Behavioral Outcomes and Objectives

• Develop a strategy to obtain certification from Quality Matters for programs that indicates achievement of excellence in online learning

• Identify steps to prepare for a program review, prior to QM formally conducting the Program Certification Review Process

• Identify necessary resources for a formal program review (human, fiscal, time)

• Explain support documents designed for and used in preparing for a program review
Program Review Certification Areas

• The QM Program Review process consists of four individual certifications that online higher education programs may seek

• The certifications are:
  – Online Program Design
  – Online Learner Support
  – Online Learner Success
  – Online Teaching Support
Preparing for a Program Review

• QM Program Readiness **Checklist**

• The checklist can help institutions determine if their programs are ready to be successfully reviewed for one or more types of QM Program Certification

• Is there institutional support for participating in the Program Certification process?

• Does a senior-level official at the institution support the program’s effort to seek certification?
Preparing (Continued)

Where more than one institutional unit is involved in the program (e.g., learner support), are all the units prepared to work with the selected Program Liaison – representing the program in the QM review – to meet the evidence requirements?

Checklist
Preparing (Continued)

Can supplementary data from the responsible offices be gathered, analyzed and submitted for sharing with reviewers within a two to three week time frame (to facilitate a timely and manageable review process)?

Checklist
Preparing (Continued)

Has the Program Liaison taken QM’s Preparing for Program Reviews workshop?

Checklist
Preparing for Program Reviews Workshop

The Reviewer Course for Program Reviews prepares certified QM Master Reviewers to serve on Program Review teams. This certification course includes an overview of QM Program Certification, with an emphasis on how it differs from QM Course Certification, as well as a series of activities designed to simulate the Program Review process.
Reviewer Course for Program Reviews

The **Reviewer Course** for Program Reviews prepares certified QM Master Reviewers to serve on Program Review teams. This certification course includes an overview of QM Program Certification, with an emphasis on how it differs from QM Course Certification, as well as a series of activities designed to simulate the Program Review process.
Resources

- Determining what resources are necessary prior to program review is essential

- Human Resources
  - QM coordinator
  - Program liaison
  - Internal stakeholders

- Fiscal Resources
  - Single program: $3,000
  - All online programs in one academic unit: $3,750
  - All online programs offered by the institution: $4,500
Supporting Resources and Documents

• Program Review
• Checklist
• Program Criteria
• Certified Programs
Course Recognition (RN to BSN Online Degree Completion Option)

- NR-305: Community Health Nursing
  - 95 points; Recertified, 4-11-2018
- NR-439: RN Evidence-based Practice
  - 92 points; Recertified, 4-11-2018
- NR-443: Collaborative Healthcare
  - 96 points; Recertified, 4-11-2018
- NR-447: Health Assessment
  - 97 points; Recertified, 4-04-2018
Program Certification
(RN to BSN Online Degree Completion Option)

Online Teaching Support
• Achieved May, 2015

Online Learner Support
• Achieved April, 2017
Questions?
References


Quality Matters™, https://www.qualitymatters.org/

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