

## Best practices: Supporting Faculty Using a Three Pronged Approach to Improve the Student Online Experience

In supporting students in the online environment you need to have knowledgeable, trained, engaged, and supported faculty. Best understanding faculty needs and experience requires developing a supportive relationship. Faculty now enter the world of online teaching with different standards, experiences, and training; much of this developed from prior work situations.

In order to best support our students we start with a ground up approach, providing a solid foundation for our faculty. This three-pronged approach includes having a one on one full time faculty member assigned as a peer mentor, an expert instructors' course to shadow for one term, and a department chair that is present and has monthly meetings to provide additional support and evaluation through the process. This session will introduce strategies for weaving a network of faculty training and support while addressing the needs of the online learner and aiding overall student success.