



ACADEMIC AND STUDENT SUPPORT FOR ONLINE LEARNERS

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AGENDA

- Overview
- Goals
- Certification
- Population
- Impact
- Future

LEARNING OBJECTIVES

1

Describe potential obstacles in developing services for online students

2

Identify strategies for overcoming potential obstacles in providing services for online students.

3

Identify needs of and services to support underrepresented populations

4

Develop action plan to modify current services to better serve online students

DORNSIFE & DREXEL



- Large, private, non-profit
- 24,000 DU students, 2700 DUO
- 430 DSPH students, 63 online certificate
- 1st Dornsife online master's degree, estimating 20 students
- Poll: <http://etc.ch/faPH>

SWOT: ONLINE SUPPORT SERVICES

STRENGTHS

- DUO/IT
- Pilot Online Orientation (2019)

WEAKNESSES

- Timeline
- Centralized services

OPPORTUNITIES

- Campus partner collaboration
- EMPH
- Access new partnerships

THREATS

- Faculty/staff support
- 1st cohort

STUDENT DEVELOPMENT THEORY

Strange and Banning's (2001) Personal Environment Theory

- Security and Inclusion; Involvement; Community
- Involvement = investment and effort

Astin's (1984) Theory of Involvement

- Sense of belonging, connectivity
- Be intentional with opportunities; high involvement ~ high persistence

Tinto's (1993) Theory of Student Departure

- Academic difficulties; inability to resolve educational/occupational goals; failure to integrate socially/intellectually
- Intentional opportunities, informal student and faculty/student interactions

GOALS



Connect with University and School communities



Provide academic, career, and wellness support and resources



Transition to student life

CERTIFICATION



Current

Faculty are encouraged to complete APPQMR

Courses are designed with the QM Rubric as a guide



Short-term Goal

80% of online faculty are APPQMR Certified

30% online courses are QM certified



Long-term Goal

100% of eligible courses are QM certified

Online Programs are QM certified

UNDERSERVED POPULATIONS

- Considerations:
 - Transition
 - Connection
 - Barriers
 - Inclusivity
- Tips:
 - Identify your students' needs
 - Don't assume
 - Be prepared to support

FUTURE

- Plans for the future to expand/improve/continue
 - Solicit quarterly feedback from all students on satisfaction/experiences
 - Service activity – virtual participation
 - Welcome packages – acceptance, pins/t-shirt
 - Socials
 - Celebrate graduates: Degree visits to students who can't participate in graduation, congratulations package, letter, ribbon, alum sticker/info etc.
 - Underrepresented groups – services that will be made available

ACTIVITY

STRENGTHS

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-

WEAKNESSES

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OPPORTUNITIES

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-
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THREATS

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QUESTIONS?

THANK YOU!