

Expert pool: Student Support

Student Support Services: A general overview

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Abstract

Do you know which are the main necessities of students in blended and online learning environments?

Do you know how Student Support services are delivered in institutions with a long tradition in distance education and digital learning experience?

Would you like to implement or to improve your own Student Support Services mediated by digital resources?

Would you like to know about the indicators of the quality of the Student Support Services?

Students' retention is among the most relevant challenges to be accomplished by open and distance education institutions as high drop-out rates are one of their main concerns, being considered by experts in the field as the "*elephant in the room*" nobody sees (Simpson, 2013). In this sense, Student Support actions in digital learning scenarios are essential for student's academic success and, also, for their well-being during his/her life as student. But... what kind of support do students need? ... That would be the first main question at guiding a proactive approach to the development of institutional programs for student support. Different theories and models have been developed (some of them empirically tested) as well as indicators to evaluate the quality of the student support institutions offer, such as the benchmarks included in the E-xcellence Manual of the EADTU. In this first webinar, we will introduce the Student Support field by talking about main models and quality indicators, and offering some good examples of how student support services have being designed and implemented in some well-known distance education universities, such as OPEN UK, UNED (Spain) and Anadolu (Turkey) and also other universities in transition to blended-learning models in Europe.

If you want to know how to design, implement, assess or improve the way you are giving support to your students in technological enriched environments, you may find some answers and ideas during this webinar.