

July 2020



# **IU ONLINE**

## **A MODEL FOR OUR TIMES**



INDIANA UNIVERSITY  
**ONLINE**

## DEAR COLLEAGUE,

Like you, Indiana University responded to the challenges of COVID-19 this spring with a mass shift to remote or virtual learning. Before the pandemic surged across the US in March, however, IU Online was already on track to break records with its enrollments and new academic programs. 2019 had been a wonderful year: enrollments had grown to more than 32,000 students in online courses, and 6,335 students were enrolled in our 135 online degrees and certificates.

When we established the Office of Online Education and the IU Online brand in 2012, we expected online education to be a source of growth and innovation. We were delighted that enrollments in online programs more than doubled and that online courses generated more than \$180 million in tuition revenue.

We did not, however, expect that IU Online would be at the core of the university's response to a global pandemic.

Because IU incorporated online education into the normal operations of the university when it created IU Online, the university had a foundation of online courses, experience, and technologies that could be leveraged during its transition to remote delivery for the last part of the spring semester. Similarly, it was able to transition quickly all of IU's summer offerings to an online modality. Looking back, this transition seems almost miraculous. In spring, some 14,000 sections of face-to-face classes were converted to remote delivery—all in just two and one-half weeks. For summer, we had more time—but not much—to prepare, and the magnitude was no less challenging, because we had more than 5,000 fully online course sections—more than three times the normal amount.

Faculty, staff, and students rose to the challenge, and the results were clear: in May, IU conferred 21,380 degrees. More than 1,820 of them were from our online programs, but all of them resulted from our response to the pandemic. Students who did not graduate have been able to continue their education this summer thanks to an increased number of online courses. That is the point of IU's online endeavors—to enable all students to continue their education regardless of how life unfolds.

Our efforts were not unique. You and your institution had to confront these same challenges. I wanted to share this report about our approach, because I am confident that IU's investment in an authentic and integrated approach to online education was key to a successful response to COVID-19, allowing us to adapt quickly and to excel, while keeping our community safe.

IU's is not an easy model for a multi-campus institution. Collaboration and integration take time, energy, and dedication. However, this year, more than any other, has proven the value of this investment. I hope you will take some time today to learn more about IU Online and see why we believe in it.

Sincerely,

**John Applegate**

Executive Vice President  
University Academic Affairs

# IU ONLINE IS INDIANA UNIVERSITY—*ONLINE*.

At Indiana University, online education is guided by a strategic vision calling for programs and services that:

- Protect and advance the all-important academic integrity of an IU degree.
- Leverage the university's scale, resources, reputation, and diversity of offerings.
- Grow enrollments and increase student retention.
- Provide a platform for innovation.

IU's Office of Online Education is responsible for implementing the strategic vision. Its responsibilities include:

- Stewardship of Academic Program Development.
- Compliance.
- Seamless Student Services.
- Marketing and Recruitment.

For more information, see **[teachingonline.iu.edu](https://teachingonline.iu.edu)**, **[ooe.iu.edu](https://ooe.iu.edu)**, and **[iu.edu/online](https://iu.edu/online)**.

*Source: IU Online: A Collaborative Model for Online Education at Indiana University, Executive Vice President for University Academic Affairs John S. Applegate, January 2016.*



# INTEGRITY AND BEST PRACTICES

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Best practices form the foundation of IU Online's academic integrity. Our programs comply with all local and national academic requirements, and they meet the same high standards as on-campus programs. Collaboration across the campuses leverages talent in a continual cycle of innovation in academic student services, both on campus and online.



## COMPLIANCE

IU Online is a member of NC-SARA and meets the compliance requirements of the Higher Learning Commission and regulators across all 50 states.



## ACADEMICS

IU Online shepherds new online programs through a multi-level process to ensure that programs meet standards commensurate with on-campus programs.



## COLLABORATION

IU Online facilitates collaboration across IU's seven campuses to leverage campus talents and resources while avoiding duplication of services. Results: reduced costs and an authentic IU experience for students.



## INNOVATION

IU Online catalyzes innovation in the online and face-to-face environments. It spearheaded IU's course sharing across campuses, development of noncredit coursework, and onboarding processes for new online students.

# MAINTAINING MOMENTUM



150+

Online programs  
offered by IU Online.



6,335

Students enrolled in  
IU Online programs.



32,000+

Students enrolled  
in *at least one*  
online program.



34.4%

Of all IU students  
take online classes.



2,409

Online degrees  
awarded in  
2018–19.



13%

Of all university credit  
hours are online.

INDIANA UNIVERSITY



# SERVICES THAT SUPPORT AND INSPIRE

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IU Online leverages IU's excellent on-campus student services to provide wraparound services that address online students' individual needs.

The admissions team helps students navigate the application process and answers their questions.

The new-student onboarding process is built specifically for online students.

A personal success coach accompanies each student through every step of the degree program.

Students have 24/7 access to support in math and writing.

Financial advisors and money management tools help students make the right financial decisions.

Success coaches work with academic advisors to provide students with information, guidance, reminders, and advice.

Career specialists help students identify career goals and the steps for achieving them.

Admissions and onboarding services are available for graduate students in collaborative programs, with more to come.

# ACADEMIC EXCELLENCE IS KEY

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Faculty on IU's seven campuses collaborate on program development and instruction. That means students in our 150 online graduate and undergraduate degree and certificate programs benefit from the combined and extensive expertise of faculty in each field, and experience a wide range of viewpoints. Innovation and best practices in online instruction often give rise to improvements in the campus classroom.



## HERE'S HOW WE DELIVER A FIRST-RATE ACADEMIC EXPERIENCE:

- IU Online encourages the use of Quality Matters™, a nationally recognized standard of quality assurance in online course development and delivery.
- Instructional designers work with faculty to build connectivity into course activities and maximize student engagement with instructors and other students.
- IU Online builds community and promotes innovation at an annual conference, where faculty, staff, experts in online course design and delivery and renowned keynote speakers share best practices in online education.
- Online students receive the same IU diploma as on-campus students.





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[teachingonline.iu.edu](http://teachingonline.iu.edu) • [oe.iu.edu](http://oe.iu.edu) • [iu.edu/online](http://iu.edu/online)