

Focus on quality and continuous improvement for its online learning programs results in OLC exemplary status for Baker College

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"A great way to earn your degree without ever setting foot on campus."

That's the slogan of Baker College Online, one of the first colleges to pursue the concept of online education. It's no wonder they joined the industry's digital learning pioneer organization, the Online Learning Consortium (OLC), over ten years ago to ensure online learning success.

"OLC are the experts in helping leaders define quality in online learning," Jill Langen, President of Baker Online, says. "From their conferences to their industry expertise, we rely on OLC as a strategic guide and partner as we continue to shape our programs."

One of the guiding principles at Baker College is continuous improvement. Jill turned to the OLC Interactive Quality Scorecard, an online research-based tool and rubric, which enables institutions to evaluate their online learning programs and identify those areas in need of improvement.

With the Scorecard, Baker College was able to identify, measure and quantify elements of quality within their online education programs. Initially, Jill and a large group of people from Baker College's academics, career services, admissions and executive teams used the criteria to uncover and evaluate quality indicators in key categories within their programs.

"Going through this exercise, as a campus, helped us find opportunities where we could be more consistent and do better," Jill says. "I would highly recommend the OLC Scorecard to any institution looking to focus on quality improvements for their online programs."

Although the team was able to initiate planning efforts to address those areas, Jill turned to the OLC Quality Scorecard advisors for external validation and audit of their findings.

"The advisory team was very helpful and our team always felt supported," she said. "The Scorecard reviewers should be commended for the detailed feedback they provided on the original submission. Based on their input, we were able to revise and improve several processes, policies and practices that I believe will improve our Online campus."

"The true benefit of this experience," Jill continues, "is having people with a great deal of expertise learn about our online operations and provide feedback for improvement for academic professionals."

After the audit, Baker College submitted its complete findings with the Interactive Quality Scorecard for peer review. This resulted in Baker Online receiving an OLC exemplary endorsement—OLC's highest honor—recognizing the outstanding quality of their online learning programs.



"My sincere thanks to OLC for their support in assessing the quality of our online programs. The true benefit of this experience is having people with a great deal of expertise learn about our online operations and provide feedback for improvement."

*Jill Langen, Ph.D.,
President,
Baker Online and Center for
Graduate Studies*



Five great reasons why Baker College requested an OLC Quality Scorecard Audit:

1. Trained scorecard reviewers verify resulting scores.
2. Improvements recommended to strengthen the program.
3. Recognition of quality of online learning programs with a Seal of Endorsement or with, highest honors, an Exemplary Endorsement.
4. Scores can be used to demonstrate overall level of quality to support accreditation.
5. Continued excellence in advancing online and digital learning.

**Interested in ensuring
—and be recognized for—
quality online programs?**

CONTACT US:

617.207.4172

**sales@onlinelearning-c.org
onlinelearning-c.org/QSRA**