

Quality Matters FAQ

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What is Quality Matters?

Quality Matters (QM) (<https://www.qualitymatters.org/>) is an organization devoted to quality assurance in online learning. QM supports institutions' quality assurance goals in a variety of ways through their program and resources tailored to support quality online teaching and learning.

What is the QM Program?

QM recognizes there several factors that affect quality online learning, but the [QM program](https://www.qualitymatters.org/index.php/why-quality-matters/about-qm) focuses on the design of online and hybrid courses. The QM program ensures quality through their [process of reviewing](https://www.qualitymatters.org/why-quality-matters/process) and revising courses. Using the [QM Rubric](https://www.qualitymatters.org/qa-resources/rubric-standards/higher-ed-rubric), courses are evaluated to see if they meet quality expectations.

How can I learn more about the QM Program, Rubric, and review process?

Quality Matters introduces their program, the Rubric, and review process in their "[Applying the Quality Matters Rubric \(APPQMR\)](https://www.qualitymatters.org/professional-development/workshops/higher-ed-appqmr)" workshop. Additional information about QM is available on their [website](https://www.qualitymatters.org/).

How can I attend an APPQMR workshop?

Because Lone Star College subscribes to Quality Matters, we can offer and enroll in APPQMR workshops at a significantly reduced rate. LSC periodically offers the APPQMR workshop in face-to-face, virtual, or online format. To view and enroll in available sessions, see [Enroll in a Quality Matters Training Session](https://vtac.lonestar.edu/help/a135) (<https://vtac.lonestar.edu/help/a135>).

What other QM resources are available to me? Are they free?

Quality Matters shares [professional development](https://www.qualitymatters.org/professional-development) opportunities, [resources](https://www.qualitymatters.org/qa-resources), and other

helpful information on their website. While several resources are free, most workshops have a fee. As a subscribing institution, we can enroll in certain workshops at a discounted rate. To view resources available with our subscription, you will need to [create a Quality Matters account](https://vtac.lonestar.edu/help/a133) (https://vtac.lonestar.edu/help/a133).

How can I view the QM Rubric?

See [How to Access the Quality Matters Rubric](https://vtac.lonestar.edu/help/a134) (https://vtac.lonestar.edu/help/a134)

I need to cancel a session. Where do I go?

Please see the [cancellation policy and procedure](https://www.qualitymatters.org/qm-membership/faqs/course-workshop-cancellation-policy) (https://www.qualitymatters.org/qm-membership/faqs/course-workshop-cancellation-policy) on the QM website.