

Supporting Educators and Students Throughout the Online Educational Process

Educational Partner Services

Pearson LearningStudio is a comprehensive, flexible and fully supported environment for personalized online learning in higher education. Pearson LearningStudio ensures that faculty and administrators have the integrated platform, tools, content and support they need to create, manage and measure successful online learning experiences.

Pearson offers dedicated support options so that our Education Partners can focus on their students and online education programs instead of system management and repetitive upgrades.

We provide our Education Partners with multiple support teams for instructors, administrators and students to resolve user issues and ensure the long-term success of their online education programs.

24/7/365 User Help Desk for Issue Resolution

Pearson's Help Desk provides in-house technical support for students, instructors and administrators for fully online and hybrid courses. The Help Desk is available 24/7 and 365 days a year via phone, e-mail and online chat.

The Help Desk surpasses, by a wide margin, not only industry support standards, but also broader technical support industry standards.

Help Desk

- Provides single-point technical issue resolution to students and instructors
- Ensures industry-leading problem resolutions between industry-leading turnaround time for faculty and students
- Represents the user's needs to Pearson

Pearson offers

- 24/7/365 user support services
- Daily, operational support teams
- Long-term program growth consulting
- Academic training and consulting



Client Services: *Supporting Your Operational Needs*

Education Partners are assigned a Client Services Consultant who becomes a single point of contact for their initial program implementation needs as well as for their ongoing, day-to-day management and operational responsibilities.

The Client Services Consultant is the Education Partner's advocate for all of their operational needs, helping to coordinate all of the internal drivers and mechanisms that need to be in place for a successful online program.

The Client Services Consultant

- *Facilitates day-to-day operational aspects of delivering online or blended learning programs*
- *Acts as an extension of an institution's online teaching and learning team*
- *Serves as an institution's personal advocate, advisor and administrator at Pearson to ensure successful program implementation and execution*

Account Management: *Strategic Guidance for Online Educational Programs*

Pearson's Account Management team provides a dedicated consultant to each of our Education Partners. This experienced professional works with you to ensure the successful growth of your institution's online educational programs.

Account Management helps you focus on what matters most – growing online enrollments, maintaining high completion and retention rates, and providing quality educational experiences to students.

Account Managers

- *Help institutions achieve their financial and organizational goals*
- *Identify opportunities for online and blended learning program growth*
- *Offer strategic guidance to improve educational program quality and efficiencies*

Academic Services: *Training and Consulting for Creating Highly Effective Course Offerings*

To help our Education Partners transition from on-campus to blended to fully online instruction, Pearson offers Academic Training and Consulting services. Our in-house team is comprised of trainers and consultants who are also experienced faculty.

This team has thousands of hours of teaching and consulting experience and provides certified online instruction training, consultation support and course design strategies for today's instructors and students. These instructional professionals collaborate with faculty members and Pearson's Course Services team to help instructors create the most effective course offerings possible.

Academic Training & Consulting

- *Provides a single point of academic and faculty training contact*
- *Delivers faculty support, training and certification in a variety of formats*
- *Helps instructors plan, build and maintain rich, interactive courses*

Pearson's Education Partner Services provides peace of mind and enables you to provide successful online and blended academic programs, focus on education, and provide 24/7/365 problem resolution for your students and faculty.

To learn more, visit www.pearsonlearningstudio.com



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