

# External environment

## Notes

This illustration is intended to demonstrate the notion of an online learning environment that provides students with program material, specific to their course(s) of study within an extended online support environment.

The intention is to enable students to address most of their learning and support requirements, at least in the first instance, through the online environment.

When this is not sufficient they have recourse to local face-to-face support. The intention is to support students' timely access to assistance online regardless of when they may have an issue.

Another key intention is to have one consolidated place where students can seek resources relating to all elements of their engagement with the institution so information about enrolment or administration processes (for example) needs to be as visible and accessible as their learning resources.

# Online Learning Portal

## Higher Education Centres

- Defined space/contact points for all DSP student and staff activity from learning issues to student administration

## Learning Resources

- Access to a range of resources at both local and UB libraries including e-resources

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- Access to e-resources located both locally and at UB including e-resources

## Communication

- Live chat available for students to support their activity (operating on UB Library website)

## Teaching

- Teacher/lecturer selection based on 'closest expertise fit' from across all partners

## Engaging content

- Variety of media to provide rich learning experiences

## Program Design and Pedagogy

- Programs structured and presented using consistent pedagogy, presentation and production values - "The DSP Model"

# Programs

# The Student

## Academic Learning Skills

- Pre-course preparation workshops
- 'Just in time' self paced support materials relating to a range of academic and technical skills

## Online Student Community

- Space for students to collaborate, connect, 'have a face' e.g DSP Facebook
- Support student-to-student engagement

## Interactive Communication

- Availability of communication tools to enhance participation and engagement over distance

## Delivery Platform

- Delivered within a standalone Moodle instance configured for the needs of the DSP Delivery Model

## Staff Support

- PD for teaching staff to develop advanced skills required for teaching in flexible environment

## Student Admin

- Access to full suite of administrative resources related to student's participation - forms, guides, online help

## Campus Life

- Student orientation on local campus
- Graduation ceremonies held locally

## ICT Support

- Online assistance with ICT and communication problems

## Pastoral Care

- Information about, and advice on how to access counselling and disability services

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- Counselling and disability services

# DSP Learning Environment

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