



AT TEXAS A&M

*research-based continuous improvement for course design*



Quality Matters (QM), an internationally recognized, standards-based program, offers faculty quality assurance in online course design with a focus on continuous improvement. The QM program includes a peer review process of online courses, using a rubric and emphasizing an attitude of continuous improvement in course design until a level of “meeting expectations” is achieved. The numerous benefits of using QM during the course design and review processes are directed at improving learning outcomes for online students through course design.

## Why Quality Matters?

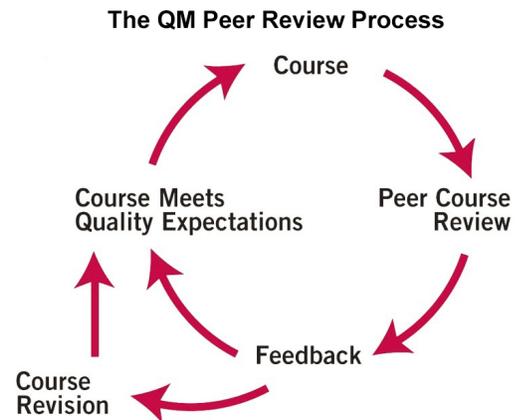
- **Collaborative:** QM was designed by and for faculty to share expertise and experience relative to the design of a course.
- **Collegial:** The course review process is a collegial discussion between faculty peers committed to...
- **Continuous** quality improvement. It is not an evaluation.
- **Centered** in national standards of best practice, the research literature, and instructional design principles designed to promote **student learning**.

## Consultation Services

ITS provides guidance in designing courses that follow QM standards. Using the QM Rubric, we can recommend a set of best practices and proven methods to structure course content to be most effective for enhancing student learning. Contact us to schedule a one-on-one consultation.

## Informal & Subscriber Managed Formal Reviews

- One qualified ITS or department member will conduct an informal review of a course before it is submitted to ITS for a Subscriber Managed formal review
- Informal reviews will be entered in the QM Course Review Management System to provide tracking information
- ITS has a local Course Review Manager on staff to coordinate all TAMU Subscriber Managed formal reviews



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- Ideally, one qualified TAMU faculty or staff member will act as a Master Reviewer and another qualified person will act as a Peer Reviewer for Subscriber Managed formal reviews
  - One qualified external reviewer will be located by the Course Review Manager
  - The external reviewer may also be a subject matter expert

## Certifications & Incentives

- ITS conducts no-charge training sessions for
  - Quality Matters Overview (1 hour)
  - Applying the QM Rubric (APPQMR) (2 workshops, 4 hours each)
  - Applying the QM Rubric (APPQMR) – ONLINE (2 weeks, 10 hours per week)
  - Improving Your Online Course (IYOC) (2 workshops, 2 hours each)
- ITS will pay for Peer Reviewer training for any faculty or qualified staff member (must have taken “Applying the QM Rubric” and taught online in the last 18 months) who will agree to act as a Peer Reviewer for two formal reviews; GAs/TAs do not qualify for having the Peer Reviewer training
- After completing two formal reviews as a Peer Reviewer, ITS will pay for Master Reviewer training in exchange for acting as a Master Reviewer for two additional formal reviews
- After completing two formal reviews in exchange for training, certified TAMU faculty or staff will be paid the same stipend as external reviewers if they act as a reviewers for any ITS Subscriber Managed formal review at TAMU (\$250 as a Peer Reviewer, \$350 as a Master Reviewer)
- Faculty and staff with QM Certified courses—or who achieve Peer Reviewer or Master Reviewer certification—will be recognized by ITS at an annual awards ceremony; individuals will also receive a letter of official recognition for including in their CVs and teaching portfolios

**Note:** To maintain ethical integrity, faculty or staff involved in the design or development of a course, or who have conducted an informal review of a course, will not be allowed to participate in a Subscriber Managed formal review.

Learn more about the Quality Matters program, including available training, the review process, and achieving course and/or reviewer certifications, at [its.tamu.edu/qm](https://its.tamu.edu/qm).