

## Appendix G: Student Services Assessment and Plans

The objective of LTU Online is to provide exemplary student and faculty services to students and faculty who do not visit the Southfield campus. To identify service issues related to online programs, LTU Online staff members interviewed administrators and staff members from all key Lawrence Tech service units. During these interview sessions, the following questions were posed:

1. What services today require students to physically visit the campus?
2. What services today are paper-based rather than web-based?
3. What are the most problematic student services provided by your office?
4. What service information should be included in LTU Online’s orientation program?

The results of our interview sessions are shown in Figure 15. Virtually all student services are available via the Internet, telephone, or e-mail to online students.

Unit and Representatives	Summary of Student Needs and Process Issues
Academic Achievement Center (AAC)	<p>The Academic Achievement Center (AAC) provides several online services to students using videoconference and internet services. This includes study skill documents, workshops on specific topics, including “how to study for math class, how to take notes, and time management” are delivered using streaming video modules.</p> <p>A service offered by AAC is proctored exams at the universities main campus. LTU is investigating options for exam proctoring off campus at reciprocal institutions.</p>
Admissions – Undergraduate and Graduate	<p>College applications are available to new applicants using the LTU web site. The online application service duplicates the hardcopy process. Students are not required to visit campus to complete the admission process.</p> <p>Admission’s interacts with college applicants on the status of their application through email, GoalQuest, instant messaging and postal services.</p> <p>New student orientation is available by phone for Admissions for out-of-state students.</p> <p>LTU Online’s webpage incorporates a virtual tour of the Southfield, MI campus.</p>
Advancement and Alumni Relations	<p>Most University Advancement and alumni socializing activities requires physical presence at the Southfield campus. This includes Career Networking events, scholarship presentations for student seeking project team funding and to receive “goodie bags” for students during exam</p>

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Unit and Representatives	Summary of Student Needs and Process Issues
	<p>week.</p> <p>Alumni Relations provides online services supporting alumni to stay connected and see the scheduled activities supporting school spirit and ongoing connection for Alumni participation. Alumni are provided access to lifetime email, job postings, resume posting, MonsterTrak, space within TechNet to share pictures, store files, and maintain their bio. <a href="http://www.ltu.edu/alumni/">http://www.ltu.edu/alumni/</a></p>
Bookstore	Online students are provided the option to purchase textbooks online using <a href="http://www.whywaitforbooks.com">www.whywaitforbooks.com</a> and <a href="http://www.mbsdirect.com">www.mbsdirect.com</a> .
Campus Safety	<p>Campus Safety provides telephone support for students seeking help with Internet safety. This includes consulting and contact with local authorities regarding Cyber stalking and identity theft.</p> <p>Campus Safety enforces the Family Educational Rights and Privacy Act (FERPA). This includes informing students of the option to withhold directory information by completing the Student Request for Non-disclosure.</p> <p>Campus Safety is also the point of contact for after business hours. Students seeking services of the university are automatically connected to this office for resolution.</p>
Career Services	Career Services provides students online career services using MonsterTrak and VIA3 for resume reviews, preparations and interview coaching.
Cashier's Office	Online services are available to students to administer university fees and course fees.
College of Architecture & Design	<p>The majority of the student services provided on campus are also practiced using email and telephone. This includes student advising.</p> <p>Campus visits at this time are required for students on probation to administer course approval and advising. The process can be updated to include online and telephone support.</p>
College of Arts & Sciences	The majority of the student services provided on campus is also practiced using email and telephone. This includes student advising. During the advising process alternate Banner PINs are provided for undergrad students to complete course registration. This process can be incorporated in online services.
College of Engineering	The majority of the student services provided on campus is also practiced using email and telephone. This includes student advising. During the advising process alternate Banner PINs are provided for undergrad students to complete course registration. This process can be incorporated in online services.

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College of Management	The majority of the student services provided on campus is also practiced using email and telephone. This includes student advising.
Counseling	Some online counseling services are supported using VIA3, a web collaboration environment supporting student-counselor interaction.  Online chats are also utilized for non-therapeutic services.
Dean of Students	Dean of Students provides online services using videoconferencing to mediate behavior issues and disciplinary hearings.  Student code of conduct is communicated using streaming video education sessions available to all students.
Disability Services	100% online students are requested to inform Disability Services to determine the extent of the accommodation(s) required by the student.
Edward Donnelly Computer Center	The Help Desk is managed by the Edward Donnelly Computer Center. LTU Online students are not expected to use LTU distributed laptops administered by the Help Desk.  Students may contact the help desk by phone or email regarding support questions related to completing online course work.
Financial Aid, Student Loans, Veterans Affairs	All financial aid documents are processed online or by mail or fax. There is no longer a need for witness to a signature. FASFA and loan promissory notes accept electronic signatures.  Deficit Reduction Act eased requirements for online programs. Financial Aid monitors academic progress issues and informs students.
First Year Coordinator - Undergrad	Orientation services main service is geared towards first year freshmen students. LTU Online delivers programs for graduate and part time adult students.
Help Desk	Undergrad students in programs requiring use of LTU distributed laptops are supported by the Help Desk. LTU Online collaborates with the Help Desk to communicate recommended software for online students.  LTU Online students most common use of the LTU network involves the use of Blackboard.
Human Resources	LTU Online faculty interacts with the Human Resource department. Faculty will be supported as needed by LTU Online services to manage the interactions required for teaching contracts.
International Student Affairs	The majority of the student services provided on campus is also practiced using email and telephone. This includes student advising.
Library	LTU Library provides online services for students. This includes access to electronic textbooks, access to hardcopy, journals, and research supporting student course assignments.

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Orientation	Orientation services main service is geared towards first year freshmen students. LTU Online delivers programs for graduate and part time adult students.
Professional Development Center (PDC)	Programs and professional courses provided by PDC require physical presence. LTU Online courses are not part of the PDC programs.
Registrar	<p>Students attending LTU Online courses register for classes using the online services software Banner. Students can administer their student account, register for classes, and pay for courses. Petition for graduation can also be completed online.</p> <p>Participation in graduation ceremonies requires the student to travel to Detroit, Michigan.</p>
Student Activities and Recreation	Student Activities and Recreation require active student participation and physical presence.
Student Government	At this time all student government activities require student presence to participate in organizations at LTU Southfield, MI campus.
Switchboard	All directions on who and how to contact the appropriate person within Lawrence Tech can be handled over the phone or online.
Veraldi Instructional Technology Resource Center	The Veraldi Instructional Technology Resource Center provides training and support for student and faculty use of Blackboard™ for asynchronous instruction. This training is incorporated with LTU Online programs.

**Figure 15 - Lawrence Tech Student Services**