Quality Matters Internal Review Process

Purpose
The Division of eLearning conducts internal Quality Matters (QM) reviews of courses in order to provide feedback on the design of the course to instructors. While the review feedback includes recommendations for improving course design, it is up to the instructor to decide which changes to make. Changes are not required.

Unlike an official review, courses that are reviewed internally are only reviewed once. Changes to the course following the review will not be re-reviewed. Please note: Internal reviews are conducted by a single reviewer who may not be an expert in the subject area of the course. During an official review, there are 3 reviewers, and one is a subject matter expert.

Prepare for the Review
The instructor (with the assistance of their Instructional Designer or eLearning support as needed) must take the following steps to prepare for an Internal Review.
1. [Request that the course be copied into a sandbox](#). **Name the course QM Internal Course Review for Course Prefix with Course Code (for example: QM Internal Course Review for PY 115).** NOTE: Live courses with students will not be reviewed.
2. Delete all Available From and Until dates from assignments, discussions, quizzes, etc. to ensure the reviewer has access to course assessments.
3. Remove any module pre-requisites that could prevent access to a later module.
4. If using a 3rd party site that requires login information, contact the publisher (or software) representative to request login information for the reviewer. Provide the code(s) in the form below.
5. If using a 3rd party site that is integrated with Canvas (MindTap, etc.), set up the course and integrate it with your Canvas sandbox as you would for any other semester.
6. If using an access code for exams, provide the code(s) in the form below.
7. Any technical issues with third-party vendors should be worked out directly between the vendor and the Course Representative (Instructor, school Instructional Designer, school Canvas Administrator). The eLearning QM Reviewer is not responsible for addressing technical support issues.

Request an Internal Review
1. Complete [the QM Review Request Form](#).
2. The course is to be reviewed in the state it is in when submitted. **There should be no changes to the course shell once the form has been submitted or during the review unless specifically requested by the UAB QM Coordinator or the Reviewer** (usually to update the objectives prior to the review or to provide access to locked content). Any other changes should not occur until feedback is provided to the instructor at the conclusion of the review. The Reviewers will not make changes in the course. eLearning Instructional Designers are available to consult with the instructor after the review period to address recommended changes.

Review
1. One of the UAB QM Coordinators will review the course and module learning objectives and provides feedback on whether the review can proceed or if changes are needed.
Since many of the Quality Matters specific standards assess alignment with the learning objectives, a review cannot be completed if measurable course and module objectives are not present. If the course

objectives are mandated by the school and cannot be changed by the instructor, the module objectives will be used for the review. If the module objectives are also not measurable, the review will be suspended until the objectives have been revised.

QM defines measurable course objectives as those that "precisely and clearly describe what learners will learn and be able to do if they successfully complete the course. Course objectives or competencies describe desired learner mastery using terms that are specific and observable enough to be measured by the instructor." Learning objectives begin with an action verb and complete the sentence, "Upon completion of this course (or module, for module objectives), the students will be able to…"

2. Once the course is ready for review, the UAB QM Coordinator assigns the review to a reviewer and provides access to the sandbox course and the completed Internal QM Review Form.
3. During the review, the Reviewer ID contacts the instructor with questions if needed.
4. The Reviewer ID completes the review (using the self-review tool in MyQM) within 3 weeks of assignment and sends the results (using the self-review tool) to QM Coordinator.
5. A QM Coordinator (Samira, Randi, or Zhetao) reviews the recommendations for clarity and provides feedback to the reviewer. The Reviewer updates as needed.

Post-Review

1. The Reviewer emails the review report pdf to the instructor. The instructor decides what changes to make, if any.
2. If desired by the instructor, **one** 30-minute meeting will be scheduled with the instructor, the Reviewer, and a UAB QM Coordinator to discuss the recommendations. After this meeting, the review is closed, and it is up to the instructor to determine which changes are to be made to the course.
3. If an instructor would like further assistance updating a course to meet QM standards, the instructor should submit an [Instructional Design request](#) to work with an eLearning Instructional Designer to update the course.
4. After making the changes, if you would like to submit your course for an Official Review to obtain certification, please submit the [QM Review Request Form](#).