

An online program...a day in the life of Jill.

Students' Success Online through Teacher Preparedness



Preparing for an Online Course

The story . . .

Jill makes the decision to finish her degree after ten years of day-to-day life. She's excited to have her last of three children in school, and, so, she's off to finish her education by enrolling in an online program! She finds an online program that is just what she's been looking for: accredited, accessible, affordable, and convenient. She never has to go to campus.

Many questions come to her mind, though. She's out of touch with technology. She wonders, "Do I have the tools, and skills I need, and will there be support from the University?"



What Tools Will Jill Need?

- Computer and Monitor
- Printer
- Connectivity – DSL, Cable, or Dial-up
- Software – Microsoft Office Suite
- **What other tools may be needed?**



What Skills Will Jill Need?

- Typing skills
- Basic computer skills
- Time management skills
- Independent learner
- Has confidence to ask for help
- Good writing skills
- Good reading skills
- **Any other skills?**



What Support Will Jill Need?

- Family support and encouragement
- Technology support from the institution
- Personal support in the Course Mgmt System (Blackboard)
- Guidance from academic department and online program advisor
- Get Help Here! thread in the discussion board (instructor and students help one another)
- **What other support will Jill need?**



The Scenarios . . . What were the Challenges Faced by Jill?

Now it's your turn to help Jill in her online experience. She has some great questions, and has come to the experts for answers!

- Divide into groups
- Discuss scenario and list possible solutions



The Outcomes for Jill . . .

Jill encountered difficulties, but she received help when it was most needed. Because she had resources to rely on, she:

- Remained in and completed the program
- Encouraged others to enroll in the online program
- Was hired immediately after earning her degree
- Benefitted her family by completing the degree program
- **What other outcomes were there for Jill?**



Outcomes for the Institution . . .

Student support specialists are on the front line of questions; turn questions into changes in vital processes. Here are some things we can change:

- **Assign a project that YOU can complete**
- **Give tutorials and examples**
- **Have a contingency plan – technology happens**
- **Give clear instructions to begin course**
- **Utilize Blackboard communication tools**
- **Build a course that is consistent throughout modules and courses (if program)**





**Thank you for attending my session and have a
GREAT LUNCH!**

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