COURSE REVIEW MANAGER’S TOOLBOX

7th Annual QM Conference, San Antonio, TX

Photo credit: © | Dreamstime.com
Elizabeth McMahon

- Co-Coordinator | Minnesota Online Quality Initiative
- Online Faculty | Northland Community & Technical College
- QM Certified
  - Master Reviewer
  - Facilitator
- Course Review Manager

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Quick overview of MOQI & our Subscriber-Managed review process

The Tool Box: Tools, tips, strategies to manage information, collaborate and improve productivity

Audience participation: sharing what works

MOQI is sponsored by the Minnesota State College and University System.
ADVICE THROUGH “QM GLASSES”

About Our Peer Reviewers

- Provide recommendations based on QM Standards AND professional experience to improve course being reviewed (per QM policy)
  - Experienced Online Faculty
  - Certified as Peer Reviewers
  - Use QM Standards and Annotations

- Approximately 160 PRs and MRs have participated in formal review of over 500 courses (406 of them subscriber-managed) in last several years.

All of our reviewers are external to the institution – puts more “eyes” on the course.
MOQI

PEER REVIEW SERVES MULTIPLE PURPOSES

Professional Development

- Learn from other reviewers
- Gain in-depth knowledge of QM Rubric
- Gain leadership experience
- Exposure to what others are doing

Course Improvement

- Reviewers provide feedback to improve the courses of others
- Reviewers improve their OWN courses
6 Courses Reviewed from 1 institution = 18 reviewers
Number of Formal Reviews: 123
Number of Faculty submitting courses: 95
Number of Institutions submitting courses: 21
Number of MnSCU Reviewers: 96
Number of “external” Reviewers: 120
PATHWAYS TO REVIEW

Formal Course Review

Professional Development Required
Work with Instructional Design Staff
Internal Review
Submit application

Formal Course Review

No Professional Development Required
Work with Instructional Design Staff
Internal Review
Submit application

Formal Course Review

No Professional Development Required
Work with faculty QM mentor or coach
Submit application

Formal Course Review

No Professional Development
No Internal Review
Submit application
# REVIEW MANAGEMENT STAGES

## Before Review
- Accept & process Application
- Create Review Record
- Ensure readiness of Reviewers and Course Representative
- Process Course Worksheet
- Find Reviewers

## Review
- Start & track Review progress
- Track status of amendment process, if needed
- Serve as resource to Course Representative, Campus QMC, and MR on team

## After Review
- Pay Reviewers
- Update web page & records
- Publicize course certification status
- Invoice institutions
MANAGING THE REVIEW

MOQI is sponsored by the Minnesota State College and University System.
• Application submitted via Google Form

• Trello Card automatically created with course information

• Review processed and managed via Trello and Excel spreadsheets
QM Course Review Application 2015 - 2016 (MnSCU Institution)

This application is for a formal Quality Matters Peer Course Review that will be managed by the Minnesota Online Quality Initiative. (http://minnesota.qualitymatters.org)

Before completing this application, please review the information about the QM Course Review Process in Minnesota here: http://bit.ly/MOQI-Review. (This resource includes information about timelines as well as the cancellation policy.)

Applications may be submitted by the faculty course developer or may be submitted on behalf of the faculty course developer by the campus QM Coordinator. Applications submitted by the faculty course developer will be shared with the campus QM Coordinator to verify payment arrangements for the review; applications submitted by the campus QM Coordinator will be shared with the faculty course developer to verify accuracy of the course information.

Tools Used:
- Google Form
- Zapier
- Trello
MOQI is sponsored by the Minnesota State College and University System.

January Start - CW due 12/15

Description: Somewhere College
Faculty Name: Lou Conlon
Faculty Email Address: Lou.conlon@somewherecollege.edu
Faculty Phone Number: 555-555-1234

QMC: Milli Montague

Course Prefix: ORI 1000 Introduction to Online Learning
Course Description: This course provides students with an orientation to the online learning environment, online learning strategies, and communication and technology features. Students will be required to demonstrate competency in accessing course materials, completing assignments, communicating with classmates and faculty, researching via the Internet, accessing online resources, and working with multimedia files. Specific technology topics include computer and software (operating system and application) requirements, uploads/downloads, plug-ins, Internet access and browsers, and course management software. To successfully complete this course, students should have basic computer skills such as document creation using application software, creating and sending e-mails, accessing the Internet, and using operating systems. (1 Cr - 1 lect, 0 lab)

Type of Review: QM Course Certification

Discipline: Business: Accounting, Banking & Finance, Business Administration & Management, Other

Person who completed the application: Institution QM Coordinator
Date Course will be ready: January 19, 2016
### Master Spreadsheet

**Status Column**
- 1 = Application
- 2 = Waiting on worksheet
- 3 = Waiting to start
- 4 = In progress
- 5 = Complete

**Review Number**
Unique identifying number specific to institution submitting course

**Expected Start**
Reviews are started in "batches" once each month

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All courses listed here are now QM Certified courses.

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<table>
<thead>
<tr>
<th>Status</th>
<th>Review Number</th>
<th>Ye</th>
<th>Course Num</th>
<th>Course Name</th>
<th>Institution</th>
<th>QMC Last</th>
<th>Expected Start</th>
</tr>
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<tbody>
<tr>
<td>2</td>
<td>HiCC-FY15-09</td>
<td>15</td>
<td>15 BIOL 2045</td>
<td>Human Biology</td>
<td>Hennepin Tech</td>
<td>LaPlant</td>
<td>4/20/2015</td>
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<tr>
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<td>MnSU-FY15-12</td>
<td>15</td>
<td>15 DHyG453</td>
<td>Research Methods in De</td>
<td>MSU-Mankato</td>
<td>Manderfeld</td>
<td>4/20/2015</td>
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<td>WCRC-FY15-02</td>
<td>15</td>
<td>15 DHyG453</td>
<td>Research Methods in De</td>
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<td>Manderfeld</td>
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</tr>
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</tr>
</tbody>
</table>
Information on cards listed in this example only shows identifying information for courses that have completed the process and are QM certified.
There were 69 open reviews when this screen shot was taken in April!
Trello Checklists are added to each card. Checklists provide a way to track review details.

<table>
<thead>
<tr>
<th>Checklist</th>
<th>Delete...</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>- Spreadsheet entry created based on application information (&quot;All Reviews&quot;).</td>
<td></td>
</tr>
<tr>
<td>- Course Record created in CRMS.</td>
<td></td>
</tr>
<tr>
<td>- Email sent to course developer &amp; QMC: Includes information about course review start date and request to complete &quot;Course Worksheet&quot; by specific date.</td>
<td></td>
</tr>
<tr>
<td>- Invoice information entered on invoice spreadsheet (&quot;Invoices &quot;Course Worksheet&quot; returned, reviewed, and approved.</td>
<td></td>
</tr>
<tr>
<td>- Review Team assigned &amp; entered in CRMS</td>
<td></td>
</tr>
<tr>
<td>- Team Assignment entered on spreadsheet.</td>
<td></td>
</tr>
<tr>
<td>- Email sent to Course Developer, QMC &amp; Team to launch review.</td>
<td></td>
</tr>
</tbody>
</table>

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</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>- Timesheets &amp; Survey sent to Team Members</td>
<td></td>
</tr>
<tr>
<td>- Congratulations email sent to course developer and CC QMC about results; include link to survey.</td>
<td></td>
</tr>
<tr>
<td>- Course name &amp; instructor mentioned on Twitter.</td>
<td></td>
</tr>
<tr>
<td>- Course information added to MOQI site; stats updated.</td>
<td></td>
</tr>
<tr>
<td>- Course information added to Blog post for end of month release.</td>
<td></td>
</tr>
<tr>
<td>- Invoice Spreadsheet Updated.</td>
<td></td>
</tr>
</tbody>
</table>
TRELLO BOARD IN ACTION – SHORT DEMO

MOQI is sponsored by the Minnesota State College and University System.

Want a copy of this board? Email me for access.
Before the Review

MOQI is sponsored by the Minnesota State College and University System.
Minnesota Online Quality Initiative Course Review Process

Quality Matters (QM) is a peer review process for evaluating online courses to ensure the high quality of those courses and improve student success. QM is internationally known for its work in identifying quality online course design elements and processes. The Minnesota Online Quality Initiative (MOQI) Course Review Process follows the QM Recognized Course Review requirements.

This is a voluntary process - faculty choose to submit an online course for review. The review process involves a team of three certified peer reviewers who review the course against 43 standards of the QM Higher Education Rubric (5th Ed.). These standards were established by QM based on a thorough literature review of effective online course design and best practices. The peer reviewers give each course a score based on the 43 standards that make up the rubric. Courses that earn a score of 85% and that meet all essential standards are considered to have met standards.

The process is designed so that all courses eventually meet standards. As part of the review, each peer reviewer writes comments or recommendations describing what the faculty course developer might do to improve the weaker elements in the course to bring the course up to the QM standard. Courses that do not meet standards during the initial review may be immediately modified to meet standards. The faculty course developer has the opportunity to make changes and resubmit for approval.

Courses that meet standards earn the QM stamp indicating that the course is a Quality Matters recognized course. A fee is charged for the QM review process.

Tool: SoftChalk Cloud
TRAINING VIA WEBINARS

Other MOQI Webinars

Course Reviews—A Quick Overview
When: September 3 OR October 8  3:00—4:00 PM
This webinar is open to MnSCU faculty or staff who are interested in learning more about the QM Review process managed through the Minnesota Online Quality Initiative. This webinar will review roles, expectations, and timelines and provide tips for course preparation. There will also be an opportunity for questions and discussion.

Helpful Recommendations
When: October 22  3:00—4:00 PM
This webinar is meant for all certified Peer Reviewers and Master Reviewers, whether new or experienced. Helpful recommendations are the key to a successful course review. This webinar will review the mechanics of writing helpful recommendations during a course review and will include a discussion of the impact of writing “less than helpful” recommendations.

Tools Used:
• Eventbrite
• Zoom
• Google Drive
Sessions related to Course Reviews

- Accessibility & Online Videos
- Course Design Basics: The “Why” and “How” of Course Alignment
- Course Design Basics: Learning Objectives
- Course Review Overview
- How to write Helpful Recommendations

http://mnquality.eventbrite.com
Overview

Who is this guide for?

This resource has been created for all Master Reviewers who serve as Review Team Chairs for official course reviews managed by the Minnesota Online Quality Initiative (MOQI). Completion of this module will be documented through completion of the "Final Checklist" located at the end of the module.

Why was this guide created?

This best practices guide was created for three reasons:

1. To share best practices that all Master Reviewers are expected to follow when participating in MOQI-managed formal reviews in Minnesota. 
2. To increase consistency among review experiences for individuals from MnSCU and University of Minnesota institutions who submit courses for review. 
3. To serve as a resource for new Master Reviewers.

Completion Instructions

To complete this module, review the information and then complete the two parts of the "Final Checklist" located at the end of the module with a score of 100%. On the last page of the module, you will be asked to enter your name which will then automatically be submitted to the MOQI Course Review Manager.

About the Minnesota Online Quality Initiative

Minnesota has a statewide subscription to Quality Matters that includes the Minnesota State College and University System, the University of Minnesota, and the Department of Education. Quality Matters implementation efforts are coordinated through collaboration among the systems and partner institutions.

Tools: SoftChalk Cloud; IFTTT; Google Drive
Outlook Templates
- Course Review Application Has Been Processed
- Peer Reviewer Interest
- Start of Course Review
- Congratulations
- Submit Timesheet

Outlook Rules
- Send to Trello
  - Course Review outcomes
  - Course Worksheet submission
  - Amendments submitted
  - Etc....

MOQI is sponsored by the Minnesota State College and University System.
AFTER THE REVIEW
Minneapolis Online Quality Initiative
Promoting Quality Course Design Through Statewide Collaboration

Welcome to the MOQI website!

The Minnesota Online Quality Initiative provides faculty and staff from participating institutions information and resources to promote quality course design and provides opportunities to build collaborative relationships and shared expertise through statewide collaboration. The primary goal is to improve the quality of courses and learning experiences for students in online and blended courses.

http://minnesota.qualitymatters.org

@mnquality
Trello – 2 shared boards

- **Sample Board**
- **Suggested Tools**

Symbaloo page
What tools do you suggest be added to this mix of tools?

What are your favorites?
Contact Information

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@mnquality