UM System-Wide eLearning Initiative: Future Desired State
This is a high-level summary overview of the UM System’s submission to the Missouri Department of
Higher Education’s MoExcels RFP. Link: https://dhe.mo.gov/initiatives/moexcels.php
The University of Missouri System (UM) proposes a model to bring postsecondary education into the 21st
century to benefit Missouri citizens and Missouri businesses. Because its four universities are distributed
across the state and is recognized for excellence, UM is uniquely positioned to expand employer-driven
education and strengthen workforce preparation in Missouri.

representatives visited key institutions and conducted substantial research in an effort to understand best
practices in providing online education. Additionally, UM has contracted EY-Parthenon to assist in
developing online programs and student support services that are meaningful and cost-effective. Key
elements of the Center of Excellence include:
Learner Success Coaches: Online learning, while more flexible, can present time management challenges
inhibiting degree completion. UM will create and expand the availability of success coaches assigned to
online learners at enrollment and providing comprehensive student support. Beyond providing bedrock
administrative support, success coaches will proactively assist learners with goal-setting, learning
strategies, and time management.
Data & Analytics: UM will develop a comprehensive set of proactive advising based on early-warning alerts
correlated with student success. Coaches will receive alerts and contact the learner with just-in-time
support, and can monitor academic performance and develop personal relationships with online learners
through a heightened understanding of their individual circumstances.
Artificial Intelligence (AI): UM will leverage emerging AI capabilities to enhance the learner and faculty
experience, with the goal of enhancing faculty and student interaction rather than replacing it. We will
streamline the process of sorting and evaluating learner assignments tha