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| **Quality Matters**  **(Curriculum & Programs)** | * **Policy Procedures** * **Quality Matters ™ Foundation** * **Identify Peer & Master Reviewer candidates** * **Identify Institutional Representatives (1 per college)** | * **QM course enhancements begin** * **Instructor Certification** * **QM Peer reviews begin** | * **Offer QM Enhanced Courses** * **Develop next sequence of QM Courses (additional)**   + **Degree Program**   + **Certificate Program**   + **Core Curriculum** | * **Internal peer reviews.** * **Master Reviewers complete certification program** * **Perform continuing education QM™ reviews.** * **Begin transition of existing online offerings to QM** |
| **Program**  **Area One**  **(Enrollment Services,**  **Academic Services?)** | * **Redesign Intro to Online Learning** * **Develop Faculty engagement expectations & procedures** * **Develop compensation model for cross-college development.** | * **Mandate registration in Intro. To Online Learning for students** * **Design virtual computer lab (**access to course/proprietary software) | * **Deliver Online New Student Orientation Program(NSOP)** * **Launch Online Tutoring Center** * **Provide instructional support** * **Launch software service center** | * **Launch analytics and monitoring program for all users** * **Begin SLO ⬄ learning objectives ⬄ assessments alignments** |
| **Program Area Two**  **(Infrastructure, Compliance,)** | * **Develop Course Template** * **SACS-COC Alternative Approach 3.7.4** * **State Authorization Administration** | * **Begin recruitment outreach**   + **Fully Online Students**   + **Students Taking Online Course**   + **Stop-Out target marketing** | * **Continue Outreach** * **Enroll First Cohorts**   + **Advising**   + **Smart Start**   + **Early Alert** | * **KPI Reporting & Analysis** * **Individualized Learner Tracking** * **Enroll 2nd cohort** * **Assess progress of** |