Quality Matters Official Review Process

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 a QM official course review.

1. [Request that the course be copied into a sandbox](). **Name the course QM Official Course Review for Course Prefix with Course Code (for example: QM Official 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.

Review Submission: (1-4 weeks)

1. Course Representative completes [the QM Course Review Request Form]().
2. QM Coordinator submits and processes a Course Review Application in MyQM.
3. QM sends the Course Worksheet to the Course Representative.
4. Course Representative completes and submits the Course Worksheet in MyQM.
5. QM Coordinator reviews and approves the Course Worksheet. **Note:** The QM Coordinator will contact the Course Representative if additional information is needed prior to approving the Course Worksheet.
6. QM Coordinator selects the QM Review Team (one (1) External Reviewer, at least one (1) Subject Matter Expert (SME), one (1) Master Reviewer/Chair).

Pre-Review: (1 week)

1. QM Coordinator provides course information & login information to the Master Reviewer/Chair.
2. Master Reviewer/Chair schedules Pre-Review call with the Review Team.
3. Mandatory Pre-Review conference call held with QM Reviewers and Course Representative.

Active Review: (3-4 weeks)

1. Reviewers actively review the course – submit scores and recommendations/feedback in MyQM.
2. Chair corresponds with Course Representative if any questions arise during the review.

Please Note:

- 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…"

- The course is to be reviewed in the state it is in when submitted. **There should be no changes to the course shell during the review.** 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.

Post-Review:

1. Mandatory Post-Review conference call held QM Reviewers only (not the Course Representative).
2. QM notifies the Course Representative of the decision – Meets or Does Not Meet Expectations.
   a. If course **meets expectations**: **(1 week)**
      i. QM provides their logo to be added to the course indicating that the course is QM Certified.
      ii. The QM Coordinator provides statement for Course Representative to add to the course Syllabus and/or Getting Started/Start Here module to provide an explanation for the students of what it means for a course to be QM Certified.
      iii. Course Representative accesses Final Report by logging into the Course Review Management System (CRMS).
      iv. Course Representative submits the Review Outcome Response Form indicating that he/she has been informed that the course met QM Standards.
      v. QM Coordinator notifies Associate Dean and Department/Program Chair that the course has been QM Certified.
      vi. Course recognized on [QM](QM) and eLearning websites.
   b. If course **does not yet meet expectations**: **(Up to 14 weeks)**
      i. Course Representative submits the Review Outcome Response Form indicating he/she has been informed that the course does not meet QM Standards.
      ii. Instructor (and/or ID) make changes to the course.
      iii. Course Representative edits the Amendment Form once changes have been made.
      iv. Chair approves revisions and responds to the Course Representative.
      v. QM notifies Course Representative that the course is certified.
      vi. See steps in section 2a above.