (IYOC) explores the QM Rubric and provides a framework to improve the quality of online courses. Participants use the QM Rubric to review their own online courses and develop a course improvement plan.
  - Design Your Online Course (DYOC) explores the eight General Standards in the QM Rubric and provides a framework to build a blended course.
Expand QM Supplemental Licenses

CSU Facilitated 144 QM Courses

- APPQMR - Facilitating since 12/2014
- DYOC - Facilitating since 1/2021
- IYOC - Facilitating since 7/2016
Grow Your Facilitator Pool

What are you currently doing to recruit facilitators?
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Grow Your Facilitator Pool

- Identify your “current” certified QM facilitators
- Check your budget
  - “How many faculty can you support to complete QM facilitator certifications (if not certified already)?”
- Recruit exemplary students who completed your QM PD classes
  - Who stood out as exemplary, professional, collegial, and timely?
- Check with current facilitators of their interest in obtaining other QM facilitator certifications
  - E.g. $220 to obtain “Accelerated IYOC Facilitator Cert. if already “QM certified online facilitator (APPQMR) vs. $550 if they are NOT current certified facilitator
- Check with campus administrators/departments
  - Who are the faculty leaders/mentors in online learning?
- Check with Faculty Development Centers
  - Who is leading faculty training in the center?
Grow Your Facilitator Pool

- Plan 1-2 semesters prior to offering
- Send recruitment application (Sample)
- Review applications
- Notify applicants
- Send “awarded” applicants the QM schedule to pick the facilitator certification date
- Register them for the certification
- Track their completion of the course
Recruit Faculty for QM PD

In “ONE” word what group/strategy are you using to recruit faculty to complete QM courses?
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Recruit Faculty for QM PD

- Develop QM Course Website Page
- Develop Registration page
  - Currently use google apps (forms, sheets)
  - Summer 2022 launching in-house developed registration system with automated features (save the date, reminders, cancel, waitlist)
Recruit Faculty for QM PD

- Develop Campus Newsletter / Website
  - CSU Los Angeles
  - San Jose State
  - Long Beach State
- Course Decision Tree
Recruit Faculty for QM PD

- Campus administrator targets groups - RFP grant to recruit X people w/ incentive)
- Policy - Campus ([sample Fresno State policy](#)) & target list compiled w/ faculty who have taken & not taken PD
- Used to be more flexible; now moving beyond COVID campuses tighten up and “require” x training to continue to teach online
- Campus- New/Existing Online Programs – Program Administrators want faculty trained (e.g., Nursing, MBA)
Recruit Faculty for QM PD

- Overall **4,393** CSU QM Training Completions (does not include webinar/speaker series, etc. completions)
Recruit Facilitators for QM PD

- Develop training schedule
- Send facilitators a schedule asking for their preference for teaching
  - Sample Google Form
- Draft a facilitator schedule (showing assignments) and send out to get confirmation
Recruit Facilitators for QM PD

Summary of CSU Certified QM Facilitators

- APPQMR - 9 facilitators
- IYOC - 13 facilitators
- DYOC - 4 facilitators
Manage QM PD Courses - Coordinator

- **Schedule** and deliver facilitator launch mtg.
- **Provide** weekly support meetings for mentoring
- **Prepare** checklists, announcements, & grading examples
- **Communicate** frequently with the facilitators
- **Track** participant access
- **Notify** campus administrators about non-active participants
- **Track** assignment completion status
- **Monitor** grading for consistency (new facilitators)
- **Provide** weekly zoom speaker sessions (e.g., course design, engagement strategies, OER)
- **Organize** and lead recognition event
Manage QM PD Courses -Coordinator

Summary
- 1,915 Registrations (389 QM)
- 1,420 Completions (227 QM)
- Retention:
  - 78% QLT \ 58% QM
- 77 Course Sections
- 41 Facilitators
- 19 QM Sections
- 58 QLT Sections
Manage QM PD Courses -Coordinator

Summary

- 946 Registrations (365 QM)
- 727 Completions (292 QM)
- Provided “Humanized & High Touch” Model of Support
- Retention:
  - 77% QLT \ 80% QM
- 54 Course Sections
- 54 Facilitators
- 21 QM Sections
- 33 QLT Sections

CSU OCS Summer 2021 COVID Training Completions - 727
Manage QM PD Courses - Coordinator

Recognition Letter

August 19, 2020

Recognition, CSU Quality Assurance Course Facilitator

Dear Santos Torres,

Due to the CSU’s decision to facilitate virtual instruction in the summer and fall, the demand for Quality Matters and QLT workshops increased significantly. In order to meet the CSU system faculty training needs, the Academic Technology Services’ efforts to assure the effective use of technology for teaching and learning were expanded to prepare faculty and staff in converting their courses to a virtual learning environment.

The expanded offerings included 57 sections of the QLT “Introduction to Teaching Online” course. The Quality Matters courses consisted of 20 sections. Because of your instructional support, the Quality Assurance Program was able to meet the demand for training and manage 2,285 registrations including 43 certified campus-based facilitators, with many campuses providing their instructional designers to manage their respective campus sections.

We would like to recognize and thank you for your contribution as a QA facilitator. Thanks to you, many faculty who will be teaching virtually in the fall will have become knowledgeable in effectively applying Quality Learning & Teaching objectives and Quality Matters standards to their courses. As you are

Facilitator Certificate
Manage QM PD Courses - Facilitators
“Humanized & High Touch Model”

- Prepare “Welcome Video” (Sample, A. Skylar IYOC)
- Attend facilitator launch meeting
- Attend weekly support meetings (for newer facilitators)
- Remind participants to attend weekly speaker sessions
- Provide weekly “optional” zoom office hours
- Grade within 24-48 hr. following scheduled due dates
- Use video and/or audio as appropriate to humanize yourself
- Send email to participants who have missed a due date
- Provide 2-3 additional days to complete activities (85% or more completed & notified facilitator)
- Respond to at least ⅓ of all discussion posts (be active in discussions)
- Attend recognition event
Model for Student Survey

- **25-item survey** derived from the CSU QLT and QM rubric (these are the two adopted rubrics for the system)
- Survey items map to the 24 CORE (QLT) & 23 Essential (QM)
- 5-point Likert rating scale - (5) strongly agree to (1) disagree
- Objectives/standards - Used student centered language

1. Course Overview and Introduction (4 items)
2. Assessment and Evaluation of Student Learning (5 items)
3. Instructional Materials and Resources Utilized (4 items)
4. Student Interaction and Community (3 items)
5. Facilitation and Instruction (2 items)
6. Technology for Teaching and Learning (2 items)
7. Learner Support and Resources (2 items)
8. Accessibility and Universal Design (3 items)
Model for Student Survey - Faculty (optional)

Why would faculty participate?
• Results can support/validate the “quality” of the online course design and delivery
• Results compiled in an excel spreadsheet and sent to faculty (after grades are posted) and before the next term starts

Who is recruited to participate?
• Faculty who have a QM certified course and/or completion of QM PD course(s)

How can faculty “encourage” their students to complete an online optional survey?
• Required item in the module before the certificate is available
• Extra credit – students share the “completion screenshot” with instructor
• System Level- offered “amazon cards” – randomly drawn student names
Model for Student Survey - Submissions

6,567 Submissions

- Fall 2021 - 1,710 submissions
- Spring 2021 - 1,4445 submissions
- Fall 2020 - 2,276 submissions
- Fall 2019 - 1,289 submissions
- Spring 2019 - 358 submissions
- Fall 2018 - 751 submissions
- Fall 2017 - 195 submissions
- Spring 2017 - 114 submissions
- Spring 2016 - 174 submissions
Results
Questions?