

Student/Faculty Support Issues for ALN Collaborations in HBCUs

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“Learning is a Lifelong Experience”

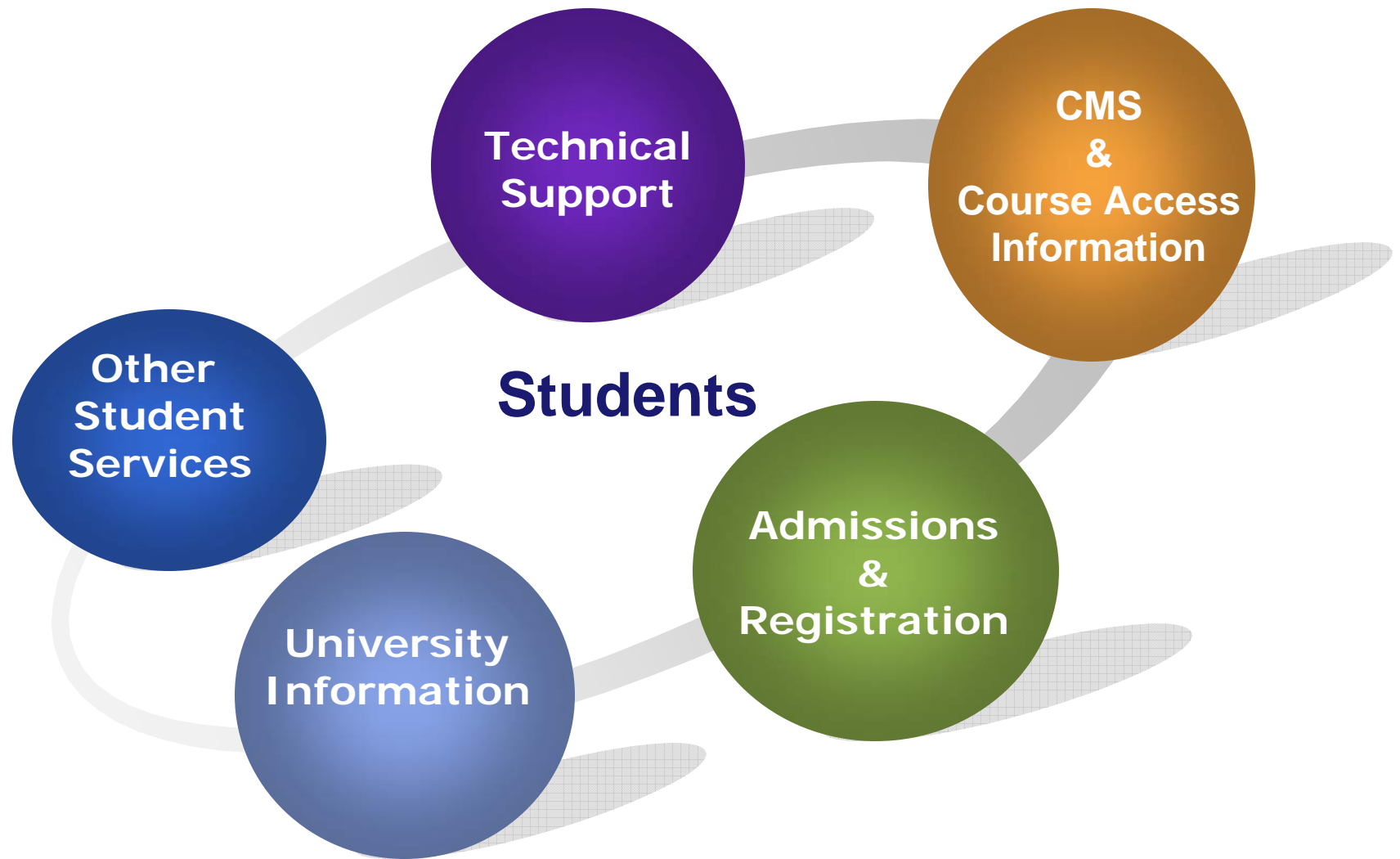


Key Points to Remember

- ❖ Technology has made it easier than ever for students to virtually visit campuses.
- ❖ Today's students are shopping around for a quality education.
- ❖ Service expectations are at an all time high.



Student Circle of Support





University Information

- ❖ About Us
- ❖ Accreditation
- ❖ Course/Program Offerings
 - Curriculum
 - Course Descriptions
 - Instructor Information
 - Syllabus
 - Textbooks
 - Contact Information
 - Request for More Information
- ❖ Online Learning Readiness Survey



University Information (cont.)

- ❖ Minimum Technical Requirements
- ❖ Tuition
- ❖ Policies (Refund, Withdrawal)
- ❖ Academic Calendar
- ❖ CMS
- ❖ Email
- ❖ Links to Other Departments
- ❖ News and Events



Admissions & Registration

❖ Admissions

- Can the process be found online?
- Can the application be processed online?
- Can payment of application fees be processed online?
- Is there a toll free number or email for this office?
- Do transcripts need to be original?

❖ Registration

- Can students register online?
- Can course schedules including course descriptions be found online?
- Will the tuition be the same as on-campus and will residents and non residents pay the same tuition?
- Can tuition be paid online?



CMS & Course Access

- ❖ Usernames and passwords
 - Can the password be reset?
 - Will the password change, if so, how often?
- ❖ Training
- ❖ Online Student Manuals
- ❖ Online Resources
 - Demonstration Course
 - FAQs
- ❖ Orientation



Technical Support

- ❖ Email Accounts
- ❖ Assistance with basic computing issues
- ❖ Assistance with CMS
- ❖ Knowledgeable and Available
- ❖ FAQs
- ❖ Contact Info



Other Services

- Bookstore
- Financial Aid Information
- Academic Advising
- Transcript Request
- Tutorials
- Library Resources
- Career Counseling
- Military Student Services

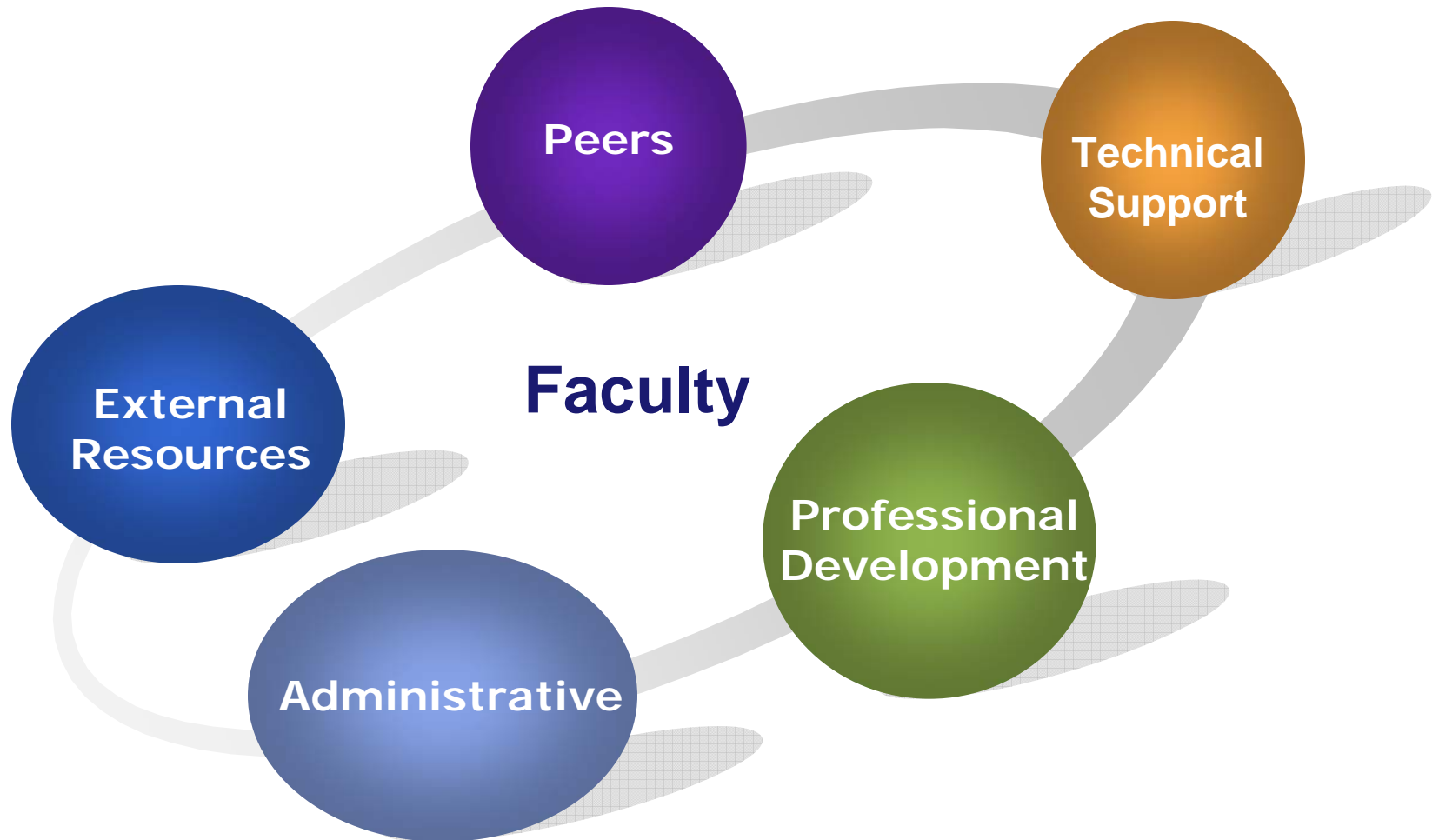


Reflection Points

- ❖ Faculty “By In” is needed to be successful
- ❖ Support must be responsive to needs and not barriers to the educational process



Faculty Circle of Support





Administrative

- ❖ Administrative “By In”
- ❖ Compensation/Rewards
 - Financial
 - Release Time
 - Conferences
 - Recognition
- ❖ In Load/Overload
- ❖ Enrollment limit/Class size
- ❖ Equipment/Software
- ❖ Grants/Funding
- ❖ Assessments



Professional Development

- ❖ Instructional Design Support
- ❖ Course Management System Training (Multi-levels)
- ❖ Other Instructional Tools
- ❖ Group and Individual
- ❖ Ongoing
- ❖ Online Resources



Technical Support

- ❖ Email Accounts
- ❖ Assistance with basic computing issues
- ❖ Assistance with CMS
- ❖ Knowledgeable and Available
- ❖ Multimedia Assistance
- ❖ FAQs
- ❖ Contact Info



Peer

- ❖ Mentoring
- ❖ Forums
- ❖ Assessments



External

- ❖ Grant Funding
- ❖ Meetings/Conferences of Professional Organizations
- ❖ Collaborations



Final Thoughts

- ❖ Increase the availability of online resources
- ❖ Design a Distance Learning Website
- ❖ Conduct and review continuous assessments for improvement
- ❖ Be flexible and amenable to change



Thank You

Thank You!