

Online student services: an overview of provision

**Cathy McNickle & Rhonda Daniell
Canberra Institute of Technology, ACT**

This paper will provide an overview of online student services being used by nineteen VET and higher education institutions. Visits to sites across Australia were undertaken between July and September 2000 as part of the *National Strategy & the Collaborative Framework and Strategy 2000*. The sites were selected after a web search, using the student support services framework presented in the literature review. The study found a wide range of strategies for student support services being utilised. Some are focusing largely on the teaching/learning aspects, while others are providing a more holistic approach to support services. It should be noted that in the majority of cases the services provided are offered in a variety of modes.