

Student Services/ Library Committee

The before:

Advising

- degree Audit should be available on-ground and on-line
- use on-line “chat” & e-mail appointments for advising
- advisors should have basic knowledge of learning styles
- also, knowledge of differing needs for on-line

Orientation

- getting faculty buy in
- requiring for new students (?)

Design of a course

- quick and easy navigation, *consistent terminology*
- hardware/software available and inexpensive
- Material compatible with typical connection speeds

The During:

Instructors

- Setting goals and expectations
- Using consistent terminology (e.g., don’t interchange “units,” “modules,” and “weeks”
- Availability via e-mail, chat or phone
- Internal audit/ evaluation by colleagues and administration

Services

- Where do students go for help?
- What is the chain of command?
- “quick question” counseling on-line
- cons for student homepage to direct them to student services and library services

Students

- Proactive in team situations
- Keeping on time with assignments and tests
- Introductions (bio page)

Library

- Being available and accessible on-line
- Visual presence on school or student homepage

After:

Evaluations

- Course completion
- Learner outcome evaluation