**New and Improved! OLC Quality Scorecard for Online Programs**

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**OLC Quality Scorecard 2018**

Delphi research study (2010)  
6 rounds and 6 months of consensus finding  
43 experts in online education administration  
86% had 9 or more years of experience  
Large and Small Public and Private Colleges/Universities  
Community Colleges  
Large For Profit University

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**Scorecard Versions**

- 70 indicators, 9 categories
- 2014 version: Added/replaced indicators, clarified language, added consistency
  - Two survey rounds, small panel
  - Prior expert panel members
- 2018 version: Indicators modified, deleted, combined, category changes
  - Three survey rounds
  - Panel of QSC users, prior expert panel members, reviewers, online administrators

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**Summary of Changes**

70 indicators (Formerly 75)  
- 38 modified, 32 unchanged
7 Categories (Formerly 9)  
- Course Structure combined with Course Development/Instructional Design
- Social and Student Engagement category deleted

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**Quality Categories**

1. Institutional/Administration Support
2. Technology Support
3. Course Development and Instructional Design
4. Teaching and Learning
5. Faculty Support
6. Student Support
7. Evaluation and Assessment
**Guidelines for Scoring**

70 Indicators = 210 points Perfect  
90-100% (189—210 points) = Exemplary  
80-89% (168—188 points) = Acceptable  
70-79% (147—167 points) = Marginal  
60-69% (126—146 points) = Inadequate  
< 59% (< 125 points) = Unacceptable

**OLC Interactive Scorecard Tool**

On the OLC website  
Free for institutional members  
Add justification notes  
Upload artifacts for support  
- Organizational chart  
- Faculty training materials  
- Student survey results  
Prepare for formal review

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**Image 7:** OLC Interactive Scorecard Tool

**Image 8:** OLC Interactive Scorecard Tool

**Image 9:** OLC Interactive Scorecard Tool

**Image 10:** OLC Interactive Scorecard Tool

**Image 11:** OLC Interactive Scorecard Tool

**Image 12:** OLC Interactive Scorecard Tool
Institutional/Administration Support

8 Indicators

- Wording changed: #1, 2, 4, 5, 6, 7
- No change: #3, 8
- Previous #3 moved to Faculty Support (Intellectual property policy)

#1 was IS #5
#2 was IS #4
#3 was IS #1
#4 was IS #9
#5 was IS #7
#6 was IS #8
#7 was IS #2
#8 was IS #6

Institutional/Administration Support

- Still focused on institutional role
- Examine link to mission
- Develop, review, improve strategic plan
- #1 was reworded the most in this category

Technology Support

7 Indicators
# Technology Support

- Wording change: #2, 3, 4
- 1, 5, 6, 7 unchanged

#1 was #2  
#2 was #3  
#3 was #1  
#4 was #7  
#5 Same #5  
#6 Was #4  
#7 Was #6

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# Technology Support

- Still focused on systematic technology support for the online program
- #4 reworded the most

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# Course Development & Instructional Design

18 Indicators

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# Course Development & Instructional Design

- Course Structure combined
- Subcategories identified:
  - Course Development: Institutional or Program level  
  - Course Development: Course level
- 5 changed: #1, 2, 5, 8, 11
- #6 was deleted: assignments reviewed to meet course/prog outcomes
- Considered redundant to Evaluation and Assessment  
- #10 was deleted: evaluation of current or emerging technologies

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# Course Development & Instructional Design

- #1 was CD/IS #1  
- #2 was CD/IS #4  
- #3 is the same #3  
- #4 was CD/IS #7  
- #5 was CD/IS #8  
- #6 was CD/IS #9  
- #7 was CD/IS #5  
- #8 was CS #5  
- #9 was CD/IS #11  
- #10 was CS #6  
- #11 was CD/IS #12

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# Teaching and Learning

4 Indicators
### Teaching and Learning
- #1 and #2 changed
- #3 deleted (students learn methods for research)
- #1 was T&L #1
- #2 was T&L #5
- #3 was T&L #2
- #4 was T&L #4

### Faculty Support
- 9 Indicators

### Faculty Support
- All indicators but #6 were modified
- #1 was moved from Institutional Support (#3 Intellectual Property)
- Organized into two subcategories: Course Development Support; Teaching Online Support
- #1 moved from IS #3
- #4 was FS #3
- #5 was FS #2
- #6 was FS #4
- #7 was FS #1
- #8 was FS #5
- #9 was FS #6

### Student Support
- 15 Indicators

### Student Support
- 10 indicators modified (1, 2, 4, 5, 6, 9, 10, 13, 14, 15)
- #1 (students advised of needing self motivation)
- #8 (FAQ for students) was deleted
- #7 was split into two indicators (counseling)

### Student Support
- #1 was SS#2
- #2 was SS#3
- #3 was SS#11
- #4 was SS#13
- #5 was SS#12
- #6 was SS#16
- #7 was SS#9
- #8 was SS#5
- #9 was SS#7
- #10 was SS#7
- #11 was SS#10
- #12 was SS#6
- #13 was SS#4
- #14 was SS#15
- #15 was SS#14
Evaluation and Assessment

9 Indicators

- Only #4 was modified
- #6 was deleted (recruitment practices)
- #11 was combined into current #4

Evaluation and Assessment

- #1 was E&A #1
- #2 was E&A #2
- #3 was E&A #3
- #4 was E&A #8, #11
- #5 was E&A #9
- #6 was E&A #4
- #7 was E&A #5
- #8 was E&A #7
- #9 was E&A #10

Next...

- Handbook updated and edited (Complete)
- Accreditor Crosswalks updated (Complete)
- Interactive OLC tool update

2014 version will remain in the interactive system for reviews

Questions

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Evaluate Sessions and Win!

- Download and open OLC Conferences mobile app
- Navigate to specific session to evaluate
- Select "Evaluate Session" on session details screen (located under session type and track)
- Complete session evaluation*

*Each session evaluation completed (limited to one per session) = one contest entry
Five (5) $25 gift cards will be awarded
Must submit evals using the OLC Conferences mobile app or website