Shaping and Supporting the Online Student Experience

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Overview

• Who’s here?
• Background
• 4 key areas of the student experience
• Which areas of the student experience do we control?
• Discussion
• Best Practices
• Conclusions
• Questions?
Goals

• Provide a framework for thinking about the student experience
• Identify points of collaboration between different teams and stakeholders
• Identify your own student support successes and challenges
• Share best practices
Who’s here?

✓ Instructional Designer
✓ Program Manager
✓ Student Services Professional
✓ Faculty
✓ I am an online student
✓ Just want to learn more!
What type of program do you support?

✓ On-Campus Only
✓ Online Degree-Granting
✓ Hybrid (Online/On-Campus)
✓ Professional Education
✓ MOOCs
We support:

- Massive Open Online Content (MOOCs)
- Professional Certificates and Courses (Non-Credit)
- Graduate Certificates and Courses (Credit, Non-degree)
- Master’s Degree (14 Departments)
What experience do online students want?

When in doubt, ask!

Or become the online student yourself!
What experience do online students want?

PROGRAM STRUCTURE

RESOURCES

ENGAGEMENT

COMMUNITY

Application/Enrollment
- Course Offerings
- Deadlines

FAQs
- Course Materials
- Communication

Discussion Forums
- Remote Office Hours
- Group Projects

Networking
- Sense of Belonging
Which areas of the student experience do we control?

PROGRAM STRUCTURE
- Application/Enrollment
- Course Offerings
- Academic Deadlines

RESOURCES
- FAQs
- Communication

ENGAGEMENT
- Course Materials
- Discussion Forums
- Remote Office Hours
- Group Projects

COMMUNITY
- Networking
- Sense of Belonging

Faculty/Program Managers/Instructional Designers

Student Services Administrators
Discuss!

In groups of 2-3, discuss specific student support challenges and successes within your program, and which key area you think this falls under.

Program Structure
Resources
Engagement
Community
Program Structure

APPLICATION AND ENROLLMENT

COURSE OFFERINGS

ACADEMIC DEADLINES

Make sure these are clear in your student resources!
Non Degree Option Program (NDO)

The Non Degree Option program (NDO) provides industry students with the opportunity to take Stanford graduate courses on a part-time basis. Students take a few courses in a specific subject area, or a variety of courses in a range of subjects, without having to be formally admitted to a degree program. NDO students enroll as distance learners where up to 18 units of graduate credit earned may later be applied toward a degree program (if admitted). NDO students can elect to work toward a graduate certificate in a defined area of knowledge, achieved by successfully completing a set of graduate courses specified by the sponsoring department. Students enrolled under the Non Degree Option Program complete courses entirely online.

Application and Enrollment (New and Returning Students) +
Graduate Certificates +
Enrollment and Grading Policies +
Deadlines +
Tuition and Fees +
Course Delivery +
Course Logistics +

http://scpd.stanford.edu/non-degree-option-program
Course Structure and Delivery

- Lectures are streamed, recorded, and placed online to be reviewed throughout the quarter
- Courses are held on the academic quarter schedule which is approximately 10 weeks long
- Students must keep up with the assignment deadlines, exams, and overall pace of the course
- Homework is completed and submitted remotely to the course teaching team
- Exams are completed and submitted remotely with the help of an exam monitor
- Upon completion of courses you will have access to your Stanford academic transcript showing the grade and graduate credit you received for each course

New Students

If you are a new NDO student, please make sure you have followed the steps below to prepare for the quarter.

- Set up a SUNet ID/Password, and access your Stanford email

  If you have not received the welcome message, or are unsure if you are approved for the quarter, please reach out to our student support team at scplogradstudents@stanford.edu.

  Follow the instructions in the approval message for setting up your SUNet ID and password; you will need your SUID # to do this, which can be found in your mystanford:connection account (this is not the same as your X number). Please do not set up a SUNet ID until you have received your welcome message.

  You will need your SUNet ID/password to access your email, Axess, and other resources for your course such as Canvas or Piazza.

- Nominate your exam monitor

  NDO Students are required to have an Exam Monitor for midterms and finals. You can nominate an exam monitor through the "My Exam Monitors" section of your mystanford:connection account. Please visit the Exam Monitor page for further information.

  Students residing in the Stanford area may come to campus for exams. If you're planning to come to campus to write an exam please submit a monitor form and indicate "coming to campus" and select this as your default monitor. You should also make the teaching team aware of your intention to come to campus so they can accommodate seating arrangements.
Minisites

https://rev.stanford.edu/

https://create.stanford.edu/
Resources

CLARITY
FAQs
Search Functionality
Student Handbooks
Student Resource Guides
Minisites

NAVIGATION

EASE OF CONTACT

ACCESSIBILITY

https://teachaccess.github.io/tutorial/

Have people test your website! … but remember selection bias
Engagement

- Give and Get Feedback
- Encourage Best Practices
- Show Appreciation
Community

Who is your population?

How does your university already engage distance affiliates (alumni, etc.)?

What university services can you provide for online students?
Conclusions

• Adapt and evolve - there is not a one-size fits all framework for student support
• Identify points of collaboration
• Celebrate your successes!
• Share your knowledge
Session Evaluations & Drawing

• 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 to five (5) individuals
Must submit evals using the OLC Conferences mobile app or website