**Quality of Online Education: Assuring Outcomes - Ron Legon**

1. The two discussion groups focused on strategies to stimulate interest in Quality Matters and quality assurance in online education at their institutions. We heard about several obstacles that need to be overcome:
2. An institutional laissez-faire policy regarding faculty involvement in online learning, leading to a lack of coherence, support, or direction
3. A lack of interest in online learning at the leadership level
4. A unionized faculty that resists externally developed standards for online learning
5. While champions of online learning will need to tailor solutions to these problems to their particular circumstances, several strategies were discussed to address these challenges:
6. Identify an institutional or programmatic problem that might be addressed through a focused online effort with quality standards, e.g., a particular audience that is not being reached, or a specific program that would benefit from reaching a wider audience through online learning. Seek institutional support (funding and other incentives) for this effort and disseminate the results widely within the institution.
7. If unionization limits the use of quality assurance tools, introduce them informally and invite union leadership to participate or observe. QM has seen this strategy work in making organized faculty more comfortable over time with quality assurance methods that are intended to support faculty members, not critique them.
8. The potential of a Quality Matters sponsored research project to stimulate campus interest in quality assurance and QM was also discussed.