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Student Support Services in Open and Distance Education During the Covid-19 Period: A Case of Anadolu University Open Education System

Erdem Erdoğdu
Anadolu University

Student support services include a wide range of communication, interaction and service processes from the first contact of the student with the educational institution until graduation and even after graduation. During this process, students benefit from services such as getting information about the programs, enrollment, requesting documents, accessing learning materials and resources, exam services and graduation processes. Especially educational institutions that offer open and distance education should have the infrastructure to carry out student support services remotely, and should be able to maintain these services based on current digital technologies and digital transformation. Thanks to the effective and efficient support services offered in this way, the success of the learner can be increased and the rate of the drop out can be reduced. In this study, Anadolu University Open Education System, which provides macro-level student support services, will be examined. In this context, the period of student support services before, during and after the Covid-19 pandemic between 2019-2022 was examined. Within this context, the process, types, and development stages of student support services were examined. In addition, the usage statistics of student support services were analyzed descriptively. Research findings show that, especially during the pandemic period the demand for student support services has increased approximately 3 times. In addition, user feedback on certain services and institution evaluation results are also presented. It is anticipated that the findings of the study will shed light on the processes of constructing, evaluating, developing, and transforming student support systems. Finally, recommendations for practice and research will be presented.

Keywords: Anadolu University, Open and distance education, Distance education, Online education, Student support services, Covid-19