University Focus Groups Discuss USU-Online’s Role

The feedback is expected to bring progress and change.
- USU-Online

Utah State University-Online has evolved year over year to meet students’ needs since it started offering online classes in the mid-90’s. Kevin Shanley, director of e-learning and system support, organized six focus groups representing key departments and university staff who work the most with USU-Online. The six groups were advising, department heads, student affairs, student enrollment, student support, and faculty.

One of the goals of each focus group was to discuss how USU-Online fulfills the university’s mission of making higher education available to all within Utah, and goes beyond by reaching people outside of Utah. They addressed the challenges with USU-Online and whether or not online students have the necessary resources to be successful. Each focus group lasted an hour and half.

“Each group brought valuable perspectives and insights that we’ll use to create a focused, strategic plan,” said Shanley. “The combined collaboration will assist our efforts to offer students, staff and faculty a great online experience.”

If you would like to discuss USU-Online further and offer more feedback, contact Kevin Shanley at 435-797-8177 or at kevin.shanley@usu.edu.