

A Quality Matters Event

QM Research  
Online  
Conference

# Active/Applied Research on Online Learning and Quality Assurance

February 9, 2021

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## QM Research Landing page

Raising questions. Pursuing answers. Curating and categorizing. That's how we support the QM system.

Founding principle that continues to drive Quality Matters is the need for QM Standards to reflect current academic research on effective learning. The initial standards and subsequent modifications have been based on the insights of teams of experienced online instructors and instructional designers and on the best practices standards promulgated by accrediting bodies and national and international organizations. In addition, the QM Standards have been examined for consistency with the conclusions of the educational research literature regarding factors that increase learning and engagement and that improve learner retention rates.

QM Research is focused on curating and supporting research studies related to the impact and use of the Quality Matters model. Literature reviews to inform members of the Rubric Committees in their effort to assure that the Rubrics remains current with the research are also an important component of QM Research activities. If you are looking for guidance on conducting QM-focused research or finding studies to support the use of QM, we recommend starting with the resources listed in this section.



### QM RESEARCH LIBRARY

Search our curated selection of literature bearing a relationship to the QM Standards by either keyword or the QM Standard number. References on teaching competencies can be found in the Online Instructor and Teaching Competencies Literature Review.



### RESEARCH TOOLKIT

Get guidance on developing a research question that will make for a solid study and facilitate attaining information significant to online learning stakeholders.



### QM-RELATED RESEARCH RESOURCES

See a curated list of studies and publications related to the primary categories of QM Research. Need help with your search? Contact QM Research with your questions.

### QM-Focused Research Highlights

- QM Digital Accessibility White Paper Series**  
This white paper series explores QM member institutions' improvements in accessibility policies and processes and course design and development tools over a 10-year period, as well as the professional development that would help them achieve accessibility for all students.
- Changing Landscape of Online Learning (CHLOE) Reports**  
This multi-year study by QM and Edventures fills an important gap in the research of online learning management trends. Download the latest report – CHLOE 5: The Pivot to Remote Teaching in Spring 2020 and its Impact.
- 5 Tips for Moving from Remote Instruction to Quality Online Learning**  
This article authored by Kay Shattuck, Bethany Simunich and Barbara Burch summarizes guidance – by QM members – for building a bridge to quality learning environments.
- QM-Hosted Research Webinar Recordings**  
A list of the research-related webinars hosted by QM with recording links. Hear from QM Members about the online learning and QM-related research being conducted.
- Challenges and Solutions of Research into the Quality of Online Learning Quality Matters Lens**  
This paper explores the challenges of educational research and reports on the Quality Matters experience concluding with considerations important in the quest for robust research.
- QM Impact Summary**  
Examples of QM Impact and the variables associated with research into QM.
- AJDE**  
These editions, or individual articles, can be accessed from a subscribing research library.  
• 2017 – Vol. 31, Issue 3 of The American Journal of Distance Education (AJDE) is a special issue on Quality Matters.  
• 2015 – Vol. 29, Issue 3 of The American Journal of Distance Education (AJDE) is a special issue on Quality Matters.
- Research Inputs and Outputs of Quality Matters**  
The 2015 Update to What We're Learning From QM-Focused Research. Read what we've learned from the research.

### Research Webinars

Join the QM Research Colleagues and other researchers from the QM Community for presentations of research on the impact of quality assurance in online learning and other related topics. The webinars are free and open to QM Members as well as non-members.

February 9, 2021 – 1:00 pm to 4:30 pm Eastern



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# The “Big Three”

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# Library, Toolkit, Resources



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## Welcome to the Quality Matters Research Library!

A search of the research literature that bears a relationship to the QM Standards can be done in one of two ways:

1. Search by standard by selecting the number of a standard and, if desired, focus the search further by keyword(s).
2. Search by keyword(s). This will result in a list of references from one or more standards.

Enter the publication date range below (optional):

From:  To:

1. Standard Search:

Select Standard:

OR

2. Keyword Search:

Standard Keyword(s):

[Search Keywords](#)

[Search Standards](#)

# The Research Library

- The research that supports the QM Rubric
- Add'l related research
- Search by Standard
- Search by Keyword
- Contribute and help it grow!



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# The Research Toolkit

## How to Conduct QM Research

The QM Research toolkit is designed to guide anyone interested in doing research on the impact of Quality Matters. The steps move through the process of conducting a research project, giving an explanation for each step along with examples. The toolkit begins with information on developing a QM-focused research question that will be the basis of the project.

### Who should be conducting research related to QM?

This research toolkit is designed for new researchers, as well as experienced researchers who are unfamiliar with the Quality Matters working principles, processes, and procedures.

### Set yourself up for success

Designing a research study on the impact of Quality Matters requires awareness, comprehension, analysis, synthesis, and evaluation of a scholarly online/distance education knowledge base, as well as a background in the principles and application of the QM process within a system of quality assurance. These reflective processes will better prepare the researcher in making judgments for the development of a study that can inform and continuously improve the QM knowledge base, which, in turn, will improve online/distance education through research and practice.

Interested in learning more about QM-focused research?

Contact [Barbra Burch](#), Manager of Research and Development, or [Bethany Simunich](#), Director of Research and Innovation.

### Have an Idea for a Research Topic?



Get help with selecting measurable outcomes and framing your study in The ABCs of Online Learning Research workshop.

[Learn More >>](#)

Step 1 Step 2 Step 3 Step 4 **Step 5**

Step One: [Develop your research question] What do you want to know?



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# Online Research Workshop



## The ABCs of Online Learning Research

Learn how to get started doing research on online learning in this active, applied three-week online workshop. Using QM and the reference, this workshop covers the steps necessary for developing a quality research study related to online learning.

*Course Length:* Three weeks

*Delivery Mode:* Online (Asynchronous)

*Instruction:* Facilitated

*Fee with Membership:* \$200.00

*Fee:* \$300.00

In this workshop, participants are asked to come with a general idea/topic that they'd like to research. Through the course of the workshop, they will grow and refine that idea. Whether you're new to researching online learning or are an experienced researcher, the learning activities in this workshop, along with the feedback and guidance of your peers, will help you avoid some of the pitfalls in online learning research and develop a quality research project to meet stakeholder needs.

### Recommended For

Faculty, teachers, librarians, instructional designers, administrators, adjunct instructors, or anyone interested in conducting research to improve online education.

### Learning Objectives

1. Describe the foundational concepts of Quality Matters and the information and resources for QM-focused research.
2. Create an appropriate research question based on current interests/needs, and refine your question based on a brief literature review.
3. Identify and define the variables in your study, and account for the unique barriers and considerations in online learning research by addressing confounding variables.
4. Draft a research study design with a doable methodology for data collection and analysis.
5. Contribute articles, findings, and ideas to online learning research.



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# Curated QM-focused Resources

## Curated Resources

The term "QM Research" relates to several different types of research. There is research that **supports** the QM Rubric and process, research that discusses its **use**, and research that focuses on its **impact**.

### Recent Literature Reviews

#### K-12

- 2019 K-12 Dissertation Literature Review Summary
- 2019 K-12 Article Literature Review Summary
- 2018 Literature Review for revising the National Standards for Quality Online Courses
- 2018 Literature Review for revising the National Standards for Quality Online Teaching
- 2018 Literature Review for revising the National Standards for Quality Online Programs
- Review of K-12 Online and Blended Education Research Literature

#### Higher Education

- 2019 Higher Education Literature Review Summary
- 2017 Literature Review Summary Report in preparation for the Higher Education Rubric, Sixth Edition
- 2013 Literature Review Summary Report in preparation for the Higher Education Rubric, Fifth Edition
- Searchable QM Research Library incorporating references prepared for all editions of the Higher Education Rubric that support and inform it

#### Teaching

- Online Instructor and Teaching Competencies Literature Review
- Online Instructor and Teaching Competencies: Further Analysis of the 2016 Literature Review for Quality Matters

## QM Research Grant Projects

Since 2005, QM has funded small research grants on the impact of QM. We are currently taking a hiatus from accepting proposals. Here is a list of Research Projects by year:

#### 2016

- The Impact of Quality Matters Professional Development on Teaching Across Delivery Formats

#### 2014

- A Study of the Relationship Between Quality Matters General Standard 5, Level of Interaction, and Academic Performance Online

#### 2013

- Analyzing Predictors of Faculty Behavior to Engage in Peer Review
- Effect of Student Readiness on Student Success in Online Courses
- Measuring Online Course Design: A Comparative Analysis
- Measuring the Impact of Student Engagement in the Application of Quality Matters Standards on Blended Course Design



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### Changing Landscape of Online Learning (CHLOE) Reports

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# CHLOE Report

## Topics

Conference Presentations  
Hear from Members  
Higher Ed Articles  
Higher Ed Case Studies  
K-12 Articles  
K-12 Case Studies  
Members in the News  
Networking & Sharing QM  
Newsletters  
Online Learning Resources  
Professional Development Resources  
QM in the News  
Research & Best Practices  
Using QM as Evidence

## CHLOE Research Team

- 
- Richard Garrett**  
CHLOE Co-Director and Eduventures Chief Research Officer, ACT | NRCQUA
- 
- Ron Legon, Ph.D.**  
CHLOE Co-Director and Senior Advisor for Knowledge Initiatives, Executive Director Emeritus, Quality Matters
- 
- Bethany Simunich, Ph.D.**  
CHLOE Co-Director and Quality Matters Director of Research and Innovation
- 
- Eric E. Fredericksen, Ed.D.**  
CHLOE Contributing Editor and Associate Vice President for Online Learning and Associate Professor, University of Rochester
- 
- Mughees Khan**  
Eduventures Senior Quantitative Analyst, ACT | NRCQUA

## The Changing Landscape of Online Education (CHLOE) Project

The CHLOE project looks at the structure and organization of postsecondary online education in the U.S., as it becomes increasingly mainstream. As online learning moves from an experimental phase to an established institutional function, CHLOE documents steps to achieve stability, reliability, and consistency.

### Survey Pool

In contrast to other surveys, CHLOE seeks the insight and perspective of the senior online officer at each participating institution in the belief that this individual has a unique vantage point from which to assess online learning at their institution.

### Eduventures and QM Collaboration

In 2016, Eduventures Research and Quality Matters formed a partnership to fill a gap in the research related to online education by focusing on how it is being carried out at postsecondary institutions across the United States. The first CHLOE Survey was conducted in 2016 and resulted in the 2017 CHLOE 1 Report.

### Upcoming Surveys

CHLOE & CHLOE 6 will continue CHLOE's new direction by focusing on one or a short list of current issues. CHLOE's newly formed Advisory Panel (CAP), composed of a diverse group of online learning leaders representing different types and levels of institutions, will have much to say in defining the focus of CHLOE 6 and beyond.

Become a CHLOE Survey Respondent – If you are a chief online officer and wish to participate in the next CHLOE Survey, or if you wish to nominate the chief online officer at your institution to respond, please contact QM's Manager of Research and Development [Barbra Burch](#).

### The Reports



#### 2020 CHLOE 5: The Pivot to Remote Teaching in Spring 2020 and Its Impact

CHLOE 5 is a departure from the previous four surveys and reports in its focus on a single issue – the impact of higher education's response to the COVID-19 pandemic and the impact it is having on the short- and long-term prospects of online learning.

In CHLOE 5, Chief Online Officers:

- Identify the key challenges their institutions had to overcome during their pivot to remote instruction in spring 2020
- Acknowledge the specific challenges involved in the pivot, while concluding the pivot was largely successful from the institutional, student, and faculty perspectives
- Specify their priorities for quality improvement to remote instruction to get closer to true online learning should expanded online learning continue into fall 2020 and beyond

A notable conclusion from CHLOE 5 is that although colleges may be announcing a return to the in-person classroom in the fall, their online officers are preparing for a term of improved remote study.

[Download Report >>](#)

#### 2020 CHLOE 4: Navigating the Mainstream



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# QM Research Landing page



Why QM? ▾ Membership ▾ Professional Development ▾ Reviews & Certification ▾ Events ▾ Research ▾ QA Resources ▾ QM ID Association ▾

- QM Focused Resources
- QM Research Library
- Conduct QM Research
- QM Research Colleagues
- CHLOE Project

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## QM-Focused Resources

### QM Digital Series

This white paper provides insights on how to improve course design and develop the professional development accessibility for all students.

### Changing the Game (CHLOE)

This multi-year project is an important effort to...



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# Research Colleagues

## QM Research Colleagues

Quality Matters Research Colleagues play a leading role in keeping the Rubric current. These dedicated volunteers work with QM Research staff to foster studies that advance the knowledge of QM's impact on learner success. Their activities include tracing, documenting, and analyzing scholarly research that informs the continuing reflection and improvement of the QM Standards. They also discuss, advise on and support the QM research agenda.

### Help Me...

- See publications that QM Research colleagues have authored
- See recommended reading for QM Research colleagues on topics important to education

### Current QM Research Colleagues

Barbara W. Altman, Ph.D., Texas A&M University - Central Texas (since 2016)



Barbara (Barb) Altman is Associate Dean and Associate Professor of Management for the College of Business Administration at the Texas A&M University - Central Texas. Dr. Altman is interested in research on corporate social responsibility, sustainability, organizational change, public/private partnerships, and course design and delivery. She has over 18 years of teaching experience in online and blended formats. She serves on the Quality Matters Academic Council.

Deborah Anne Banker, Ed.D., Tarleton State University (since 2014)



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# Rounding out the Research pg.

## Frequently Requested Resources

Accessibility Policy Creation Guidelines ▾

How to Reference & Use QM in Research ▾

Streamlining Accreditation Preparation with Program Review ▾

## Recent Articles

Evaluating Online Course Quality: A Study on Implementation of Course Quality Standards ▾

Student Perceptions of the Impact of Quality Matters-Certified Online Courses on Their Learning and Engagement ▾

Class Size in Online Courses: What the Research Says ▾

Video Length in Online Courses: What the Research Says ▾



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# Share QM Research

## Printable PDF

The screenshot displays the QM Research Library website. It features several sections:
 

- QM RESEARCH LIBRARY:** Search our curated selection of resources having a relationship to the QM Standards by either keyword or the QM Standard number. References on teaching competencies can be found in the Online Instructor and Teaching Competencies Literature Review.
- RESEARCH TOOLKIT:** Get guidance on developing a research question that will make for a solid study and facilitate attaining information significant to online learning stakeholders.
- QM-RELATED RESEARCH RESOURCES:** See a curated list of studies and publications related to the primary categories of QM Research. Need help with your search? Contact our research with your questions.
- Research Webinars:** Join the QM Research Colleagues and other researchers from the QM Community for presentations of research on the impact of quality assurance in online learning and other related topics. The webinars are free and open to QM Members as well as non-members. February 9, 2021 – 1:00 pm to 4:30 pm Eastern. QM Research Online Conference: Active/Applied Research on Online Learning and Quality Assurance. A variety of presenters will disseminate research in online learning and other related topics. The webinars are free and open to QM Members as well as non-members.
- Looking for a recording or miss a session?** See a list of all archived recordings.
- Have an idea for a Research Webinar?** Contact the Research team.
- Here are just a few of the presentation options:**
  - Developing a Framework for Quality Online Course Videos: What Does the Research Say?
  - Current perspective 2.0: Where do we go from here?
  - Classroom Accessibility of Online Courses: Course Development Practices and Tools
  - Implementing High Impact Practices on Campus and Online: Research, Resources, and Requests
- Frequently Requested Resources:** Accessibility Policy Creation Guidelines
- Recent Articles:** Assessing the State of Online Learning: Diving into the OULUCE Surveys
- Learning: A Quality Matters Lens** (with a link to a research paper)
- QM Impact Summary** (with a link to a research paper)
- AJDE** (with a link to a research paper)
- EDUCAUSE** (with a link to a research paper)
- The Online Instructor and Teaching Competencies Literature Review** (with a link to a research paper)
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- Internet Learning** (with a link to a research paper)



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# FAQs for All Your Questions

### FAQ Topics

- About QM
- Attending QM Conferences
- Course Reviews
- Membership
- Presenting at QM Conferences
- Professional Development
- Program Reviews
- QM Certification Marks & Logo
- Research
- Rubrics & Standards
- Support

Search

### About QM

1. Where can I find information on QM's FIPSE grant?
2. What are some resources for promoting QM quality assurance to others?
3. What are the underlying principles of Quality Matters?
4. What organizations are members of Quality Matters?
5. What were the key milestones in developing the original QM Rubric?

### Attending QM Conferences

1. What are the registration fees for QM Conferences?
2. How can I show how much I love QM Conferences?
3. How does attending a QM Conference help my organization?

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profession



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# ROC Landing Page

## 2021 QM Research Online Conference

### Active/Applied Research on Online Learning and Quality Assurance

This conference is focused on research-supported best practices and takeaways that attendees can number of experts from the QM community present on Active/Applied Research on Online Learning single afternoon. Each session will provide attendees with one or more application-based takeaway

### Concurrent Sessions

Attendees can choose one session from each time slot. Secure Zoom links will be emailed to registrants. *session name below to see presenter and description information.*

1:40 - 2:30 p.m. Eastern

1. Developing a Framework for Quality Online Course Videos: What Does the Research Say?

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1:00 pm - 4:30 pm Eastern ([convert time zone](#))

Free — open to QM members and non-members

Registration for this event has filled! Please [email us](#) with your full name and institution if you would like to receive recording links.

### Agenda At-a-Glance

1:00 - 1:30 pm: Welcome & Orientation

1:40 - 2:30 pm: Concurrent Sessions

2:40 - 3:30 pm: Concurrent Sessions

3:40 - 4:30 pm: Concurrent Sessions



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# Thank you for joining us today!

[research@qualitymatters.org](mailto:research@qualitymatters.org)

Join the community of people that believes quality matters | [qualitymatters.org/events](https://qualitymatters.org/events)

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