

# Dimensions of Online Education

## Student Onboarding

### MARKETING

Public relations  
Branding  
Lead generation  
Recruitment

### ENROLLMENT & ADMISSIONS

Pipeline management  
Admissions process management

### FINANCIAL AID

Packaging  
Awards  
Administration of student lending, grants, scholarships

### EVALUATIONS

Course transfer evaluations

### MATRICULATION

New student orientation  
Degree planning  
Course registration

## Academic Functions

### CURRICULUM

Curricula design & approval  
Course descriptions  
Syllabi  
Learning Objectives

### PROGRAMMATIC OVERSIGHT

Delivery modes  
Enrollment policies (F2F/online)  
Course scheduling  
Faculty (hiring, onboarding, scheduling, compensation)  
Teaching policies  
Master teacher model  
Adjunct policies/pools

### FACULTY PD & SUPPORT

Online teaching certification  
Ongoing PD  
Technical training (tools, design software)  
Tools/design advisement  
LMS support  
On demand help resources

### INSTRUCTIONAL DESIGN

ID process (inc. redesign/refresh)  
LMS course template  
Creation of digital content  
Course creation in LMS  
Course redevelopment  
Incentives

### QUALITY OVERSIGHT

QA instrument adoption  
Initial QA check  
Faculty peer review process  
Accessibility requirements

## Student Support Services

### RETENTION SERVICES

Orientation  
Advising  
Coaching  
Course registration

### LEARNING SUPPORT

Library  
Writing Center  
Tutoring  
Career services  
Technology support

### STUDENT WELLBEING

Student counseling  
Title IX administration

### STUDENT ENGAGEMENT

Student activities  
Athletics  
Student government

## Administration Functions

### INFORMATION TECHNOLOGY

Network management  
LMS administration  
Third party application oversight & maintenance

### INSTITUTIONAL RESEARCH

iPEDS data  
Accreditation  
Compliance  
State authorizations  
Enrollment data

### OPM (if applicable)

### FINANCE

Budget  
AR  
AP  
Grant administration

### FACILITIES