

Online Quality Assurance Questions

1. Am I required to do this?

No one is required to participate. This is primarily a system we developed to help you improve as an instructor and improve our students' experiences in an online environment.

2. Who is eligible to have their course reviewed?

This program is open to full-time and part-time instructors with a complete online class in Canvas. However, we are limited by resources and the availability of Review Team participants, so we cannot promise to review each class immediately. Once you submit your course, we will let you know if we can review the class and when you can expect a completed evaluation.

3. What is required of me if I want my class reviewed?

You simply need to contact Dr. Garrett (Chris.Garrett@nsc.edu) and express interest. The heavy lifting in this project is mostly completed by the review teams.

4. How private is this? Do you see my students' participation in the class?

We move all the course materials to a new Canvas shell and remove any information that could violate FERPA. The course shell is read-only, so reviewers cannot change your course.

5. If my class is reviewed and I get feedback, am I required to change the course?

No. We hope that feedback is helpful and we believe it will help make your class stronger, but it isn't mandatory. However, we encourage you to make the changes and resubmit the class for evaluation. The feedback is mostly focused on course design.

6. Do I receive a stipend for having my course reviewed?

No. We are not providing compensation since the instructor's role is mostly to allow others to evaluate their class. However, we are providing a small stipend for the faculty who participate in the Peer Review Teams.

7. Why should I submit my class if I don't receive a stipend?

We value teaching at NSC and this is a great way to get valuable feedback. It is also a great way to demonstrate your commitment to improving as an instructor. In my annual evaluations, I always like pointing to specific things I completed in support of my goals. Completing an online review is a tangible way of showing you are committed to excellence in teaching.

8. Who reviews the course?

A team of 2-3 faculty will review the course. A Coordinator (currently, Chris Garrett) will gather their feedback and share it with you. Notably, reviewing a class is a great way to improve as a teacher. I reviewed a course during the pilot and learned a lot about online teaching.

9. What are the consequences of not meeting all the criteria in the rubric?

We're committed to making this a "value added" program, so there are no negative consequences if the Peer Review Team recommends changes/additions to your class. In fact, you get some great feedback whether you meet all the criteria or not.

10. What if I can't fix the course on my own?



We'll do our best to help. While the reviewers can't change your course, we should be able to suggest resources on campus that can assist.

11. Who made this rubric? What if I don't agree with the evaluative criteria?

A small group of faculty from multiple areas on campus created the rubric and then tested it on several classes. They based the rubric on several existing measurements, such as Quality Matters and the Open SUNY Course Quality Review (OSCQR) Rubric.

As with any rubric, it will probably evolve. If you would like to see an addition or change, please write to Chris Garrett. We'll evaluate the rubric annually and consider changes based on the review process and faculty feedback.

12. What if my class meets all the criteria? What does that mean for the class?

If your class meets all the criteria, then you can let students know in the course shell. It is a good way to let students know they are participating in a course that has undergone a high level of review and revision. In the future, we might like a way to give a badge or stamp to classes that have successfully completed the evaluation process, but we haven't added that yet.