DL Student Services Sub-committee meeting

January 22, 2003

Attendees: Paul Smith, Dr. Melanie McClellan, Christy Talley

- Group members discussed that HorizonLive presentations about the Excel Center and Career Services had been successfully created.

- The majority of the meeting was devoted to the critique of the new web site designed specifically for the distance learning student at West Georgia: UWG Online Connection- An Orientation Site for students attending UWG solely through on-line courses. All distance student services are covered. The site is located at http://www.westga.edu/~online. Overall, the site was well received. The "Ask Andy" link connects students to the online University of West Georgia "answer all expert."

- The committee followed up on how distance learning students can receive personal counseling. The counseling page has been linked from the Online Connections page for distance students. Students can phone or email a counselor for help and feedback as needed. If long-term face-to-face therapy is indicated, the counselor will refer the student to a professional services in their area. The DDEC is also working with the Counseling Office over Spring 2003 to develop links and online information regarding depression, alcoholism, conflict resolution, and related areas.

- Regarding the Online Connection web site, suggestions were made for better student usability. The following items were suggested:
  - adding the Distance Learning Library Services (http://www.westga.edu/~library/depts/offcampus/) link to this main page
  - adding the http://www.bookstore.westga.edu link to this page.
  - linking to a UWG fee payment grid that breaks down the fees per semester hours for off-campus/distance students.
  - changing the phone number on the web page from the campus directory number to the Distance Education Center's number.

Follow-up Action:

Date: Tue, 28 Jan 2003 09:25:23 -0500

All requested changes were made and the source code was updated so that the page could be viewed in older versions of the Netscape Browser. The only exception made was that the fees were linked off of the Fee Payment link.