

Table 1

Administrative Support Matrix

Foundation Stage	Development Stage	Maintenance Stage
1. Administration's ability to listen and respond to faculty needs	1. Online program policies	1. Continuously evaluate new online technology
2. A supporting and responsive information technology (IT) team	2. Staff development program	2. Update technology only when new technology adds value
3. Effective and well-supported campus network	3. Faculty incentives	3. Periodically assess and update quality of course content
4. Effective server support	4. Teamwork approach	4. Set limits on intrusion of technology on online faculty personal time
5. Online student registration, billing, and payment system	5. Faculty development program	5. Survey faculty semiannually
6. Online bookstore services	6. Faculty mentoring program	6. Survey students at end of every semester
7. Online library services	7. Course management system	7. Make changes to programs based on faculty and student input
	8. Lecture capture or course online delivery system	
	9. Online test security	

Source: Meyer, J. D., and A. C. Barefield. *Developing and Sustaining Online Education: An Administrator's Guide to Developing an Online Teaching Program*. Cologne: LAP Academic Publishing, 2009.