

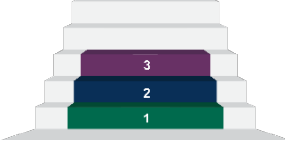


Benchmarks for Online Course Quality and Continuous Improvement | CSU Online

This process aims to elevate a course's design to its highest level, with the goal of fostering continuous improvement of online courses.

Benefits of this structured process are improved student outcomes, easier course management for instructors, reduced workload on course copies, improved evaluation of course's effectiveness, and a consistent student experience.

<p>Level 1: Initiating</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> Updated Course Template used and customized to the instructor, using Folders or Learning Modules for content organized by modules <p><i>*Level met once items are checked off for each level. This may include multiple checkpoints.</i></p>	<p><i>To meet this level, the course uses the updated version of the CSU Course Template or approved partner developed template. Avoids content clutter on the Home Page.</i></p> <p><i>The course adheres to the template design while personalizing customizable sections. However, pending tasks include creating Course Level Objectives (CLOs), Module Level Objectives (MLOs), and a course map.</i></p>
<p>Level 2: Progressing</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> Module Organizers present in each module stating MLOs and module to-do list 	<p><i>In addition to use of the course template, a course map and/or module organizers indicate Module Level Objectives (MLOs) and activities for each module.</i></p> <p><i>The course currently includes modules with MLOs, an organizer and to-do list, and content. The evaluation of content alignment with learning activities and assessments will be addressed in the next phase.</i></p>
<p>Level 3: Achieving</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> Course Map complete <input type="checkbox"/> Alignment of objectives with learning activities, and assessments is confirmed by Instructional Designer and implemented fully in the course <input type="checkbox"/> The course is well organized and adheres to the template as determined by Instructional Designer 	<p><i>Internally, CSU Online or an approved partner has reviewed the course and verified the presence of the course map and all the content modules. CSU Online or approved partner has assessed Quality Matters (QM) standards, confirming that assignments, activities, assessments, and materials are appropriately aligned with the MLOs and CLOs.</i></p> <p><i>The course is well-aligned and is close to being ready for an official QM Review, pending the evaluation of text, video, and audio accessibility, most specifically, text accessibility.</i></p>

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Level 4: Mastering



Has a plan for regular and substantive interaction (RSI) in their course

Accessibility concerns will be addressed at the subsequent level.

Course ready for Official QM Review including meeting Text-based accessibility standards

In addition to alignment, the course text meets QM standards for accessibility. Although video and audio are not essential standards, they are on the path to meeting that. The course is ready to be put through an official QM Review.

If choosing not to pursue an official QM Review, the Continuous Improvement Cycle is the next step.

Level 5: Exceeding

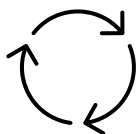


The course has been QM-certified or re-certified

The course has gone through an official QM Review process and is currently certified. Certification lasts 5 years and re-certification is 3 years.

Continuous Improvement is a core principle of QM. The expectation is courses are always in the Continuous Improvement Cycle.

Ongoing



Continuous Improvement Cycle

The course has now been taught a few times and changes should be revisited to see how they fit into the course as it was originally certified or intended. This could mean potential changes to the course map, assignments, activities and materials, and teaching strategies.

If not pursuing an official QM Review, this Continuous Improvement Cycle is essential to maintaining course quality.