



Inclusive Online Graduate Mentorship

Leveraging Technology for Scalable High-Touch Practices

Academic Partnerships - Canada

Today's Presenters



Kashif Asdi, PhD

*VP, Academic Services
and Products*



Torie Wynn, MA

*Dir., Learning Content
and Strategy*

Access Slides & Resources - <https://bit.ly/CAGS-AP>



The screenshot shows a laptop screen with the Faculty e-COMMONS website. The top navigation bar includes links for HOME, ABOUT, READS, WEBINARS, NEWS, and ACCOUNT. The main content area features a large title for the 61st Annual Canadian Association for Graduate Studies Conference Presentation. Below the title is a paragraph of text describing the conference theme and location. A QR code is displayed on the right side of the page, with the bitly logo at the bottom right corner of the code. The session information section lists the topic, date, time, and speakers.

FACULTY e-COMMONS HOME ABOUT READS WEBINARS NEWS ACCOUNT

61st Annual Canadian Association for Graduate Studies Conference Presentation

Academic Partnerships will present at the [61st Annual Canadian Association for Graduate Students \(CAGS\) Conference](#). The conference theme is Inclusive Excellence in Graduate Supervision and Mentorship and is held in Victoria, British Columbia.

Session Information

High-Touch Online Graduate Mentorship: Leveraging Technology for Inclusivity and Scalability

Wednesday, 8 November from 3:30-5:00 PM.

- Kashif Asdi, PhD, Academic Partnerships
- Torie Wynn, MA, Academic Partnerships

Join us in the Songhees Suite!



bitly



Key Discussion Points

Leveraging Technology

Discover how familiar technologies and data analytics can enhance the student experience, making it more accessible and efficient.

High-Touch Practices

Consider strategies to maintain the faculty touch in online relationships. Discuss scalable ways to build rapport, foster trust, and provide meaningful support.

Scalability and Inclusivity

Accommodate larger numbers of graduate students while ensuring inclusivity and equity in access to mentors and mentorship opportunities.



Academic Partnerships Vision and Mission



**Helping Universities Expand Access To Top-Quality,
Affordable Higher Education**

56+ Universities

300,000+ Students

6,300+ Professors

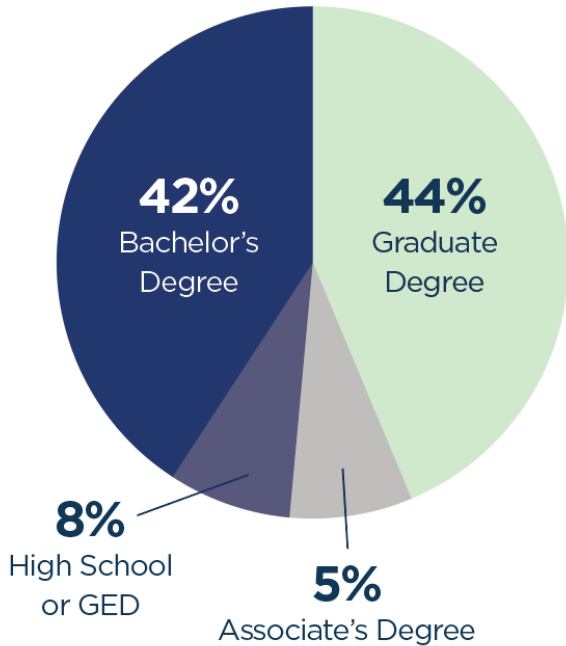
6,700+ Courses

900+ Programs



We are AP

We are the students we serve!



35% of employees are first-generation college graduates

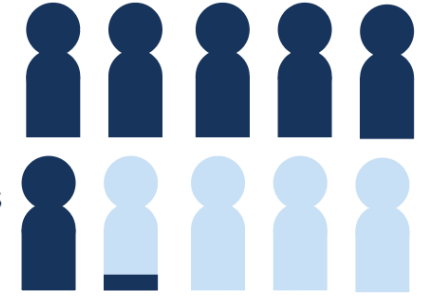
86% of AP employees have completed a bachelor's degree or higher

This is more than twice the national rate¹

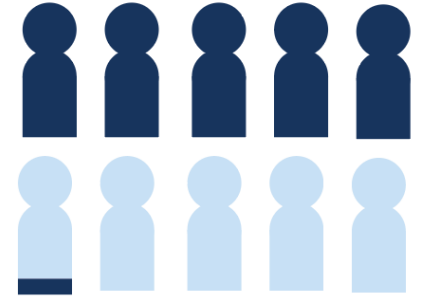
44% of AP employees have completed a master's degree or higher

This is 3x the national rate¹

61% of all AP employees are **female**



51% of all AP employees are **racially or ethnically diverse**



57% of employees in leadership positions are **female***

35% of employees in leadership positions are **racially or ethnically diverse***



Career Impact and ROI of Online Degrees

2023 Survey of Recent Graduates



Degree was worth the investment



Degree helped advance career



Average salary gain reported by graduates within one year of graduation



Average salary gain reported by graduates within three years of graduation



= Average time for graduates to pay back total degree cost.

Annual Salary with Payback

Degree Type	Sample*	Before Program	Y1 Salary	Difference (\$)	Tuition Cost	Payback (Yrs)
ALL	541	\$68,712	\$81,953	\$13,240	\$16,654	1.26
Education	183	\$54,621	\$63,616	\$8,994	\$12,248	1.36
Nursing	182	\$78,639	\$94,658	\$16,020	\$20,101	1.25
Business	156	\$72,286	\$87,906	\$15,620	\$17,273	1.11

*includes all respondents who graduated in 2021 and 2022



Bolstering Partner Infrastructure and Processes



Partner University



Program Leadership



Faculty



Instructional Designers



Support Teams



Discipline-specific Practitioners



Learning Design Team



Instructional Design Team

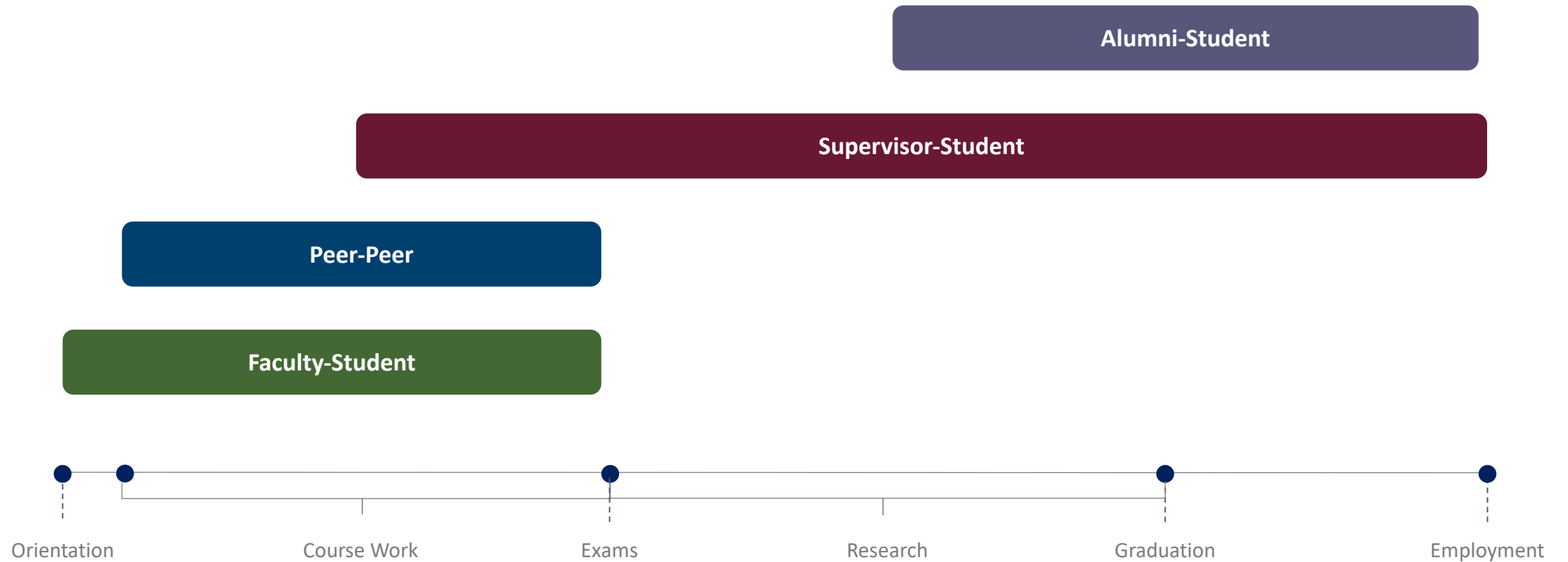


Quality Review Team

University Philosophy or Mission



The Mentorship Journey



Existing Pain Points

Structure

Support

Technology

Cost

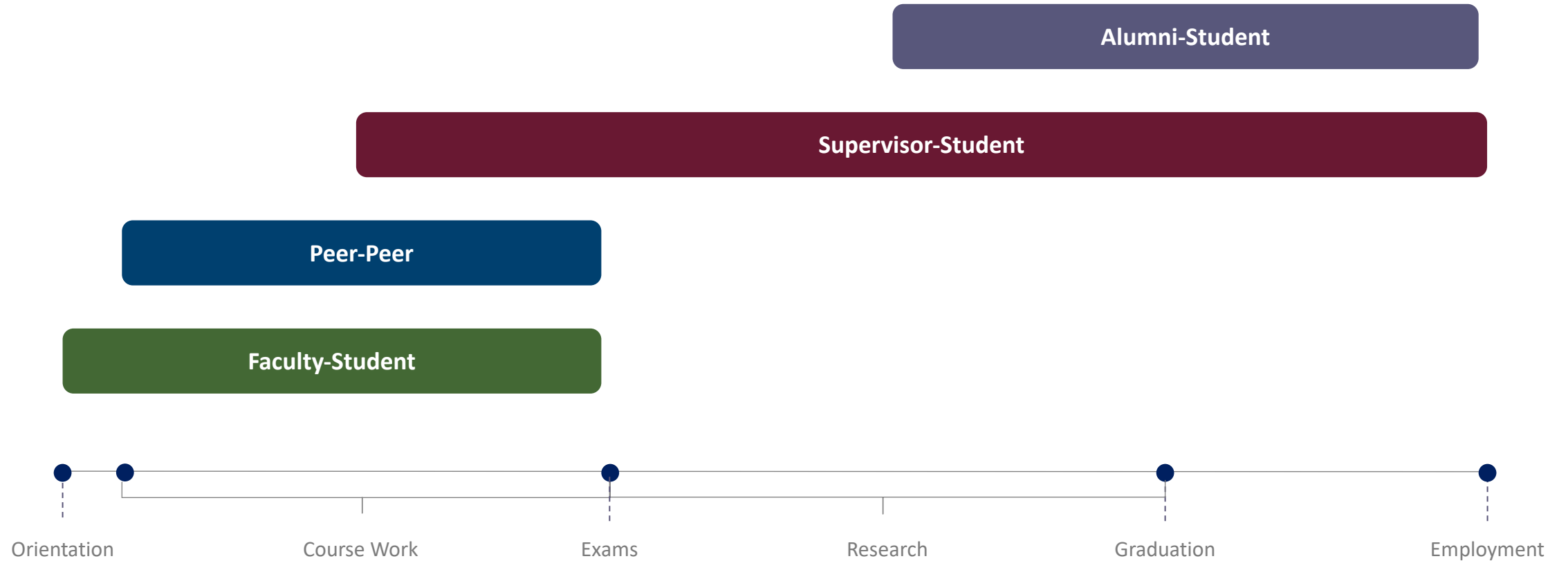
Scalability

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Pollard, R., & Kumar, S. (2021). Mentoring Graduate Students Online: Strategies and Challenges. *The International Review of Research in Open and Distributed Learning*, 22(2), 267–284. <https://doi.org/10.19173/irrodl.v22i2.5093>

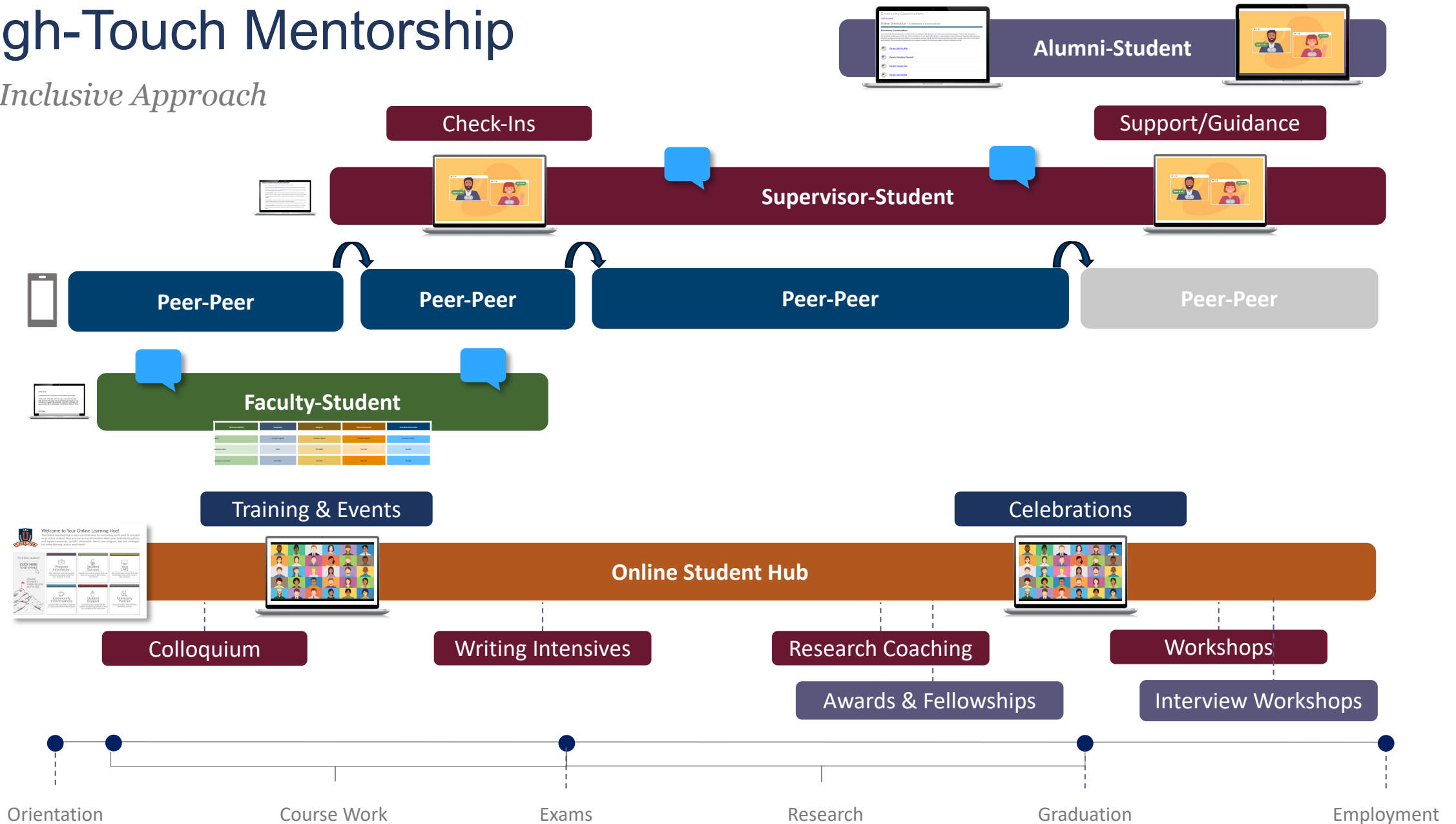


The Mentorship Journey



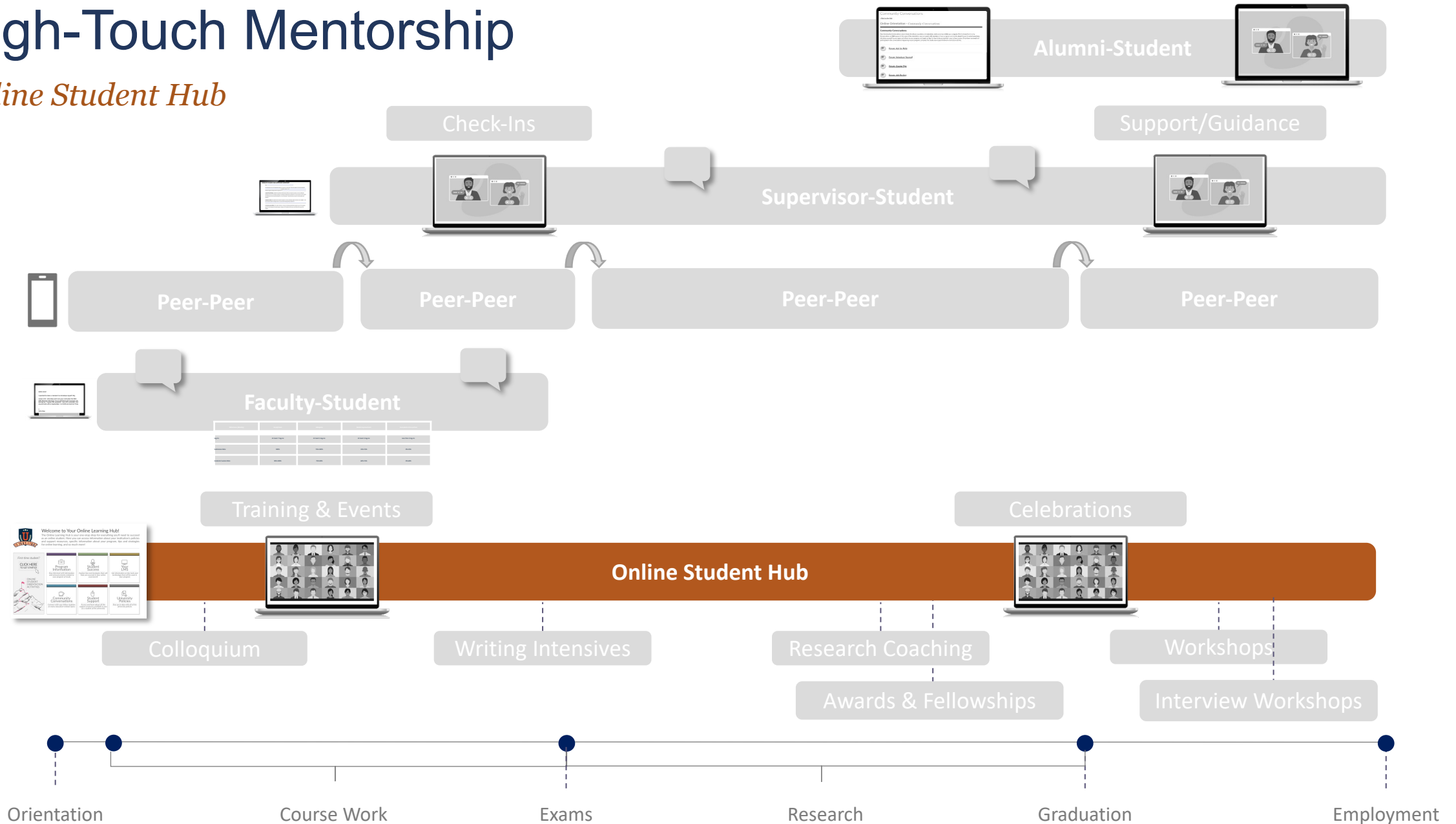
High-Touch Mentorship

An Inclusive Approach



High-Touch Mentorship

Online Student Hub



Online Student Orientation & Hub



Welcome to Your Online Learning Hub!

The Online Learning Hub is your one-stop shop for everything you'll need to succeed as an online student. Here you can access information about your institution's policies and support resources, specific information about your program, tips and strategies for online learning, and so much more!

First-time student?
CLICK HERE TO GET STARTED

ONLINE STUDENT ORIENTATION ACTIVITIES

 Program Information <i>Stay informed with information and announcements related to your program of study</i>	 Student Success <i>Explore tips and strategies that will help you succeed in your online coursework</i>	 Your LMS <i>Get information on the tools and technology that will be used in your program</i>
 Community Conversations <i>Connect with your fellow students on many education-related topics</i>	 Student Support <i>Access and learn about all the support resources available to you as a student of the university</i>	 University Policies <i>Stay up to date with all of the university policies</i>

ADD TO YOUR SUCCESS PORTFOLIO

Each of the tabs below to explore a sample syllabus

"Grit is the ability to sustain interest in and effort toward long-term goals."

ALERT!

Contacts

Near the top of the syllabus, you will often find the contact information for your instructor or professor. If they have helpers, coaches or assistants that information might also appear at the beginning of the syllabus.

Social Media

Stay up to date with campus happenings through our social media channels.



The screenshot shows a web page titled "Online Orientation - Student Success". At the top, there is a green horizontal line. Below it, a video player is embedded. The video player has a title "Canvas Online Student Orientation: Student Success" and a video thumbnail with the text "ONLINE STUDENT ORIENTATION" and "STUDENT SUCCESS". The video player controls show a play button, a progress bar at 00:46, and various icons for volume, full screen, and settings. To the right of the video player, there is a section titled "Student Success" with a paragraph of text. Below the video player, there are three links, each with a folder icon: "Online Expectations", "Succeeding Online", and "Overall Wellbeing".

Online Orientation - *Student Success*

Canvas Online Student Orientation: Student Success




ONLINE STUDENT ORIENTATION

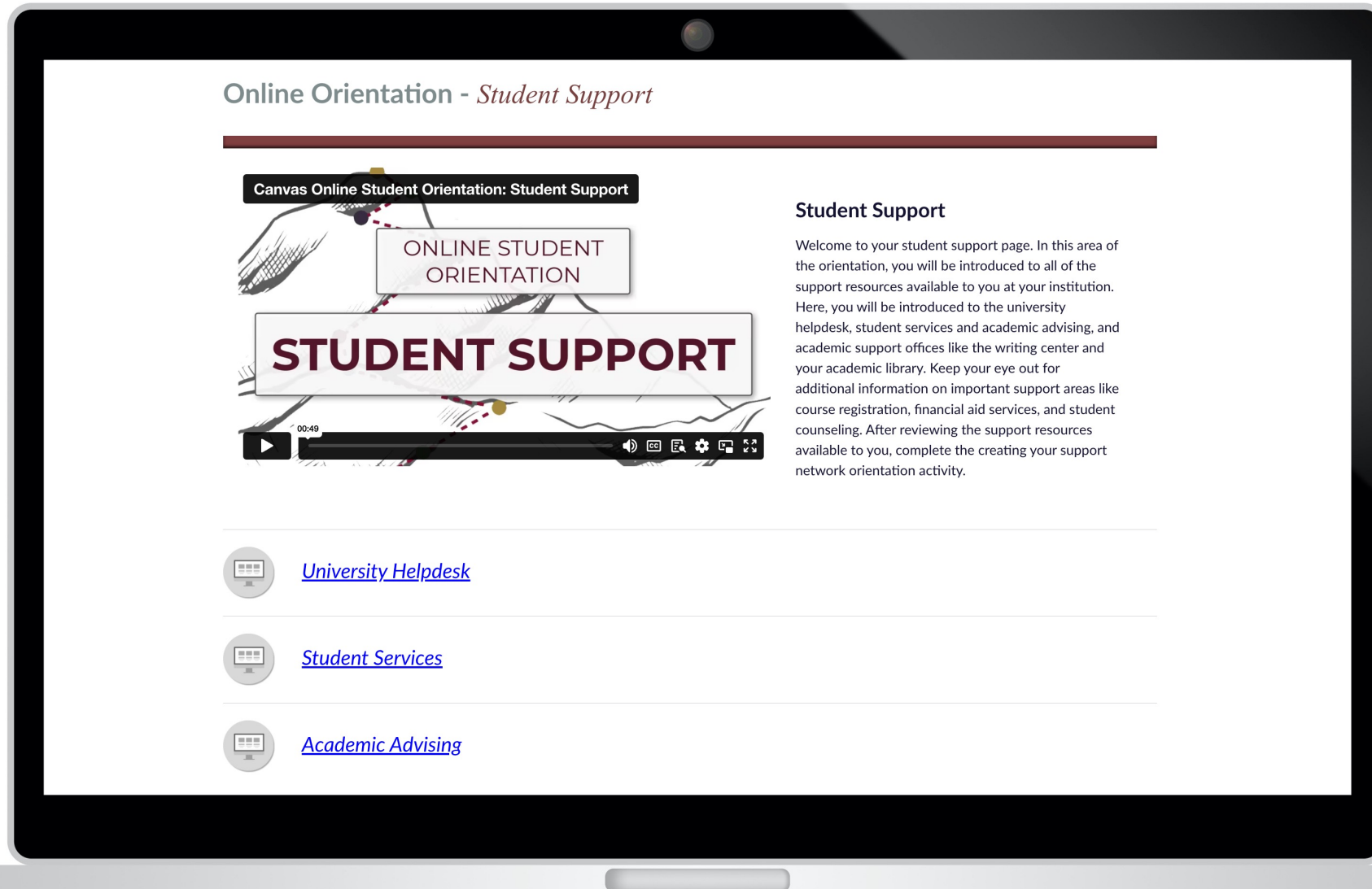
STUDENT SUCCESS

00:46

Student Success

Welcome to your student success page. In this area of the orientation, you will be introduced to what you can expect as an online learner. Here, you will learn more about policies that will help you be successful, such as netiquette, you will be introduced to an online course syllabus, and you will have the opportunity to reflect on and learn more about important strategies for success like goal setting, mental health & wellness, money management, and how to succeed under pressure. After reviewing these materials, complete your successful student vision board orientation activity.

-  [Online Expectations](#)
-  [Succeeding Online](#)
-  [Overall Wellbeing](#)



Online Orientation - *Student Support*

Canvas Online Student Orientation: Student Support

ONLINE STUDENT
ORIENTATION

STUDENT SUPPORT

Student Support

Welcome to your student support page. In this area of the orientation, you will be introduced to all of the support resources available to you at your institution. Here, you will be introduced to the university helpdesk, student services and academic advising, and academic support offices like the writing center and your academic library. Keep your eye out for additional information on important support areas like course registration, financial aid services, and student counseling. After reviewing the support resources available to you, complete the creating your support network orientation activity.

 [University Helpdesk](#)

 [Student Services](#)

 [Academic Advising](#)

Community Building and Networking

Community Conversations

[< Back to the Hub](#)

Online Orientation - *Community Conversations*

Community Conversations

Your Community Conversations area is home for all your questions, introductions, and course tips within your program. Think of your Community Conversations as Q&A space. In this area of the orientation, you can speak with members of your program community about frequently asked questions, introduce yourself to your peers and others in your program, and seek out tips for how to be successful in your online courses. Once have reviewed and participated in the conversations happening in your program, complete the create your support network orientation activity.



[Forum: Ask for Help](#)



[Forum: Introduce Yourself](#)



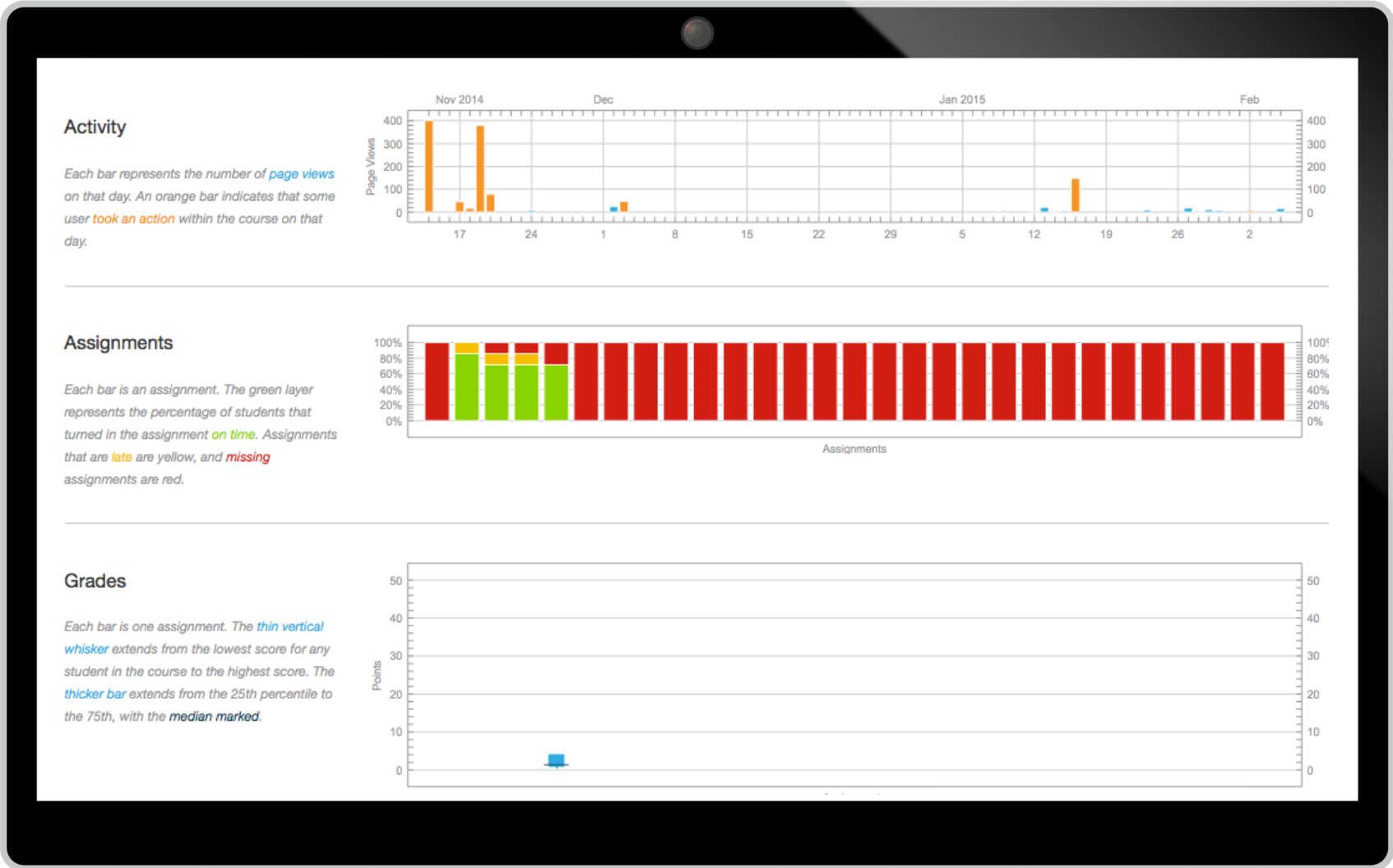
[Forum: Course Tips](#)



[Forum: Job Posting](#)

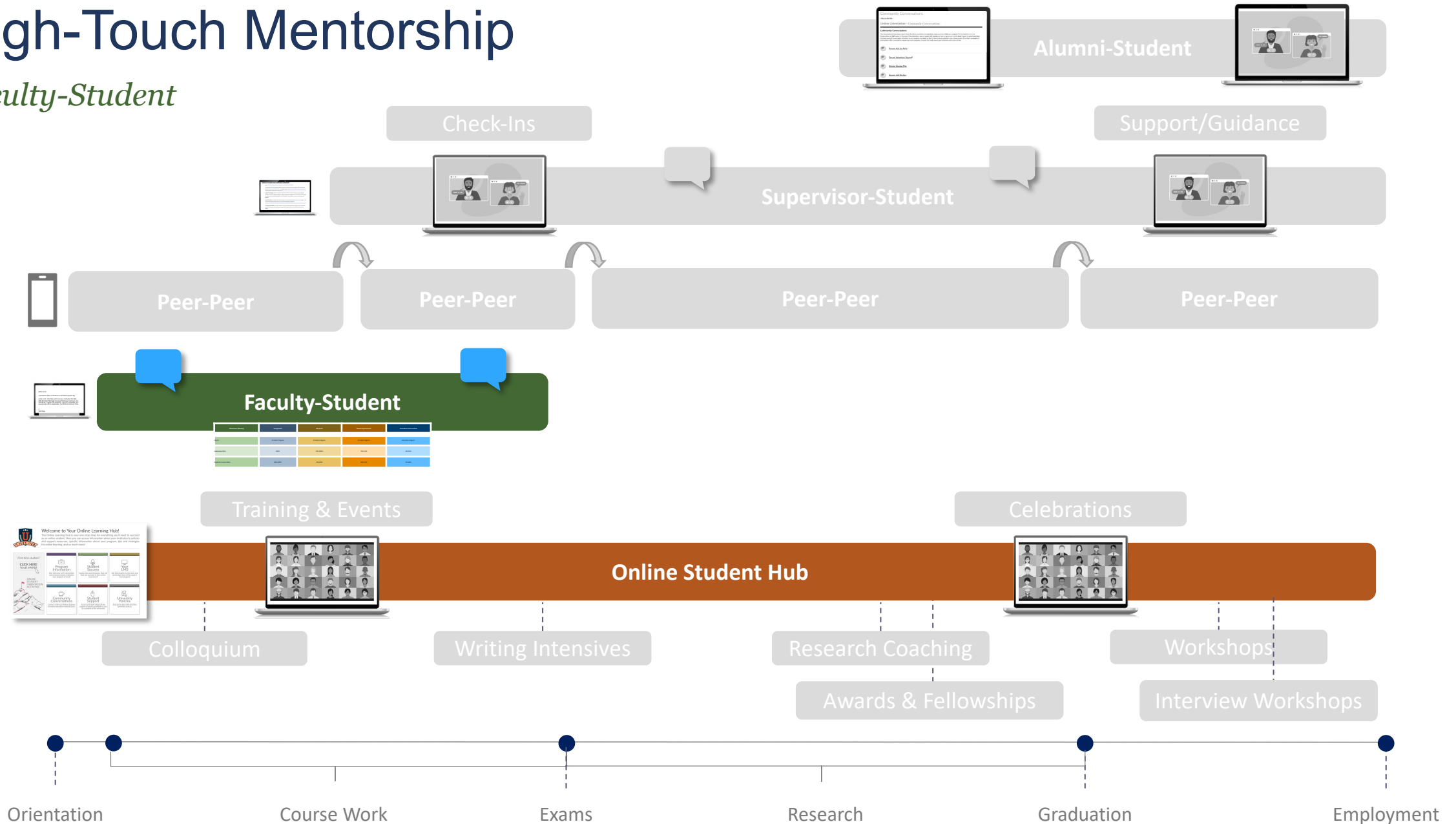


Participation Analytics



High-Touch Mentorship

Faculty-Student



Course-Wide Faculty Presence

Hello Jane!

I wanted to take a moment to introduce myself. My name is Dr. John Doe, and I am your instructor for BUS 500: Business Writing! I'm so excited to get to know you during our 7-week Fall semester. Just as a reminder, our course kicks off on September 1 at 8:00 am Central Time.

It's my privilege to thank you for choosing AP University to continue your educational journey. Because you are joining a community of online students located, you are part of our university family. I am here to support you as you stay engaged with our course, so don't be afraid to reach out for anything. In fact, I'd love the opportunity to chat with you 1-on-1 during the first week of class. What is your availability to connect either through phone, text, or video call? I'd like for us to get to know one another before we begin our journey through the course. We'll only need about 15 minutes!

- **Access Our Classroom:** Before the course begins, you should test your access to our Learning Management System, [Canvas](#). Think of this as our online campus where you can connect with me and your classmates and access all your online classrooms. You can also access your online student orientation there which will introduce you to some key strategies for being a successful online student and will introduce you to support services! I recommend bookmarking the LMS login page to your favorite browser to access it easily.
 - **Where to Start:** Once you've logged in to our LMS, click on the BUS 500 tile to access our course! Once inside the course, you can click on the [Start Here](#) link on the course homepage to view the course introduction video and review my contact information. If you'd like to begin preparing yourself for upcoming assignments, learn about important course details, or review resources available to you, you can access our [course syllabus](#).
 - **Technology Support:** As a student, you also have access to an amazing network of university support staff who are here to help you succeed. We are committed to your successful graduation!
- If you have trouble logging into the LMS or accessing the Start Here or Syllabus areas of the course, please contact the Technology Support Help Desk. You can contact them 24/7 through their website chat, call them on their helpline at (555) 555-5555, or send them an email at techsupport@university.edu. They are very helpful and should be able to walk you through any issue you may encounter.

I'm so excited to get to know you in the coming weeks and explore Business Writing together! If you have any questions, the best way to contact me is through email or my personal cell phone (located in my email signature!). I respond to both within 24 hours! I'd love to help you get started and get settled, so please do not hesitate to reach out with questions or provide me a few times you'd like to get together for chat!

Looking forward to our time together,
John Doe



One-on-One, Personalized Outreach

Template

Hi **<Student's Name>**! This is **<Your Name>**, your instructor for **<Course Name>**. Just checking in to see if you have any questions about the email I sent earlier this week. I'd love to get together for a quick chat to get to know you better before our term starts. Let me know what time you have available next week for a quick 15-minute chat. Really looking forward supporting you in this course!

Example

Hi Jane! This is John Doe, your instructor for BUS 500. Just checking in to see if you have any questions about the email I sent earlier this week. I'd love to get together for a quick chat to get to know you better before our term starts. Let me know what time you have available next week for a quick 15-minute chat. Really looking forward supporting you in this course!



Monitoring LMS Analytics

Milestones (Weekly)	Exceptional	Adequate	Needs Improvement	Immediate Intervention
Log-Ins	At least 7 log-ins	At least 5 log-ins	At least 3 log-ins	Less than 3 log-ins
Submission Rate	100%	75%-100%	25%-75%	0%-25%
Academic Success Rate	90%-100%	75%-90%	60%-75%	0%-60%

Week over week, identify which students need outreach.

Resources from Facultyecommons.com



Checklist

[https://bit.ly/
coursestartchecklistFEC](https://bit.ly/coursestartchecklistFEC)



Examples & Templates

[https://bit.ly/
stopstudentmeltFEC](https://bit.ly/stopstudentmeltFEC)

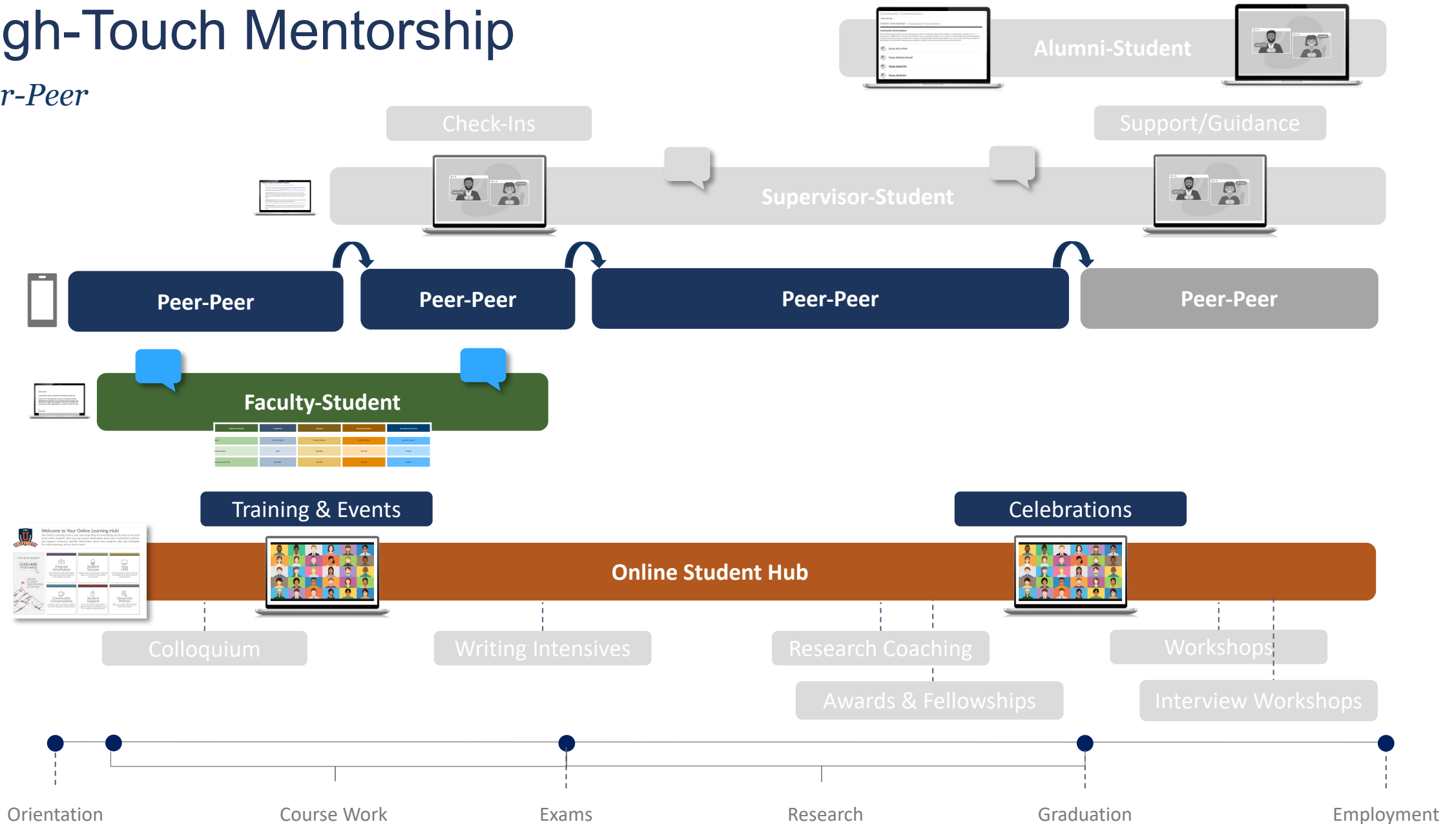


Guidebook & Worksheet

[https://bit.ly/
guideandworksheetFEC](https://bit.ly/guideandworksheetFEC)

High-Touch Mentorship

Peer-Peer



Initial Grad Student Outreach

Prior to 1st Course Kick-Off

Text, Call, or Video Chat

Share Resources or Events

Answer Questions

Offer Support



Graduate Student Templates for Outreach



<https://bit.ly/Peer-Mentoring-Templates>



Outreach Email

Hello <Student's Name>!

I'm excited to welcome you to <University>. My name is <Grad Assistant Name> and I am also a student at <University>! I'd love to help support you begin the term, so don't be afraid to reach out for anything. If you're interested, I'd be happy to talk with you on the phone, on video chat, or through text, so if there is a time you'd like to connect, please let me know!

Before your course begins, I recommend testing access to our Learning Management System, <University LMS>. Think of this as our online campus where you can connect with your classmates and your instructors. You can also access your online student orientation there which will introduce you to some key strategies for being a successful online student and will introduce you to support services.

As a student, you also have access to an amazing network of university support staff who are here to help you succeed. We are committed to your successful graduation! If you have trouble logging into the LMS or accessing our course, please contact the <technology support office>. You can contact them <contact information for technology support>.

I'm so excited for you to get started! If you have any questions, the best way to contact me is through <contact preferences>. I'd love to help you get started and get settled, so please do not hesitate to reach out with questions or provide me a few times you'd like to get together for chat!

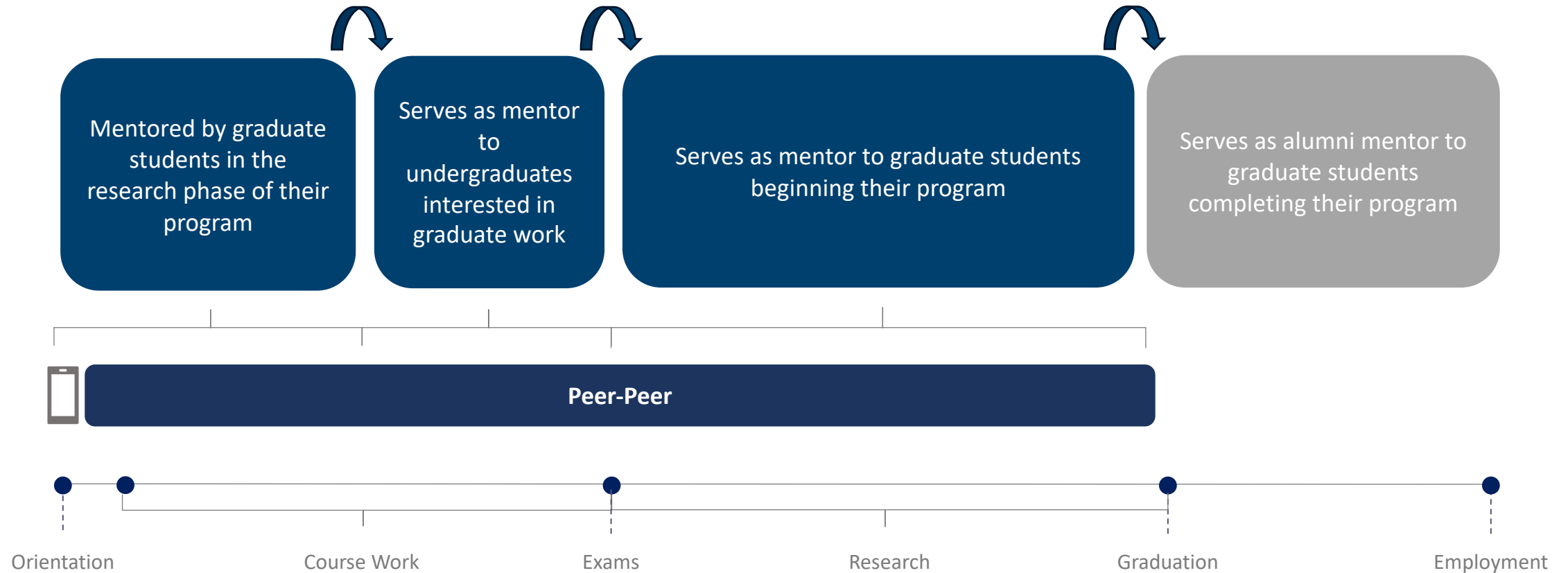
Congratulations!

<Grad Assistant Name>

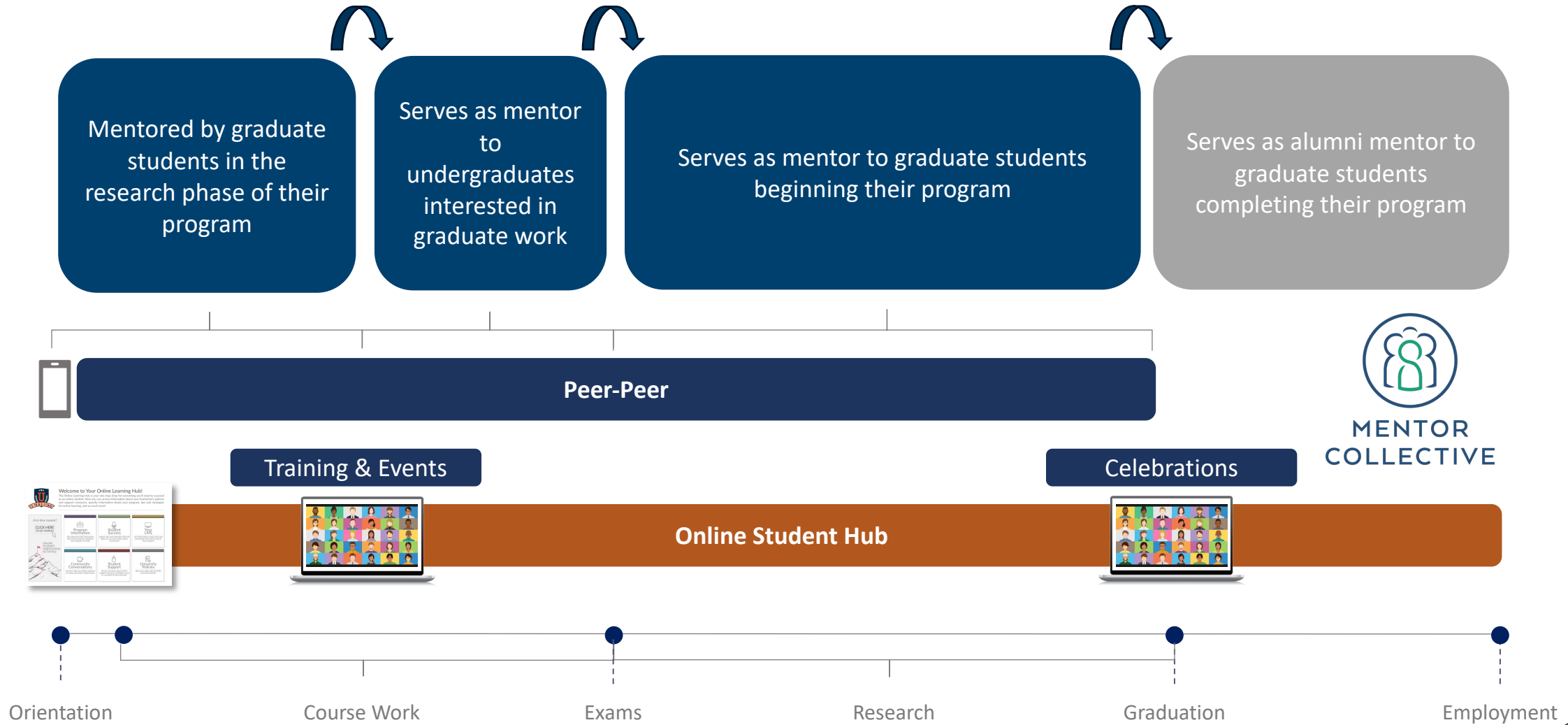
Follow-up Text

Hi <Student's Name>! This is <Grad Assistant Name> from <University>. Just checking in to see if you have any questions about the email I sent earlier this week. I'd love to answer any questions you have or connect on the phone, so let me know if you'd like to chat!

Building a Culture of Peer Mentorship

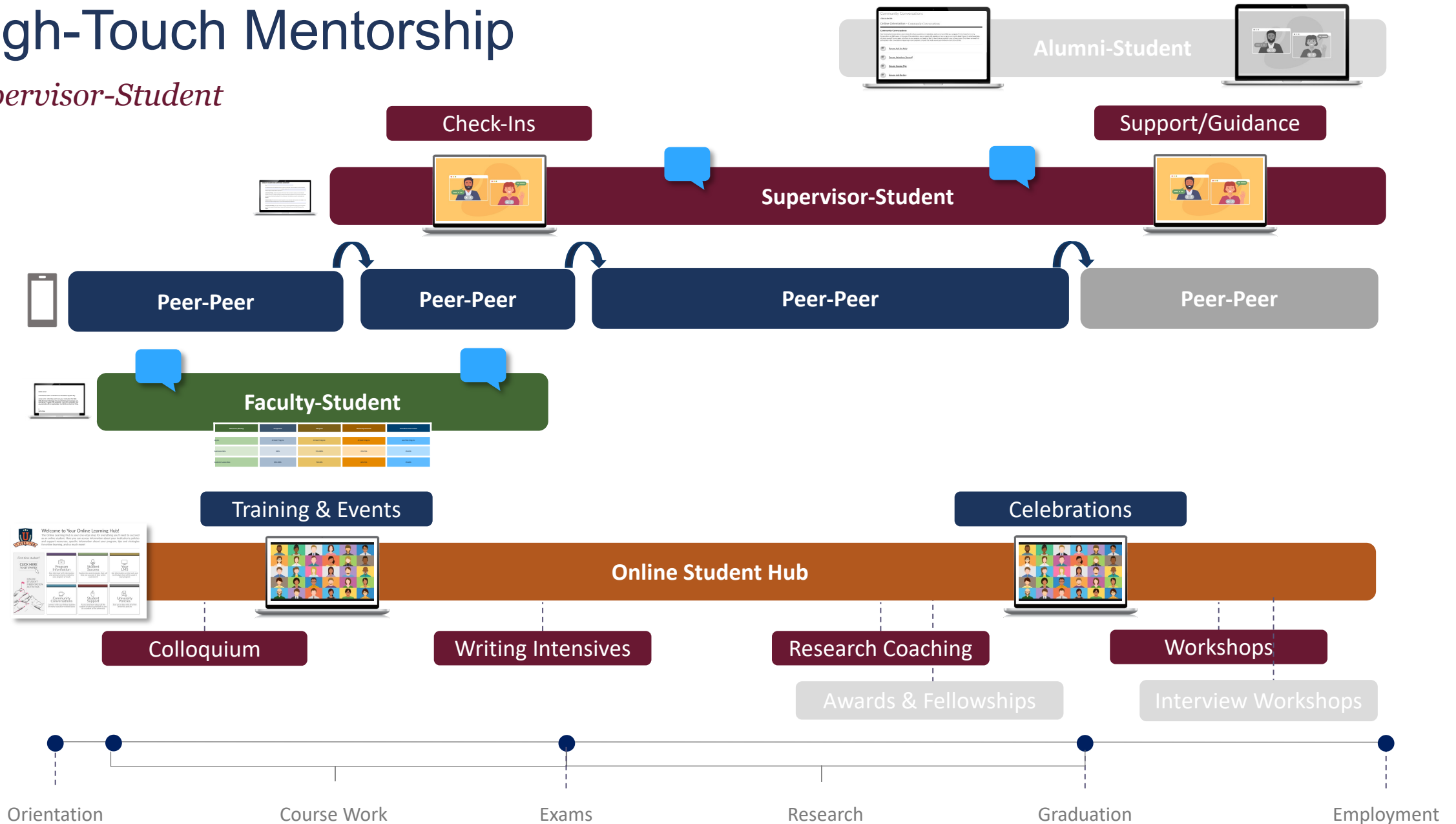


Enhancing Peer Mentoring with Technology



High-Touch Mentorship

Supervisor-Student



Student Goals



Workforce



Academic

Customized Supervision



Customizable Supervisor Agreements

GRADUATE STUDENT AND SUPERVISOR AGREEMENT

Date: _____

The following are terms of the graduate student and supervisor relationship. These terms apply to the time during which _____ is a graduate student in the _____ Graduate Program working under the supervision of _____.

1) Supervisory Meetings. Student and supervisor will meet each week on at least two occasions, once at a weekly lab meeting, and once for an individual meeting. The individual meeting will be scheduled for a time convenient to both student and supervisor and time should be allowed for 1 hour of discussion. Email will also be a means for communication and questions.

2) Student Funding. The student will be required to apply for as many scholarships and/or bursaries as she is eligible. In the event that the student's funding should run out, base level funding will be provided from _____.

3) Teaching responsibilities. The student will take on at least one teaching assistantship during the course of her program, even if it is not necessary for financial reasons. However, this TA position will not occur until after the first year of the program.

High-Touch Online Supervision

Synchronous Meetings

Online Colloquium

Writing Intensives

Workshops

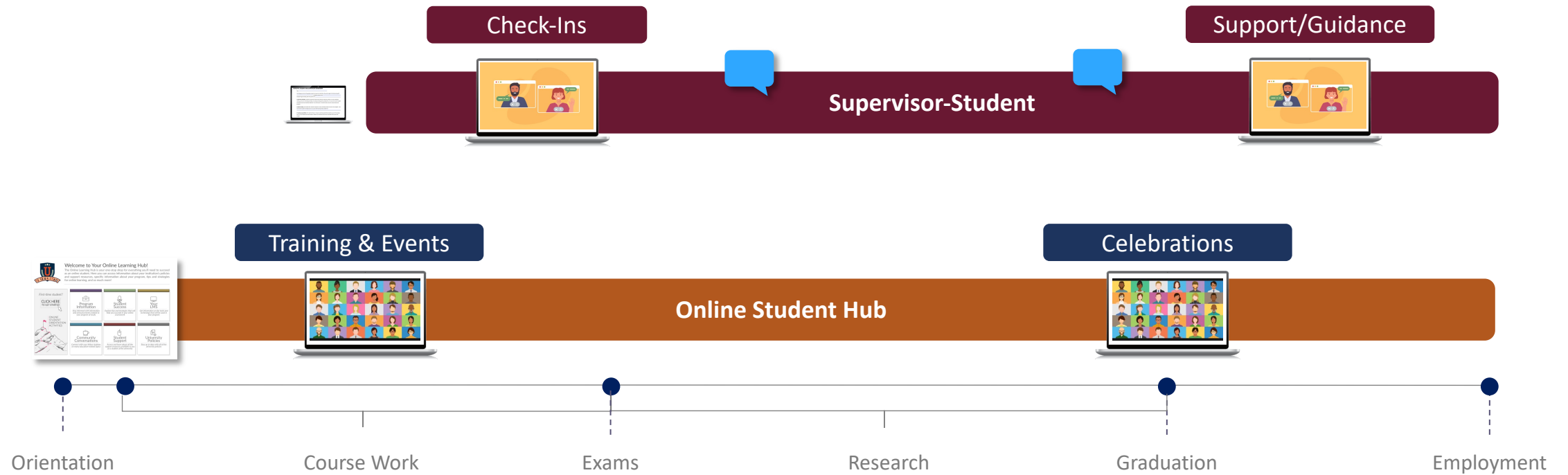
Research Coaching

Supervisor-Student



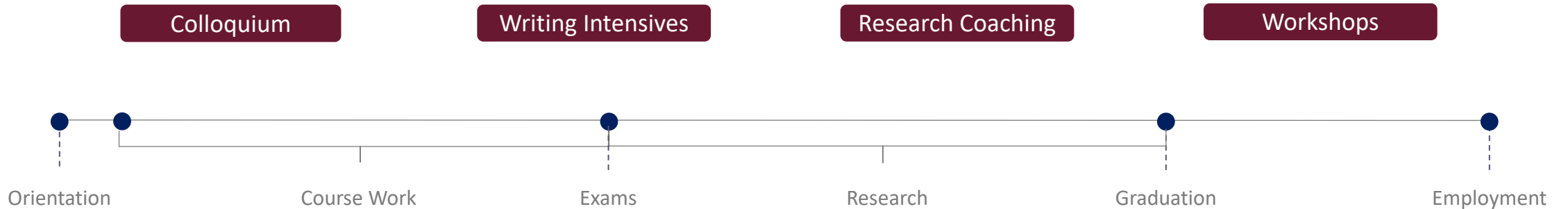
Technology-Enhanced Supervision

Supervisor-Student



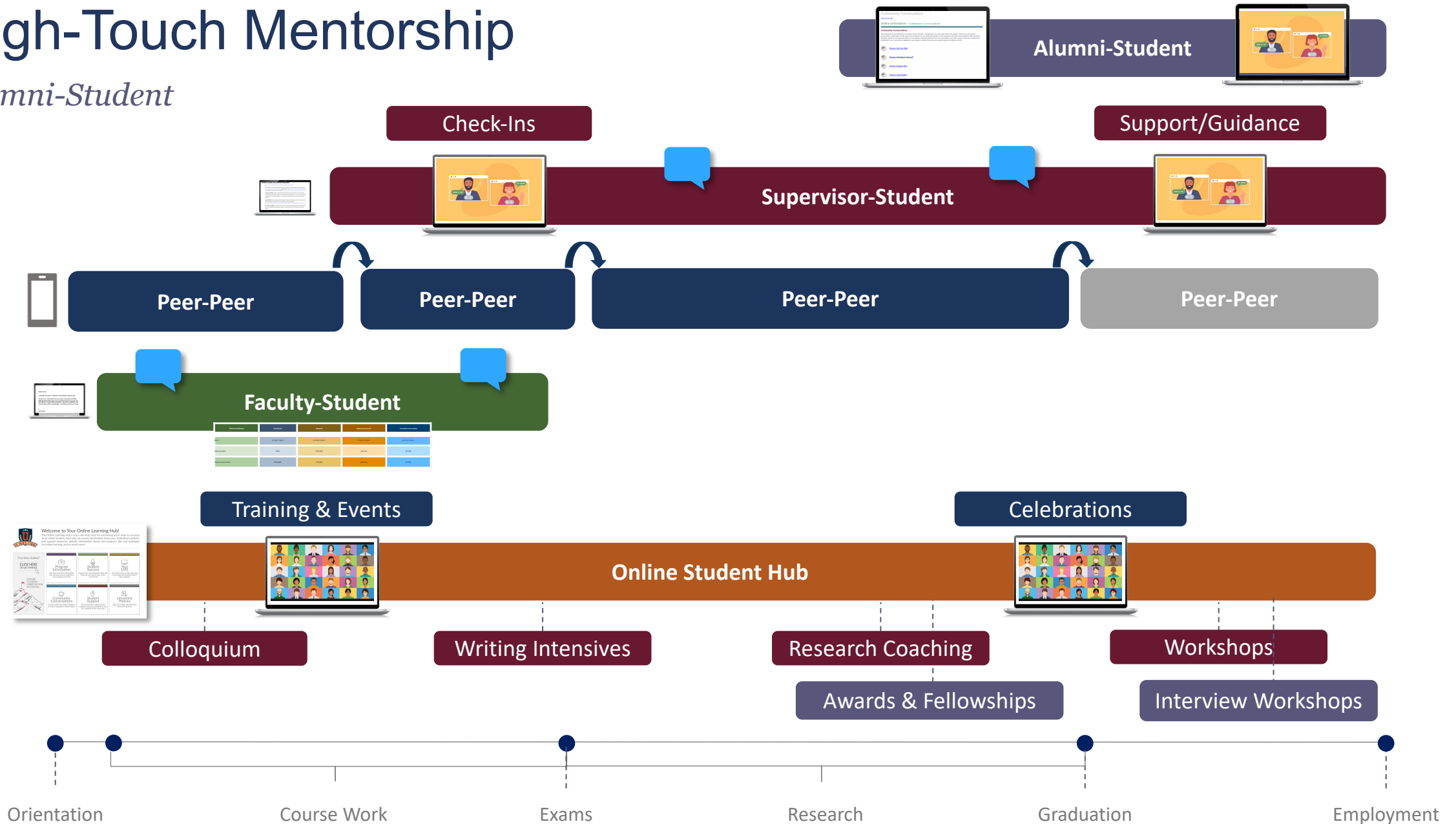
Supervision at Scale

Supervisor-Student

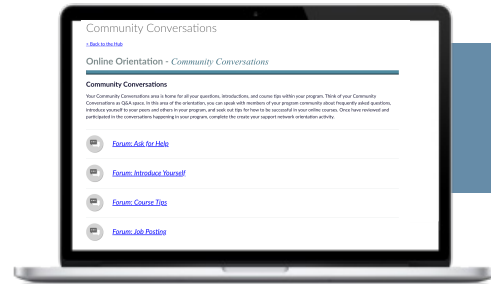


High-Touch Mentorship

Alumni-Student



Alumni Presence in the Hub



Community Discussions & Events



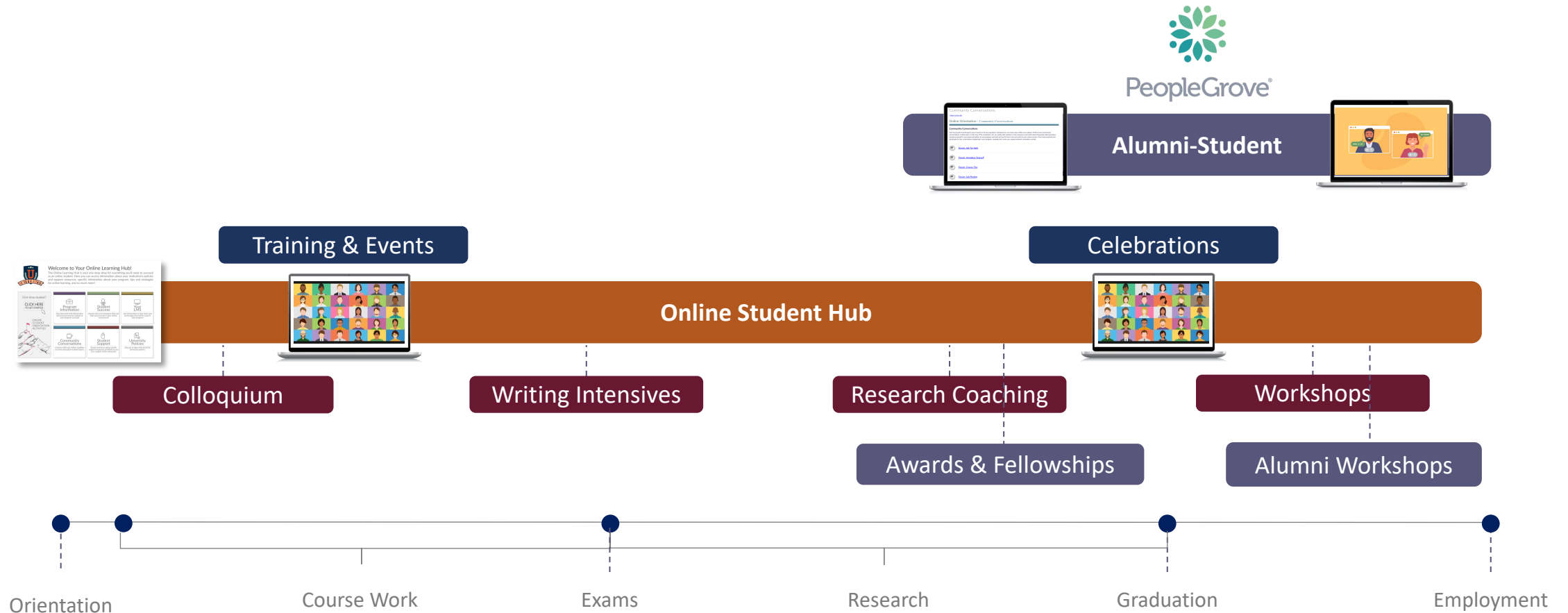
Career Exploration & Soft Skills Coaching



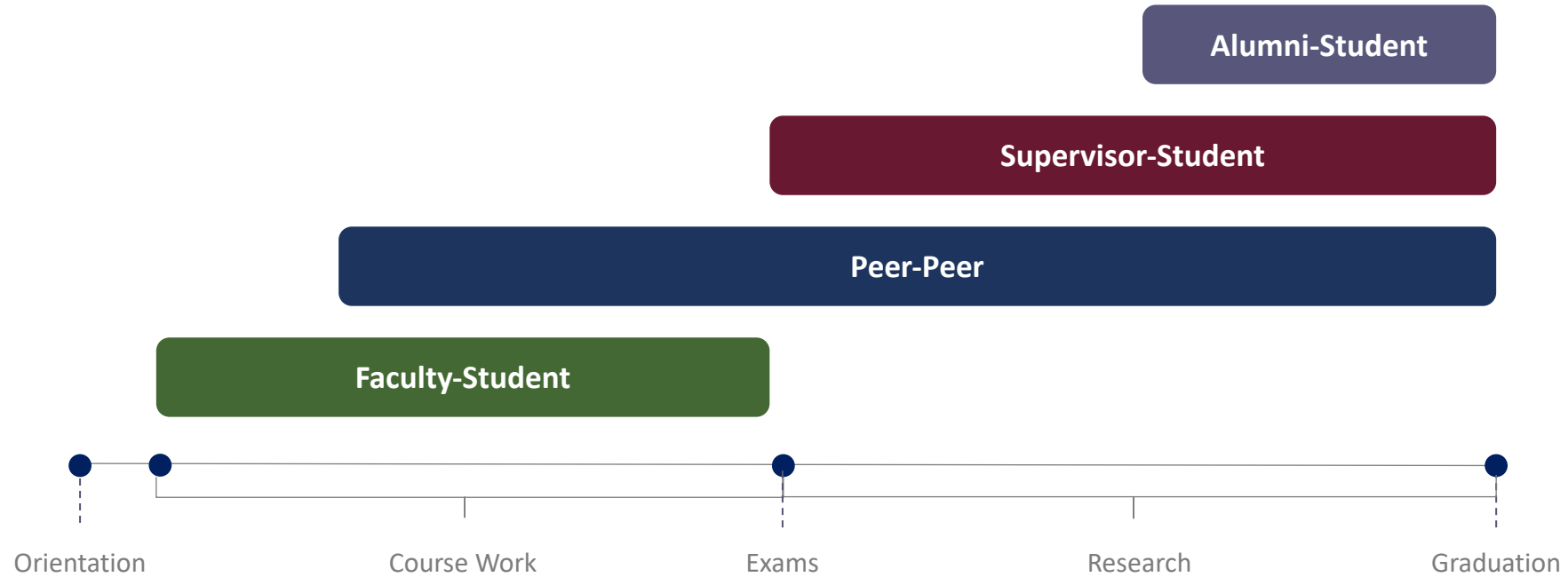
Awards, Scholarship, and Fellowship Promotion

Employment & Postdoc Support

Alumni-Student

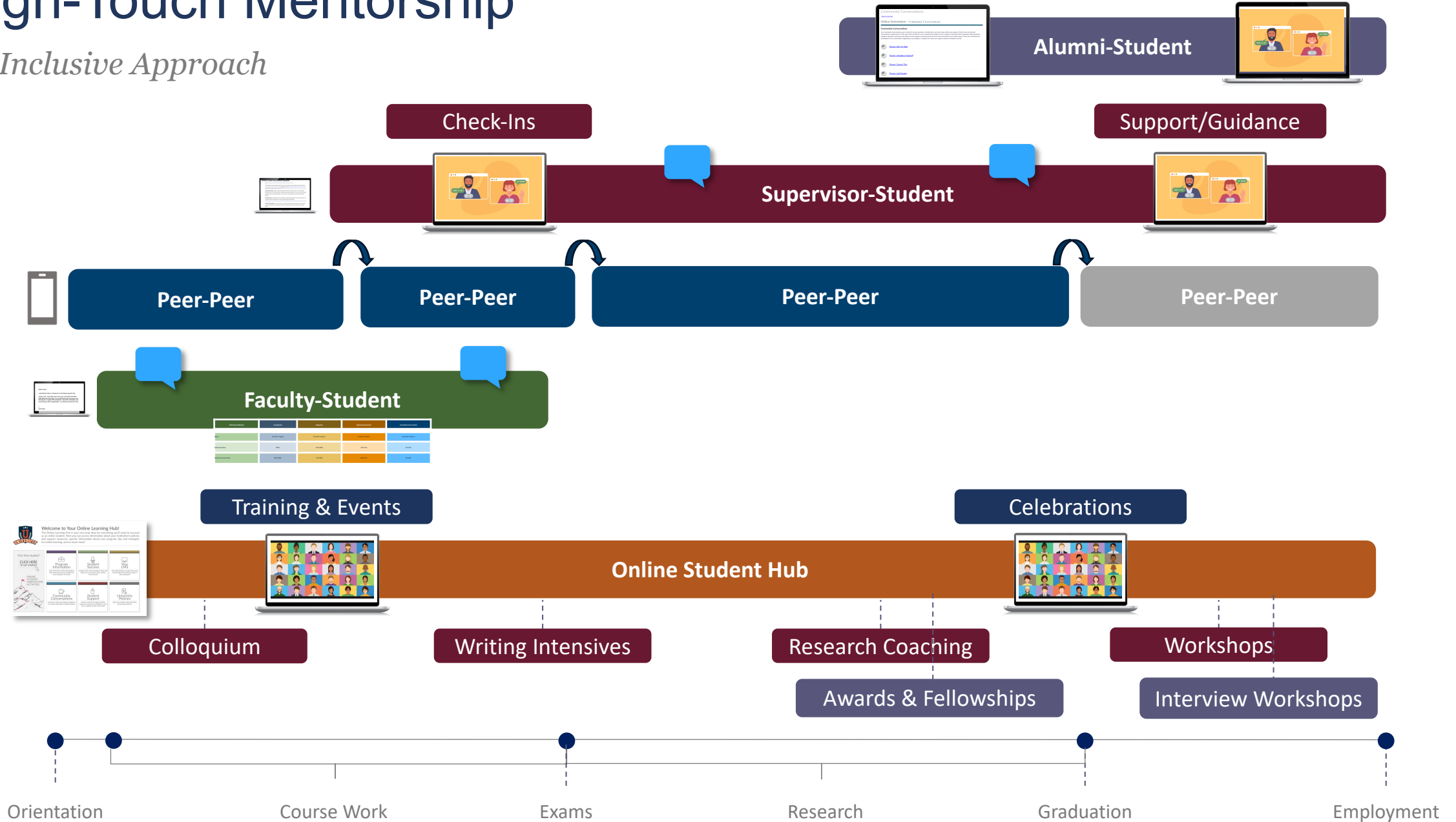


The Student Mentorship Journey



High-Touch Mentorship

An Inclusive Approach



Access Slides & Resources - <https://bit.ly/CAGS-AP>



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Thank You!



Kashif Asdi, PhD

*VP, Academic Services
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Torie Wynn, MA

*Dir., Learning Content
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