

**INSIDE**  
HIGHER ED



# Creating a Seamless Student Experience – On Campus and Virtually

*An Inside Higher Ed webcast*

Tuesday, Nov. 24, 2020

2 p.m. Eastern

# Presenters



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# COVID-19's Disruption



*Istock.com/filo*

# The Student Experience

Recruitment  
and  
Enrollment

Learning

Academic  
Support

Student Affairs

Career  
Services

Alumni

# Recruitment and Enrollment

Oxford University's two summer open days have taken place online for the first time this year as a result of Covid-19



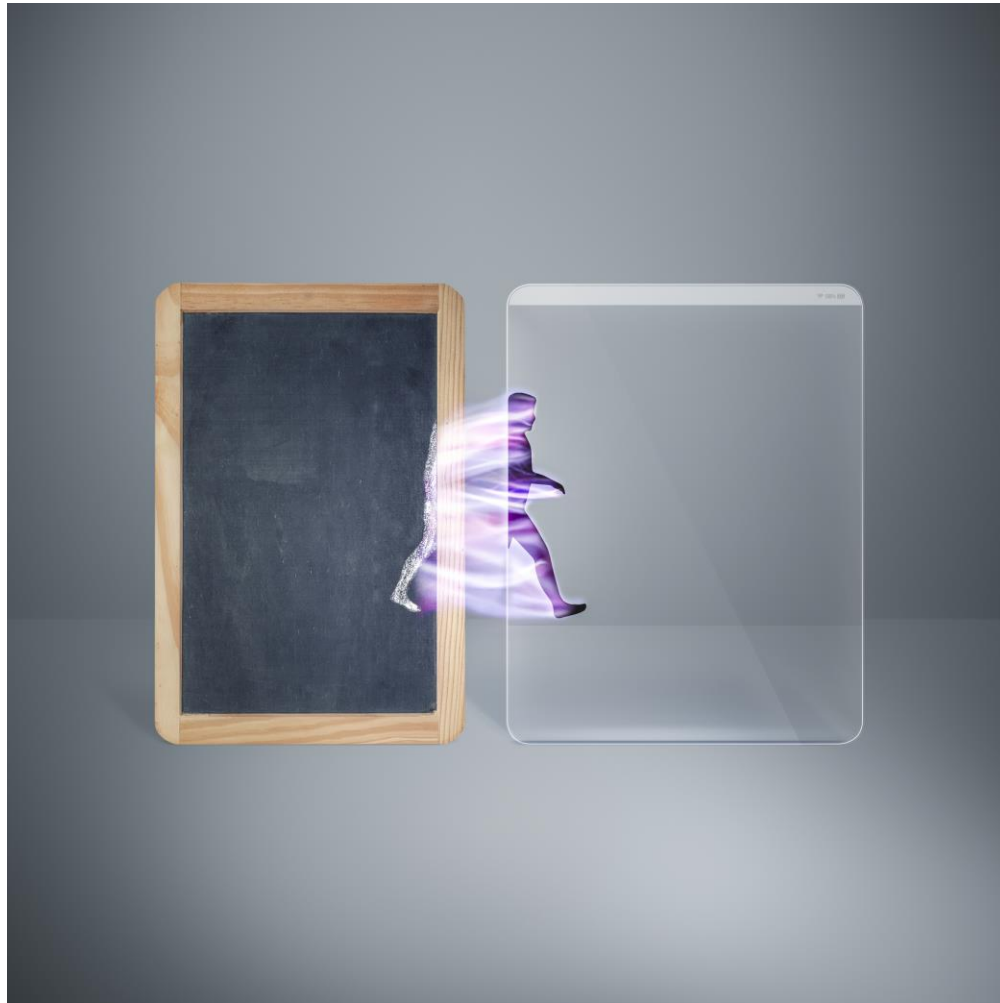
Oxford University holds virtual open days - Cherwell

Oxford University's two summer open days have taken place online for the first time this year as a result of Covid-19. Oxford usually welcomes thousands of prospectiv...

[cherwell.org](https://cherwell.org)

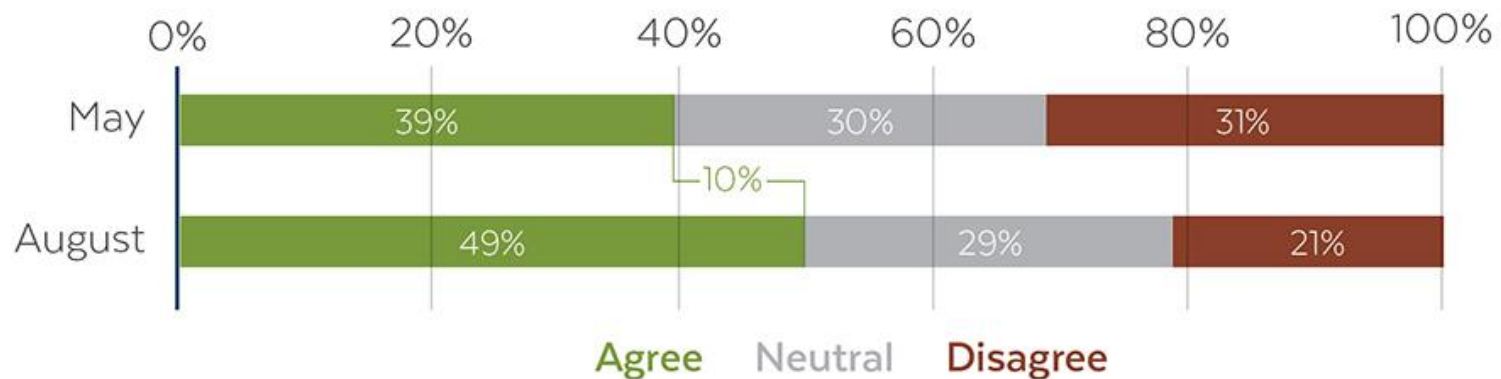


# Learning



# Learning (cont.)

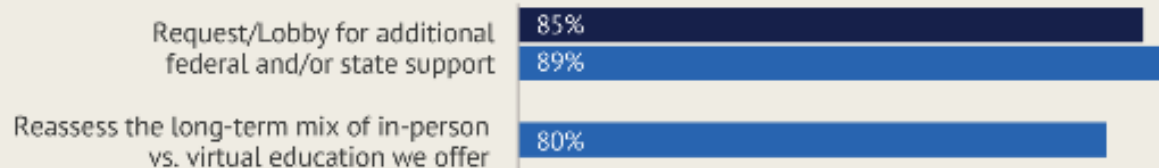
“ONLINE LEARNING IS AN EFFECTIVE METHOD FOR TEACHING”



How likely is your institution to take the following actions in the future to increase revenue or cut costs?

% Very Likely + % Somewhat Likely

April (n=171-173) June (n=67-88)



# Academic Support

- Academic Advising
- IT Support
- Digital Capability of Faculty and Students

📌 **Supporting students who are brand new to online learning** (self.studentaffairs)  
1.2 submitted 7 months ago by [redacted]

With most colleges and universities shifting modalities from face-to-face, to fully online, I am wondering if anyone has seen any great articles or crowdsourced documents that are "student guides" for shifting to fully online? Any tips for students who would be brand new to online classes?

3 comments share save hide give award report crosspost buffer

**all 3 comments**  
sorted by: **best** ▼

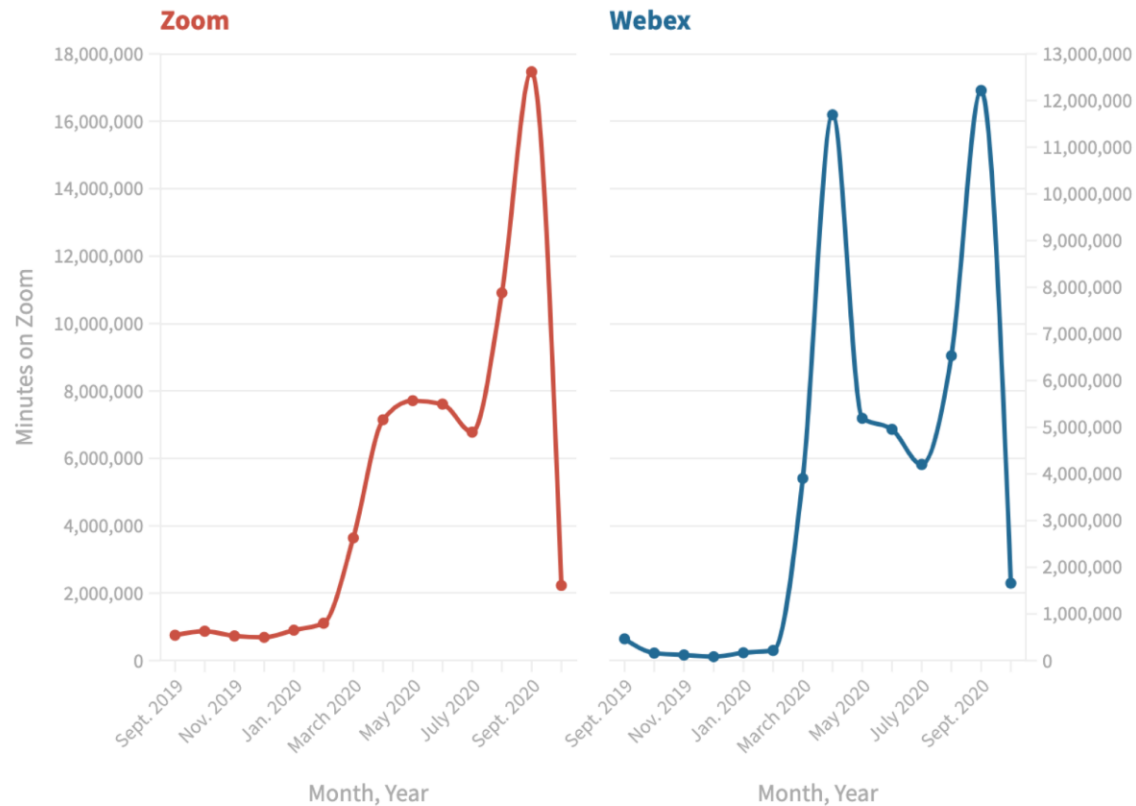
[-] [redacted] 2 points 7 months ago

I am in charge of online student support at my college. We stuck with the basics for students who may have barely or never used our LMS before. How to find your work, how to submit an assignment, how to click and take a test, where/how to contact instructors. Additionally, we added some resources for "managing assignments online" and tips like "try to do your school work at the same time you would have been in class when possible" and "give yourself some extra time to get assignments turned in" We also realized some students may have limited access to computers or internet and some local solutions for that. Finally, we've encouraged teachers to be patient with students. We go completely online in 1 week. I will update if what we did fails miserably.



# Academic Support (cont.)

## Monthly Minutes on Zoom and Webex at Iowa State University



# Student Affairs



**Eric Stoller** ✓  
@EricStoller

## Remote student success options:

 **Dr. Thomas Dickson** @DrThomasDickson · Nov 12

Replying to @JoeSabado

We have used a couple of models across campus:

1. Web-based chat bot (with some live agent ability)
2. Web-based live chat (Library)
3. Master Zoom rooms - act as a lobby, with breakouts for different services
4. Text msgs, vm, and calls to google voice numbers
5. ^shared emails

3:58 PM · Nov 12, 2020 · Twitter Web App



**Jennifer Massey (She/her/hers)**  
@jennie\_massey

Replying to @EricStoller

At [#WesternU](#) we have rolled out a comprehensive digital student experience strategy to ensure all programmes, resources, and supports typically available on campus are now also available online. [#WesternUThrive](#)  
[#ThrivingCampus](#)



Digital Student Experience

Western University, in vibrant London, Ontario, delivers an academic and student experience second to none.

[uwo.ca](https://uwo.ca)

1:52 PM · Jul 27, 2020 · Twitter for iPhone

# Student Affairs(cont.)



University of Nebraska-Lincoln ✓  
@UNLincoln

I'm just a social media manager, standing in front of Husker Nation, asking you to celebrate game day with those in your immediate household.

Don't attend events that risk the safety of yourself, your loved ones and our community. You can still yell Go Big Red from your couch.



11:09 AM · Nov 20, 2020 · Twitter Web App



University of Michigan ✓  
@UMich

Don't forget to arrange for #COVID19 departure testing today! It is expected for undergraduate @UMichStudents living in M-Housing & strongly encouraged for students living off-campus before traveling home.

[myumi.ch/OWRg9](https://myumi.ch/OWRg9)



12:00 PM · Nov 15, 2020 · TweetDeck

# Career Services



**How to Prepare for a Successful (Virtual) Job Interview**

*Kristen Aldrich, UNL College of Arts & Sciences Career Coach*  
*Erin Casat, assistant director of career and professional development at Office of Graduate Studies*

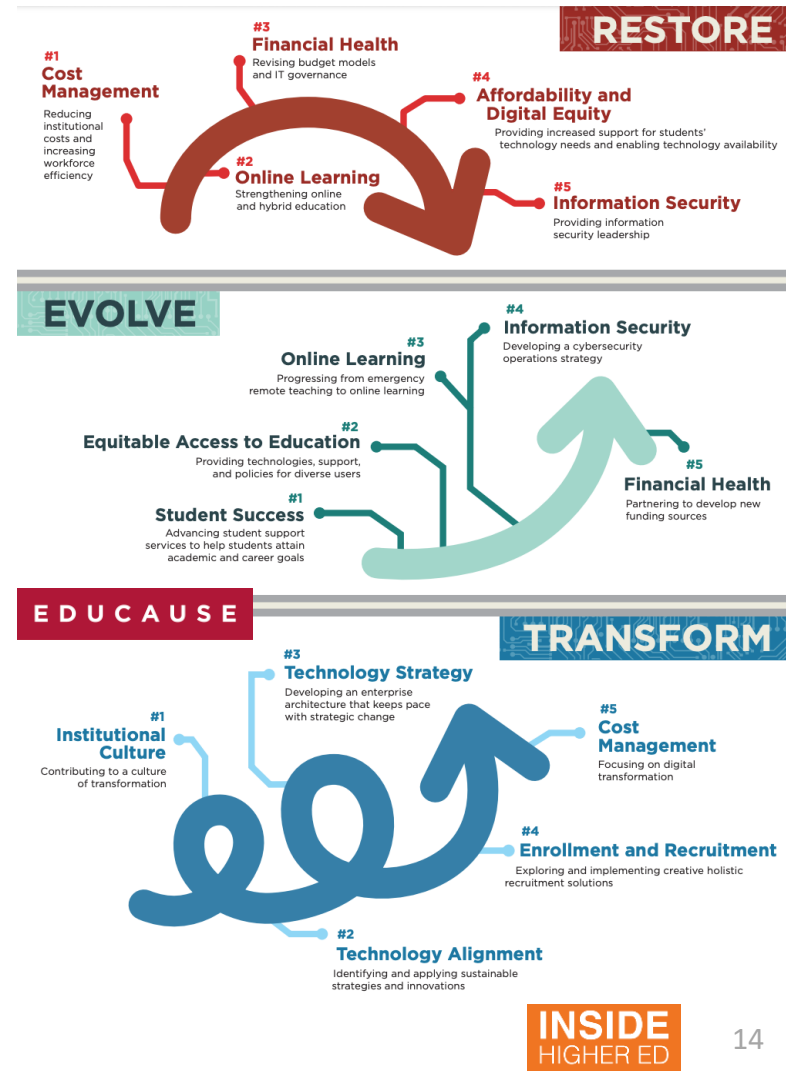
**Tuesday, July 14 | 1:30-2:30 p.m. (Central)**

# Alumni



# Elements of a Seamless Student Experience

- 24/7 x 365 engagement
- Bridging the digital divide
- New ways of staffing
- A plethora of platforms
- Mobile everything
- Dashboards – retention, covid, enrollment
- Campus wellness / mental health



With Thanks ...

SQUIZ