Vision 2020 Update – Academic Programs, Research Growth, Faculty Excellence and Rewards and Public Service

Goal III: Implement five degree programs that may be completed entirely online. Online options should address student interest along with current and anticipated business/industry demand.

Strategy C: Provide comprehensive, high quality, student support services to help distinguish our online offerings from the competition.

Recent Key Accomplishments
A new director of Center for Online learning has been appointed and will be revising support services for online students.

Several meetings between the Provost, Director of Library Services, Director of Career Development and Enrollment Management staff have been held to discuss improvements needed and implementation of new and existing services for online students.

Emerging Issues
Limited staffing at the Center for Online Learning to assist students with technological needs has been an issue.

Upcoming Activities
The library is creating a system to accommodate online students with their library requests such as shipment of books to students who live far from the campus.

Create an online orientation program to help students who are taking online classes for the first time.

Solutions
The plan to establish new fully online degree programs includes the hiring of student workers as well as a full-time staff person to help in the Center for Online Learning.

Upcoming Deliverables/Milestones

<table>
<thead>
<tr>
<th>Item</th>
<th>Due Date</th>
<th>Status</th>
<th>Progress</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item. Library system</td>
<td>03/01/15</td>
<td></td>
<td>50%</td>
<td>Library director is in the process of creating the system.</td>
</tr>
<tr>
<td>Item. Orientation Program.</td>
<td>02/15/15</td>
<td></td>
<td>100%</td>
<td>This orientation program will be used when the new online programs begin in fall 2015.</td>
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</tbody>
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Submitted by: Dr. Kumara Jayasuriya  Date: 01/12/2015