



Checklist for Meeting Online Quality Essentials Standard 2

Learner Support

- ✓ 2.1 Course provides clear information about course and institutional policies for learner compliance.
- ✓ 2.2 Course provides an accessibility statement and steps to request accommodations.
- ✓ 2.3 Course provides technical support resources and help for common technical issues.
- ✓ 2.4 Course includes information about relevant learner support and other services.
[NIU [success tips and tools](#)]; [Huskie Academic Success Center](#); NIU [student life](#)].
- ✓ 2.5 Learner data is protected in accordance with applicable privacy laws and institutional policies.

Designing Courses that Support Learners

- ☐ Provide clear information about course-specific institutional policies to which learners are expected to adhere (2.1)
- ☐ Include an accessibility statement along with instructions on how students may request accommodations. There is a link to the [Disability Resource Center](#) and the NIU [Americans with Disabilities and Non-Discrimination Statement](#) is included in the syllabus (2.2)
- ☐ Provide links and contact information for technical support as well as help guides for common technical issues (2.3)
- ☐ Include links to relevant learner support services (e.g., library, tutoring, advising, writing center, counseling) (2.4)
- ☐ Include links to relevant student services and resources (e.g. [student life](#), [student affairs](#), [career services](#)) (2.4)

Tips (Recommended strategies to consider)

Provide other resources and supports that are appropriate for the discipline/course, such as specific college/program student services department or external links