



Quality Improvement Resources for Your Online Course

Center for eLearning

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Session Objectives

At the conclusion of the session, participants will be able to:

- ▶ Identify awareness of the Center for eLearning services
- ▶ Describe Center for eLearning online learning resources
- ▶ Identify Center for eLearning point of contact

What is your awareness of the Center for eLearning services?

“A customer’s impression, awareness and/or consciousness about a company (department) or its offerings.”

The Center for eLearning...

- ▶ Established 2005
- ▶ 10 Staff Members, 4 Graduate Assistants
- ▶ Center for eLearning Mission Statement

The Center for eLearning provides leadership and support for all eLearning activities at Cleveland State University. We empower faculty and staff to deliver quality eLearning courses and programs to expand the reach of a CSU education.

- ❑ **Quality Matters (QM)**
- ❑ **CSU Course Template**
- ❑ **Instructional Design Services**
- ❑ **Technical & Hands-On Help**
- ❑ **Faculty Training**
- ❑ **Process of Continuous Improvement**



Quality Matters at Cleveland State University

What is Quality Matters?

Quality Matters (QM) is an international, research based, peer review process designed to certify the quality of online and blended courses.

QM started in 2003 as a Fund for the Improvement of Postsecondary Education (FIPSE) grant. Since then, it has become a not-for-profit, subscription based service.

Cleveland Sate University is one of the many institutions in Ohio that subscribes to QM through the Ohio QM Consortium.

HOW DOES IT WORK?

Faculty members and the Center for eLearning use the QM rubric as a framework for the design of online or blended courses. The rubric is a set of standards that research has shown contribute to the quality of an online or blended course.

For courses submitted for official review, a team of three trained peer reviewers uses the rubric to evaluate the design of the online or blended course. A review team is comprised of a Master Reviewer, Subject Matter Expert, and an external Peer Reviewer.

QM is a continuous improvement model. Upon review, the course will either meet expectations or will not yet meet expectations.

WHY DOES IT MATTER?

A course designed to meet QM standards is going to be easier to teach and provide a better experience for both faculty and students.

Additionally, accrediting bodies look for a quality process to be in place when approving a program for online delivery.

Courses and programs that have been certified by QM can be advertised as such, giving CSU an edge in a competitive market.

HOW CAN I GET INVOLVED?

You can get involved with QM on a number of levels:

- ❑ Quality Matters (QM)
- ❑ CSU Course Template
- ❑ Instructional Design Services
- ❑ Technical & Hands-On Help
- ❑ Faculty Training
- ❑ Continuous Improvement Tips

How Can I Get Involved with QM?

- ▶ Certifications: APPQMR, Peer Reviewer, Master Reviewer, IYOC, Other Trainings
- ▶ Using CSU's QM Template developed for Online Courses
- ▶ Familiarizing Yourself with QM Standards
- ▶ FOTD & Beyond - Preparing Your Course to Meet QM Standards: Internal QM Review
- ▶ Meeting with an Instructional Designer to Review Basic Course Design
- ▶ Have Your Course Officially Reviewed

CSU Online Course Template

- ▶ Consistent Look and Feel
- ▶ Organized with QM Standards in Mind
- ▶ Easy to Request through an Online Form
- ▶ Existing Courses take more work to fit into the template

Quality Matters (QM)

CSU Course Template

Instructional Design Services

Technical & Hands-On Help

Faculty Training

Continuous Improvement Tips

CSU Course Template 2019

- Home Page
- Announcements
- My Grades
- Discussions
- Email
- Blackboard Help
- Tegrity Classes
- Blackboard Collaborate
- Tools
- Blue Course Evaluations

Course Management

- Control Panel**
 - Files
 - Course Tools
 - Evaluation
 - Grade Center
 - Users and Groups
 - Customization
 - Packages and Utilities
 - Help
- Quick Unenroll

Getting Started with the CSU Template: For Instructors

Availability: Item is hidden from students.

Attached Files: [Instructor_Checklist_for_CSU_Course_Template_February_2019_v1.docx](#) (51.527 KB)

Please follow these **Getting Started with the CSU Template Instructions** to customize and complete the CSU Course Template for your specific course:

1. Print and review the attached **Instructor Checklist**.
2. Customize your course per the **Instructor Checklist**, paying specific attention to items that are indicated as **Edit this Area**.
3. In the **Course Content** section of the template, create a Content Folder for each instructional unit. (e.g. module/unit/week/chapter/topic, etc)
4. Add course materials, activities, assessments within each unit.
5. Review the course once you have completed it
6. Remember to MAKE THE COURSE AVAILABLE to your students once you are ready. (Control Panel > Customization > Properties > Set Availability > Make Available)

Start Here!

This section contains information the students should review before beginning the course. A "start here" document tells the student how to move through the course and also provide information on Blackboard Help for Students in this area.

Syllabus & Course Information

This section contains information for students about the course. It is provided to allow students quick access to information on various course and university

- Syllabus
- Course Objectives
- Course Schedule
- Communication Policies and Netiquette
- University Policy on Academic Misconduct
- Accessibility Resources
- Privacy Policies for Educational Technology and Social Media Applications
- Grading Rubrics

Course Content

All course content learning units/modules.

University Resources for Students

Here you will find links to University Resources such as:

- Blackboard Technical Help
- University Policies
- University Resources for Students
- Student Academic Success Resources
- Online Library Portals

CSU Course Template - Last Updated February 2019

Availability: Item is hidden from students.

Request a Template For Your Course

CENTER FOR ELEARNING

[Prospective Students](#)

[Current Students](#)

[Faculty](#)

» [Blackboard Quick Start Guide](#)

» [Blackboard Request Forms](#)

[CSU Course Template Shell](#)

[CSU Course Template Refresh](#)

[Master Shell](#)

[Community Shell](#)

[Sandbox Shell](#)

[Continuing Education Shell](#)

[Cross-List Request](#)

[Transferring/Copying From One Blackboard Course to Another](#)

[Granting Another User Access to Your Course](#)

Center for eLearning

BLACKBOARD REQUEST FORMS

Blackboard course sites begin as an empty “shell”. There are several kinds of Blackboard shells. Production Shells are tied to student enrollment and are created automatically for all courses offered each semester. Other types of shells faculty can request are: CSU Course Template Shells, Master Shells, Community Shells, Sandbox Shells and Continuing Education Shells.

Other request forms available include: cross-listing courses in Blackboard, transferring/copying content from one course to another, granting another user access to a course, requesting guest access and community shell enrollment requests.

- [CSU Course Template Shell](#)
- [CSU Course Template Refresh](#)
- [Master Shell](#)
- [Community Shell](#)
- [Community Shell Enrollment Request](#)

Instructional Designer: Your eLearning Partner



- Quality Matters (QM)
- CSU Course Template
- Instructional Design Services**
- Technical & Hands-On Help
- Faculty Training
- Continuous Improvement Tips

Technical & Hands-on Help: Our Tech Consultants



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Faculty Training Offerings

- ▶ Consultations
- ▶ Blackboard Help
- ▶ FOTD Course
- ▶ FOTD and Beyond Courses
- ▶ CFE Workshops
- ▶ March for Best Practices
- ▶ QM Annual Conferences
- ▶ Reach out through email or phone for any questions

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Continuous Improvement: The next time I teach this...

Please complete the **Continuous Improvement Planning Checklist**:

For Course ID: _____ Semester/Year: _____

Continuous Improvement Planning Checklist for Online Courses			
This checklist is a planning tool to assist you in developing your own course evaluation strategy for continuous improvement of your online course. NOTE: you may not need to utilize all of these assessment and feedback methods in your course. Please check and describe any that you would like to consider using for your course at this time:			
Assessment/Survey	Used ✓	Description	Ideas for Improvements
FORMATIVE ASSESSMENTS (frequent, low impact, low stakes, timely feedback, informs student and instructor DURING course for timely adjustments)			
Pre/Post-test			
Self-assessment			
Quizzes			
Assignments (<i>writings, labs, worked problems</i>)			
Discussion forums			
Journal entries			
Self-assessments			
"Muddiest Point" Forum			

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Contacting the Center for eLearning

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216-687-3960

Finally, Center for eLearning awareness
revisited...

