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WASHINGTON, DC

A CQI Process for Online Education Using Knowledge Capture and Management



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Objectives

- Discuss the history of CQI in online courses
- Explore a new tool for knowledge capture in online courses
- Demonstrate the use of this new tool as part of a CQI process for the assessment of online courses

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History of CQI

- Walter Shewhart
Statistical Process Control (SPC)
- W. Edward Deming
14 points of performance excellence
- Joseph Juran
The cost of poor quality

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CQI in Higher Education

- Higher education adopted CQI – 1980's Administration and Support
- Total Quality Management (TQM) – mid 1990's Continuous learning and improvement on the part of faculty and students

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CQI Approach for Course and Faculty Assessment

- Faculty would like to:
 - Improve the course
 - Improve their instruction
- They have the means to do it
- Performed in a collegial and supportive manner

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Assessing the Course

Assessing Faculty performance

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Online Courses

Can take advantage of technology
Results of evaluation can be quickly reported to faculty

Embedded Assessment

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Capturing the Living Moments

- Suggestions from faculty teaching in the course
- Nuggets of valuable information from Students
- Ah-ha moments
- Changes in practice guidelines
- Relevant articles, videos, and other media related data

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Instructor Notes

- New tool
Allows faculty to capture valuable information often lost during the semester

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My Blackboard Courses Blackboard Guides

Announcements Edit Mode is ON ?

201301_Assmnt&Mgt: Adult Older Adult_NURS_6225_DE

Instructor Notes

Announcements

Syllabus

Course Overview

Weekly Sessions

Assignments

Discussions

Clinical Folder

Announcements

New Announcements appear directly below the repositionable bar. Reorder by dragging Announcements to new posts above the repositionable bar to pin them to the top of the list and prevent new Announcements from superseding them, presented to Students. Students do not see the bar and cannot reorder Announcements.

Create Announcement

New announcements appear below this time

Blackboard Collaborate

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Instructor Notes

- Corrections to errors found in the course
- Ideas for improving assignment or other aspects of the course
- Recording input from students for course improvement
- Noting common errors made by students pointing to the need for changes in teaching strategies

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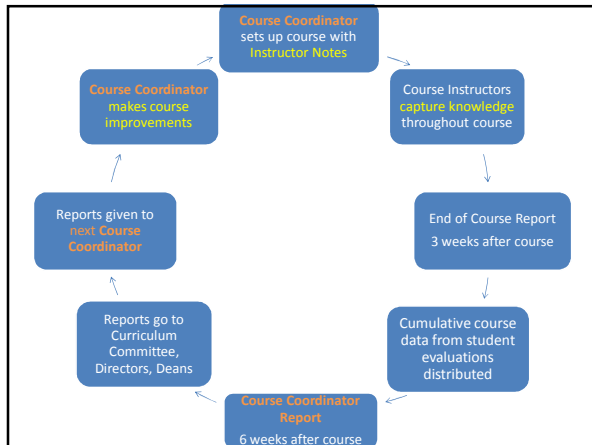
Sample Instructor Notes

Area of Course	Comments
Discussion Board	2/6/13 NJT Put introductions by students back into the first DB and have them add their pictures 2/12/13 NJT Felt the cultural assignment was too heavy and cumbersome; next time break student up into groups of 3
Quizzes	1/20/13 NJT Answer 5A was incorrect. The correct answer should be
Concept Paper	3/25/13 NJT the rubric did not include quality of writing as an element for evaluation. In addition, grammar was not included.
Student Comments	3/30/13 NJT
New Idea	1/17/13 created a one page downloadable version of assignment due dates and posted it in the syllabus section
Other	2/10/13 Use article from Affordable Care Act from 3/2/13 SmartBrief

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Course Report Protocol

- ❑ Embed **Instructor Notes** into each course
 - New Tool – allows faculty capture valuable knowledge
- ❑ Institute an end-of-semester reporting system
 - The Instructor Course Report
 - The Coordinator Course Report
- ❑ Establish a process for program improvement
 - Course coordinators utilize the new knowledge in the next generation of the course



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Jairath, N. & Mills, M.E. (Eds). (2006) *Online health science education: Development & implementation*. Philadelphia: Lippincott, Williams & Wilkins.
