
Help Connect Online Students to Support Services

Support services are critical to student success and persistence in online learning environments (Bailey & Brown, 2016). To help connect your students to services, start by familiarizing yourself with all the support services available from your institution. Below are some common types of student services.

- Academic advising
- Academic support services
- Writing center
- Disability services
- Mentoring or networking programs
- Technical support
- Library services
- Financial assistance
- Mental health services or hotlines

Contact the various offices or centers. Find out specifics about the services they offer and the best way to refer students, so you can effectively inform and encourage students to seek the help they need. Ensure that your students are aware of the support services available to them by

- including a list of support services on your syllabus,
- providing links to services and resources on your course site,
- explaining the types of support provided from each area, and
- regularly encouraging students to make use of these resources.