

# Delivery of an Online Quality Management Course for Adult Learners

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- Need:** The introduction of quality management systems in the workplace offers strategies for process improvement, strategic organizational change, and continuous quality improvement. Opportunities to learn these concepts in an online format allows for an efficient and cost effective delivery method. However, adult learners often do not have the comfort level with online learning that college-aged students take for granted. This presentation will describe the process which was used to develop and deliver an online non-credit course in quality management systems for adult students. Strategies used to encourage online discussion and student interaction will also be discussed.
- Overview:** The presentation will describe how an online course in quality management systems was developed with three major goals: introduce the new topic of quality management systems, engage adult learners in online discussion sessions, and maximize learning using strategies emphasizing the special needs of adult learners. Implications relating to adult education, quality management, and online engagement of students will be helpful to those who work with adult learners in an online learning environment.
- Major Points:**
- Development of course content best suited for adult learning styles
  - Challenges of delivery online coursework to adults
  - Methods of encouraging online discussion and interaction
  - Implications and recommendations for educators who work with adult learners
- Summary:** The audience will understand the process of developing and delivering an online course in quality management for adult learners. The challenges of introducing new content areas to adults and best practices for engaging students in an online learning environment will be discussed. Information from this presentation may prove helpful to those who work with adult learners in both classroom and non-classroom settings.