

# PMI Online – A Left Turn to the Future

Deb Riemer

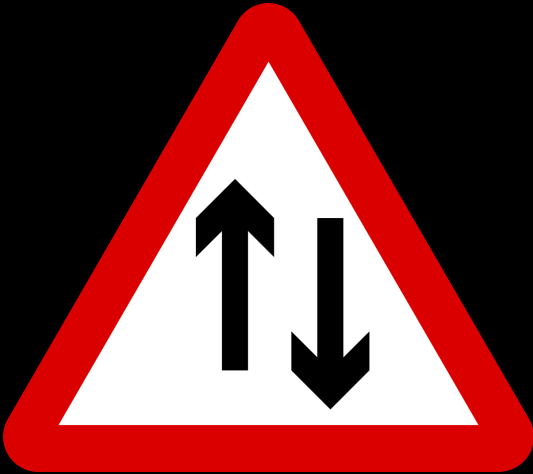
Director of Online Education

How transformation and resilience  
from a year of quick pivots and  
uncertainty will propel PMI and  
online learning into the future.

# Question

What words come to mind when you think about what has changed for PMI over the past year and how Online plays a role?

# Online Planning



Pre-Pandemic

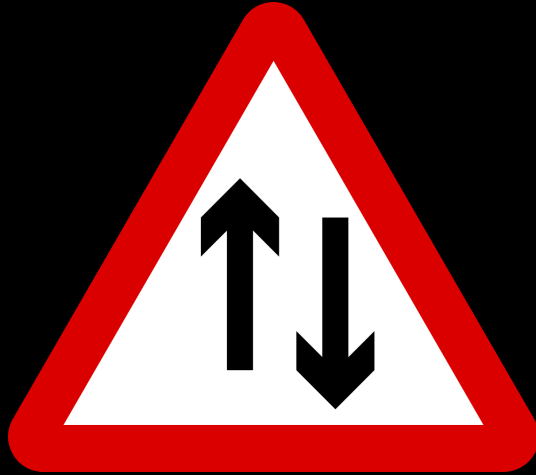


The Left Turn



Merging into the Future

# Online Planning



Pre-Pandemic



Technology Infrastructure Improvements for Scale



Updating Learning Design Models for Quality



Expanding Team Skills & Knowledge for Online Operations



Providing Students more Academic Support



New Program Roadmap



The Left Turn



Merging into the Future

# Highlights of Ongoing Projects



## **Panopto Video Management Platform**



## **New approach to instructional design**

Quality Matters informed  
Universal Design for  
accessibility



## **New positions added with focus on scale and quality of student experience**

Instructional Technology  
Manager  
Learning Design Manager  
New Student Experience  
Lead Instructor  
Instructional Support  
Coordinators  
Partner Support  
Coordinators



## **Student Academic Support**

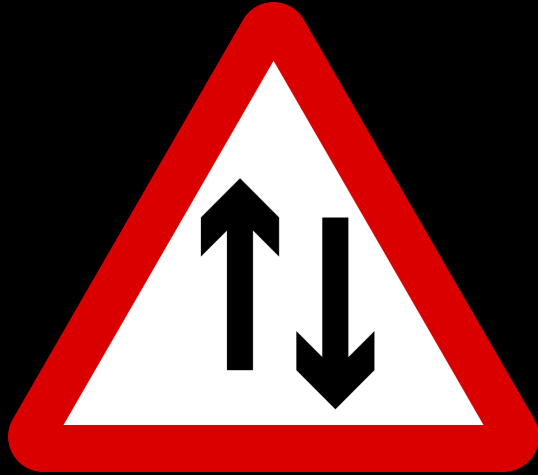
Writing Center  
Math Tutor Pilot  
24/7 Help Desk



## **MSOL**

Institutional Growth  
Growth Path for Students

# Online Planning



Pre-Pandemic



Technology Infrastructure Improvements for Scale



Updating Learning Design Models for Quality



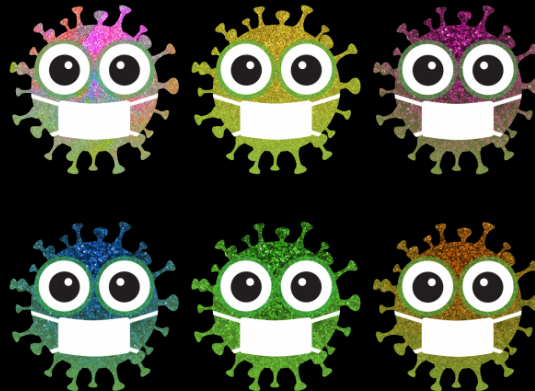
Expanding Team Skills & Knowledge for Online Operations



Providing Students more Academic Support

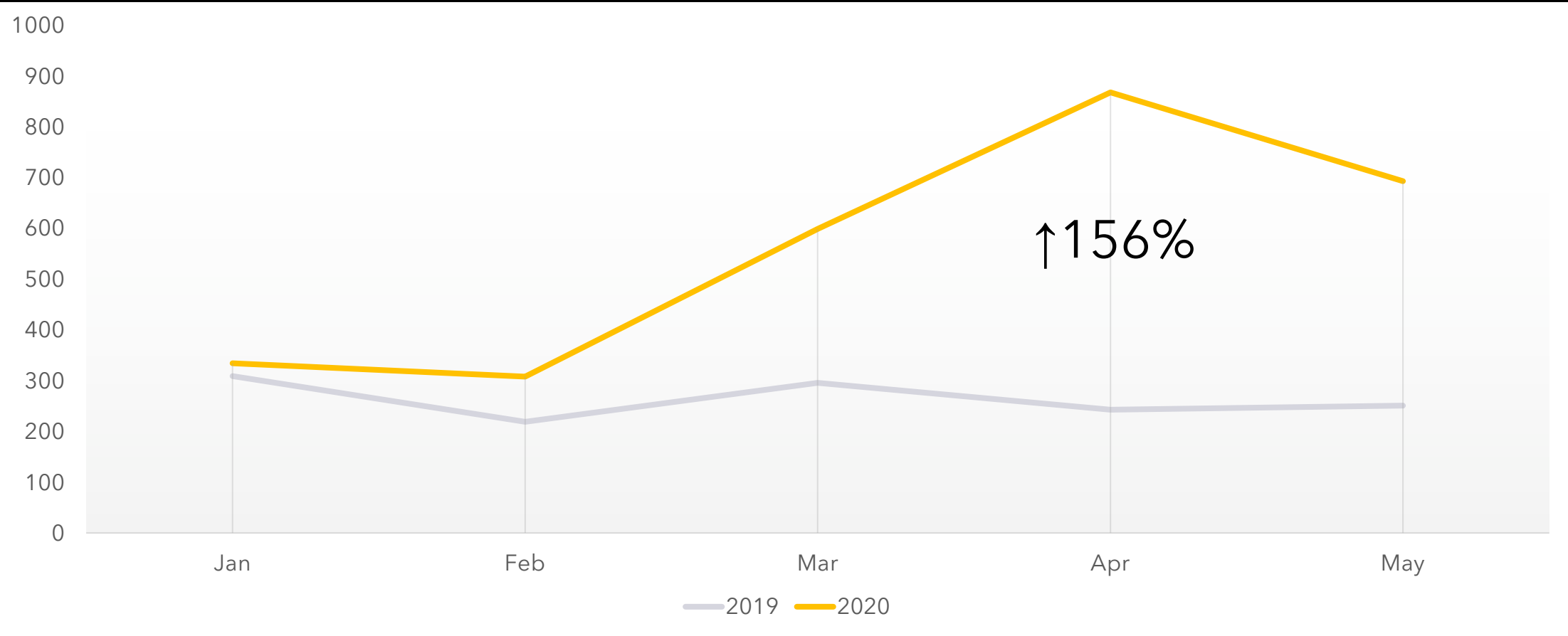


The Left Turn



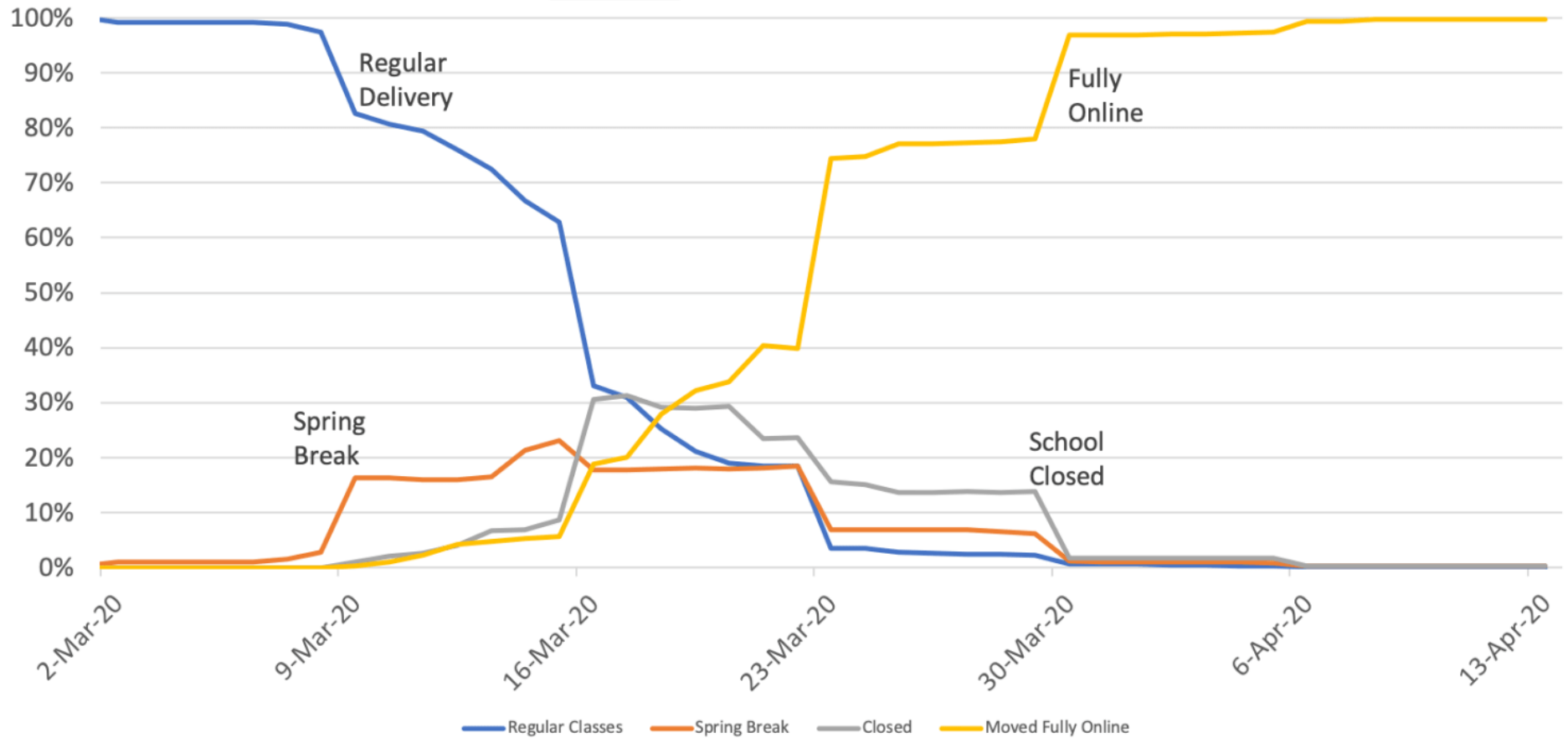
Merging into the Future

# PMI Online Help Desk Tickets





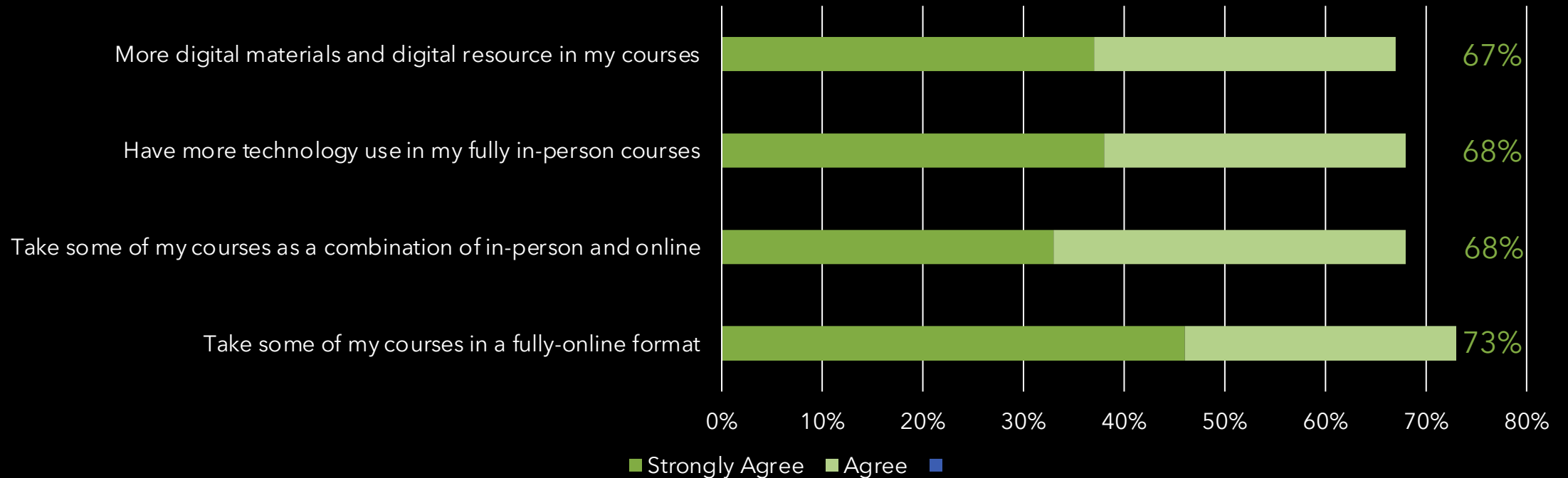
# Percentage of US Higher Ed Institutions Moving to Fully Online Delivery of Traditional Face-to-Face Courses During COVID-19 Crisis (not including institutions already fully online)



# Preferences for my post-pandemic academic experiences

The Digital Learning Pulse Survey

## Students



<https://forms.gle/C9ZHazjXxUqsVc6v7>

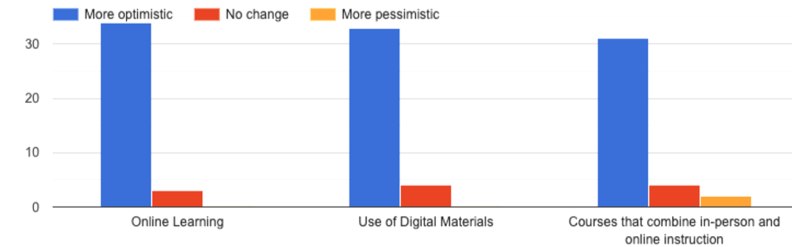
# SURVEY

How has your attitude changed since prior to the pandemic?



## Poll of Participants

How has your attitude changed since prior to the pandemic?

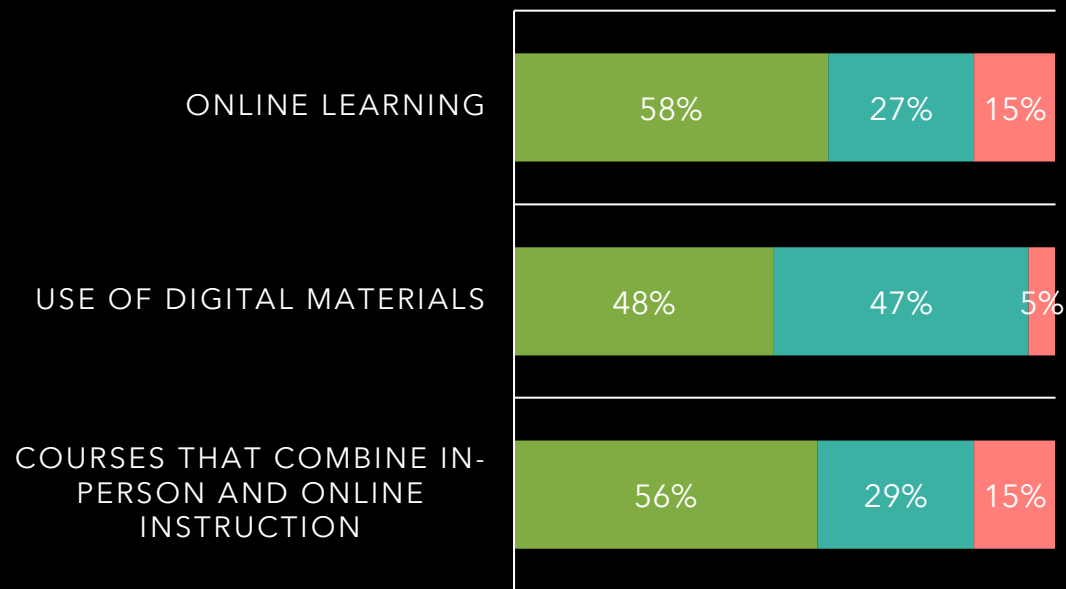


# Changes in attitude since prior to the pandemic

## The Digital Learning Pulse Survey

### FACULTY

■ More optimistic ■ No change ■ More pessimistic

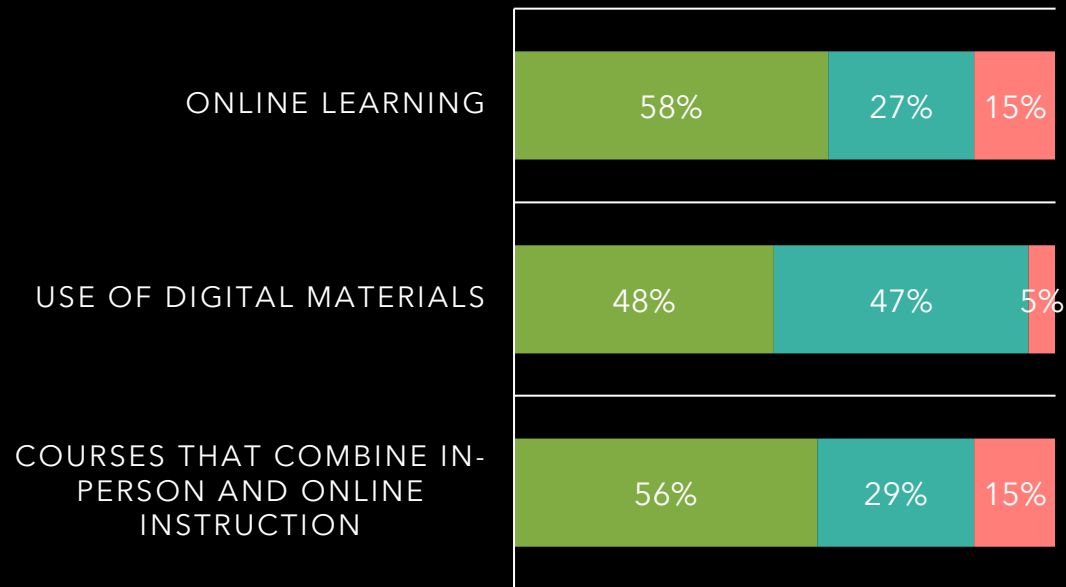


# Changes in attitude since prior to the pandemic

## The Digital Learning Pulse Survey

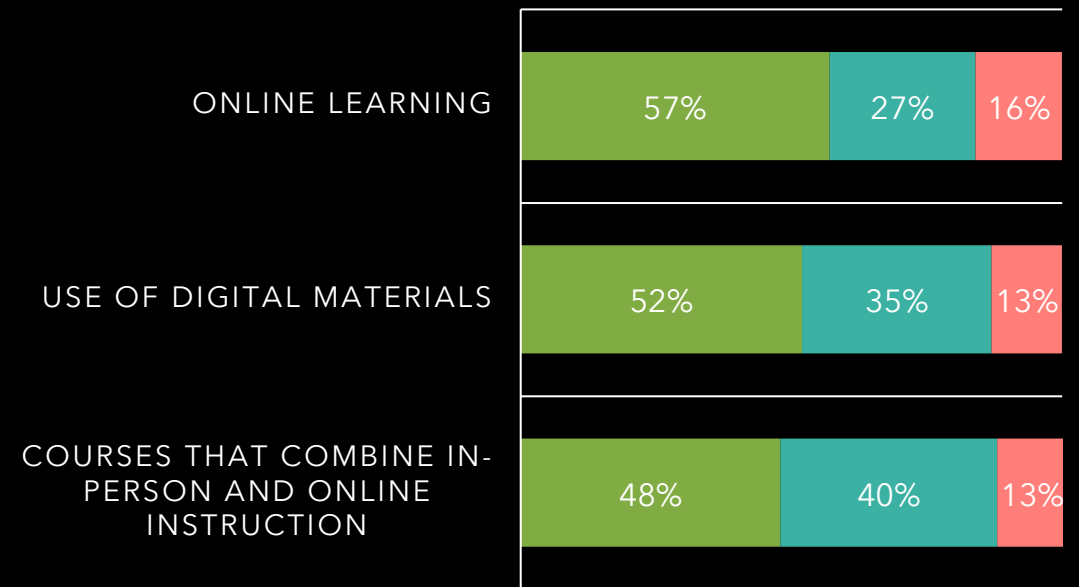
### FACULTY

More optimistic No change More pessimistic



### STUDENTS

More optimistic No change More pessimistic



# Highlights of Left Turn



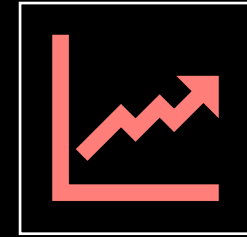
## Hybrid

Ground / Online Collaboration  
More Choices for Students



## Faculty Support

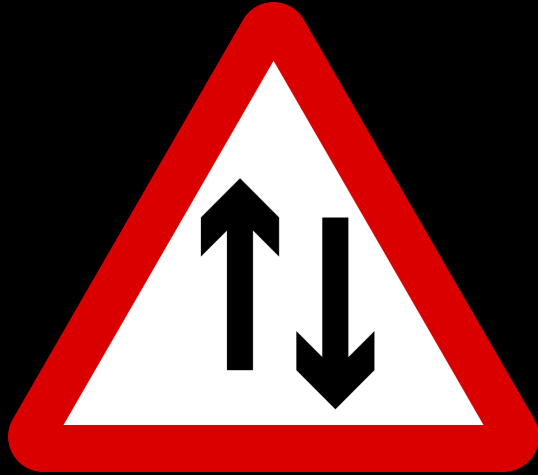
24/7 Trained Help Desk  
Instructional Support  
Coordinators



## B2B

Custom Education  
Flexibility  
Quality Branding  
Expanded Audience  
Growth

# Online Planning



Pre-Pandemic



Technology Infrastructure Improvements for Scale



Updating Learning Design Models for Quality



Expanding Team Skills & Knowledge for Online Operations



Providing Students more Academic Support



The Left Turn



Acceleration towards innovative growth models



Better together - Ground / Online collaboration



Expanded brand recognition of quality



Merging into the Future



# Building the Road to the Future

Technology  
Personnel  
Methodology  
Data  
Agile  
Online Faculty Dev\*  
Student Support

Infrastructure

Program Roadmap  
B2B  
Continuing Ed  
Etc.

Growth Models

AI\*  
Hybrids\*  
Learning Analytics\*  
Microcredentialing\*  
Quality Online\*  
Social\*  
Sustainable Dev\*  
Workforce Skills\*

Trends

High-touch at scale  
Family values  
Ground/Online  
Collab

PMI Specific



# From a BSRT grad on 8/20/21



*I never thought I would be successful like this. It still hasn't really sunk in how well I am doing. It has been a long journey to get here, but I am so incredibly grateful for the path I've taken. And I am more proud of myself than I ever thought possible.*

