# Course Standards and Culture of Quality Video Transcript

## Intro:

Hello and welcome to this short video on course standards and the WSU Tech culture of quality brought to you by ITAS.

Hi! Krystal here from ITAS. Today I'm going to be walking you through course standards and our culture of standard and quality here at WSU Tech. People often ask me why it's important to have course standards when our courses are so different in and on such a variety of topics and the answer is that it's about the experience for our students.

So you'll notice I've got some automobiles in the background here, and it's an analogy I like to, uh, I'd like to use here. Let's say you take your car to get an oil change to a shop, you've never been to, and you have an amazing experience. Everything is done plus some extra. They wiped down things; they vacuumed the inside, detailed everything--best oil change you ever had, so you're like, "I'm going back there next time," and the next time you go back, you take your car; you drop it off; you expect the same kind of service, the same experience that you got for your money the last time. Only this time, let’s say the person taking your car in is surly and not very neatly dressed, and you get it back and there are a variety of things out of place, your personal items. It’s obvious they didn't vacuum the interior or detail it. Yeah, they may have given you an oil change, but was it what you expected based on what they did the previous time? No. Were you happy about it? Probably not.

Now, if things were to go really poorly, you'd be even less happy about it, but, if you think about all of our technical programs, there are standards within each of those fields. We want our mechanics to abide by a set of standards. We want our nurses to abide by a set of standards. It might not be life or death when it comes to teaching a course, but if we're asking our students to learn and abide by sets of standards, we think that we should probably be doing the same thing when it comes to what we're giving them, which is an experience.

## Slide 2 – Our Course Standards

Before we look at the Innovation Cafe on line, I want to tell you about our course standards and where they come from. They are based off of two globally recognized quality rubrics: Quality Matters (or QM) and the Online Learning Consortium (OLC). Based on the research done by both these institutions, the Online Committee took those course standards and adapted them to meet the structure of our courses here at WSU tech.

## Slide 3: The Online Committee

You may be wondering, "What is the Online Committee? “Well, it is a committee that meets monthly during the semester. It is made up of representatives from multiple areas of the college, and we look at metrics across the college to make decisions about how to improve the quality of our hybrid and online courses. Another way that we look at the quality of our courses is through course reviews.

## Slide 4: Course Reviews

These reviews are based on the standards created by the online committee, and they're all about continuous improvement. They're not a grade. In order to make that happen, feedback and ways to meet the standards are given when you get a course review.

## Course Standards and the Innovation Café

If you really want to dig into the course standards, you can go to the Innovation Cafe, and you can select the Course Development tab from the main page. Besides having interesting information about course design and curriculum development, this tab also houses information about our course standards and Quality Matters. Today, we're going to look at the course standards. Once I've selected the core standards button. I am now on the course standards page.

You can see here there's some explanation about how the course standards were developed and how to interpret them, but the document you really want to take a look at is this course standards document below. This is a PDF document that you can either view right here, or, if you want to have it for yourself, you can choose to download or print it from this page. This document shows you when they were revised. It also allows you to jump between each overall standard.

You’ll notice that each overall standard has its own color scheme for the specific numbered standards. The other thing to notice about this document is that we've put in the OLC standard that it was based on from their rubric, and then we have the WSU Tech equivalent of that standard--basically, what it looks like in our course. You can also see the progression of dates when these items were due and whether they are required or recommended. Some may also say "Provided," and that would be something that we provide in your course shells for you. We have, if you skip to the end, 49 individual specific standards, and you can see here that there is information about where we got this rubric from that we adapted, so please take a look at this. Go through the standards and see what we consider to be the key components of a quality course.

Another tool that you can use is this design standards tool. It's essentially the same document as below, but it has an extra column to use for your self-assessment or if you're having a peer look at your course. All you have to do is select this icon and the course will download. You can then open it and save it as whatever file you like. This page will also show you who is on the retention/online committee. This page is updated anytime committee members change or are added, so make sure that you check back here often if you have questions about who is on your online committee. For any other questions about course standards or the culture of quality here at WSU Tech, please email ITAS@wsutech.edu.