

4.0 Student Services

Goal 4A. Develop policies for student services, and to help implement them for the students who are engaged in their studies from off-campus. Facilitation of joint admissions with community colleges and OSU, financial aid, advising, and other electronic and Web based services will be supplemented with this funding.

Summary

Goal 4A. Facilitate Student Services for Students who are Engaged in Their Studies from Off-Campus

This target area has identified a core group of student services, including Admission & Orientation, Financial Aid, Registration, and Library and Bookstore access. The goal of this project is to insure that these services are easily accessible and "user friendly" to OSU distance education students.

In the past year several services have been implemented to address the needs of OSU distance education degree seeking students. Those include:

- Creation of a query in Datawarehouse to identify distance students applying for financial aid,
 - E-News and Career Services for distance students,
 - DCE Advising Center,
 - Extended library access by hiring the new distance librarian,
 - Cooperation with OSU Bookstore to streamline the ordering and shipping of textbooks and videos for distance students.
1. Admission & Orientation, Registration, and Financial Aid
 - a. Information has been requested from these three departments.
 - b. DCE and Financial Aid have created a query in Datawarehouse that identifies distance students who have applied for financial aid.
 2. Library Access

The new Distance Librarian, Bryan Miyagishima, arrived in April 2001. During the 2000 - 2001 academic year, the OSU Library filled 1,014 requests for delivery of materials owned by the OSU Library. (Statistics were not kept this year for requests filled by requesting materials from other libraries through Interlibrary Loan) The Library held five library instruction sessions for faculty, and responded to 136 requests for reference assistance, over twice the number of requests for 1999-2000. The number of delivery requests has resulted in a cost to the library of \$4,056, or approximately \$4.00 per item.
 3. Bookstore Access

DCE students are receiving excellent service from the OSU Bookstore. Processes for ordering and shipping textbooks and videos have been evaluated and streamlined. Unless specific problems are identified, the systems in place for cooperation with the OSU Bookstore will remain.
 4. E-News
 - a. DCE has continued to produce E-News twice a term.

- b. The current number of subscribers has increased by approximately 10%, to 600±.
 - c. Guidelines for submitting articles were shared with on-campus student services offices resulting in article contributions and further support and awareness of E-News.
 - d. The E-News staff plans to complete the research and planning, and have an optional HTML newsletter starting in November 2001.
5. Career Services
- a. Career counselors in the Career Center adapted material for distance students and placed it on their website.
 - b. The DCE Website has a link to the Career Services site. This is the second major goal that has been accomplished this year.
6. Course Packets
- Packets containing syllabi, online course information, advisor contact information, and other relevant information have been sent to every registered student each term. This service will continue as a high priority even though, as course registrations increase, the planning, preparation, and execution of this process will consume more time and resources.
7. Statewide & Beyond (formerly Student Affairs Statewide Conversations)
- a. *Orientation & Outreach*: A proposal for the use of FIPSE funds for the creation of an on-line orientation was submitted on February 23, 2001. The plan called for completion of the orientation prior to the beginning of fall 2001, however, the completion date has been revised to winter 2002.
 - b. *Academic Success*: The Academic Success Website is expected to be available to students by fall 2001. The team has worked to blend the needs of on-campus students with those of distance students, while providing specific information for each population.
 - c. *Technical Support*: one of the major interests is the design of a "course" to help students succeed in distance learning courses. Other interests include submission of E-News articles, dissemination of information regarding computer usage and needs, a special designation for distance courses on the main OSU homepage, and services for students with disabilities.
8. DCE Advising Center
- a. The DCE Advising Center has been designed and implementation has begun. Development includes a Customer Service/Communication plan, an automated email response tool, a Staff Training Plan, the creation of a system for area and academic advisors to funnel initial inquiries to the Advising Center, and vice versa.
 - b. As a related issue, use of the Banner Recruitment module is being investigated. At this time, all prospective student information is stored in an Access database, but it is believed that aligning the DCE system with the system used by OSU will be beneficial to DCE staff and students.
9. On-line Advising Using information from "NASPA Updates," an online student services newsletter, research into the potential and desirability of providing

on-line program and/or academic advising has begun. After the initial impact of the Advising Center is evaluated, and the Blackboard portal system is installed, the decision will be made as to whether or not to develop online advising.

10. The loss of the DCE Area Advisors in Salem, Bend, and Coos Bay compelled the DCE Advising Center into the category of "top priority" for the later part of this year. Three of the goals stated in February 2001, On-line Orientation, On-line Advising, and a Student Services Survey were not completed due to the extreme and unforeseen necessity of keeping current students connected and prospective students interested, without an advising staff. These three goals will be addressed in the coming year.