**Features of Exceptional Programs & Courses**

- 24/7 Student tech support services
- Student advising services
- Extensive faculty orientation and training
- Real-time consultation to faculty
- Teaching-Learning with Technology Interest Group
- Peer Mentoring
- Advising re: required self-motivation / commitment
- Written student orientation & training materials
- Security procedures
- Peer review process
- Mission statement
- Financial Business Plan
- Technology Plan
- Course development standards
- Multidisciplinary course development team
- Courses adapted to student learning styles
- Consistency in design of courses
- Highly responsive feedback to users
- Timely feedback to users
- Learning modules adjusted for length & complexity
- Use of active learning strategies
- Clear learning objectives
- Clear expectations for performance

- Timely scoring and grading of assessment instruments
- Online library resources
- Tutorials and/or training for online research
- High & varied student - faculty interaction
- High & varied student - student interaction
- Learning outcome oriented use of technology
- Incentives for innovation
- Marketing Plan
- Rewards for effective teaching
- Quality assurance plan
- Repeated review of courses
- Repeated review of learning outcomes
- Program evaluation of educational effectiveness
- Focus on enrollment and cost factors
- Collaborative environment
- Consultation with stakeholders
- Competitive / entrepreneurial spirit

(developed by eCollege)