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Alabama A&M University
ALN Workshop

“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

Technical Support

Other Student Services

University Information

CMS & Course Access Information

Admissions & Registration

Students
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
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?
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
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

- Peers
- Technical Support
- External Resources
- Professional Development
- 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
- 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!