Online Quality Assurance Team Procedures

Although each division will have their unique situations and needs, the following procedure is recommended as a starting point in beginning the communication and workflow among the team members and necessary members within their division.

Step 1: Course Priority List
Department Chairs/Directors should create a schedule of priority among the courses in their program(s) that would benefit the most from the application of the online course checklist and recommendations for meeting its criteria.

Step 2: Identify Lead Instructors
Department Chairs/Directors should identify a lead instructor for each of their courses in which the team member can communicate with directly in applying the online course checklist and making recommendations for meeting its criteria. Lead instructors will provide a master course to all faculty who teach the course. The master course may have all or some of course content. The purpose of a lead instructor and a master course is a common best practice in higher education to provide consistency in course design and quality assurance. This is exceptionally beneficial to students, but it is also particularly valuable to new and part-time faculty. Individual instructors should maintain the freedom to personalize their class as they see fit.

Step 3: Identify Team Members for Courses
Each team member should do 1 review per week and/or spend approximately 5 hours per week in this role. If there is more than one team member in the division, Department Chairs/Directors should select which team member will apply the checklist to each course. Chairs/Directors or lead instructors should provide temporary Canvas course access to the team member for the checklist to be applied. Once completed, the team member will meet with the lead instructor and go over the completed checklist. Recommendations for criteria not met will be provided by the team member as well as plans for follow-up discussions as improvements are made.

A suggested timeline for applying the online course checklist is as follows:

Day 1	The team member and lead instructor are notified of the scheduled review by the Department Chair.
Day 2	The team member is provided access to the course and applies the online course checklist. For criteria that do not meet, recommendations will be written.
Day 3	The team member and lead instructor will meet via Zoom to discuss the checklist results, recommendations, next steps, and any other related discussion. A follow-up meeting should be scheduled for 1-3 days later according to the time needed to apply recommendations.
Day 4, 5, or 6	The team member and lead instructor will meet via Zoom to discuss the changes made to the course. Additional follow-up meetings may be scheduled if needed.
Day 7	The lead instructor will submit a copy of the completed checklist to their department chair (if required).

Step 4: Once all online course checklist criteria are met, the lead instructor will share the master course and discuss updates with all faculty who teach it. All faculty who teach the course should utilize the same team member for their questions or recommendations if needed.

Step 5: The team member and lead instructor should maintain records of their checklists and notes of meetings, improvements made, etc.