Quality Matters™ Bill of Rights for Online Learners

Whereas, the online learner is expected to:

- Communicate regularly with faculty
- Be an active course participant
- Seek out campus resources to resolve any technical difficulties
- Meet course deadlines, and
- Act with academic integrity.

Therefore, the online learner in a fully online or blended course should expect:

- A course designed with logical, consistent, and efficient navigation.
- Clean and readable screen design.
- Clear and sufficient instructions on how to
  - get started in the course,
  - find various course components,
  - access online resources, and
  - meet the course learning objectives.
- An instructor who honors clearly stated response times and availability (office hours, etc.).
- A grading policy including clearly stated, descriptive, and specific criteria for how work and participation will be evaluated.
- Clear explanation of the requirements for interaction with the instructor, content and other students.
- Learning objectives that are appropriate for the level of the course.
- Instructional materials that
  - contribute to the achievement of the course and module/unit learning objectives
  - are clearly related to learning activities, and
  - have the breadth, depth, and currency to enable him or her to learn the subject.
- Required course components, technologies, tools and media that are
  - web-based or easily downloaded,
  - readily available, and
  - appropriate for the content delivered.
- A variety of assessments distributed throughout the course, that are
  - appropriate to the content being assessed,
  - consistent with course activities and resources, and
  - focused on the stated learning objectives.