The Flipped Student Service Model is an innovative way to make staff-to-student interactions more productive. We use the technology we have to create efficiencies such as automating tasks and developing student resources.
Flipped Online Student Service Model

Elements

Technology

Communication

Community

Customer Service
“How do you create a full college experience without a physical campus? It starts with advising” (Leading, 69).

“A paradigm shift that places students, rather than faculty [or staff], at the center of the university has the potential to transform higher education, which has existed in its present form for nearly a thousand years” (Leading, 51).

“However, universities while providing ready access cannot drown the students in information overload or overtax faculty” (Twale, 101).

“For the online learning program leader, the challenge is to become the voice of the student with existing institutional support services and an advocate for either adapting existing services to meet student needs or for creating separate services for online students” (Leading, 32).

Flipped Online Student Service Model

What can you flip?

• Flip a website.
• Flip a communication plan.
• Flip a student onboarding process.
Flipped Online Student Service Model

How can you flip services?

• Think about the student first
• Think push vs pull
• Think just-in-time