Improving Support for Non-Matriculated Online Students

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Online Learning Coordinator/ Instructional Technology Team Leader
Think About…

• Online student demographics at your institution
• Related challenges
• Helpful strategies
Alfred University – Background Info

- Residential
- Rural
- 1800 Students
- Private + NYSCC
Allen Term

• Online-only winter term
• Mid-December – Mid-January
• Began 2013 – 2014
<table>
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<tr>
<th>Goals</th>
<th>Results</th>
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<tbody>
<tr>
<td>• Student engagement</td>
<td>• Students working ahead</td>
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<tr>
<td>• Re-take opportunities</td>
<td>• Electives</td>
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<td>• Prerequisites</td>
<td>• Non-matriculated students</td>
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<td>• International students</td>
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Allen Term Enrollment 2018 - 2019

- Non-Matriculated Students: 245
- Degree-Seeking Students: 299
Non-Matriculated Students: Service Challenges
Challenge #1 – Burdensome Registration Process

• Printable form
• Multiple emails
• Manual registration by staff
• Payment difficulties
Solution #1 – Online Registration Form

• Created by the AU Web Team

QR Code

Judy

Steven

Katie
Challenge # 2 – Difficulty with Basic IT Functions

• Account Activation Quiz
• Password Difficulty
• Hindered success

Herrick Library, Home of the ITS Helpdesk
Solution # 2 – Simplified Activation Process

• No more activation quiz
• Self-Service Password Reset

How To Activate Your Account

Activating your network account is a simple process.

1. Read and agree to the Alfred University Computing Use Policy
2. Your account will activate within 1 hour

START ACTIVATION PROCESS
Challenge # 3 – Unfamiliarity with AU Systems & Procedures

- Difficulty Logging into Canvas
- Technical Requirements
- ITS Contact Info
Solution # 3 – Improved Communication

• **Online Student Support** Web Page
• Communication Plan for 2019 - 2020
Challenge # 4 – ITS Helpdesk is Closed for 2 Weeks

• 2 Senior staff members on-call
• allenterm@alfred.edu v. helpdesk@alfred.edu

Sorry, We're CLOSED
Solution # 4 – Forward Helpdesk Email to On-Call Staff

• Allen Term 2019 - 2020
• helpdesk@alfred.edu forwarded to allenterm@alfred.edu
Challenges = LEARNING OPPORTUNITY

• Improved experience for ALL STUDENTS
Your Institution

• Unique student population?
• Student support challenges?
• Helpful strategies?
Questions/ Contact

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Evaluate Sessions and Win!

- Download and open OLC Conferences mobile app
- Navigate to specific session to evaluate
- Select “Evaluate Session” on session details screen (located under session type and track)
- Complete session evaluation*

*Each session evaluation completed (limited to one per session) = one contest entry

**Five (5) $25 gift cards** will be awarded

Must submit evals using the OLC Conferences mobile app or website