Salisbury University
QM Implementation Plan

Overview

In 2005 as Salisbury University formalized the offering of online and hybrid courses, quality was at the forefront. AT the same time, the Quality Matters rubric was established through Maryland Online and adopted by Salisbury University as part of the course design process for online and hybrid courses. As the University has grown from single course offerings to entire online and hybrid programs, the QM rubrics has been a guideline during our course development process. During SU's 2016 Middle States Self-Study, an area of emphasis was on the Increase in Distance and Alternative Delivery Courses/Programs. (p. 24). We stated "One of the goals as the University increases its distance education offerings is to ensure that all courses are reviewed using the Quality Matters rubric." This implementation plan articulates the infusion of Quality Matters at Salisbury University, including establishment of a process for course reviews.

Phase 1: QM Rubric as part of Soaring with Online Learning

From 2005 to present, the Quality Matters rubric has been introduced to faculty in the development of online and hybrid courses through the Soaring with Online Learning program. Soaring uses the QM rubric as a guideline for the development of quality online and hybrid courses. At the end of the Soaring program, faculty participate in a Peer Review session reviewing their partially developed course with the QM essential standards.

Phase 2: Creation of QM Infused Program Templates

The University Instructional Designers have developed templates for online/hybrid courses based on the QM template. Each of the templates have commonalities across all SU online/hybrid offerings, such as Getting Started Module, Module Introductions and Objectives formatting, and Technology and Support Services resources. Templates are available for:
- SU Online/Hybrid Course Template (Generic)
- Nursing Program Template
- Social Work Program Template
- Online MBA Program Template
- Contemporary Curriculum EdD Program Template
- Master of Education Programs Template
- Athletic Training Master Program Template
- Master of Science in GIS Management Program Template

Phase 3: Faculty Development in QM

In moving towards the ability for Salisbury University to conduct internal and official QM reviews, the institution needs to build a group of QM Peer Reviewers. The Official QM Peer Reviewer criteria includes:

1. Successful completion of the Applying the QM Rubric Workshop (APPQMR).
2. Successful completion of the Peer Reviewer Course.
3. Current for-credit online teaching experience (within the last 18 months).
4. Complete an Application and a Memo of Understanding for submission to QM.

SU will be offering the APPQMR workshop for $25 to SU Faculty and USM System Faculty (as part of the USM QM Subscription) five times a year – February, April, July, October and November. Instructional Design & Delivery will absorb the cost for any SU faculty for the APPQMR workshop.

Any faculty member who would like to go further and become a Peer Reviewer would need to take the Peer Reviewer course at a cost of $200 per faculty member. ID&D will fund up to ten faculty per year to take the Peer Reviewer training.

Applying the Quality Matters Rubric Workshop Description
The Applying the Quality Matters Rubric (APPQMR) workshop is QM's flagship workshop on the QM Rubric and the process of using the QM Rubric to review online courses. It is intended for a broad audience, including but not limited to faculty, instructional designers, administrators, and adjunct instructors who wish to understand more about the QM Rubric and process of course review. The APPQMR is the prerequisite for the Peer Reviewer Course, which is the required course to become a QM Peer Reviewer. Time commitment – 2 Week course; 8-10 hours per week.

Note: Faculty who participate in this workshop will be eligible to serve as a peer reviewer for SU internal QM reviews.

Peer Reviewer Course
The Peer Reviewer Course is designed to prepare experienced online faculty to become Quality Matters Certified Peer Reviewers. The Peer Reviewer Course includes a review of Quality Matters, practice critiquing and writing helpful recommendations, and a Practice Review in which the participants are asked to review Specific Standards in an online course using QM's Course Review Management System (CRMS).

QM expects all Peer Reviewers to give significant attention to their reviews, so the Peer Reviewer Course (PRC) is modeled after those expectations. Since the PRC leads to certification as a Peer Reviewer, it is a rigorous course and demands significant time and attention. The PRC has firm due dates the participants must meet if they want to successfully complete the course. If the firm due dates are not met the Facilitator may ask the participant to complete the course at a later date. Participants can expect to spend 8-10 hours per week to complete this course.

Budget

The numbers below represent the anticipated training needs, QM fees and reviewer pay of the implementation of Quality Matters into our curriculum process. This is a reasonably solid estimate of our planned expenses, but may change as we gain a better understanding of the process.

Instructional Design & Delivery would pay for training each year for the faculty in the quantity listed below. In return, faculty trained as peer reviewers would agree to serve on at least two official SU subscriber managed reviews prior to recertification.

Subscription, Training & Materials

Item	Unit Cost	Est	Line Total	TOTAL
Annual Subscription	1,800.00	1	1800.00	
QM Rubric Books	8.50	100	850.00	
Applying the QM Rubric	25.00	40	1000.00	
Peer Reviewer Training	200.00	10	2000.00	
Master Reviewer Training	300.00	2	600.00	
Train-the-Trainer	500.00	1	500.00	
TOTAL				**$6,750.00**

Phase 4: Course Reviews

In Spring 2017, a Faculty Advisory Committee met and recommended an iterative review process beginning with internal QM reviews and progressing to official QM reviews. While both types of reviews are optional, academic programs and departments might embrace this process as part of their accreditation and annual program review processes.

Internal Reviews

Internal reviews follow the QM peer review process but are conducted completely by SU faculty and staff. Faculty and staff participating in an internal review must complete the Applying the QM Rubric workshop. Internal reviews serve two purposes:
1. A preliminary review prior to an official QM review.
2. Internal quality assurance review for courses/department not interested in an official QM review.

Faculty will request an internal course review through an online form. An Instructional Designer, preferably one who has not worked on the course, will be the lead of the review team. The remaining members of the review team will consist of two faculty members – one within the department and one outside of the department. Reviewers will apply the QM Rubric and closely match the review process of an official QM review, proceeding through each of the same phases.

Faculty participating in an internal course review would be selected from those who have successfully completed the APPQMR. Not all faculty who complete the APPQMR will be asked to serve on an internal review. Faculty who elect to serve as internal peer reviewers can expect to review up to 2 course per academic year and have the option to serve on more reviews as time permits.

Internal Review Budget

Participation in SU internal reviews are viewed as service to the institution and a certificate of participation will be provided to faculty and staff for their service.

Official QM Reviews

An official QM review is comprised of a three member team of certified QM Peer Reviewers. Courses that successfully meet the QM Rubric Standards are eligible for QM recognition. The QM recognition logo may then be used in accreditation reports, webpages and other various methods of visibility.

An official review team consists of:
- Three members all certified at minimum as a Peer Reviewer.
- The Chair of the review team will is certified at a second level as a Master Reviewer
- At least one member of the review team must:
    - Be external to the institution
    - Be a subject matter expert in the subject of the course
- An individual may serve in multiple roles (i.e. the Chair of the review may also be an external reviewer or the external reviewer is also a subject matter expert)

Salisbury University will conduct official QM reviews through a subscriber managed process. Details of this process will be handled by Instructional Design & Delivery.

Official QM Course Review Budget:

Instructional Design & Delivery is funded to conduct 10 official QM reviews annually. Requests for more than 10 official QM reviews will be handled on a case by case basis provided a funding source is identified and available. Below is a breakdown of costs for subscriber managed official QM course reviews:

Item	Unit Cost	Est	Line Total	TOTAL
Overall Cost per Course	650.00			
Cost Breakdown				
- Peer Reviewers (2 per course)	150.00	2	300.00	
- Master Reviewer (1 per course)	250.00	1	250.00	
- QM Fee	100.00	1	100.00	
Example	**650.00**	**10**	**6,500.00**	**$6,500.00**