The Online Learning Partners program is intended to support you with the online learning environment. OLPs are your peers – they are student employees that come from every part of the school.   There is a full spectrum of OLPs comprising of different majors, areas of expertise, and interests.

They are ready to help– even if you're just not sure where to go to get your questions answered. They are the helpers just down the virtual hallway, and they would love to hear from you.

What the OLPs can help you with:

- **General Questions** If you have an issue, problem or comment about anything related to online learning, or how the pandemic is affecting MIAD, you can always start with an OLP. They will get you in touch with the right resource if they can't help you directly
- **Navigating** online communication/learning tools (Issues with Google Chat, Meet)
- **Initial Troubleshooting** computer/tech issues. Particularly with webcams and microphones.
- **Brainstorming** content delivery techniques for online learning.
- **Listening** to issues + concerns of students + faculty. When the OLP can't come to a solution themselves, they will provide **assistance** by reaching the right person/department to expedite problem solving.
- **Moderate** meetings + sitting in on class discussions to help with technical issues that may arise

How to get in touch with an OLP

Contact on-duty Online Learning Partners via email at olp_group@miad.edu.

Or… Send a message to the Online Learning Chat in Google Chat. The Online Learning Chat is for shorter/quicker questions. If you don't get a response in chat after a few minutes, - please email olp_group@miad.edu

Or… If you have an issue that you'd rather not present to a student worker or have questions about how the program works, just send an email to the Online Learning Partner Coordinator Kayle Karbowski (kaylekarbowski@miad.edu). She is more than happy to help you directly.

Thanks!

Kayle Karbowski
she/her/hers
Digital Fabrication Tech/FYE Faculty
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