Supporting Students in Online Courses

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Tips for Participating in Adobe Connect

Technical Tips

Audio:
• Your computer speakers (or headphones) provide the audio. Closing other programs can improve your audio. We recommend using an updated version of Flash.

Full Screen Option:
• During the presentation, the “Full Screen” button at the upper right will allow you to switch back and forth between full screen and normal view.

Troubleshooting:
• Closing browser and rejoining event often corrects technical issues.

Participation Tips

Use the Chat window to:
• Introduce yourself;
• Share questions or comments; or
• Communicate a technical issue.

Activities:
• We will use polls and additional chats throughout the event for interaction.
• Participation is required when Continuing Education credits are available.
Presenter(s) Name and Photo
Supporting Students in the Online Classroom

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Learning Outcomes

By the end of this workshop you will be able to:

• Describe the scope of services commonly needed by online learners
  – The institutional view (outside the online classroom)
  – The faculty view (inside the online classroom)

• Use an inventory to identify student support needs

• Develop strategies for responding to support needs of online students
Basic Assumptions

- Online students need support services equivalent to those provided on-ground students.
- Online students need services 24/7/365.
- Online just-in-time self-service is sometimes an appropriate mode of delivery.
- Remotely located students need to be able to complete transactions and participate in support services entirely online.
Online Student Retention – The Basics

- Students need to know what to expect from their online learning experience
- Online students need to know the institution/faculty care about their success
- Online students need to feel a connection with the institution
- Early interventions are the most effective
Scope of Services for Online Learners: The Macro View
Brainstorm: Services for Online Students

Think about requests you’ve gotten from online students, or services you’ve seen on your campus or elsewhere.

• What types of services have online students requested?
• What types of services does your campus provide for online students?
• Where are the gaps?
The Administrative Core/Suite

- Admissions
- Registration
- Student Accounts
- Student Records
- Financial Aid
- Schedule of Classes
- Course/Program Catalog
Academic Services Suite

- Academic Advising & Counseling
- Technical Support
- Retention Services
- Bookstore
- Tutoring
- Library
- Assessment & Testing
- Developmental Education Services
- Disability Support Services
Personal Services Suite

- Orientation
- Personal Counseling
- Career Counseling
- Wellness Services
- Ethical & Legal Services
- Placement Services
- Financial Planning
Student Communities Suite

- Student Activities
- Student Population Segments
  - Adult Students
  - Students with Disabilities
  - Military Personnel
Communications Suite

- Student-to-Student
- Faculty-to-Student
- Institution-to-Student
- Faculty-to-Staff
Characteristics and Examples of Innovative Online Student Services
Brainstorm: Characteristics of Online Services

Consider the needs of students taking online classes.

• What are the most important characteristics of innovative online services?
• What will motivate students to use those services?
Characteristics of Innovative Online Student Services

- Students are able to interact with information
- Enable students to complete transactions without coming to campus
- Students can customize and personalize information to meet their needs
- Allow students to create “what if” scenarios based on goals/academic record
- Allow students to save work in online repositories like portals or eportfolios
Bringing Support Services *Inside* The Online Classroom: The Micro View
Brainstorm:
What Can Online Instructors Do?

• How can online instructors support online students?
• How can online instructors provide support and avoid adding to their workload?
What Can Online Instructors Do?

- Identify when students need help
- Make effective referrals
- Integrate services into the fabric of online course design and instruction
- Invite support professionals into online course
Identifying Student Needs

Brainstorm

Other than the obvious (either MIA or not submitting assignments), how do you know when students are at risk of getting behind/failing?

What can faculty do to identify concerns before they become a problem?
Academic Support - Examples

- Supplemental Instruction
- Tutoring
- Remediation
- Assignment Deadline Notifications
- Study Groups
- Writing Center
- Library/Research
- Disability Support Services
- Study Skills
Personal Support - Examples

• Time Management
• Stress Management
• Career and Personal Counseling
• Health and Wellness Information
• Financial Planning
Organizational Support - Examples

- Academic Advising & Educational Planning
- Student Activities
- Professional Clubs and Organizations
- Volunteer and Service Learning Opportunities
- Job Placement Services
Brainstorm: 
Other types of support?

After reviewing the examples of support, what other examples can you share in these areas?

• Academic
• Personal
• Organizational
• Other
Instructors Don’t Have To Do It All!!!

Services can be provided by:

• A third-party professional
• The students for themselves
• Peers helping each other
Self-Support Services Defined

Services that:

– are available 24/7/365
– from any computer with an Internet connection
– do not require assistance from a professional or a peer
Initial Thoughts - Self-Support

Think about your campus, examples from the literature, or conference presentations.

What can online instructors do to connect and make students accountable for completing relevant self-support services?
Peer Support Defined

Services that:

– are intentional and with purpose
– may require students to meet synchronously or asynchronously online or on-ground
– may serve to help students feel connected to the institution
Initial Thoughts - Peer Support

Think about your campus, examples from the literature, or conference presentations.

• What can online instructors do to integrate peer support in the instructional design of the course?
• What can online instructors do to facilitate peer support through online activities outside of the classroom?
Pulling It All Together
Academic Support

• Supplemental Instruction
• Tutoring
• Remediation
• Assignment Deadline Notifications
• Study Groups
• Writing Center
• Library/Research
• Disability Support Services
• Study Skills

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Personal Support

- Time Management
- Stress Management
- Career and Personal Counseling
- Health and Wellness Information
- Financial Planning
Organizational Support

- Academic Advising & Educational Planning
- Student Activities
- Professional Clubs and Organizations
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## Conceptualizing Student Support Inside the Online Classroom

<table>
<thead>
<tr>
<th>Support Type</th>
<th>Academic</th>
<th>Personal</th>
<th>Organizational</th>
</tr>
</thead>
<tbody>
<tr>
<td>Third Party Support</td>
<td>Create a resource with explanations about how to use, contact person, and links to support services</td>
<td>Provide links to resources such as online counseling &amp;/or health &amp; wellness information</td>
<td>Invite alumni, employees, and/or career services personal into course to help students connect course content to employment opportunities</td>
</tr>
<tr>
<td>Self-Support</td>
<td>Have students take online readiness survey</td>
<td>Link to time and stress management tutorials</td>
<td>Provide links to library tutorials</td>
</tr>
<tr>
<td>Peer-Support</td>
<td>Set up mandatory or voluntary study groups</td>
<td>Encourage students to participate in peer mentoring programs/social networking resources</td>
<td>Connect students to online student activities/fraternities &amp; sororities</td>
</tr>
</tbody>
</table>
Examples of Strategic Approaches to Supporting Online Students – Bringing Support into the Online Classroom or Program
Drexel University Masters of Science in Higher Education Online FYE Program

• Portal with announcements, learning resources, job postings, alumni interviews, student photos and bios, discussion board, and newsletter

• Synchronous online orientation where students meet faculty and support specialists to learn what services are available and begin establishing relationships

• Online synchronous events conducted throughout the year
Readiness Survey and Remediation Tutorials

- SmarterMeasure (formerly READI) required during first week of course
- Points awarded for completion of:
  - inventory/tests
  - tutorials for areas where score indicates online learning may be a challenge
  - a reflection paper
Support Personnel As Part of An Online Course

General Discussion Forums or Guest Speakers

• Tutors
• Writing Center Staff
• Academic Advisors
Peer Mentoring

• Trained experienced online learners connecting with novices
• Develop relationships/trust, let students know someone cares
• Provide academic, personal, and organizational support
• Make referrals to professional as needed
LMS site for all online learners with direct link on all course welcome pages

- All online learners loaded into site
- Facilitated by distance learning and student support professionals
- On demand multimedia tutorials that provide support during three key periods of enrollment
  - Prior to first online course
  - During initial three weeks of enrollment
  - Throughout enrollment at college/university
- Peer & professional support
Supporting Online Students Website

• Resources by Chapter
  http://anitacrawley.net/Resources/bookcompanion.html

• Resources by Topic
  http://anitacrawley.net/Resources/WebResources.html

Send additions to acrawley@comcast.net

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Questions?
Upcoming Events

• Tue Oct 23: **Work Smarter, Not Harder: Online Teaching Strategies that Help Manage Your Workload**
  Presented by: Simone Conceicao, University of Wisconsin-Milwaukee and Rosemary Lehman, eInterface

• Wed Oct 24: **Social Media for Educators**
  Presented by: Tanya Joosten, University of Wisconsin-Milwaukee

[www.WileyLearningInstitute.com](http://www.wileylearninginstitute.com)
Final Thoughts

• Evaluations

• Certificates of Participation