Online Quality Assurance

Rationale

In order to comply with Southern Association of Colleges and Schools (SACS) standards for distance education and to meet the increasing demand for online courses, it is critical that Grambling State University (GSU) provide training and support for its faculty in developing and teaching high quality online courses. This training and support will enable faculty members to effectively integrate and implement new technologies into their courses to enhance their online course management and teaching skills. It will also support GSU's priorities of increasing online course and program access and increasing student enrollment. Finally, high quality online and hybrid courses support GSU's mission by providing educational access and opportunities to students in Louisiana, the nation and the world.

The GSU Office of Distance Learning recognizes that the development of an online course can take 3-6 months and the development of a hybrid/blended courses can take 1-2 months. They include:

Faculty Training

In order to teach successful online courses, faculty must master a Learning Management System (LMS) and they must acquire skills in using any necessary supplementary software or Web-based tools. All faculty are required to participate in LMS training prior to developing online courses or teaching online. Grambling State University currently uses Canvas as its LMS.

Course Development/Online Certification

Creating an online course is very similar to creating a publication. They both require researching, organizing, writing, and revising. Both online courses and publications are public in nature, and they require much work before viewers can see or read them. Faculty teaching online courses must decide the pedagogical approaches they will use and the best strategies to setup the course online with the available tools. This may entail creating presentations, narratives, images, video/audio clips, and diagrams; conceptualizing online discussions forums and group exercises; and designing assessment tools.

While faculty members are engaged in course development, formal activities and information will be provided to them by the ODL and Quality Matters Program. Once courses are completed, they will be checked to ensure quality, comprehensiveness, usability.

Note: Since the schedule and structure of **hybrid** courses can significantly vary from one class to another, the focus will be on key blended elements and the GSU Quality Matters (**QM**) Rubric.

Faculty must complete Canvas LMS training, Designing Your Online Course, and Applying the QM Rubric to receive Grambling State University Online Certification.

Canvas LMS training – Canvas is your Learning Management System at Grambling State University. Canvas gives you access to your online, hybrid, and web enhanced courses. Student success is at the heart of Canvas. Utilize all the tools available to help you succeed in your learning and teaching experiences. A Canvas competency exam will be administered after Level 2 training.
Course Length: 11:00 am – 1:00 pm Tuesday and Thursday
Delivery Mode: Face-to-Face
Instruction: Facilitated by Office of Distance Learning
Registration: Log into Banner, click on Distance Learning User (below Faculty Advisors)
Fee: Free

Designing Your Online Course (DYOC) – The Designing Your Online Course workshop includes an overview of the QM Rubric and provides a framework for participants to design an online course plan. An integral element of the workshop is exploration of the eight General Standards of the QM Rubric, focusing on learning objectives and overall course alignment. Participants will complete a Module Planning Worksheet to design one module of an online course. The worksheet includes course and module learning objectives, assessments that align with the learning objectives, instructional materials that support the learning objectives and activities, and tools and media that enhance student interaction with classmates, content, and the instructor.
Course Length: Two weeks
Delivery Mode: Online (Asynchronous)
Instruction: Facilitated by QM
Registration: Contact Office of Distance Learning for dates
Fee: $150 paid by GSU Office of Distance Learning for one attempt only

Applying the Quality Matters Rubric (APPQMR) - QM's flagship workshop on the QM Rubric and its use in reviewing the design of online and blended courses is intended for a broad audience, including but not limited to faculty, instructional designers, administrators, and adjunct instructors. It is particularly helpful to those new to QM or those considering the adoption of a quality assurance process for online and blended learning.
Course Length: Two weeks
Delivery Mode: Online (Asynchronous)
Instruction: Facilitated by QM
Registration: Contact Office of Distance Learning for dates
Fee: $200 paid by GSU Office of Distance Learning for one attempt only

Course Design Peer Review

To provide feedback to the faculty developer and department head, two experienced faculty supported by ODL Director will review the new courses. The courses will be reviewed using the Quality Matters™ (QM) peer review process with a QM-based rubric specifically adapted for use at Grambling State University. **Note:** Courses will also be evaluated at the end of each semester using the Academic Affairs Online Course Evaluation program combined with the ODL Course Interactivity Report.

Faculty support

Faculty instructors are offered support on an ongoing basis as they teach online. As a centralized office for distance education and eLearning activities, the ODL ensures that appropriate services are provided.

Prioritization

Since academic departments and colleges are the forces in determining which courses or programs should be offered online, they are encouraged to share their plans for distance education with the Office of Distance Learning. They are also encouraged to use the Application for Distance Learning Delivery Form to propose specific courses for online delivery.

Departments need to plan new online courses in advanced of the usual semester scheduling cycle to ensure that faculty will have enough time to complete training and course development before the courses are offered.

New online and blended courses to be offered in a coming semester should be submitted according to the following deadline to ensure consideration.

Deadline to Submit Distance Learning (eLearning) Course Application	DLQOAC and Course Development (Online only)	Course First Offered
January 31	February 1 – April 30	Fall
April 30	May 1 – July 31	Spring
August 31	October 1 – December 20	Summer

Faculty Training Sessions/Certifications

Online Instructor Certification-This certification requires successful completion of Canvas LMS training, Designing Your Online Course, and Applying the QM Rubric. Certification may be gained by verification of previous online teaching experience as well.

Learning Management System (LMS) Instructor Certification- This certification requires successful completion of technical "buttonology" training on the Canvas LMS. A Canvas competency exam will be administered after Level 2 training.

Definitions

Distance Learning (eLearning) Course Process

Distance Learning (eLearning) Delivery Formats

The different formats of eLearning class delivery are defined as:

1. Online Course – Classes which are totally delivered via the Internet are defined as online courses. Canvas, a learning management system for course delivery will be utilized; that also involves the use of publisher and other online sites. All activities are primarily conducted online, including class discussions, homework assignments, and testing. On-campus visits may be required for an orientation meeting and testing. Date and time must be included on course syllabus. **(All Online courses will be assessed a $35.00 Distance Learning Fee)**

2. Blended Course – Classes that combine face-to-face classroom instruction with computer-based learning. A significant part of the course learning is online and as a result, the amount of classroom seat-time is reduced. Canvas learning management system is used for course delivery. Many activities are conducted online, including class discussions, homework assignments, and testing. On-campus visits may be required for an orientation meeting and testing. Date and time must be included on course syllabus. **(All Blended courses will be assessed a $35.00 Distance Learning Fee)**

3. Web-Enhanced Course- Traditional face-to-face classes that are augmented with course web sites (Canvas). However, unlike blended courses, web enhanced classes continue to hold all of their meetings on campus.

4. Videoconferencing Course - A videoconference (also known as a compressed video) is a set of interactive telecommunication technologies which allow two or more locations to interact via two-way video and audio transmissions simultaneously. All activities are primarily conducted in the various videoconferencing suites located on campus and at remote campus sites. **(All Videoconferencing courses will be assessed a $35.00 Distance Learning Fee)**

Distance Learning (eLearning) Course Approval Process

Courses that are proposed to be offered in an eLearning format must already exist as a traditional course. Any faculty proposing to develop an online or blended course must complete the Distance Learning Training.

The steps listed below are required for the development of online and blended courses:

1. Dean, Department Head, or Faculty identifies potential course(s) to be developed for Distance Learning (eLearning) delivery.
2. Faculty completes the GSU Distance Learning (eLearning) Course Application and has it approved by Dean or Department Head.
3. Upon receiving and approving the proposed course, Director of Office of Distance Learning email applicants confirming acceptance to participate in the Online Certification process. Faculty will choose training dates from a list provided by the Office of Distance Learning.
4. Faculty develops the course and has it reviewed by the Office of Distance Learning staff and/or Course Review Panel. Each online course developed will adhere to the Quality Matters standards. These standards have been adopted by the Board of Regents.
5. Dean, Department Head, or Faculty will submit course to Registrar's office for the proper Distance Learning course locator.
6. Dean, Department Head, or Faculty will notify the Office of Distance Learning of the course locator assigned for particular course offering. The course offering will be posted on the following sites: The University schedule of Classes, the Office of Distance Learning webpage and Southern Regional Education Board (SREB).

Program Approval Process

1. Offerings from 25% to 49% of the coursework required for a program on-line, simply require that the Commission be notified in advance of the implementation of the change. The letter of notification should include the name of the actual change, implementation date, street address if it involves a new site, and the credential being offered. (SACSCOC, 2012)

2. Larger scale changes, such as adding significantly different programs to the academic curriculum or offering a majority of the coursework needed to complete a degree, certificate or diploma on-line, require written notification at least 6 months in advance and approval of a prospectus, which must be submitted at least 3 months prior to the anticipated implementation date. (SACSCOC, 2012)

    *See http://www.sacscoc.org/SubstantiveChange.asp for more information.

Submission Instructions:

1. Complete this form and sign; *(Completion of all sections are required; otherwise application will not be processed.)*
2. Attach Course Syllabus; *(Canvas Instructional)*
3. Obtain Dean or Department Head approval;
4. Email electronic copies to johnsonl@gram.edu or hamiltoneb@gram.edu.

1. Developer Information

Course Developer/Instructor	
Department Name	
Office Location/Address	
Email Address/Office Phone Number/Fax	
Dean or Department Head	
Dean or Department Head Email Address	

2. Distance Learning Online Certification for Faculty

Faculty must complete the Online Certification process prior to teaching online/blended courses. If you have completed the process please proceed to Section 3-Course Information. If not complete the following:

I will participate in Online Certification process scheduled for:

3. Course Information

CRN# (54321)	
Course ID and Title	
Credit Hours	
Credit Type	( ) Graduate ( ) Undergraduate ( ) Both graduate & undergraduate credit
Delivery	( ) Online ( ) Hybrid ( ) Videoconferencing
GSU Course Approval	Has this course been developed through DLQOAC & GSU Applying the Quality Matters (QM) Rubric Standards? ( ) Yes ( ) No
Course To Be First Offered	Semester_____ Year_____

4. Online Information

Have you previously taught a course online or blended/hybrid using Moodle?	( ) Yes ( ) No
I understand that online and hybrid courses require more than a transfer of lecture notes and PowerPoint presentations and typically involve multifaceted presentation, assessment techniques and frequent student-to-student and student-to-instructor interaction.	( ) Yes ( ) No

5. Signatures

_____ **Course Developer Print Name**	_____ **Date**
_____ **Course Developer Signature**	_____ **Date**
_____ **Department Head or College Dean***	_____ **Date**
_____ **Office of Distance Learning Director***	_____ **Date**
_____ **Office of Distance Learning, PC/Canvas Systems Admin***	_____ **Date Entered**

*By signing this document, you approve the development of this course