

Student Support Services for Online Learners

SUS Survey

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QUESTIONS

- What support services do online students have access to (i.e., student resource centers, technical support, academic success, orientations and family programs, academic advising, campus life, etc.)?
- How do these services differ between online vs on campus student experience?
- Are there any unique support services that have been created or implemented specifically for online students?
- How does your institution ensure or gauge that student support services are adequate, engaging and/or appropriate to meet the needs of its online learners?