

Salisbury University

QM Implementation Plan

Overview

In 2005 as Salisbury University formalized the offering of online and hybrid courses, quality was at the forefront. At the same time, the Quality Matters (QM) rubric was established through Maryland Online and adopted by Salisbury University as part of the course design process for online and hybrid courses. As the University has grown from single course offerings to entire online and hybrid programs, the QM Higher Education rubric has been a guideline during our course development process. During SU's 2016 Middle States Self-Study, an area of emphasis was on the Increase in Distance and Alternative Delivery Courses/Programs. (p. 24). We stated "One of the goals as the University increases its distance education offerings is to ensure that all courses are reviewed using the Quality Matters rubric." This implementation plan articulates the infusion of Quality Matters at Salisbury University, including establishment of support for professional development and processes for course reviews.

Budget

The budget for Quality Matters includes the yearly subscription, QM workbooks, professional development training fees, course and/or programs reviews fees. Instructional Design & Delivery pays for training and course reviews in the quantities listed below.

Item	Unit Cost	Quantity	Total
Annual Subscription	\$2200.00	1	\$2200.00
QM Rubric Workbooks (as needed)	\$12.75	100	\$1275.00
Applying the QM Rubric Workshop	\$35.00	10	\$350.00
Official QM Course Reviews	\$1300.00	5	\$6500.00
		TOTAL	\$10325.00

Flexibility is given in the budget to support other professional development opportunities (e.g. Master Reviewer training) and QM Program Reviews. If requests exceed the quantities within the budget, additional funding sources will be discussed.

Goal 1: QM Rubric as part of Soaring with Online Learning

From 2005 to present, the Quality Matters rubric has been introduced to faculty in the development of online and hybrid courses through the Soaring with Online Learning program. Soaring uses the QM rubric as a guideline for the development of quality online and hybrid courses. At the end of the Soaring program, faculty participate in a Peer Review session reviewing their partially developed course with the QM essential standards.

Goal 2: Creation of QM Infused Program Templates

The University Instructional Designers have developed templates for online/hybrid courses based on the QM template. Each of the templates have commonalities across all SU online/hybrid offerings, such as Getting Started Module, Module Introductions and Objectives formatting, and Technology and Support Services resources. Templates are available for:

- SU Online/Hybrid Course Template (Generic)
- Master of Conflict Analysis and Dispute Resolution Program Template
- Leadership & Literacy Studies Program Template
- Master of Education Programs Template
- Master of Science in GIS Management Program Template
- Online MBA Program Template
- School of Nursing Program Template
- School of Social Work Program Template
- School of Health Sciences Templates (Multiple)

Goal 3: Professional Development in QM

All University Instructional Designers will be certified, at minimum, as a QM Peer Reviewer. The institution will also provide support professional development for university faculty and staff to be certified as QM Peer Reviewers. The Official QM Peer Reviewer criteria includes:

1. Successful completion of the Applying the QM Rubric Workshop (APPQMR).
2. Successful completion of the Peer Reviewer Course.
3. Current for-credit online teaching experience (within the last 18 months).
4. Complete an Application and a Memo of Understanding for submission to QM.

SU will offer the APPQMR workshop for \$35 per participant to SU Faculty and USM System Faculty (as part of the USM QM Subscription) several times a year. Instructional Design & Delivery is budgeted to cover the cost for SU faculty to complete QM professional development workshops, primarily the APPQMR, Peer Reviewer and Master Reviewer workshops.

Applying the Quality Matters Rubric Workshop Description

The Applying the Quality Matters Rubric (APPQMR) workshop is QM's flagship workshop on the QM Rubric and the process of using the QM Rubric to review online courses. It is intended for a broad audience, including but not limited to faculty, instructional designers, administrators, and adjunct instructors who wish to understand more about the QM Rubric and process of course review. The APPQMR is the prerequisite for the Peer Reviewer Course, which is the required course to become a QM Peer Reviewer. Time commitment – 2 Week course; 8-10 hours per week.

Note: Faculty who participate in this workshop will be eligible to serve as a peer reviewer for SU internal QM reviews.

Peer Reviewer Course

The Peer Reviewer Course is designed to prepare experienced online faculty to become Quality Matters Certified Peer Reviewers. The Peer Reviewer Course includes a review of Quality Matters, practice critiquing and writing helpful recommendations, and a Practice Review in which the participants are asked to review Specific Standards in an online course using QM's Course Review Management System (CRMS).

QM expects all Peer Reviewers to give significant attention to their reviews, so the Peer Reviewer Course (PRC) is modeled after those expectations. Since the PRC leads to certification as a Peer Reviewer, it is a rigorous course and demands significant time and attention. The PRC has firm due dates the participants must meet if they want to successfully complete the course. If the firm due dates are not met the Facilitator may ask the participant to complete the course at a later date. Participants can expect to spend 8-10 hours per week to complete this course.

Goal 4: Course Reviews

In Spring 2017, a Faculty Advisory Committee met and recommended an iterative review process beginning with internal QM reviews and progressing to official QM reviews. While both types of reviews are optional, academic programs and departments might embrace this process as part of their accreditation and annual program review processes.

Internal Reviews

Internal reviews follow the QM peer review process but are conducted completely by SU faculty and staff. Faculty and staff participating in an internal review must complete the Applying the QM Rubric workshop. Internal reviews serve two purposes:

1. A preliminary review prior to an official QM review.
2. Internal quality assurance review for courses/department not interested in an official QM review.

Faculty will request an internal course review through an online form. An Instructional Designer, preferably one who has not worked on the course, will be the lead of the review team. The remaining members of the review team will consist of two faculty members – one within the department and one outside of the department. Reviewers will apply the QM Rubric and closely match the review process of an official QM review, proceeding through each of the same phases.

Faculty participating in an internal course review would be selected from those who have successfully completed the APPQMR. Participation on an internal review would be on a voluntary basis, with no more than 2 reviews in a given academic year (unless otherwise desired). Participation in SU internal reviews are viewed as service to the institution and a certificate of participation will be provided to faculty and staff for their service.

Individuals interested in an internal QM course review, should complete the QM Online/Hybrid Course Review Request in the ID&D Support Center.

Official QM Reviews

An official QM review is comprised of a three-member team of certified QM Peer Reviewers. Courses that successfully meet the QM Rubric Standards are eligible for QM recognition. The QM recognition logo may then be used in accreditation reports, webpages and other various methods of visibility.



An official review team consists of:

- Three members all certified at minimum as a Peer Reviewer.
- The Chair of the review team is certified at a second level as a Master Reviewer
- At least one member of the review team must:
 - Be external to the institution
 - Be a subject matter expert in the subject of the course
- An individual may serve in multiple roles (i.e., the Chair of the review may also be an external reviewer or the external reviewer may also be a subject matter expert)

Salisbury University will conduct official QM reviews through a QM managed process. Individuals interested in an official QM course review, should complete the QM Online/Hybrid Course Review Request in the ID&D Support Center.

Instructional Design & Delivery is funded to conduct 5 official QM course reviews annually. Requests for more than 5 official QM course reviews will be handled on a case-by-case basis provided a funding source is identified and available. Funds allocated for course reviews may also be applied to QM Program reviews as well.