Welcome to

Teaching + Learning Tuesdays

January 20, 2015 I 2:30PM

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Teaching + Learning Tuesday

SCTCS plugged IN
REBOOT. REDEFINE. RECONNECT.

Constructing and Applying a Theoretical Framework for Online Learning in Learning Centers

Presenters:

Eric Moschella, Ph.D., Director of the Student Success Center – USC-Columbia

Mike Lampe, Coordinator of Online Learning **–** USC-Columbia

Online Academic Support Hierarchy of Needs

Eric Moschella & Mike Lampe

Online Learning @ USC

- Online Tutoring
- Cross College Advising Chat
- Show Me How To Videos

- Online Modules on Student Concepts
  - i.e. Financial Literacy

Maslow
Self-Actual
Esteem/Confidence
Love/Belonging
Safety
Physiological

Online
Learning
Create/Troubleshoot
Assess/Confidence
Advocate/Partnership
Process Reliability
The Framework

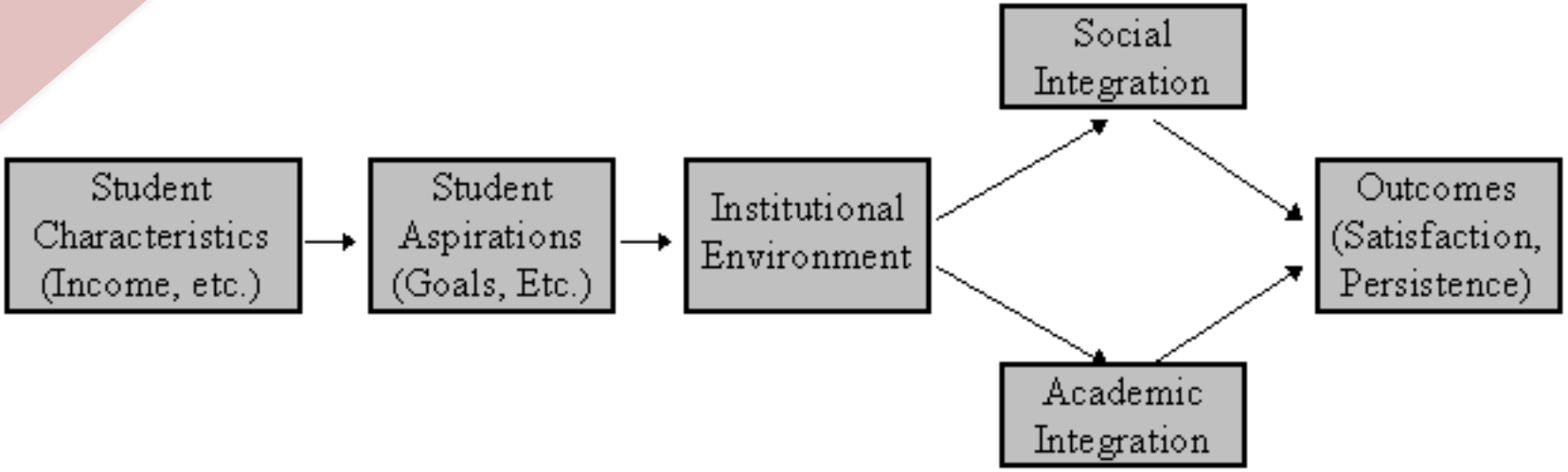
The Framework

- How has theory shaped your work?
- Identify theories that relate to student affairs/academic support.
- Identify theories that relate to online learning/service delivery.

The Framework

Where is your knowledge Base in Theory?

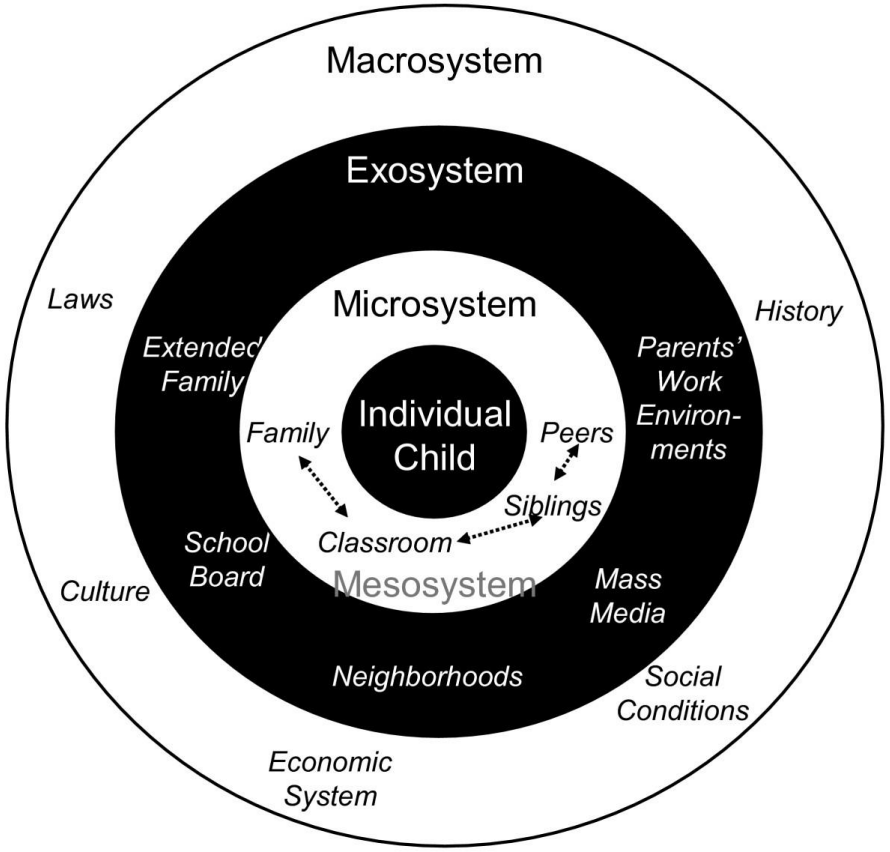
The Framework



- Tinto's Integration Theory (1975,1993)
  - How could you justify online academic support through this theory?

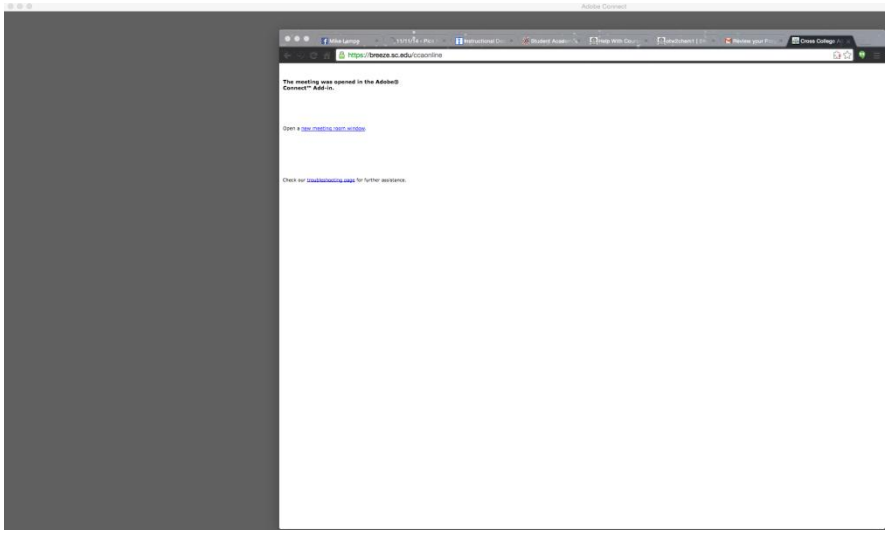
- Baxtor-Magolda's Self-Authorship Theory (2001)

The Framework



- Bronfenbrenner's Ecological Theory (1979)

1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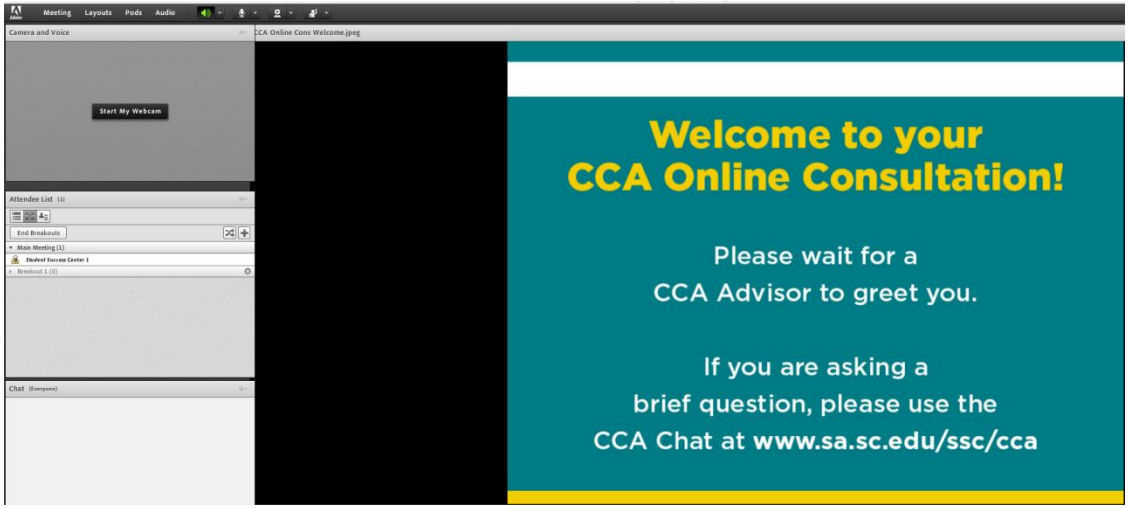
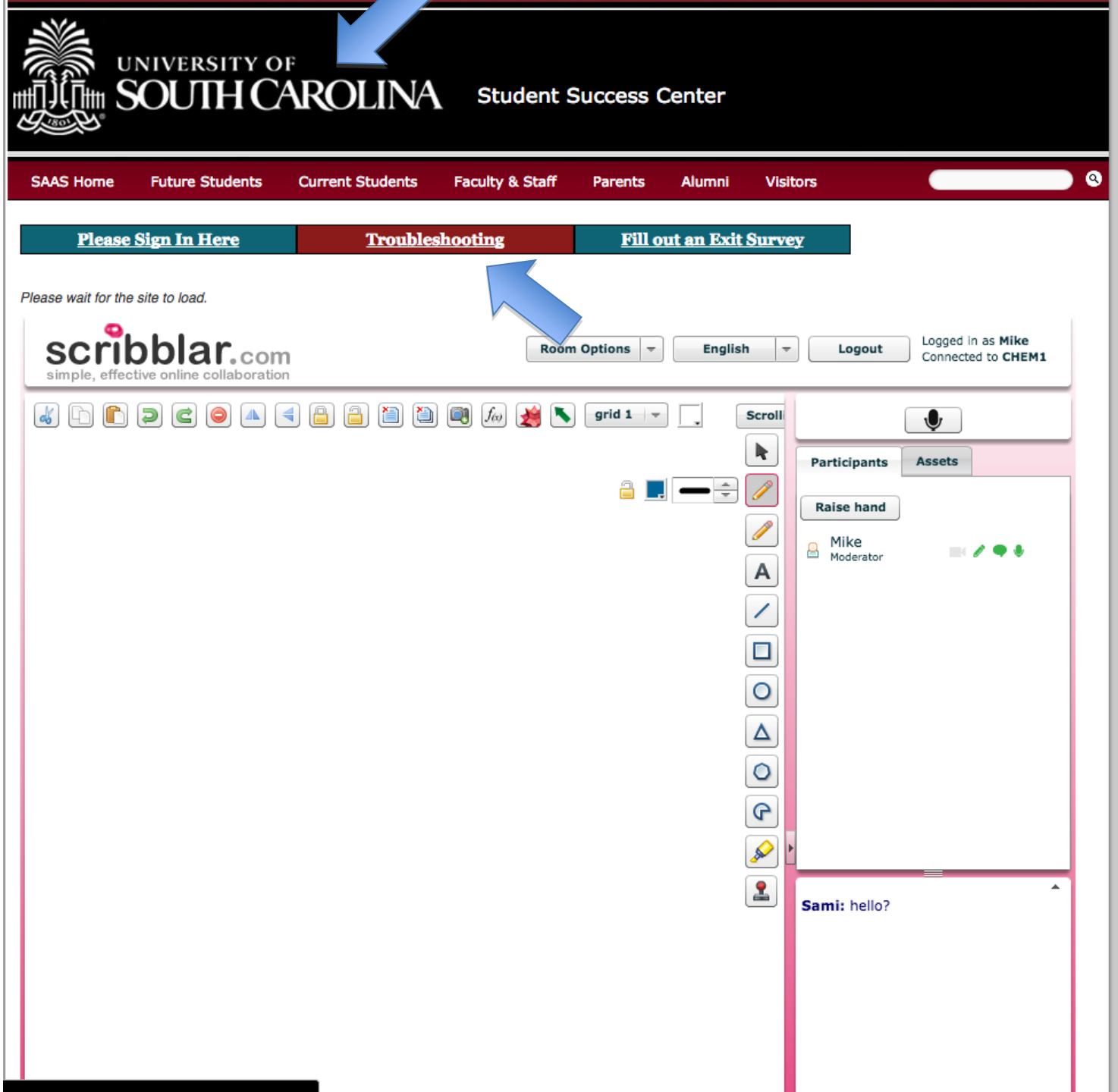

Meeting
Layouts
Pods
Audio
Camera and Voice
Start My Webcam
Attendee List
End Breakouts
Chat
Welcome to your
CCA Online Consultation!
Please wait for a
CCA Advisor to greet you.
If you are asking a
brief question, please use the
CCA Chat at www.sa.sc.edu/ssc/cca

2


UNIVERSITY OF SOUTH CAROLINA
Student Success Center
SAAS Home
Future Students
Current Students
Faculty & Staff
Parents
Alumni
Visitors
Please Sign In Here
Troubleshooting
Fill out an Exit Survey
Please wait for the site to load.
scribblar.com
simple, effective online collaboration
Room Options
English
Logout
Logged in as Mike
Connected to CHEM1
grid 1
Scroll
Participants
Assets
Raise hand
Mike
Moderator
Sami: hello?

- Student Success Center
- ACE Coaching
- Peer Tutoring
- Transfer Support
- Veteran Support
- Academic Recovery
- Cross College Advising
- Supplemental Instruction
- Financial Literacy
- Success Connect (Refer)
- Withdrawal
- Call Center
- Out-To-Lunch
- SSC Peer Leadership
- Presentations
- Virtual SSC
- Resources

Sign In – Online Tutoring MATH 111-115

Thanks for signing in!

Hours for Online Tutoring:

Please note Online Tutors will only be staffed in the virtual classroom during the following times:

Mon-Thurs 7pm-11pm

If you enter the room during any hours not listed above, there will not be a tutor present to assist you.

Name

First Last

USC Email:

VIP ID:

IMPORTANT NOTE:

After you press SUBMIT, you will be taken to the Virtual Tutoring Room for MATH 111-115. Before you start your online tutoring session, the service will ask you to fill in the blank for your name.

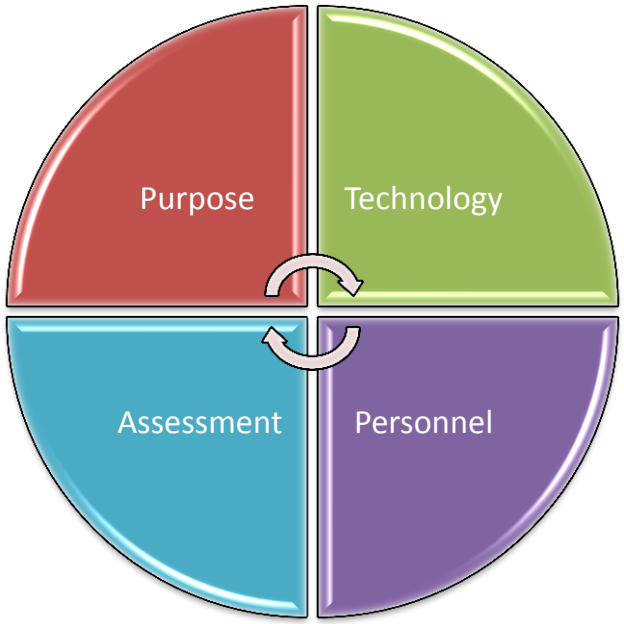
Submit

The Framework

- Dick & Carey's ADDIE Model (1996)
  - Analyze, Design, Development, Implementation, Evaluation
- Conrad & Donaldson's Online Engagement Model (2004)
  - Make Students feel welcomed!
  - Lower the challenge to access services

Process Reliability

- Technology Implementation Model (2014)
  - How do you create a plan for implementation?



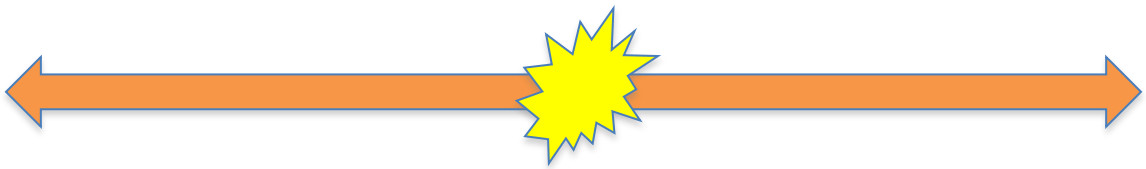
Process Reliability

- Technology Implementation Model (2014)
  - Let's Focus on Program and Personnel

- What Technology to Use!
  - What is the software, program, process?
  - *Tip* The most recognizable brand may not be the best brand for you
  - Staff thoughts (particular student staff thoughts)

Process Reliability

- What to look @ in technology:



Access Features

  - What will be your sweet spot for the technology?

Process Reliability

Adobe Connect

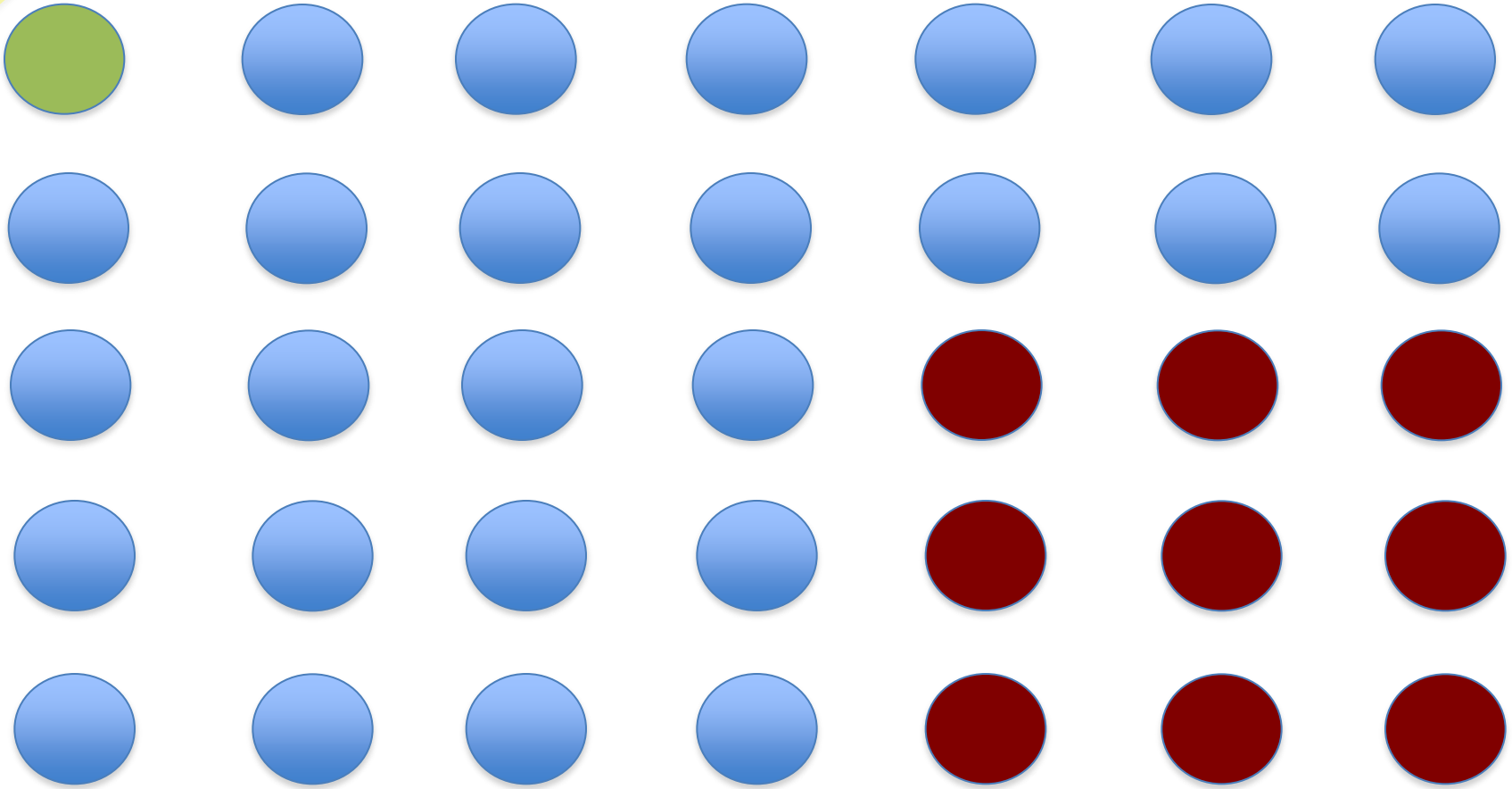
scribblar

Advocate/Partnership

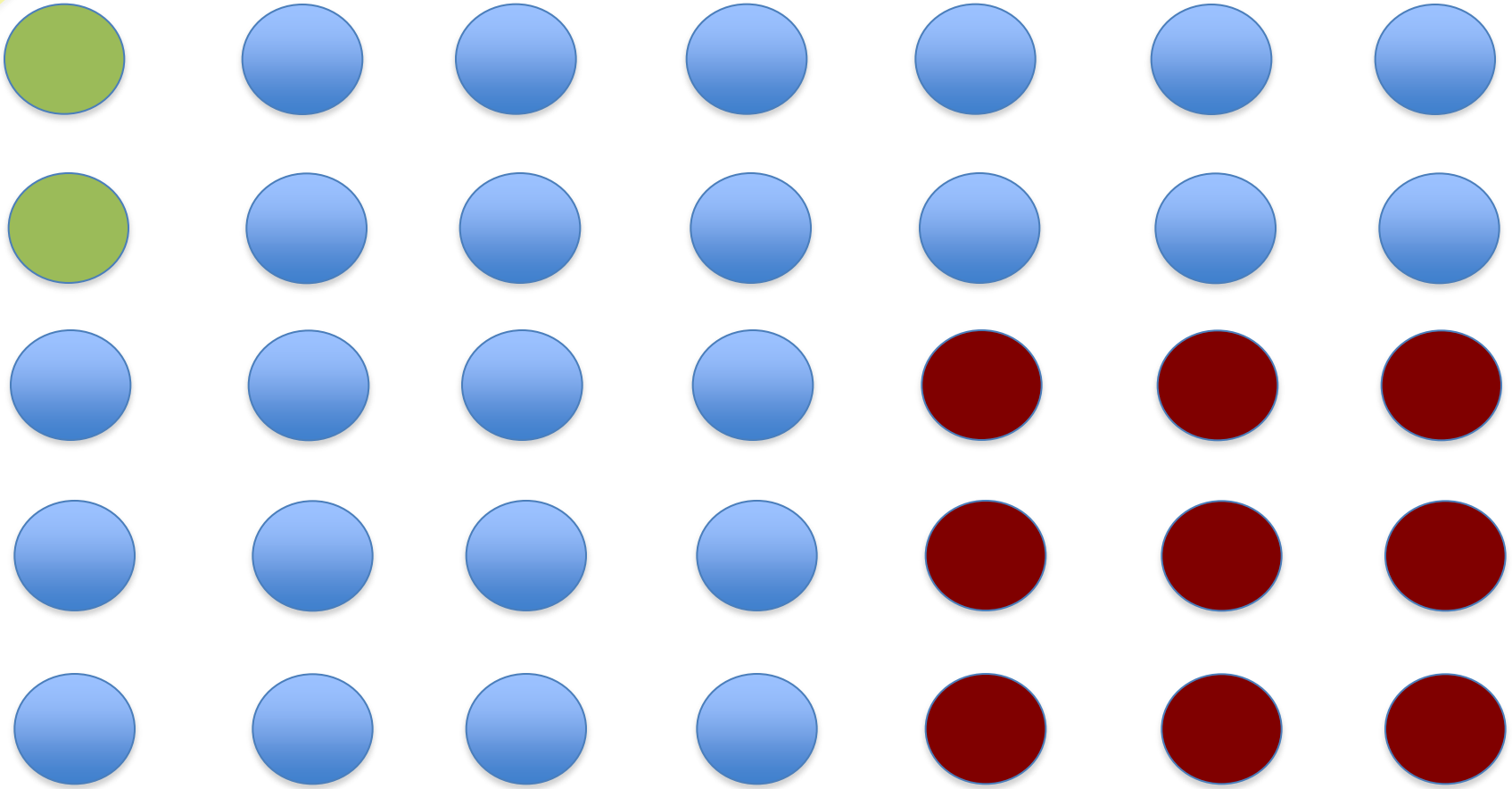
- Personnel

—WHO?

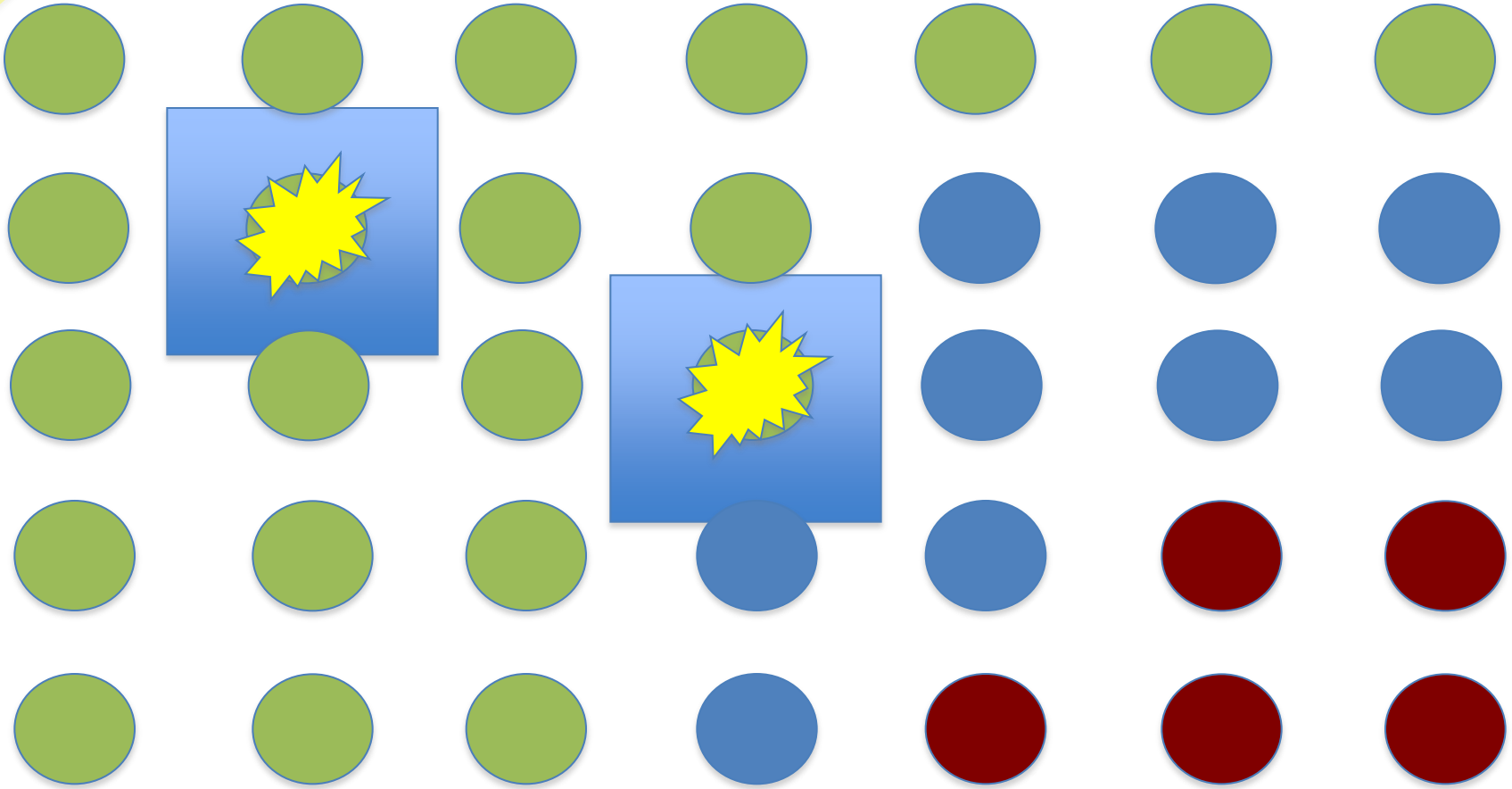
Advocate/Partnership



Advocate/Partnership



Advocate/Partnership



Assess/Confidence

- Be Confident that you have a tested product!
- Ask yourself:
  - How can you prove full launching success?
  - How can you prove continued success?
  - Any hypotheses on potential process changes?
  - What questions do you want to know about student participants of online service?

Create/Troubleshoot

- By this point
  - Should be having success!

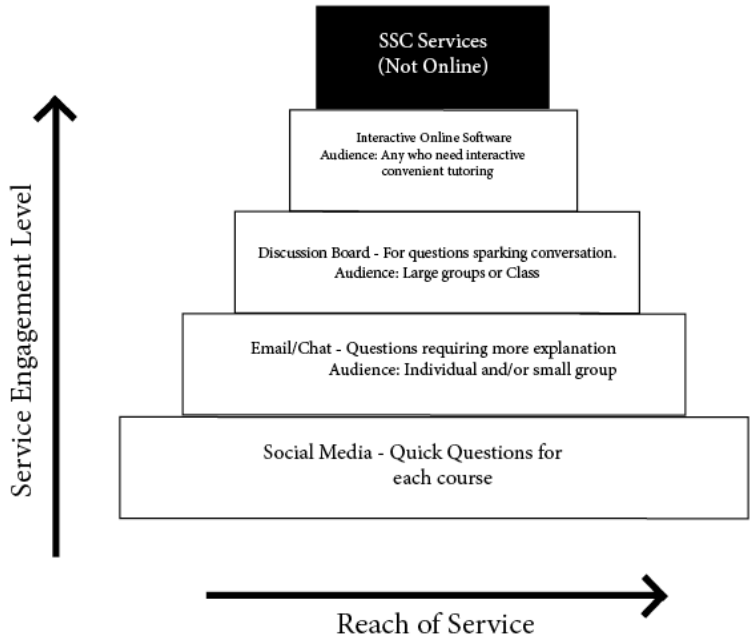
- Create:
  - New ideas based on experience?
    - IF YES: Start Needs Model over again!

Create/Troubleshoot

- Note on Troubleshooting
  - Potential foreseen student trouble with process
  - Potential unforeseen student trouble with process
- Never Assume Your Process is Perfect!
  - Technology Volatility
  - Student Needs Change
  - Always assess initial intention of service

Online Learning Considerations

Service Engagement	Delivery Approach	Intent of Approach	Audience	Example Programs
Level 1	Social Media	Quick questions for each content area or course.	Large Group	Twitter and Facebook
Level 2	Email/Chat	Questions needing further explanation or interaction.	Individual or Large Group	Outlook, Google Hangout, or website chat
Level 3	Discussion Board	For questions sparking interaction among a group	Individual or Small Group	Blackboard, D2L, or Moodle
Level 4	Interactive Software	Intense Learning Activity	Anyone who needs interactive real time engagement	Adobe Connect
Level 5	(Not Online) SSC Services	Dependent on Specific Functional Area	Dependent on Specific Functional Area	Dependent on Specific Functional Area



Online
Learning
Create/Troubleshoot
Assess/Confidence
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Join us Tuesday, February 17, 2015 for the next TLT webinar!

Topic: Student Engagement with Dr. Jimmie Gahagan – Director of Student Engagement, USC-Columbia

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