



Assuring Quality in Online Education: Practices and Processes at the Teaching, Resource, and Program Levels (Online Learning and Distance Education)

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“From departmental, institutional, state, and national levels, Kay Shattuck has masterfully collected a great overview of the scope of issues relating to quality in on-line education with concrete examples to assist newcomers to this field. The experts she has assembled for this book make it a valuable resource for everyone interested in quality of online education.”?Sally M. Johnstone, Vice President for Academic Advancement, Western Governors University

Online distance education continues to grow at a fast pace, outpacing the overall growth of U.S. higher education. Demands for quality are coming from all shareholders involved and have typically resulted in organizations adopting a patchwork response to quality with inconsistent and uncoordinated delivery of online learning that can. promote negative images of the educational experience and institution.

Bringing together leading experts in the field, this edited volume provides a comprehensive overview of quality assurance, a description of current practices and proven recommendations for raising standards of quality in online education.

Topics discussed include:

- * Improving practices for teaching online
- * Using educational analytics for quality assurance and improvement
- * Accessibility: An important dimension of quality assurance
- * Assuring quality in online course design
- * Assuring quality in learner support, academic resources, advising and counseling
- * The role and realities of accreditation

This text answers the call for addressing quality in a coordinated fashion across all aspects of the delivery of online learning, and taking into account the complexities of quality assurance in higher education.

This text is appropriate for students enrolled in Educational Technology and Higher Education Administration Masters and PhD programs.

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