Our Sneaky QM Implementation Moving Past Posting Their Syllabus Online

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CALIFORNIA STATE UNIVERSITY LOS ANGELES



- **27,000 Students**
- 500 Faculty Members
- Urban Campus,East of Downtown LosAngeles

FACULTY DEVELOPMENT CENTER



Director and Assoc. Director

LMS Specialist

Two Student Assistants

Two Instructional Designers

Office Manager

The Center also handles Ed Tech as well as our LMS, Moodle.

Very few online courses. Less than 1% Some flying under the radar.

How do we jumpstart an online quality assurance initiative with so few online courses?

With little, if any institutional support for quality assurance in online course design/development.

When faculty are not beating a path to our door to get help designing/developing online courses.

Who do we serve and where are the opportunities for quality assurance?



LMS Support

Our most frequent customers. Want assistance but not with online course design.

This is a promising group for QA.

Train faculty to employ QA best practices even before they've thought to teach online.

Infuse QA best practices in any and all support, training, and development provided to faculty.

Want to teach online?



Standards from the QM Higher Education Rubric, Fifth Edition

For more information or access to the full QM Rubric visit www.qualitymatters.org or email info@qualitymatters.org

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Learning Objectives (Competencies)	2.1 The course learning objectives, or course/program competencies, describe outcomes that are measurable. 2.2 The module/unit learning objectives or competencies describe outcomes that are measurable and consistent with the course-level objectives or competencies. 2.3 All learning objectives or competencies are stated clearly and written from the learner's perspective. 2.4 The relationship between learning objectives or competencies and course activities is clearly stated. 2.5 The learning objectives or competencies are suited to the level of the course.	3 3 3 3
Assessment and Measurement	3.1 The assessments measure the stated learning objectives or competencies. 3.2 The course grading policy is stated clearly. 3.3 Specific and descriptive criteria are provided for the evaluation of learners' work and are tied to the course grading policy. 3.4 The assessment instruments selected are sequenced, varied, and suited to the learner work being assessed. 3.5 The course provides learners with multiple opportunities to track their learning progress.	3 3 2 2
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Want to teach online?

Do all of this.



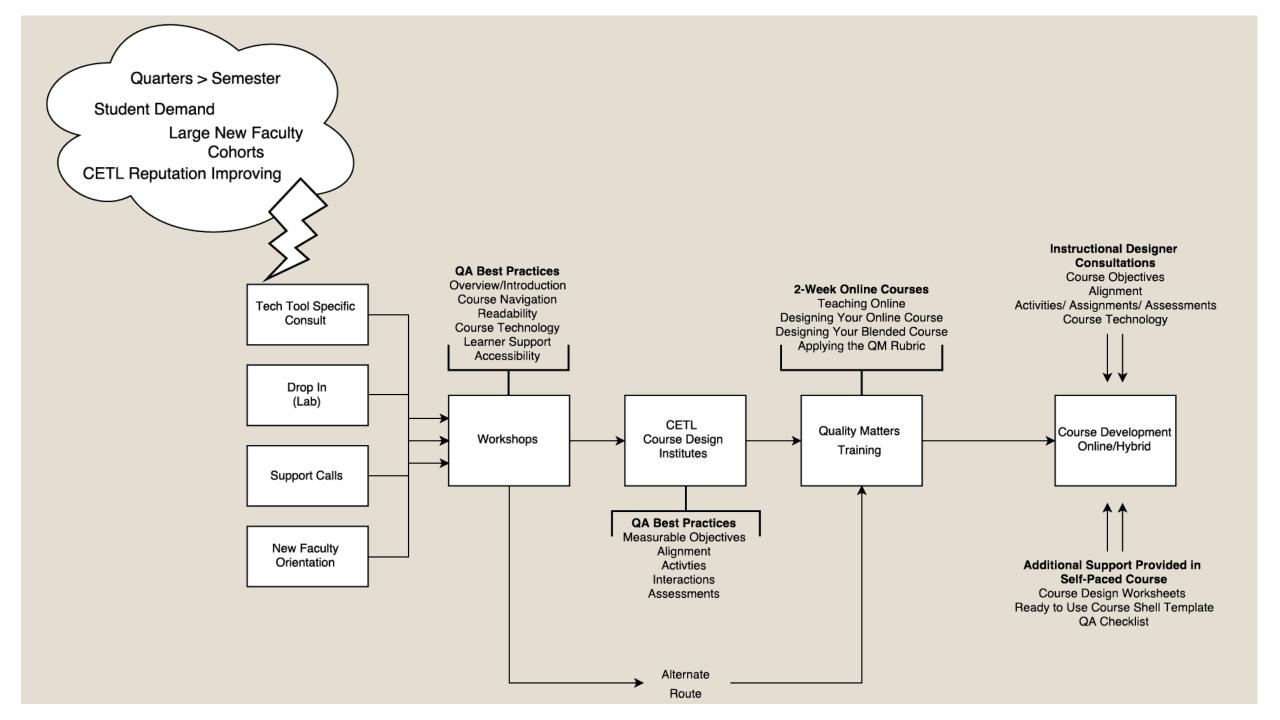
It's overwhelming and can create conflict.



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Standards from the QM Higher

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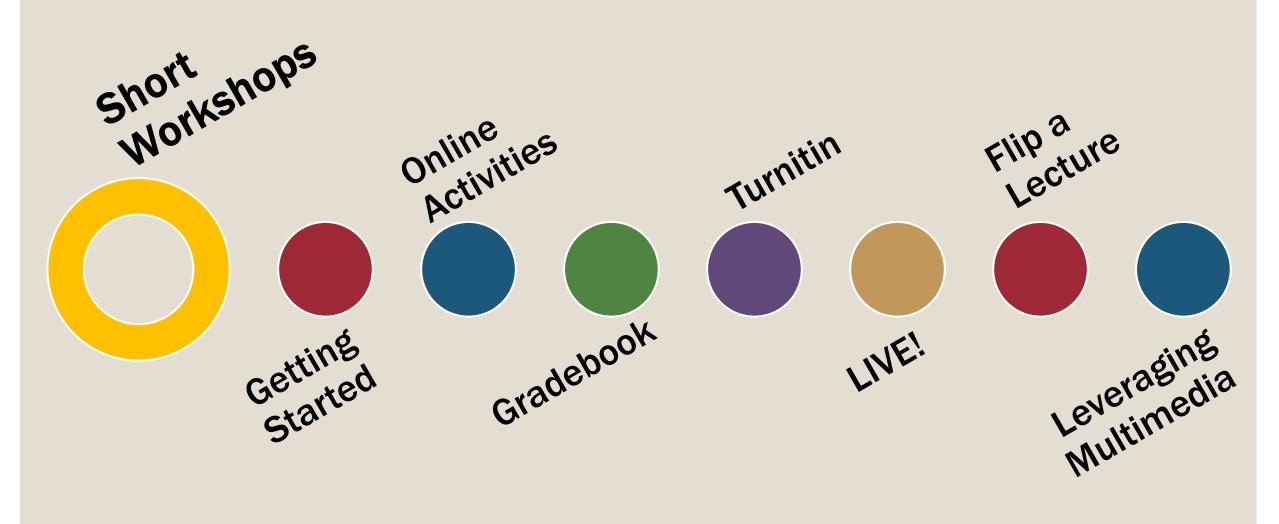
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Workshops

Course Design Institutes Quality Matters Workshops

Course Development



Date Completed



Date Completed



Date Completed



Date Completed

Leveraging Multimedia



Date Completed



Date Completed

Moodle Gradebook



Date Completed



Getting Started with Moodle infuses QM Standards

Course Overview & Introduction
Course Activities & Learner Interactions



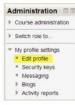
Getting Started with Moodle in 10 Steps

If you are thinking of using Moodle to supplement your course, make sure you follow these 10 steps to help make the experience great for your students.

Edit your Profile— Instructor information should include biographical information and a photo so that students know your background, experience and interest in the course topic. QM STD 1.6



Upload your syllabus — Remember to include required textbooks, netiquette expectations, required prerequisites, technical competencies required for the course and/or all assignment due dates. QM STD 1.2-1.7, 7.1-7.4



- Add introductory information to the first topic/week— Remember to include your contact information, availability, a welcome message (or video), and a brief course description. QM STD 1.1, 1.8
- **Edit your topic/weekly headings** Consider editing the headings for each topic/week so that students know where to go and what is being covered throughout the term. **QM STD 8.4**



Add assignments to your course — Add all assignments, exams, projects, etc.—including any off-line assignments—so that students immediately know what is expected of them in the course. QM STD 5.1-5.4



9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 Can visually see when assignments are due throughout the term.

Add an extra forum just for students — Add a Standard Forum for students to post general questions, concerns, etc. throughout the quarter. With luck, students may even answer other student's inquiries.



- Add a Introduction forum as the first assignment Make the first assignment a forum where students introduce themselves and share their learning goals for the course. QM STD 1.8, 1.9
- Make your course visible Don't forget to make your course visible to students so they can view all your content.





Send a welcome message — Use the News Forum to send a welcome message prior to the first day of classes. QM STD 1.2, 1.8

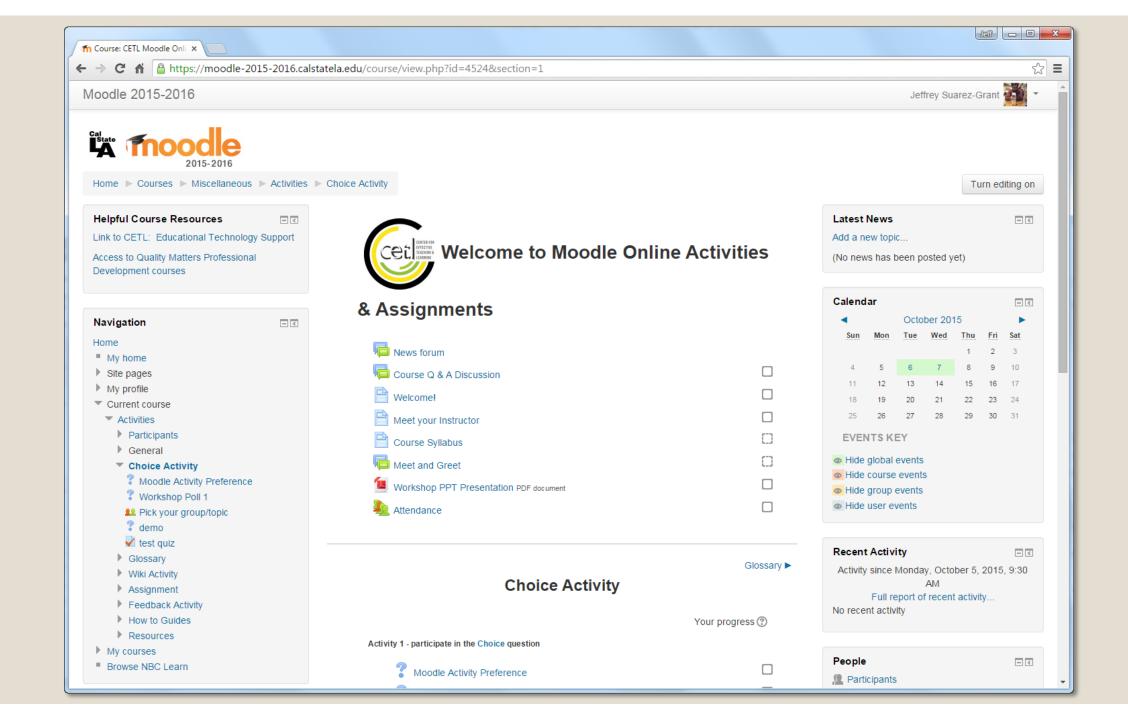
For Moodle assistance, visit the CETL lab in FA 138 or email mymoodle@calstatela.edu

ONLINE ACTIVITIES - MOODLE

Moodle Activities and how they can be used to meet Standards:

- Glossary 5.2 (Course Activities and Learner Interaction)
- Wiki 6.2 (Course Technology)
- Assignment 5.2 (Course Activities and Learner Interaction)
- Rubrics 3.5 (Assessment and Measurement)
- Choice 6.2 (Course Technology)
- Feedback 3.5 (Assessment and Measurement)





OVERVIEW

Give them a brief description of what this assignment entails. Specify if this is an in-class assignment or are they uploading the assignment to Moodle.

OBJECTIVES

Reference the Learning Objectives this assignment addresses.

Meets QM STD: 5.1, 5.4

TIME FRAME

When the assignment is due and/or how long it will take for them to complete this assignment.

INSTRUCTIONS

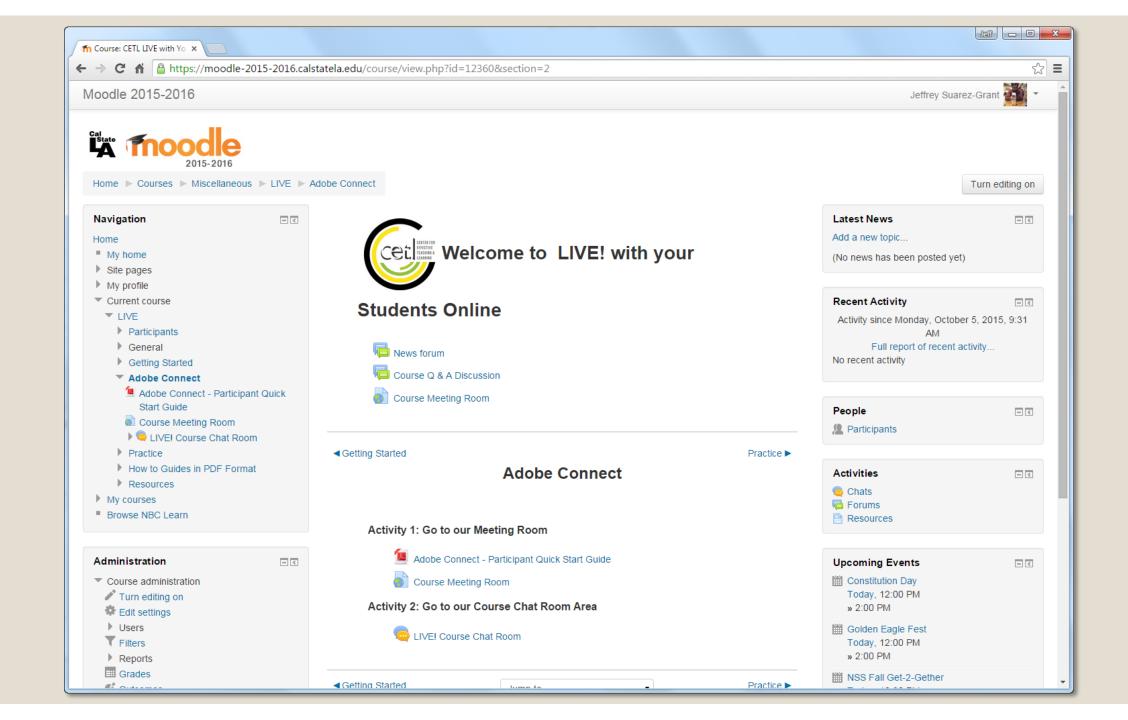
Here you can itemize the steps they need to take in order to complete the assignment:

- What they need to do first
- Continue to detail the steps that are involved numbering each one.
- Last step you can specify some helpful steps on submitting in Moodle. (e.g. click Add Submission to upload your assignment to Moodle, Then click Save changes to submit)

COMPLETION

Give the requirements they need to fulfill in order to successfully complete this assignment. You may also use the Moodle Rubric to successful grade and help give students a specified grading criteria.

Live! With your Students Online. Best Practices using Adobe Connect



Adobe Connect Participant Quick Start Guide



Attend your Adobe Connect Meeting

Your professor will send you the meeting room URL. Copy and paste into Firefox or use the link the instructor has provided in your Moodle Course. After navigating to the URL you will be prompted to enter the room as a guest.

- Enter your full Name.
- Click Enter Room.



Tip: Make sure you are not using WIFI. Connect directly to the internet jack in the wall or your internet service router. Make sure you choose the fastest speed DSL/Cable when prompted.

Adjusting Audio

- To adjust your audio settings, go to the Meeting Menu and select Audio Setup Wizard.
- Follow the steps to optimize your audio settings.



Tip: Run the wizard and test your sound before the meeting. Recommendation is to use a headset with microphone.

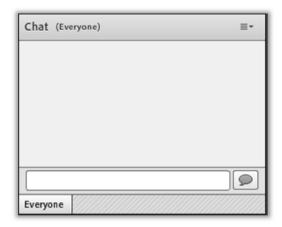
Change your status

- Within a meeting, you can also change your status to provide feedback to the presenter and other attendees.
- To change your status, click the arrow on the Status Options dropdown list on the Application Bar and select your desired status option.
- If you select an option above the line such as Agree or Step Away, you status remains until you choose Clear Status. If you choose an option below the line such as Speed Up or Applause, your status automatically clears itself after a number of seconds.
- When you set your status, an icon appears next to your name in the Attendees pod.



Chat

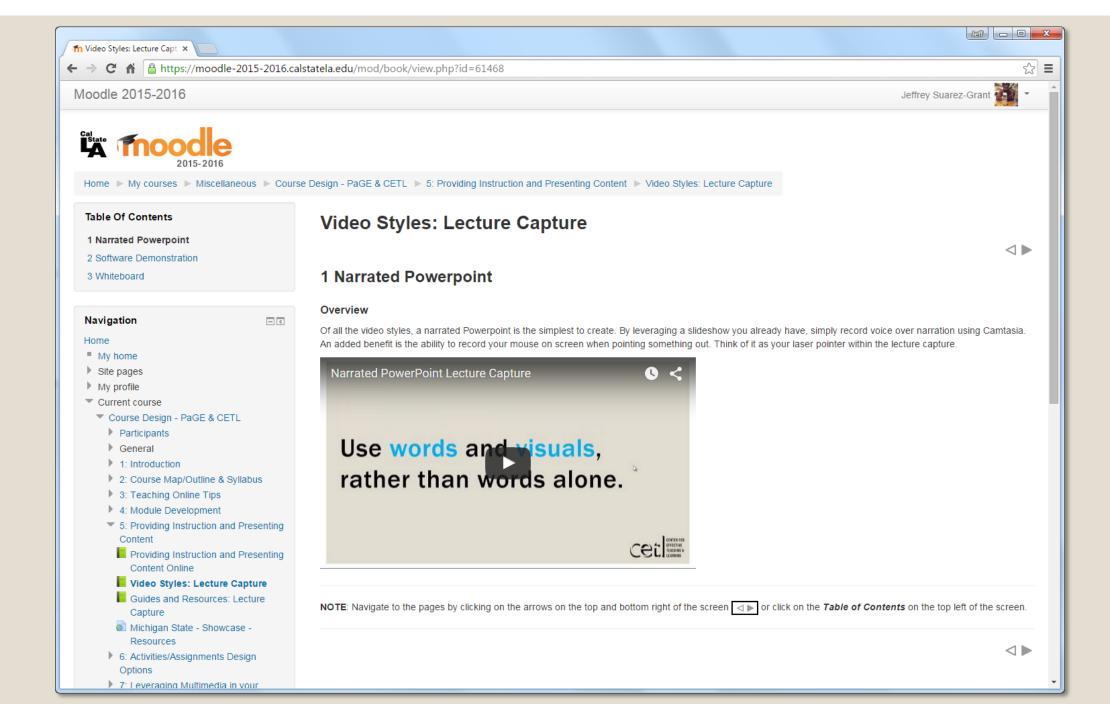
To send a message to everyone, simply type your message in the chat pod and hit enter or click the send icon.



Meets QM Standards Course Technology as well as Course Activities & Learner Interaction

Flip a Lecture & Leveraging Multimedia

Emphasizes QM Standards Instructional Materials & Course Technology





Multimedia Resources

Leveraging some multimedia open educational resources you can embed in your course or use to supplement your course content.



YouTube — is a video-sharing website housing videos from educational, commercial partnerships as well as individuals. www.voutube.com: Lectures; Current Events



NBC Learn - NBC Learn is a collection of over 14,000 standards-aligned resources designed for use in the classroom. NBC Learn is only licensed to schools and universities. New feature in Moodle you can embed within any Moodle Activity/Resource highered.nbclearn.com/portal/site/ HigherEd: Historic News; Current Events; Educational News Stories



Khan Academy — a nonprofit organization that contains micro lectures video tutorials on multiple academic subjects. Mostly used for Math and Science topics www.khanacademy.org; Demonstrations; Math Science; Finance; Tutorials



Slideshare — To share knowledge online. It has become the world's largest community for sharing presentations and other professional content. www.slideshare.net: Presentations; All Subjects; Info



PhET— is a suite of research-based interactive computer simulations for teaching and learning physics, chemistry, math, and other sciences https://phet.colorado.edu: Simulations; Math; Science: Physics



Cal State LA University Library — link to the library streaming video and audio collections website. web.calstatela.edu/library/mmc/onweb.htm . Link for help on research skill s for students http:// web.calstatela.edu/library/guides/researchguides.htm: Research Skills; Plagiarism; Stream Documentaries



Merlot — CSU Center for Distributed Learning developed this repository to provide free access to peer reviewed digital learning materials. Some of the materials available are open journal articles, open textbooks, online course modules, simulations, practice quizzes, case studies, animations, and more. www.merlot.org: Open journal articles; Current Events; Open textbooks; Case Studies, Simulations



National Center for Case Study Teaching in Science—collection of case studies in all areas of science for use in education that are based on contemporary and often contentious, science problems that students encounter in the news, the use of cases in the classroom makes science relevant. http://sciencecases.lib.buffalo.edu/cs/: Problem Based Learning Scenarios; Case Studies; Science



Lynda — is an online training library that includes thousands of video tutorials on a wide range of computing, business and technology topics. These online courses are taught by industry experts and are available 24x7 for convenient, self-paced learning, Cal State L.A. students, faculty and staff can access lynda.com courses by visiting lynda.calstatela.edu and logging in with their myCSULA Identify account. Tutorials; Software; Business Skills



TED & TED Ed — nonprofit organization committed to sharing short educational talks via YouTube. They also have created collaborations among educators to create a library of lessons. www.ted.com: Motivational Talks; Politics; Technology; Business; Science



HippoCampus — is a free, core academic web site that delivers rich multimedia content--videos, animations, Hippo and simulations. On general education subjects including STEM. Teachers and college professors, and their Campus.org students, can use free of charge. www.hippocampus.org/: Simulations; Math; Science



Open Education Resources — are teaching and learning materials that you may freely use and reuse, without charge. That means they have been authored or created by an individual or organization that chooses to retain few, if any, ownership rights. OER often have a Creative Commons or GNU license that state specifically how the material may be used, reused, adapted, and shared, www.oercommons.org. Open Textbook; Course Modules



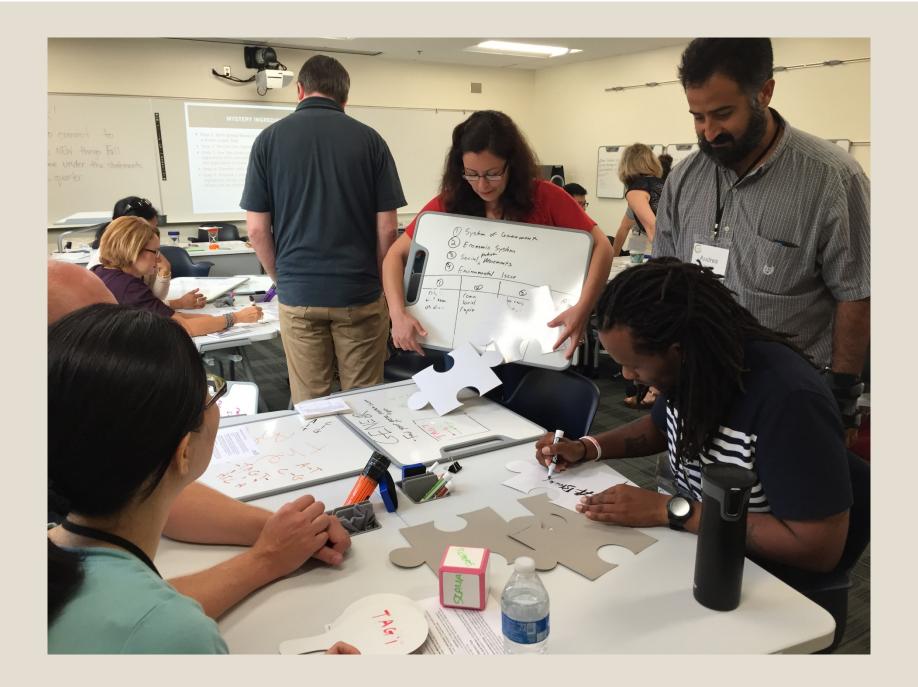
Creative Commons — a nonprofit organization that enables the sharing and use of creativity and knowledge through free legal tools. It can also be used as a search tool for locating CC multimedia. search.creativecommons.org; Search open multimedia resources; Open stock photos

For Moodle assistance, visit the CETL lab in FA 138 or email mymoodle@calstatela.edu

Course Design Institutes Course Redesign Institute Online Flipped, Blended Institute Active Learning Institute

More intense multi-day training that features more prominently QA after buy-in is established.







Course Design Institutes Quality Matters Workshops

Course Development

In 2014-2015, 61 QM grants to 41 faculty, staff, administrators.

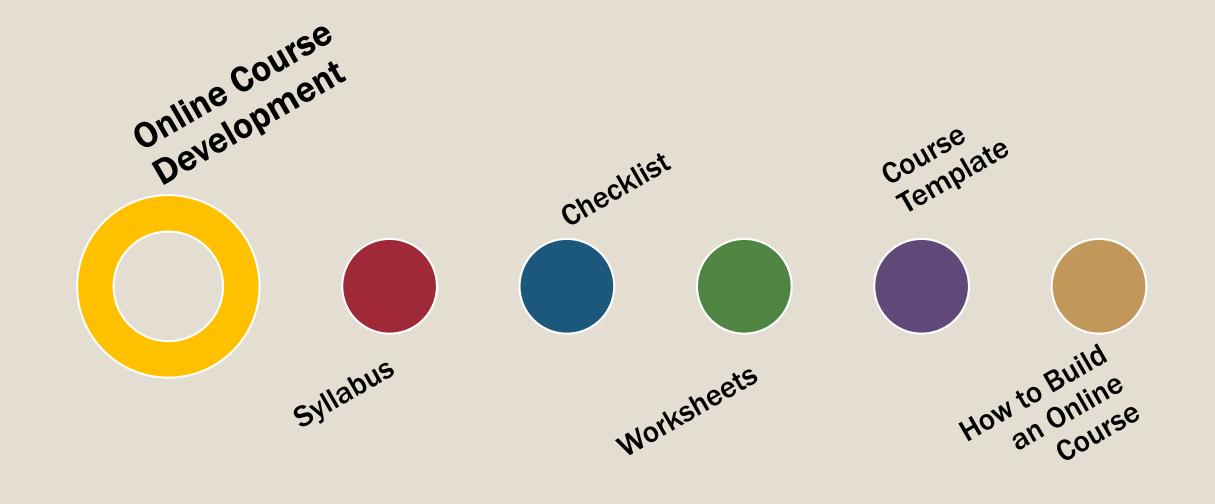
The most valuable thing I learned in this workshops is:

"The most significant things I learned in the workshop was why and how all components of a course must be aligned."

"Alignment of assessments with student learning outcomes and objectives."

"The value of detailed instructions. Online instructions for each activity with step by step instructions on how to proceed are needed in the online format. We cannot assume that all students will intuitively know where to start or the order of activities listed."

"I will revise my syllabus slightly to be more explicit about certain goals and redesign a form to be more aligned with the grading rubric. I am still considering ways in which I can make greater use of Moodle."

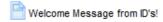


Additional Support During Online Course Development









1: Introduction

PaGE & CETL Course Design Orientation

- Meet the Instructional Designers
- Communication in this Course Shell
- How do I get started?
- How to get Moodle Help

2: Course Map/Outline & Syllabus

Course Objectives/Outcomes: Alignment and Design

3: Teaching Online Tips

Policies for eLearning



4: Module Development

Learning Activities and Assessment Development

Weekly Activities and Assignments: Planning for Course Construction

5: Providing Instruction and Presenting Content Educational tools to help you design content/lectures for online delivery Providing Instruction and Presenting Content Online Lecture Capture with Camtasia Video Styles: Lecture Capture Guides and Resources: Lecture Capture Add'I Online Resources Michigan State - Showcase - Resources 6: Activities/Assignments Design Options Designing Moodle online activities/assignments Designing Learning Activities in Moodle

7: Leveraging Multimedia in your Course

Embedding already created instructional multimedia resources in your online course

- Leveraging Multimedia Open Educational Resources PDF document
- Embedding Multimedia in Moodle
- Copyright, Accessibility and Additional Resources

8: Establishing a Presence Online

Ways to establish teacher and student presence online

Establishing Teacher Presence Online

Syllabus Template

California State University, Los Angeles School/Department/Division Course Number, Title, Section, Quarter, and Year

COURSE INFORMATION

INSTRUCTOR INFORMATION

Instructor: (Your name)

Office Location: (Building and room number)
Telephone: (area code) (telephone number)

Email: (Your email address)

Office Hours: (Days and time, if fully online specify virtual meeting room)

Class Days/Time: (Days and time)

Classroom: (Building and room number, if fully online delete this line)

Prerequisites: (If none, delete this line)
GE Category: (If none, delete this line)
Course Fees: (If none, delete this line)

COURSE DESCRIPTION

[Insert course description from the catalog and/or departmental description here.]

COURSE OBJECTIVES/OUTCOMES

Upon successful completion of this course, students will be able to:

CO1 (insert course objective 1)

CO2 (insert course objective 2, etc.)

REQUIRED COURSE MATERIALS

Техтвоок

[Insert the complete textbook citation here. Include ISBN and where students can buy the text.]

Title: Author:

Edition:

ISBN:

OTHER READINGS

[Insert the list of any additional readings here.]

OTHER EQUIPMENT / MATERIAL REQUIREMENTS (OPTIONAL)

[Include as necessary e.g., if students need any specific software or hardware to do homework, etc. specify the details here.]

COURSE POLICIES

[Insert your expectations for participation, attendance, arrival times, behavior, safety, cell phone use, etc. here.]

COURSE STRUCTURE

This course is conducted entirely online/hybrid, express here whether it is a hybrid or fully online course. You will participate in the course using CSULA learning management system called MOODLE [https://moodle.calstatela.edu)

COMPUTER REQUIREMENTS

[Identify any computer hardware/software requirements students will need in order to succeed in your course e.g. microphone, web camera, headphones, download plug-ins needed to run software simulations from publisher, etc.]

You will need to have an up-to-date browser, operating system and some additional software on your computer to take this class. Check the

http://www.calstatela.edu/its/helpdesk/studentresources. Some of the documents in this course will be available to you in PDF form. If you do not have Adobe Acrobat Reader software on your computer, you can download it by going to http://get.adobe.com/reader/.

ASSIGNMENTS AND GRADING POLICY

[Insert your enumerations and brief descriptions for the course assignments here, and indicate how each assignment is aligning with the learning objectives/outcomes. Include information about due dates and assignment weights. Specify grading policies including how grades are determined, what grades are possible, whether extra credit is available, what the penalty is for late or missed work, and what constitutes a passing grade for the course. Include the date of the final exam/s. If you grade on participation, indicators on how participations will be assessed should be included.]

GRADING CRITERIA

POINTS POSSIBLE

[Change the following according to your course grading criteria. This is a helpful example and table is created for your convenience to clearly illustrate the grading scale.]

Syllabus Checklist



•	neet Quality Matters (QM) standards
	f 21 of the essential QM standards
Features	Guidelines /Explanation
Syllabus	
□ Course Information & Prerequisites	Information about prerequisite knowledge and or competencies. Discipline knowledge prerequisites specify other courses that enable the student to meet the requirements.
	QM STD 1.6
☐ Course Description	Course description from the catalog and/or departmental description Also specify prerequisites/ prior knowledge the learner needs to have in order to meet the requirements for the course.
	QM STD 2.1
□ Course Objectives/Outcomes	Both these standards address the alignment of measurable course and module/unit learning objectives or competencies. First clearly state the course and module/unit learning objectives or competencies in the syllabus and at the module level. They should be written from the learner's perspective and secondly make sure they describe what the learner will be mastering by the end of the course/learning module/unit.
	QM STD 2.1, 2.3
□ Instructor Interactions	State your plan on the classroom response time and feedback of assignments. Frequent feedback is known to increase the learners' sense of engagement in a course. If learners are award upfront when to expect instructor feedback, they will manage their time efficiently.
	QM STD 5.3
□ Student Interaction & Responsibilities	Clearly state your expectations of the learner's interaction in yo course. Create a statement of your course participation requirements. Include the evaluation process, frequency, length timeliness, etc. In the course syllabus course information you can include this statement. Throughout the course in the activition (individual tasks) you can include more details for that specification, use rubrics to detail how their interactions are being evaluated.
	QM STD 5.4
□ Structure to this course	In this section provide the learner with a clear understanding of the course purpose, how learning process is structured and carried out. Suggested items to include in this section

Syllabus Checklist

Features	Guidelines /Explanation
Required Information Specific to the	e Course
☐ Instructor contact information	Instructor name, Office Location, Telephone, Email Address, Office hours, Class days/time or specify online/hybrid, Classroom or specify online, Prerequisites, GE Category, Courses Fees
☐ Course Description	Course description from the catalog and/or departmental description
☐ Course Goals and Student Learning Objectives	State the course goals and objectives. Objectives must be measurable, specific, and time related
☐ Course Content Learning Outcomes	Explain learning sequence for each unit. Each sequence includes an overview and learning goals.
☐ Required Texts/Readings	Textbook: Specify where students buy text and information needed to locate text: Title, Author, Edition, ISBN or a link to where students can purchase the textbook or access it.
Other equipment/material requirements	Specify details of any specific software or hardware students need for assignments/homework.
☐ Classroom Protocol	Expectations for participation, attendance,
□ Dropping and Adding	Students responsibility to understand the policies and procedures about add/drop, academic renew, etc. Make them aware of deadlines through campus link: https://get.calstatela.edu/Registrar.htm
☐ Assignments and Grading Policy	Itemize the course assignments with brief descriptions, alignment with LO, due dates and grading (determination of grade with weights). Include statement late assignments, missed work or if there is extra credit.
□ University Policy/Statements	Include the following: Student Handbook: http://www.calstatela.edu/classschedule/
☐ Printer-friendly course schedule	Include due dates for all assignments, identify the assignments that are completed online or face-to-face, topics, and readings.

Work alongside ID to align their Course Level Objectives to their lesson level objectives...

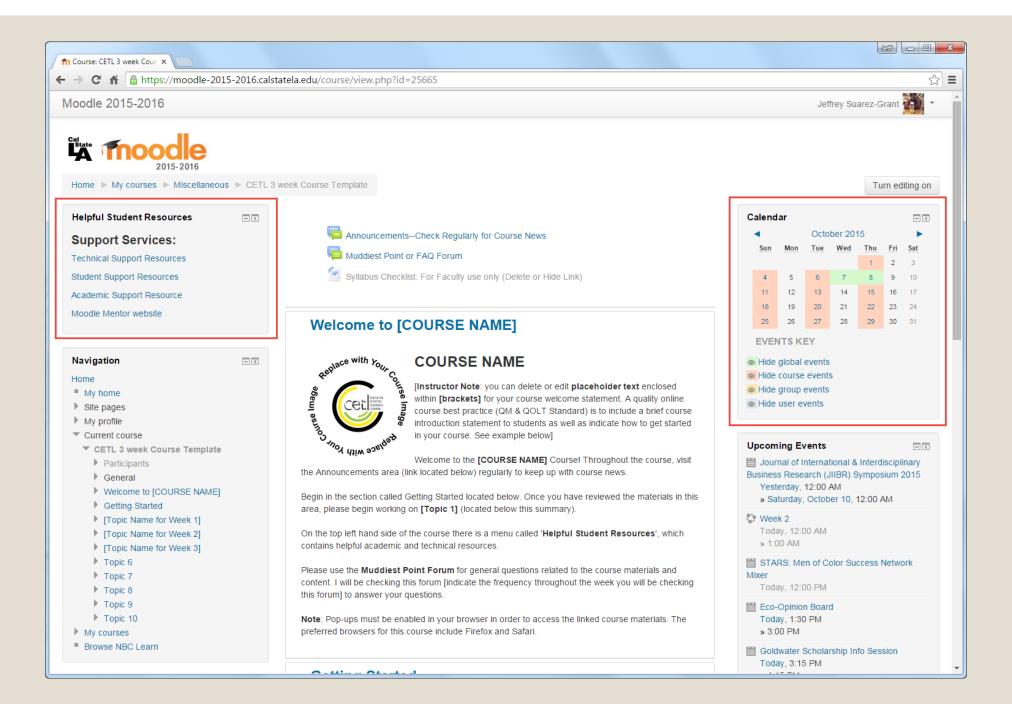
Objective/Outcome Alignment Worksheet Complete this worksheet by identifying the lesson objectives for each course objective.

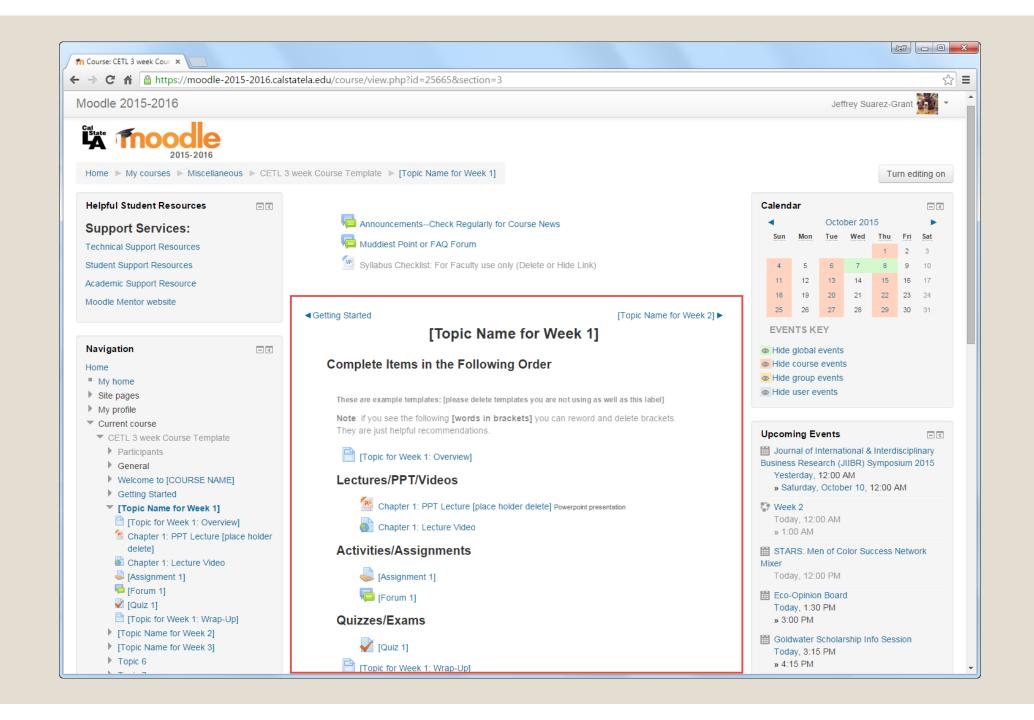
1. Course Objective/Outcome:				
	Lesson Objectives/Outcomes			
	List what students must be able to do or demonstrate knowledge of before they are able to meet this course learning objective.			
	L0 1.1:			
[LO 1.2:			
	LO 1.3:			
	LO 1.4:			
	LO 1.5:			
2. Course Objective/Outcome:				
	Lesson Objectives/Outcomes			
	LO 2.1:			
	LO 2.2:			
	LO 2.3:			
	L0 2.4:			
	LO 2.5:			
3. Course Objective/Outcome:				
	Lesson Objectives/Outcomes			
	LO 3.1:			
	LO 3.2:			
	LO 3.3:			
	LO 3.4:			
	LO 3.5:			
4. Course Objective/Outcome:				
	Lesson Objectives/Outcomes			
	LO 4.1:			
	LO 4.2:			
	LO 4.3:			
	L0 4.4:			
	LO 4.5:			

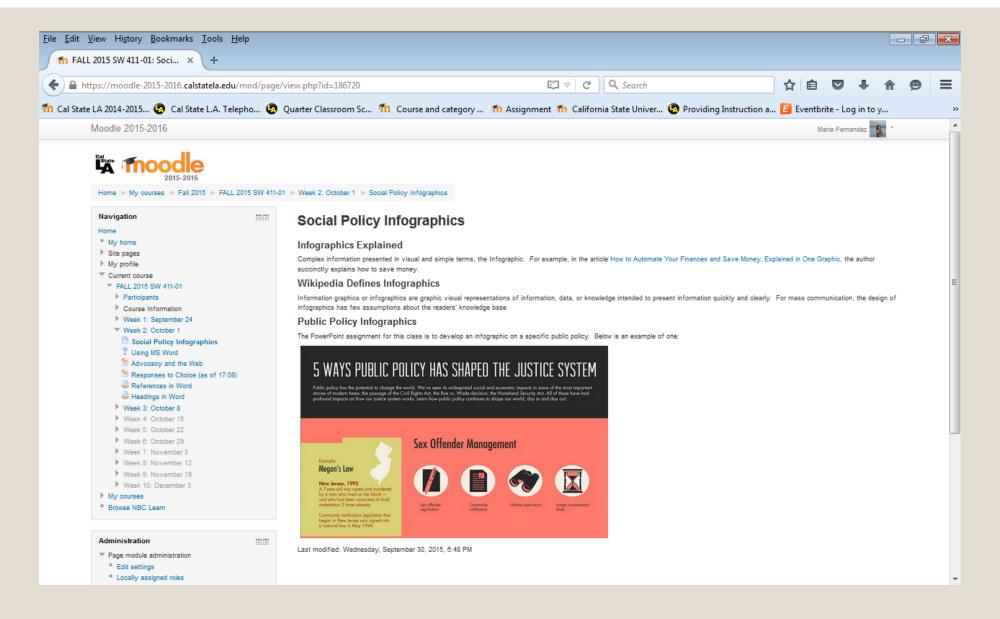
Work with ID to design their course blueprint by aligning each week lesson level objective with assessments, activities, content and assignments....

Week:				
Weekly Overview & Wrap Up Provide students a broad overview of this module. Explain how it connects with t	he previous week and subsequent weeks.			
Overview:				
Connection to Previous Week:	Connection to Previous Week:			
Connection to Upcoming Week:				
Wrap Up:				
Objectives List the lesson objectives addressed this week.				
LO:	LO:			
LO:	LO:			
LO:	LO:			
Instructional Materials				
List the instructional materials used this week.				
Textbook:	Textbook:			
Online Materials:	Online Materials:			
Instructor Created Materials:				
Activities and Learner Interactions List the activities the learners will complete and the types of interactions (Learner—Learner, Learner—Content, Learner—Instructor).				
Activity/Interaction 1:		Aligns with LO:		
Activity/Interaction 2:		Aligns with LO:		
Activity/Interaction 3:		Aligns with LO:		
Activity/Interaction 4:		Aligns with LO:		
Activity/Interaction 5:		Aligns with LO:		
Alignment Check: Do these activities require students to demo	Alignment Check: Do these activities require students to demonstrate/practice the skills listed in the lesson objectives?			
Scaffolding Check: Do these activities build upon one another, increasing learner confidence and autonomy?				
Assessment and Measurement List the ways in which you will measure learner progress toward meeting the lesson objectives. NOTE: Some of the activities listed above will likely measure learner progress. Be sure to list them below for increased clarity.				
Assessment 1:		Aligns with LO:		
Assessment 2:		Aligns with LO:		
Alignment Check: Do these assessments measure the skills listed in the lesson objectives?				
Moodle/Technology List the Moodle features and technology tools that you and the students will use.				
Moodle Feature:				
Technology Tool:				

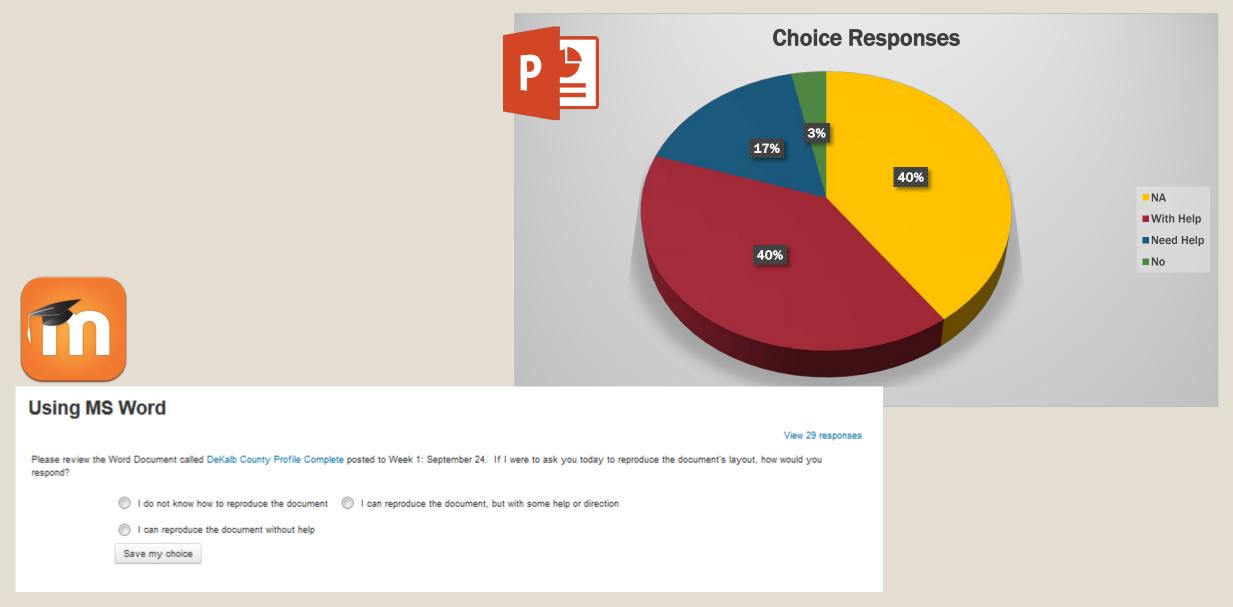
Provide a course template that follows QM standards to those interested faculty.



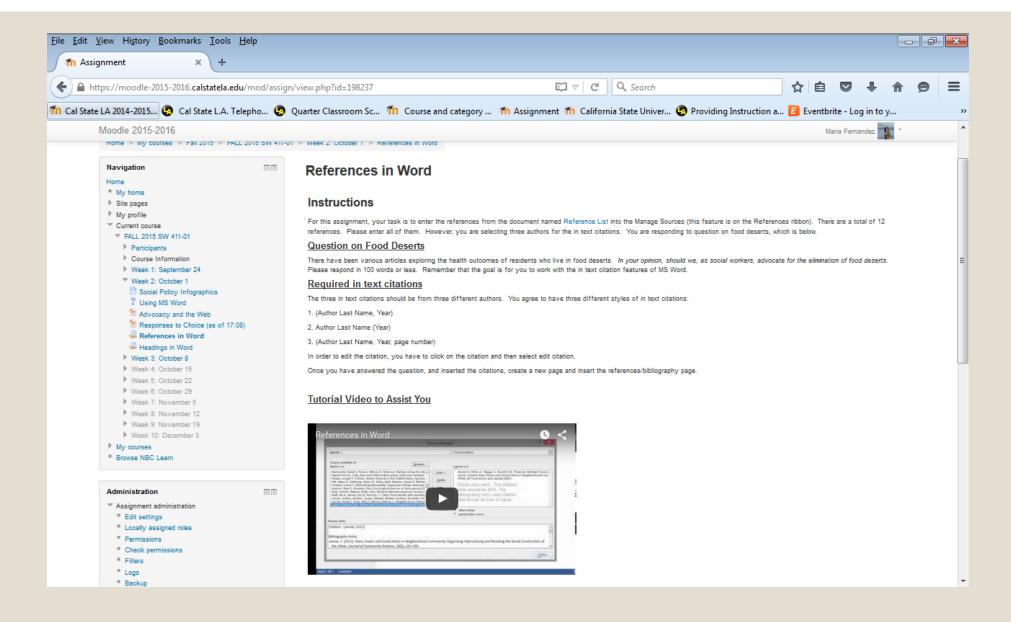




Plummer, J. (2015). Social Policy Infographics [Moodle Page]. Retrieved from California State University, L.A. Moodle site.



Plummer, J. (2015). Using MS Word [Moodle Choice]. Retrieved from California State University, L.A. Moodle site.



Plummer, J. (2015). References in Word [Moodle Assignment]. Retrieved from California State University, L.A. Moodle site.

APPLYING IT TO MY INSTITUTION

- With regard to QA, where are the conflicts? Who gets upset when they are forced or strongly encouraged to utilize QA best practices?
- Can you bypass this conflict by introducing or infusing QA somewhere less obvious?
- Among the variety of faculty you work with, who is most susceptible to being convinced of QA's importance? Is there a critical period of time or window when they are most easily convinced?



APPLYING IT TO MY INSTITUTION

What bridges must be built between other departments (IT and Ed Tech) in order to infuse QA into support services you do not directly provide?

