



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 State 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.

If a course meets expectations, it is recognized on the QM website, the eLearning website and is permitted to display the QM logo within the course. If a course does not yet meet expectations, the faculty member receives detailed feedback from the review team and has the opportunity to revise the course so that it does meet expectations.

The Center for eLearning has developed a CSU Course template, which can serve as a starting point for faculty interested in having their course QM reviewed, or just using QM to help organize their course.

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:

- Use the rubric to design your online or blended course. Start by requesting the CSU Course Template.
- Have a peer or eLearning staff member informally review your course using the rubric.
- Have your course officially reviewed by a team of three trained peer reviewers.
- Attend training to become a peer reviewer yourself. CSU offers an online and in-person training each academic year.

Where can I learn more?

QM Website:
<http://www.qualitymatters.org>

QM Rubric and Research:
<https://www.qualitymatters.org/rubric>

Ohio QM Consortium:
<http://www.qmohio.org/>

QM at CSU:
<http://www.csuohio.edu/center-for-elearning/quality-matters>

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