Quality Learning and Teaching (QLT) Online
Information for Academic Staff
Key Performance Indicators (KPIs)

The CSU Quality Learning & Teaching (QLT) initiative has been designed to facilitate student centred practices in Faculties to enhance the student experience. The initiative has 12 Key Performance Indicators (KPIs); 3 of which specifically focus on online subject delivery and are being addressed by the Online Academic Leads in each Faculty. The Online Leads would like to: 1) clearly communicate the minimum expectations for the 3 online QLT KPIs; 2) briefly outline the plans for professional learning around these expectations and; 3) describe the plan for completing the QLT (Online) quality check in 2016.

1. Minimum expectation for ALL subjects for each KPI

**KPI9: Students experience initial quality assured subject Interact2 site landing pages and basic outline.**
- landing page is *informative*: including a basic heading, the subject code and name, the name and contact details of all teaching staff (within the Contact tool), and a basic overview / introduction to the subject area (in written, audio or video format).
- landing page is *engaging*: through the use of multimedia (images and/or video) that adds meaning to the page.
- the navigation menu in the i2 site is *functional* and clear.
  [Note: When using the Faculty i2 template, all auto-text must be adapted and hidden text needs to remain hidden].

**KPI11: Students experience a subject that provides the opportunity for peer-to-peer interactions in the online space.**
- the opportunity for student interaction is provided online, and there is evidence of student interaction within the space provided.

**KPI12: Students experience a subject that provides structured opportunity for staff-to-student interactions in the online space.**
- there is clear and regular communication of subject information.
- the teaching staff initiates discussions via the discussion board (or other appropriate tool) and respond to student questions posted online at least once a week (as per Academic Communication with Students Policy).
- there are planned strategies for building teacher presence throughout the session.

2. Plans for Professional Learning

The QLT Online Leads would like to emphasise that we do not want to propose any ‘tick-box’ style approaches for staff to meet these KPIs. There are so many different ways to encourage and facilitate interaction between students and to establish a strong teacher presence. However, while we wish to avoid a more prescriptive approach, we acknowledge that we also need to provide guidance and professional learning around broad elements that can/should be present, and the
many variations and approaches that can be taken. Variations in both pedagogical and technological approaches will depend on the context and need of the subject and students. It’s this combination of ‘consistency and variety’, informed by guides and exemplars, that will form a major part of our work.

The QLT Online Team are also aware that many staff are already working well beyond these expectations. Please be aware that our focus during professional learning sessions will not only be on meeting these minimum standards but also on developing practice that is well beyond the baseline level. Professional development will be available to all staff (including sessional staff) in a variety of formats, times and locations. An online catalog of good practice in each focus area is being developed, and will continually share exemplars and ‘small things’ that can be done to improve practice to support staff in meeting these targets. This can be located here: [http://uimagine.edu.au/qltonline](http://uimagine.edu.au/qltonline). School specific professional learning timetables will be circulated shortly.

3. QLT (Online) quality check 2016

The 2016 quality check will be completed in 2 phases:

Phase 1 (27 June - 4 July)
- i2 sites go live to students on 27 June. Online QLT leaders will check ALL i2 site landing pages (KPI9) before session commences.

Phase 2 (22 August - 6 September)
- A selected number of i2 sites from each School will be checked against the baseline criteria for KPIs 11 & 12.

If you have any questions, comments or concerns about this process please don’t hesitate to contact the QLT Online Lead for your Faculty, Carole Hunter ([chunter@csu.edu.au](mailto:chunter@csu.edu.au), ext 57127).