

GUIDANCE FOR PROGRAMS PIVOTING TO ONLINE INSTRUCTION



March 18, 2020

Achieving the Dream | GATEWAY to COLLEGE

Websites:

gatewaytocollege.org

<https://www.achievingthedream.org/resources/initiatives/gateway-to-college>

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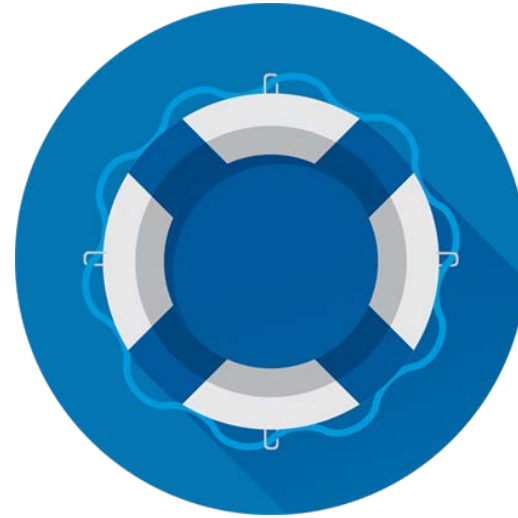
Agenda

- Student Support
- Online Instruction
- Staff Support



STUDENT SUPPORT

- Relationship Building
- Mental Health
- Basic Needs



EXISTING RESOURCES

- Check with the College, School District and Community for:
 - Emergency aid
 - Counseling services
 - Academic services
- Know what is available for yourself and students

RELATIONSHIPS

- Make regular contact with students
 - Text messaging
 - Chat rooms
 - Conference calls
 - Social media
- Goals
 - Maintaining your relationship
 - Helping with basic needs
 - Maintaining sense of belonging and college identity
 - Helping with academic needs



FROM THE FIELD: REMOTE STUDENT SUPPORTS

Ariel Wilburn, Assistant Director of
Admissions

Delaware Valley University,
Doylestown, Pennsylvania;

formerly with Roger Williams
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TOOLS

- Texting
- Remind.com
- LMS
- WhatsAPP
- Skype, Zoom, Webex



MENTAL HEALTH

- Find out if Campus Counseling Services are still open
- Know all of us have heightened anxiety right now
- Avoid words like apocalypse, doomsday, end-times
- Keep information science based
- Encourage breaks from news and social media
- Know your local crisis lines to refer students
- Nationally: www.crisistextline.org

BASIC NEEDS

- Check in with students about:
 - Food- is the campus food pantry still open? Are the K-12 schools providing meals for pick-up?
 - Housing- know local resources
 - Employment- students may be eligible for unemployment
 - Tools for online learning- how can we help faculty help students work these challenges
 - Internet access
 - Laptops/Phones
 - Quiet space to work
 - Hope Center Guide: <https://hope4college.com/supporting-students-during-covid19/>

ONLINE INSTRUCTION

- Focus on the key objectives of your class
 - You won't get through all the content
 - Have clear expectations
- Keep it simple
 - This is a temporary situation, class won't be perfect
 - Students need to stay engaged with school
 - Students need the content that will allow them to be successful for the next step when things return to "normal"

TECHNOLOGY OPTIONS

- **Your Learning Management System (LMS)**
- Zoom, WebEx, Google Hangouts
- Email



Webex Meetings



CREATE STRUCTURE...AND BE FLEXIBLE

- Clear expectations for due dates
- Clear expectations for showing up
- Clear expectations for how to communicate if students can't attend or get assignments in on time
- Check in on student progress often (and let them know you are doing that)
- Decide how quickly you will respond to emails/texts/etc
- Be present- give feedback often

ATTENDANCE

- Even if classes are asynchronous, pay attention to which students are “absent” so staff can reach out and check on them
 - Login times in LMS
 - Assignments turned in
 - Email or text communications

STUDENT SUPPORT IN CLASS

- Clear expectations
- Reach out to students who are “absent” or not logging on
- Have IT support resources for students
- Recognize some students have limited access
- Be kind, everyone has a lot of transition and uncertainty

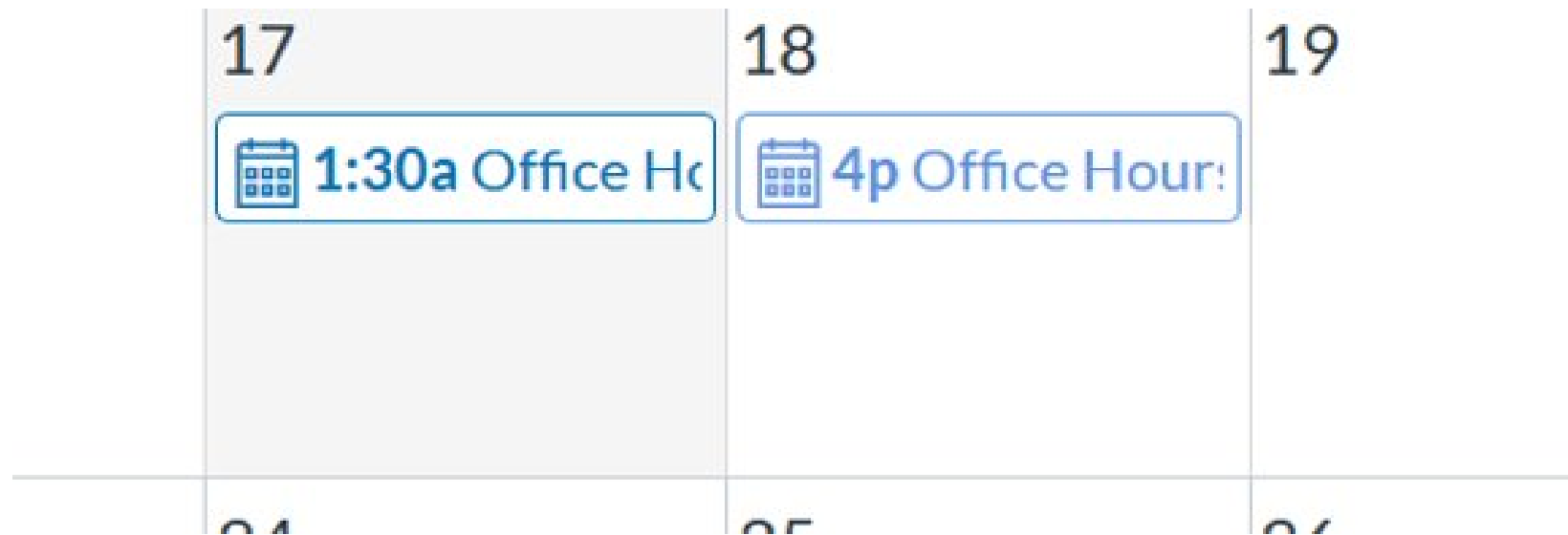
ONLINE OFFICE HOURS

- Require attendance to the first few sessions (award points)
- Offer at multiple times
- 90 minute sessions
- Have something to do if students are not present the whole time

DEMO SLIDES FOR OFFICE HOURS

The screenshot displays a Blackboard LMS interface. On the left is a dark sidebar with icons and labels for Account, Dashboard, Courses (highlighted), Calendar, Inbox, Studio, and Commons. The main content area has a breadcrumb trail: Devora sandbox > Announcements > Office Hours. Below the breadcrumb is a list of navigation links: Home, Announcements (selected), Assignments, Discussions, Grades, People, Pages, Files, Syllabus, Outcomes, Quizzes, Modules, and Conferences. The central announcement card, titled 'Office Hours' by Devora Shamah for All Sections, is dated Mar 17 at 6:34pm. It contains the following text: 'I will be holding office hours this week: Tuesday from Noon- 1:30 pm, Wednesday from 5pm- 6:30 pm. Office hours are drop-in. You can join at any time, and you don't have to stay long. Come let me know how class is going or ask questions. Office hours are public, so if you have a personal issue to discuss text or email instead. I look forward to "seeing" you in office hours. To connect to office hours click here: ZOOM Link. <https://zoom.us/j/2446990645>'.

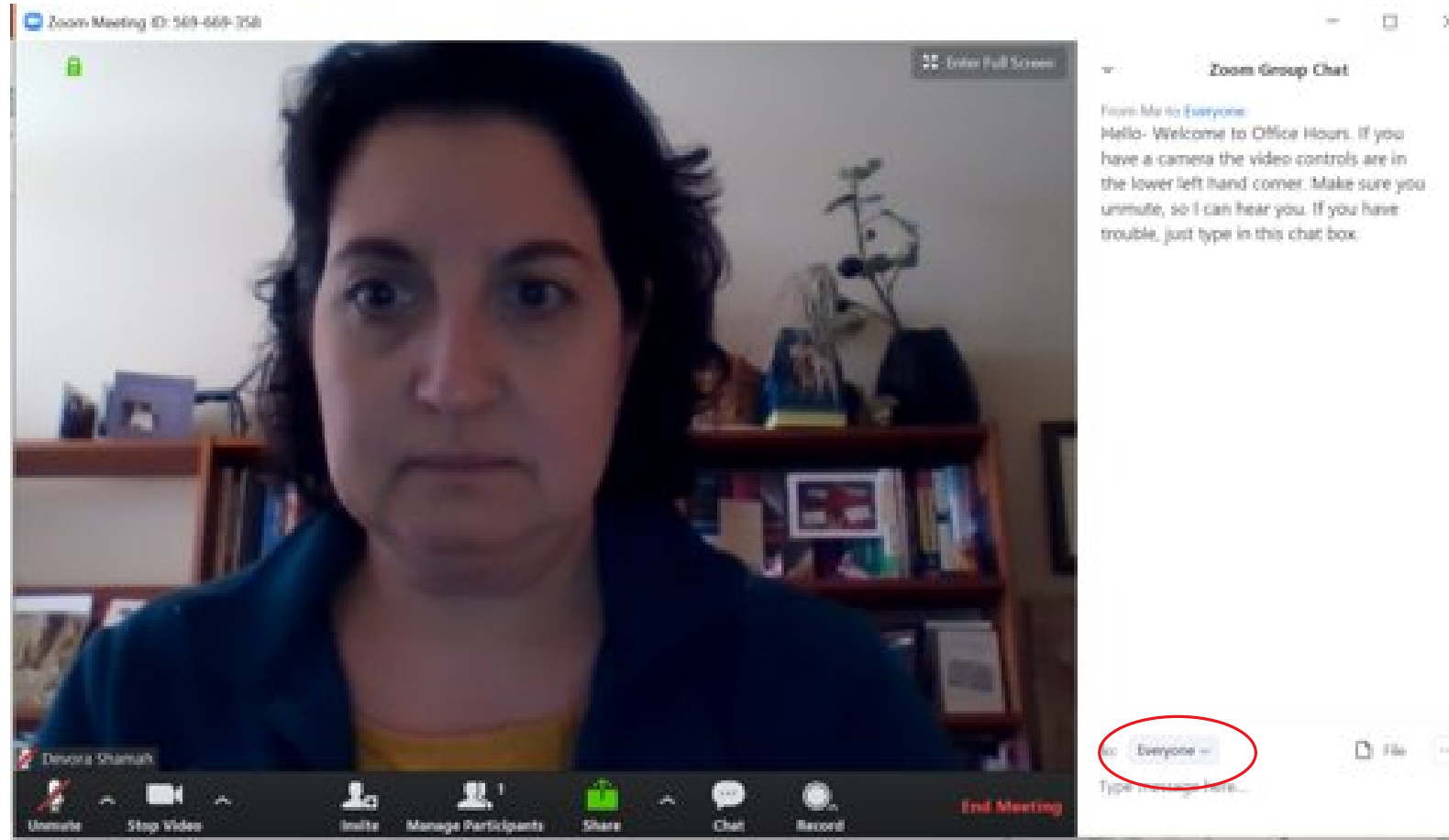
USE THE CALENDAR



DOING OFFICE HOURS

Keep your video on, even if students opt to just chat

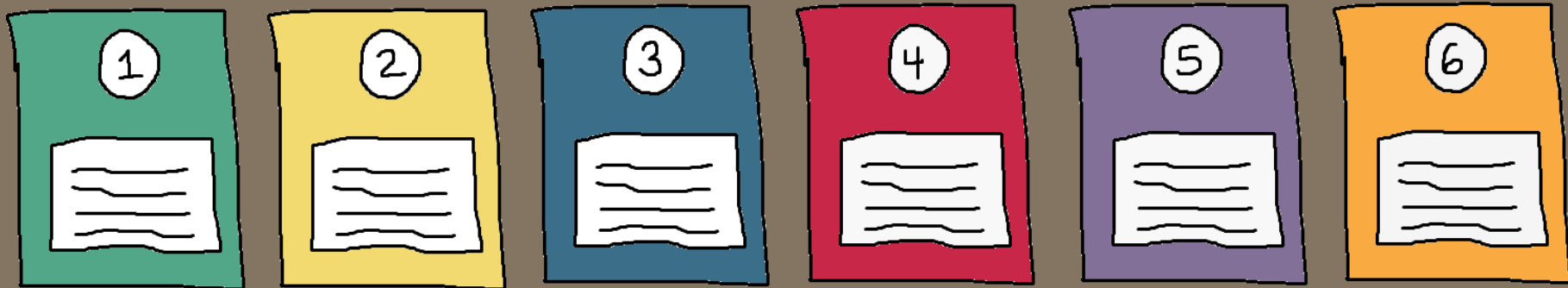
If you work while you are waiting for students to join, make sure your sound is on, so you notice when they enter



Write a welcome note

USE YOUR STUDENTS STRENGTHS

- Allow students to lead discussions
- Set up activities
- Help design objectives



Gonzalez 2013

DUPLICATE YOUR CLASSES

- Do not try and reinvent your course
- Look for existing resources (Ted Talks, existing lectures, videos)
- Record lectures
- Consider how your regular activities can happen online
- If you are already using online curriculum (like Plato) figure out how to keep students accountable and provide help (office hours or group tutoring sessions online)

GROUP ASSIGNMENTS

- Provides more connection
- Structure the project
- Have an individual and a group component
- Allow students to work asynchronously
- Examples
 - Create and record a PowerPoint on a topic
 - Build a marketing plan for a product
 - Look up and build a resource list on a topic



STAFF SUPPORT

- Communication (what platform)
- Ensure staff get all the college and district updates
- Regular Check in meetings (at least once a week)
- Working from home tips
- Kindness as everyone adjusts

RESOURCES

- Stanford's Key Teaching Tasks to accomplish in immediately going online: <https://teachanywhere.stanford.edu/best-practices>
- [EdSurge K-12 resource page](#)
- People to follow on Twitter:
 - @DrCorinneHyde (12 tips thread)
 - @Jessifer (Sample course, ideas about info to communicate, ungrading)
 - @hope4college (Supporting students with basic needs)

QUESTIONS?

