# Checklist for online student support based on Simpson and Crawley's classification.

Table 1

Academic and Non-academic Support Services for Online Students

Academic Student Support	Non-academic Student Support
Admission/Registration Service Suite	Course Choice Advice
Content And Presentation of Website	Social Networking Services (SNS)
Audience	Creating a Culture of Honesty
Course Schedule	Careers Guidance
Financial Aid	Personal Counseling/ Personal Problems
Academic Advising and Counseling	Motivation Support
Library	Ethical And Legal Services
Technical Support	Skills Development/learning skills advising
Tutoring	Health and Wellness
Orientation to Online Learning	
Feedback—Both Informal and Formal Assessments	
Measurement of Readiness	
Defining The Course Territory/ Explaining Concepts	
Communication with Prospective Students	
Accessibility	

Crawley (2012) classifies student support into four service suites

| Administration service suite |
| Academic service suite |
| Personal service suite |
| Communication suite |
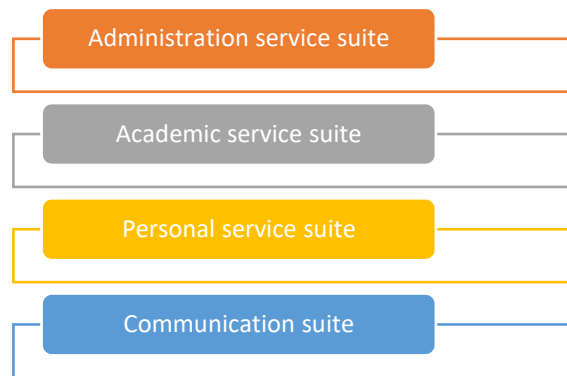
Administrative Services Suite

Crawley (2012, p.83) believes the administrative suite includes admissions, catalog, course schedule, financial aid, registration, and student accounts and records. when institutions focus on establishing engaging online services from the administrative suite, they establish an excellent foundation for ongoing relationships with prospective and currently enrolled students, as well as alumni.

Admission

Crawley (2012) believes external websites are the first tools for audiences and future students to look for the information (p.84). The admissions website should blend marketing and recruiting information along with answers to questions that encourage visitors to return and look for new content (85). The course registration tab provides access to course registration, current course schedule, drop a course, and change enrollment status. There are also two sets of frequently asked questions (FAQs): One about course registration and the other one about the course and program guidelines (p.99).

Content and Presentation

Crawley (2012) believes content and presentation are the factors that visitors consider staying or leaving the website. Visitors can find information easily if navigation throughout the website is consistent, predictable, and logical (p.85).

Audience

The website should address the needs of its own audience, for example, adults returning to school, persons with disabilities, and younger adults each have different needs which need to be addressed (p.87).

Communication with Prospective Students Institutions

To design the website to have a section for frequently asked questions. Communicating via Facebook and Twitter. Providing daytime live chat hours, along with links to email for after-hours communication (p.89).

Course Schedule

The course schedule should include the following: the ability to browse courses offered for the current and the following semesters, the ability to search open courses, an explanation, a final exam calendar, relevant deadlines, and information about the instructor (p.92).

Financial Aid and Financial Planning

The schools need to provide the available financial support within the institution and outside of individual institutions (p.93).

Academic Services Suite

Academic Advising and Counseling

Academic advisors support the students to identify the education goal and develop and implement course selection (p.102).

Creating a Culture of Honesty

It is the responsibility of teachers, students, and schools to create a culture of honesty and academic integrity and understand the consequences of violations (p.112).

Library

The schools typically deliver library resources and services through the institution's websites so that students can access the resources conveniently (p.118).

Technical support

Distance education courses may require the students to download applications and plug-ins to be able to navigate the learning management system. Troubleshooting the technical issues of students is an indicator of the quality of an online program (p.121).

Tutoring

Institutions offer tutoring services to improve basic skills (writing and math), or it can be the specific course tutoring (p.213).

Personal Services Suite

The Personal Services Suite refers to those services which involve a high level of human interaction (p.129).

Orientation to Online Learning

The goal of orientation to online learning is to assist students in transitioning from conventional schools to online education. Understanding the demands of the virtual environment learning and increasing online course retention (p.130).

Career Services

To assist students in creating a career profile, career counseling, and providing relationships between the students and career professionals (p.138).

Personal Counseling

Supporting the students with counseling resources. It can be offered by internal or external organizations (p.144).

Ethical and Legal Services

To inform students of their legal rights and ensure the students have access to legal services. (p.150).

Communication Suite

Effective communication happens when the receiver understands a message just as the sender intends (p. 153). Multimedia communication ensures the message is sent via different methods text, graphics, audio files, video, music, photos, and/or animation (p.154).

Social Networking Services (SNS)

Applications of social media apps such as Facebook and Twitter. The students can share experiences, communicate personal information, and build community (p.162).

Reference

Crawley, A. (2012). *Supporting online students: A guide to planning, implementing, and evaluating services* (ebook). Jossey-Bass. https://0-ebookcentral-proquest-com.aupac.lib.athabascau.ca/lib/athabasca-   ebooks/reader.action?docID=817637