

4. 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, Library, and Bookstore access. The goal of this project is to insure that these services are easily accessible and "user friendly" to OSU non-resident students.

In this reporting period several services have been implemented to address the needs of OSU Extended Campus degree seeking students. Those include:

- Creation of a query in Datawarehouse to identify distance students applying for financial aid,
- E-News (i.e., an electronically distributed newsletter),
- Career Services for distance students,
- OSU Extended Campus 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

The Extended Campus has worked in collaboration with these three student service offices at OSU. The primary goal is to enhance the capabilities of those offices in providing services to the growing number of non-resident students.

With the additional staffing made possible by this project, the Office of Admissions has made progress this past year in addressing both the existing and emerging needs of non-resident students. Although there is room for additional improvement, at this point OSU non-resident students are receiving high quality enrollment services via technology. Our biggest continuing challenge is in the area of students' orientation to and affiliation with the University. OSU non-resident students will often have less need for these services than traditional resident students.

Supported by this project, the office of Financial Aid and Scholarships has developed a financial aid web page, including on-line services in which students may view the status of their financial aid award and student account. Students may also complete entrance and exit interviews on the web, download and submit required forms. Work-study job announcements are

also now available on the web. In the academic year of 2001-2002, the office of Financial Aid and Scholarships has served 1,197 students taking OSU Extended Campus courses.

2. Library Access

A Distance Librarian was put in place to serve non-resident students 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. 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

OSU Extended Campus students have continued to receive high quality services from the OSU Bookstore. The Extended Campus has made progress in the area of book buy backs for distance students. Book requirements for the next term are now requested from instructors at a much earlier date. An earlier indication of what the demands will be "next term" gives non-resident students a better opportunity to have their books bought back from them to meet the needs of future students. This has shown to be a service most non-resident students could not take advantage of in previous terms due to "on campus" students being able to stand in line and have their books bought back first. The OSU Extended Campus' goal in this area is to continue to work with the OSU Bookstore to provide non-resident students with quality customer service equivalent to that provided to on-campus students.

4. E-News

- a. The Extended Campus has continued to produce E-News (i.e., an electronically distributed newsletter) twice a term.
- b. The current number of subscribers has increased during this reporting period by 10%, to 605.
- 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.

5. Career Services

- a. Career counselors in the OSU Career Center have continued posting related material on their website.
- b. The Extended Campus Website has a link to the Career Services webpage and found that when this information is shared it is seen as beneficial to the non-resident students.

6. Course Packets (URL: <http://ecampus.oregonstate.edu/packet/default.eml>)

OSU Extended Campus now has electronic "course packets" available to registered non-resident students. Course syllabi have gone from being mailed out each term (two weeks prior to classes beginning), to an online service system for students co-managed with the Extended Campus' course development team and the implementation of Blackboard. Students can now

access their course requirements online, at their convenience. The online course packets give each non-resident student an overview and expectations of each class. Student's can find instructors email and contact information contained within the online course packet and live Internet links to the OSU Portal/Blackboard. The online course packet has proven to be a cost saving measure to the Extended Campus because we have eliminated the hardcopy production and postage associated with a mass mailing to non-resident students. The most important advantage to having course packets online is the accessibility for instructors and/or the Extended Campus staff to make necessary changes to syllabi or course material.

7. Statewide & Beyond (formerly Student Affairs Statewide Conversations)
 - a. *Online Orientation*: Discussions have begun on developing an online orientation course. This course is designed to replace the required orientation class for each of the degree programs offered through the OSU Extended Campus. The course will be flexible enough to incorporate the specifics of each degree while being general enough to help students feel comfortable with the OSU Portal/Blackboard, Library research, long-term academic planning, completing financial aid and scholarship forms, utilizing the OSU writing and career service centers, contacting members in related professions and more. A member of the OSU Extended Campus Advising Center has been proposed to teach this course.
 - b. *Academic Success*: (URL: <http://success.orst.edu/>)
The Academic Success website has been developed and implemented, and has a specific link for non-resident students. Highlights a self assessment quiz for students to test their "readiness" to take courses at a distance, FAQs, tips from non-resident students and instructors, advising "101", e-News, and more.

8. The OSU Extended Campus Advising Center
 - a. The OSU Extended Campus Advising Center has been implemented and is currently serving non-resident students and potential students. Development included 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.
 - b. The addition to the Extended Campus Website "Talk To US" page is currently under development. This project is looking into the SCT Banner 2000 Recruitment Model and incorporating a web-interfaced page to gather and track student information. The page should have links to guide students to finding additional information about general questions as well as a location to e-mail for specific advising questions.

9. Online Advising
The OSU Extended Campus has held planning meetings for development of an online web interfaced advising guide. It is expected that a working prototype will be available by spring term 2003. This project relies upon getting students set up and using Microsoft Active Directory.