

# DSC-QM Peer Review Process

The steps in this process are sequential, but you will notice some steps do not rely on previous steps to be completed. Some steps have a single role that is responsible for its completion, while other steps have multiple roles. The roles for each step are listed at the end, and the roles are defined in the footer when it first appears in the document.

## Preparation for Course Review (Prior semester)

1. Create peer review schedule by identifying classes, the Course Representative (CR), Master Reviewer (MR), Peer Reviewers (PR), Instructional Designer (ID), and eMentor. - QM Coordinator (QMC)
2. Send an email to the Departmental Chair and the Course Representative (CR) detailing the processes, timelines, and expectations for the Quality Matters course review. Attach the Online Course Review Checklist, and [tutorial video link](#) explaining the QM Course Review Worksheet. - QM Coordinator (QMC)
3. Initiate, complete, and approve the Course Review Application in the Course Review Management System (CRMS) to send out the Course Review Worksheet. – QMC
4. Complete the Online Course Review Checklist. – Departmental Chair, CR
  - All items on the checklist to be completed prior to the initial meeting
  - Question regarding the items on the worksheet
    - Call (386) 506-3485
    - Email: [FIC@daytonastate.edu](mailto:FIC@daytonastate.edu)
  - 1 Subject Matter Expert (SME) - appointed by Dept Chair to serve as a resource for questions arising from the Review Team regarding the subject matter
5. Begin working on the Course Review Worksheet within the Course Review Management System (CRMS). - CR
6. Schedule the initial review meeting. - QMC

## Preliminary Action Items (2 weeks)

Week 1 (Fall or Spring Planning)

7. Share the Peer Review schedule. - QMC
  - 1 Master Reviewer (MR)
  - 2 Peer Reviewers (PR)
  - 1 Instructional Designer - serves as a resource for questions regarding standard 8 of QM Rubric
8. Provide access to the course to the Peer Reviewers. - QMC

### [Key Terms Defined](#)

(Note: You may use the [Navigation Pane](#) to browse this document at any time.)

## Week 2

9. Provide access to the publisher content, if needed. – CR / Instructional Designer (ID)
10. Convene the initial meeting. - QMC, Department Chair, CR, ID
  - Review items from the Online Course Review Checklist
  - Answer questions about the process, timeline, and expectations for the course review
  - Remind the team that certified courses changes after a certification would need to be made according to the [QM Course Recertification Policy](#)
  - Dept Chair and CR are provided the following options and commit to a review goal
    - Meet all 23 essential standards which is at least 69% on the QM Rubric (69/100 total points) – Earn the Quality (Q) designator in FloridaShines
    - Meet all essential standards and at least 85% on the QM Rubric (85/100 total points) – Earn the High Quality (HQ) designator in FloridaShines and/or Earn Official QM certification
11. Finalize the [Course Review Worksheet](#). - CR

## Pre-Review Process (1 Week)

### Week 3

12. Pull up the course worksheet, course, and prepare questions for the pre-review meeting. - MR, PR
13. Initiate contact and schedule the pre-review meeting with the Review Team. - MR

## Internal Review Process (4 weeks)

### Week 4

14. Lead the Pre-Review Meeting - MR
15. Participate in the pre-review meeting and discuss questions identified. - QMC, MR, PR
16. Follow up with specific questions (if needed) - MR

### Week 5 - 7

17. Remain available for questions. – CR, QMC
18. Communicate with the review team and meet for weekly checkpoints. - MR, PR
  - Include an ID as a participant in one of the weekly checkpoints for expert support with Standard 8
19. Review the course and apply the QM rubric. - PR, MR
20. Save the report to the CRMS as draft. - PR, MR

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21. Schedule the post-review meeting ([Agenda/Guideline](#)). – MR

### Post Review Processes (2 weeks)

#### Week 8

22. Participate in the post-review meeting. – QMC, MR, PR

23. Submit the course review in the CRMS – PR, MR

24. Submit the final report in the CRMS. – MR

25. Access to the Final Report is available to the CR & QMC.

#### Week 9

26. Send a reminder email to the CR to review Final Report, complete the Outcome Response Form, and offer support with completing the form. - QMC, ID

27. Review the Final Report and complete the [Outcome Response Form](#). – CR

- o [Tutorial Video](#)

28. Review the Final Report to identify remaining gaps toward the Q or HQ threshold and schedule the Kick-off Meeting – QMC

- o If the final report has achieved the Q or HQ initial goal, then the course is certified, and the peer review process is concluded.

### Course Revisions: (approximately 1-2 major semesters)

29. Verify that master course shell are ready for the revision stage (if necessary) - ID

30. Kick-off Meeting lead by QMC – QMC, Design Team, Dept Chair

- o Review the Final Report and the gap analysis
- o Discuss the Revision Phase, expectation, and timeline

31. Ongoing meetings to discuss course revisions. – Design Team

- o Revise the course to meet the following criteria:
  - o All Essential QM standards: 69% of the QM Rubric
  - o All Essential QM standards and at least 85% of the QM Rubric

### Post-Revisions (3 weeks)

32. Complete and submit the [Amendment Form](#). – CR

- o [Tutorial Video](#)

33. Provide the MR with an updated course shell for review of the amended changes in the course upon the submission of the Amendment Form - QMC

34. Review changes, approve amendments, and certify course. – MR

35. Close the review. -QMC

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## Key Terms Defined

**Amendment Form** - The Course Representative (CR), will make all necessary revisions to a course after the review period, then complete and submit the amendment form detailing the changes that occurred for each standard. This [amendment form](#) is in the CRMS.

**Course Representative (CR)** - This individual will participate in the course review process and should be someone with working knowledge of the course. The Course Representative will also be responsible for facilitating changes to the course as well as answering questions related to the course. In official reviews, this individual's name will appear with the institution name, course name and number in the QM online Registry of Certified Courses.

**Course Review Checklist** - The course review checklist will allow the Course Representative (CR) and the Department Chair to review specific QM standards (2.1,2.2, 3.1, 4.1) and make other important decisions prior to the initial meeting with the QMC.

Course Review Management System (CRMS) - Quality Matters portal for course Reviews.

**Course Review Worksheet** - The Course Representative uses the Course Worksheet to provide general information about the course for the review team to use as they're reviewing a course. Several Rubric Standards also contain annotations that direct reviewers to look for information supplied on this Worksheet.

Design Team - The design team collaborates to revise a course that has undergone the internal DSC QM peer review process. A team of three appointed by the Dean of Online Studies tasked with collaborating to revise a course following an internal review at the college. The team includes the Course Representative, an Instructional Designer, and an eMentor. This team is unique to DSC (Daytona State College).

**FloridaShines High Quality (HQ) Indicator** - Florida Online Course Design Quality reviews can result in a High Quality (HQ) designation. This designation results from a course being reviewed by three trained reviewers, meeting all QM essential standards,

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receiving at least 85% of the available points on the QM Rubric, and providing alternative means of access to course materials in formats that meet the needs of diverse learners.

**FloridaShines Quality (Q) Indicator** - Florida Online Course Design Quality reviews can result in a Quality (Q). This designation results from a course being reviewed by two trained reviewers, meeting **all QM essential standards**, and providing alternative means of access to course materials in formats that meet the needs of diverse learners.

**Master Reviewer (MR)** - The Master Reviewer manages the review process and provides guidance on the interpretation of the Rubric Specific Review Standards. The Master Reviewer completes all the responsibilities and expectations of a Peer Reviewer, additionally, they: initiate contact with the review team, convene a pre-review conference call, coach team, review report, convene post-review conference call, submit final report, remind team to complete post review survey, and approve amendments (if applicable).

**Outcome Response Form** - The Course Representative (CR) will receive an email notification with the results of the course review. The Course Representative will review the final report, which includes helpful recommendations from the Peer Reviewers. The Course Representative will then complete and submit the Outcome Response form and select the option stating that the necessary improvements will be made to the course within the allocated timeframe. This [outcome response form](#) is in the CRMS.

**Peer Reviewer (PR)** - The Peer Reviewer is a member of the review team and is responsible for the following: participate in a pre-review conference call, solve technical issues immediately, observe confidentiality and intellectual property rights, communicate with review team, advocate for the student point of view, complete individual review, participate in a post-review conference call. Serves as the eMentor on the Design Team.

**Quality Matters (QM)** - An international, U.S.-based, non-profit organization specializing in standards, processes, and professional development for quality assurance in online and blended learning.

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QM Coordinator (QMC) - The Dean of Online Studies; responsible for coordinating all components of the Peer Review Process, ensuring that all stakeholders are trained and prepared to participate in the Peer Review process, and is the liaison between Quality Matters and Daytona State College.

**QM Essential Standards** - Twenty-three (23) out of the 42 standards from the Quality Matters Rubric deemed essential to course design. Meeting the Essential QM standards will equate to a course design receiving a score of at least 69/100 points on the QM Rubric.

**Review Team** - Two to three QM-Certified Peer Reviewers (faculty) responsible for reviewing online courses at the college during the internal review process; one peer reviewer will serve as the Master Reviewer (MR). The departmental Chairperson will serve as the Subject Matter Expert (SME) on the review team. Instructional Designers will provide support for the review.

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