

The Power of Connection

Onboarding and supporting online teaching and learning

Need

Bring learners on board, establish connections, and streamline the support process—at scale—for multiple online programs

Solution

Develop a holistic and integrated network of support for our students in their online program—from start to finish—and beyond

Impact

- Provide support matrix across environments
- Optimize learner experience, engagement, and success
- Onboard learners with essential skills and resources
- Structured, yet flexible approach
- Unify students, faculty, and staff
- Small team sustainable setup and implementation
- Easy UW systems access

Community and Support

Deliver a central access point for community and support



Welcome Webinar

Create peace of mind for learners via synchronous connection



“I feel very prepared for my first course as well as working in the [online] program. Many new tips, tricks and life hacks were provided which I have already implemented.”

“[EPD] provides a student support structure that many other online programs lack. That support structure brings a wealth of information that is shared throughout the group and adds a tremendous amount of value to the learning experience.”



Custom Course Homepage

Offer learners access to key support resources to use throughout their online experience and provide a standard look and feel across all courses

Online Orientation

Introduce learners to systems, tools, and best practices in online learning, digital literacies, and productivity



1 Plug in

2 Get charged

3 Start strong

4 Feed the current



Continuous Improvement

- Establish and nurture lifelong learning relationships
- Based on user feedback and continuous vetting of smarter tools, continue to grow, strengthen, and refine these systems of support and share with the wider campus community