

Presented by
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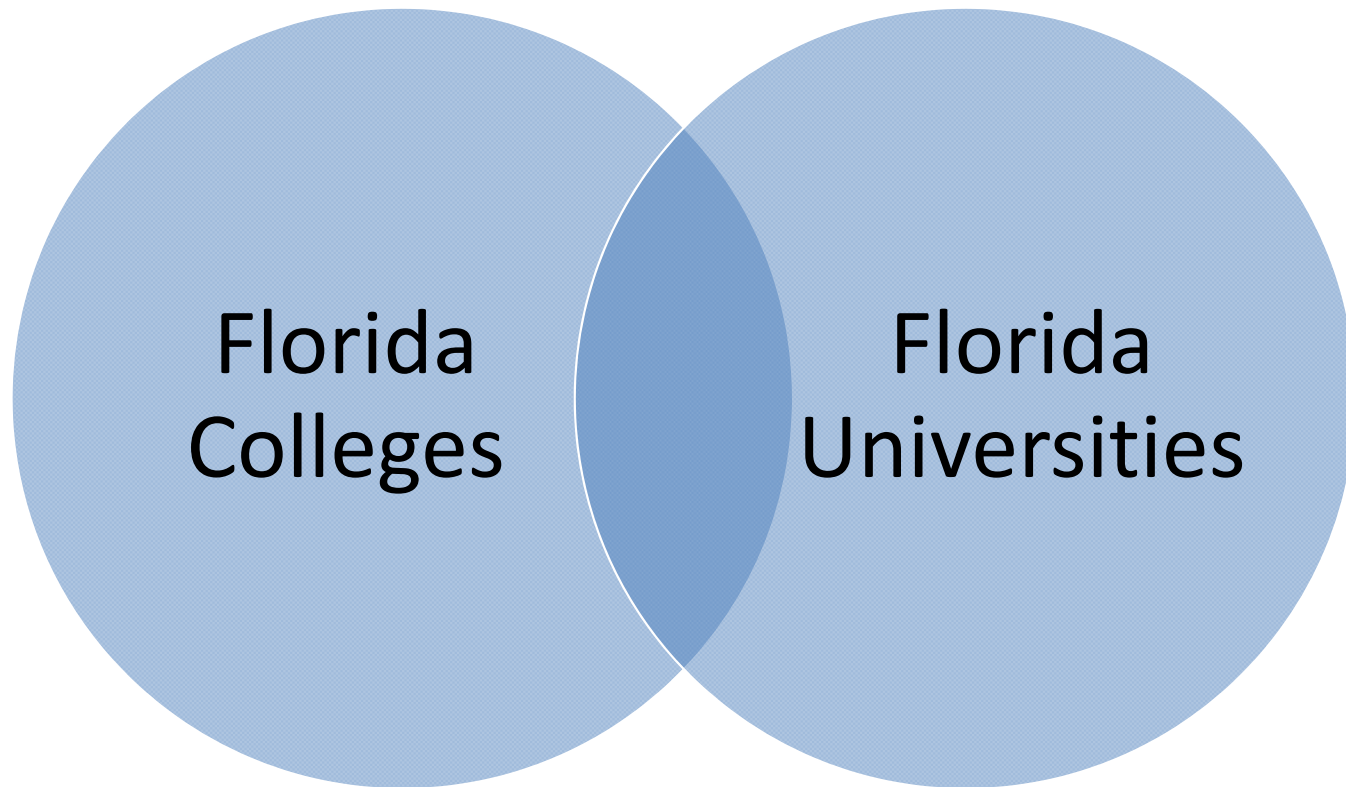
Online Student Services Scorecard



Tactics in
2025
Strategic Plan
for Online
Education

Tactic 2.3.1: Ensure that universities use Quality Scorecard or a similar process to confirm that online students, including online students with disabilities, have access to services equivalent to those used by campus-based students.

The Online Student Services Working Group



Florida
Colleges

Florida
Universities

The Scorecard as a Tool

01

Designed for introspection

02

Internal conversation starter

03

Identify opportunities for improvement

04

Evidence of due diligence.

A Broad View

Student life cycle

Increase access

Academic experience

Increase engagement

Design Logic

01

Balance

- List of services
- Ease of Use

02

11 major
categories

03

49 different
quality
indicators

04

0-2 point scale

05

Not an
exhaustive or
one-size-fits-all
list

	Orientation	Exemplary Service 2 pt:	Service is Available 1pts:	Limited or No Service
a	The institution provides first year advising for FTIC students.	The institution has specialist advisers for FTIC, first-year students. Required advising contacts are clearly laid out and enforced through a mechanism such as registration holds. Those advisers are available in both online and traditional formats. Additional electronic resources tailored to FTIC students are available online.	Advising services may not be specialized for FTIC students. Advising contacts may be optional. The institutional web presence may lack self-help materials for FTIC students.	Online advising services may not be specialized for FTIC students. Advising contacts may be optional. The institutional web presence lacks self-help materials for FTIC students.
b	The institution provides orientation for transfer students.	The orientation is tailored to the specific needs of online transfer students. The orientation includes specific information on the processes in place for handling the awarding of credit/credentials etc.	Orientation materials may be minimal (not sufficient to cover all of the needed information) or the institution may require the online transfer student to complete a one-size-fits-all orientation.	Orientation for the online transfer students is only available on campus.
c	During the registration period, students have access to course catalog/information.	The course catalog is available in an ADA accessible/mobile-friendly/searchable format online.	The catalog may be available, but not in a user-friendly environment. Perhaps it is not linked from the course registration search or some other factor complicates its use.	The catalog is only available in book form.
d	Students can make payments for courses/applications/deposit fees.	A user-friendly secure payment system is available in both web-accessible and mobile-friendly formats.	A user-friendly secure payment system is available on the web.	Online payments are not available.

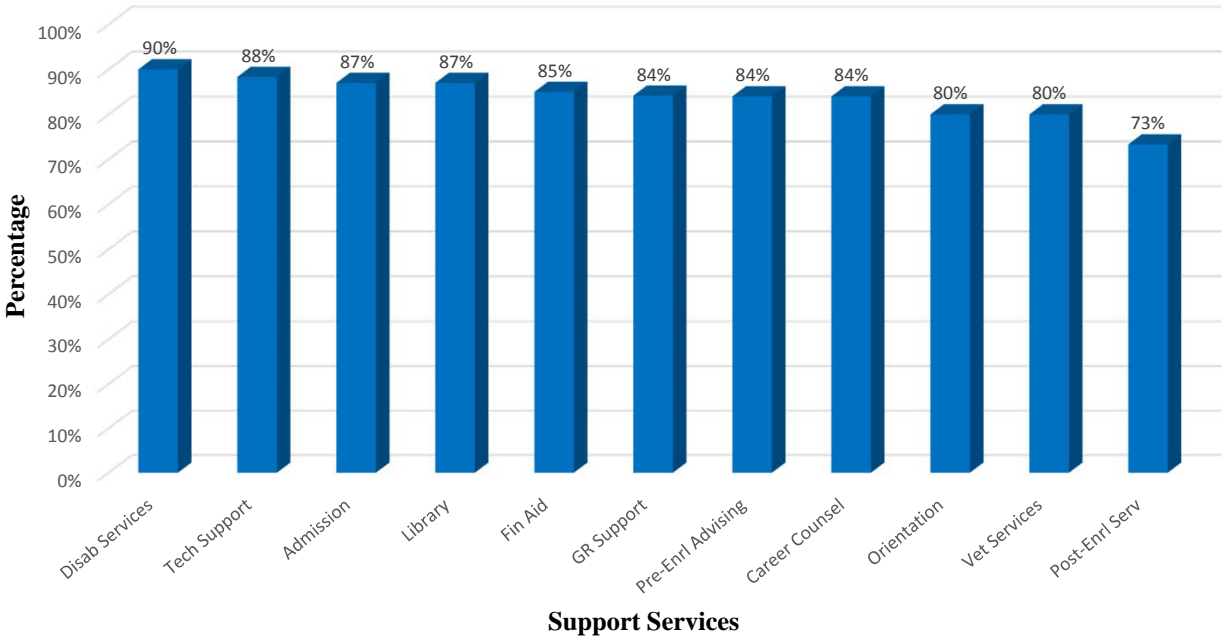
Focus Areas



- Admissions (5)
- Financial Aid (2)
- Preenrollment Advising (5)
- Veteran Services (2)
- Career Counseling (5)
- Orientation (4)
- Postenrollment Services (9)
- Library (5)
- Students with Disability Services (4)
- Technology Support (3)
- Graduate Student Support (7)

Results

Scorecard Result per Service Category



Recommendation

- Administer the Online Student Support Scorecard in Fall 2019
 - Time to develop and implement plans
 - Results should measure improvement in online services provided

