

Montgomery College ELITE

Complete Track to a formal Quality Matters Review

What is QM™?

Quality Matters™ is a review process with rubric based on national standards of best practice in instructional online course design, designed to promote student learning. The objective of Quality Matters Review process is to reach course certification, an international recognition of online course quality. Quality Matters™ is a collegial, continuous quality improvement review process, in which the online faculty member is an integral part of the review team. For more information, contact the virtual campus or www.qualitymatters.org

QM Review Cycle

QM Activity Timeline for Faculty <i>(F)-Faculty participation, expected work/deliverable</i> <i>(E) - ELITE/QM Coordinator</i>	Cycle <i>Annual Timeline</i>
I. QM Readiness Checklist: Pre-requisites (two terms, professional development, etc.), and QA Info Sessions in May and August (E)	May 1 to September 15
II. QM Application (F) with Self-Review (F)	Due October 15
III. QM Pre-Review (E) with feedback for changes (F)	October 15 to Dec 15
IV. QM Formal Review (E) with Review Conference (F) <i>Faculty agree to be available to the assigned QM Review Chair</i>	Jan 15 to April 30
V. QM Determination (E) with amendments (F) or certification (E)	May 1 to May 30
Course Deployment and Recognition (E)	Fall

I. QM Readiness: Pre-requisites for a QM Review:

1. Take *Online Teaching* or *Common Course Training*
2. The course is taught for at least 2 semesters.
3. Attend a *Quality Assurance Information Session* with your Chair or Dean and the Virtual Campus
4. Obtain your administrator approval to participate in a formal QM Review.
5. Take *Applying the Quality Matters Rubric (APPQMR)* training, QM-17 hours \$220 (E A P)
You will receive a QM Rubric Workbook [Create a MyQM account](#) to sign up for training.
6. Begin to make changes towards the standards in your course.
7. When you have made substantial changes to your course and would like to begin the QM Review process, complete the [QM Course Review Readiness Survey](#) to confirm for yourself you are ready.

II. **QM Application with Self-Review**- Instructor self-evaluates the course

1. Upon acceptance of your application for QM Review, you will have a brief planning meeting with the QM Coordinator to plan your pathway toward certification.
2. Faculty/Instructor creates a QM account and conducts a Self-Review on the MyQM site. This may take you 1 to 4 weeks to do. Upon completion e-mail *QM Coordinator* your results from within MyQM. Self-Reviews are to be completed by **October 15**. To do so: view this [QM Account Set up and Self-Review video tutorial](#) The five-minute video will guide you on how to
 1. log in to MyQM,
 2. click the Higher Education (or CPE) tab at the top, then
 3. click the Course Review Management System tab at the top, then
 4. “Start a Self-Review.” For Step by Step Instructions, see [QM Self-Review Instructions](#)
 5. Complete your Self-Review and Email Review to QM Coordinator. Self-Reviews are confidential and the Final Reports are available solely to the individual conducting the review.
3. Complete the *QM Review Application form* and submit
4. ELITE’s QM Coordinator will review your Self-Review (QM’s self-rating task) and determine if your course is ready for a Pre-Review.

III. **QM Pre-Review**-A preliminary pre-review will be conducted by ELITE

5. *QM Coordinator* will request to be added to your course as a student to conduct a Pre-Review. A preliminary pre-review will be conducted by ELITE and the course will be considered “ready” or “not ready” to move to the next step(s). Pre-reviews conducted by ELITE typically occur within 3 weeks of when they begin.
6. ELITE reviews your course, shares feedback with you; and holds a **Transition Meeting**
 - a. If the course is relatively close to meeting QM expectations (~80-85%, and all Essential (3 point) standards are met), your course will be scheduled for a review and while you make any changes as a result of input from ELITE. We will meet to discuss review steps.
 - b. If the course is **not** ready for a formal review, we will meet to acknowledge you for participating in the internal review process and discuss next steps. You can resubmit an application at a later time if you want to be reconsidered for QM.

IV. **QM Formal Review** - When available **and if/when funds are available**, an external QM review team is hired and the review is conducted according to a schedule.

7. Just prior to the Formal Review begin date you will be asked to fill out an **Instructor Worksheet** on the QM site and participate in a **Pre-Review Conference**. This is where you outline to the Reviewers certain things about your course, such as listing the course objectives, describing where certain policies can be found, information about your learning materials, etc. You will also present your course’s personality and rationale for certain design choices.

- a. It should take you about 25 minutes to fill out the Instructor Worksheet. I can help, and I have a sample from earlier MC courses you can refer to.
 - b. When the formal Review Team Chair contacts you about your availability for a Pre-Review conference you provide that information. He/she will then contact the team about the best date and time for a Pre-Review conference and it will be scheduled and held. Most Pre-review conferences take about 25-30 minutes and can be held via Zoom, Teams, etc.
8. The review is conducted and you make yourself available for answering questions, etc. during the review period. The duration of the review period is two to three months.

V. QM Determination-Post Review

9. The review is completed with results and a Final Report, with copies to you, review team and *QM Coordinator*. QM sends a post-review survey and so does ELITE.
 - a. If the course does NOT MEET QM expectations when the Final Report is submitted you will be asked if you want to proceed with changes. If you do, you should make the changes indicated in the Final Report, paying special attention to Essential Standards (those whose value is 3 points). When finished with your changes you will fill out an *Amendment Form* on the QM site and submit it on the QM site. The Chair of your review will then check your changes and approve or reject the changes, providing you with an Amendment Report. You have 20 weeks from the time the review opened to finish the review. Your QM Coordinator will conduct a post-review meeting and survey.
10. Checklist, upon successful completion of this QM Review process:
 - a. **QM logo goes next to your course on the ELITE schedule page** (with a legend explaining what it means) You are free to use the logo to promote your course in any way you wish
 - b. **Your course and you are added to the ELITE web page** where we celebrate successful QM reviews.
 - c. **ELITE also sends a list of successful QM Reviews to Provosts** for them to include in any communication from them to the College community.
 - d. Further, **the College Registrar is now adding language in the Notes sections of course sections** for Fall and Spring that are QM certified indicating that an external team of online course design experts reviewed the course and found that it met or exceeded QM expectations for online course design quality.

The office of ELITE provides participating staff and faculty with QM Rubric Workbooks which include point values for standards and updated Annotations. You can also view the rubric in the format for review purposes:

1. Sign into MyQM
2. Click the Higher Education tab (at top)
3. Click the Course Review Management System tab (at top)
4. Click on “For Reference Only – View Sample Reviewer Worksheet.”