SIUE New REALITY eLearning Work Team Reporting Template
Final Reports are due by December 23, 2013
Submit to: shuffst@siue.edu and maschmi@siue.edu

Work Team: **e-Learning Business Processes Subcommittee**

Chairperson: **Mary Ettling**

Team Members: **Benhoff, J.; Burrell, T.; Colton, E.; Elmore, B.; Lafond, L.; Lorenzini, M.; Mann, D.; Miles, L.; Nelson, W.; Oberweis, T.; Schmitz, M.; Sparks, D.; Strom, L.; Thomeczek, M.; Wall, T.; Warmbrodt, A.; Yeager, H.; Hennessey, S.; Greenwalt, R.**

Summarize what SIUE has been doing in the area under consideration by your work team. Please investigate the scope and success of SIUE's prior efforts. (Bullet points are fine.)

Prior efforts to improve business processes for online students have been performed in isolation, to varying degrees, within individual service units. There is no University-wide assessment of student satisfaction or follow-up with students who don't register for courses. While individual academic departments are preparing to launch programs or offer courses for online students, the service units must anticipate the needs of these learners and provide intuitive, exemplary services that will likely require them to think differently about some, if not all, of the required interactions with students.

Describe promising models from other universities that could be modified, adapted or enhanced for our campus.

A subcommittee of the group is looking at other sites to create siue.edu/online which will include best practices and models from other universities

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Using what you have learned, please outline innovative ideas of your own. Again, please list these as bullet points.

- Offer developmental courses in self-paced online formats and do a rolling admission. Students pay a reduced rate upon completion of the course
- "Ask an advisor" link
- Use video tutorials along with text to aid processes like registration, financial aid, etc..
- Push notifications to students when changes occur to student registration, accounts, records
- Workflow for virtual course withdrawal

Please describe two short-term initiatives that your team views as priorities for SIUE. You should include a rationale and description of resources needed.

- Create a sub-committee to address problems related to online/hybrid course display; resolve in time for launch of Summer Session website. Rationale: In response to the needs of the Summer Session Task Force and the sub-committee, fully online courses must be displayed as such. Additionally, web courses with required meetings and blended/hybrid courses should be available in an easy to read format. RESOURCES NEEDED: dedicated ITS support or consultant to update coding.
- Create a sub-committee for online website development; prepare for launch in Summer 2014. Rationale: Current and prospective students need a site where online course /program information is combined with the services the support these offerings.
- Create a sub-committee for data collection including a self-study of service units and student survey/focus group activity; to be completed in Spring 2014: Rationale: A better understanding of the current services from a multi-dimensional perspective will help identify areas where services don't match expectations
- In Progress: Hire Associate Director for Online Program Development and Summer Sessions who will work in collaboration with the Associate Director for Online and Blended Education within ITS and other stakeholders across campus to help continue to build a collaborative and comprehensive online plan for the Univeristy.

Please describe other short-term initiatives that your team would like to recommend.

- Address the form 94 process and suggest recommended efficiency changes
- Perform a Campus Readiness Assessment; CENTSS Audit

Please list and describe three long-term initiatives that SIUE should consider to improve in the area under consideration by this work team.

- Use analytics and usability tests to assess and improve www.siue.edu/online
- Consider/ recommend change in University policy to allow for fully online courses to be easily displayed
- Consider hiring a consultant or using University experts to conduct a Business Process Analysis for online students conducting University business
- Consider hiring a consultant to recommend process changes to better support online students who need to do University business