

**Overview:** FHSU Online & Military-Connected Student Services' mission is to provide unmatched service to prospective and continuing online and military-connected students through personalized activities to ensure positive experiences and academic, personal, and professional student success.

**Points of Pride:** (for reporting academic year)

- ❖ Event coordination:
  - National Transfer Student Week
  - National Online Learning Day
  - National Distance Learning Week
  - Military Recognition Week
  - Online "Forty Days at the Fort"
- ❖ Military Friendly designation (Silver)
- ❖ Renewed United States Distance Learning Association (USDLA) certification to remain one of five universities in the world to earn the rigorous accreditation
- ❖ Assembled an online student success team
  - Acquired full ownership of the planning, coordination, and administration of online student orientation
  - Acquired full ownership of online student interim grade check-ins
  - Published [www.fhsu.edu/online/online-student-success](http://www.fhsu.edu/online/online-student-success)
  - Created [onlinesuccess@fhsu.edu](mailto:onlinesuccess@fhsu.edu)
- ❖ Online Student Orientation
  - Conducted the first summer online student orientation in which over 100 new online students attended
  - Successfully transitioned the delivery mode from Zoom to InSpace, a video conferencing platform built for education that delivers a transformative online experience
  - Began creating a modular, asynchronous version in collaboration with TILT
- ❖ Priorities Survey for Online Learners (PSOL)
  - 24% response rate (average is 20%)
  - Reformed the survey administration and reporting (data is now grouped by college and results are delivered to respective deans who are encouraged to jointly assess data with department chairs and make changes as needed)
- ❖ Launched the Military Success Module in BlackBoard
- ❖ Scholarships:
  - Awarded the Military & Veterans Scholarship

- Began fundraising for the Military Spouse & Dependent Scholarship
- Approved to award eligible online transfer students PTK scholarships

**Focus Areas for FHSU Online & MCSS:** (goals for next academic year)

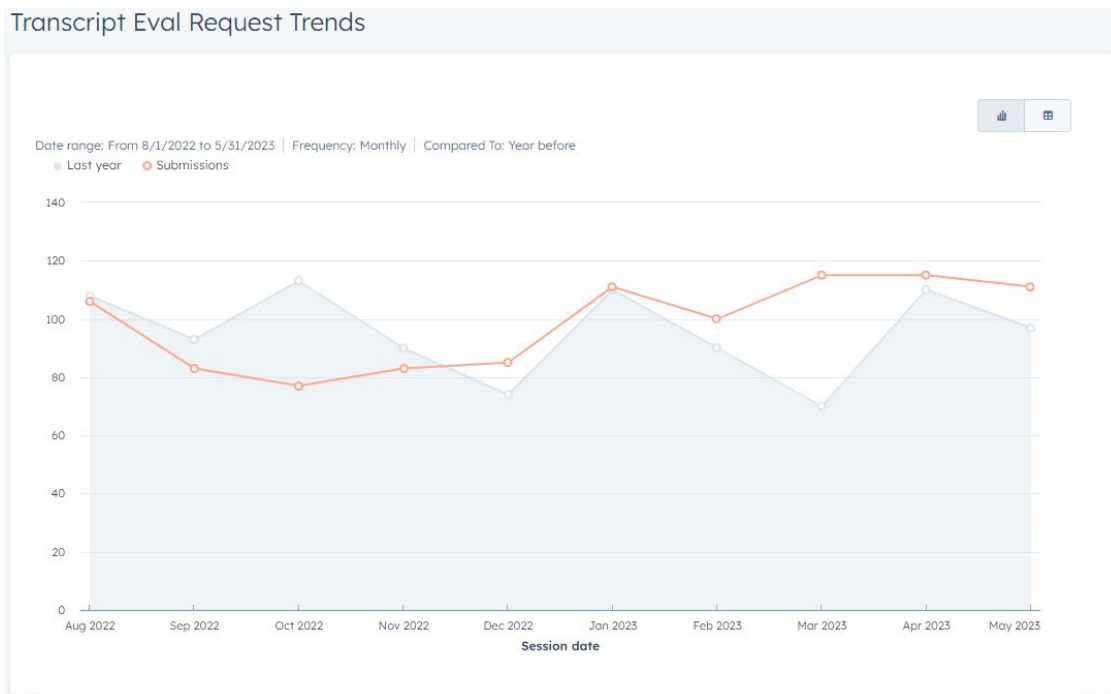
- ❖ Conduct 1,000 unofficial transcript evaluations from Aug. 1 - Jul. 31 (up from 965 for 22-23)
- ❖ Convert 50% of student qualified leads (SQLs) to applicants
- ❖ Design and implement an online student success coaching program in tandem with the EAB Navigate implementation (S24 launch)
- ❖ F23-U24 online student orientations:
  - Live, synchronous option through InSpace:
    - 650 total attendees
  - Modular, asynchronous option through BlackBoard:
    - Continue to develop and deliver beginning F23

**By the Numbers:** (data from current academic year)

- ❖ Scholarships:
  - FHSU Online Student Scholarship
    - 161 F22 applicants; 135 S23 applicants
  - Dane G. Hansen Tiger Comeback Scholarship
    - Awarded about \$15,000 to six returning students
- ❖ HubSpot team activity:



❖ Unofficial transcript evaluation requests compared to previous year:



❖ Military-connected leads compared to previous year:

