

A Concierge Approach to Faculty Consultation and Online Course Design

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Session Abstract: Individualized approaches to online course design benefit faculty and programs in numerous ways. Introducing a “concierge” approach, this paper describes working principles and steps used to support course development. The general approach addresses inherent problems with instructional design processes, which often operate based on deficit and discrepancy models rather than a strengths approach. The concierge approach re-centers the course development process around faculty strengths and knowledge as complemented by the skills and knowledge of a partner instructional designer. To guide this interaction, the paper offers “10 Concierge Keys of Supporting Individualized Online Course Development”.

Outcomes: Participants will:

- Consider the role of the concierge, its origin, and its intersection with support for faculty and course design.
- Review keys and processes that inform individualized, one-on-one consultation review and improvement model to fit institutional needs.

Handouts (this Google Doc): <https://tinyurl.com/Concierge-ICED18>

[10 Keys for Working With Faculty](#)

[Concierge Model](#)

[Presentation Prezi](#)



Full paper will be available in the Conference Proceedings

Keys to Working with Faculty

10 Keys to Working With Faculty

1. *The Course is Being Developed, Not the Faculty.*
2. *Meet Faculty Where They Are.*
3. *The Faculty and Course are Unique.*
4. *Keep it Simple.*
5. *It Takes Time.*
6. *It Will Change Them, and You.*
7. *Rubrics are our Friends.*
8. *What to Keep, and What to Let Go.*
9. *It is "Their Course", Not Yours.*
10. *There is Always More to Do.*

Concierge Course Consultation Model & Protocol

Consultation Step 1: Course Appraisal

Part 1 - Preliminary Appraisal & Preparation

Part 2 - The Initial Interview

Consultation Step 2: The Initial Work Plan

Consultation Step 3:

Checkpoint 1 - Progress Reviews & Consultations

Consultation Step 4:

Checkpoint 2 - Final Review(s); Checkpoint 3 - Peer Review, Internal & External

Share any additions, improvements to the Keys or Model or questions with either facilitator-author:

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