



Offering Continuous and Accessible Faculty Support

iSupport Benefits

- *Seven-day-a-week Faculty Support*
- *Expert eLearning Pedagogical Advice*
- *Access to Experienced Online Teachers*
- *Course Design and Development Expertise*
- *Phone and E-mail Support for Educational Partners*

Academic Services Team

The Pearson eCollege Academic Services department is comprised of instructional design consultants, course developers, instructional technologists and project managers. This team has helped institutions develop more than 6,000 online courses in a variety of disciplines. Additionally, the Pearson eCollege instructional design consultants have trained thousands of faculty members over the last ten years.

iSupport provides instructors with direct access to the eLearning expertise housed within Pearson eCollege. By participating in iSupport, Pearson eCollege Educational Partners can contact a member of the Academic Services team with course development or course design questions.

iSupport Services

iSupport is a phone and e-mail support service offered by Pearson eCollege's Academic Services department. Seven days a week, faculty members can contact an experienced instructional design consultant for online design and course building guidance. Licenses for iSupport are available on either a per-user or campus-wide basis.

While the Pearson eCollege Help Desk provides support for technical problems such as login issues, iSupport provides help to instructors with course development and instructional design needs. Staffed by Pearson eCollege's instructional design consultants, faculty and course developers, iSupport is available to instructors using the Pearson eCollege platform.

iSupport consultants provide recommendations to the following types of questions.

- *How can I create slide shows in the Pearson eCollege Course Management System?*
- *What is the most effective way to present detailed statistic information to online students?*
- *How can I effectively assess student comprehension of a class assigned Podcast using Pearson eCollege?*
- *How can I deliver MP3 files to my classes in the Pearson eCollege System?*



Ongoing Faculty Support

Pearson eCollege provides ongoing support to mentor and coach instructors on an individual basis through a variety of services. In addition to the iSupport services outlined above, Pearson eCollege's instructional design consultants offer eTeaching certification through on-site training, as well as online courses for faculty members using the Pearson eCollege platform.

To learn more about iSupport or other faculty support services, please send questions to inquiry@eTeaching.eCollege.com or contact your eCollege Client Services Consultant or Account Manager.

For more information about Pearson eCollege, visit www.eCollege.com or call 1.888.376.9496.

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