



## OLC Quality Scorecard Suite

# Online Student Support

These quality indicators are intended to help you determine where your institution's services fall across the spectrum and what measures may be needed for improvement.

<b>2 = Exemplary Service</b>	<b>1 = Service is Available</b>	<b>0 = Limited or No Service</b>
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### Admissions (10 points)

					<b>Score</b>
<b>a</b>	The institution responds to prospective student inquires during the admission process.	Students can easily locate multiple ways of making inquiries. In the event a live person is not available, students are automatically directed to self-service information.	Only one option, such as telephone service, is available, or personnel who answer inquiries may have other duties that delay responding to students.	Responses to prospective student inquiries occur during standard business hours.	
<b>b</b>	The institution provides virtual campus tours during the admission process.	Tours should be self-guided and cover all of the information students need. An institution may consider creating a separate tool for the completely distance learning student that covers the electronic campus and services, since that information is more relevant than the location of buildings on-campus.	Only limited information is available. Information may not be available in an organized tour or self-guided website experience. For example, a campus map is linked from one page and individual department websites contain listings of their locations and services, leaving it up to the students to find their way around the college site.	Students must attend on-campus orientation.	
<b>c</b>	The institution has online applications.	The applications can be accessed and submitted online. It can be started, saved, and continued as needed.  Contextual help in completing the applications is available and live help is available.	The applications are available online with electronic submission. However, assistance with applications can only be obtained during standard business hours.	The applications are available online but may require a trip to campus for assistance with it and cannot be printed and mailed to the admissions office.	



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<b>d</b>	The institution has the capability for documents required for the admission to be submitted online.	Transcripts, recommendation letters, shot records, and other admissions documents can be submitted online. Assistance is available after business hours.	Transcripts, recommendation letters, shot records, and other admissions documents can be submitted online. However, assistance with the applications can only be obtained during standard business hours.	Students must visit campus to submit transcripts, recommendation letters, shot records, and other admissions documents.	
<b>e</b>	The institution provides onboarding service support for online students.	The institution has a web-based software program which walks the student through the application, admission, and enrollment processes step-by-step and provides the students notification as to which items are required next.	The institution provides a checklist on the website of the items required for the application, admissions, and enrollment processes. The steps are also provided on the website.	The information for the application, admissions, and enrollment processes are provided on the website; however, the students must search those answers across multiple web pages for each of the different departments.	

## Financial Aid (4 points)

**Score**

<b>a</b>	Students have access to a financial counselor/ advisor/coordinator.	Students have the opportunity to interact with a financial aid professional electronically, via several methods such as live chat, email and phone. Either the institution assigns a professional to the student or uses a CRM solution to ensure continuity of the process.	Students may have remote access to assistance, but it may only be by phone, limited by hours, or assistance may be disorganized, and the students may have to speak to a different person each time they call.	Students must visit campus to receive assistance with their financial application or other information.	
<b>b</b>	Students have access to financial literacy assistance.	The institution provides students with financial literacy that can be accessed remotely and available as both self-service and personal assistance so that students may choose how they want to seek assistance.	Some resources may be available but may be limited in scope or format.  Assistance may only be available by phone or only through third-party web tools.	The institution provides on-campus seminars or workshops to learn about financial literacy.	



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### Pre-enrollment Advising (10 points)

Score

a	The institution provides advising for students to set academic goals.	Advisors are available in person and virtually to assist students in understanding academic pathways and how they relate to career goals.	Degree offerings may only be available via the institution's website. Student access to advising help may be limited to normal business hours.	Degree offerings may only be available via the institution's website. Advising help may be limited. Students must come to campus to obtain information.	
b	Students have access to transcript evaluation/degree audits.	The institution's records system provides degree audit capabilities. An institutional degree audit may also be available. These systems are available on demand so that students can obtain the information as they need it.  Advising personnel are available to assist in what-if and substitution scenarios.	The institution's records system provides degree audit capabilities. Advising personnel are available to assist in what-if and substitution scenarios during business hours.	Students are required to come to campus for transcript evaluations/degree audits.	
c	Students have access to enrollment planning.	Online degree pathways are available for the online only students. If an online course is not offered each term, students are aware of when the course will be available. Students are aware of their options if a course is canceled for any reason.	Degree pathways are available for students. If an online/on campus course is not offered each term, students are aware of when the course will be available. Students are aware of their options if a course is canceled for any reason.	Students may only have access to a list of degree requirements such as found in an institution's catalog.	



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<b>d</b>	The institution provides placement testing, if needed.	The institution has partnerships with other institutions to provide testing sites outside the immediate region and provides coordinators who works with the students to identify alternative testing locations for those who may live farther away.	The institution provides recommendations on the web to identify alternative testing sites for placement testing or provides coordinators who work with the student to identify alternative testing locations.	The institution does not provide recommendations for alternative testing sites for placement testing.	
<b>e</b>	Students are able to contact the student disability office during the pre-enrollment process, and services are in place before the first classes.	During the onboarding process, students can contact the disabilities office for notification of a disability before classes begin.	As a checklist item in the enrollment process is a link to the student disability office which has information to notify the office of a disability.	The students must search the website for the appropriate office and contact information of the student disability office.	

### Veteran's Services (4 points)

**Score**

<b>a</b>	Students have access to support for personal/financial VA processes.	Staff at the institution's veterans support office are aware of the unique needs of distance learners. They are available to provide services at a distance.	Staff at the institution's veterans support office are aware of the unique needs of distance learners. They are available to provide services during standard business hours.	Services for veterans may only be available on campus. Staff may only have time to handle in-person workload.	
<b>b</b>	Students have access to transition support services.	The support group and counseling services to assist veterans in transitioning to an educational environment is available using web collaboration software at times that distance learning veterans are available.	The support group and counseling services to assist veterans in transitioning to an educational environment are available using web-collaboration software during standard business hours.	The support group and counseling services to assist veterans in transitioning to a campus environment are only available on campus.	



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### Career Counseling (10 points)

Score

<b>a</b>	Students can explore career assessments during counseling.	Career assessments can be completed online, and the results discussed by career counselors or coaches who are available to the students without coming to campus; availability includes after-hours support.	Career assessments can be completed online, and the results discussed by career counselors or coaches who are available to the students without coming to campus during business hours only.	Career assessments must be completed on campus, and the results discussed by career counselors or coaches who are available on campus only.	
<b>b</b>	Students have access to job placement services.	Job placement services are available to the student without coming to campus; availability includes after-hours support.	Job placement services are available to the student without coming to campus during business hours only.	Job placement services are available to students only on campus .	
<b>c</b>	Students have access to internship resources and/or services.	Internship resources and services are available without the students coming to campus and internships are available where students are located or available virtually.	Internship resources and services are available to the students without coming to campus during business hours only.	Internship resources and services are available to the students only on campus.	
<b>d</b>	Students have access to resume writing workshops.	Workshops and one-on-one sessions for resume writing are available to the students without coming to campus, and availability includes after-hours support.	Workshops and one-on-one sessions for resume writing are available to the students without coming to campus during business hours only.	Workshops and one-on-one sessions for resume writing are available to the students only on campus.	
<b>e</b>	Students have access to interview preparation workshops.	Workshops and one-on-one sessions for interview preparation are available to the students without coming to campus. and availability includes after-hours support.	Workshops and one-on-one sessions for interview preparation are available to the student without coming to campus during business hours only.	Workshops and one-on-one sessions for interview preparation are available to student only on-campus.	



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### Orientation (8 points)

Score

<b>a</b>	The institution provides first-year advising for FTIC students.	The institution has specialist advisors for FTIC, first-year students. Required advising contacts are clearly laid out and enforced through a mechanism such as registration holds. Those advisors are available in both online and traditional formats. Additional electronic resources tailored to FTIC students are available online	Advising services may not be specialized for FTIC students. Advising contacts may be optional. The institutional web presence may lack self-help materials for FTIC students.	Online advising services may not be specialized for FTIC students. Advising contacts may be optional. The institutional web presence lacks self-help materials for FTIC students.	
<b>b</b>	The institution provides orientation for transfer students.	The orientation is tailored to the specific needs of online transfer students. The orientation includes specific information on the processes in place for handling the awarding of credit/credentials etc.	Orientation materials may be minimal (not sufficient to cover all of the needed information), or the institution may require the online transfer student to complete a one-size-fits-all orientation.	Orientation for the online transfer students is only available on campus.	
<b>c</b>	During the registration period, students have access to course catalog/information.	The course catalog is available in an ADA accessible/mobile-friendly/searchable format online.	The catalog may be available, but not in a user-friendly environment. Perhaps it is not linked from the course registration search, or some other factor complicates its use.	The catalog is only available in book form.	
<b>d</b>	Students can make payments for courses/applications/deposit fees.	A user-friendly secure payment system is available in both web-accessible and mobile-friendly formats.	A user-friendly secure payment system is available on the web.	Online payments are not available.	



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### Post-Enrollment Services (18 points)

Score

<b>a</b>	The institution offers academic advising to students.	Advisors remain available throughout the students' time at the institution.  Advising is available virtually, after hours, and on-site.	Advisors remain available throughout the students' time at the institution.  Advising is available virtually, during standard business hours, and on-site.	Advisors remain available throughout the students' time at the institution.  Advising is available on-site.	
<b>b</b>	The institution has early-alert notifications and follow-through contact with students.	An early-alert system helps to keep students from deviations detrimental to their educational paths and to ensure active engagement in courses. The institution is proactive in reaching out to students through automatic messaging systems and person contact.	May or may not have early-alert system to keep students from deviations detrimental to their educational paths and to ensure active engagement in courses. The institution is proactive in reaching out to students through automatic messaging systems.	Does not have an early-alert system to keep students from deviations detrimental to their educational paths and to ensure active engagement in courses. The institution does not reach out to students.	
<b>c</b>	Students have access to success/academic coaching.	Success coaches are available at a distance. Coaches understand the unique challenges faced by distance learners. The institution may assign certain coaches to work exclusively with distance learners. Coaching is available in a flexible time schedule that allows distance learners some level of convenience.	Success coaches are available at a distance. Coaches understand the unique challenges faced by distance learners. The institution may assign certain coaches to work exclusively with distance learners. Coaching is available during typical business hours.	Success coaches may concentrate on on-campus students or may not be specialized in the needs of distance learners. They may not be available on a schedule that allows distance learners to access the service.	



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d	Students have access to counseling.	The institution provides services to assist students with mental and psychological issues that they may encounter. The services are available both in person and virtually. Providers are aware of the different challenges that eLearners and traditional students face and the differences in their interactions and the groups they may impact.	The institution provides services to assist students with mental and psychological issues that they may encounter. The services are available in person.	Services are not available for distance learning students.	
e	Students have access to health services.	The institution provides services to assist students with health issues that they may encounter. The services are available both in person and virtually. Providers are aware of the different challenges that eLearners and traditional students face and the differences in their interactions and the groups they may impact.	The institution provides services to assist students with health issues that they may encounter. The services are available in person.	Services are not available for distance learning students.	
f	Students have access to personal development opportunities.	Students have the opportunity to participate in service clubs, leadership opportunities, mentoring programs, research projects, or other activities that are available to on campus students.	Students have some opportunities to participate in service clubs, leadership opportunities, mentoring programs, research projects, or other activities that are available to on campus students.	Students have no opportunity to participate in service clubs, leadership opportunities, mentoring programs, research projects, or other activities that are available to on campus students.	





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g	Students have access to tutoring services.	Tutoring services are available to eLearners and traditional students. The institution leverages the appropriate technologies to accommodate the delivery of academic support at a distance. The range of subjects offered for tutoring is the same between traditional and e-delivery.	Students may visit the campus for tutoring. Their access to online tutoring help may be very limited as to time of day or duration.	Students must go to campus for tutoring.	
h	The institution offers students access to academic proctoring.	The institution offers proctoring for both traditional and online students. Online students have a choice between utilizing online-proctoring services, coming to a campus location, or choosing an approved third-party physical location.	Students' choice in proctoring is limited by location, modality, or time of day in such a way that it may cause a hardship for them in completing the coursework.	Online proctoring is not available. The students must take exams on campus	
i	Students have the choice to participate in student/campus organizations.	Institution provides methods for students to engage in campus organizations at a distance. Technologies are used, when possible, to replicate the on-campus experience. When there is no commonly available technology to facilitate an interaction, eLearners are provided with an alternate means of engagement and participation in the student body.	Online students may be limited in engagement opportunities to those which they can attend in-person. If events are offered virtually, they may be limited to a one-way delivery, with no real interaction or involvement.	Online students do not have opportunities to participate in student/campus organizations.	

**Library** (10 points)**Score**

<b>a</b>	Students have access to library support personnel.	Library support personnel function seamlessly between traditional services and online. Students may seek one-on-one assistance virtually, including after hours.	Librarians may be limited to on-campus availability or may not promote their services to distance learners.	Library support personnel are available on campus only.	
<b>b</b>	Students have access to library materials & databases.	The library has sufficient resources to support online classes in completing assignments and research.	The library has some resources to support online classes in completing assignments and research.	The library has limited resources to support online classes in completing assignments and research.	
<b>c</b>	Students have access to library workshops and tutorial library skills.	Students may seek one-on-one assistance or may participate in an in-person or online workshop covering research skills, citation styles, database use and other topics.	Workshops for eLearners may be limited to pre-recorded sessions or text-based instructions.	Students must come to on-campus workshops and other library services.	
<b>d</b>	Students have access to the library resources through a website using multiple devices.	The websites which contain information about library resources are responsive, so the information is easily accessible using a computer, laptop, or mobile device with any operating system.	The website for the library provides information about the library resources. The website contains sufficient resources for the student to work from home without visiting the campus.	The library has a website with limited information about the resources available, which leads to the student visiting the campus to assistance.	
<b>e</b>	The library has developed an app to improve the accessibility of the library's resources.	The library has an app that can be used on any mobile devices that provides access to library support personnel, electronic materials, and tutorial supports.	The library has an app that provides access to library support personnel, electronic materials, and tutorial support for at least one platform.	The library does not have its own app.	



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### Students with Disabilities Services (8 points)

Score

<b>a</b>	Students can request academic accommodations.	The institution provides a seamless process for students to register for services, both on and off campus.	Not applicable.	Students must be on campus to register for services.	
<b>b</b>	The institution offers new student intake appointments.	Students have a choice of whether or not to participate in an intake appointment with office staff. The appointment and the process to request accommodations is available both in person and virtually.	Not applicable.	Students have a choice of whether or not to participate in an intake appointment with office staff. The appointment and the process to request accommodations is available in person.	
<b>c</b>	The institution provides academic accommodations.	Online classes are developed to meet ADA standards and do not require additional accommodations as the class is delivered.	Online classes are not developed to meet ADA standard but are retrofitted to meet the needs of disabled students upon self-identification.	Online classes are not developed to meet ADA standards and accommodations are made on campus.	
<b>d</b>	The institution provides assistive technology access.	The institution provides appropriate access to assistive technology to both traditional and eLearners.	The institution provides appropriate access to assistive technology to both traditional and eLearners in most incidences. Students may need to visit campus for some accommodations.	Technologies may only be available on campus or may not be sufficient to provide access to the course materials that are provided (i.e., an online faculty member requires interaction with content that cannot be read by the institution-provided screen reader).	



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### Technology Support (6 points)

Score

<b>a</b>	Students have access to help desk support for technical support.	Help desk support is offered through email, chat, or telephone 24 hours a day with response time to technical issues in 24 hours or less.	Help desk support is offered through at least one method such as email, chat, or telephone with some after hours and response time to technical issues in 24 hours or less.	Help desk support is offered through by telephone during the day.	
<b>b</b>	Students have access to information about the minimal software and computer requirements for taking online classes at the institution.	Information about the minimal software and computer requirements is available in the online catalog and on a website that is easily accessible.	Information about the minimal software and computer requirements is available either in the online catalog or on a website that is easily accessible.	Information about the minimal software and computer requirements is not available.	
<b>c</b>	Students have the same access to required software as traditional students.	Software is available through a virtual server or through a check-out agreement between the institution and the software provider. There is no additional cost to the student	Full versions may not be available, but assignments are timed so that they can be completed using free trials.  Assignments may be designed so that they can be completed with open source equivalents to the required software, if the commercial version is not available.	The institution does not assist the online student with access to required software. They may be required to purchase software in order to be successful in the course.	



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### Graduate Student Support (14 points)

Score

<b>a</b>	The institution provides orientation for graduate students.	An orientation tailored to the specific needs of graduate students is available online or virtually. The orientation includes specific information on research, thesis and other topics pertinent to graduate students.	Orientation materials may be minimal (not sufficient to cover all the needed information). The institution may require graduate and undergraduate students to participate in the same orientation.	Orientation for online graduate students is only available on-campus.	
<b>b</b>	The institution provides advising for students to set academic goals for their graduate degree program.	Pre-admissions advisors or recruiters are available in person and virtually to assist students in understanding academic pathways and how they relate to career goals.	Degree offerings may only be available via the institution's website. Pre-admissions advising assistance may be limited, with students accessing the assistance during normal business hours.	Degree offerings may only be available via the institution's website. Advising help may be limited. Students must come to campus to obtain information.	
<b>c</b>	Training is available for how to apply for IRB review at the institution.	The institution provides just-in-time resources and video streaming information sessions on the processes and best practices for writing an IRB proposal.	The institution provides just-in-time resources on the processes and best practices for writing an IRB proposal.	Students are required to come to campus to attend information sessions on the processes and best practices for writing an IRB proposal.	
<b>d</b>	Guidance is available online for students in the development of their thesis and dissertation projects.	The institution provides just-in-time resources and video streaming information sessions on the processes and best practices for writing about research and publishing their thesis or dissertations.	The institution provides just-in-time resources on the processes and best practices for writing about research and publishing their thesis or dissertations.	Students are required to come to campus to attend information sessions about the processes and best practices for writing about research and publishing their thesis or dissertations.	
<b>e</b>	Training is available online for students in grant searching tools.	The institution provides just-in-time resources and video streaming information sessions about using grant search tools and best practices for locating grants.	The institution provides just-in-time resources about using grant search tools and best practices for locating grants.	Students are required to come to campus to attend information sessions about the grant search tools.	



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f	Training is available for how to apply for grants.	The institution provides just-in-time resources and video streaming information sessions on the grant writing process.	The institution provides just-in-time resources on the grant writing process.	Students are required to come to campus to attend information sessions about the grant writing process.	
g	Opportunities are available to network with other graduate students on research topics.	Graduate students have the ability to participate through web conferencing in graduate students' organizations or support groups.	Graduates are able to participate in asynchronous discussions through forums on topics relevant to them	Graduate students must travel to campus to participate in graduate student organization or support groups.	

The Online Student Support scorecard was developed with contributions from the Florida State University and Florida College Systems.