

Online Quality Assurance

How were the results from the prior year used to develop this outcome?:

This is a new outcome based on initial discussions of the revised D2G team having reviewed enrollment and trends in online learning that support best practices and innovation in distance education. At present, FSW uses the Quality Matters (QM) Higher Education Rubric 6th Ed. to ensure that asynchronous online courses meet a minimum set of research-based, nationally-recognized quality standards.

As of AY 21-22, FSW has eight (8) online courses that have earned the QM Certification:

Faculty	Course Name	Certified Date
Pamela Peters	HUS 2404 – Working with Alcoholics and Other Drug Abusers	February 28, 2022
Daniel Marulanda	MAC 2233 – Calculus for Business and Social Sciences	October 25, 2021
Daniel Marulanda	MAT 1100 – Mathematical Literacy for College	August 3, 2021
Alessandro Cesarano	ITA 1120 – Elementary Italian I	May 28, 2021
Douglas Nering and Terry Zamor	MAT 0057 - Mathematics for College Success	Jan 14, 2021
Di Xue	CHM 2046 - Chemistry II	Jan 12, 2021
Jay Koepke and Erik Fay	BSC 1085C - Anatomy and Physiology I	Dec 15, 2020
Katharine O'Connor	SPC 2608 - Introduction to Public Speaking	Oct 06, 2020

To support quality online learning at the institutional level it is necessary to expand our focus from evaluating only the quality of online *course design* to also include assessment of our *program design, support for teaching and learning, and learner success*.

In this light, FSW will engage in the QM Program Review process with a long-term goal of earning "QM Program Certification" in one or more of the following four areas for academic programs that are fully or primarily online.

1. Online Program Design
2. Online Teaching Support
3. Online Learner Support
4. Online Learner Success

Programs that earn all four program certifications receive the elite "Exemplary Online Program" status. Earning QM Program Certification will demonstrate our commitment to the College's Strategic Directions to "expand educational access" and "innovate online and distance education" and can be used as a marketing tool to attract prospective students and increase enrollment. Ultimately, a focus on continuous improvement and commitment to quality assurance in online learning will improve the online teaching and learning experience, leading to increased retention and graduation rates for fully online students.

[Annotated-Program-Criteria.pdf](#)
[Program-Readiness-Checklist.pdf](#)
[The-Program-Certification-Process.pdf](#)

Outcome Statement (SMART: Specific, Measurable, Applicable, Realistic and Timely):

By the end of Fall 2022, FSW will submit an application for Online Teaching Support program certification for all online programs.

Alignment to Strategic Directions 2020-2021:

3. INNOVATE Online and Distance Education

1 (Required) - Assessment Method:

This will be assessed by:

1. FSW administrators, Rozalind Jester and Laura Osgood, will complete the "Preparing for Program Reviews" Quality Matters workshop in order to serve as Program Liaisons.
2. Evidence of the submitted application.

Start: 7/1/2022

End: 6/30/2023