

Quality Indicators of Online Organizations/Programs: (NCPSA, ver. 1.2)



1. **Is the provider accredited by a recognized accrediting agency?** If yes, then you can assume the quality indicators listed below have been met. If no, then you need to evaluate the online organization/programs based on the indicators for quality assurance.
2. **Mission Statement:** The organization has a mission statement that clearly defines the distinctive vision and purpose of the organization/program.
3. **Affiliations:** The organization lists entities that they are affiliated with, such as partner, parent, and accrediting organizations.
4. **Information Availability:** The organization has important information needed by parents/students readily available on their website. This would include such things as parent/student handbooks, course offerings/descriptions, cost of courses, registration process/deadlines, technology requirements, contact information, etc.
5. **Procedures Clearly Explained:** The organization provides prospective students/parents with clear procedures for such things as registration, tuition/fee payment, etc.
6. **Policies Clearly Stated:** The organization has policies in place for such things as non-discrimination, anti-harassment, confidentiality, registration, course add/drops, attendance, academic honesty, discipline, student grades/transcripts, tuition/fee payment/reimbursement, etc.
7. **Qualified Faculty:** The organization utilizes qualified content area instructors who have been specifically trained to teach and manage students in an online environment. Instructors are assessed on their effectiveness at the end of each course offering.
8. **Quality Courses:** The organization will only offer online courses that adhere to high standards of quality. (A list of quality standards for online courses is available through various sites such as [Rubric for Online Instruction](#), or Quality Matters (QM) [K-12 Secondary Rubric](#))
9. **Student Support:** The organization helps students succeed in a distance learning environment.
10. **Student Integrity:** The organization has policies, guidelines, and practices in place that ensure that a student who registers for an online course is the same person who actually completes the course work. This can be accomplished through secure logins, course proctors, or other procedures to verify student identity.
11. **Program Assessment:** The organization has policies and guidelines in place that evaluate course, faculty, and student success.

For additional details, see the NCPSA documents on:

- [NCPSA Recommended Guidelines for Evaluation of Online Learning Service Providers](#)
- [NCPSA Recommended Standards for Distance Education](#)
- [Best Practices for Distance Education in K-12 Schools](#)