Defining Quality in Online Courses

Jennifer Lewis

1

What Makes a Quality Online Course?

Students Engaged

Accessible

Well Organized

Learning Activities Align with Competencies
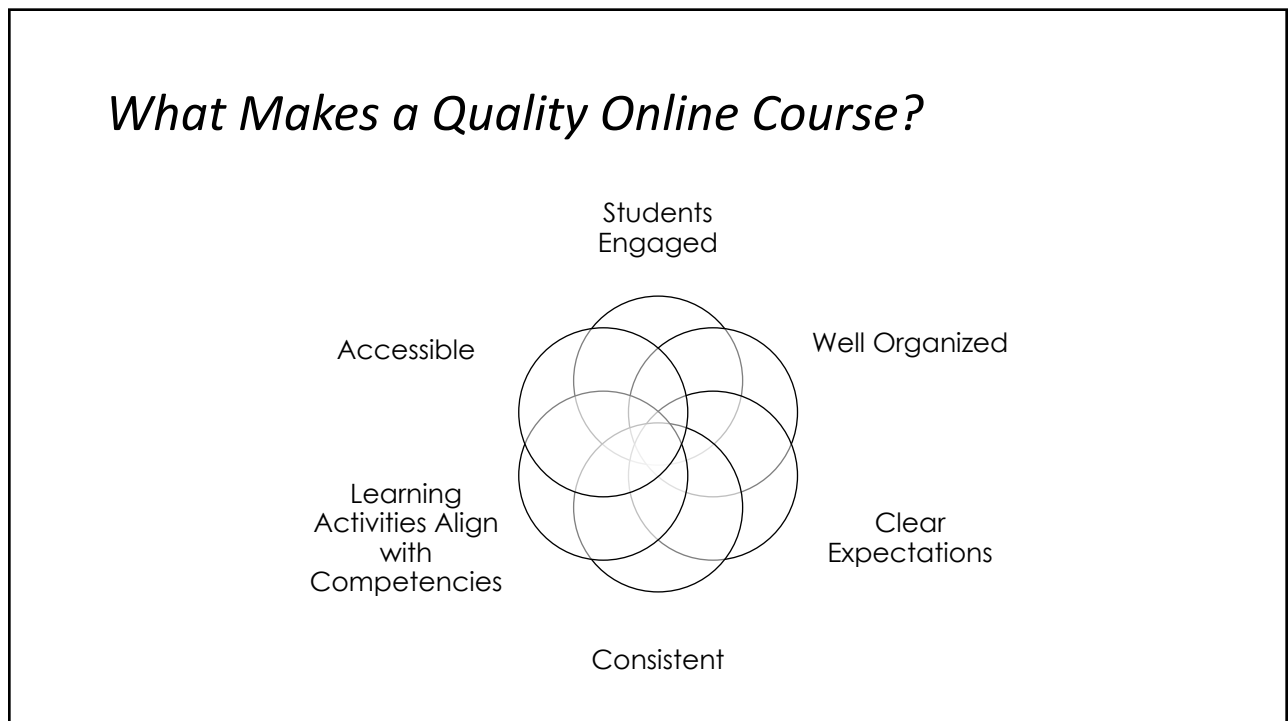
Clear Expectations

Consistent

2

Quality Matters (QM)

"QM's mission is to promote and improve the quality of online education and student learning"

- *QM Rubrics for K-12, Higher Ed and Publisher Materials*
- *Rubrics continually updated and revised through collaboration*
- *Formal and Informal Reviews*
- *Professional Development (free webinars for non-members)*

www.qualitymatters.org

3

Quality Matters (QM)

Higher-Ed Rubric

All parts of course (learning competencies, assessments, materials, learning activities, learner interactions and technology) are aligned so students achieve outcomes.

- *8 General Standards:*

1. *Course Overview & Introduction*
2. *Learning Competencies*
3. *Assessment & Measurement*
4. *Instructional Materials*
5. *Learning Activities & Learner Interaction*
6. *Course Technology*
7. *Learner Support*
8. *Accessibility & Usability*

www.qualitymatters.org

4

Online Learning Consortium's (OLC)
Quality Scorecard

"…a course-level quality rubric for reviewing and improving the instructional design and accessibility of online courses based on online best practices."

- *50 Instructional Design and Accessibility Standards*
- *Helps target aspects of course that need improvement*
- *Free to Download!*

1. Course Overview and Information
2. Course Technology and Tools
3. Design and Layout

4. Content and Activities
5. Interaction
6. Assessment and Feedback

https://bit.ly/OLC_qs

5

CSU Chico Rubric for Online Instruction (ROI)

- Free to download and use
- Six Domains:
  1. Learner Support and Resources
  2. Online Organization and Design
  3. Instructional Design and Delivery
  4. Assessment and Evaluation of Student Learning
  5. Innovative Teaching with Technology
  6. Faculty Use of Student Feedback

https://bit.ly/ChicoRubric

6

Online Course Syllabus

- Addresses many quality standards
- Sets course expectations
- Provides resources for support (technology, student services, etc.)
- Syllabus should reflect online format

- Looking to spice things up? Consider a non-traditional syllabus

https://populr.me/   https://piktochart.com/

7

Student Feedback

- Identifies areas of student confusion and struggle
- Add feedback check points throughout the course
  - Mid-course updates, connect struggling students to resources
- Design course feedback surveys to be specific for your online class
  - ~~Which activities did you enjoy?~~
  - How easily could you access the following course materials?
  - Which activities did you find most engaging?
  - Did you attend office hours? If no, what were your reasons? (select all that apply)

8

Online course development is a continual process, not a one-and-done task. Good luck and happy modifying!

9