Q. How are graduating seniors being supported?
Marisol Perez
   A. Within 6 credits remaining, graduating seniors are being directed toward specific online course options that satisfy remaining degree requirements. They can then complete their degree and graduate remotely.

Q. With students who are probationary, do you find they are successful in an online environment? We often find that students in probationary status find online delivery challenging.
Carrie Meyer
   A. Yes, based on the case study with Eureka College, we found that students performed better in the online alternative for a variety of reasons: They were retaking a familiar course; they were taking only one course; they were at home; they and their parents were aware of the stakes; and finally, they felt that their institution was more invested in them because it took the time to find them a course at another institution to help them regain good academic standing.

Q. Bryan, could you explain how your institution is permitting students to benefit from a repeat grade calculation on your transcript with a consortium course?
Sheryl Voigts
   A. Answered via chat: When the course registration is recorded in our SIS, it is a Mount Union course. We create a dummy section that automatically activates the repeat within the system. - Bryan Boatright, University of Mount Union

Q. Would love to have more info on how you got the news about these courses out to students, your info campaign. Did you target advisors? Students?
Christine Evans
   A. There are three key pieces to our communication strategy. First, we worked really closely with our Marketing team to blast to students available course options. Second, we spent time in front of advisors and coaches, as we knew they were the most influential source at the institution to get students to explore the Acadeum platform and see if there was a course offering that could help them. Lastly, we were very prescriptive with students near or at probation and directed them to take specific courses and lifted their probation once they satisfied the required grade for that course.

Q. Could this be an option for those students who are struggling right now with the online format?
Gladys Robalino
A. Yes, the current online format is often a “remote adaptation” of the face-to-face instruction from the beginning of the semester, not intended to be delivered in an online format. Courses listed on Acadeum are carefully developed and delivered by experienced online institutions for the online environment.

Q. What LMS is used? Is the “home” or course-teaching institution’s LMS used or is there a separate CIC/Acadeum LMS that’s used for these courses?
Paul Dupree
A. The student will use the LMS of the teaching institution. We have found that students are able to easily navigate LMS’s other than the ones they use at their home institutions.

Q. Are there details about how the courses are accredited? A standard list used? A course checklist?
Marc Embler
A. There is a strong vetting process involved in earning placement on the platform. You are also able to view the syllabus and faculty credentialing.

Q. Can you discuss students with Veteran’s Benefits taking courses through this consortium. My understanding is our state VA agency has to review and approve first, especially since these are online courses. Since there are so many courses that CAN be offered through the consortium, and this can continually change, how do we go about doing this?
Denise Rindler
A. Answered via chat: We don’t have a large VA population. We have had one VA student take advantage of Acadeum, but did not use education benefits for this. - Bryan Boatright, University of Mount Union.
B. You are right. For students using Veteran’s Benefits, consortial courses must be approved by the VA state certifying official. Acadeum works with Bob Evans, a leading expert on all forms of federal financial aid. Please let us know if you would like to discuss the application of VA benefits further, and we would be glad to facilitate a discussion with Bob.

Q1. We discount many of our lower-division courses for the summer and a few of our upper-division courses. The slide where you showed a demonstrated cost, would work for full price courses; but not for summer discounted courses? Are any of the courses offered at a summer rate?
Ron Slepitza
Q2. Do you have a reduced tuition for summer?
Barbara Chesler
A. Answered via chat: We offer significantly discounted tuition in the summer (more than 50%). This worked well with the platform and we were still able to realize a decent revenue stream. - Bryan Boatright, University of Mount Union

Q. I’m hearing about “quality” - are all of these courses QM or OLC standardized?
Carrie Meyer
A. Answered via chat: Not all. But, again, Acadeum does a nice job of vetting each course. - Bryan Boatright, University of Mount Union
B. We do not currently have QM or OLC certified courses on our platform, but many -- indeed most -- of the Teaching Institutions use the Quality Matters approach to establishing and maintaining the quality of their online programs.

Q. Given that CIC members have widely divergent admission standards, how do you ensure that students taking an online course from another institution are likely to be successful?
Guy Vitaglione
A. Answered via chat: Similar to the student taking an online course internally, we really engage the advisors and coaches to assess the readiness of the student. - Bryan Boatright, University of Mount Union

Q. Is the recovery program going to be short-term and fairly separate from CIC/Acadeum?
Christine Evans
A. The Higher Education Course Recovery Consortium is a temporary consortial vehicle designed to give private and public institutions to assist at-risk students and give access to CIC courses available through the CIC consortium.

Q. Does the Acadeum course database indicate whether a course has been QM standardized, and/or what LMS the TI is using? Can we search courses based on those criteria?
Kathy Wolfe
A. Great question. Taking the second one first, the answer is “yes.” It is possible to filter the courses by LMS type and only see courses for a certain LMS or a subset of LMSs. On the second question, we don’t currently have any courses that are certified Quality Matters at the course level. However, the vast majority of our Teaching Institutions use Quality Matters (or and adapted version) as their chief means for establishing and maintaining the quality of their online programs. Unfortunately, we do not currently have a way to indicate which Teaching Institutions use Quality Matters.
Q. Do any of the current raft of CIC Consortium courses include any synchronous elements (such as via Zoom) or are they mostly (or exclusively) asynchronous?

Travis Jensen

A. The courses within the CIC Consortium are all true asynchronous courses. These courses may have synchronous components, but they will provide students who cannot attend the synchronous component an asynchronous option (e.g., viewing the recorded presentation or activity in an archived form).

Q. How do you all address students’ technology needs? It’s become exceedingly clear that students are not well equipped to use their own home Internet and personal technology to successfully connect and meet the technology needs for online courses. How are you addressing that problem?

Paul Dupree

A. This is a very difficult problem. As mentioned on the webinar, we are actively working with other third parties (e.g., states, foundations) to address a range of enrollment and instructional problems brought on by the COVID-19 enrollment disruption. This is one of them.