Course Content Review Policy

How courses and assessments are reviewed and improved

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Effective date	17 November 2026	**Next review**	17 November 2027
Document owner	Academic Quality Lead	**Approved by**	President, Madison State University
Status	Approved for use	**Applies to**	All learners, staff, agents and contractors

1. Purpose and scope

Course review is a core part of our quality assurance. This policy sets out how every course, including its assessments, is checked for accuracy, currency, fairness and effect on learners, and how findings are turned into changes. It applies to all courses and learning materials delivered by Madison State University, including online content.

Jurisdiction and interpretation

Madison State University is a United States institution (Colorado) that delivers online education to learners in many countries. This document applies to every learner wherever they live. Where it refers to UK or EU law, that law is the standard we follow as good practice; it does not claim UK registration, UK regulatory status or UK degree-awarding powers. Where the law of a learner's country gives stronger rights, those rights prevail.

2. Roles

Role	Responsibility in this document
President	Accountable officer for this policy. Approves it, decides final-stage cases that the President was not involved in, and holds any role below that has not yet been separately assigned.
Academic Quality Lead	Oversees assessment standards, internal verification, course review and learner feedback. Appointed by the President (the President acts until an appointment is made).
Independent Reviewer	A person with no earlier involvement in the matter, inside or outside Madison State University, appointed by the President for review stages and for cases that involve the President or the Academic Quality Lead.

Subject Matter Specialist: a qualified person who reviews content for accuracy and currency. **Legal reviewer:** a qualified person who confirms that legal references in the materials are correct at the time of review.

3. When courses are reviewed

- **Every course is reviewed at least once every 12 months.**
- **A triggered review** starts within 30 days when any of these occurs: a change in law, standards or technology; a factual error is reported; or a trigger level below is reached.
- **Serious errors** are corrected within 5 working days and the course is reviewed afterwards.

4. What the review looks at

Area	Questions	Evidence
Accuracy and currency	Is the content correct and up to date? Are legal references current?	Specialist report; legal reviewer's confirmation
Fit to outcomes	Do content and assessment achieve the stated learning outcomes?	Mapping of outcomes to content and assessment
Assessment quality	Are assessments valid, fair and at the right level? Are any items too easy, too hard or unclear?	Results analysis, item analysis, internal verification
Learner results	Are completion, pass rates and time to	Records from the Registrar's Office

Area	Questions	Evidence
	completion reasonable and consistent across groups?	
Learner feedback	How do learners rate the course? What do they say could improve?	Evaluation Form results; support enquiries
Complaints and appeals	Are there patterns linked to this course?	Complaints and appeals logs
Relevance to work	Does it meet the needs of employers and professions it serves?	Employer or professional input, at least once every two years
Accessibility	Can all learners use the materials, including with assistive technology?	Accessibility checks against WCAG 2.2 AA
Technology	Do links, media and platform features work?	Platform checks
AI-assisted content	Has a person checked every AI-assisted item for accuracy and sources?	Reviewer sign-off

5. Trigger levels

Initial levels, recalibrated by the Academic Quality Lead each year and recorded in the review report: average overall learner rating below 4.0 out of 5; three or more complaints about one course in 12 months; any assessment where results differ markedly from the expected pattern; any reported factual error.

6. Timing

- The specialist has **30 days** to complete the review and report to the Academic Quality Lead.
- The Academic Quality Lead approves the changes and has a further **30 days** to carry them out.
- Legal review forms part of the same 30-day period.

7. Reporting and action

Each review produces a report: findings against the table above, errors found, actions with owners and dates, and confirmation of what has been done. The President receives a yearly summary of all reviews. Actions are tracked until closed and checked at the next review.

8. Change control

- Every course has a version number and a change log.
- Material changes that affect learners already enrolled are communicated to them, and learners may complete the version they started unless it must be withdrawn for accuracy or safety.
- Review reports and evidence are kept for five years.

9. Related documents

Evaluation Form · Reflective Practice Record · Appeals Policy · Complaints Policy · Equal Opportunities Learners Charter.

10. Approval and review

This document was approved by the President of Madison State University. It is reviewed at least once a year, and sooner if the law, our accreditation context or a serious incident requires it. The Academic Quality Lead keeps the change log.

Name	Mohammed Khalaf
Position	President, Madison State University
Date	17 November 2026
Signature	

Next review date	17 November 2027

Change log: Version 2.0, 17 November 2026. Full revision following an external governance review (jurisdiction statement, unified roles, fair timelines, online-learning provisions, document control).