



Digital Learning & Innovation

BOSTON UNIVERSITY ON edX (BUx) FREQUENTLY ASKED QUESTIONS

What is edX?

edX is an online education platform founded in 2012 by Harvard and MIT and joined by university and industry partners around the world.

More information about edX is available at <https://www.edx.org/about-us> and on the edX blog <https://blog.edx.org/>.

What is Boston University's relationship with edX?

BU joined edX in 2013 as a charter member and has since launched 23 Massive Open Online Courses (MOOCs), including two MicroMasters programs. The relationship is managed by the Office of the Associate Provost for Digital Learning & Innovation (DL&I). Within DL&I, the Digital Education Incubator is currently accepting proposals for new offerings from BU faculty and staff on the edX platform, as outlined in the Call for Proposals. The development and operational aspects are typically shared by Instructional Production Services, Educational Technology (EdTech), and the Incubator.

More information:

- BU Joins edX: <http://www.bu.edu/today/2013/bu-joins-leading-online-course-platform-edx/>
- Five Years of MOOCs at BU: <https://digital.bu.edu/five-years-of-moocs/>
- Current BU Offerings on edX.org: <https://www.edx.org/school/bux>
- DEI Call for Proposals: <https://digital.bu.edu/incubator/work-with-us/cfp/>

I am a faculty/staff member at BU and have a question regarding edX. Whom should I contact?

Please reach out to **Incubator** at dei@bu.edu if you are interested in:

- learning more about BU offerings on edX.org
- creating a course or a Program on edX.org

- piloting innovative approaches to serve lifelong learners, involving alternative credentials, such as digital badges; new credit pathways such as MicroMasters; and shorter, more agile programs and credentials to meet the demands of the contemporary learners.

We recommend that you read our Call for Proposals in order to get a better sense of our process and of the types of ideas we are looking to seed fund:

<https://digital.bu.edu/incubator/work-with-us/cfp/>.

Please reach out to **EdTech** at askedtech@bu.edu if you have any questions about:

- edX platform training
- instructional production, including media
- course transformation consulting

Please include a short description of your use case by outlining your goals, needs, audience, and estimated timeline.

I am a learner interested/enrolled in a BU course offered on edX. Whom should I contact if I have a question?

If you are enrolled in a currently-running course on edX, please post your question in the course discussion forum and the course staff will address it.

For questions related to payments, please reach out to billing@edX.org.

For all other situations, please consult the edX Learner Help Center (<https://support.edx.org/hc/en-us>) or reach out to info@edX.org and the edX team will either address your question directly or forward it to a member of our team.

I am interested in Open edX. Whom should I contact if I have a question?

For questions related to Open edX, please contact MET IT at metit@bu.edu (<http://www.bu.edu/metit/forms/contact-metit/>).