



# Assessing Online Teaching: Beyond Quality Matters

Anthony Piña & Larry Bohn  
Sullivan University System

# Online Faculty



- Each instructor brings unique and important qualities to online courses



- Many faculty teach courses that they did not design
  - Good faculty often make up for poor course design

# Our Challenge



- How to evaluate online faculty
  - What **they** do in the course
  - Not how well or how poorly course is designed
- Systems good at catching people doing wrong thing
  - Let's catch them doing the right thing!

# Evaluation Tools & Rubrics



- Evaluation tools focus on instructional design



- Do not evaluate teaching



- Provide little guidance for evaluating faculty quality

# How is Quality Assessed?



Measure	Response
Student surveys	86%
Supervisor evaluations	46%
Online class observations	42%
Info from LMS	32%
Peer evaluations	30%
Other	12%
Not assessed	4%

# Assessment Instrument



Instrument	Response
Quality Matters	40%
In-house Rubric	33%
None	28%
Other	16%
Sloan-C Quality Scorecard	7%
USDLA Best Practices Rubric	5%
iNacol Quality Rubric	5%
CSU-Chico Rubric for Online Instruction	3%

# Frequency of Instructor Logins



## How important?

Not important	Minimal	Important	Critical
0%	0%	18%	82%

## Minimum days per week

Daily	4	3	2
35%	32%	32%	0%

# Posting Instructor Bio

**Alex Smolen**  
Consultant

**Foundstone Role**  
Alex Smolen is a Software Security Consultant at Foundstone, where he provides security consulting services to clients to help find, fix, and prevent security vulnerabilities in enterprise software. His duties include threat modeling, code review, penetration testing, and secure software development lifecycle (SSDLC) design and implementation. He is also an instructor for the Writing Secure Code, Building Secure Software, and Ultimate Web Hacking courses.



**Experience**

Alex has been working in software development for a decade and has participated in and led several development projects in ASP.NET, Java, and Ruby on Rails. His primary interests include the integration of security into software development life cycles, evaluating the business impact of information security, and the security of emerging technologies. Alex is a contributing member of the software security community and has participated in several open-source security projects.

Prior to joining Foundstone, Alex was the Security Solutions Manager at Peraso Corporation, where he led the development of tools and methodologies for helping clients ensure application security from the ground up.

**Notable Accomplishments**

Alex is one of 24 recipients worldwide of the Microsoft MVP Award for Visual Developer, Security. Alex has spoken at the following conferences:

- Enterprise Architect Summit, 2005
- Better Software, 2005
- OWASP Conference, 2005
- SD West, 2007
- SD Best Practices, 2007

Alex has published the following articles:

- Enterprise Architect, "Is Your Application Security Up to Spec?"
  - Java Developers Journal, "How to Create Secure Web Applications With Struts"
- Alex is the author of *Home Grown*, available on Foundstone's web site.

**Professional Education**

Alex graduated from the University of California, Berkeley, with a BS in Electrical Engineering and Computer Science (EECS).

**Learn More**

For additional information about Foundstone consulting, please contact your local sales representative:

**Phone:** 1.877.91.FOUND  
**Email:** [Consulting@foundstone.com](mailto:Consulting@foundstone.com)  
**Web:** [www.foundstone.com](http://www.foundstone.com)

About Foundstone Professional Services  
Foundstone Professional Services, a division of Intellic, Inc., offers expert services and education to help organizations continuously and proactively protect their most important assets from the most critical threats. Through a strategic approach to security, Foundstone assesses and improves the full lifecycle of technology, people, and processes to reduce digital risk and increase security investments. Since 2001, the company's commitment to excellence has resulted in international security experts and authors with broad security experience with multinational corporations, the public sector, and the US military.

## How important?

Not important	Minimal	Important	Critical
2%	24%	43%	31%

## How extensive?

Full bio w/ vita	Full bio	One paragraph	Contact info only
4%	17%	65%	14%



# Course Announcements



## How important?

Not important	Minimal	Important	Critical
4%	16%	49%	31%

## Minimum times per week

Multiple per week	Weekly	Every 2 weeks	Less than every 2 weeks
6%	80%	6%	8%

# Course Announcement Size



## How important?

Not important	Minimal	Important	Critical
16%	37%	29%	18%

## Maximum announcement size

No max	300 words	200 words	100 words
49%	16%	16%	19%

# Answering Student Inquiries



## How Important?

Not important	Minimal	Important	Critical
0%	0%	9%	91%

## Maximum days to respond

1 day	2 days	3 days	4 days
59%	33%	8%	0%

# Participation in Discussion Forums



## How Important?

Not important	Minimal	Important	Critical
2%	6%	39%	53%

## Minimum instructor posts

4 or more	3-4	1-2	Not required
32%	26%	26%	16%

# Indicators of Instructor Quality

Indicator	Not Important	Minimal	Important	Critical
Timely grading of written assignments	0	2%	18%	80%
Moderation of discussion forums (posting follow-up questions)	0	10%	51%	39%
Providing relevant feedback for assignments	0	0	8%	92%
Communicating clearly and grammatically	0	2	33%	65%
Communicating respectfully and professionally	0	0	16%	84%
Performing required administrative tasks (e.g. attendance, grading)	0	2	22%	76%

# Summary

- Logs in 3-7 days per week
- Posts short biography
- Posts weekly announcements
- Answers student inquiries in 1-2 days
- Interacts regularly in discussion forums
- Grades in a timely manner
- Provides relevant feedback
- Communicates clearly & respectfully to students
- Performs required administrative tasks