

The National Standards for Quality Online Programs are...

- **RESEARCH-SUPPORTED** STANDARDS FOR QUALITY ONLINE PROGRAMS
- **FLEXIBLE** TO MEET UNIQUE INSTITUTIONAL SITUATIONS AND NEEDS
- **REGULARLY REVIEWED AND REVISED** TO KEEP THE STANDARDS RELEVANT
- **REVISED AND UPDATED** BY ONLINE LEARNING RESEARCHERS AND PRACTITIONERS
- **RECOMMENDED FOR USE** IN DEVELOPMENT, EVALUATION, AND CONTINUOUS IMPROVEMENT
- **USED** BY K-12 ADMINISTRATORS, SCHOOL BOARDS, STATE DEPARTMENTS OF EDUCATION, AND AUTHORIZERS OF K-12 VIRTUAL PROGRAMS



<https://nsqol.org>

NSQ Online Program Standards - Revised 2019

**54 Organizations
from 30 States
and 2 Countries**

2011

2019

Community Effort with Project Contributors

<https://nsqol.org/resources>

Program Standards

A: Mission Statement	B: Governance	C: Leadership	D: Planning	E: Organizational Staff
F: Financial and Material Resources	G: Equity and Access	H: Integrity and Accountability	I: Curriculum and Course Design	J: Instruction
K: Assessment and Learner Performance	L: Faculty and Staff Support	M: Learner and Parent/Guardian Support	N: Program Evaluation	

Example Standard

STANDARD N: PROGRAM EVALUATION

N2 Ongoing internal evaluations are conducted using valid and reliable measures to evaluate learner success and to drive instructional and management decision-making.

EXPLANATIONS A quality online program will conduct regular internal evaluations of student learning using measures that provide valuable insight to all stakeholders. Student outcomes should drive improvement activities and decisions regarding instructional practice and program management.

EXAMPLES A quality online program could use benchmark assessments, academic persistence, or other non-subjective metrics to provide real-time intervention and improvement.

The National Standards for Quality Online Teaching are...

- **RESEARCH-SUPPORTED** STANDARDS FOR QUALITY ONLINE LEARNING
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NSQ Online Teaching Standards - Revised 2019



Example Standard



STANDARD D: LEARNER ENGAGEMENT

D4 The online teacher establishes relationships through timely and encouraging communication using various formats.

EXPLANATIONS Regardless of who the online teacher is communicating with, effective communication methods are necessary to successful two-way communication.

The online teacher is proficient at communicating using various formats (e.g. text audio, video, synchronous, asynchronous) and selects the format that is best for the specific situation and purpose.

EXAMPLES Depending on the situation, purpose, and participants, the online teacher strategically selects a communication format (e.g. text audio, video, synchronous, asynchronous).

At the start of the course, the online teacher works to develop relationships with learners by communicating in a welcoming way that allows learners to recognize the online teacher as a "real" person who wants them to be successful.

Teaching Standards



A: Professional Responsibilities



B: Digital Pedagogy



C: Community Building



D: Learner Engagement



E: Digital Citizenship



F: Diverse Instruction



G: Assessment & Measurement



H: Instructional Design



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VIRTUAL LEARNING LEADERSHIP ALLIANCE

QUALITY MATTERS

QM

