Standard 2

Educational Programs

Admissions/Recruiting

**Orientation to technology is provided and technical support is available to students.**

The On-boarding faculty training process addresses numerous Best Practices and responsibilities to include the use of technology associated with the educational processes. This includes how faculty members may obtain additional support for students via a contracted IT person.

All our online instructors are adequately trained in the management of our online platform, Adobe Connect. Our instructors are able to do basic troubleshooting and walk the students through the process of connecting and receiving lessons online.

In the allied health programs, instruction is delivered using a distance learning platform named Evolve, and our instructors are also trained and able to troubleshoot issues with this platform.

There is an area of opportunity for improvement in this regard. As the online enrollment continues to grow, it would be very beneficial for the institution to have a full-time employee who is responsible for technical support for online programs.