

SUPPORTING ONLINE STUDENT SUCCESS CROSS-FUNCTIONALLY: THE COLLABORATIVE WORK OF THE OFFICE OF ADVISING AND THE ONLINE CAMPUS AT COLUMBIA UNIVERSITY'S SCHOOL OF SOCIAL WORK

DISCOVERY SESSION: THURSDAY, NOVEMBER 15, 2018 - 9:00 AM TO 9:45 AM

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This session will share the unique and comprehensive student advising model at Columbia University's School of Social Work (CSSW), as well as how the Online Campus administration works with the Office of Advising to support the success of online students who live across the U.S.



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CSSW Model for Advising

Advising for online students mirrors model for residential students

Local advisors for online students across the U.S.; Max 12 online students per online advisor

Comprehensive model: The advisor is the point person for the students' first and final year at CSSW, and approaches the students' education from a holistic perspective, considering academics, field education, and life issues that may impact the students' graduate school performance.

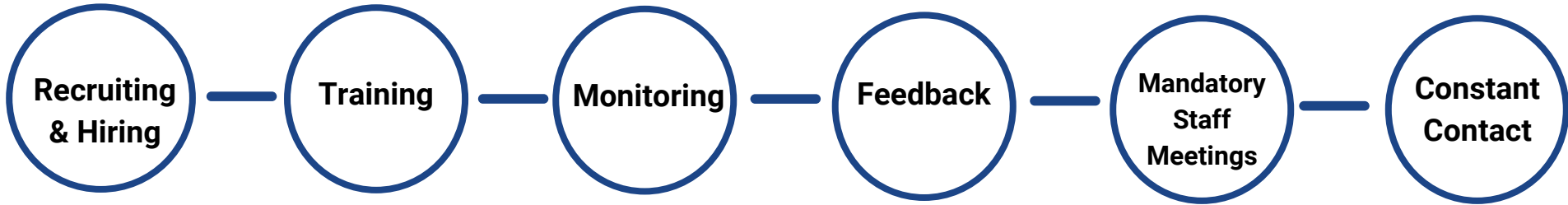
Advisors meet with students:

- Individually
- In seminars that they facilitate on topics that include “Self Care,” “Self-Awareness,” “Anti-Oppression & Isms,” “Career Development,” and “Termination”
- At the field internship with their internship supervisor

Multiple Levels of Support and Responsiveness

Students	Academic instructors	Field practicum instructors	Administrators
<p>Support student success</p> <p>Address students' challenges</p> <p>Impact of local issues/current events</p>	<p>Classroom conflicts or performance issues</p> <p>Grade disputes</p>	<p>Field practicum conflicts or performance issues</p>	<p>Refer questions from instructors or students</p> <p>Refer ongoing issues</p> <p>Collaborate on training faculty</p>

Quality Control of Advisors



Intensive ongoing focus on quality

Successes

- High quality advisors that are invested in their students' educations
- All advisors have a strong social justice social work lens
- Strong involvement in alumni and national networks for recruitment of advisors
- End of semester evaluations from students consistently have positive feedback about their advisors
- Creative uses of technology to meet needs

Challenges

- Predicting where online students will live each year
- Annual need for recruitment of new advisors in different locations
- Finding advisors in remote areas within the U.S.
- Impact of students withdrawing or deferring from the program



Online Campus Administration

+

Office of Advising

=

Student support and success



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Session Evaluations & Drawing



👍 Evaluate Session

- Download and open OLC Conferences mobile app
- Navigate to specific session to evaluate
- Select “Evaluate Session” on session details screen (located under session type and track)
- Complete session evaluation*

*Each session evaluation completed (limited to one per session) = one contest entry

Five (5) \$25 gift cards will be awarded to five (5) individuals

Must submit evals using the OLC Conferences mobile app or website

2018 CSSW Online Campus Highlights



Fall 2015 – Online Campus official launch

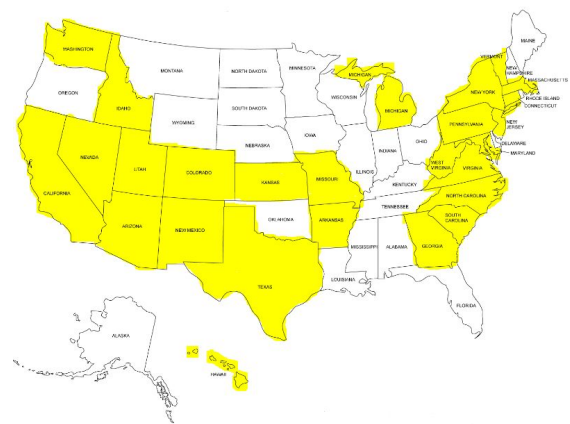
35 graduates – First graduating cohort (2017)

55 graduates – Second graduating cohort (2018)

Fall 2015 incoming cohort

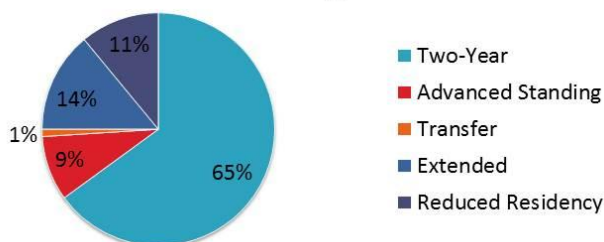


Fall 2018 incoming cohort

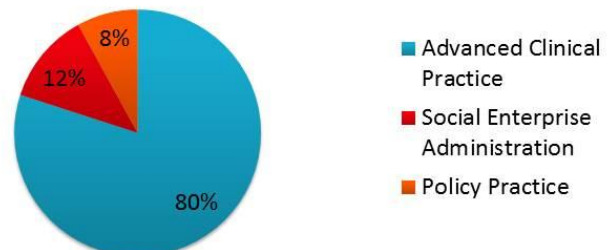


Fall 2018 incoming online student preliminary info

Enrollment Type



Concentration



Online Student Awards & Accomplishments

AY 2017-18

- Linda & Peter Hoffman Writing Award
- Executive Editor of the *Columbia Social Work Review*
- Two authors of articles in the *Columbia Social Work Review*
- National Anthem Performer in American Sign Language at Columbia University Commencement
- Photo Selected for CSSW's First "Embracing Diversity" Exhibition, hosted by the International Students Caucus

AY 2016-17

- Presenter at the Social Work Distance Education Conference in San Antonio, TX
- In the end-of-year capstone competition, out of 28 groups, 2 of out of 4 winning teams included online students

Program Awards

- Online Learning Consortium Excellence in Online Teaching Award (2015)
- University Professional & Continuing Education Association Silver Marketing Award for Virtual Event Invitation Emails (2016) and Live Online Events (2017)
- Columbia University Vice Provost for Teaching and Learning competitive grant for Hybrid Learning Course Redesign and Delivery (2018)
- Network for Social Work Management Mark Moses Distinguished Fellowship Award (2018)
- International E-Learning Association's International E-Learning Award for Institute on Pedagogy and Technology for Online Courses (2018)



Successfully completed



151

Currently, 151 prospective online instructors, teaching associates, and administrators have passed our award-winning Institute on Pedagogy and Technology for Online Courses

Successfully completed



53

Currently, 53 alumni & prospective live support specialists have passed our Institute on Technical Skills for Online Event Production

Frequent notice at conferences via presentations



Fast Facts: CSSW Online Campus Quality

1 ONLY TOP-5 SCHOOL OF SOCIAL WORK WITH AN ONLINE PROGRAM

Of the 5 highest ranked schools of social work, only Columbia has an online program.

3 SOCIAL WORKERS ON EACH INSTRUCTIONAL TEAM

The only online MSW program with three MSW-degree holding professionals on each instructional team: instructor, associate (TA), and live support specialist. Each of these professionals completes rigorous training prior to working on online courses.

1 ONLY ONLINE SOCIAL WORK PROGRAM WITH SOCIAL WORKERS AS DEDICATED TECH SUPPORT

The only online MSW program with live support specialists for each course, who attend each weekly class session to support students and instructors. They are CSSW alumni who took CSSW online courses as students.

1 ONE SCHOOL

Online students can take residential courses and vice versa because our online and residential programs are integrated, unlike programs that keep online and residential students separate.

12 MAX ONLINE STUDENTS PER ADVISOR

The Office of Advising supports students' graduate success. Our advising model incorporates academic and field advising. For the online program, advisors are assigned no more than 12 students. Academic and field advising is individualized -- advisors meet with students every semester individually and in seminars, and they visit each student's field agency. Advisors support students, field instructors, and academic instructors. They approach students' educations from a holistic perspective, considering academics, field education, and life issues that may impact students' graduate school performance.

2 FIELD PLACEMENTS

CSSW students complete two field placements for a breadth of experience: a foundation year field placement and an advanced year field placement.

2 OFFICES DEDICATED TO DEVELOPING PROFESSIONAL SKILLS

Online students have full access to CSSW's Writing Center and Office of Career and Leadership Development through individual online appointments and web-based events. These offices are dedicated exclusively to CSSW.

29 CAMPUS EVENTS LIVE-STREAMED

Online students can access on-campus activities via live-stream, with 29 live-streamed events offered in the academic year 2017-18.

Many OPPORTUNITIES TO PARTICIPATE IN CAMPUS LIFE

Online students have many opportunities to participate in CSSW student activities, including Community Day, Self-Care Day, student caucuses, and as editors/authors for the Columbia Social Work Review.