

IMPLEMENTING A QUALITY MATTERS INSTITUTIONAL PLAN: LESSONS LEARNED

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QM INSTITUTIONAL PLAN

- Built inter-school relationships to supersede our differences and shape an organizational identity
- Shifted the focus from “faculty” to “learner”
- Identified patterns in our course reviews to sharpen the online learner experience
- Promoted professional development across needs and “hot spots”





HOW DID WE START?

- Created College-wide QM committee with representation from all schools
- Hosted APPQMR training with cross-campus representation from faculty/instructional designers/staff/administrators
- Chose four model courses for QM-certified review
- Shared Institutional Representative Roles: billing, annual reporting, training, course reviews
- Moved course reviews into “neutral-perceived” Office of Student & Faculty services (out of course development/ID area)
- Recruited faculty to conduct in-house f2f APPQMR training



KEY ELEMENTS OF QM INSTITUTIONAL PLAN



- Conduct a phased implementation process to ensure institutional buy-in over 4 years
- Build QM standards into all aspects of course development process
- Go for institution-level recognition
- QM-managed course reviews of four model courses, subscriber-managed reviews of 28 courses, internal/unofficial reviews of 120 courses (review 25% of course offerings)
- Commit to professional development in PRC, MRC, and face-to-face/online certified facilitation of APPQMR





STRATEGIES FOR SUCCESS

- Embedded 27 of 41 QM standards in course, module and syllabus development templates
- Assembled faculty/ID training team to conduct in-house workshops in Applying the QM Rubric
- Constructed course review system for each level of review (QM, Subscriber-Managed & Informal)
- Tracked met/not met patterns and revised templates based on feedback



STRATEGIES FOR SUCCESS



- It takes a village...plan for the plan for the plan for the plan...
- Constant outreach, constant checking
- High touch
- Division of labor
- Overall patterns of not met standards – from an overall college view



PITFALLS TO AVOID / LESSONS LEARNED

- Careful of what you promise
- APPQMR training is not enough
- QM Coordinator/course review team boundaries
- Culture change happens



WHAT ABOUT YOU?



- Take a minute to think about your own experience, what have you heard that might work at your campus (1 minute)?
- Turn to the person next to you and compare notes (5 minutes).
- Highlights of what was shared: In one word or phrase, what stood out for you (5 minutes – large group process)?



■ Open discussion

■ Questions

■ Comments



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