



Course Representative Role: Responsibilities and Expectations

Definition: This individual will participate in the course review process and should be someone with working knowledge of the course. The Course Representative will also be responsible for facilitating changes to the course as well as answering questions related to the course. In official reviews, this individual's name will appear with the institution name, course name and number in the QM online Registry of Certified Courses.

Responsibilities	Expectations
Keep in contact	You are now part of a team – communicate with your review team members as needed. Contact your Team Chair if you have questions, concerns, or suggestions.
Submit Course Worksheet	After a review application is approved for which you are designated as the Course Representative, the online Course Worksheet will be made available to you. You will receive an automated email with instructions on how to complete the online form. The Course Worksheet must be submitted in the Course Review Management System (CRMS) prior to the Pre-Review conference call and is required to open the review.
Enroll review team in the course	Once your review is started, you must arrange for access by the review team. Additional assistance from your QM Coordinator may be needed to arrange access. You will want to be mindful of student privacy rights. QM recommends <ul style="list-style-type: none"> • Copying your course (or ask the tech specialists at your organization to do so) so that the review team work in a copy rather than the "live" course. • Provide the review team with student-level access only. • On the agreed-upon date (or when access is no longer needed), end access for your review team to your course.
Provide login directions to your review team	Provide complete and easy-to-understand login directions to your review team (some of whom may not have used your particular course management system). Remember to include the course URL, the username and the password.
Participate in a Pre-Review conference call	A Pre-Review conference call is required for at least you and the Team Chair to discuss the Course Worksheet, course and review (although highly recommended and a best practice for the full review team to be on the call). If only you and the Team Chair are on the call, the Team Chair must communicate with the other reviewers (phone call or email) to go over the Course Worksheet, set a calendar for the course review, and review the Principles of QM and the Writing Effective Recommendations files so the full team knows the expectations of a review.

Responsibilities	Expectations
Report any concerns	If your organization is experiencing any technical problems that might make it difficult to access your course, please notify the Team Chair and team members. Also, if you notice any unexpected changes in your course or are concerned for any reason, please discuss it with your Team Chair.
Communicate with Review Team	Feel free to communicate with the review team as needed but all communication and questions should go through the Team Chair. You are an active member of this review team. If you make any changes to your course during a review (to be discussed in advance with Team Chair) be sure to let the review team know prior to making any changes.
Submit Review Outcome Response Form online	When you receive the review team's Final Report, you will be notified to complete the online Review Outcome Response Form in the CRMS to indicate your preferred next steps. Take some time to review the findings and feedback on your Final Report with your QM Coordinator. QM requests that you complete this online form within two weeks of receiving the Final Report. You will also be asked to complete a post-review survey.
Post Review - Revise course (if needed)	<p>If your course does not initially meet QM review expectations at the time of the Final Report submission, you may make any revisions within 14 weeks from the time the Final Report was submitted. Changes are reported on the Amendment Form in the CRMS. The Amendment Form is made available to you upon completion of the Review Outcome Response Form.</p> <p>The Team Chair will review the revisions and decide if your course now meets QM standards. Up to 2 rounds of amendments may be submitted (if needed) through the week 14 deadline.</p> <p>Please refer to the Amendment Extension Policy if more time is needed.</p>
Review Conclusion	If your course meets Standards on first review or upon approval of the amendments, your review is concluded. For official (QM-Managed or Subscriber-Managed) reviews, the Certificate and Certification Mark are awarded and may be downloaded from your MyQM account.