Adding Quality Matters to Our Education Puzzle Through Faculty Development

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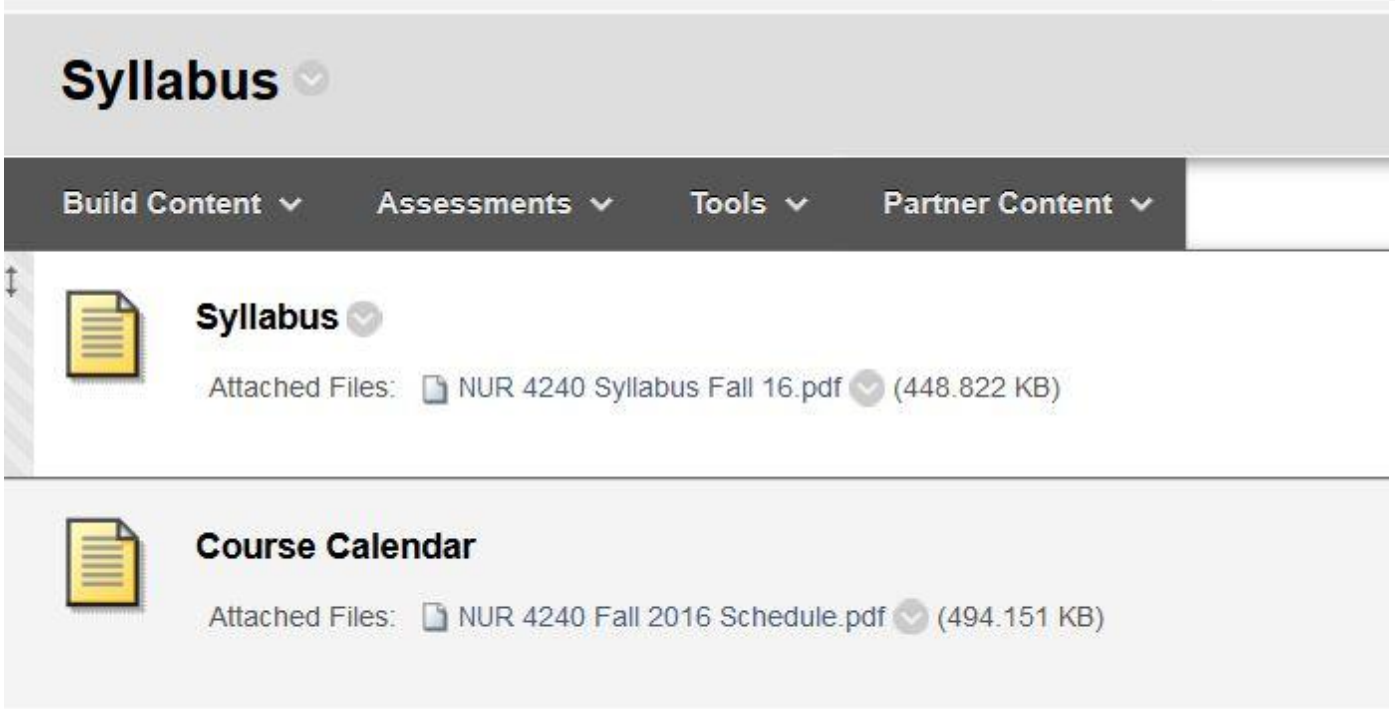
Learning Objectives

- Explain how to create a learning community focused on Quality Matters to enhance faculty development.
- Propose how the model could improve policy, curriculum, and student service at your institution.
- Evaluate how the model could support continuous improvement of academic rigor at your institution.

Program Overview

- Bon Secours Memorial College of Nursing
  - RN to BSN
    - Program began in 2013
    - 100% Asynchronous Online program
    - Designed for working Registered Nurses
    - Includes 33 credit hours of online learning
    - Graduated over 600 students
    - Classes designed with QM rubric

Improvements Identified



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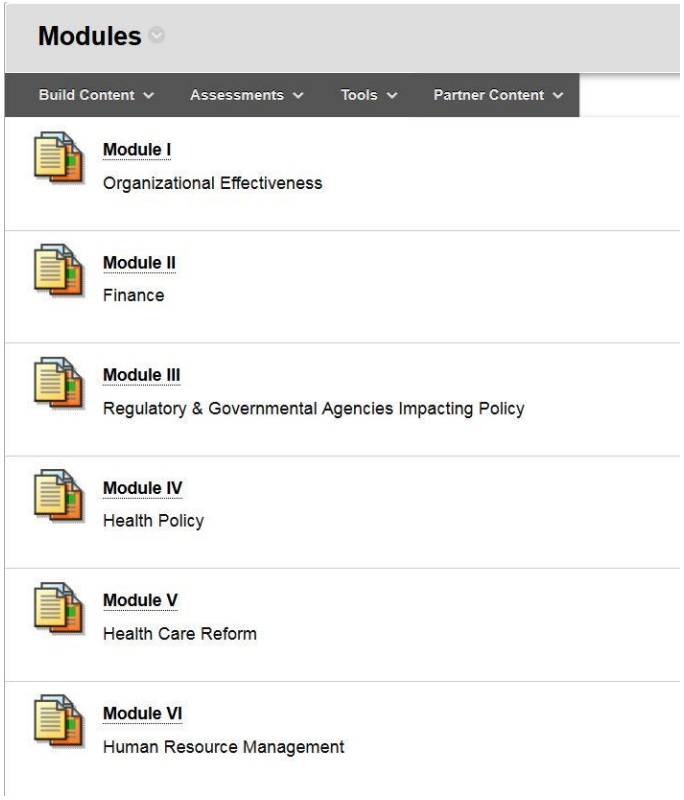

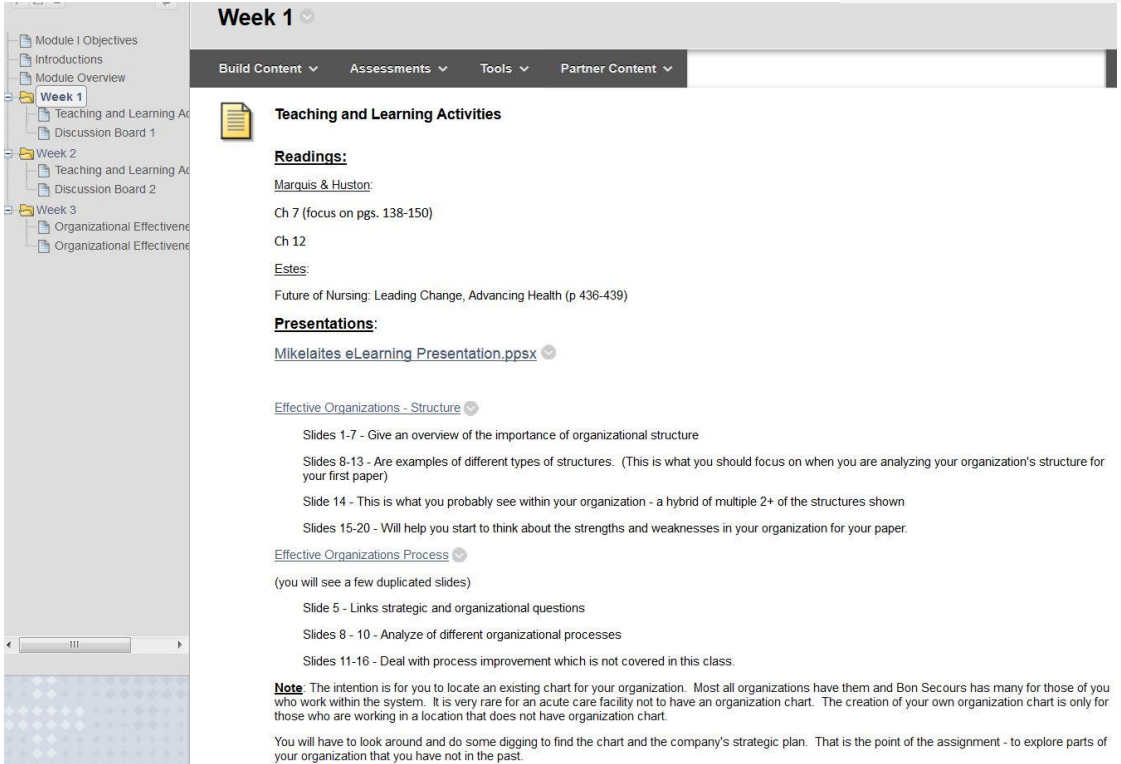

Improvements Identified

Assignments

Build Content | Assessments | Tools | Partner Content

RN-BSN Discussion Board Rubric

Attached Files: RN-BSN Discussion Board Rubric.pdf (218.669 KB)

Please Note: Formal writing is not expected in the DB because it is simulating a classroom discussion. However, you are expected to use proper formatting for references and in-text citations. The only exception is the reference does not have to be double spaced or indented (Blackboard will not let you do that).

Helpful Hint - spell check works best when using Blackboard in Firefox.

Written Assignment Rubric

Attached Files: Grading Rubric for Writing Assignments.pdf (94.76 KB)

Please Note: This rubric is used in conjunction with the Organizational Effectiveness Paper and the Health Care Policy Paper. If you do not pay attention to both rubrics you will lose points.

Improvements Implemented

201819SPRING-NUR4240-DL1-Business of Health Care in Complex Systems

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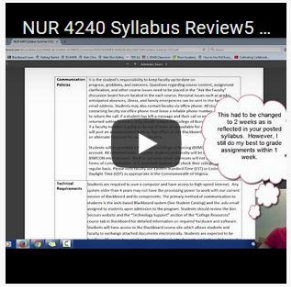
Course Resources

SYLLABUS

Attached is the PDF version of the course syllabus for NUR 4240 Business of Healthcare in Complex Systems. The syllabus contains information about course assignments and responsibilities. You may download and/or print a copy of the syllabus for your records. Please note that information on the syllabus is subject to change at the instructor's discretion, and any changes will be communicated with students immediately.

Course Syllabus

This video will review a few key elements of the syllabus. The Blackboard icons will look slightly different because of the new format, but the areas and content are all the same.



In conjunction with the information in the syllabus, I have expanded on some areas to address communication expectations for both students and me as your faculty.

Communication Expectations

CALENDAR

Attached is the PDF version of the course calendar for NUR 4240 Business of Healthcare in Complex Systems. The calendar contains information about assignment due dates. You may download and/or print a copy of the calendar for your records. Please note that information on the calendar is subject to change at the instructor's discretion, and any changes will be communicated with students immediately.

Course Calendar

Improvements Implemented

Modules

Build Content | Assessments | Tools | Partner Content

Module I - Organizational Effectiveness

This module contains materials for Weeks 1-3 of the course.

Module Objective: Evaluate organizational effectiveness as it relates to human resource management and the scope of nursing practice.

Improvements Implemented

Week 1: Organizational Structure and Process

Module objectives we will cover this week:

- Organizational Structure
- Organizational Planning
- Organizational Effectiveness

In this folder, you will find the following:

- Class readings and activities
- Personal Introduction
- Discussion Board #1

Improvements Implemented

Week 1 Information

WEEK 1

This week you need to complete:

1. Introduction post
2. One written discussion board, one peer response, and responses to questions that you are asked.

LEARNING OBJECTIVES

Evaluate organizational effectiveness as it relates to human resource management and the scope of nursing practice.

LEARNING ACTIVITIES

eLearning Module

This eLearning Module will allow you to navigate through the basic concepts of organizational structure, process and effectiveness

Effective Organizational Structure

Slides 1-7 - Give an overview of the importance of organizational structure

Slides 8-13 - Are examples of different types of structures. (This is what you should focus on when you are analyzing your organization's structure for your first paper)

Slide 14 - This is what you probably see within your organization - a hybrid of multiple 2+ of the structures shown

Slides 15-20 - Will help you start to think about the strengths and weaknesses in your organization for your paper.

Effective Organizational Process

Improvements Implemented

READINGS

Marquis & Huston textbook:

Ch 7 (focus on pgs. 171-175)

Ch 12

Estes textbook:

Future of Nursing: Leading Change, Advancing Health (p 436-439)

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Introductions

Please do a video or written introduction for your group

Discussion Board 1

Click here to go to Discussion Board #1

The purpose of this discussion board is to begin gathering information for your Organizational Effectiveness paper and get feedback from your peers. Make sure to reference the sources where you find this information about your organization. You must address both topics in your post. You must provide 1 peer response. In addition, you need to respond to questions that peer or faculty ask you

1. Provide an overview of your organizations function/purpose, culture, mission, and values.
2. Attach (using the paperclip icon above) an organizational chart. Explain the structure using terms from the readings.

Improvements Implemented

Weekly Summary

WEEKLY SUMMARY

This week you will have completed:

1. Introduction post
2. One written discussion board and one peer response and responses to questions asked

College QM Goals

- QM Teaching Online Certification
- Internal review of courses
- External review of courses
- Obtain all four program certifications
  - Online Teaching Support
  - Online Learner Support
  - Online Learner Success
  - Online Program Design

QM Fellowship Planning

Steps:

- Implementation Plan
- QM Courses
  - 7 required TOC classes
  - Applying the QM Rubric
  - Higher Education Peer Review Course
- Delivery - Synchronous vs. Asynchronous support

Advantages:

- Administrative support
- Small community
- Strong collaboration
- Immediate faculty buy-in
  - Ownership of courses
  - Motivation

QM Fellowship Beginnings

- Application process
- First cohort was during AY 17-18
- Learning Community met regularly
  - In-person meetings (x2 per semester)
  - Google+ Community
- Ongoing feedback from fellows to improve process

14 members - Private

Quality Matters Faculty Fellows

MEMBER

Search Community

What do you want to share?

Christine Turner ▸ Discussion 11w

Taking the CPOC [presence] course and really like it. Kinda intense like the policy course though. Tried one new strategy to give student feedback based on learning in the course. Asked students for feedback to see if they liked it. Waiting on replies now.
Chris

SHOW ALL 5 COMMENTS

Julie Marsh: +Christine Turner What did your student feedback turn up?

Christine Turner: sadly, no responders

Christine Turner: maybe they will say something in the end of course evals?

Add a comment... +1

Julie Marsh Owner ▸ Discussion 17w

Julie Marsh Owner ▸ Discussion 8w

How is everyone? The semester is winding down, and lots of QM learning happened in the last few weeks! Any lingering thoughts, comments, or concerns out there??

Add a comment... +1

Christine Turner ▸ Discussion 14w

Finishing up the Orientation course [OYOL]. I'd like an overview of what is included in the NUR 3208 course, maybe at our next meeting? Thanks in advance.

Julie Marsh: I've added it to our meeting To Dos for Monday. Thanks!

Add a comment... +1

Christine Turner ▸ Discussion 18w

Hi - I finished my course and got an email to create a Credly

QM Fellowship Outcomes

- All 4 faculty obtained the TOC
- Collaborative learning with instructional designer
- Faculty reported improved:
  - Workflow
  - Implementation of best practices
  - Ability to support online learner
- Improvements to College via Fellow's recommendations

Policy Recommendations

Recommendations Related to Student Needs:

- Review all policies to ensure online students are addressed
- Change the word “classroom” to “learning environment” in multiple policies
- Update the Students’ Rights and Responsibilities Policy to speak to environment and expectations of online learning
- Address online learner access of library services

Recommendations Related to Faculty Needs:

- Create policy on Intellectual Property
- Create policy on course copy as relates to record keeping

All changes were made and go into effect in Academic Year 19-20

Consider your own institution. What policies do you think need to be updated or added to better align with your online learning goals?

Top

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Curriculum Recommendations

Recommendations Related to All Classes:

- Add academic reporting and privacy statement to syllabus
- Add copyright statement to syllabus

Recommendations Related to Online Classes:

- Creation of syllabus template specific for online learners

Recommendations Related to Online Student Orientation:

- Add academic reporting and privacy training
- Add FERPA training

All changes are either in effect or will be in Academic Year 19-20

Consider your own institution. What curriculum recommendations do you think need to be made to better align with your online learning goals?

Top

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Student Services Recommendations

- Update student misconduct/behavior standards to reflect the online environment (Revisions are underway)
- Revise the logistics of our disciplinary process to address online students (Revisions are underway)
- Define “student record” as related to FERPA in student handbook and student online orientation (Completed)

All changes are planned to be in effect by Academic Year 19-20

Consider your own institution. Are there student services you think need to be updated or added to better align with your online learning goals?

Top

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Worksheet

QUESTIONS