

Establishing an Academic Quality Design Framework

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Session Description

Academic quality in online learning is difficult to define and support at scale. Quality initiatives must address the inherent complexities of academic and technical systems, and diversity among academic disciplines, as well as faculty and student perspectives. Learn how a fully online University has inclusively approached academic quality in teaching and learning at-scale, by adopting Quality Matters standards and a University-designed engagement layer called APUS Engage to promote quality design and teaching in a unified framework.

Participants will leave with specific ideas, tools, and techniques to:

- Include diverse stakeholders in the definition of Academic Quality and the support of continuous improvement.
- Facilitate virtual engagement of faculty, department chairs, deans, and department leadership across the university in Quality initiatives.
- Incorporate external standards, such as Quality Matters, as part of a university-specific culture of quality for teaching and learning.

Heroes Hear the Call



- The Call** | What's the challenge?
- The Fellowship** | Who will help?
- The Adventure** | How do we get there?
- The Boon** | What is the reward?
- The Return** | How have we transformed?

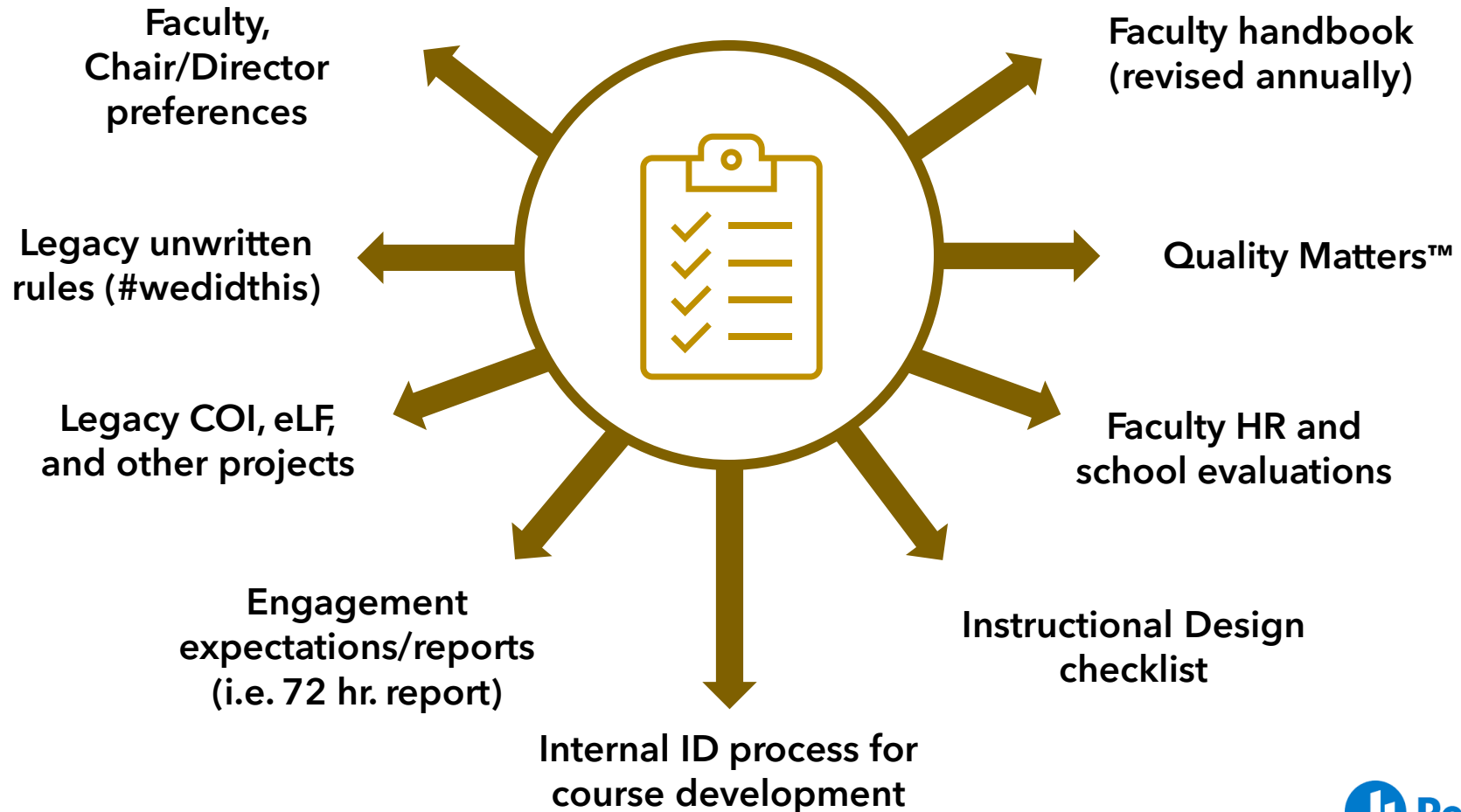


Join me in Poll Everywhere





The Call: A Challenge to Unify



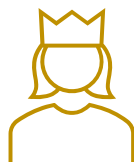


The Fellowship in Lockdown

Administration



Deans



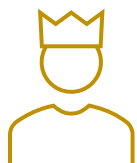
Staff



Voluntold
Contributors



Directors



Enthusiast
Volunteers



Faculty



**2020: transition to
Virtual WorkLife**

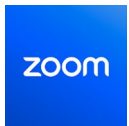
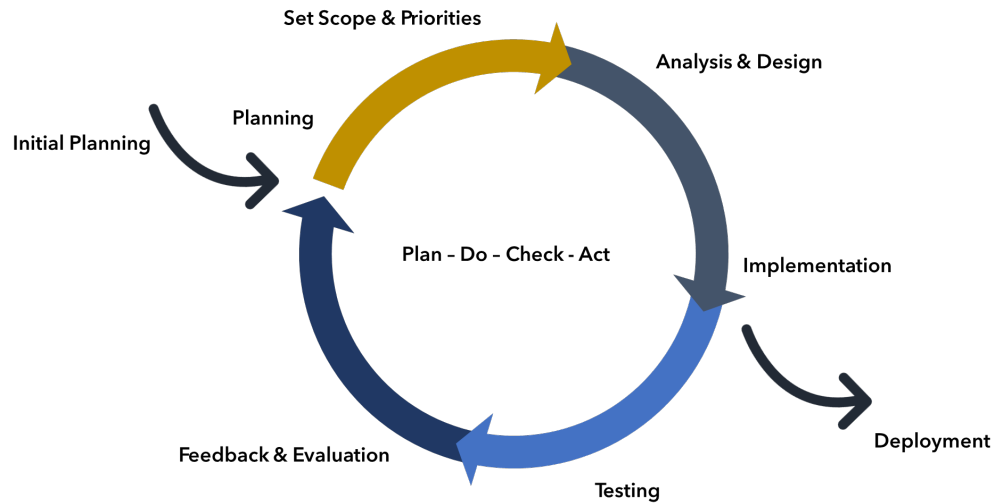


LMS Migration



Adventure Map & Gear

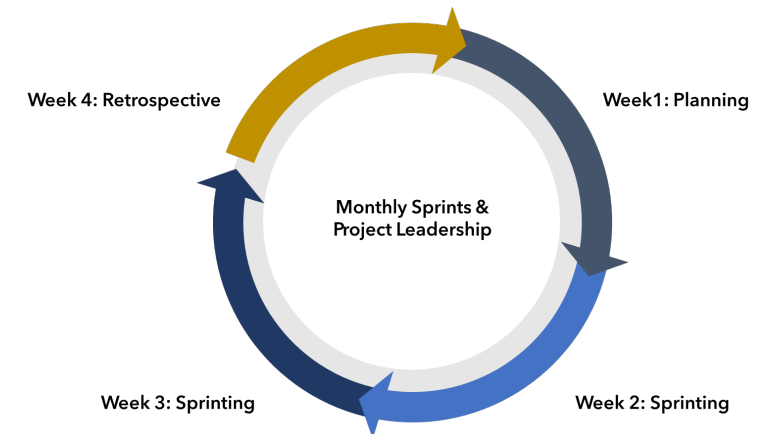
Choose your own Adventure:



Design Sprints



Agile Sprints



The Sprint Process: Why and How We Use Sprints



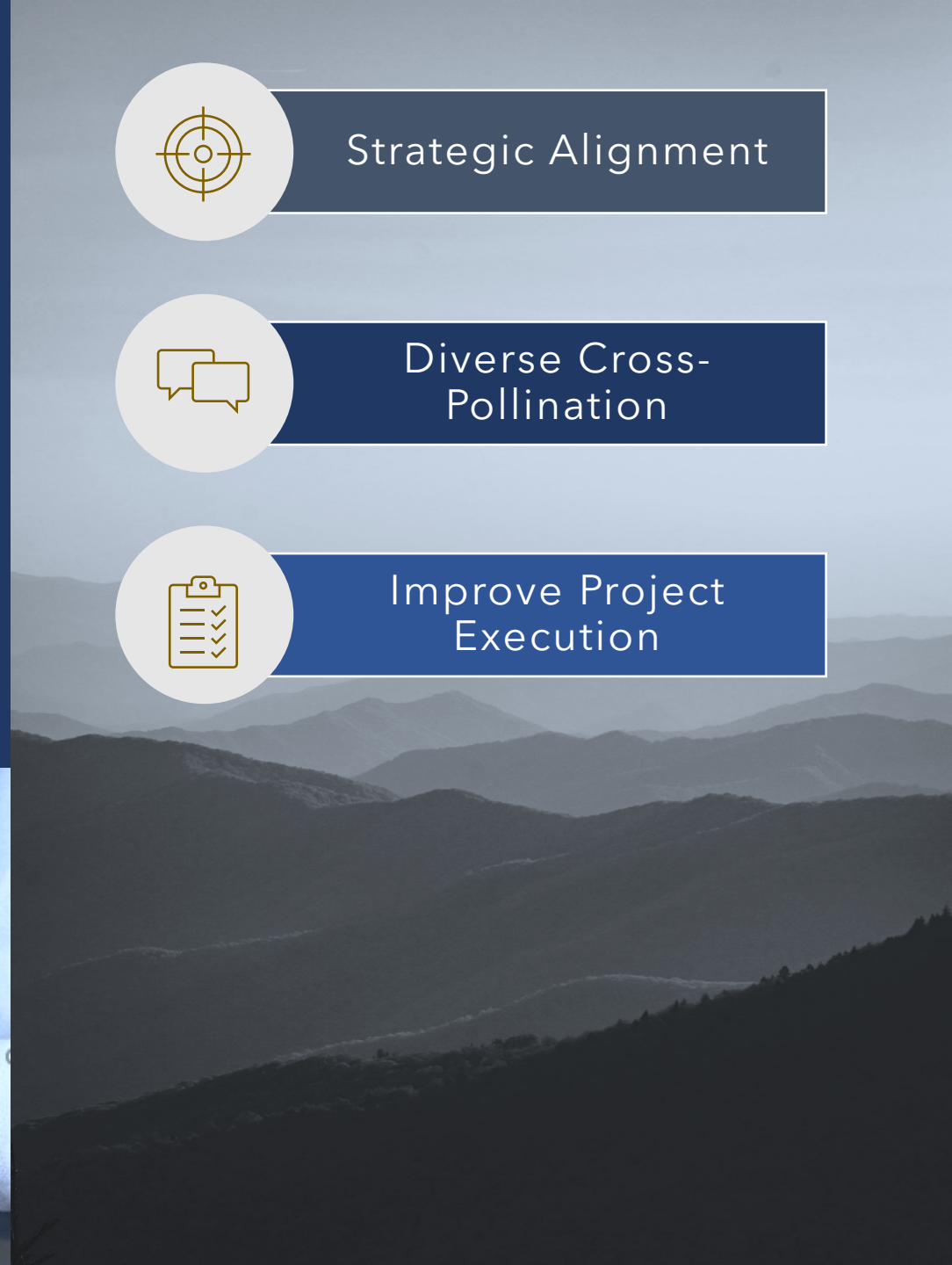
Strategic Alignment



Diverse Cross-Pollination



Improve Project Execution



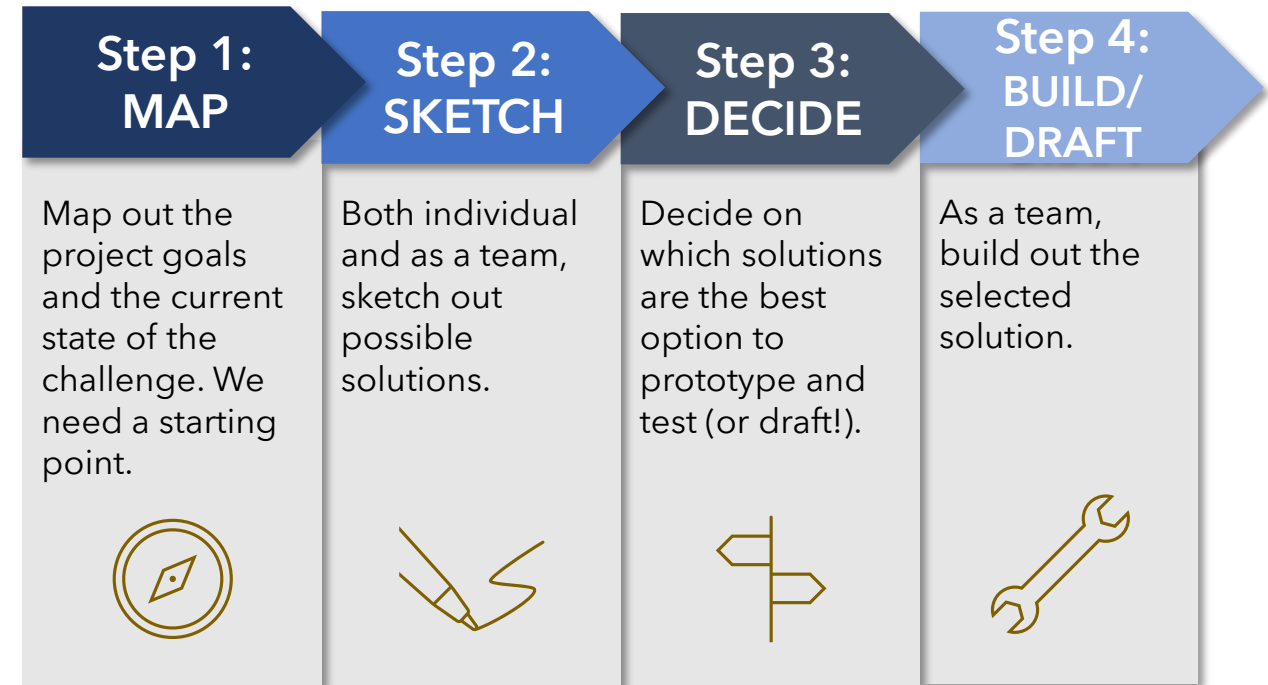
The Sprint Process: Design Sprints

What

Multi-day process for answering critical business questions through mapping, designing, and building ideas with among cross-functional teams.

Why

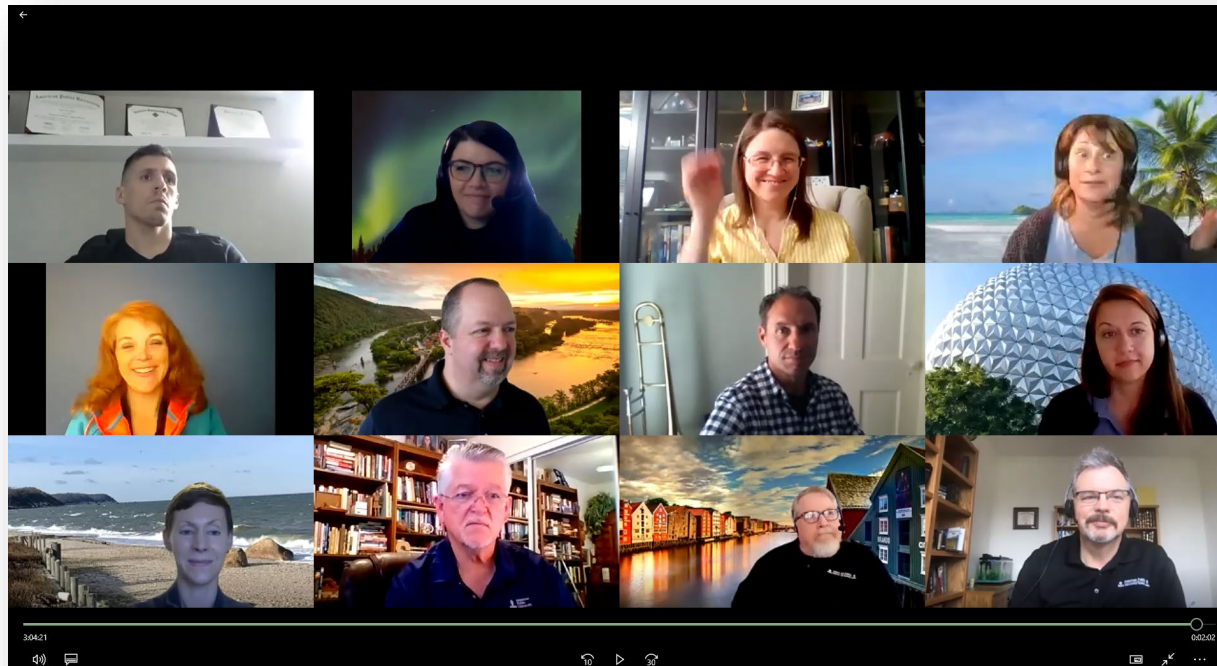
Provides context and a starting point for many large-scale projects and challenges that arise within the university.



Adopted From: Developed by Jake Knapp and John Zeratsky at [Google Ventures](https://www.google.com/ventures), it is a mix of business strategy, innovation, behavior science, design thinking packaged into a battle-tested process that any team can use.



The Virtual Adventure



| Thursday May 14, 2020 2:00 - 4:00 | Tuesday May 18, 2020 12:00 - 5:00 | Wednesday May 20, 2020 12:00 - 5:00 | Thursday May 21, 2020 2:00 - 5:00 |
|---|---|---|---|
| 1. GOAL & MAP 2:00 - 2:15 Introduction 2:15 - 2:30 Explain the course 2:30 - 2:45 Long term goal 2:45 - 3:00 Map 3:00 - 3:15 Map 3:15 - 3:30 Map 3:30 - 3:45 Map 3:45 - 4:00 Map | 2. MAP & SKETCH 12:00 - 12:15 Map 12:15 - 12:30 Map 12:30 - 12:45 Map 12:45 - 1:00 Map 1:00 - 1:15 Map 1:15 - 1:30 Map 1:30 - 1:45 Map 1:45 - 2:00 Map 2:00 - 2:15 Map 2:15 - 2:30 Map 2:30 - 2:45 Map 2:45 - 3:00 Map 3:00 - 3:15 Map 3:15 - 3:30 Map 3:30 - 3:45 Map 3:45 - 4:00 Map | 3. DECIDE 12:00 - 12:15 Map 12:15 - 12:30 Map 12:30 - 12:45 Map 12:45 - 1:00 Map 1:00 - 1:15 Map 1:15 - 1:30 Map 1:30 - 1:45 Map 1:45 - 2:00 Map 2:00 - 2:15 Map 2:15 - 2:30 Map 2:30 - 2:45 Map 2:45 - 3:00 Map 3:00 - 3:15 Map 3:15 - 3:30 Map 3:30 - 3:45 Map 3:45 - 4:00 Map | 4. PROTOTYPE 2:00 - 2:15 Prototype 2:15 - 2:30 Prototype 2:30 - 2:45 Prototype 2:45 - 3:00 Prototype 3:00 - 3:15 Prototype 3:15 - 3:30 Prototype 3:30 - 3:45 Prototype 3:45 - 4:00 Prototype |

MAP

Thursday
Tuesday

SKETCH

Wednesday

DECIDE

Wednesday Thursday

AGENDA

Thursday May 14, 2020 2:00 - 4:00

1. GOAL & MAP

2:00 - 2:15 Introduction
2:15 - 2:30 Explain the course
2:30 - 2:45 Long term goal
2:45 - 3:00 Map
3:00 - 3:15 Map
3:15 - 3:30 Map
3:30 - 3:45 Map
3:45 - 4:00 Map

Map Drafting Homework
Lightning Storm Homework

Thursday May 14, 2020 2:00 - 4:00

2. MAP & SKETCH

12:00 - 12:15 Map
12:15 - 12:30 Map
12:30 - 12:45 Map
12:45 - 1:00 Map
1:00 - 1:15 Map
1:15 - 1:30 Map
1:30 - 1:45 Map
1:45 - 2:00 Map
2:00 - 2:15 Map
2:15 - 2:30 Map
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3:15 - 3:30 Map
3:30 - 3:45 Map
3:45 - 4:00 Map

Map Drafting Homework
Lightning Storm Homework

Thursday May 14, 2020 2:00 - 4:00

3. DECIDE

12:00 - 12:15 Map
12:15 - 12:30 Map
12:30 - 12:45 Map
12:45 - 1:00 Map
1:00 - 1:15 Map
1:15 - 1:30 Map
1:30 - 1:45 Map
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Map Drafting Homework
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Thursday May 14, 2020 2:00 - 4:00

4. PROTOTYPE

2:00 - 2:15 Prototype
2:15 - 2:30 Prototype
2:30 - 2:45 Prototype
2:45 - 3:00 Prototype
3:00 - 3:15 Prototype
3:15 - 3:30 Prototype
3:30 - 3:45 Prototype
3:45 - 4:00 Prototype

Map Drafting Homework
Lightning Storm Homework

Thursday May 14, 2020 2:00 - 4:00

5. TEST

2:00 - 2:15 Prototype
2:15 - 2:30 Prototype
2:30 - 2:45 Prototype
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Map Drafting Homework
Lightning Storm Homework

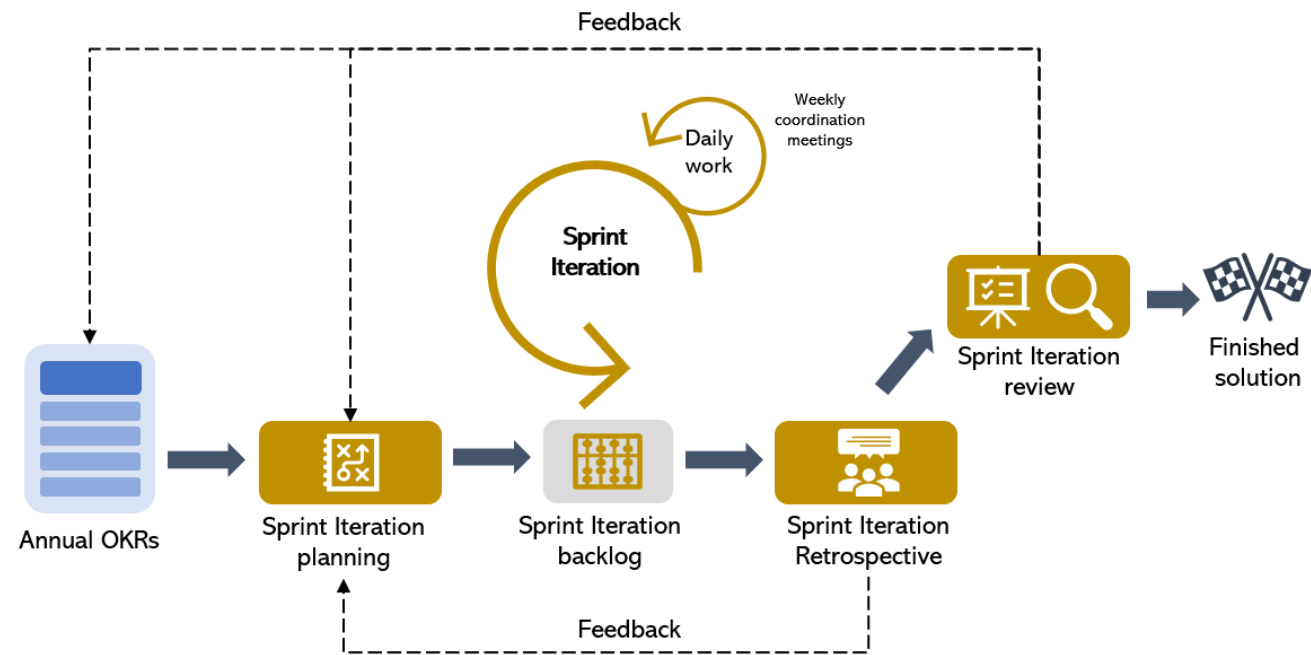
The Sprint Process: Agile Sprints

What

A sprint is a short, time-boxed period when a Team works to complete a set amount of work.

Why

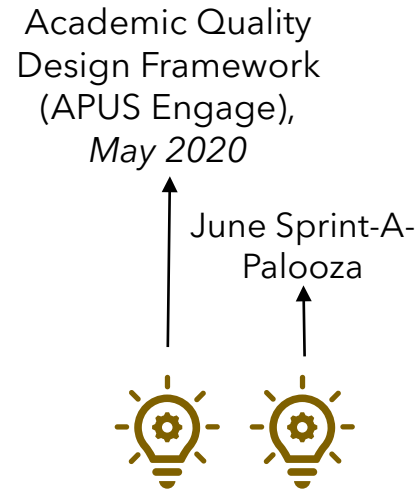
- Our projects are diverse, complex
- They require focused effort and inclusive contributions from people across our many teams and beyond
- Agile Sprints provide a structured approach that is both flexible and adaptable



Adopted From: Agile and Scrum project management frameworks traditionally used in the tech. Industry and adapted for the needs and objectives of our teams in higher education.

Design vs. Agile Sprint Timelines

Design Sprints



2020

2021

2022

Agile Sprints



Q1: Community of Practice built
Q2 - Q4: Content development +
review & feedback



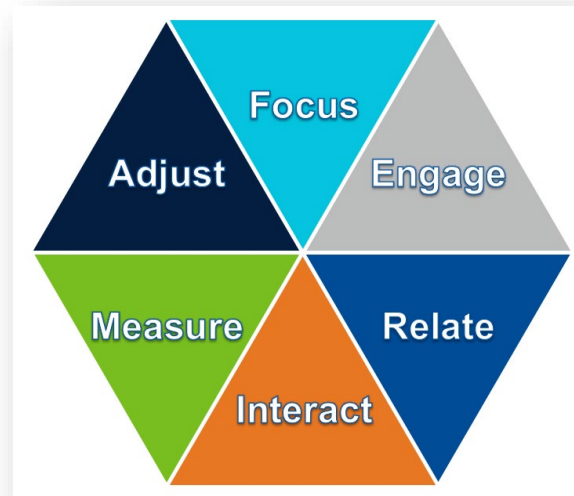
- Content development
- Streamlined the Welcome process for contributors
- Began long-term development strategy
- Continued socializing APUS Engage and building the community



The Boon: Standards & Community

Built **quality** standards and resources with **agreed upon priorities** from deans, chairs, faculty.

Quality Matters and Engagement Layers **defined** and **workshopped**.



Content ▾

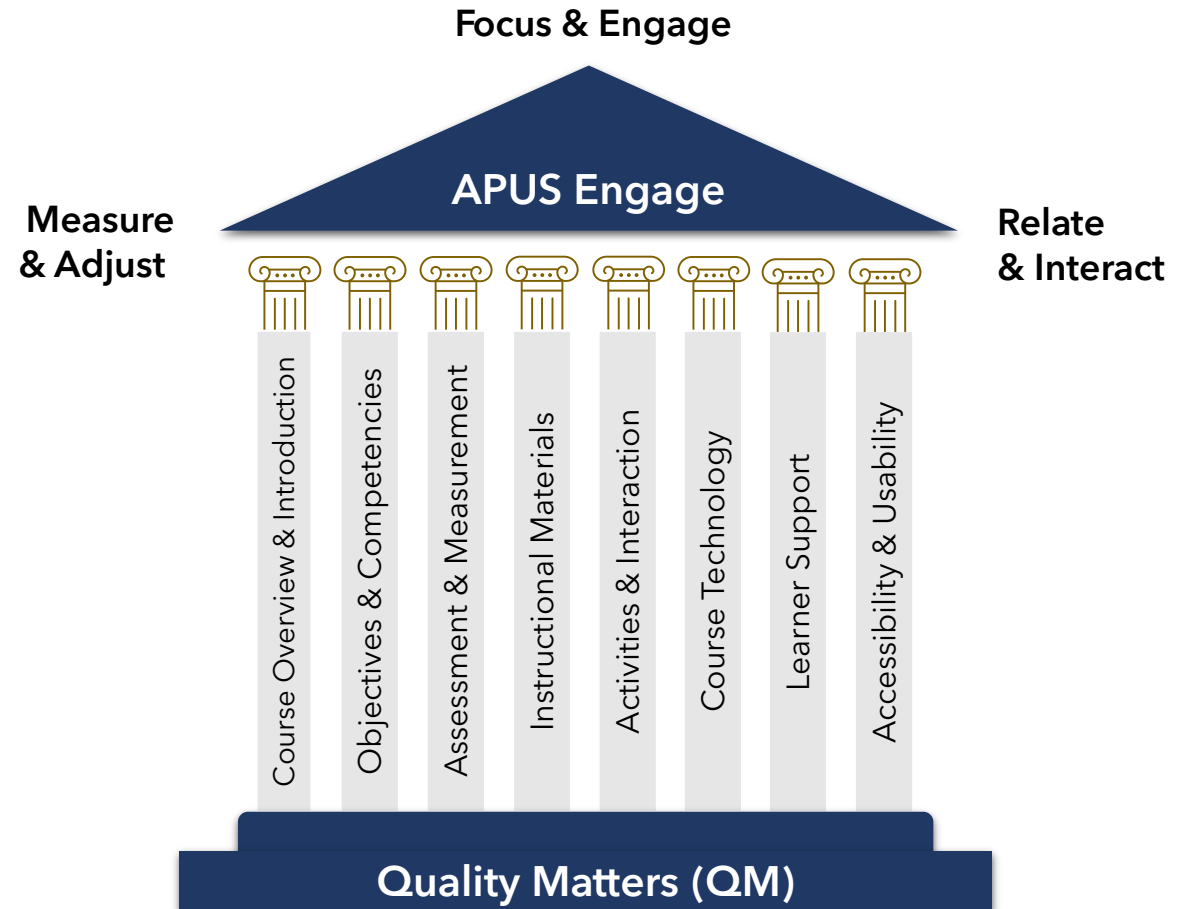
| | |
|---|---|
| WELCOME TO APUS Engage Welcome to APUS Engage 100% 7 of 7 Topics Completed | THE HERO'S journey The Hero's Journey 50% 2 of 4 Topics Completed |
| COMMUNITY OF practice Communities of Practice 61% 14 of 23 Topics Completed | DESIGN AND DEVELOPMENT process Design and Development Process 80% 4 of 5 Topics Completed |
| UNIVERSITY standards University Standards 9% 4 of 46 Topics Completed | PROFESSIONAL educator Professional Educator 13% 4 of 32 Topics Completed |
| WEBINARS, WORKSHOPS & WHATNOTS Webinars, Workshops, & Whatnots 25% 2 of 8 Topics Completed | |



The Boon: Standards & Community

Built **quality** standards and resources with **agreed upon priorities** from deans, chairs, and faculty.

Quality Matters and Engagement Layers **defined** and **workshopped**.





The Boon : Reward : Transformation

The real prize is the team we created by team-working: the culture of relentless **learning** and **inclusiveness**, the leadership **mindset**, and the **systems** designed to support quality over time.

62

Total Sprint Team Members to Date

Total Number of Faculty-created Contributions to Date

17

4

Total Number of Staff-created Contributions to Date

Departments Represented

Academic & Faculty Services, Academic & Instructional Technology, Career Services, Center for Teaching & Learning, Classroom Support, Curriculum & Assessment, Course Materials, Faculty HR, Library, All Schools including Faculty and Department Chairs

Collaboration in Numbers

What are some challenges you might design / sprint to solve?





Thank you

